

Troubleshooting guide

(With some fun and some serious causes and solutions!)

PROBLEM	POSSIBLE CAUSE	SOLUTION
Nervous about being at varsity	<ul style="list-style-type: none"> Not sure if I'll make it; not sure what to expect I'm the first person in my family to come to varsity Don't know anyone 	<ul style="list-style-type: none"> Attend orientation; find your How2 buddy; go to Student Counselling See above Join How2 to make friends quickly; add us on Facebook
Missed orientation	<ul style="list-style-type: none"> What's orientation??? Not cool to attend orientation Got better things to do Not registered yet Was busy with Admission or Financial Aid Did not have bus/taxi fare I have a part-time job; had to work No place to stay yet Couldn't find the orientation venue 	<ul style="list-style-type: none"> Contact the orientation team; inbox us. WHAT???!!! Ja, surfing 101 will help you pass! Get moving! Join a group asap Find out about late orientation Heard of swapping shifts? Should've planned ahead? Ever heard of asking?
Failed a test, module or exam	<ul style="list-style-type: none"> What test??? Were we writing today? Didn't attend most lectures Turned up at wrong venue Allocated too little time to study Didn't understand the work Didn't have the right notes Don't have a good study method Babelas (SA slang for hangover) 	<ul style="list-style-type: none"> Use your free NMMU diary - write in it! This is not a correspondence university – attend class Make sure you know the venue, join the campus tour in How2! You can't watch ALL the series ALL the time ... Attend time management workshop - see Keys to Success on Student Portal Talk to lecturer; Join SI; form study group; talk to mentor or buddy Its high time you got organized Attend note-taking workshop Attend study workshop - see Keys to Success on Student Portal Zero sucks!
Missed a test or an exam	<ul style="list-style-type: none"> Oops! Had the wrong date/time Sick Grandma was sick Test clashed with your hot date Huh? No teachers to remind me? My cat went missing 	<ul style="list-style-type: none"> Double check ahead of time Provide medical certificate Sorry, no excuse Score points with g/friend - but how will that help you pass Chem 101? You're a big boy now! Use your diary O sucks, hey!
Missed lectures	<ul style="list-style-type: none"> Eish, 7:45 is too early! Not an important subject 	<ul style="list-style-type: none"> Partying until 03:00 the night before is not an option Get up earlier All subjects are important. Attend all classes!
Feeling homesick	<ul style="list-style-type: none"> No friends Different culture Missing Mama's food Missing my boyfriend 	<ul style="list-style-type: none"> Join How2 to make friends quickly Talk to a student counsellor Attend Homesickness Workshop Join a club or society Attend Diversity Workshop You'll survive ... Absence makes the heart grow fonder
Don't have the finances to pay for the rest of my course	<ul style="list-style-type: none"> Course fees don't come cheap Did not make provision long ago Parents do not have the means 	<ul style="list-style-type: none"> Pop in at Financial Aid for assistance Get a loan or bursary, or a part-time job

Didn't do well in assignment	<ul style="list-style-type: none"> · Wasn't sure what to do · Oops, didn't know I was supposed to reference · Didn't know lecturers subtract marks for late submission · Academic terminology not clear – haaibo, can't lecturers speak plain English? · Lost course outline 	<ul style="list-style-type: none"> · Speak to your lecturer ahead of time · Visit the Writing Centre · Plagiarism is a BIG no, no! · Read referencing rules – see Infowise · Get organized! · Use your free NMMU diary · Talk to other students or SI Leader · Read, read, read ... · Being organised contributes to success
Don't know what to expect in tests/ exams	<ul style="list-style-type: none"> · Didn't attend lectures · Lecturer was vague about test 	<ul style="list-style-type: none"> · Speak to lecturer, buddy, mentor or seniors · Get hold of old question papers (library or intranet)
Don't understand section of the work	<ul style="list-style-type: none"> · Didn't attend class · Lecturer doesn't explain the work properly 	<ul style="list-style-type: none"> · Life's tough, hey ... attending lectures is your job, old chap. · Consult lecturer & other students · Attend SI · Prep for class - pre & post read
Don't know where to find notes on NMMU intranet	<ul style="list-style-type: none"> · Don't know how to use the intranet or the NMMU portal 	<ul style="list-style-type: none"> · Attend How2 · Ask lab assistant for help
Didn't get a DP	<ul style="list-style-type: none"> · What's a DP? · Didn't hand in assignment · Failed class tests · Poor attendance 	<ul style="list-style-type: none"> · Find out sooner rather than later · Yeah, you should have done it! · See you next year bud. · So you didn't know you get marks for attending lectures?
Excluded from exam (EBEIT)	<ul style="list-style-type: none"> · Received a warning! · Failing your subjects 	<ul style="list-style-type: none"> · See a student counsellor at your campus · Join a study group or attend a study skills workshop
Poor study skills	<ul style="list-style-type: none"> · Don't know what your learning style is · This is not high school – parrot fashion does not work · Studying the night before is not studying 	<ul style="list-style-type: none"> · Speak to a student counsellor · Attend a study skills workshop
Not checking your NMMU e-mails	<ul style="list-style-type: none"> · Do we have e-mail? · Not sure how · Using your personal e-mail (gmail etc) 	<ul style="list-style-type: none"> · So now you know ... · Ask your buddy or lab assistant · Failing to check NMMU mail will result in missing out on important information
Don't know photocopying system	<ul style="list-style-type: none"> · Not familiar with NMMU system 	<ul style="list-style-type: none"> · Ask your How2 buddy
Not enjoying my course	<ul style="list-style-type: none"> · Don't understand the work or course · It's not what I thought it would be · Not my first choice · Not challenging enough 	<ul style="list-style-type: none"> · See your buddy or SI leader · See a Student Counsellor
Wrong course choice	<ul style="list-style-type: none"> · A girl I liked was doing the course ... · Because my dad said so · Didn't have enough information · Followed the money instead of my passion 	<ul style="list-style-type: none"> · She's dating your best friend – look where that got you! · Dads can be tough. See a Student Counsellor · See a Student Counsellor · Eish!
Will I get a job when I graduate?	<ul style="list-style-type: none"> · That depends ... · Poor academic record · Poor planning for after graduation · No work experience 	<ul style="list-style-type: none"> · Develop personal skills beyond the classroom · Develop yourself holistically · Get good general knowledge · Join a club or society; become buddy, mentor or SI leader · Work hard from first year · Develop yourself from first year · Get a part time job; visit Graduate Placement office