

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

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