

eish!



NORTH-WEST UNIVERSITY
YUNIBESITHI YA BOKONE-BOPHIRIMA
NOORDWES-UNIVERSITEIT

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Staff newsletter for the NWU



**Lecturers' inspiration
worth R50 000**

**Advancing the NWU
is the way forward**

**R380 million
invested in
buildings**

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Front page: *The Institutional Office's former Corporate Affairs and Relations department is now known as Institutional Advancement. (Read more about this on p 8 and 9.) The members of the management team of the department are, in the back from left, Ms Lindi Cameron, Mr Cobus Steenkamp and Ms Nina Brazier. In front are Mr Louis Jacobs and, heading the department, Ms Phumzile Mmope, the executive director.*

Editorial team: Staff from Institutional Advancement, and communication officers on the campuses. **Language editing:** Clairwyn van der Merwe. **Design and layout:** Graphikos. **Printing:** Ivyline Technologies. **Photography:** NWU colleagues and service providers. **Cartoon:** Mynderd Vosloo. **For further enquiries/correspondence:** Nelia Engelbrecht - Tel (018) 299 4937 or Internal box 260. Eish! is produced and published in English, Setswana and Afrikaans by the Institutional Advancement department in the Institutional Office of the NWU. Should you need extra copies, please contact Nelia Engelbrecht. To receive the Eish! in electronic format, kindly send an email to marelize.santana@nwu.ac.za.

Just Google it

"Google it!" is universal advice whenever you're unsure about anything or don't know the answer to a question.

Google is the world's best-known and most popular search engine, which is one of the reasons why the NWU has a "Google Search Appliance" that allows users to search the university's web environment for certain topics.

They can enter specific words or search terms in the box next to the "Search" button on the NWU landing page and then click the button.

The search will return a series of pages from the NWU web environment that contain the user's chosen search terms.

Staff who publish information on the NWU's web environment play an important role in facilitating the search for users.

For instance, when they publish information they make sure that the search terms are relevant, as the better the keywords indexed for a particular page, the better the search results.

Publishers also take into account that websites using Flash (free software for the display of multimedia websites) are substantially different from HTML websites. (HTML is a hypertext "language" for websites.) Information on Flash websites is frequently separated to create a certain effect, which often affects the user-friendliness of these sites.

Publishers see it as good practice to avoid Flash as far as possible to ensure useful results when users use the search engine.

Information about the use of search terms is available on *Drupal under "Drupal Documentation" in the information about Search engine optimisation (SEO).

**Web publishers use version six of the computer program Drupal to publish content on the NWU's website.*

MESSAGE FROM THE VICE-CHANCELLOR

Dear colleagues

As you read this, 2013 is already well under way. The first years (and seniors) are settled in; lecturers are giving out assignments and some are already grading them; the research processes are progressing well; the campus plans are in place and performance agreements are probably completed by now.

The North-West University is nine years old this year. Much has changed in these nine years – our student numbers have increased more than 70% and our permanent staff component by more than 57%.

I also see how our brand is becoming more and more established, how our institutional culture is increasingly pointing towards an association with the NWU as a whole, how we are making progress on a steady and sustainable path of transformation, and how national and international positioning continues to improve.

Looking specifically at the first-year enrolments for 2013, the target of our enrolment planning was 8 600 first years.

The number of applications was very high: Mafikeng received more than 9 000, Potchefst-

room 8 500 and Vaal Triangle 4 500. Of these applications, the campuses have collectively admitted more than 10 000 applicants. The final numbers have not been confirmed, but it looks like we are going to get very close to the target of 8 600.

The two biggest reasons why we may not quite reach the target are worse mathematics marks in grade 12 and insufficient space in residences.

Even if we consider these facts, it is clear that the pressure for access to university studies is going to increase in future and along with this, the demand for guaranteed improved success through improved student support and other academic development plans.

The NWU is geared for this. Very few people still question the value of the supplemental instruction programme, known as the SI programme, across the NWU. What's more, although the UniPrep bridging programme is still in a pilot phase and the data is limited, it has the potential to contribute greatly towards preparing students for university studies.

From the preliminary research outputs, I have concluded that 2011's research results are sus-



tainable and can at least be equalled. This will undoubtedly bring us very close to our mission of becoming an institution where teaching-learning and research are well balanced. The NWU is also continuing with the community engagement projects at local and regional level where our campuses are located. I hope our momentum will only increase this year.

I am glad that the basis for the internationalisation and the institutional advancement offices respectively has been completed and I look forward to reaping the fruits of these developments in 2013.

May this year be a fulfilling one for each and every one of us, both at work and in our personal environments. This much we know: it's not going to be boring!

Regards,

Heuns Claess



This year, universities across South Africa were inundated with applications from would-be first years. The NWU received more than 20 000 applications, but could accept only about 9 000 first years.

According to a report earlier this year in the Afrikaans daily, *Beeld*, the University of Johannesburg received an astonishing 89 000 appli-

Eish!, we're bursting at the seams!

cations, while they had space for only 10 500 first years.

The second most applications (80 000) were received by the Tshwane University of Technology (TUT), and the third most (75 000) by the University of KwaZulu-Natal (UKZN). However, TUT could only accept approximately 14 000 first years and UKZN somewhere between 9 500 and 10 000.

According to the statistics (covering 11 of the 23 higher education institutions in South Africa), TUT could accommodate the most first years this year, followed by the University of Johannesburg, and then the University of Pretoria with 10 000. UKZN could accept the fourth most and the NWU the fifth most first years.

The capacity of higher education institutions to accept more and more students is largely determined by available infrastructure.

On p 7 you can read how the NWU – through well-planned construction projects – keeps pace with the increase in student numbers and the continuing expansion of academic programmes that are offered here.

But buildings alone mean very little – dedicated, expert staff members are essential for equipping as many deserving students as possible, as well as possible, for their future careers.

This edition of Eish! showcases how dedicated NWU staff use their expertise to make the university a place where dreams are born and where opportunities are seized to make everyone's best even better.

Happy reading,

Marelize & Nelia

Inspiring lecturers win R50 000 each

One lecturer from each of the 15 faculties on the campuses of the NWU recently won R50 000 after being chosen for the Rapport Top Lecturer Award for 2012.

The 15 lecturers were selected for the passion and motivation with which they inspire their students to reach their full potential.

The prize money – sponsored by the Afrikaans Sunday newspaper *Rapport* – was presented

to the winning lecturers at a gala event in Potchefstroom on 13 November 2012.

THIS IS HOW IT WORKS

Students nominated their most inspiring lecturers and then voted for the top lecturers by means of eFundi, the electronic learning platform at the NWU.

They voted twice during the year – at the end of each semester. The results of the two semesters were then combined to obtain one winner per faculty.

As the size of the classes differs, the total votes are calculated using a formula that takes into account the number of students a lecturer has.

Lecturers who received less than 10% of the votes were automatically eliminated.

The results of the voting process were processed by Statistical Services and verified by Internal Audit.

The process is driven by the respective campus student representative councils.

The overall process was facilitated by Prof Marlene Verhoef, the Executive Advisor: Strategy and Projects, to ensure that the processes on the various campuses were managed consistently.

“Student participation rates show a growing interest in the competition.

“The increase in the voting percentage, from 10% in 2010 to 40% during the second semester in 2012, definitely proves this,” says Prof Marlene.



Some of the winners of the Rapport Top Lecturer Award on the Mafikeng Campus are, back from left, Mr Andrew Mutsvangwa and Ms Mianda Erasmus and, in the centre of the front row, Adv Koboro Selala. With them are, front from left, Prof Sevid Mashego, Director: Special Projects and Mr Koos Degenaar, Director: Marketing and Communication.



The Vaal Triangle Campus winners are, back from left, Mr Daniël Meyer and Ms Daleen Gerber. With them at the event are, front from left, Prof Linda du Plessis, Vice-Rector: Academic, Quality and Planning, and Prof Thanyani Mariba, the rector.



Potchefstroom Campus winners of the Rapport Top Lecturer competition, together with Prof Mariëtte Lowes, Vice-Rector: Teaching-Learning (front, second from left), are, back from left, Mr Herman van Dyk, Dr Colin Read, Prof Jorrie Jordaan and Mr GP van Rheede van Oudtshoorn. Front from left are Ms René Koraan, Ms Minnet du Preez and Ms Anita Lubbe.

INSPIRING THEIR STUDENTS

One of the students who participated in the voting described an inspiring lecturer as follows:

"Top lecturers are accommodating, have their students' best interest at heart, guide them to develop their own potential, encourage them to test their personal limits and unlock a world of possibilities for them."

During the prize-giving function, Mr Tim du Plessis, the head of Afrikaans newspapers in the Media 24 group, said society does not always realise that they owe educators a medal of honour.

He added that being a lecturer is quite often a thankless task but when it becomes satisfying, it cancels out the frustration.

Mr GP van Rheede van Oudtshoorn, one of the winning lecturers, made it clear that teaching is a calling. "We do not teach for the money, the status or to climb the corporate ladder. We do not teach because that is what we do, but we

teach because that is who we are, and when we get it right, we inevitably inspire."

The prize money was paid into each lecturer's bank account, for their personal use.

These are the winners

The winners on the respective campuses are as follows:

MAFIKENG CAMPUS

Ms Janet Hanna – Faculty of Commerce and Administration

Mr Andrew Mutsvangwa – Faculty of Education

Ms Mianda Erasmus – Faculty of Human and Social Sciences

Ms Kgomotso Direko – Faculty of Agriculture, Science and Technology

Adv Koboro Selala - Faculty of Law

POTCHEFSTROOM CAMPUS:

Ms Minnet du Preez – Faculty of Health

Sciences

Prof Jorrie Jordaan – Faculty of Theology
Mr Herman van Dyk – Faculty of Economic and Management Sciences

Ms Anita Lubbe - Faculty of Education Sciences

Mr GP van Rheede van Oudtshoorn - Faculty of Arts

Ms René Koraan - Faculty of Law

Dr Colin Read - Faculty of Natural Sciences

Mr Frikkie Conradie - Faculty of Engineering

VAAL TRIANGLE CAMPUS:

Mr Daniël Meyer - Faculty of Humanities

Ms Daleen Gerber - Faculty of Economic Sciences and Information Technology

Four deans take up the reins

Since July 2012, four deans have been appointed on the Potchefstroom Campus. Eish! would like to introduce you to Prof Awie Kotzé, Prof LJ Grobler, Prof Susan Visser and Prof Nicola Smit. Look out for more in-depth articles on them – the will all be featured in our series on NWU deans later this year.



Prof Awie Kotzé: "The faculty must contribute effectively towards quality health services for all."

HEALTH CLOSE TO HIS HEART

Prof Awie Kotzé, the former director of the School of Pharmacy, became dean of the Faculty of Health Sciences on 1 July 2012.

Prof Awie has been involved with the Potchefstroom Campus for 23 years and completed his own studies at the former Potchefstroom University for Christian Higher Education.

Prof Awie has big plans for expansion in the faculty. One of the initiatives foreseen for the near future is a Centre for Health Care Education for research about innovation in teaching-learning. Other initiatives in the pipeline are the expansion of the clinical training platform, the introduction of professional four-year degrees for Biokinetics, Occupational Hygiene and Psychology, and courses for mid-level employees such as pharmacy technicians and technical assistants.

MECHANICAL ENGINEERING EXPERT APPOINTED

Prof LJ Grobler, a well-known figure in Mechanical Engineering circles and former lecturer in the School of Mechanical and Nuclear Engineering, was appointed dean of the Faculty of Engineering on 1 September 2012.

As a mechanical engineer Prof LJ has considerable experience of consultation, academia and the industry.

He is president of the South African Association for Energy Efficiency (SAAEE) and has trained hundreds of engineering students.

"It is my ideal to make this a faculty of choice for prospective students in Southern Africa. To make that a reality, we will have to scrutinise issues such as excellence in teaching-learning, innovative research and development, commer-

cialisation of innovation and the establishment of a cost-effective faculty."

NUMBER-WISE DEAN ENJOYS STUDENTS

With her love of numbers and students, Prof Susan Visser's appointment as the new dean of the Faculty of Economic and Management Sciences fits her like a glove.

This former director of the School of Accounting Sciences has been dean since 1 December 2012, some 38 years after becoming the faculty's first female lecturer.

According to Prof Susan, her first love is students. "It is wonderful to guide young people and to make them better lecturers or researchers than myself." Her objectives for the faculty include good teamwork, teaching-learning of the highest quality, the marketing of expertise and the best possible research. She also wants to focus on internationalisation and quality assurance.

JURIST TAKES CHARGE

Prof Nicola Smit assumed her duties as dean of the Faculty of Law on the Potchefstroom Campus on 1 January 2013, after almost 17 years at the University of Johannesburg.

This 'brand new' NWU dean would like to see the faculty established as one of the top law faculties in South Africa and the first choice for the country's top matrics.

She sees herself as someone with a lot of energy and a positive attitude. Some of the challenges that she would like to tackle include access (inter alia student numbers), the profile of staff and students, and the securing the continued growth of the faculty's accredited publications, postgraduate students and post-doctoral fellows.



Prof LJ Grobler: "The winning recipe for success is a good value system, teamwork and responsibility."



Prof Susan Visser: "It is important to me to try to make a difference."



Prof Nicola Smit: "We must create opportunities for individuals' personal and professional growth."

Building projects planned

In the course of the next three years, the university will spend approximately R380 million on new buildings and on upgrading existing buildings and equipment on the three campuses.

The Department of Higher Education and Training will contribute approximately R211,3 million, and the rest will come from the NWU's reserve fund.

The university will spend almost half of the money, R163 million, on its Mafikeng Campus, R155 million on the Potchefstroom Campus and R62 million on the Vaal Triangle Campus.

"We are still expanding and improving our facilities on all three campuses in order to make provision for the growth in student numbers and the increasingly diversifying academic programme and qualification mix," says Dr Theuns Eloff, the vice-chancellor.

"In this way we ensure that the NWU can continue its core business in modern facilities that promote effective teaching-learning and research."

The biggest project for the period 2012 to 2015 is being tackled on the Mafikeng Campus. It entails building and furnishing two new student residences at a total cost of R76,9 million.

The first residence should be completed by the end of 2013 and the other one by the end of

2015. Each will make provision for 250 beds. The second-biggest project, to the value of R54,7 million, is the construction and furnishing of a new building for Pharmacy on the Potchefstroom Campus.

Some of the other big projects include the construction and furnishing of a new building for Nursing and the second phase of the building for Natural Sciences, both on the Mafikeng Campus.

A modern library is being built on the Vaal Triangle Campus. That campus is also getting a new building for African Languages, Human and Social Sciences, as well as a new residence.

At the Potchefstroom Campus, the first new residence since the merger in 2004 is being built. Construction has already started and will finish in 2013.

In the Department of Higher Education and Training's previous financing round (2010 to 2012), the NWU received an amount of R212,5 million, to which the NWU added R62,9 million from its own funds.

Prof Johan Rost, Executive Director: Finance and Facilities is at the helm of the comprehensive building projects undertaken at the NWU.



Institutional Advancement bigger and better



Ms Phumzile Mmope is the executive director of Institutional Advancement.

Corporate Affairs and Relations in the Institutional Office recently made way for an Institutional Advancement department.

The revised structure was implemented to streamline the department's processes and address any shortcomings. The change brings the department into line with best practice in higher education institutions and ensures the direct involvement of Dr Theuns Eloff, the vice-chancellor.

"The process of establishing a fully fledged advancement office at the Institutional Office has been in the pipeline for some time," says Ms Phumzile Mmope, Executive Director of the new Institutional Advancement department. "The process has been gathering momentum since 2011 when the Institutional Management Committee approved a conceptual framework for such an office."

The revised structure was approved in November 2012. The aim is to enable the department to shift focus over the next five years towards providing strategic programmes and support for the long-term financial sustainability of the NWU.

EVERYTHING UNDER ONE ROOF

"The NWU decided to follow best practice and incorporate development and alumni relations alongside corporate communications, stakeholder relations, brand management and website management under one umbrella of Institutional Advancement," says Dr Theuns.

"As many successful institutions have demonstrated, this approach facilitates better coordination between various functions of institutional advancement, and ensures that resources are optimally used, without duplication," he says.

Phumzile says the economic climate and declining government support forced the NWU to take a serious look at fundraising operations. "We identified institutional advancement as a

strategic priority in the Institutional Plan in order to develop institutional capacity to increase third-stream income."

Advancement is about thinking holistically, according to Phumzile. "It is about much more than just raising funds – it is the practice of building, maintaining and improving support, networks, skills and other resources to ensure the sustainability of an institution."

THE KEY TO SURVIVING AND THRIVING

Most South African universities have begun to form advancement operations. "Universities need to actively seek new sources of support through effective advancement practice if they want to survive and thrive, particularly during this time when world economies are performing poorly," Phumzile says.

The vision of Institutional Advancement is to support the NWU strategically by building strong relationships with stakeholders and unlocking private fundraising opportunities to support the long-term financial sustainability of the institution, she says. "Essentially, the office strives to create a climate that positions the institution for investments."

The NWU is in the privileged position of having the full support of the Council, the vice-chancellor, the three campus rectors and all of whom have committed themselves to this strategic focus area. This support is crucial in ensuring buy-in from the key stakeholders of the NWU, both internally and externally.

"Institutional advancement did not receive sufficient attention from the university during the period of adjustment to the merger," says Dr Theuns.

"The latest Institutional Plan seeks to address this deficiency. The two areas now receiving specific attention are internationalisation and institutional advancement. While both these functions have received attention over time, it was not focused enough," he says.

cement focuses on

BUILDING CRITICAL SKILLS FOR FUND RAISING

Currently, the university is focusing on outlining and implementing a process of addressing capacity gaps in terms of facilities, equipment, human resources, systems and staff development to ensure that the Institutional Advancement department can function optimally. Stronger advancement skills are critical to raising funds.

At the same time, a process will begin to unfold across the Institutional Office and the three campuses to engage with relevant role players and obtain their inputs for an integrated advancement strategy with well-defined goals that reflect the Institutional Plan.

This strategy will explore the possibility of developing and implementing a campaign over the next five years, along with other philanthropic programmes to increase the third income stream of the university.

"It is important to develop an institutional advancement strategy that seeks to serve the university as a whole, without losing focus on the specific needs of each of the campuses or projects," Phumzile says.

"A holistic approach can create an environment where we all work together to advance the NWU. Each department, faculty and division on each campus has an important part to play."

This integrated approach will also help strengthen the notion of 'unity in diversity' in the minds of the university's key stakeholders.

By addressing the development of an integrated advancement strategy, the NWU aims to establish a basis from which to ensure the involvement of relevant role players, capacity building and implementation of immediate operational plans.

The purpose of the Institutional Advancement department is to provide strategic direction, establish policies, align the activities that take place on the three campuses, assist campuses with capacity building and support the campuses with certain specialist functions.

WHO FITS IN WHERE?

Meet the Institutional Advancement directors and managers who are supporting the campuses.



DIRECTOR: CORPORATE COMMUNICATION AND STAKEHOLDER RELATIONS

Mr Louis Jacobs

- External communication
- Internal communication
- Intranet
- Corporate publications
- Stakeholder relations
- Reputation management



DIRECTOR: DEVELOPMENT AND ALUMNI RELATIONS

Ms Nina Brazier

- Prospect research
- Proposal writing
- Development (fundraising)
- Donor recognition and stewardship
- Database management
- Financial administration of donations
- Alumni relations



MANAGER: BRAND

Ms Lindi Cameron

- Brand positioning
- Corporate identity management
- Internal brand alignment
- Promotional items
- Marketing



MANAGER: WEBSITE

Mr Cobus Steenkamp

- Website development
- Content development and management
- Website data analysis
- Social media integration

Policy manages media liaison

On September 2012 the NWU Council approved a media policy for the entire NWU.

This policy replaces all previous media policies that existed on the campuses and applies to all staff and students of the NWU.

The media policy exists to ensure that information is disseminated to the media in a timely fashion and that it is accurate, authoritative and constructive.

In addition, the policy is aimed at maintaining good relations with the media, in support of the NWU's Institutional Plan and the campus plans and to protect and build the NWU's reputation and brand.

OFFICIAL SPOKESPEOPLE

According to the media policy, the official NWU spokesperson for matters concerning the university as a whole is firstly Dr Theuns Eloff, the vice-chancellor, or otherwise Ms Phumzile Mmope, Executive Director: Institutional Advancement, or Mr Louis Jacobs, the director of Corporate Communication and Stakeholder Relations in the Institutional Office.

Media enquiries about campus matters must be referred to the relevant campus rector, the campus's director for marketing and communication (or his delegates), or the NWU experts with knowledge about the particular subject. "The NWU encourages its experts to engage in public debates or to comment on particular topics. Media training is also available for

them, especially before their first interview," says Louis.

When experts liaise with the media, they must (depending on where they work) inform their campus's marketing and communication departments or the director of Corporate Communication and Stakeholder Relations at the Institutional Office, so that they can follow up and find out whether the interview was indeed used, and in which media.

DO NOT TAKE IT UPON YOURSELF TO RESPOND

Other staff and students, including communication officials at faculties and schools, should not initiate media contact or respond directly to media enquiries.

If they are contacted directly by a journalist, they must request full particulars. This includes the journalist's name, contact details, publication or programme deadline (date and time), topic and what the journalist is requesting – for example, a quote, statement or background briefing.

This information should then be passed on promptly to the relevant business unit's marketing and communication department, and the journalist must be kept informed of developments.

"We don't want to inhibit people, but with so many thousands of students and staff it is essential to coordinate liaison with the media," says Louis.

If staff members believe that they have a positive news story to share with the public, they must – again depending on where they work – ask their campus marketing and communication department or the director of Corporate Communication and Stakeholder Relations in the Institutional Office to help them contact the media.

DEALING WITH UNEXPECTED MEDIA VISITS

When dealing with reporters and camera crews who show up unannounced, staff should also notify their marketing and communication department without delay.

"Although the NWU welcomes news photographers, videographers and broadcasters to its business units and cannot prevent them from photographing or filming the exterior of our facilities, they may not enter without permission," says Louis.

The marketing and communication departments will contact the camera crew's news room or the print photographer's editor for clarification if necessary.

However, they will not allow the media to photograph something without clearing the matter in advance with the manager of the relevant facility.

"Remember that no matter how pleasant the reporter, photographer or camera crew may be, everything said and done will be observed and reported by the media representative who is trying to make the 'story' come alive for the audience," warns Louis.

The media policy is available on the NWU website. Click on Management and Governance in the right-hand column of the landing page, and then on Policies and Rules.

The media policy is saved under the heading: Policies concerning the brand, marketing and communication.

Any shortcomings in the application of the policy can be pointed out to Louis at louis.jacobs@nwu.ac.za, so that these can be taken into consideration with the next policy revision.



The directors of Marketing and Communication on the NWU campuses are from left Mr Koos Degenaar (Mafikeng Campus), Mr Theo Cloete (Potchefstroom Campus) and Dr John Maloma (Vaal Triangle Campus).

Conference explores teaching-learning research

From 10 to 23 November 2012, 80 academics and academic support staff from across the NWU attended the university's second Scholarship of Teaching and Learning conference on the Potchefstroom Campus.

"Scholarship of teaching and learning is about research aimed at enhancing our understanding of teaching-learning practices," says Dr Muki Moeng, Director: Teaching-Learning at the Institutional Office. At the conference, world-renowned expert on the scholarship of teaching-learning, Dr Anthony Ciccone from the University of Wisconsin-Milwaukee, acted as guest speaker and workshop facilitator.

The conference, with the main theme "Building a community of practice in teaching and learning", explored topics such as technology-enhanced learning, student engagement, student support and staff development.

Some of the NWU staff members who have received the Institutional Teaching Excellence Award (ITEA) during the past few years also shared their teaching-learning expertise with delegates.

Themes they touched on ranged from using e-learning programmes and mobile chat platforms, to engaging underprepared students and introducing scholarship of teaching and learning through new lecturer induction programmes.

Institutional Academic Development and Support organised the 2012 conference in cooperation with colleagues from the campuses. Staff members can look forward to this conference becoming an annual event on the NWU calendar.

The 2013 conference will be held from 19 to 22 November.

What the field is about

Dr Muki says the scholarship of teaching and learning, started in the 1990s, is a fairly new perspective on teaching and learning.

It has now become well known across the world, especially in the USA and the United Kingdom.

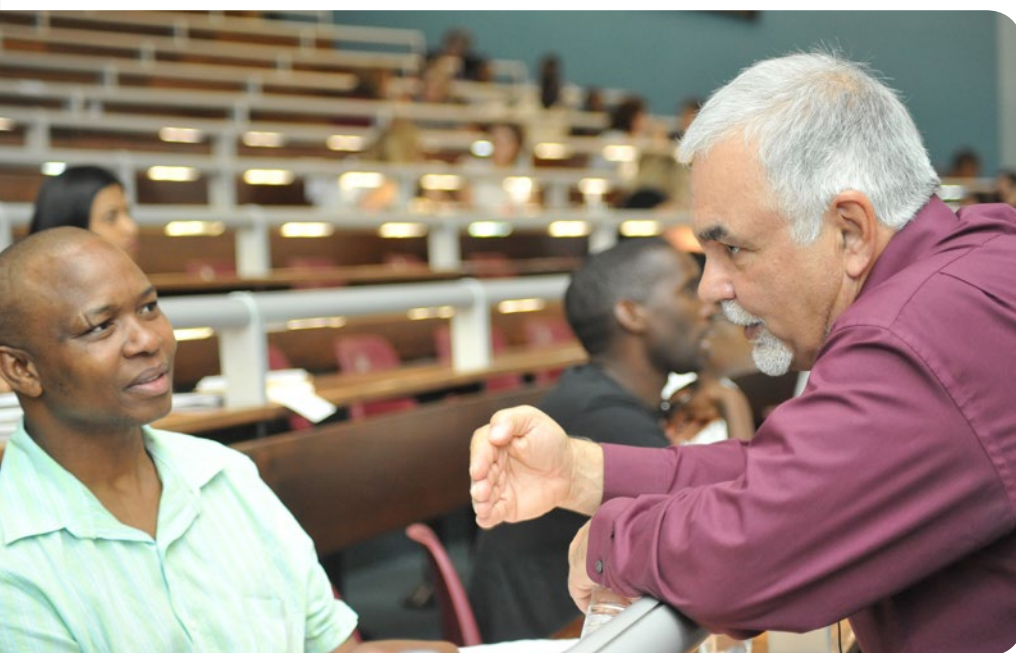
"As far as I know, the NWU is the only university in South Africa that has an annual conference on the scholarship of teaching and learning, and whose scholarly projects are funded from strategic funds.

"The idea of a scholarship of teaching and learning is not well established at South African universities, but there are small initiatives taking place, although they do not explicitly call these initiatives scholarship of teaching and learning."

Dr Muki believes that the NWU is making good progress in establishing the scholarship of teaching and learning.

"Council has approved strategic funds to support projects which are going to be conducted by academics as groups or individuals. In this manner, we are building communities of practice that reflect on practice with the intention to improve teaching and learning, as well as influence the teaching and learning strategy of the NWU.

"This in turn will have an impact on the teaching and learning culture of the university."



Guest speaker, dr Anthony Ciccone from the University of Wisconsin-Milwaukee (right) discusses the finer points of teaching and learning with one of the conference attendees, Mr Jean Kananugire from the Mafikeng Campus.

Every word

In our series on NWU deans, we visit Prof Dawid Gericke, dean of the Faculty of Education Sciences on the Mafikeng Campus. He talks about his experiences in countries such as Mauritius and Namibia, his involvement with education, his faculty's achievements, and his love for classical music.

To understand something of Prof Dawid Gericke, you have to let him tell you a joke.

It will be something along these lines: "On a page you read the words: 'what is written on the other side of this page is not true'. When you turn over the page, it says: 'what is written on the other side of this page is not true'."

He loves postmodern jokes like this one, even though he admits they sometimes seem senseless or strange.

Prof Dawid's unusual sense of humour may not be everyone's cup of tea, but due to his sharp intellect and passion for education, he is widely respected as an academic.

IT ALL STARTED HERE

Having grown up and matriculated in the town of Vredefort and studied in Philosophical Pedagogics at the University of the Free State, Prof Dawid is a Free Stater to the bone.

However, he has since spread his wings far and wide. After a short stint as a school teacher he started his academic career in 1977 as a lecturer in Philosophy of Education and Afrikaans in the Faculty of Education at the University of Zululand.

Then, in 1980, he relocated to Namibia where he was first employed by the Department of Education and then the University of Namibia. During his stay at the university, he developed curricula for distance education and teacher training.

Next, he spent five years at the University of Mauritius where he presented a professional training programme for lecturers.

COLOURFUL CULTURES

Both Namibia and Mauritius made a lasting impression on him. He says the pleasant people and wide open spaces of Namibia will stay with him forever. The Mauritians, he adds, are some of the nicest people he has ever had the

pleasure to work with, "despite the struggle to understand English with a strong French nasal twang".

His experience with different cultures was further broadened when – in the mid-90s – he lived and worked in America for a short while as part of an academic exchange programme. Living in these countries stimulated his interest in cultural diversity – so it's no wonder that several of the academic articles he has written and published are on intercultural studies.

Still on the topic of different cultures, he says he is fascinated by the rich cultural heritage of Hungary and Poland, and would like to visit these places some day. Their history with the Celts and the Romans, their music and art treasures and the beautiful architecture make his heart beat faster.

INVOLVEMENT WITH EDUCATION: THE BIGGER PICTURE

Over the years, Prof Dawid has developed a keen interest in teaching and training adults, as well as teaching-learning in higher education.

Interestingly enough, one major national education project that Prof Dawid was involved with was the planning and implementation of outcomes-based education (OBE) in higher education environments, especially at the former technikons.

He describes OBE as a teaching approach closely linked to the creation of constructivist learning environments and opportunities. "This means, among other things, that the learner has to construct knowledge and seek meaning that relates to his experience.

The Gericke family celebrates: with Prof Dawid are, from left, his wife Lucia, his son-in-law Corné van Zyl, his daughter Woudré van Zyl, and his son Dawid Gericke.



is true

"Imparting knowledge is just as important as knowledge acquisition," says Prof Dawid, who has presented several papers on transformation and constructivist learning at national and international conferences.

Commenting on OBE, he says: "In my opinion, OBE has not been correctly understood and applied. Some teachers thought that it centred mainly around group work. However, that was just a small part of it.

"The focus should have been on the learner's own interpretation. And the teaching methods should have changed to include, among others, more self-activity, own interpretation and application within real circumstances – which happened rarely."

FACULTY IS HIS PRIDE

Before settling in the North West province, Prof Dawid spent several years in Gauteng, where he was respectively rector of the East Rand Training College, a senior lecturer at Technikon SA and a training facilitator at the Tshwane University of Technology.

Exchanging the bustling city environment for restful Mafikeng, Prof Dawid took up his position as dean of the Faculty of Education on the Mafikeng Campus on 1 February 2007.

He can look back on several success stories since his appointment. One of these is the

consolidation, restructuring and refocusing of the faculty's activities.

Two of the three schools in the faculty have merged. The former schools of Undergraduate Studies and Continuing Education have come together to form the School for Teacher Education and Training, while the third school has been renamed the School for Educational Leadership Development.

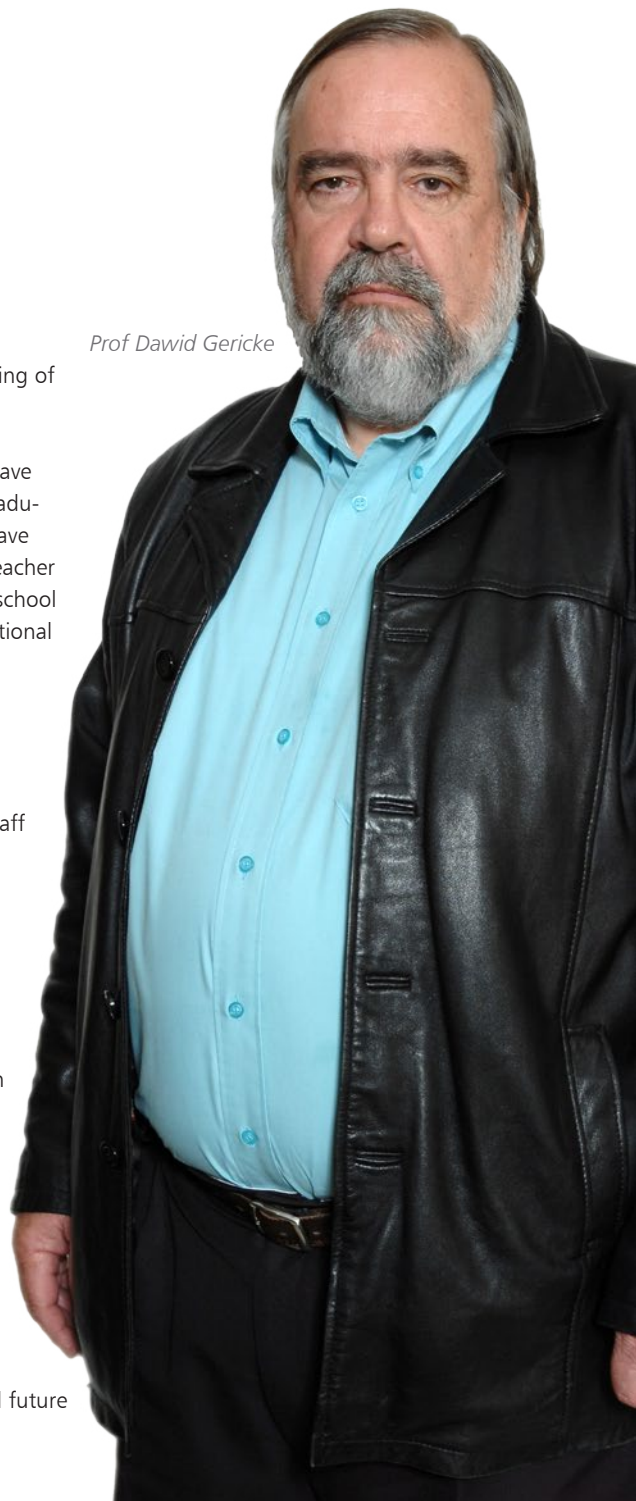
A new entity, the Centre for Teacher Development, will be established and new programmes are envisaged, focusing on professional development of teaching staff in schools and education departments.

Prof Dawid is married to Lucia, a retired teacher-librarian who manages her own private library in Parys.

They have two children, Woudré and Dawid, three grandchildren and a fourth one on the way. Both his children work in the IT environment.

Reaching the end of this page and this article, everything you have read – on both sides of the page – is still true. However, the end of the page does not mean the end of Prof Dawid's narrative – as dean he is still writing his NWU story, filled with dreams, aspirations and future success.

Prof Dawid Gericke



Other interesting facts

What the H in DH Gericke stands for: Hercules.

My favourite dish: Any chicken dish and national pudding (roly-poly) like only my wife can make it.

My favourite book: *Tod in Venedig* by Thomas Mann.

My favourite film: Kieslowski's *Three Colours trilogy: White, Blue and Red*; all films by Woody Allen and Pedro Almodovar.

An animal that I admire: The eagle, for its perspective. And an eagle does not catch flies.

Characteristics that I appreciate most in people: Sense of humour, integrity, vision and depth.

This I don't like: Selective moralism – when people suddenly appeal to norms and values when it happens to suit them.

Famous person I would like to have a

conversation with: Johann Sebastian Bach – about his creativity, interpretations and musical conceptualisation.

My most precious belongings: Books and music CDs.

My favourite vacation spot: At the seaside.

The most unusual situation I have ever found myself in: School visits near the northern border of Namibia during the war in the 1980s.

My hobbies/interests: Baroque music, especially by Vivaldi, Händel and of course Bach. I also enjoy reading books by Lee Child for relaxation.

Dr Manyedi part of ministerial committee to combat drug abuse

Dr Eva Manyedi was recently appointed as a member of the Central Drug Authority (CDA) in the Department of Social Development.

Dr Eva, who is the quality assurance coordinator in the School of Nursing Sciences, was appointed for her special knowledge on and experience in the prevention of drug-related problems.

Together with the other committee members, she will be responsible for the planning, coordination and promotion of measures to prevent and combat drug abuse in the country. The committee must also educate people dependent on drugs about the

treatment available to them. "The appointment is not only a great achievement for me, but also for the NWU and especially the Mafikeng Campus," says Dr Eva.

The CDA comprises 12 experts in the field of substance abuse, who were appointed by the Minister of Social Development after the nomination and interview process conducted last year. They will serve for a period of five years.

Dr Eva Manyedi says substance abuse is a global crisis and affects mostly youth, hence it is important that CDA programmes are popularised at institutions of higher learning where the youth are based.



2013 orientation gives first years a head-start

"You are about to embark on one of the greatest adventures of your life – being a university student!" These were the words of Prof Dan Kgwadi, the rector of the Mafikeng Campus, during the opening of the 2013 first years'

orientation. The orientation took place from Monday, 28 January until Sunday, 3 February, during which students were introduced to the campus and took part in an off-campus tour. During the opening, Prof Dan addressed

approximately 2 500 first-year students. "This programme will give you a head-start in learning how to take full advantage of the many educational, social, and cultural opportunities awaiting you over the next few years of your study duration," he said.

Among others, "the freshers" – as the first-year students are affectionately known – were taken through the academic rules and safety precautions by the campus registrar, Mr Robert Kettles, and a police representative.

Ms Tshagofatso Sephai, a first-year BCom Chartered Accounting student, said she was excited about the orientation programme and has learned a lot. "I think orientations are very important because they give us as first years an insight about campus academic procedures and many other things."

During the opening of the 2013 orientation programme, Prof Dan Kgwadi emphasised that orientation prepares first-time university entrants for the successful beginning of a campus and university experience.



CText® part of giant technological leap for SA languages

The Centre for Text Technology (CText®) has been appointed by the Department of Arts and Culture to establish South Africa's own Resource Management Agency (RMA).

From one central point, they will be responsible for the management and distribution of reusable digital text and speech resources for all of the country's official languages.

These resources are crucial for research and development in the domain of human language technologies (HLT) for application to local languages. Examples of HLT applications are automated telephone information systems, GPS systems, spelling and grammar checkers, and machine translation systems that function in various South African languages.

These types of applications are increasingly being used on mobile devices, giving South Africans unprecedented access to information and services in local languages.

"The founding of the RMA is the realisation of a long-awaited ideal of academics, language practitioners and developers alike to empower local languages for use in modern communication systems," says Prof Justus Roux, director of the Research Unit for Languages and Literature in the South African Context and one of the founders of the RMA.



According to Prof Justus Roux, one of the founders of the Resource Management Agency, South Africa and India are the only countries that have a specific strategy for developing language technologies to facilitate communication between language groups in their respective societies.

First years descend upon campus



Proud parents: Prof Herman van Schalkwyk, Neil and Ms Rélyne van Schalkwyk at the Potchefstroom Campus reception of 2013's first years.

Approximately 4 000 prospective first-year students and their parents were received on campus on Saturday 12 January 2013 for the first day of what promises to be a joyful and life-changing university experience.

Prof Herman van Schalkwyk, the rector of the Potchefstroom Campus, is one of the proud parents himself.

His son Neil has enrolled for BCom Chartered Accounting.

He had the following message for a packed amphitheatre: "Ask any staff member, senior student or former student – it is fun to be an NWU student!"

Researcher puts marine waste on world agenda

A visit to a remote island group collectively known as St Brandon's Islands, about 430 km northeast of Mauritius, to test birds' eggs for toxic substances has resulted in a new global emphasis on the problem of marine waste.

Prof Henk Bouwman, a zoologist at the School of Environmental Sciences and Development, Dr Steven Evans, a postdoctoral student at the NWU, and Dr Nik Cole of the Durrell Wildlife Conservation Trust in Jersey, visited the islands during 2012.

Their purpose was to determine whether any pollution could be measured in birds' eggs.

According to Prof Henk, they found a lot of trash and plastic waste washed up on the shores of the islands. Judging from the direction of sea currents and the trademarks that were visible on the trash, the source of the waste is believed to be Indonesia, Malaysia and other Southeast Asian countries.

As a member of the scientific and technical advisory panel of the Global Environment Facility,

A sooty tern with her chick and some of her eggs on Albatross Island. During his visit to the island, Prof Henk Bouwman found a super-colony of about 600 000 sooty terns.

Prof Henk co-authored an advisory report on marine waste for the panel.

He says the report has already borne fruit and marine waste is now high on the international agenda.

He plans to return to St Brandon's and similar remote islands to conduct research on whether plastic waste has a negative influence on the islands' ecology, as well as how the concentration of plastic products affects isolated oceanic islands.



It all starts here for the **Class of 2013**

The Vaal Triangle Campus is bursting at the seams with more than 1 600 first-year students joining the extended campus family for the new academic year.

The rector, Prof Thanyani Mariba, congratulated the newcomers on their choice to further their studies at the campus and emphasised the importance of choice and responsibility – both in terms of academic commitments and social endeavours.

He furthermore urged the students to look beyond the here and the now and to pro-actively work towards the future that they would like to bestow on future generations.

“As university students you are not here to merely master a field of study or prepare yourself for a future career – you are here to invest in the future to enable the world to live more amply, with greater vision and a finer spirit of hope and achievement,” said Prof Thanyani.

The Vaal Triangle Campus welcomed more than 1 600 students for the 2013 academic year.



Ms Betha Hays (left), 2013 chairperson of the International Student Committee, and Mr Tumaole Albert Tsoelipe, the committee's public relations officer, make some noise for the International Office.

International profile **grows in leaps and bounds**

The International Office on the Vaal Triangle Campus is making strong headway and the internationalisation of the campus is well under way, according to Ms Angelique van Rensburg, head of the office.

The office came into being in 2011 and is the first port of call for all international students or postdoctoral fellows who intend to study on the campus.

In 2011 the office represented 74 students and in 2012, it enjoyed a 26% growth spurt that boosted the student count to 93. The gradua-

tion of 15 international students during 2012 also marked a significant milestone. According to Angelique, 30 international first-year students have joined the student fraternity this year.

A total of 25 countries are represented on the campus. Apart from several countries on the African continent, students hail from as far as China, Cuba, Poland, Pakistan, Germany, America and Portugal. Postdoctoral fellows from Turkey, Tanzania and Nigeria also complement the campus's multicultural and multilingual ethos.

Get ready for some **serious collaboration on Mandela 27 Years Project**

The campus's Serious Games Institute-South Africa (SGI-SA) will partner with the European Union on the development of a Mandela 27 Years Project to promote intercultural dialogue in a medium young people are most familiar with.

The project, known as Mandela27, is based on the iconic story of Nelson Mandela and the globally recognised Robben Island Museum. It involves a physical display of Mandela's prison

cell and an eCulture platform. When visitors enter the display, they will be able to listen to the Nelson Mandela story and as they enter the prison yard they will be able to play a serious game.

The eCulture platform will enable tourists to navigate Robben Island by means of an interactive map showing the cultural events across Europe and South Africa during the 27 years of Mandela's incarceration, from 1963 to 1990.



Leaders learn more about human capital

A total of 33 NWU deans, directors and managers attended the first of three workshops comprising the New Manager Orientation Programme launched on 21 and 22 November 2012 at the Institutional Office.

Focusing on human capital, the first workshop included topics such as attendance and discipline, diversity and employment equity, creating healthy, productive and stress-free workplaces, and managing performance.

The next workshops will focus on financial and legal practices and procedures and will also include topics such as risk management and transformation. New managers will be expected to complete the New Manager Orientation Programme within 12 months of appointment.

"The programme was developed to provide new managers with the necessary knowledge and tools to be effective in their management role," says Ms Helen Mogorosi, Director: Human Capital Development.



Mr Victor Mothobi, Executive Director: Human Capital (second from right), with some of the managers and directors attending the New Manager Orientation Programme. They are, from left, Ms Suzette Oosthuizen from Human Capital on the Mafikeng Campus, Ms Yolani Geldenhuys, manager at Graphikos on the Potchefstroom Campus, and Dr John Maloma, the director of Marketing and Communication on the Vaal Triangle Campus.

MarkWrite: a marking assistant at your (electronic) service

Here's an offer you can't refuse. Should you be interested in using MarkWrite, a software product developed by the Centre for Text Technology (CTeX[®]) on the Potchefstroom Campus for the marking of electronic assignments, you have until June 2013 to download and use it for free.

The introduction of web-based e-learning environments such as eFundi has led to more student texts being submitted in electronic format. MarkWrite is the ideal electronic marking tool to help lecturers grade these texts faster, more accurately and more consistently.

"Anyone who has ever had to mark big volumes of student texts knows how time consuming it can be, making it difficult to provide

the students with good, relevant feedback," says Dr Henk Louw of the School of Languages, who helped with the development of the program content.

According to Dr Henk, time constraints seldom allow anything more than a cursory tick or cross. This limited feedback often leaves the student confused and wondering, "Why is this incorrect?" and "How can I improve?".

Without proper answers to these questions, students will not know how to avoid similar mistakes in the future.

Although similar software has been developed, MarkWrite boasts various unique functions such as standardised feedback (that can be customised for any subject field), automatic

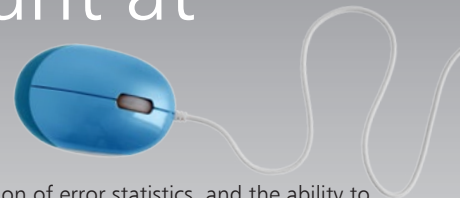
generation of error statistics, and the ability to give comprehensive feedback to students with as little as three clicks of the mouse.

Some of these feedback options were developed as part of a controlled postgraduate study. For the first time lecturers are provided with a measure to evaluate longer texts.

"CTeX has decided to make MarkWrite freely available for a limited period of time," says Mr Wildrich Fourie, the manager of Applications at CTeX.

Those interested can visit www.nwu.ac.za/ctext to download it easily, or to see how it works.

The team at CTeX welcomes any feedback or suggestions.





Operational processes

Any institution has to revamp its systems from time to time to keep up with changing circumstances and best practice. In view of this, the NWU plans to adapt the operational processes that support Human Capital and Finance over the next two years. Eish! talked to Mr Erik Marx, the programme manager of Information Technology Central, about the KOI project that is going to be rolled out.

Q: What does KOI stand for and where did this name come from?

A: It stands for Kuali-Oracle Initiative. We had a competition among the colleagues of Human Capital and Finance, and Ms Antonet Muller from Financial Systems and Information came up with this name.

Q: What does the KOI project entail?

A: It has to do with the two big changes that we plan to implement over the next two years. The first change particularly concerns the human capital system.

We are now using Oracle 11, but we have to upgrade to Oracle 12 before Oracle stops supporting the Oracle 11 version in August 2013.

The second change concerns our financial system. We are currently using Oracle 11, but instead of upgrading to Oracle 12, we are going to switch to the Kuali Financial System (KFS).

Q: Why KFS and not Oracle 12?

A: Kuali is a system developed by universities for universities and is thus specifically aimed at higher education institutions. The NWU is

following a broad strategy to make use of Kuali systems wherever possible, as we are already doing for the student system.

So it was a logical choice to go down the KFS path. KFS provides certain financial benefits for the NWU, which naturally played an important role in our decision.

In 2011, a delegation from the NWU's Finance Department visited a number of overseas universities that have already successfully implemented KFS – among them the universities of Michigan and San Diego. Their conclusion was that it will indeed suit the NWU's needs.

Q: Can you tell us more about Kuali?

A: It is a growing community of international universities and colleges that joined forces to develop and maintain community-managed open source software for higher education.

Q: To what degree is the NWU involved with the development of Kuali?

A: We've been a Kuali partner in development projects for the past two years. The Kuali foundation consists of many different participating universities – at present mostly universities in the USA.

So far we have implemented several of the Kuali-based programmes, such as the one for the Institutional Committee for Academic Standards (ICAS) process by which NWU programmes are internally submitted and approved.

Q: When can we expect the first changes and what will they entail?

A: The first change needs to be implemented before August 2013. As I've mentioned, the human capital system is going to be upgraded from Oracle 11 to Oracle 12. The human capital staff will receive the necessary training well in advance.

Q: In the case of Finance, the switch to KFS is probably going to affect many more people, seeing that the university has people everywhere working with finances?

A: Yes, approximately 800 end-users and of course all financial sections are going to be affected. However, the implementation is still in its infancy and users will be informed continuously about progress and where their inputs are required. Training will be a high priority, but will only take place closer to the implementation date.

Q: Why can't we use Kuali for the NWU's human capital system?

A: Unfortunately the Kuali foundation only recently started with the development of a system for human capital management. A stable and complete system is therefore not yet available.

Q: It sounds like a project that's going to take a lot of time and energy.

A: Yes, it will require many changes. To help us with the change management, we also use the services of external firms, where necessary. Our teams of Finance, Information Systems and Human Capital have accepted the challenge to make a big success of KOI.



Newcomers are ready to assist

Two new staff members recently appointed in the Institutional Office are eager to harness their expertise in the service of the NWU and its campuses.

Mr Mashudu Mundalamo and his department will support NWU staff in the area of human capital, and Ms Christa North will assist the campuses via the office of Prof Martin Oosthuizen, Deputy Vice-Chancellor: Teaching-Learning, in terms of academic qualifications and programme management.

MANAGER COMES FULL CIRCLE

Mr Mashudu Mundalamo, newly appointed director of Human Capital Operations at the NWU, has now come full circle, returning to his rural roots.

After growing up and studying in the tranquility of rural Venda, Mashudu became a city dweller in 1997 when he complemented his teacher's diploma and BA Honours studies at the University of Venda with a Master's Diploma in Human Resources Management at the former Rand Afrikaans University in Johannesburg.

Staying in the city, he joined Gold Reef City as manager of Employee Relations and HR Administration, becoming HR manager for the casino's 1 200 staff members in 2007.

Since taking up his position at the NWU on 1 November 2012, he has once again immersed himself in rural tranquility, this time in rustic Potchefstroom.

As director of Human Capital Operations, his responsibilities include the management of recruitment, appointments and service terminations, benefit processes, and employee and organisational structure records.

One of the challenges facing him and his department is effective communication in and among departments, and also changing the mind set of people who have been doing things in the same way for a long time. "Change management is very important and must be handled with care and sensitivity," he says.

Every weekend, Mashudu braves the city clamor to visit his family. He is married to Rudzani, who is a network engineer at Standard Bank in Johannesburg.

They have three children – two girls aged nine and four, and one boy, aged six.

VERSATILITY IS HER MIDDLE NAME

Ms Christa North, Executive Advisor: Planning and Special Projects in the office of the Deputy Vice-Chancellor: Teaching-Learning (Prof Martin Oosthuizen), is a woman of many talents.

Her multiplicity qualifications, mainly from the University of Pretoria (UP), include two BA degrees, a Higher Education Diploma (Unisa), an honours degree in Information Science and a master's degree in Publishing.

Her career also speaks of versatility. She worked in the publishing industry for many years, taught at the University of Pretoria, and was accreditation manager at the university company known as Continuous Education at UP.

Next she worked in the Quality Unit of the UP, which she later headed.

She was also Acting Director: Accreditation of the Higher Education Quality Committee of the Council on Higher Education for a number of years.

Christa, who joined the NWU on 1 January 2013, says teaching-learning is already on a good trajectory at the university.

"Further refinement is of course always possible, but the objective must remain to make support to academics meaningful, and to limit bureaucracy to the absolute minimum."

One of the greatest immediate challenges in her opinion is to help streamline the internal



Mr Mashudu Mundalamo: Delivering quality service to NWU staff members is his goal.



Ms Christa North: Meaningful support to academics is very important to her.

and external approval processes for new academic programmes. She will also be involved with policy development for short courses.

Christa is married to Prof Ernest North, who is involved part time with the Faculty of Economic and Management Sciences on the Potchefstroom Campus. They have four children, three of whom are married, and two grandchildren, with a third one on the way.

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

Staff members of the NWU are constantly sharing their expertise with the community on different occasions – be it during speeches or in interviews with the media. In this ongoing series, we would like to share the following quotes with our readers.



“It is heartbreaking to see how desperate people can be for post-school training. The Vaal Triangle Campus had to turn away most of the prospective students who arrived on campus since 3 January, inter alia because they do not meet the minimum requirements.”

*Ms Annette Willemse, Marketing and Communication, Vaal Triangle Campus
Rapport, 12 January 2013*

“Unpredictable weather patterns are here to stay. What needs to change is our work in pre-disaster preparation. People have to understand why it floods. There might be an engineering solution ... or there could be an early warning system.”

Prof Dewald van Niekerk, Africa Centre for Disaster Studies, Potchefstroom Campus. The Africa Report.com, 11 January 2013



“If a country’s current account deficit kept on growing, the need for foreign capital would increase. If the country could not attract that capital, it would have a net outflow of money, which could lead to a liquidity problem. Then the investors of the world will start to withdraw their capital, or invest less, or start speculating against the rand. If investors start to speculate against the rand and the rand depreciates, imports become more expensive, which leads to an inflation problem.”

*Mr André Mellet, School of Economic Sciences, Vaal Triangle Campus
Yahoo! South Africa News, 9 December 2012*



“...Sustainability is a journey, not a once-off project. It needs to perform in several key areas: environmental performance by ensuring sustained ecosystem services, social investment to build resilient and adaptive communities that are able to provide for their own needs while ensuring that the people of tomorrow are able to provide for theirs, sound finances, business continuity and good governance.”

*Prof Johan Nel, Centre for Environmental Management, Potchefstroom Campus
High Tech Security Solutions, 9 December 2012*

“The public will quickly notice that there’s a screw loose somewhere if the matric results improve too drastically. We haven’t seen a constant improvement anywhere which could have brought about better results. Problems in some provinces may also have a marked effect on this year’s results.”

*Prof Jan Heystek, School of Education Studies, Potchefstroom Campus
Die Burger, 30 December 2012*



Walking the extra mile

Before we knew it, it was 2013. The new year has started with a bang and we continue with the extra mile series so as to give recognition to deserving NWU colleagues and encourage them to carry on making a difference in other people's lives.

Dr Ben Coetzee, a senior lecturer at the North-West Academy for Sport on the Potchefstroom Campus, never hesitates to do more than what is expected of him.

"Dr Ben does not think twice about staying after hours to make sure that the work gets done," says Mr Koert van der Walt, an academic intern in the School of Biokinetics, Recreation and Sport Science on the same campus. "What Dr Ben considers most important is ensuring that the high standard of teaching and training is maintained."

Ms Ananda van der Walt, researcher, lecturer and interpreter in the Institutional Language Directorate, nominated two staff members – **Ms Lenie Kotze** from the Health Centre on the Potchefstroom Campus and **Ms Anneliese Beukes**, manager of Educational Interpreting Services. According to Ananda, these two admirable ladies are a true example to all.

"Lenie goes out of her way to give as much support as possible to any student with disabilities even if it's not really her direct responsibility. Anneliese is one of the best managers I've ever encountered. She is always first in the office and the last one to go home and she knows all the staff members who work with her. Thank you ladies – you are role models," she says.

According to Mr Harm Stavast, former Director: Student Development on the Vaal Triangle Campus (he recently left the university's service), there are few people more deserving

of commendation than his five ex-colleagues – **Ms Maggie de Beer**, **Dr Sydney Vos** and **Dr Saneth Dreyer** (Student Counselling and Psychological Services), and **Ms Mapeete Mulumba**, **Ms Violet Nomyayi** and **Ms Julia du Plooy** (Clinic).

"These wonderful people look after the personal and developmental needs of our students on a daily basis – with loyalty, love, unselfishness and personal sacrifice. Colleagues, you strengthened my arms and opened my eyes to the real meaning of loving sacrifice. Thank you for your humanity – you make transformation and social cohesion a reality," he says.

Another staff member who deserves a compliment is **Mr Juan Steyn**, IT officer in the Faculty of Arts on the Potchefstroom Campus. Ms H lanie Jonker, the coordinator for postgraduate students in the School of Communication Studies in the same faculty, says that he is never too busy and always goes out of his way to help everyone.

"Juan is always friendly and patient and nothing is ever too much trouble. Juan, thanks for your immediate and always effective service," he says.

Ms Anita Lubbe, a junior lecturer in the School of Natural Sciences and Technology for Education on the Potchefstroom Campus, nominates Ms Drienie Beytell, a laboratory technician in the same school. "(Tannie) Drienie is our subject group's right hand and stalwart.

BACK, FROM LEFT: **MAGGIE DE BEER**, **VIOLET NOMYAYI** & **SYDNEY VOS**.
FRONT, FROM LEFT: **JULIA DU PLOOY**, **SANETH DREYER** & **MAPEETE MULUMBA**.



BEN COETZEE



LENIE KOTZE



ANNELIESE BEUKES



JUAN STEYN



DRIENIE BEYTELL



"She goes out of her way to help others and make their burden lighter. Even in times of pressure and a very busy programme, she manages the laboratory and takes on all sorts of other extraordinary tasks. We are grateful for everything she does for us," says Anita.

If you would like to nominate a colleague who always goes the extra 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 you're nominating.

What you think of the Eish!

The success of any magazine, staff newsletter or newspaper depends less on the skills of the editorial team and the number of awards won than on the inputs, opinions and comments of the readers.

For that very reason we conduct regular opinion polls to find out what readers expect and want.

As far as news is concerned, it is interesting to see how reader preferences have changed in recent years. In October 2011's opinion poll, Eish! readers' favourite topics were teaching-learning, followed by articles on centres, schools, faculties and NWU support departments.

However, the September 2012 poll revealed a need for more news on achievements of the NWU and its staff.

The regular articles that are most popular among readers are the campus news pages, the cartoon and the favourite quote or saying of a particular staff member.

The question "What would you like to read about more in Eish!?" prompted many readers to make suggestions. What stood out like a shining beacon is that our readers would like to read more about support staff, and not just about people in management positions.

In addition, more news about students, more campus-specific news and articles about staff affairs such as wellness, working relations and diversity are also important to our readers.

Your suggestions for changes and improvements were also very insightful. It is heartening to see how many people are aware of the environment and sustainability, and needless to say, an online version of Eish! tops the list.

feedback is the compass that keeps Eish! on track.

We take every answer, comment and suggestion to heart – be it positive or negative.

Suggestions, comments and criticism are always welcome.

Forward them to nelia.engelbrecht@nwu.ac.za or to marelise.santana@nwu.ac.za, fax them to 018 299 4938 or post them to internal mailbox 260.

65% of the respondents prefer printed versions.

35% of the respondents to this poll indicated a preference for an online version.

Our readers feel strongly about placing the emphasis on the ordinary person.

More articles, especially on the campuses, staff (and not just what they do at work!), and more fun items such as humorous questionnaires, crossword puzzles and a jokes page are on their wish list.

Thank you to those individuals who participated in the opinion survey – remember, your

Where to now for the Eish!?

Sustainability, responsibility and progress are our focus for the year. Eish! is already using paper manufactured in an environmentally friendly way, but of course our ultimate goal is to use recycled paper if at all possible. (Unfortunately, 100% recycled paper is currently very expensive, even more expensive than glossy paper.)

The distribution database will also be adjusted as of the second edition of this year to accommodate readers who prefer to receive the magazine in an electronic, online format. We will communicate about this with each staff member.

We intend to consider your comments and put them into practice and to eventually deliver a product of which the NWU can be proud!

Win! Win! Win!

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



6. Name one of the Mafikeng Campus winners in the Rapport Top Lecturer Award.
7. Who is the new dean of the Law Faculty on the Potchefstroom Campus?
8. What is the new name of the Department Corporate Affairs and Relations?
9. What was the main theme of the NWU's second Scholarship of Teaching and Learning Conference?
10. What is MarkWrite?

SEND YOUR ANSWERS TO:

Post: Marelize Santana, Internal box 260.

Email: marelize.santana@nwu.ac.za with Eish! in the subject field.

Remember: Please supply 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 receive, will win a prize!



The NWU is leaving no stone untouched to keep up with student numbers and the growing variety of academic programmes that are offered. Under the leadership of Prof Johan Rost, Executive Director: Finance and Facilities, the university will spend approximately R380 million on new buildings, equipment and the upgrading of existing buildings. More about this on p 7.



Prof Theuns Pelser, director of the Graduate School of Business and Government Leadership on the Mafikeng Campus, shares the following quote by René Descartes with us:

'I THINK, THEREFORE I AM.'

"Descartes was not just a philosopher; he was also an important scientist who made contributions to physics, analytical geometry, mathematics, optics and physiology. Descartes's method was to doubt everything he was ever taught, until he arrived at a clear and distinct (clara et distincta) idea or principle which could not be doubted. In his efforts to doubt everything he eventually concluded that he could doubt everything except the fact that he doubted. Therefore, if he doubted, he was thinking, and if he was thinking he existed as a thinking being.

"To my mind, this emphasises the fact that thought has to do with life and eventually certainty."

Do you have a favourite quote that is near and dear to your heart? Please share it with us; we would like to use it in the next edition of Eish!. Please send your quote, its origins or author, your short motivation why this has made an impact on you, as well as your name, surname, job title and department/school to marelize.santana@nwu.ac.za.



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