

eish!



NORTH-WEST UNIVERSITY[®]
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Staff newsletter for the NWU

VOLUME 5 No 6 October 2011

NWU receives trophy

Five-time winner

Women scientists
among best in SA

CASUAL DAY

*Colleagues rock
and roll*

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Front page: As an industrial psychologist, Prof Sonia Swanepoel, dean of the Faculty of Commerce and Administration on the Mafikeng Campus, knows the human psyche very well. Read more about her and her faculty on p10 and 11.



Some of the feedback the Eish! received from the SA Publication Forum included the following: "The publication covers a wide variety of topics which makes it an interesting read."

NWU shines in competition

The NWU's internal staff newsletter, Eish!, rates among the best in-house publications in the country. This was confirmed at the South African Publication Forum's award ceremony on Friday, 2 September 2011.

At this event the Eish! was crowned a finalist in the Best Internal Newsletter category, and was a second runner-up in the category for Best Publication with a Smaller Budget. In addition, the Eish! obtained a certificate for Excellence in Writing, and another for Excellence in Communication.

The NWU also entered some of its other publications, including the alumni magazine, NWU&U. This publication received two certificates: one for Excellence in Communication and another for Excellence in Design.

"In addition, we received positive feedback on the Corporate Profile and the Annual Report, indicating that we are also on the right track with these publications," says Mr Louis Jacobs, Institutional Director: Corporate Communication.

The annual competition, organised by the South African Publication Forum, attracts entries from major companies and brands such as Mercedes, Sanlam, Sappi, Wits, Unisa and Tukkies.

Editorial team: Nelia Engelbrecht and Marelize Santana, Louis Jacobs, Elmarie Cronje, Pertunia Thulo, Pheny Mokgothu, Kiewiet Scheppel, Annette Willemse.

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MESSAGE FROM THE VICE-CHANCELLOR

Dear colleagues

This is, unbelievably, the foreword of the penultimate Eish! of the year ...

And, holding this edition of Eish!, you can take delight in the fact that our staff magazine was recently announced one of the finalists in the in-house magazine category of the influential South African Publication Awards.

At the same high-profile event, Eish! was also honoured for Excellence in Writing and Communication. The alumni magazine, known as NWU&U was cited for Excellence in Writing and Layout.

Congratulations to everyone on the campuses and the Institutional Office involved in the making of these NWU mouthpieces!

Just recently, we heard that the NWU was announced best-governed university in South

Africa by PricewaterhouseCoopers for the fifth consecutive year. This award is an indication that the university's stability and positioning is a beacon in a rapidly changing and rather unstable South African higher education environment.

I am encouraged over and over again to see how we are fulfilling our mission elements by meeting the various targets one by one ...

And yes, as always, this edition offers a great variety of interesting reading matter ranging from the serious to the humorous.

Read about Casual Day fun, some big achievements in the highly esteemed Women in Science Awards and the dedication of a dean, to the focus on rights in disciplinary procedures. All of these

articles reveal the passion of NWU staff members. Good luck for the last hectic month on our academic calendar!

Regards

Heuns Eloff



A writer is just as good as his or her latest book; similarly, an institution can probably be measured against its most recent achievements.

If that is true, the NWU is not doing too badly.

Eish! we're doing well!

Being named the best-governed university in South Africa for the fifth consecutive year is quite a feat – more about that on p5.

The NWU also boasts a number of first-class women who have received national and international recognition during the last few months. Details are on p4.

However, these achievements do not mean that we can rest on our laurels. The NWU did not do too well in the Association of Commonwealth Universities' recent benchmark exercise (article on p6).

The secret seems to lie in the fact that the pursuit of excellence should be an ongoing process. This is the only way to ensure we excel in *all* our activities.

But sometimes it's good to kick off your shoes and let your hair down for a change.

Turn to p12 in this edition of Eish! to meet all the rock stars and other musicians who made an appearance across the NWU on Friday,

2 September. It was all for a good cause – the NWU staff celebrated Casual Day with fervour and showed once again that their hearts are in the right place.

On p7-9 you will find news about the campuses, and in the popular second mile article on p17 we single out staff whose hard work is testimony to their enthusiasm.

The winners of the previous edition's competition about the NWU brand will only be announced in the next edition of Eish!, but on p16 you'll find another opportunity to win some lovely prizes.

This year will soon be entering the home stretch – good luck to all, shoulder to the wheel and Eish! will be waiting for you at the finishing line!

Happy reading,

Nelia & Marelize

Women scientists now among the best of the best in SA

The women scientists of the North-West University are in the spotlight once again.

Prof Alta Schutte receives the silver medal (*British Association Medal*) of the Southern African Association for the Advancement of Science (S2A3) on 2 November 2011.

Prof Hanlie Moss already received a Millennium Golden International award from the International Research Promotion Council (IRPC) as "Eminent Scientist of the year 2011, Africa" on 20 September 2011.

Two other achievers are Prof Wilma Viviers and Prof Andrea Saayman, who did extremely well in this year's Women in Science competition presented by the Department of Science and Technology (DST).

All four of them are from the Potchefstroom Campus. Prof Alta is the director of the Hypertension in Africa Research Team (HART) in the Faculty of Health Sciences and Prof Hanlie is the director of the focus area: Physical Activity, Sport and Recreation (PhASRec) in the same faculty.

Prof Wilma and Prof Andrea are both from the School of Economics in the Faculty of Economic and Management Sciences. Prof Wilma is the director of the school and Prof Andrea is the programme leader for research.

MEDALS AND ARTICLES

The medal that Prof Alta received is awarded annually by the Board of S2A3 in acknowledgement of an exceptional contribution to the advancement of science.

Prof Alta was also elected a founder member of the South African Young Academy of Science (SAYAS). She was inducted as a member by Ms Naledi Pandor, the Minister of Science and Technology, when this body was founded on 27 September.

Prof Hanlie's IRPC award stems from a research article that was published in the *Journal of Intellectual Disability Research*. The title of the article is *Changes in coronary heart disease risk profile of adults with intellectual disabilities following a physical activity intervention*.

The IRPC is an international organisation that promotes academic and research

programmes in science and medicine in developing countries.

Apart from the award that Prof Hanlie received, she was also nominated to serve on the advisory board of the scientific journals of this body.

WOMEN AND SCIENCE

In the DST's competition for women for who make a special contribution to research, Prof Wilma received the second prize in the category for women who have distinguished themselves in the field of social and human sciences.

Prof Andrea was third in the category for young women who distinguished themselves in this field.

A total of 129 entries were received this year for the five categories in the competition. The Women in Science competition is held annually and is presented as part of the government's celebrations of Women's Month in August.

Last year, Prof Alta Schutte was the first NWU researcher to be selected as a winner in the DST's Women in Science Competition.

More about our achievers



Prof Alta Schutte focuses on research into the alleviation of hypertension and cardiovascular diseases, particularly among the black communities of South Africa.



The research of Prof Hanlie Moss focuses on the influence of physical activity and exercise in reducing chronic illnesses arising from lifestyle among adolescents, adults and special groups such as pregnant women and intellectually handicapped people.



The research by Prof Wilma Viviers has made an important contribution to the development of a decision-making model for scientifically based identification of South African export opportunities, which is currently a national priority.



The research by Prof Andrea Saayman focuses on the international movement of people and money, and has made a significant contribution to tourism economics through her investigation into the trends and impact of tourism.



Mr Mac Gani from PricewaterhouseCoopers (centre) presents the award for excellence in corporate governance to Prof Johan Rost, Executive Director: Finance and Facilities (left), and Dr Theuns Eloff, the vice-chancellor of the NWU (right).

Good governance makes NWU a five-time winner

Giving the NWU advice about corporate governance is like taking sand to the beach.

This is clear from the fact that the institution was recently announced best-governed university in South Africa for the fifth year in a row.

The university received this accolade by once again winning the PricewaterhouseCoopers (PWC) Higher Education Excellence Award for Corporate Governance.

The NWU's vice-chancellor, Dr Theuns Eloff, and Prof Johan Rost, Executive Director: Finance and Facilities, received the award at PricewaterhouseCoopers' annual Conference on Higher Education on 5 September 2011 in Cape Town.

The NWU has won this competition every year since 2007. During this time the university has only shared the first position twice. The NWU shared the first prize in 2007 with the Central University of Technology and in 2010 with the Vaal University of Technology.

THE RIGHT RESULTS

"Winning this award again reflects that the

NWU is a university that sticks relentlessly to the right processes and in this way, ends up with the intended results," says Dr Eloff.

"Whether filling key positions, overseeing the institution's budget and financial management or holding a Council meeting, it is important to us to follow proper procedure, without cutting corners.

"It also confirms that the NWU strives towards balanced excellence by giving equal attention to the different aspects of its core business," he says.

HIGHEST STANDARDS

The competition is held annually to encourage higher education institutions to strive for the highest standards in corporate governance and to comply with the good governance principles of the King III report on Corporate Governance in South Africa.

This report emphasises seven principles of good governance, namely discipline, transparency, independence, accountability, responsibility, fairness and social responsibility.



In this letter from Mr Theo Triegaardt of the Mafikeng Campus, he looks at the award the NWU won in PricewaterhouseCoopers' competition from an unusual angle, using humour and clever word-play.

"King Theuns III"

The news that the NWU once again won the PWC award for the best-governed university in South Africa was heartening indeed.

I wondered how the NWU managed to maintain its first position for five consecutive years ...

Then it dawned on me that the NWU is also the university employer of choice.

This is because management need only work diligently for two days per week, being a **Friday** and a **Saturday**, to cover all **seven** principles of good governance expounded in the **King 111 Report**.

On a **Friday** they take care of **fairness**, **responsibility**, **independence** and **discipline**. This leaves them with **social responsibility**, **accountability** and **transparency** to deal with on a **Saturday**.

– Mr Theo Triegaardt, Faculty of Commerce and Administration, Mafikeng Campus

You are welcome to write to us. You can email your letter to nelia.engelbrecht@nwu.ac.za or send it by snail mail to Nelia Engelbrecht, Box 260, NWU.

Comparisons reveal growth potential

In a recent benchmarking process undertaken by the Association of Commonwealth Universities (ACU), the NWU had the opportunity to compare itself with various other universities outside South Africa.

The question is how the NWU benefits from this process.

"Management believes that it is definitely worthwhile," said Prof Marlene Verhoef, Executive Adviser: Strategy and Projects in the office of the vice-chancellor.

"It gives us the opportunity to compare ourselves in an informal way with other universities across the world and to look diagnostically at our own processes afterwards," she said.

The NWU has been taking part in this annual exercise by the ACU since last year.

The process works like this: Questions are sent to the participating universities and they are assessed on the basis of their answers, as well as on supporting documents. After the participants have received a feedback report, a benchmarking work session takes place.

Prof Herman van Schalkwyk, the rector of the Potchefstroom Campus, and Ms Phumzile Mmope, Executive Director: Corporate Affairs and Relations, attended this year's session in New Zealand in August.

THREE TOPICS

Participating universities are assessed annually according to three topics. Last year it was strategic alliances, student experience and the management of information technology.

This year's topics were university of the future, brand development and marketing, and human resources management.

"As far as this year's topics are concerned, we came out average with regard to human resources development. The same applies to strategic alliances, which was last year's topic," said Prof Marlene.

"The results for some of the other topics showed that there are greater possibilities for growth," she added.

RESEARCH AND CREDIBILITY

On the topic of branding and marketing, Phumzile said the following: "At the feedback session the importance of conducting research to inform your brand development was once again stressed.

"Another important aspect that came under the spotlight was brand authenticity. In our case, it means that we should not only say that we are innovative and diverse, we should put this into practice and illustrate our innovative and diverse character."

Commenting on the topic of university of the future, Prof Herman had the following to say: "I think that development in terms of both hardware and software is going to change the

learning and teaching environment profoundly in the next 10 to 15 years.

"Formal classes in amphitheatre-style classrooms are probably going to be phased out and/or replaced by electronic lectures. Discussion classes and practical application of knowledge will probably become the way to work. This will have a far-reaching influence on infrastructure, staff and the way learning will take place."

Next year's ACU benchmarking workshop will be in August at the University of the Free State. The topics that will be discussed are financial management, the management of ranking lists for universities, and graduation outcomes.

Prof Marlene Verhoef, Executive Adviser: Strategy and Projects, said the NWU is currently assessing its own practices against best practice with a view to compiling an improvement plan – as deduced from reports and discussed during the recent work session in New Zealand.

Ms Phumzile Mmope, Executive Director: Corporate Affairs and Relations, said that a university's brand should be authentic and there should be a definite link between the brand and student experience.

Prof Herman van Schalkwyk, the rector of the Potchefstroom Campus, believes that technological development worldwide is going to have a major impact on universities and if we do not take that seriously, it could hit us like a tsunami.



SuperSport United signs up soccer player

The Soccer Institute has again caught the attention of a leading professional soccer team.

This time, goalkeeper Mr Boalefa Marvin Pule has been signed up by the ABSA Premier Soccer League team, SuperSport United. This follows the recruitment of Mr Andile Khumalo by the Amazulu Football Club in September 2010.

Boalefa joined the Soccer Institute in 2007 after playing for the Mothupi Birds in Lehurutshe. Whilst at the Institute he represented South Africa both in the National under 20 and under 23 teams where he obtained 14 and five caps respectively. He was voted the best goalkeeper during the 2010 University Sport South Africa (USSA) soccer tournament, which the Soccer Institute team won back to back (in 2009 and 2010).

"This is the wonderful opportunity that I have been waiting for. The environment at SuperSport United is great and the reception was very warm," said Boalefa. He also thanked the campus rector, Prof Dan Kgwadi, for the opportunity to join the Soccer Institute, and the exposure that he received.

Mr Boalefa Marvin Pule has been signed by the ABSA Premier Soccer League team, SuperSport United.



Campus sees the **bigger picture of communication**

Various electronic communication tools have recently been implemented on the campus. An outdoor electronic advertising board, electronic message boards, Wi-Fi, a five-digit SMS number and a campus Facebook page are the newest technological additions to broaden the campus' communication strategy.

The five electronic message boards that are spread across the campus are used to convey messages from management to students, to make important announcements and to advertise big events on campus.

An outdoor electronic advertising board was also installed at the student centre. "This big screen is destined for information

and advertising," said Mr Koos Degenaar, Director: Marketing and Communication. According to Koos the screen will also be used for entertainment. "The Marketing and Communication Department is planning to connect it to DSTV so that sports, movies and other entertainment channels can be broadcast".

The five-digit SMS number, 33080, and a Facebook page (NWU Mafikeng Campus) were put in place to encourage students to talk to management. "These two media give the students a platform where they can give their views, ask for information and even report incidents to management," said Koos.

The implementation of Wi-Fi technology at strategic points on campus is also in its final stages. Currently, connection points are being installed in the administration building and the library and will also cover the surrounding areas at the student centre.

Journal article gets most mentions internationally

A journal article published by Mr Collins Ateba, a lecturer in the Department of Biological Sciences, and Prof Moses Mbewe, director of the School of Agricultural Sciences, was recently reported as the most cited article in the international journal *Research in Microbiology*.

The article is entitled "*Detection of Escherichia coli O157:H7 virulence genes in isolates from beef, pork, water, human and animal species in the North West Province, South Africa: public health implications*".

It was reported as the number one of the top 10 most cited articles for January 2011. *Research in Microbiology* is an Elsevier internationally recognised journal and a publication of the prestigious Pasteur Institute that was established in 1887.

This journal article is part of Collins' PhD research and Prof Moses is his supervisor.

E. coli O157:H7 is a food- and water-borne pathogen that causes disease in humans through the production of toxins known as shiga-toxins.

These bacteria strains can cause disease even if only a few cells are ingested and can cause outbreaks of infections even in countries with more advanced public health facilities.

Infections usually range from uncomplicated diarrhoea to the more complicated bloody diarrhoea and haemolytic uraemic syndrome that can lead to death.

The results presented in the study indicated that meat samples obtained from major cities in the North West Province were contaminated with *E. coli* O157:H7. It was suggested that the sanitary conditions of farms, abattoirs and butcher shops should be improved as this could reduce transmission of *E. coli* O157:H7 to humans.



Dr Paul Beukes, Dr Micky Josipovic, Mr Diederik Hattingh, Prof Kobus Pienaar, Prof Lauri Laakso, Dr Ville Vakari and Dr Pieter van Zyl are some of the scientists who took part in the measurements.

NWU involved in international research on air quality

Researchers from the Potchefstroom Campus are involved in an international research project to better understand the impact of aerosols and trace gases on the climate and air quality.

The project, known as the European Integrated Project on Aerosol Cloud Climate and Air Quality Interactions (EUCAARI), is the most extensive aerosol research project undertaken in Europe so far.

The North-West University with the support of the University of the Witwatersrand, Sasol and Eskom, lead the South African involvement in the project, coordinated by Prof Markku Kulmala from the University of Helsinki in Finland.

One of the most important research outcomes of this project shows that the aerosol cooling effect will be significantly reduced by 2030 through air pollution abatements that are being implemented worldwide and the use of advanced technology that is currently available.

Atmospheric aerosol particles have been masking the true rate of greenhouse gas-induced global warming.

Prof Kobus Pienaar, dean of the Faculty of Natural Sciences, says according to the findings of the EUCAARI, these changes will increase the global mean temperature by 1°C by late 2030. This is much higher than calculated before the EUCAARI project's results were available.

Lecturers take the lead in assessing school textbooks

The national Department of Basic Education recently asked two lecturers from this campus to act as group leaders for the assessment of textbooks written for grade 10s in line with the new school syllabus.

The group leader for the subject Consumer Studies was Ms Adri Koekemoer from the School of Curriculum-based Studies in the Faculty of Education Sciences, while the group leader for the subject Tourism was Prof Elmarie Slabbert from the School of Business Management in the Faculty of Economic and Management Sciences.

Assessment groups were composed of teachers, subject advisers and individuals from higher education institutions where the particular subject is offered.

The new curriculum and assessment policy is to be implemented at the start of 2012 for the Further Education and Training Phase. The new textbooks that are now being developed have to comply with the standards and objectives set by the Department. The textbooks were thus critically evaluated based on content, context and usefulness in the different subject groups.

Since many of the textbooks were found not to meet the requirements, the process was extended by a month to ensure that the new textbooks will indeed benefit learners and teachers alike. Hopefully, the publishers will be able to print the books before January 2012.



Ms Adri Koekemoer from the School of Curriculum-based Studies and Prof Elmarie Slabbert from the School of Business Management were appointed by the Department of Basic Education as group leaders for the assessment process of new grade 10 school textbooks.

Staff movements announced

Quite a few staff movements were recently announced on the campus:

- Prof Jan de Kock is currently the acting dean of the Faculty of Engineering.
- The position of Dean of Students has been advertised in the media. Prof Hendré Reyneke retires at the end of the year.
- Dr Tom Larney of the Ferdinand Postma Library retires at the end of 2011 and Ms Elsa Esterhuizen will be his successor.
- Mr Willem Pienaar of Academic Administration retires at the end of the year.
- Prof Mariëtte Lowes, Vice-Rector: Teaching-Learning, has been appointed for another term.
- Prof Pierre Mostert has been appointed as the new director of the School of Business Management.
- Two new housemasters were also appointed recently: Mr Duane Aslett of the School of Accounting Sciences at Veritas and Mr GP van Rheede van Oudtshoorn of the School of Communication Studies at Heide.



Look who's also reading Eish!

Picture this scene. You unlock your office and walk over to your desk. After opening the blinds, you pull out your chair and then you see it. On your desk, between the pages of the book on your desk, a gecko! A scabby, cold thing with sticky feet!

If you were anywhere but on the Vaal Triangle Campus, you would probably scream at the top of your voice, shudder and start running, or try to move the book from the desk with a dramatic shove.

What can you do? Well, push the book aside gently and let the gecko familiarise itself properly with the most recent developments on the campus. After all: it's reading Eish!

School of Basic Sciences launches new research focus area

The relationship between energy and poverty, especially within the African continent, presents researchers with the opportunity to challenge the boundaries of knowledge while addressing a real-life crisis.

This was the message at the launch of a new research focus area within the School of Basic Sciences in the Faculty of Humanities.

The focus area, called Public Affairs Research for Service Delivery (PARSED), was formally announced by Prof Christopher Rabali, the director of the School of Basic Sciences. Representatives from the campus's research community hailed the launch as an exciting new chapter for the school and even more so for the Faculty of Humanities.

During the launch, Mr Maxwell Mapako, a senior researcher at the Council for Scientific and Industrial Research (CSIR), delivered a paper on the importance of research in addressing critical challenges such as poverty and energy delivery within the African context.

At the core of his address was the message that researchers should sensitise themselves to the reality that research can and must provide answers to real-life problems and that research has a cardinal role to play in service delivery.



Prof Susan Coetzee-Van Rooy (left), the Research Director in the Faculty of Humanities challenged researchers to make service delivery part of the research equation. With her is Prof Ernest Ababio from the School of Basic Sciences, who was the programme director for the day.

The presentation was concluded with a challenge to the members of the campus's research community by the faculty's research director, Prof Susan Coetzee-Van Rooy. She urged researchers to formulate their role within the arena of service delivery and to facilitate the transition from the research laboratory to the grassroots of the community.

Campus explores involvement in nursing training

An exploratory stakeholder workshop to discuss the possibility of introducing nursing education and training on the campus was recently held at the Quest Conference Estate.

For this workshop, a wide range of internal and external stakeholders convened to share best practices and to determine the requirements set

by the Department of Health for nursing training.

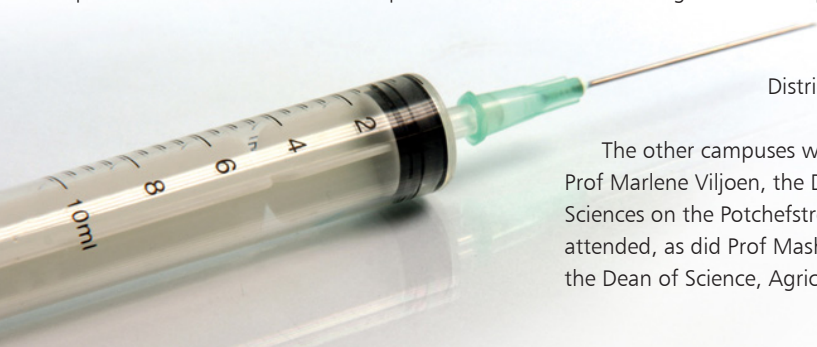
Among them were members of the campus's senior management, the Faculty of Humanities and public health representatives, including the member of the Management Committee of the Sedibeng District Council, officials from the Gauteng Provincial Department of Health, and the Director of Sedibeng District Health.

The other campuses were also represented. Prof Marlene Viljoen, the Dean of Health Sciences on the Potchefstroom Campus attended, as did Prof Mashudu Maselesele, the Dean of Science, Agriculture and Health

on the Mafikeng Campus. All stakeholders felt that there is a dire need for quality training for nurses in the Vaal Triangle and, according to the representatives of the Department of Health, a target has been set to double the intake of trainee nurses from 6 500 to 13 000.

A task team has been appointed to map out a project plan with a view to implementing the set strategies from 2013.

According to Prof Thanyani Mariba, the campus rector, this initiative will further enhance the campus's strategic objective of becoming a centre of excellence in providing scarce skills programmes that respond to the needs of the country.





The human psyche is like an open book

In this edition of Eish! we introduce Prof Sonia Swanepoel, the Dean: Faculty of Commerce and Administration on the Mafikeng Campus. You can read what she has to say about her faculty, the human psyche and the time she spent in Dubai.

Prof Sonia Swanepoel knows people. Maybe it's because she's an industrial psychologist. Or is it the other way around?

Did she become an industrial psychologist because she has always been attuned to people?

Whatever the case may be, she knows what makes her colleagues' hearts beat faster.

According to Prof Sonia, the biggest challenge in her faculty since her appointment in May 2010 has been to create a positive climate that would empower the staff to achieve their full potential.

"People's locked-up potential – which can usually be unlocked with a little bit of encouragement – never ceases to amaze me," she says.

With her arrival on the campus last year, she found that the percentage of staff members with PhDs was quite low.

OLD DOGS AND NEW TRICKS

"I was promptly informed that some of

the 'old hands' had no interest in studying – not now, not ever. They told me 'you can't teach an old dog new tricks', but if you ask me, that's an insult – even for an actual 'old dog'. Now, after the necessary motivation, those staff members are our most active students."

Prof Sonia is very proud of her faculty – the staff, the students and the programmes that they offer. "What I enjoy most about my work is helping to create a culture of confidence through our successes – and that is how we build excellence."

NEEDS AND FEARS

Standing at the helm of her faculty, her background as an industrial psychologist is a definite asset. Asked about people's greatest needs and fears in the workplace, she answers:

"People's greatest need in the workplace is to experience job satisfaction, and their greatest fears are inconsistency, injustice and not getting recognition."

Throughout the years, Prof Sonia has done quite a number of courses, for instance on assessment and emotional intelligence.

One course that tends to catch the eye is a basic course in hypnosis. And yes, she has hypnotised people and been hypnotised herself.

"When you're under hypnosis, you are still aware of what's going on around you," she says. "Remember, hypnosis is just a form of concentration – there's nothing supernatural about it as many people think. You cannot be forced to do something against your will when you are under hypnosis."

Prof Sonia Swanepoel has been the dean of the Faculty of Management Sciences at the Tshwane University of Technology until February 2010, after which she joined the NWU.



The Swanepoels' eldest daughter, Christél, got married on the beach in Lamberts Bay earlier this year. With her from left are her brother, Zander, and the twins, Divan and Sonika.

SUPERVISOR AND EXAMINER

Judging from Prof Sonia's CV, it is clear that she has ploughed back a lot of the knowledge gained in the course of her career.

Over the years, she has supervised 12 master's and two doctoral students and has acted as external examiner for 18 master's and two doctoral students. At present, she has two master's and two doctoral students.

As an expert in her field, she has done dozens of evaluations and presented various courses to city councils, state departments and institutions such as Sanlam, Vodacom, South African Airways and BMW.

In 2005, she even tested potential players for the South African Golf Development Academy to determine academic potential.

"Years ago, I played a little golf myself, but it took up too much of my time." She likes all types of sports, but tennis is her favourite. "I also jog a bit, because I love good food!"

DOLLS AND CHILDREN

For relaxation, she likes to read and play bridge. "I also used to make porcelain dolls – before we started a family, that is." Since then, Sonia and husband Fanie have had four children.

The eldest Swanepoel daughter, Christél (26), got married in February. She and her husband are currently in South Korea on an extended honeymoon, where they teach English. The second eldest, Zander (23), is studying an LLB at the NWU. The twins, Divan and Sonika (20), are also students. Divan is studying Town and Regional Planning at the NWU and Sonika is studying accounting (a BAcc degree) in Stellenbosch.

The rest of the family consists of noisy, feathered creatures: Gunther and Shadow, the two African Grey parrots.

She has some advice about coping with stress: "It is important to be balanced – maintain a healthy lifestyle that includes exercise and diet. Make time for yourself and do something relaxing, for instance reading or some kind of hobby."



Prof Sonia and her husband, Fanie, a lawyer, on holiday in Mosambique in 2010.

Other interesting facts

Favourite dish: Tomato stew with neck of lamb

Favourite book: *Catherine the Great* by Carolly Erickson

What makes me laugh: Student humour

Famous person with whom I would have liked to have a conversation:

Catherine the Great. Leaving her native Austria at the age of 15 to become the ruler of Russia is extraordinary.

If I had to choose between these possibilities, I would choose:

- Chocolate milkshake, fruit juice, **coffee**, tea
- Roses, orchids, lilies, **sweet peas**
- Dogs, cats, **gold fish**, geckos
- Rainy weather and pancakes, sunshine and watermelon, **winter and soup**, windy day and flying a kite
- **Red wine**, champagne, liqueur, mampoer
- Court shoes, Crocs, running shoes, **wellingtons**
- Aeroplane, cruise ship, bicycle, **train**

Desert city enchants

In 2001 and 2002, Prof Sonia worked in Dubai – first for two private companies and later for the Department of Civil Aviation.

"What I found most impressive about Dubai was the pace of development. Before 1966, it was a tent town with nomadic, poor Arabs. Following the discovery of oil in

1966, it rapidly developed into one of the most modern cities on earth.

"Dubai is ruled by a sheikh – so it's an auto-cracy. In Dubai foreigners are expected to adapt to the local culture and customs.

"For example, I was there during the Fast of Ramadan. During this time, eating or drinking in public is not allowed, and I couldn't drink

water while presenting workshops – which was a bit of a challenge.

"Another challenge was the concept of 'wasta', which I encountered when I selected candidates for positions. One of them was related to the sheikh, and I was warned beforehand that he had 'wasta'. It refers to connections – in other words who you know. If you have 'wasta', you are automatically entitled to certain benefits."

NWU rocks and rolls for people with disabilities

There really is a rock star in every one of us! The NWU once again proved that its heart is in the right place, celebrating Casual Day on Friday, 2 September, with the usual zest.

This year's theme was 'Worn to be wild' and the staff participated enthusiastically. The four business units teemed with rock stars and other musicians and we'd like to share a couple of photos with you.

Go to the intranet landing page and look under News – NWU takes part in Casual Day initiative, or visit the Institutional Office's facebook page: NWU Institutional Communications for more pictures.

Thank you for everybody's participation – until next year!



Elvis and the two women in his life made an appearance on the Potchefstroom Campus. Here are Prof Amanda Lourens, Vice-Rector: Research and Planning (left), Prof Herman van Schalkwyk, Rector: Potchefstroom Campus, and Prof Mariëtte Lowes, Vice-Rector: Teaching-Learning.

Apparently, the hardcore rockers were all the while hiding at the Institutional Office. Eish! was lucky enough to capture these two on film. Mr Anton Scheppel: Manager: Labour Relations (left) and Mr Zaan Strydom, Manager: Employment Equity.



The Vaal Triangle Campus was alive with talented musicians. From left are Ms Jani Jooste (faculty coordinator, Faculty of Economic Sciences and Information Technology), Ms Leandra van der Merwe (lecturer, School of Information Technology) and Ms Helei Jooste (secretary in the office of the Dean, Faculty of Economic Sciences and Information Technology).



The admissions office on the Mafikeng Campus celebrated Casual Day with 'attitude'. In the back, from left, are Ms Tshenolo Selima, administrative assistant, Ms Abigail Corns, senior administrative officer, Ms Linnoid van der Wath, administrative assistant, Ms Luween Lottering, administrative assistant, Mr Christopher Titus, administrative assistant and Ms Keshni Scholtz, senior administrative officer. In the front, from left, are Ms Leilani Titus, Mr Petrus Cloete and Ms Natalie Titus – all of them administrative assistants.



These experts **know** their **subjects**

The NWU's experts are often quoted in the media, thereby strengthening the public profile of the university as an institution driven by the pursuit of knowledge and innovation. In this edition, we share their most recent comments with our readers.



“ Our oceans are facing mass extinction. The combination of issues such as global warming, pollution and over fishing have created a situation that the oceans can't survive and adapt to. The mass extinction that is taking place influences every human being, because it has to do with food security and global income. The main message from the International Programme on the State of the Ocean is that we need to act immediately, as we are already in trouble. ”

Prof Nico Smit, Zoology, Faculty of Natural Sciences, Potchefstroom Campus and member of an international panel of leading marine scientists.
Bay FM, 23 June 2011



“ There is no risk of acid mine water flooding the deep basements of high-rise buildings in the Johannesburg central business district. The anticipated decant from the mine void should be seen not as a threat, but rather as an opportunity of using water which for a couple of years went unused to fill the void. ”

Prof Frank Winde, Environmental Sciences and head of the Mine Water Research Group, Potchefstroom Campus
Pretoria News, 28 June 2011

“ The radiation energy of fires raging in the Tlokwe area on 23 August 2011 was up to 1 000 MW in some places. The radiation energy of the Koeberg power station is 600 MW at a given time. ”



Prof Dewald van Niekerk, Director: Africa Centre for Disaster Studies, focus area for Social Transformation, Faculty of Arts, Potchefstroom Campus. Potchefstroom Herald, 2 September 2011



“ Studies show that emotional intelligence plays a bigger role in your child's future success than his IQ. And unlike IQ, emotional intelligence can be acquired. Your baby will learn to handle his own emotions through your handling of your own emotions. Emotional intelligence can be wrecked by parents who are not emotionally intelligent themselves. ”

Dr Doret Kirsten, clinical psychologist, Faculty of Health Sciences, Potchefstroom Campus
yourparenting.co.za, 12 September 2011

“ The prevalence of strokes among black people in South Africa is double that of whites. Hypertension, a major risk factor for such illnesses, is a particularly big problem among black people. A study conducted in the Potchefstroom area in 2008 established that 70% of black teachers and 50% of white teachers suffered from hypertension. ”

Prof Alta Schutte, Director: Hypertension in Africa Research Team (HART), Faculty of Health Sciences, Potchefstroom Campus
Beeld, 24 June 2011





Disciplinary processes

In this edition, we focus on the disciplinary processes at the NWU. Eish! spoke to Mr Anton Scheppel, Institutional Manager: Labour Relations, about the procedures that are available to employees and managers.



Q: Where can a person find information about the disciplinary processes?

A: The NWU has a recently revised behavioural manual, which was submitted for approval to the Institutional Management in September 2011.

Next year, we are going to provide compulsory training to all NWU managers and supervisors to help them become acquainted with the content of the manual.

Q: What are the processes available to me as employee if I feel aggrieved in the work situation?

A: A grievance procedure consisting of four official steps can be followed:

- Firstly, the aggrieved person explains his or her grievance. The person against whom the grievance was filed and a consultant from Human Resources must be present.
- Secondly, the aggrieved person needs to register the grievance by completing an official form available from Human Resources. A second discussion follows, during which the managerial head acts as facilitator and to which the aggrieved person may be accompanied by a colleague or a representative from one of the recognised trade unions.
- The third step – yet another discussion – is handled by the next level managerial head. If a solution is not forthcoming, the final step follows.
- In the final step, my office sets up a committee to investigate the matter and to reach a verdict. The verdict is binding and may result in the accused being disciplined, apologising to the aggrieved party, or whatever other outcome may be suitable.

Q: What if the aggrieved person is still not satisfied?

A: Employees may at any time approach the

Commission for Conciliation, Mediation and Arbitration (CCMA). Just remember that this organisation will expect you to first exhaust your institution's domestic mechanisms for dispute resolution – as set out above.

Q: What can I as manager do if an employee needs to be disciplined?

A: A process of progressive discipline must be followed. This means that one step after another should be followed until the matter is settled.

Q: What are these steps?

A: The first step is an oral or written warning and the second step is an official line manager hearing in the workplace and a final warning. In the case of very serious or repeated offences, a third step can follow. This entails a central university hearing where my office is involved, and could lead to dismissal – if applicable.

Q: Can an employee appeal against the ruling of the university hearing?

A: Yes, every employee has the right to request that the matter be reconsidered by a review committee. However, only the documents are reviewed. Further evidence is considered only in highly exceptional cases.

Q: What is the correct procedure that I as manager should follow if I am of the opinion that someone under my supervision is not performing satisfactorily?

A: Remember that incompetence has to do with outputs or performance. This is not to be confused with discipline. In the case of discipline, the person transgresses deliberately, while incompetence or performance impairment is caused by illness, injury, inability to adapt or

poor job performance. Poor job performance, in turn, can be due to inexperience, incompetence or a lack of means.

As this process is about performance which has to be improved, it can become a more drawn-out process than the disciplinary process. This could result in demotion, a salary reduction, transfer or dismissal.

Q: What am I to do as manager if an employee were to stay away from work without reason?

A: The procedures for several behavioural problems – such as absconding – are set out in the behavioural manual.

It also contains information about inappropriate behaviour, harassment (so-called “corporate bullying”), sexual harassment and insubordination.

Q: When and where will the revised manual be available?

A: We expect that it will be available on the intranet by the end of November 2011, at http://www.nwu.ac.za/content/policy_rules.

Q: Who can I contact if I have more questions about this topic?

A: Feel free to contact Ms Christelle Foord or Ms Michelle Bownes.





Prof Themba Mosia, the institutional registrar of the NWU (left), thanks Adv Solly Sithole, SC, who delivered a speech during the seminar on information management. In the background are Ms Amanda van der Merwe, Institutional Manager: Records Management and Administration, and Mr Mark Heyink from Information Governance Consulting.

May we give exam results to parents?

One of the questions that came up at a recent seminar on the management of information at the NWU was whether the university could legally give students' exam results to their parents if said students have already attained the age of majority.

The seminar was presented on 11 August by Records Management and Administration at the Institutional Office, in cooperation with the NWU Human Rights Committee. This event made NWU role players look with new eyes at the provision and safeguarding of information.

In the process, the question was raised whether students' exam results could be disclosed without their permission. This is the opinion of Adv Thabo Pheto from Institutional Legal Services:

"Currently, the contractual relationship is between the student and the university, it does not extend to the student's parents. I would recommend that the university first get the consent of students before releasing such information. The above applies to students who have attained the age of majority*, not those who are under parental control."

BALANCE AND RECORDS MANAGEMENT

During the seminar, it became apparent that the issue at hand was ultimately about a balance between the right to information and the right to privacy.

Two applicable pieces of legislation were scrutinised.

Ms Chantal Kisoon from the South African Human Rights Commission spoke about the Promotion of Access to Information Act and emphasised the important link between information and good records management.

Mr Mark Heyink, an attorney from Information Governance Consulting, shed more light on the Protection of Personal Information Bill and how the NWU's recordkeeping should contribute to this.

Adv Solly Sithole, SC, Chairperson of the NWU's Human Rights Committee, spoke about the potential impact of information legislation on universities and academia and also emphasised the importance of understanding the difference between the bills on the Protection of Information and the Protection of Personal Information. Approximately 80 staff members

involved with information administration were invited to attend the seminar.

* 18 and older

Information management @NWU

If you as a member of staff would like access to information held by the NWU or if someone from outside the university approaches you for information, the following procedure must be followed:

First of all, contact Ms Amanda van der Merwe, Manager: Records Management and Administration, in the Institutional Office. Amanda will then judge whether or not the requested information is generally available management information. If not, a special form must be completed. This form, as well as an information manual, is available on the internet. Click on Management and Corporate Management, and then on Policies and Rules. Send the completed form to Amanda for further processing. All applications for access to information are handled in cooperation with Legal Services.

Convocation welcomes new leaders



The NWU Convocation elected a new management team at their triennial general meeting held on 6 August 2011 in Johannesburg. They are from left Dr Brendah Sekatane, a lecturer on the Vaal Triangle Campus, Prof Themba Mosia (secretary of the Convocation and institutional registrar of the NWU), Dr Sammy Thekiso, a lecturer on the Mafikeng Campus (vice-president), Adv Jan Henning, SC from Lindley, (president), Dr Dirk Hermann, the deputy general secretary of Solidarity, Pretoria, Prof Marius Stander, lecturer on the Vaal Triangle Campus, Mr Thabang Tikane from the provincial department of Social Development in Klerksdorp, Adv Johan Kruger, a legal expert from Pretoria, and Ms Heleen Coetzee, a lecturer on the Potchefstroom Campus.

The winners of the previous edition's competition about the NWU brand will be announced in this year's last edition of Eish!. We kindly invite you to take part in another great competition.

Win! Win! Win!

You can win a **corporate gift** – just find the answers to the following **10 questions!**



Identify the close-ups and provide the relevant page numbers on which they appear.

- 6: In which category of the South African Publication Forum's competition did the Eish! receive a third place?
- 7: Which award did the NWU receive for the fifth consecutive year?
- 8: Who is the new director of the School of Business Management on the Potchefstroom Campus?
- 9: What does Prof Sonia Swanepoel, Dean: Faculty of Commerce and Administration on the Mafikeng Campus do for relaxation?
- 10: Who do you have to contact if a staff member or a member of the public wants access to information?

SEND YOUR ANSWERS TO:

Post: Marelize Santana, Internal box 260

Email: Marelize.Santana@nwu.ac.za with **Eish!** in the subject field.

Remember: Include your staff number, title, name, surname, job title and the name of your division and campus.

The first correct entry per business unit that we draw, will win a prize!

Walking the extra mile

It seems that nothing can stop our 'extra-milers' in their quest to go beyond the call of duty. As in previous editions, Eish! recognises all the NWU colleagues who do more than the norm in carrying out their daily work.

Ms Mirriam Tlhagale, secretary in the office of the Manager: Protection Services on the Mafikeng Campus, is someone who can be relied upon.

"Mirriam has a keen sense of responsibility – she is responsible for reservations of the Senate Hall and the Senate Rooms and is very efficient," says Ms Christina Travis, Head: Campus Secretariat and Archives. "We appreciate all her support and the fact that we can always depend on her – even outside normal working hours."

The staff of the Department of Academic Administration on the Potchefstroom Campus have nothing but praise for **Ms Cynthia Kamffer**, administrative officer in this department.

"Cynthia is always very helpful, hard-working, thorough and dedicated. Her extensive knowledge of the NWU and her willingness to help despite her heavy workload are definite assets to our department and the university," they say.

Ms Rika Huyser, senior technician in the Department of Biological Sciences, and **Dr Oziniel Ruzvidzo**, senior lecturer in the same department on the Mafikeng Campus, both deserve compliments. According to Dr Olubukola Babalola, senior lecturer and head of the department, both colleagues are assets.

"Rika is very dedicated in her work and does everything in her power to support her colleagues and to help the department grow. Her enthusiasm is contagious! Dr Oziniel goes out of his way to accommodate students and to have positive interaction with them. Thanks, colleagues!" says Dr Olubukola.

According to Ms Louisa Knight, secretary of the Operations Head: Administration and Management in the School of Curriculum-based Studies on the Potchefstroom Campus, **Mr Johan Liebenberg**, Operations Head: Administration and Management, deserves to be commended for his hard work.

"Johan always goes out of his way to help any student, parent or colleague. Nothing is ever too difficult to deal with; he is always positive and delivers excellent service. Johan is patient and friendly and his door is always open to anybody who wishes to see him," says Louisa.

Ms Evie Pivalizza, a coordinator in the Centre for Academic Development on the Mafikeng Campus wishes to nominate **Mr Motheo Koitsiwe**, a lecturer in the School of Social Sciences.

"Motheo's service is always excellent. His positive attitude and his exceptional interpersonal skills – especially in working with people from different backgrounds – are certainly good for the campus."

Another staff member who is worthy of a compliment is **Mr John Bond**, manager of the FNB High Performance Institute for Sport on the Potchefstroom Campus. Ms Mpho Seshabela, an administrative officer in Records Management and Administration in the Institutional Office, wants to nominate him as an exceptional person who is always willing to go the extra mile.

"John is always positive about his work, especially records management. He realises the value thereof and applies it conscientiously – thank you, John!"

Ms Claudie Kroese, liaison officer in the Faculty of Engineering on the Potchefstroom Campus, nominates **Ms Retha Potgieter**, administrative manager in the office of the Dean: Engineering.

"Retha is 100% dedicated and always goes the second mile for each and every student. She makes time for every single person, never loses her patience and is always smiling. It is clear that she has a passion for her students."

If you would like to nominate a colleague who always goes the second mile, please send an email to Marelize. Santana@nwu.ac.za. Remember to indicate your job title and the name of your department or school, as well as those of the person whom you are nominating.

MIRRIAM TLHAGALE



CYNTHIA KAMFFER



RIKA HUYSER



OZINIEL RUZVIDZO



JOHAN LIEBENBERG



MOTHEO KOITSIWE



RETHA POTGIETER



JOHN BOND



HESA'S money minds meet

Instead of meeting in one of the bigger cities of South Africa as they usually do, the Executive Finance Forum of Higher Education South Africa (HESA) recently met at the NWU for the very first time.

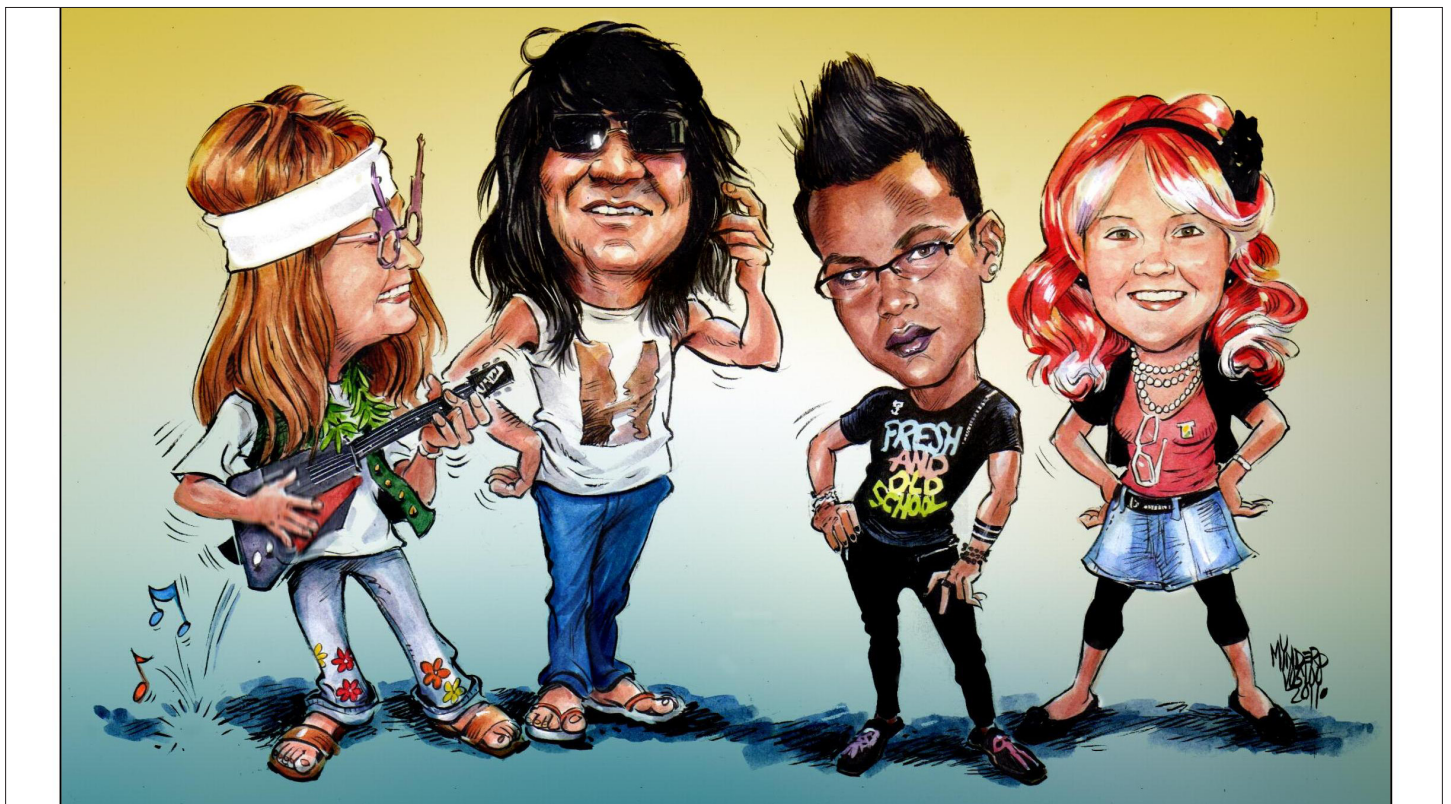
During the conference from 25 to 26 August 2011 at the Sports Village on the NWU's Potchefstroom Campus, a wide range of topics were discussed. These included tuition fees, financial reporting and specialist corporate governance.

Meeting three times a year, the forum provides an opportunity for executive directors of finance working in higher education to collaborate, network and share knowledge on issues of common interest.

The objectives of the forum include debating national financial initiatives and issues and promoting best financial practice within South African higher education institutions.



The recent conference of the Executive Finance Forum of HESA was held at the Sports Village in Potchefstroom. In front from left are Mr Hennie Kruger (University of Johannesburg), forum chairperson Prof Henk Kriek (also from the University of Johannesburg), Mr Marius Scheepers (Nelson Mandela Metropolitan University) and Ms Marisna Nel (University of the Free State). The NWU representatives in the back from left are Prof Johan Rost, Executive Director: Finance and Facilities, Ms Elmarie de Beer, Institutional Manager: Finance, and Mr Danie Walker, Institutional Manager: Financial Reporting and System Management. Joining them in the back on the right is Mr Chris Liebenberg (University of the Free State).



On Casual Day, 2 September, the campus was teeming with rock stars. Some of the celebrities who made an appearance to entertain their colleagues were, from left, Ms Esmé Marks, Human Resources, Institutional Office, Mr Bobo van der Westhuizen, Chief Director: Finance and Facilities, Potchefstroom Campus, Mr Petrus Cloete, Admissions Office, Mafikeng Campus, and Ms Colleen O'Grady, Technical Services, Vaal Triangle Campus.

Tell us what you think about Eish!

We hope that you have enjoyed receiving the staff newsletter, Eish! and have found it to be newsworthy and informative. In order to evaluate the newsletter, we would appreciate it if you would take a few minutes to answer the following questions.

Three lucky respondents from each business unit will each receive R250.

On a scale from one to five, with one being "not at all" and five "very much" please indicate how much you like to read the following in Eish!:

News / articles about:

Council matters/decisions	1	2	3	4	5
Management	1	2	3	4	5
Policies, procedures and processes	1	2	3	4	5
Achievements of the NWU	1	2	3	4	5
Achievements of individuals	1	2	3	4	5
Award ceremonies, seminars and conferences	1	2	3	4	5
Human interest stories (concentrating on people instead of issues)	1	2	3	4	5
Teaching-learning	1	2	3	4	5
Research	1	2	3	4	5
Community development	1	2	3	4	5
Sustainability matters (green living)	1	2	3	4	5
Centres/schools/faculties/support services	1	2	3	4	5
Staff issues (Human Resources)	1	2	3	4	5

Regular features:

Message from the vice-chancellor	1	2	3	4	5
Editorial	1	2	3	4	5
Focus on series	1	2	3	4	5
Quotes from NWU experts series	1	2	3	4	5
Profile of NWU staff member in the centre of the newsletter	1	2	3	4	5
Campus news	1	2	3	4	5
Competition	1	2	3	4	5
Extra mile article	1	2	3	4	5
Cartoon	1	2	3	4	5
Quote on the back page	1	2	3	4	5

Do you see the Eish! as a valuable source of information?

Would you like to see more campus news pages in Eish!?

Would you like to see more profiles about people at the NWU?

Do you like to read what different people think about a specific topic?

Would you prefer to read the Eish! online or in print?

Yes	No
Yes	No
Yes	No
Yes	No
Online	In print

I would like to have more coverage on (fill in your suggestions):

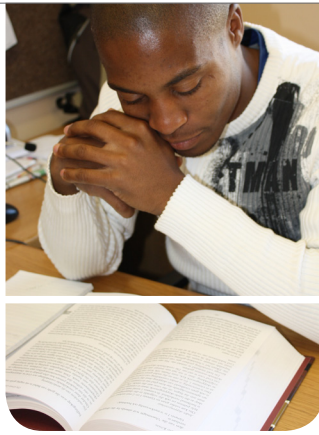
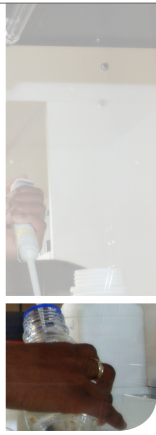
What changes or improvements to Eish! would you like to see in future editions?

Thank you for taking the time to complete this questionnaire. Please send it back to Nelia Engelbrecht by snail mail to Box 260, or fax it to 086 614 3222. Another possibility is to complete and forward the questionnaire electronically. You can also obtain the questionnaire on the intranet. Click on News in the right top corner of the intranet landing page. You will find the questionnaire under Print Newsletters > Eish! Save and complete it and then email it to nelia.engelbrecht@nwu.ac.za.

If you want to be considered for the lucky draw, kindly supply your details below:

Name: Tel no:

Division:



The **NWU** strives towards **balanced excellence** – thus **quality** in **all** its **activities**.

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