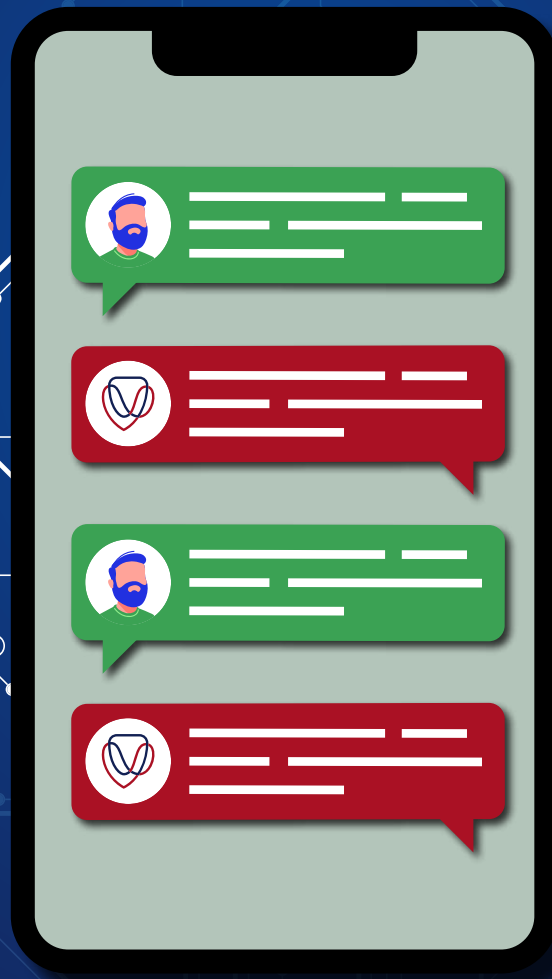


UFS

INSTITUTIONAL CONTACT CENTRE

CALL +27 51 401 9111



CHAT +27 87 240 6370

Operating hours: **Monday-Friday | 07:45-16:30**

www.ufs.ac.za

*Inspiring excellence, transforming lives
through quality, impact, and care.*

UNIVERSITY OF THE
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UNIVERSITEIT VAN DIE
VRYSTAAT
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FREISTATA



Need to speak to someone at the UFS?

Call now! +27 51 401 9111

PRESS 1

Student Contact Services

- Application
- Admission (including accepting offers)
- Registration support
- Academic record/transcript
- Examinations
- Graduations
- Qualification certificates

PRESS 2

Graduate Positioning Support

- Academic advice (faculties and Centre for Teaching and Learning)
- National Benchmark Tests (NBTs)
- Higher Certificate (University Access Programme)
- Senior student experience

PRESS 3

Student Accounts

- NSFAS
- Bursaries and loans
- Accounts
- First payments for registration
- Refunds
- Info on Fundi processICT

PRESS 4

ICT Services

- Password support
- Email support (ufs4life)
- Student desk
- Global Protect app

PRESS 5

Blackboard

- Module enrolment
- General Blackboard queries

PRESS 6

Housing and Residence Affairs

- On-campus accommodation
- Off-campus accommodation support

PRESS 7

Student Affairs

- Office of the Executive Director
- Student Counselling and Development (SCD)
- Social Support Office
- First-Year Experience (including orientation)
- Student Governance
- Centre for Universal Access and Disability Support (CUADS)

Operating hours
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PRESS 1

STUDENT CONTACT SERVICES (SCS)

What is Student Contact Services (SCS)?

Student Contact Services (SCS), a division of Student Academic Services (SAS), assists with academic and administrative support.

Services offered?

- Application
- Admission (including accepting offers)
- Registration support
- Academic record/transcript
- Examinations
- Graduations
- Qualification certificates

How do I contact Student Contact Services?

General enquiries: Studentadmin@ufs.ac.za
Alumni only: Transcripts@ufs.ac.za

+27 51 401 9111 (Press 1)



PRESS **2**

FACULTY AND GENERAL ACADEMIC ADVICE

Graduate Positioning Support (GPS)

The Centre for Teaching and Learning (CTL) wants to help you navigate through university successfully to #SecureTheGrad. By pressing Option 2, you can receive academic advice and support to assist with your studies.

Services offered?

- Academic advice (faculties and Centre for Teaching and Learning)
- National Benchmark Tests (NBTs)
- Higher Certificate
- Senior student experience (including #SecureTheGrad and Orientation)

How do I contact GPS?

+27 51 401 9111 (Press 2)

Email: GPS@ufs.ac.za

Submit your query on: www.ufs.ac.za

(Click on registration queries).

PRESS **3**

STUDENT ACCOUNTS

What is Student Accounts?

- Financial Aid Office
- Student accounts

Services offered?

1. Financial Aid Office

The Financial Aid Office offers support for:

- NSFAS
- Bursaries
- Loans

2. Student accounts Office

The Student Accounts office helps you with:

- Your student account
- First payments for registration
- Quotations
- Refunds
- Information on Fundi process

How do I contact Student Accounts?

+27 51 401 9111 (Press 3)

Submit your finance query at www.ufs.ac.za (Click on registration queries)

STUDENT ACCOUNTS: Bloemfontein Campus
tuitionfees@ufs.ac.za

Qwaqwa Campus
moengnm@ufs.ac.za

SOUTH CAMPUS: farmertj@ufs.ac.za

FINANCIAL AID: Bloemfontein Campus
FinAidenquiriesbfn@ufs.ac.za

South Campus
FinAidenquiriesouth@ufs.ac.za

Qwaqwa Campus
FinAidQwa@ufs.ac.za

PRESS 4

ICT SERVICES

What is ICT Services?

Information and Communication Technology (ICT) looks after institutional digital platforms and services.

Services offered?

- Password support
- Email support (ufs4life email)
- Student desk
- Global Protect app

How do I contact ICT Services?

+27 51 401 9111 (Press 4)

Email: Studentdesk@ufs.ac.za
Submit your query on: www.ufs.ac.za
(Click on registration queries).



PRESS 5

BLACKBOARD

What is Blackboard?

Blackboard is an online learning platform where you will find resources, activities, and assessments for the modules you are enrolled for at the university.

How do I access and log in to Blackboard?

To access Blackboard, visit the following website: URL address: <https://ufs.blackboard.com>

To log in to your Blackboard account type:

Username: Student number | Password: UFS campus password

* Please make sure that you log in to Blackboard to activate your profile. Only after activation will you be enrolled for your Blackboard modules.

* Please take note that you will only have access to your Blackboard modules 24 hours after you have registered

Need more help with Blackboard?

Please contact the Blackboard Helpdesk for any Blackboard-related queries; this includes access to modules, assistance with activities on Blackboard, and assistance with the student orientation course.

Blackboard Helpdesk:

Office hours: 07:45–16:30, Mon to Fri

Tel: +27 51 401 9111 (Press 5)

Email: Helpdesk@ufs.ac.za eHelpdesk@ufs.ac.za

After hours: 16:30–21:00, Mon to Fri

Public holidays and weekends (09:00–18:00)

Tel: +27 51 401 9111 (Press 5)

IMPORTANT

The Blackboard Helpdesk cannot assist with UFS passwords. For password-related queries, please contact ICT Services.

ICT Services Password Queries:

During office hours (07:45–16:30)

Tel: +27 51 401 9111 (Press 4)

Email: studentdesk@ufs.ac.za

After-hours password queries (16:30–22:00)

Contact details (after hours): +27 51 401 9111 (Press 4)

Email: studentdesk@ufs.ac.zaBlackboard

HOUSING AND RESIDENCE AFFAIRS

What is Housing and Residence Affairs?

Offers student accommodation support for:

- Junior, senior and postgraduate accommodation for students on the Bloemfontein, South and Qwaqwa Campuses
- Off-campus accommodation

On-campus Accommodation

Important to note: Placement in on-campus accommodation is per application.

Off-campus Accommodation Support

The UFS plays a referring role in the process of off-campus accommodation and refers students to landlords/owners. It is the responsibility of the student to contact a service provider; the lease agreement is between the student and the service provider.

Link to addresses of accredited off-campus student accommodation:

<https://www.ufs.ac.za/residences/housing-and-residence-affairs/information/off-campus-accommodation/accredited-student-addresses>

How do I contact Housing and Residence Affairs?

+27 51 401 9111 (Press 6)

- On-campus accommodation: resapplications@ufs.ac.za
- Off-campus accommodation support: OCAStudents@ufs.ac.za

STUDENT AFFAIRS

What is Student Affairs?

The Division of Student Affairs consists of several functional areas across all three UFS campuses, working together to create an environment and student experience that is conducive to learning, development, and success.

Services offered:

Bloemfontein Campus:

- Office of the Executive Director
- Centre for Universal Access and Disability Support (CUADS)
- KovsieSport
- Health and Wellness Centre
- Housing and Residence Affairs
- Student Counselling and Development (SCD)
- Social Support Office
- Student Governance Office

Student Life:

- Active Civic Teaching (ACT)
- Arts, Culture, and Dialogue
- Career Services
- Gateway First-year Orientation
- Food Environment
- Leadership Development
- Peer Mentor Programme
- Student Media
- Research and Co-Curricular

Qwaqwa Campus:

- Arts and Culture
- Centre for Universal Access and Disability Support (CUADS)
- KovsieSport
- Health and Wellness Centre
- Housing and Residence Affairs
- Gateway First-year Orientation
- Peer Mentor Programme- Social Support Office
- Student Counselling and Development (SCD)
- Student Governance and Development
- Student Life and Career Development
- Student Media

South Campus:

- Arts and Culture
- Centre for Universal Access and Disability Support (CUADS)
- Peer Mentor Programme
- Residence Life- Social Support Office
- Student Communities
- Student Counselling and Development (SCD)
- Student Governance and Development
- Student Media

How do I get in touch with Student Affairs?

+27 51 401 9111 (Press 7)

Or visit: <https://www.ufs.ac.za/kovsielifeUFS>



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