



Prof. Engela Pretorius.

## **Prof. Pretorius neem waar as Visedekaan: Geesteswetenskappe**

Die UB het goedgekeur dat prof. Engela Pretorius (Sosiologie) vanaf 1 Julie tot 31 Desember 2004 waarneem as Visedekaan: Geesteswetenskappe.

### **Contact us with news:**

Anton Fisher 2749  
Hannes Pieterse 3502  
Karen Minnaar 3422  
Lacea Loader 2584  
Leatitia Pienaar 9188  
Leonie Bolleurs 2707  
Tebogo Moraka 9332  
Tumi Tabane 2828  
Informa.stg@mail.uovs.ac.za

## Bestuur haastig met stappe om kapasiteit-bottelnekke te oorkom

Die Uitvoerende Bestuur (UB) het 'n verslag aanvaar van 'n ondersoek na bottelnekke in steundienste se vermoë om die akademie doeltreffend te ondersteun. Die UB het hulself daartoe verbind om die geïdentifiseerde knelpunte onmiddellik aan te spreek.

Die groot verskeidenheid aanbevelings in die verslag sal goedgekeur word sodra die verantwoordelike lynhoofde en die departementshoofde teen 11 Augustus 2004 implementeringsplanne by die Dagbestuur van die Uitvoerende Bestuur (UBD) indien.

As gevolg van die dringendheid van bottelnekke by ondersteuningsdienste, is die verslag by die eerste Uitvoerende Bestuursvergadering van die nuwe semester (op Maandag 19 Julie 2004) bespreek, selfs voordat die verskeie lynhoofde en die UBD die geleenheid gehad het om die saak te bespreek.

'n Totaal van vyf stelle voorstelle is gemaak, waarvan sommige meer langtermyn van aard is.

Die eerste stel voorstelle in die verslag is korttermyn stappe vir individuele ondersteun-

ingsdienste en het te doen met kapasiteits-bottelnekke in finansies, IT/rekenaardienste, menslike hulpbronne, fisiese beplanning en fisiese onderhoud.

### **Finansies**

- Om bottelnekke in die administrasie van klasgelde aan te spreek, moet addisionele personeel aangestel word.
- T.o.v. die oorbetalings van departementele Fondse: dat voorlopige betalings by die amptelike sluiting van registrasies gedoen word.
- 'n Nuwe stelsel vir tjekbetalings (reeds geïmplementeer).
- Bevoorrading moet deur 'n tweede-in-bevel ondersteun word.

### **IT/Rekenaardienste**

- Dat 'n nuwe dienslessenaarstelsel geïmplementeer word om bottelnekke in IT-instandhouding sowel as aankope aan te spreek. Daar word ook voorgestel dat gereelde terugvoering verskaf word aan personeel wat 'n rekenaarinstandhoudingsversoek ingedien het. Dit

is 'n belangrike bron van frustrasie vir akademiese personeel.

- Dit moet vergesel word deur die implementering van 'n nuwe kliënt-gesentreerde benadering, wat terugvoering aan kliënte insluit.

### **Fisiese beplanning en fisiese hulpbronne**

- Dienslessenaar vir aanmeld en bestuur van instandhoudingsversoeke moet daargestel word.
- 'n Nutsman moet aangestel word om instandhoudingsbottelnekke aan te spreek.
- Dat 'n tweede-in-bevel vir die Direkteur aangestel word om die bestuur van die implementering van die groot aantal konstruksie- en fisiese opgraderingsprojekte te hanteer. Dit sal binnekort gedoen word.

### **Menslike hulpbronne**

- Daar word voorgestel dat kontaknommers van personeel van die Departement Menslike Hulpbronne wat verskeie navrae hanteer, bekend gemaak word.

'n Tweede stel voorstelle in die verslag bevat korttermyn-

## Promoted

On 19 July 2004 Executive Management approved the following promotions:

- **Dr Sophia Maria Holtzhausen** from lecturer to senior lecturer.
- **Dr Mabel Erasmus** from lecturer to senior lecturer.
- **Dr Mabokang Mapasela** from lecturer to senior lecturer.
- **Dr Margaretha Jacoba Magdalena du Plessis** from lecturer to senior lecturer.
- **Dr Henriëtte Susanna van den Berg** from lecturer to senior lecturer.
- **Dr Elsabe Pepler** from lecturer to senior lecturer.
- **Dr Bernadus Johannes Odendaal** from senior lecturer to associate professor.
- **Dr Alfred George Jenkinson** from senior lecturer to associate professor.
- **Dr Karel George Frederik Esterhuysen** from senior lecturer to associate professor.
- **Prof. Nita Corene de Wet** from associate professor to full professor.

## Euufes-konferensie

Die Euufeskonferensie vind plaas tydens die week van 11 tot 15 Oktober 2004 op die kampus. Hou die **Informa** dop vir belangrike datums omtrent die geleentheid.

stappe wat verskeie ondersteuningsdienste gesamentlik affekteer, ten einde twee groot bottelnekke aan te spreek, naamlik:

**Lesinglokaal-administrasie** (wat as 'n dringende projek onder die leiding van Fisiese Hulpbronne geïdentifiseer is)

- Daar word voorgestel dat 'n stelsel vir lesinglokaalbestuur, sowel as lesinglokaalinspeksie tot stand gebring word om te verseker dat akademiese personeel altyd lesinglokale skoon en alle toerusting in werkende toestand vind.

### Implementering van PeopleSoft

- Daar word voorgestel dat 'n gebruikersforum gestig word vir probleem-aanmelding, opleiding en oriëntasie, ensovoorts.

'n Derde stel voorstelle is medium- tot langtermyn-aksies vir individuele steundienste.

### Akademiese en studente-administrasie

- Om die langtermyn-doeltreffendheid en volhoubaarheid van funksies aan te spreek, word daar voorgestel dat die voorstelle uit die Marais-Trustcott verslag verder geïmplementeer word.

### Logistieke dienste

- Daar word voorgestel dat bestuursopvolgbeplanning gedoen word.

### Menslike hulpbronne

- Betreffende die toekomstige bestuur van

die prestasiebestuurstelsel word daar voorgestel dat 'n professionele bestuurder sowel as administratiewe steun daargestel word.

### IT/ Rekenaardienste

- Vir strategiese bestuur en die toekomstige rol van die diens, word voorgestel dat 'n strategiese IT-plan ontwikkel word.

Volgens die verslag, het die ondersoek die administratiewe werkslading van akademiese personeel beklemtoon as 'n ernstige bron van kommer wat 'n betekenisvolle langtermynbedreiging vir die effektiewe daaglikse funksionering van die Universiteit inhou.

Die dramatiese toename in studentegedagte het gelei tot 'n meer komplekse onderrigmodel en 'n toename in versoeke vir insette, verslae en inligting (ook van staatsdepartemente).

Om die probleem van **ongedifferensieerde vloei van inligting** en ongekoördineerde kommunikasie te oorkom, het die verslag voorgestel dat 'n inligtingsdienslessenaar in elke fakulteit tot stand kom. Die dienslessenaars sal soos tradisionele registrasie-afdelings funksioneer waar pos gesorteer en versprei word. In dié geval van die dienslessenaar is die primêre medium elektronies en vind daar 'n hoër graad van "intelligente" prosessering plaas.

Die essensie van die voorgestelde oplossing is dat elektroniese kommunikasie en versoeke vir inligting van ad-

ministratiewe departemente korrek en effektief gedifferensieer, gekoördineer en gekanaliseer word sodat alle personeellede nie 'n massa onnodige kommunikasie en versoeke ontvang nie.

Volgens die verslag het die projek 'n spesifieke doel en fokus. Dit is nie 'n poging om kapasiteitsbehoefes in ondersteuningsdienste op 'n omvattende wyse te ondersoek en aan te spreek nie. Die 2005-begrotingsproses maak voorsiening vir verslaggewing oor en oorweging van hierdie behoeftes.

Die ondersoek is gedoen deur mnr. J.T. Koorts van StratFac.

Prof. Frederick Fourie, Rektor en Visekanselier, het met die bespreking van die verslag by die UB-vergadering alle personeellede wat 'n inset tydens die ondersoek gelewer het, bedank.

Hy het gesê dat hierdie slegs die eerste stappe is wat geneem word om te verseker dat alle komponente van die UV doeltreffend funksioneer en bydra tot die versienliking van die Universiteit se strategiese prioriteite. Bestuur is toegewyd om die geïdentifiseerde bottelnekke onmiddellik aan te spreek om die frustrasies van akademiese personeel te verminder en om hul instaat te stel om doeltreffend te funksioneer.

Die volledige verslag is beskikbaar by [http://www.uovs.ac.za/intranet/circulars/A\\_Koorts\\_verslag.pdf](http://www.uovs.ac.za/intranet/circulars/A_Koorts_verslag.pdf)  
*Sien bl.3 vir Engels.*

## New approach to elections

The UFS management has decided to use the services of the "Electoral Institute of Southern Africa", based in Johannesburg, to handle

the 2004 SRC election process.

The elections on the main campus in Bloemfontein will take place on 11 August 2004. The results will be available on

the same day.

The SRC elections on Qwaqwa campus and Vista campus will be dealt with in the same way as in the past.

## Appointed

**Dr R. Moffett** was appointed as associate professor in Botany on the Qwaqwa campus for a contract period from 1 July 2004 to 31 December 2004.

## Nuwe program-direkteure vir Natuur- en Landbouwetenskappe

Die volgende persone is aangestel as programdirekteure in die Fakulteit Natuur- en Landbouwetenskappe:

- **Prof. J.J. Spies**, Biologiese Wetenskappe
- **Mnr. F.H. Berry**, Bouwetenskappe
- **Dr. R.E. Kroon**, Fisiese Wetenskappe
- **Dr. H.E. Praekelt**, Geowetenskappe
- **Prof. J.P.C. Greyling**, Landbouwetenskappe
- **Dr. L. De Wet**, Rekenaarwetenskappe
- **Dr. A.L. Pretorius**, Aktuariële Wetenskappe
- **Prof. H.J.H. Steyn**, Verbruikerswetenskappe
- **Prof. D.M. Murray**, Wiskundige Wetenskappe

Die aanstellings is vir een jaar.

# Ooreenkoms met DePaul Universiteit hernu

Die Rektor, prof. Frederick Fourie, het met sy besoek aan die VSA die samewerkingsooreenkoms met die DePaul Universiteit hernu. Dié samewerkingsooreenkoms vorm 'n belangrike gehaltever-sekeringskomponent in die aanbieding van verskeie programme aan die UV, onder andere die MBA.

*V.l.n.r. prof. Tienie Crous, dekaan Departement Ekonomiese en Bestuurs-wetenskappe, prof. Frederick Fourie en prof. Helena van Zyl, direkteur van die Bestuurskool.*



# Capacity bottlenecks: Immediate steps on the way

The Executive Management (EM) has accepted a report flowing from an investigation into the capacity of the support services to support the academic function efficiently, and has committed itself to addressing the identified bottlenecks immediately.

The report's wide-ranging recommendations will be approved as soon as the responsible line managers and heads of departments submit implementation plans to the Executive Committee of the Executive Management (EXCO) by 11 August 2004.

Due to the urgency of the matter of support-service bottlenecks, the report was discussed at the first Executive Management meeting of the new semester (on Monday 19 July 2004), even before the various line

managers and the EXCO had an opportunity to discuss the matter.

A total of five sets of recommendations were made, of which some are more long-term in nature.

The first set of recommendations in the report are short-term steps for individual support services and concern capacity bottlenecks in finance, IT/ computer services, human resources, physical planning and physical maintenance.

### Finance

- To address bottlenecks in the administration of class fee payments, additional staff must be appointed.
- Regarding the transfer of departmental funds, the report recommends that provisional payments be made when registrations close officially.
- A new system of cheque payments has been

implemented.

- Provisioning administration should be supported by the appointment of a second-in-command.
- ### IT/ Computer services
- It is recommended that a new help desk system should be implemented to address bottlenecks in IT maintenance as well as purchases, and provide regular feedback to staff who place an order or maintenance request. This has been an important source of frustration for academic staff.
  - This should be accompanied by the implementation of a new client-centred approach, which will include feedback to clients.



Dr. Sarie Janse van Vuuren.

## Dr. Van Vuuren neem waar

Dr. Sarie Janse van Vuuren, senior lektor in die Departement Sosiologie is aangewys as waarnemende departementele voorsitter van dié departement vanaf 1 Julie tot 31 Desember 2004.

## Honorary doctorate degrees to be awarded

On 22 September 2004 the following persons will receive centenary honorary doctorate degrees:

- Prof. Y.K. Seedat
- Dr Mary Seeley
- Prof. Dr Calvin G Seerveld

On 14 October 2004 the following persons will receive centenary honorary doctorate degrees:

- Prof. Saleem Badat
- Prof. Robert G Bringle
- Prof. JG de Wet
- Prof. GJ Gerwel
- Me Antjie Krog
- Dr Khotso Mokhele
- Mrs Dalina Nel for Prof. C.J.C. Nel
- Prof. Leo Quayle
- Mr Karel Schoeman
- Dr F. Van Zyl Slabbert
- Prof. J.C. Steyn
- Prof. H.A. Wessels

### Physical planning and physical resources

- Establish a help desk to report and manage maintenance requests.
- A handy-man should be appointed from existing funds to address maintenance bottlenecks.

It is also recommended that a second-in-command for the Director be appointed to manage the implementation of the huge number of construction and physical upgrading projects. This would be done in the near future.

### Human resources

- It is recommended that contact numbers of staff of the Human Resources Department dealing with various enquiries be made known.

A second set of recommendations in the report are short-term steps that affect several support services jointly to address two major bottlenecks, namely:

**Lecture venue administration** (which has been identified as an urgent project under the guidance of Physical Resources Department)

- It is recommended that a system of lecture venue management be established as well as lecture venue inspection to ensure that academic staff always finds lecture halls clean and equipment in working order.

### Implementation of PeopleSoft

- It is recommended that a users' forum be established for reporting problems, training, orientation etc. A third set of

recommendations are medium to longterm actions for individual support services.

### Academic and student administration

- To address the long-term efficiency and sustainability of functions, it is recommended that the Marais-Trustcott report's recommendations be implemented further.

### Logistical service

- It is recommended that management succession planning be done.

### Human resources

- Regarding the future management of the performance management system, it is recommended that a professional manager be appointed with administrative support.

### IT/Computer services

- Regarding issues of strategic management and the future role of this service, it is recommended that a strategic IT plan be developed.

According to the report, the administrative workload of academic staff was highlighted by the investigation as a matter of serious concern that poses a significant long-term threat to the efficient daily functioning of the University.

This has resulted from the dramatic increase in student numbers, a more complex teaching model, as well as an increase in requests for inputs, reports and information (also from government departments), among other things.

To overcome this problem of undifferentiated and uncoordinated communication, the report recommends that "information help desks" be established in each faculty, which would function along the lines of traditional "registration"

sections where postal items are normally sorted and re-routed. However, in the case of the help desk, the medium is primarily electronic and there is a greater degree of "intelligent" processing that takes place.

The essence of the proposed solution is that electronic communication and requests for information from administrative departments be differentiated, co-ordinated and channeled correctly and efficiently, so that all staff members do not receive masses of unnecessary communication and requests. According to the report, the project had a specific aim and focus. It was not an attempt to explore and address capacity needs in the support services in a comprehensive manner. The 2005 budgeting process provides for the reporting and consideration of these needs.

The investigation was conducted by Mr J.T. Koorts of StratFac.

Speaking during the EM discussion of the report, the Rector and Vice-Chancellor, Prof. Frederick Fourie, thanked all staff members who made an input into the investigation.

He said these were only the first steps that will be taken to ensure that all components of the UFS function effectively and efficiently and contribute to the realisation of the University's strategic priorities. The management was committed to addressing the identified bottlenecks immediately to reduce frustrations for academic staff and enable them to function at full speed and efficiency.

The full report is available at [http://www.uovs.ac.za/intranet/circulars/E\\_Koorts\\_verslag.pdf](http://www.uovs.ac.za/intranet/circulars/E_Koorts_verslag.pdf)