



STUDENT CITIES SUMMIT

Summit Theme:

“It Takes a Village to Raise a Child”

Creating an Extraordinary Student Experience for Student Communities

26 - 29 March 2017

Krystal Beach Hotel
Gordon`s Bay
Cape Town



ABOUT THE STUDENT CITIES SUMMIT

After a twelve year journey from Grade 1-12 in their protected villages and townships or towns and cities, many learners who have successfully completed their matric studies migrate to college and university towns to pursue their tertiary studies. Statistics show that colleges and universities offer on-campus residence accommodation to only 10% and 20% of their student communities respectively at their campuses. Over 80% of the students in colleges and universities end-up living off-campus as commuter students, facing unprecedented challenges that often lead to failure or drop-out from their studies in their first year.

For many of these students, “the city becomes their campus”, since they live, learn and play in their hosts cities. Cities and towns as well as villages and townships that are hosting a college or university campus are important study destinations for knowledge production, research and innovation. These study destinations, play a crucial role in the human capital development and in shaping the futures of the youth of South Africa. For this reason, these local municipalities have a national duty and obligation to provide liveable and enabling environment that enhance student learning, development and success. What defines a student city? A student city is a city or town (or other form of settlement) with a strong representation of college or university students. Typically, the city, town or village should be able to cater for student needs well and should adapt well to having many students in the community.

When together in large numbers, students determine housing, employment, social and cultural trends in the communities where they live. Student spending fuels local businesses and influences the types of housing and services provided. Student habits, such as going out at night and holidaying during term breaks, create distinct city rhythms and seasons. The best student cities give back to students. They have excellent education institutions and attract the best instructors. City planners, private investors and universities make it easy for students to find accommodation, move about the city, shop, get part-time jobs, be entertained and study effectively.

STUDENT CITIES AND THE STUDENT ECONOMY

Local Municipalities in South Africa and the African continent can learn much from the success of the best student cities in the world and how to leverage on the benefits of the student economy. Research commissioned by the National Union of Students (NUS) in the United Kingdom has found that students bring more than 80 billion pounds of spending into the British economy, supporting 830,000 jobs. For each pound invested into higher education, graduates return 3.22 pounds of pure profit to the exchequer, over their lifetimes.

In Scotland alone, students account for 1.3 percent of GDP – incredibly. Almost four people in every 100 is employed as a result of student spending, over 109,000 in total. 35,000 jobs in Wales are supported directly or indirectly by student spend. The effect of students on the economy is even more pronounced in individual cities. For instance, The University of Birmingham supports a total of 11,800 jobs, generating 460 million pounds, or 2.2 percent of Birmingham’s economic wealth.

The President of the National Union of Students, Toni Pearce believes that “students are instrumental in creating stronger economy and a fairer, more prosperous society”. While Graham Randles, Managing Director of NEF Consulting is of the view that “the economic impact of students is especially important in those parts of the country where the arrival of a new wave of young people each year provides a stimulus to regional economies”.

Based on the research narrative above, the South African Student Support Services (SASSS) would like to approach the Local Government Business Network (LGBN) towards the lobbying and promotion of a proposition for local government municipalities that are considered as “college or college or university towns” to develop and implement systems to create an enabling environment that will better harness the power of student spend in municipalities.



LITERATURE REVIEW

The Student City: Strategic Planning for Student Communities in EU Cities By Leo van den Berg and Antonio Russo © 2004 – Routledge

Abstract: Student communities are without doubt a strategic resource for urban development and students are the citizens and the high-skilled working class of tomorrow. They are seen as an 'invisible population' with little say in local policy and decision-making. They keep cities lively and diverse. They are consumers of cultural and recreational facilities. They have a distinct expenditure pattern that in some cases is crucial to support the economy of specific areas or neighbourhoods. Increased student mobility at the international level is a major vector of socioeconomic cohesion between regions of Europe.

However, European cities are seldom ready to recognise and manage this potential information on students' communities is generally scarce: students are an 'invisible population', being given little space in local policy. Cooperation between education institutions and city planners is often lacking. Cities are passive towards their universities' foreign relations. Attention is paid to student settlements only on those occasions when they become a source of problems or costs for the local community. Nevertheless, the importance of human capital as a determinant of cities' competitiveness demands proactive city policies targeting this community of city users. National or regional education programs often neglect the 'urban' dimension of the issue, forgetting that human capital is highly mobile, and that it needs to be attracted and managed locally.

Co-operation between educational institutions and city planners is often missing and cities tend to neglect the universities' foreign relations. The authors argue that the importance of human capital in the competitiveness of cities demands pro-active, integral city policies targeting this community. Bringing together nine case studies of European cities (Rotterdam, Utrecht, Eindhoven, Munich, Lyon, Lille, Venice, Birmingham and Helsinki), the research puts forward a comprehensive strategic plan of action, aiming at the integration

of student communities in urban development. The research analyses the essential characteristics of the relationship between students and their host communities, as well as the role of higher education institutions and other actors in building the 'student friendly' city.

WHAT MAKES A STUDENT CITY AN ATTRACTIVE STUDY DESTINATION?

"Paris is proud to be ranked the best student city in the world! Our youth represents our greatest strength and incarnates our greatest hope. We carry an ambitious politic to make youth to be able to blossom, be successful, Be able to choose and to build its future. We will continue to support students by offering them opportunities, in an open, dynamic and creative city"

The City of Paris has much to offer to students: History, arts, culture – on top of its academic and scientific excellence! It is a unique place to learn, discover, study, engage and exchange, a place where dialogue, fraternity and freedom shall always prevail.

- Anne Hidalgo, Mayor Of Paris.


HALLMARKS OF THE BEST STUDENT CITIES

INSTITUTIONAL RANKING AND PRESTIGE:

Many students and their parents or guardians want to go to a college or university with a good reputation with a good value of investment. The institution must reflect an overall performance when ranked against other colleges or universities in a country, continentally or internationally. Annually many ranking agencies release their world rankings of various colleges and universities, based on a combination of factors that may vary from one agency to the other.

These rankings are often used by institutions to attract students to study at their colleges and universities, based on their academic prestige and standing.





For many cities like Boston in the United States, it is good for these cities to be the home of Harvard University and the Massachusetts Institute of Technology which are consistently on the top ten institutions in the world.

DESTINATION DESIRABILITY

Study destinations are the same tourist attractions. The desirability factor aims to reflect the overall desirability of each study destination. While students may be seeking exciting cities rich in opportunity, they are also likely to be concerned about the comfort and safety of the locality. A broad range of metrics is considered in an attempt to reflect these diverse requirements.

AFFORDABILITY

The Affordability category recognizes the importance of affordability for most prospective students and their families. It draws on a range of sources to give an indication of how affordable a city or town is likely to be, when tuition fees and general living expenses are considered.

STUDENT MIX

The Student Mix category is designed to look at the student make-up of the city or town. College or university cities or towns with higher proportions of students are likely to be better equipped with the facilities students' need, while areas with high numbers of international students are more likely to be well-prepared to welcome even more.

EMPLOYER ACTIVITY

The Employer Activity aims to provide an indication of which cities or towns are most highly sought among graduate employers. One of the indicators considered in determining this category is the employer survey, which asks recruiters to identify the institutions they believe to be producing the best graduates in their sector.

EXPECTED SUMMIT OUTCOMES

DEVELOPMENT OF A POLICY ON COMMUTER STUDENTS SERVICES FOR COLLEGES AND UNIVERSITIES

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| <ul style="list-style-type: none">• Define Standards for Commuter Students Services• Design of Commuter Students Programs and Services• Identify Best Practices Models• Define the Role of Student Agencies for Commuter Students• Private and Public Partnership Models for Student Agencies• Public Transport for Commuter Students• Medical Emergency for Commuter Students• Monitoring of Commuter Students Communities | <ul style="list-style-type: none">• Innovation and Smart Solutions• Smart Data and Technology• Applications and Portal for Commuter Students• Management System for Commuter Students• Student Life Programs for Commuter Students• Community Engagement• Private Accommodation for Commuter Students• Academic Performance Tracking for Commuter Students |
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WELCOME DRINKS AND ENTERTAINMENT



Masana
Walk Away - Seasons of Soul



Percy Mabandu
Writer and
Arts Journalist



Rostislava Pashkevitch
Musical Theatre
Master Class

PERCY MABANDU - WRITER AND ARTS JOURNALIST

Percy Mabandu has been writing about jazz music, arts and the black experience for the last ten years. He has been named Gold Award Winner, Features Category at the Journalist of The Year Awards presented by Business Arts South Africa. Mabandu is a columnist, and art and features writer. His work has appeared in various newspapers and magazines including the weekly City Press, Blaque Magazine, the Sunday Times, Mail & Guardian, Rolling Stone Magazine, Chimurenga Chronic, and many others. He is a regular television and radio commentator on art and culture issues. He also serves as member of Friends of IFAS, The Consultative Committee of The French Institute of South Africa.

Mabandu lives in Ga-Rankuwa, a township in the North West of Pretoria.

Yakhal'inkomo: Portrait of a Jazz Classic by Percy Mabandu

"Yakhal'inkomo – Biography of a Jazz Classic is a book written by South African journalist, Percy Mabandu about Winston Mankunku Ngozi's 1968 jazz record. Part historical account, part speculative prose, this book aims to delineate the life and excesses of one of South Africa's most important jazz masterpieces.

The author uses research, interviews and poetic interventions to tease out a meaningful remembering of Yakhal'inkomo – the song and the man through whom it was revealed along with the times out of which it was conceived and heard." "Beyond being just another genre, jazz has, in many ways, been a soundtrack to poignant experiences in South Africa's history and politics. Award-winning writer and journalist Percy Mabandu explores the significance of the genre in his new book, Yakhal' Inkomo... The book is named after a well-known jazz tune.

When it was recorded in 1968, it became synonymous with apartheid politics. Yakhal' Inkomo explores the life and work of the song's writer, legendary saxophonist Winston "Mankunku" Ngozi."

(source: News24)



Percy Mabandu
Writer and
Arts Journalist



FEATURED GUEST PROFILE
PERCY MABANDU



WELCOME ADDRESS



Segomotso Sebokedi
Chief Executive Officer
SA Student Support Services Agency



Sipho Mbatha
Member of the Portfolio Committee
On Higher Education and Training



Karl Gostner
General Manager
Primedia Broadcasting

The Official Welcome Reception Cocktail will be directed by the erstwhile Percy Mabandu who completed his Diploma in Fine Arts at the Tshwane University of Technology. The Welcome Ceremony will feature Segomotso Sebokedi, the founder of the South African Student Support Services (SASSS Agency), Karl Gostner the General Manager of Primedia Broadcasting and Siphon Mbatha, a Member of the Portfolio Committee on Higher Education and Training. In many ways than other, the Student Cities Summit is a typical LeadSA initiative which stands for doing the right thing. The welcome will set the tone and context for the summit and the theme: "It Takes a Village to Educate a Student: Creating Extraordinary Experiences for Student Communities in South Africa".

A TALE OF TWO (STUDENT) CITIES

Preface to Charles Dickens
A Tale of Two Cities



Prof. Cecil Bodibe
Managing Director
WAMCILT Consultancy

A Tale of Two Student Cities
Stellenbosch & Oxford



Dr Quintin Williams
Executive Director
Meraka Institute

What is the comparative student experience between student cities (or college/university towns) in South Africa and those in other developed countries? With his great literary skills, Prof. Cecil Bodibe will provide an in depth introduction of Charles Dicken`s classic A Tale of Two Cities.

Dr Quintin Williams will then lead a discussion on a Tale of Two Student Cities by sharing his student experiences as a student both at the university town of Stellenbosch and at Oxford in the United Kingdom. The discussion will also be opened to members of the audience to talk about the tales of various student cities.

17:00 – 21:00 SUNDAY 26 MARCH 2017 KRYSTAL BEACH HOTEL

RECEPTION COCKTAIL

PROGRAM HIGHLIGHTS



DAY ONE: SUNDAY 26 MARCH 2017

10:00 - 17:00	Registration Process – Krystal Beach Main Foyer	
17:00 - 18:00	Rostislava Pashkevitch Musical Theatre Professional Musical Theatre Master Class I	Reception Cocktail & Entertainment
17:00 - 18:00	Ayanda Mbiza Walk Away - Seasons of Soul	Reception Cocktail & Entertainment
18:00 - 18:15	Percy Mabandu Art Journalist and Writer	Program Director and Moderator Opening Remarks
18:15 - 18:30	Segomotso Sebokedi Chief Executive Officer South African Student Support Services	A Word of Welcome: Why the Student Cities Summit?
18:30 - 19:00	Karl Gostner Primedia - Lead South Africa	Welcome Address: "Student Cities Summit: A Lead South Africa Initiative
19:00 - 19:15	Sipho Mbatha Member of the Portfolio Committee Higher Education and Training	Guest Speaker: "Student Cities Summit: A Lead South Africa Initiative
19:15 - 19:45	Professor Cecil Bodibe Managing Director - WAMCILT	Professional Moderator Introductory Remarks: The Tale of Two Cities by Charles Dickens
19:45 - 20:15	Dr Quentin Williams Director of the Meraka Institute: Centre for Scientific and Industrial Research	Panellist The Tale of Two Cities: My Student Experience at the University Towns of Stellenbosch in South Africa and Oxford in the United Kingdom

MDUDUZI MANANA, MP DEPUTY MINISTER OF HIGHER EDUCATION AND TRAINING



Mduduzi Manana is the South African Deputy Minister of Higher Education. He is an African National Congress Member of Parliament and the youngest Member of Parliament since 1994.

He holds a BA degree in Political Science and Sociology from University of Natal. He was elected to the Regional Executive Committee (REC) of the ANCYL in the Gert Sibande Region in 2006.

In becoming a Member of Parliament in 2009, he served in the International Relations & Cooperation and Public Works Portfolio Committees and later was appointed a Whip of the Portfolio Committee on Transport and Public Service; Administration Portfolio Committee and Governance and Monitoring Cluster in 2011.

He is the former Chairperson of the Steering Committee on Youth Parliament and Commissioner of the Magistrates Commission representing Parliament.



AYANDA DLODLO, MP DEPUTY MINISTER OF PUBLIC SERVICE AND ADMINISTRATION



Ayanda Dlodlo has been the Deputy Minister of Public Service and Administration since November 2010. She holds a number of postgraduate qualifications in Management Development, Business Management and Executive Development Programme.

She is a member of the ANC National Executive Committee and a Member of Parliament. Ms Dlodlo served an Adviser to the President of the Republic, His Excellency President Jacob Zuma from 2009 to 2010.

The Deputy Minister left South Africa in 1980 at the age of 18, to join the ANC's military wing Umkhonto weSizwe (MK) in Angola then proceeded to Moscow in the former Soviet Union (USSR) where she received military training specialising in military intelligence between 1984 and 1985.

Following her military training in the USSR Ms Dlodlo travelled to the United Kingdom of Great Britain to study Marine and Shipping Management. She returned to South Africa in 1994 at the dawn of democracy and worked for Telkom, Portnet and Sanlam holding various positions such as human resources, transport, strategic information and industrial relations.

She is a former Secretary- General of the Umkhonto weSizwe Military Veterans Association.

OFFICIAL OPENING CEREMONY



Mduduzi Manana, MP
Deputy Minister
Department of Higher Education
and Training



Dilnavaz N Cama
Executive Director Commuter
Services Ohio State University,
Columbus



Segomotso Sebokedi
Chief Executive Officer
SA Student Support Services Agency

The Official Opening Welcome session will be directed by Segomotso Sebokedi, the Chief Executive Officer of the South African Student Support Services Agency. The Official Opening Ceremony will be addressed by the Deputy Minister of Higher Education and Training, Mduduzi Manana and an international speaker Dilnavaz N Cama from the Ohio State University in Columbus, Ohio in the United States of America. Both speakers will address the summit on “The Role of Student Cities in Creating Liveable and Enabling Environments Conducive for Learning, Development and Success for Student Communities in Colleges/Universities in South Africa”. Dilnavaz Cama will share her experience on the innovative ways in which the Ohio State University provide services for its commuter students communities.

MONDAY 27 MARCH 2017 KRYSTAL BEACH HOTEL

OPENING CEREMONY

PROGRAM HIGHLIGHTS



LEVERAGING ON INNOVATION AND SMART DATA GOVERNANCE



Ayanda Dlodlo, MP

Deputy Minister
Department of Public Service and
Administration



Dr Quintin Williams

Executive Director
Meraka Institute



Thuli Radebe

Chief Executive Officer
Centre for Public Service
Innovation

Thuli Radebe is one of the leading advocates and champions of innovation in the public sector. In her capacity as the Chief Executive Officer of the Centre for Public Service Innovation (CPSI) she will lead the discussion on how the public education sector should leverage on technology to create smart student cities that are responsive to the varied needs of student communities. Ayanda Dlodlo, the Deputy Minister of Public Service and Administration (DPSA) is the official patron of the Open Government Partnership (OGP) in South Africa. The OGP initiative advocates for the use of smart data to promote greater access to services for citizens in order to improve their quality of life. Together with Dr Quintin Williams, the focus of their respective addresses will be on how smart data governance should be appropriated to create connected and responsive smart student cities that will better serve the needs of student communities in South Africa.

DAY TWO: MONDAY 27 MARCH 2017

08:30 - 08:45	Segomotso Sebokedi Chief Executive Officer South African Student Support Services	Program Director and Moderator Opening Remarks
08:45 - 09:30	Mduduzi Manana Member of Parliament and Deputy Minister Department of Higher Education and Training	The Role of Student Cities in Creating Liveable and Enabling Environments Conducive for Learning, Development and Success for Student Communities in Colleges/Universities in South Africa
09:30 - 10:15	Dilnavaz N Cama Executive Director Off-Campus and Commuter Student Services Ohio State University, Columbus Ohio - USA	The Strategic Role of the Commuter Students and Off-Campus Living Services: A Case Study of the Ohio State University
10:15 - 10:45	REFRESHMENT BREAK AND NETWORKING OPPORTUNITY – KRYSTAL BEACH BALCONY	
10:45 - 11:15	Thuli Radebe Chief Executive Officer Centre for Public Service Innovation	Guest Speaker: Leveraging on Innovation for Responsive Student Cities in South Africa



DAY TWO: MONDAY 27 MARCH 2017

11:15 - 12:30	Ayanda Dlodlo Member of Parliament and Deputy Minister Department of Public Service and Administration	Main Speaker: The Open Government Partnership: Engaging Student Communities Through Data Smart Governance
12:30 - 13:15	Dr Quentin Williams Director of the Meraka Institute: Centre for Scientific and Industrial Research	Professional Moderator Introductory Remarks: The Tale of Two Cities by Charles Dickens
13:15 - 14:00	LUNCH - REFRESHMENT BREAK AND NETWORKING OPPORTUNITY – KRYSTAL BEACH BALCONY	
14:00 - 15:30 16:00 - 17:30	Segomotso Sebokedi Chief Executive Officer South African Student Support Services	Training Seminar (Session 1 and 2) Development and Design of an Efficient and Effective Off-Campus Living and Commuter Student Services
14:00 - 15:30 16:00 - 17:30	Dilnavaz N Cama Executive Director Off-Campus and Commuter Student Services Ohio State University, Columbus Ohio - USA	Training Seminar (Session 1 and 2) Development and Design of an Efficient and Effective Off-Campus Living and Commuter Student Services

COMMUTER STUDENTS SERVICES SEMINAR



Dilnavaz N Cama
Executive Director Commuter Services
Ohio State University, Columbus



Segomotso Sebokedi
Chief Executive Officer
SA Student Support Services Agency

According to the professional standards set for such a service by the Council for the Advancement of Standards in Higher Education, The mission of Commuter and Off-Campus Living Programs (COCLP) CAS standard is to ensure that all students have equitable access to programs, services, and engagement opportunities regardless of their place of residence (CAS, 2009). The COCLP CAS standards advocate for and promote services, educational programs and engagement opportunities for commuter students and those living off-campus. In addition, Commuter and Off-Campus Living Programs must:

- Provide services and facilities to meet the basic needs of commuter and off-campus students as determined by institutional assessment
- Ensure that all students benefit equitably from the institution's educational programs
- Provide engagement opportunities to assist commuter and off-campus students and promote learning and development
- Support the institution's vision for the student learning experience

14:00 – 17:30 MONDAY 27 MARCH 2017 KRYSTAL BEACH HOTEL

OFF-CAMPUS LIVING AND
COMMUTER STUDENTS SERVICES

PROGRAM HIGHLIGHTS



PROF. CECIL BODIBE MANAGING DIRECTOR - WAMCILT CONSULTANCY

Prof Cecil Bodibe comes from the background of Higher Education where he spent 30 years – occupying positions such as Dean of Students, Vice – Principal Learner Support, and Vice Principal Student and Alumni Affairs.



Besides his position as a Managing Director of WAMCILT Consultancy, he has served as Director of Special Projects at Empowoworx – where he facilitated over 60 workshops on Diversity and Inclusion. In one company Empowoworx stayed for five years, working with staff at Senior levels, right down to operational staff. Prof C Bodibe was the Principal facilitator in all these workshops. He has deep insights on matters of change and lasting transformation.

He has worked both in the public and private sectors, mainly on Diversity and Inclusion, but also on Strategy, leadership, team building, research and organizational performance.

He is an accomplished academic, and public speaker.

PROF. AHMED BAWA CHIEF EXECUTIVE OFFICER - UNIVERSITY SOUTH AFRICA



Professor Ahmed Bawa is the current Chief Executive Officer of University South Africa (USA). He has served as Vice-Chancellor at the Durban University of Technology since 2010. His previous positions include Deputy Vice-Chancellor (Research, Knowledge Production and Partnerships) at the University of KwaZulu-Natal, Principal of the Durban Campus of the same university and also Vice-Principal of the Pietermaritzburg Campus.

Professor Ahmed Bawa is a theoretical physicist. Until August 2010 he was a faculty member of the Department of Physics and Astronomy at Hunter College and a member of the doctoral faculty at the Graduate Center, City University of New York. He has previously, for about nine years, held the position of Deputy Vice-Chancellor at the University of Natal and then at the University of KwaZulu-Natal. He has served as the Program Officer for Higher Education in Africa with the Ford Foundation and during this time led and coordinated the Foundation's African Higher Education Initiative.

He is Fellow of the Royal Society of South Africa as well as the Academy of Science of South Africa of which he was one of the inaugural vice-presidents. He also served as Chair of the Board of the Foundation for Research Development, and was Vice-Chair of the boards the Atomic Energy Corporation. He also served on the boards of Telkom and Sanlam. He serves on several international advisory boards



STUDENT SUPPORT MODELS IN STUDENT CITIES



Prof. Cecil Bodibe
Managing Director
WAMCILT Consultancy



Malinge Qgeba
Director Student Affairs
Rhodes University



Prof. Ahmed Bawa
Chief Executive Officer
University South Africa

The session on Student Support Models for Student Cities will be directed and moderated by Malinge Gqeba, Director of Student Affairs at the Rhodes Universities which is one of the few universities to have a dedicated service for commuter students. Prof. Cecil Bodibe who is one of the leading authorities in Student Affairs administration will deliver a paper on the need to develop and strengthen town gown relations in university towns in South Africa as strategy to improve the student experience in student cities.

Prof. Ahmed Bawa, the Chief Executive Officer of University South Africa (USA) will respond to the thesis presented by Prof. Bodibe on how best colleges and universities should develop student support systems that would create extraordinary student experiences for student communities in student cities in South Africa.

BEST PRACTICES IN TOWN GOWN RELATIONS



Kgomotso Legari
Deputy Director Res-Admin
University of Pretoria



Nasima Badsha
Chief Executive Officer
Cape Higher Education Consortium



Prof. Denver Hendricks
Director Government Relations
University of Pretoria

Kgomotso Legari, the current Deputy Director Student Support: Residence Affairs and Accommodation at the University of Pretoria will direct and moderate a session on how the Cape Higher Education Consortium and the University of Pretoria Hatfield Precinct Project have been innovative in creating smart partnerships with their local metropolitan municipalities to be responsive to the unique needs of student communities in the student cities of Cape Town and Tshwane. These case studies will provide valuable insights and lessons on emerging models on sustainable and innovative town gown relations.

08:00 – 13:00 TUESDAY 28 MARCH 2017 KRYSTAL BEACH HOTEL

STUDENT SUPPORT MODELS
IN STUDENT CITIES

PROGRAM HIGHLIGHTS



DAY THREE: TUESDAY 28 MARCH 2017

08:30 - 08:45	Malinge Gqeba Director Student Affairs Rhodes University	Program Director and Moderator Opening Remarks
08:45 - 09:30	Professor Cecil Bodibe Managing Director WAMCILT	Guest Speaker: The Strategic Role of Town-Gown Relations in the Enhancement of Student Support Services for Student Communities in the Student Cities
09:30 - 10:15	Prof. Ahmed Bawa Chief Executive Officer University South Africa	Respondent: Best Practice for Student Support Services in the College and University Towns in South Africa
10:15 - 10:45	REFRESHMENT BREAK AND NETWORKING OPPORTUNITY – KRYSTAL BEACH BALCONY	
10:45 - 11:30	Nasima Badsha Chief Executive Officer Cape Higher Education Consortium	Best Practice Presentation: CHEC and City of Cape Town Partnership
11:30 - 12:15	Prof Denver Hendricks External Relations University of Pretoria	Best Practice Presentation: The University of Pretoria Hatfield Precinct Project
12:15 - 13:00	Kgomotso Legari Deputy Director University of Pretoria	Plenary Discussion: CHEC and City of Cape Town Partnership The University of Pretoria Hatfield Precinct Project
13:00 - 14:00	LUNCH - REFRESHMENT BREAK AND NETWORKING OPPORTUNITY – KRYSTAL BEACH BALCONY	

DILNAVAZ N CAMA - EXECUTIVE DIRECTOR COMMUTER STUDENTS SERVICES AT THE OHIO STATE UNIVERSITY

Dilvanaz Cama, the Executive Director of Off-Campus Living and Commuter Students Services at the Ohio State University (OSU) in Columbus in the United States of America

An expert in the area of Off-Campus Living and Commuter Students Services, Dilvanaz will share her 20 years experience and her leadership role in making the Ohio State University one of the leading institutions in the Off-Campus Living and Commuter Students Services in the USA and internationally. Visit <http://offcampus.osu.edu> for more information.



FEATURED GUEST PROFILE
DILNAVAZ N CAMA

CAREER HIGHLIGHTS AND MILESTONES

- Implement and manage departmental policies and procedures
- Hire, train, supervise, develop and support all professional staff
- Hire, train, supervise and support graduate assistant, student management team and 35-40 students
- Lead department in attaining short-term and long-term goals
- Strategize and implement department marketing campaigns; target materials to on-campus, commuter, off-campus and regional campus students (approximately 65,000) as well as over 700 area landlords
- Design and manage department's assessment initiatives; oversee data collection, interpretation, and
- Utilization, ensuring department is continuously improving and responding to stakeholder needs based on assessment data results
- Oversee 8 University managed fraternity and sorority properties; collaborate with Business Manager
- To manage financial processes; manage various components such as lease agreements and routine
- Maintenance of facilities, ensuring facilities consistently meet University standards
- Develop and maintain departmental website (<http://offcampus.osu.edu>), nationally-recognized as one of the most comprehensive websites for off-campus student resources, and serves as a model for other universities across the country



COMMUTER STUDENTS SERVICES SEMINAR



Dilnavaz N Cama

Executive Director Commuter Services
Ohio State University, Columbus



Segomotso Sebokedi

Chief Executive Officer
SA Student Support Services Agency

According to the professional standards set for such a service by the Council for the Advancement of Standards in Higher Education, The mission of Commuter and Off-Campus Living Programs (COCLP) CAS standard is to ensure that all students have equitable access to programs, services, and engagement opportunities regardless of their place of residence (CAS, 2009). The COCLP CAS standards advocate for and promote services, educational programs and engagement opportunities for commuter students and those living off-campus. In addition, Commuter and Off-Campus Living Programs must:

- Provide services and facilities to meet the basic needs of commuter and off-campus students as determined by institutional assessment
- Ensure that all students benefit equitably from the institution`s educational programs
- Provide engagement opportunities to assist commuter and off-campus students and promote learning and development
- Support the institution`s vision for the student learning experience

UNEARTHING / UNLOCKING INNOVATION



Lydia Phalwane
Chief Director
Centre for Public Service
Innovation



Thuli Radebe
Chief Executive Officer
Centre for Public Service
Innovation

The CPSI is mandated to develop innovative, sustainable and responsive models for improved service delivery. The work of the CPSI is guided by an understanding of innovation in a public sector context as “the creation and implementation of new and service delivery solutions (systems, processes, methods, models, products and services) resulting in significant improvements in outcomes, efficiency, effectiveness and quality”.

The CPSI facilitates unearthing, development and implementation of innovative ideas within and throughout the public service. It achieves this by facilitating pilot projects aimed at demonstrating the value of innovative solutions, and through activities that create an enabling environment within the public sector to support and sustain innovation. The CPSI’s cross-sector reach makes it a resource for the whole of government, thus bridging institutional boundaries.

Through active research and knowledge sharing platforms and products, the CPSI identifies and shares lessons and information on innovation trends nationally, across Africa and internationally.

14:00 – 17:30 TUESDAY 28 MARCH 2017 KRYSTAL BEACH HOTEL

OFF-CAMPUS LIVING AND
COMMUTER STUDENTS SERVICES
PROGRAM HIGHLIGHTS



UNEARTHING / UNLOCKING INNOVATION CONTINUED

The CPSI partners with a range of individuals and institutions in government, business and the community in exciting and mutually beneficial ways. This partnership model allows us to leverage financial and/or intellectual capital in support of government priorities.

The CPSI is guided by the following fundamental principles:

- **Demand-driven:** The CPSI is committed to responding to identified and clearly articulated service delivery challenges and their root causes.
- **Multi-stakeholder engagement and partnering:** The CPSI does not directly deliver services. Its emphasis is on facilitating partnerships which cut across all spheres and sectors of Government to address silos that stifle integration and holistic approaches.
- **Leveraging ICT and an enabler:** The CPSI supports Government departments in enhancing access to services through leveraging and exploiting the power of technology in their operations and services.
- **Replication:** The CPSI advocates for and drives the adaptation, replication and mainstreaming of innovative solutions.
- **Embracing Diversity:** Innovations rarely happen in a closed circuit or homogeneous setting. To find holistic solutions to challenges, multi-stakeholder teams are gathered to interrogate these challenges.

SMART DATA GOVERNANCE



Dr Quintin Williams
Executive Director
Meraka Institute



Pierre Coetzer
Chief Information Officer
South African Student Support
Services

Leveraging Big Data and 21st century technology to renew cities and citizenship is a new trend into the future for many smart cities in the world today. Much research and publications provide innovative solutions that seek to create a guide to civic engagement and governance in the digital age that will help leaders link important breakthroughs in technology and data analytics with age-old lessons of small-group community input to create more agile, competitive, and economically resilient cities. The workshop facilitated by Dr Quintin Williams and Pierre Coetzer will explore and share experiences on how smart data can be used to create connected and responsive student cities to improve decision making and improve the quality of life for student communities in South Africa.

The CSIR Meraka Institute conducts research, development and innovation (RDI) in the Information and Communications Technology (ICT) sector. In response to the National Development Plan, CSIR Meraka Institute focuses on shaping South Africa's digital future. Through its cross-cutting research, development and innovation interventions, the unit contributes to generating new knowledge for South Africa's digital economy and contributes to attaining a digital advantage for South Africa.

14:00 – 17:30 TUESDAY 28 MARCH 2017 KRYSTAL BEACH HOTEL

SMART DATA GOVERNANCE FOR
SMART STUDENT CITIES

PROGRAM HIGHLIGHTS

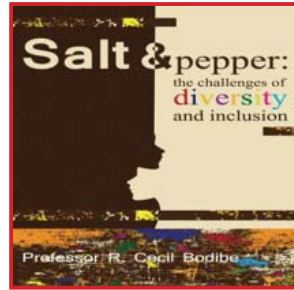


14:00 - 18:00	PARALLEL WORKSHOPS AND SEMINARS	
14:00 - 18:00	Segomotso Sebokedi Chief Executive Officer South African Student Support Services	Training Seminar (Session 2) Development and Design of an Efficient and Effective Off-Campus Living and Commuter Student Services
14:00 - 18:00	Dilnavaz N Cama Executive Director Off-Campus and Commuter Student Services Ohio State University, Columbus Ohio - USA	Training Seminar (Session 2) Development and Design of an Efficient and Effective Off-Campus Living and Commuter Student Services
14:00 - 18:00	Pierre Coetzer Chief Information Officer South African Student Support Services	Information Seminar Leveraging on Smart Data to Connect Student Communities in Student Cities
14:00 - 18:00	Dr Quentin Williams Director of the Meraka Institute: Centre for Scientific and Industrial Research	Information Seminar Leveraging on Smart Data to Connect Student Communities in Student Cities
14:00 - 18:00	Lydia Phalwane Chief Director: Enabling Environment Centre for Public Service Innovation	Training Seminar Enabling Innovation for Support of Student Communities in Student Cities
14:00 - 18:00	Thuli Radebe Chief Executive Officer Centre for Public Service Innovation	Training Seminar Enabling Innovation for Support of Student Communities in Student Cities

BOOK LAUNCH AND GALA DINNER



Walk Away
Seasons of Soul



Rostislava Pashkevitch
Musical Theatre
Master Class

A PREFACE BY SAM TSIMA OF COMETSA SALT AND PEPPER: A CLOSER LOOK AT DIVERSITY & INCLUSION

Professor Cecil Bodibe is an academic, profound thinker and expert on Diversity Management & Inclusion who handles the topic with great passion. I have worked with him as co-facilitators of Diversity Management & Inclusion Programmes among a number of corporate clients. It is refreshing to read this book, Salt and Pepper - A Closer look at Diversity & Inclusion. The book is written with the practitioner and students of Diversity in mind. It is however, very much useful as a prescribed reference material for practical intervention at the shop floor and work place. On the onset Professor Bodibe shares his insight on how to engage with the business executive and/or Chief Executive Officers in presenting the business case for the enterprises to embark on a tailor made Diversity programme.

14:00 – 17:30 TUESDAY 28 MARCH 2017 KRYSTAL BEACH HOTEL

OFF-CAMPUS LIVING AND
COMMUTER STUDENTS SERVICES

PROGRAM HIGHLIGHTS

BOOK LAUNCH AND GALA DINNER

Salt and Pepper is a true South African perspective of Diversity Management & Inclusion. It refers to South Africa's own Madiba and his resolve to fight and if need be die for the achievement of a democratic country during his Rivonia Trial. This is the ideal that the former South African president, Dr Rolihlahla Nelson Mandela achieved. After becoming the first democratically elected president of South Africa in 1994, Madiba embarked on reconciliation and nation building. This is the legacy that he has left South Africa with. Professor Bodibe argues that we will be letting Madiba down if we fail to implement programmes like Diversity Management & Inclusion. His book, Salt and Pepper, is one such example on continuing and sustaining the legacy of Nelson Mandela. This is what touched me about this book. As a practitioner, coach, facilitator and consultant in Human Capital Development, I want to comment Professor Bodibe in writing such an inspirational book. I will certainly be prescribing it in my COMETSA Diversity Management & Inclusion Programme as a reference material.



Prof. Cecil Bodibe
Managing Director
WAMCILT Consultancy

The book touches on one of the key pillars of the National Development Plan, namely, Social Cohesion. But Professor Bodibe does not become cosmetic about the topic of Social Cohesion in his book. He sensitise the reader about the South African Social Cohesion challenges and the risk of us defaulting into our ugly past of racial conflict. He makes a strong case for the organizations to consider Diversity as one of the key strategic drivers of transformation and change. Failure by organizations, especially those that employs people of diverse backgrounds, will result in them showing poor results in many areas of their businesses. Their work places will become the tussle ground of conflicts, toxic, and there will be lack of trust among colleagues. Problems like poor customer service, miscommunication, ethnic biases, and poor team spirit will be common in the company.

DAY THREE: TUESDAY 28 MARCH 2017

19:00 - 21:00	BOOK LAUNCH AND GALA DINNER AND NETWORKING OPPORTUNITY – KRYSTAL BEACH BALCONY	
18:00 - 18:30	Rostislava Pashkevitch Musical Theatre Professional Musical Theatre Master Class I	Gala Dinner & Entertainment
18:30 - 19:00	Ayanda Mbiza - Walk Away Seasons of Soul	Gala Dinner & Entertainment
19:15 - 19:30	Malinge Gqeba Director Student Affairs Rhodes University	Program Director and Moderator Opening Remarks
19:30 - 20:00	Professor Cecil Bodibe Managing Director WAMCILT	Guest Speaker: Book Launch
19:30 - 20:00	Segomotso Sebokedi Chief Executive Officer South African Student Support Services	Closing Remarks



STUDENT ECONOMY AND SUCCESS

PLENARY DISCUSSION



Segomotso Sebokedi
Chief Executive Officer
SA Student Support Services Agency



Shaakira Karolia
Chief Economist
Office of the Mayor
City of Tshwane Metropolitan Municipality



Gwebinkundla Qonde
Director General
Department of Higher Education and Training

The City of Tshwane has identified “education” as one of its strategic areas of local economic development and growth. With a student population of about half a million, the City of Tshwane is a premiere study destination that aspires to a responsive and liveable student city in South Africa.

Student communities are without doubt a strategic resource for urban development and students are the citizens and the high-skilled working class of tomorrow. They are seen as an ‘invisible population’ with little say in local policy and decision-making. They keep cities lively and diverse. They are consumers of cultural and recreational facilities. They have a distinct expenditure pattern that in some cases is crucial to support the economy of specific areas or neighbourhoods.

Gwebinkundla Qonde, the current Director General for the Department of Higher Education and Training (DHET) will address the summit on the importance of the collaborations between student cities and post-secondary institutions to create conditions that are conducive for learning and success. As the Chief Economist of the City of Tshwane, Shaakira Karolia will talk about “The Economic Impact of Student Cities: The Case Study of the City of Tshwane Metro”.

DAY FOUR: WEDNESDAY 29 MARCH 2017

08:30 - 08:45	Segomotso Sebokedi Chief Executive Officer South African Student Support Services	Program Director Opening Remarks
08:45 - 09:30	Gwebinkundla Qonde Director General Department of Higher Education and Training	Guest Speaker: Student Cities: Strengthening Town Gown Relations for Student Access and Success
09:30 - 10:15	Shaakira Karolia Chief Economist City of Tshwane Metropolitan Municipality	Guest Speaker: The Economic Impact of Student Cities: The Case Study of the City of Tshwane Metro
10:15 - 11:15	Segomotso Sebokedi Chief Executive Officer South African Student Support Services	Program Director and Moderator Plenary Session
11:15 - 11:45	Segomotso Sebokedi Chief Executive Officer South African Student Support Services	Closing Remarks What have we achieved? What is the way forward?
12:00 - 13:00	LUNCH AND NETWORKING OPPORTUNITY – KRYSAL BEACH BALCONY	



A GUIDE TO SMART TOWN AND GOWN RELATIONS

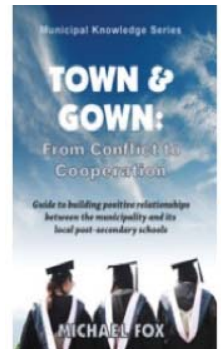
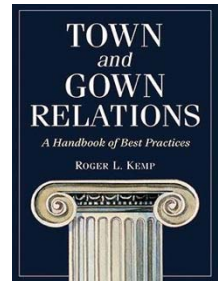
Town and Gown Relations: A Handbook Of Best Practices by Roger L Kemp:

This publication is a timely work on a very dynamic field. It provides more than 40 best practice case studies from nearly half the states in America, and discusses current and evolving trends in the relations between educational institutions and cities, towns and other municipalities. The schools include public and private universities and colleges, public school districts, and other local school systems. Case studies examine current and evolving state-of-the-art practices.

Appendices include a glossary; regional, national and international resource directories; bibliographic sources; model agreements and documents; a state municipal league directory; a state public library directory; and a summary of distance learning resources. The handbook is indexed. The future of America's cities and schools depends upon the proper management of resources through the use of state-of-the-art town-gown planning practices. Both public officials and taxpayers, faculties, as well as students, benefit from town and gown best practices.

Guide to Building Positive Relationships between the Municipality and its Local Post-Secondary Schools: Universities and colleges are certainly a significant asset to their communities, yet they present a unique set of planning and community development considerations and challenges, and an increasing number of threats and negative perceptions about off-campus behaviour – especially in those near-campus neighbourhoods where students tend to concentrate. The issue is even more pressing today as university and college enrolments continue to expand - especially in North America's larger urban centres.

The Town and Gown concept is an ideal model for identifying and dealing with these community concerns. Working with student residents, both municipal and campus representatives can move the issues of resident rights and responsibilities, inappropriate behaviour, as well as adequate and safe housing, towards an overall community vision and a climate of civility for all.





OFF-CAMPUS LIVING AND COMMUTER STUDENT SERVICES SEMINAR

Creating an Extraordinary Student
Experience for Student Communities

26 - 29 March 2017

Krystal Beach Hotel
Gordon's Bay
Cape Town

FOR REGISTRATION INQUIRIES: Tel: 012 717 2071 • Cell: 063 524 5097 • Fax: 086 694 0215 • segomotso@sasss.co.za


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PASSENGER RAIL AGENCY
OF SOUTH AFRICA



International Town and Gown Association
South African Student Support Services

UNIVERSITY AND CITY RELATIONS TOUR AND CONFERENCE

25 May - 2 June 2017

University of Oregon and the City of Eugene,
Oregon - USA

Centre National des Oeuvres Universitaires et Scolaires
South African Student Support Services

STUDY TOUR

3 June - 6 June 2017

French National Student Services Agency
City of Paris, France

SAVE THE
DATE!

For Inquiries on the Study Tour and Conference Contact Kelebogile Moeketsi at 012-717-2071 or kelebogile@sasss.co.za

