

*"Enabling the digital transformation
of South Africa's
schools and colleges"*

SABENews



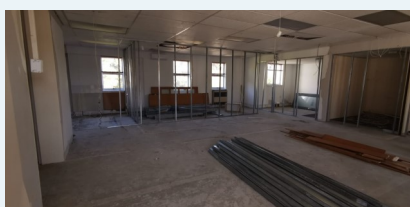
Dear reader,

Welcome to the latest edition of SABENews. As 2021 moves at an unrelenting pace, we take a moment to pause and reflect on what the year has already delivered.

The TCCP continues unabated. At the time of writing, nearly fifty new campus connections have been established, with several additional sites awaiting handover. The project is on track to complete all additional campus connections by Q3 of 2021.

Operationally we remain outwardly focussed, in our ongoing pursuit of delivering service excellence at all levels of our organisation. In order to meet the needs of our rapidly expanding customer base, we have made several new appointments to bolster our support desk and finance teams. You can meet the new team members on page 5 of this newsletter.

In this regard, we are also busy with renovations to our office, condensing three office spaces into one so as to further ease the flow of our operations. We used to be in two separate sections of the building, but now, we will be in one open plan office space, bringing together all aspects of our operations.



SABEN office renovations

We have also implemented a new CRM system called Halo. The new tool is designed around ITIL 4 principles and will allow improved SLA monitoring, triaging of tickets ensuring incidents are resolved quicker, improved consolidation of site technical information, and later, integration to billing and monitoring systems. These changes will allow our staff to provide a significantly improved service experience for our customers.

As we have written in previous issues, COVID-19 has accelerated shifts within colleges towards digitisation. One such example is blended learning, which is the subject of the keynote article of this edition. False Bay College (FBC) is setting a benchmark in this area, and we thank Carol Dwyer, FBC e-Learning Manager, for enlightening our readers on the college's practises.

Blended learning is but one example of what high speed connectivity can enable at campus sites. As SABEN connects more and more TVET campuses to the SANReN network, we encourage colleges to maximise the bandwidth provided to overcome challenges faced in student registrations, e-Learning, student Wi-Fi and other teaching and learning needs. We look forward to travelling the connectivity journey with you, our stakeholder.

Yours sincerely,

Garth Scholtz
General Manager



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Please Note:

We are open for business during lock down! Please continue to log faults and requests at support@saben.ac.za or call us on 021 205 1900.

Have a story? We would like to hear from you, so please share your stories with us via email to: angela@saben.ac.za

The task of the modern educator is not to cut down jungles, but to irrigate deserts—C.S. Lewis

The move from eLearning to Blended Learning—Carol Dwyer



Carol Dwyer, E-Learning Manager,
False Bay College

A history of Blended learning at False Bay College

Our eLearning journey started in 2008 with the identification and development of several strategic objectives by Executive Management for the college.

The three key strategic areas were:

1. The development of a student support programme,
2. The establishment of Open Learning Centers (Libraries) at each campus,
3. The development of an e-learning department and plan.

Resources both financial and human were made available for the development of each of these areas. An eLearning manager and two eLearning administrators were appointed to work across the five campuses. We also embarked on purchasing a proprietary Learner Management System (LMS) called Blackboard®.

We have continued with this journey and 13 years later we have a fully developed eLearning unit, and we use a blended learning approach in the delivery of our programmes with the LMS being central to this form of delivery. We make extensive use of online assessment, assignment uploads and content creation. These are all used as methods of delivery, methods of assessment and as academic support with our students.

Let us talk about the difference between “eLearning and Blended learning”

In 2008 the buzz word in the education sector was eLearning. The actual definition of eLearning according to the Oxford Advanced Learner's Dictionary is:

“a system of learning that uses electronic media, typically over the internet.”

In 2008 this was a good description of what eLearning entailed. Most of the TVET colleges were just getting internet connections and in urban areas where connectivity was good you could use this access to the internet as a teaching tool by showing videos, demonstrations and even accessing online games that assessed certain educational concepts and tested certain skills like typing skills. In other words, lecturers were using electronic media to teach, and the students were using it to learn.

In 2021 much has changed – eLearning is **ubiquitous**, and most forms of teaching and learning have an electronic media component.

Now we talk about Blended learning rather than eLearning. The main difference is that in blended learning the importance of using a variety of teaching tools and methods for teaching and learning is focused on. Electronic tools and media only form a part of the teaching. The face-to-face so called “chalk and talk” in the classroom is blended with the use of electronic media – either in the form of a video, a pod cast, a PowerPoint and sometimes even an online game. Blended learning means that you blend the different methodologies and tools available to you.

Where are you headed?

Ideally, we would like a percentage of each programme delivered at False Bay in a blended learning format via our LMS, which allows us to extend the classroom walls beyond the physical infrastructure – this means we can deliver content anytime, anyplace, and anywhere if there is an internet connection.

According to the millennials that we are educating **WWW** does not stand for **World Wide Web** but rather means **Whatever, Whenever and Wherever**. The students of today want far more flexible modes of delivery of educational content that they can consume at their own pace, on their own devices. We as a college are heading towards meeting the needs and wants of the students with regards to content delivery and alternative forms of assessment.

Why we decided to go with a hosted solution rather than self-hosting.

We do not have the IT hardware and expertise currently available to us to host the LMS ourselves. Beside the cost of hardware, our current IT technicians are responsible for the maintenance of the IT infrastructure and the college network on 6 campuses and therefore do not have the time to look at the LMS.

We have strategically decided at the college that the LMS is NOT an IT function. The delivery of academic content is an ACADEMIC function and so it remains in the Education and Training

Department and is managed by that department.

We have just embarked on moving to an open-source Moodle based LMS that is hosted by a partner of SABEN's called MindUp. We have the experience in the eLearning department of being able to customize and transfer our current content from Blackboard to Moodle and to create new content in the LMS ourselves, but we still need an external provider to host the system for us.

How do we use the LMS?

We use the LMS for content delivery in the classroom, flipped classroom approach, assignment uploads, fully developed online assessments, messaging and notifications to students, discussions with students and faculty and it is a major part of our academic intervention strategy – which includes revision and making class content available to students so that they can revisit and revise content at their own pace and as often as they need to.

We have a customized LMS which we call My FBC, and it is available on all campuses. The product has increased access to all our students, full time, part time and distance learning. In distance learning the LMS is the primary form of content delivery and online assessment.

In ALL MODES we can:

- communicate with students
- load additional content
- do formative assessments
- check student content consumption progress
- check student assessment results and plan interventions if necessary
- it has stimulated the production of more exciting and engaging content for the students
- it has extended the classroom to beyond the four walls of the institution
- it allows the student to revisit content in their own time

What would you say to other institutions facing the same challenges as you did?

“You get what you pay for” we have realized the value of choosing a robust, well developed, and reputable product that has a proven track record. We invested in a proprietary system to start while we built our capacity and expertise.

With 10 years of experience beneath our belt, we now feel able to branch out into an open-source system that is community supported. We will still have the system hosted externally as this allows our IT department to not be responsible for the LMS and focus on operational issues as content delivery is an academic function NOT an IT function.

Here are some short take away points if you want to head down the blended learning road.

Take Away's

- Start with a strategy NOT a Budget.
- Be clear about what you want to achieve and how you want to use your system.
- Make sure that ALL the relevant stakeholders are involved from the Academic Manager to the IT department.
- Ensure that you have buy in from as many people as possible before you begin.
- Learn from others in the sector who have walked the road.

For further information on our journey, you are welcome to contact:

Carol Dwyer (021) 787 08400 ext. 402
Carol.dwyer@falsebay.org.za

Glossary

Ubiquitous = seeming to be everywhere or in several places at the same time; very common

*Blended learning is not just a trend and we're starting
to see technology integrated in really innovative ways*
—Katie Linder



TCCP Update

SABEN promotes broadband connectivity to improve teaching, learning and management at TVET colleges nationwide

The TVET Campus Connection Programme (TCCP) is providing access connectivity of the TVET colleges to South African National Research and Education Network (SANReN). This connectivity will provide 200Mbps upload and download speeds with no data shaping or limitation.

The following sites are live on the SANReN network:

Site/Campus Name	Go Live
BCC - Central/East London	05.03.2021
BCC - King Street	29.03.2021
CAP - Central	26.01.2021
CAP - Main	28.01.2021
EEC - Daveyton	24.08.2020
EMC - High Street	13.04.2021
FBC - Fish Hoek	17.06.2020
FBC - Mitchell's Plain	17.06.2020
FBC - Swartklip	28.07.2020
LOV - Alice	05.03.2021
MAJ - Central	21.01.2021
MAJ - IT & Business	16.12.2020
MAJ - Majuba TechCent	16.12.2020
MAJ - Newcastle TrainCent	21.01.2021
MNA - Central Office	30.11.2020
MNA - Estcourt	27.11.2020
MNA - Ezakheni	30.11.2020
MNA - Ezakheni A	27.11.2020
MNA - Ladysmith	27.11.2020
NCR - Business Unit	18.09.2020
NCR - Central	18.09.2020
NCU - Central	12.10.2020
NCU - City	12.10.2020
NCU - Elliot House (Hostel)	12.10.2020
ORB - Brits	27.11.2020
ORB - Central/Rustenburg	17.02.2021
PEC - Bethelsdorp [Dower]	26.02.2021
PEC - Central/Erica	26.02.2021
PEC - Kemsley Park	26.02.2021
PEC - Russell Road	26.02.2021
PEC - Struandale [Iqhayiya]	26.02.2021
SED - Heidelberg	23.11.2020
TAL - Corporate/Mafikeng	19.10.2020
TAL - Lichtenburg	30.11.2020
TNC - Temba	30.08.2020
TSC - Atteridgeville	18.01.2021
TSC - Main Office	18.01.2021
TSC - ODI	18.01.2021
TSC - Pretoria West	18.01.2021
VUS - Corporate Centre	19.01.2021
VUS - Klerksdorp Business Studies	27.01.2021
WCC - Atlantis	04.11.2020
WCC - Central/Malmesbury	04.11.2020
WES - Carletonville	12.04.2021
WES - Central Office	08.02.2021
WES - Krugersdorp	05.03.2021
WES - Randfontein	12.04.2021

The Transition and Hand Over Process



The TCCP transition and handover process has not been without any hiccups as I am sure many of those college sites that are connected and have gone live can attest to. This is to be expected, especially when it concerns technology.

We have asked our helpdesk team about some of the issues they have dealt with and more than often it varies from college to college, depending on their specific network. Some examples include reconfiguration of campus site to site connectivity to align with the new network architecture, delays in returning documentation to SABEN resulting in backlog of billing, and coordination issues between the termination of the old links and "switching on" of new links.

With regard to the administrative processes, there are certain documents that need to be signed off by the college once the connection goes live, in order for us to manage the support in accordance with the Service Level Agreement. As laborious as this might be, we unfortunately need to complete all the documentation so as to finalise and sign off on the TCCP project which is then handed over to SABEN Operations. Without that final signature from the Principal, the project, from an operational perspective, will still be pending. We do understand that there would be some degree of hesitance, as the one who signs off, mostly the Principal, needs to have absolute certainty and satisfaction that everything is in order with the new connectivity before signing on the dotted line. This is a college internal process that requires some coordination among the team in order to put the Principal at ease. We understand all of this. These are just some of the last mile admin that gets us to the goal post, finally. Thank you for understanding.

Below we have some feedback from Mnambithi and Port Elizabeth TVETs since the TCCP connectivity went live at their sites.

We officially went live with the new links at the beginning of February 2021. We did experience a few configuration issues through all the testing but we eventually have been sorted out. We did experience some downtime from the beginning at least three times but your helpdesk team was very efficient in resolving the issues. Three of Mnambithi's sites used satellite links prior to this and it was a nightmare. Now with the SABEN links, Campuses/sites can communicate more efficiently especially during student registration periods. Staff virtual meetings is also a pleasure to attend / host keeping in line with Covid-19 protocols. Staff online assessments / training will now successfully take place at each site. The next steps are now to shape the links best suited for each site, fine tune the firewall & web access settings so that we can get optimum results. Sanjay Sew: ICT Manager - Mnambithi TVET College

Port Elizabeth TVET college decided to participate in the TVET College Connectivity Project (TCCP) that was initiated by the Department of Higher Education and Training (DHET). The project is fully funded by National Skills Fund (NSF) so it came as a welcomed and beneficial initiative to the college. Our topology, which was in the form of a ring over wireless equipment has changed to a star. This enables connectivity across five campuses, with a single breakout to SANREN via NMU which is our point of presence. Each campus is now connected independent from other campuses and that eliminates the reliance on the main campus for connectivity which was a challenge when there is load shedding. The TCCP roll-out was not without delays and challenges during lockdown so it took longer to complete. Six Fortinet equipment were sent to our different sites, which were connected with SABEN's assistance as the implementing agent. In December, the project was completed pending finalisation of firewall configurations. The go-live took place at our five sites in February 2021. Our previous connectivity was 100MB shared across campuses now we have 200Mbps on average per site. This is a huge improvement on the internet speed. The new network has helped us more especially with our voice quality issues. We can now hold virtual meetings and make phone calls without any interruptions. Moreover, the internet speed is satisfactory. This came at the right time as the college is finalising the installation of an online learning system together with the student iEnabler for online application and registration. The appetite and demand for a more reliable and faster internet will increase with these new IT services, but we are covered thanks to the TCCP and SABEN.

Sibulele Dlakana: ICT Manager - Port Elizabeth TVET College

Zulu Motalepule: ICT Technician - Port Elizabeth TVET College



The Types of People We Become on Zoom

Which one are you?

The Unmuted Multitasker: Zoom calls are a welcome break but do we need to get dressed for the occasion? Those of us who work from home, respect the fact that the call is work related and therefore we try our utmost to present some kind of professionalism while multitasking like feeding baby or just finishing off the last bits of breakfast or lunch. In some ways, this is "nice" as it gives us a snippet into the homelife of our fellow colleague or friend during this time of lockdown. The **Unmuted Multitasker** provides a true glimpse into their daily lives. However, these people always forget to turn off their microphones, and inevitably make having a conversation ridiculously difficult. They think they're doing us a favor by briefly stepping away from the chat, when in fact we can hear the sounds of the vacuum or their entire conversation they're having on their phone from the call that they've just answered.

The Microphone Misunderstander: Even though the people you talk to on Zoom may live miles away, you can speak at a normal volume and your computer's microphone will transmit your voice to them clearly. But not everyone understands this. This is not a huge problem for the people on the other end of a video call as they can adjust their computer's volume levels accordingly. The person this affects most is whoever happens to be quarantined with the Microphone Misunderstander!!!

The Manicured Tableau: Some of us show up to video calls wearing exactly what we were already wearing like old favourite hoodies, battered T-shirts, even pajamas that could pass as a t-shirt! But every video chat has at least one person whose setup is impeccable. Their hair looks clean! Is that makeup? Behind their head is a series of framed pictures and paintings that perfectly complement each other. You can see a shelf filled with books that are both intellectually impressive and aesthetically pleasing. Our window into **'Manicured Tableaus'** lives is 3 inches high and 4 inches wide, and every pixel is perfect. This type of Zoom user makes you wonder whether he or she is living in a wonderland where every edge is meticulously smoothed? Or would we see a pile of dirty clothes and takeout containers if we tilted the camera about 3 inches to the left? What else would we see if the camera was tilted?

You've been muted
Zoom gives call hosts the right to perform actions that can be helpful in business settings. Hosts can share their screens, they can spotlight a given speaker to stay on everybody's screen in case that person is presenting a meaningful idea. The host can also mute other callers to prevent a presentation from being derailed by the **Multitaskers'** Hosts are also allowed to control chats. You talk and realise nobody can hear you, and soon you're shouting and fidgeting with your headphones and considering rebooting your computer only to discover that the host muted you. Perhaps you irritated them; perhaps they were just bored and exploiting their modest power.

The Confused Parent: Video chats, like all technology, take a minute to set up properly. These adjustments could take frequent users up to 90 seconds to figure out. However, some people never figure it out. Permanent Zoom Struggles are not exclusively a problem among The Olds. Even when everyone on a call is a millennial, there's usually at least one person perpetually fumbling with the format. "How can I look at the person who's talking?" they ask while clicking frantically around their browser. "Wait—I can't figure out how to look at everybody." - 45 seconds after being taught how to look at the active speaker. Confused Parents are baffled when people update their backgrounds, perhaps even failing to understand the concept in the first place, thinking background pictures are the real live setting. Note that not all Confused Parents are actually parents. Some are 27, single, and living alone. The technicalities of Zoom have a strange way of aging us.

The Cross-Talk Screamer
On a video call, there are no side conversations. There are just so many people paying attention to each other all at once. One needs to wait for a quiet moment in the conversation, to ask a question or speak. So no private conversations. This means that large social video-call conversations can be chaotic. If two people want to say something at the same time, there is no way for both to address the group. The one with the loudest voice will probably be heard. Are you a Cross-Talk Screamer? Apologies in advance for the next zoom call.

The Dog's Co-star
When a dog shows up on Zoom, everything else stops for a moment. The person with the dog owns up guiltily or apologises once again because it's not the first time. The beauty of a dog on Zoom is that it has no idea it's on Zoom, or what Zoom is, or the fact that we're all quarantined due to a global pandemic. They simply love having their owners home full-time. Everybody else has been changed by what's going on in the world—even in ways we wouldn't expect, like turning into Unmuted Multitaskers and Cross-Talk Screeners. Dogs, however, are just dogs. They're the only ones who don't turn into someone different on Zoom or do they?

Adapted from a blog by Rodger Sherman 1 April 2020; THE RINGER

Telkom offers coding programme in Eastern Cape. Read article here: <https://www.iweb.co.za/content/80KdW5vYwVbWzQ>

CSR, Siemens unlock digital skills for college students. Read article here: <https://www.iweb.co.za/content/KzQenqVDOeaz2dr>

Naspers sets sights on 'exciting' edutech sector in Africa. Asia. Read article here: <https://www.iweb.co.za/content/Ln147mQpM6A6a>

Protecting Africa from becoming 'vaccine test lab'. Read article here: <https://www.universityworldnews.com/post.php?story=20210126190108880>

The future of HE in Africa depends on high-speed internet. Read article here: <https://www.universityworldnews.com/post.php?story=20210407084104821>

College News

Reimagining Our Social Ties in Education

We are social beings and education is a great social activity. But education, as a social activity has now come to a halt with an aplomb, as the pandemic ravages through our nation. Much is being done to accelerate recovery and we commend our teaching fraternity for going the extra mile to make teaching and learning possible at all levels, taking great care and responsibility. The Minister of Higher Education, Science and Innovation, Dr Blade Nzimande and his department have been very proactive in finding solutions to mitigate against the impact of Covid19. The ICT industry has also stepped up and some amazing collaborations and partnerships have been formed with ongoing talks.

As a nation, we have all seen the devastation that this virus is capable of and I don't think we want to take any chances. Since the greater part of our social development, especially in our earlier years, can be ascribed to education, how do we capture this invaluable aspect of the education process by social distancing? The role that education plays in our lives is far greater than simply understanding maths, science, languages and IT. How will skills be transferred in the new norm? TVET colleges hugely benefit from experiential learning with so many collaborations in place and Centres of Specialisation which is ultimately the way to go for working towards the employability of students.

It is a given that we will no doubt see the social impact that Covid19 has, especially on our education system, a few years down the line. We are already seeing the loss. With all the talk about the 4IR, we may have inadvertently been preparing for it! However, prepared we were not. It caught us off guard. Fortunately for us at SABEN we are able to continue to render our services to the colleges while we're all working from home. The TCP is progressing now at a very good pace having connected a number of college sites, but we do miss the college visits as we had planned, especially to those new sites which are now connected.

At the signing of one of many partnerships to empower the country's students with technical and digital skills, so as to contribute to the employability of students, namely that of the CSR and Siemens, who has a long standing relationship with the TVET colleges, the CSR CEO Dr Thulani Dlamini pointed out that the 4IR has the potential to create high-quality employment opportunities across South African industries if citizens are strategically skilled in future-oriented jobs. So how do

we prepare students for those jobs. One of many articles written about this can be found in this link <https://www.universityworldnews.com/post.php?story=20210302123812565>

The partnership between Huawei, the South African Public Colleges Organisation (SAPCO) and the Department of Higher Education and Training (DHET) now has 33 TVET colleges enrolled to the Huawei ICT Academy Programme, making them certified ICT academies. Apparently more than 300 lecturers and students have already participated in the Huawei ICT certification training. This is yet another great initiative which have been implemented to enable teaching and learning in the new paradigm shift.

At the start of the pandemic, one of the buzz words was "reimagining". So, as social beings in education, bearing in mind just how resilient we are, having been forced to keep up with the speed of the 4IR, we seem to have done not too badly when it comes to reimagining education and how it is delivered during the Covid19 challenge. However, how accessible is all of this online, blended learning to the greater community of students who might be otherwise excluded? How are we addressing poverty and gender equality, and so much else, in all of this? Best of all, how are we maintaining the human factor in this socially unfriendly environment?

The education sector is doing the best they can in terms of how education is delivered and continue to explore new technologies as can be seen with so many innovative partnerships. At this stage I don't think we have all the answers, but as long as there is a will to work together for the common good of all, there is hope.

- Angela Mias, Office and Stakeholder Administrator
<https://www.iweb.co.za/content/KzQenqVDOeaz2dr>
TVET College Times vol 62

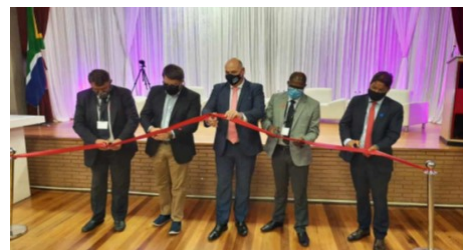
In Other College News

As always we like to feature some of the success stories and exciting initiatives that could lead to employability which inevitably impacts our global economy! Despite all the bad news associated with Covid19, TVET colleges, are churning out some real awesome achievements, none of which would be possible without the support of all stakeholders and here my sentiments echo that of TVET Times editor, Ms Seema Ramnarain as she reflects upon the work that has been done during this challenging time. One of those initiatives comes from Higher Health who recently launched 10 fully furnished mobile clinics at TVET colleges, CET colleges and universities to support students around the country. The roving fleet is intended to provide primary health care mainly to underserved campuses. Services include Covid19 screening, testing, contact tracing as well as other health services such as mental health counselling, sexual reproductive care and referrals for vulnerable and disadvantaged students and staff. This initiative seeks to provide early risk detection of some of those health problems that usually are the reason for students abandoning their studies. In order to achieve its objectives, Higher Health has developed a robust PSET Communication Campaign on Covid19 with task teams and appropriate communication channels and processes in place—a much needed service at this time.



CEO, Higher Health, Dr Ramneek Ahluwalia addressing the Minister of Higher Education, Science and Innovation, Dr Blade Nzimande and some officials about the benefits of the mobile clinics at TVET colleges, CET Colleges and Universities at the launch in Zululand.

The partnership with China regularly seem to produce good fruit always occupying space in the TVET College Times, making headlines such as "Students shine in China". This collaboration certainly contributes to preparing students for employability. However, with our economy in bad shape as businesses have had to shut down due to the pandemic, we need to become even more creative about employment opportunities. Thankfully, our youth are quite resourceful and innovative and cannot be underestimated as they often come up with interesting business ideas and especially online. However, not everyone has access to the same opportunities. The support structures in place can only be extended to students while still sitting for a qualification. Initiatives such as Majuba TVET's work integrated learning unit for business to support those



College of Cape Town: Former Principal, Mr Louis van Niekerk flanked by MEC David Maynier, MEC for Finance and Economic Opportunities, WC, Alderman James, Mayoral Committee Member for Economic Opportunities and Asset Management, Mvuyisi Macikama, Executive Officer at the National Skills Fund and Lionel October, Director-General, Department of Trade, Industry and Competition at the launch of the Business Process Outsourcing Academy.



Ekurhuleni West TVET College students in Boksburg attending a virtual employability skills workshop presented by ABSA and Price Waterhouse.

- Angela Mias, Office and Stakeholder Administrator
TVET College Times vol 62

Introducing the SABEN Team

In order to keep pace with the TCCP implementation, and our ever expanding customer base, SABEN has undergone a recruitment drive to add capacity to our client-facing team. This is in keeping with our objective of delivering service excellence in all aspects of our offering. It is our pleasure to introduce you to the newest members of our team.



Cheryl Smart joined our Finance team in December 2020 as a Finance Administrator.



Anastacia Muller also came on board in December 2020 as an intern on our helpdesk.



Richard Mchazi, who also goes by Sanele, joined our helpdesk team in January 2021 as Support Technician.



Michael Millo joined SABEN in February 2021 in the position of Helpdesk Supervisor. He is the first point of escalation for all support calls.

Don't judge each day by the harvest you reap, but by the seeds you plant
-Robert Louis Stevenson

Basic Protective Measures Against The New Coronavirus World Health Organisation (WHO)

Wash your hands frequently

Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.

Why? Washing your hands with soap and water or using alcohol-based hand rub kills viruses that may be on your hands.

Maintain social distancing

Maintain at least 1 metre (3 feet) distance between yourself and anyone who is coughing or sneezing.

Why? When someone coughs or sneezes, they spray small liquid droplets from their nose or mouth which may contain virus. If you are too close, you can breathe in the droplets, including the COVID-19 virus if the person coughing has the disease.

Avoid touching eyes, nose and mouth

Why? Hands touch many surfaces and can pick up viruses. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick.

Practice respiratory hygiene

Make sure you, and the people around you, follow good respiratory hygiene. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze. Then dispose of the used tissue immediately.

Why? Droplets spread virus. By following good respiratory hygiene you protect the people around you from viruses such as cold, flu and COVID-19.

If you have fever, cough and difficulty breathing, seek medical care early

Stay home if you feel unwell. If you have a fever, cough and difficulty breathing, seek medical attention and call in advance. Follow the directions of your local health authority.

Why? National and local authorities will have the most up to date information on the situation in your area. Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will also protect you and help prevent spread of viruses and other infections.

Stay informed and follow advice given by your healthcare provider
Stay informed on the latest developments about COVID-19. Follow advice given by your healthcare provider, your national and local public health authority or your employer on how to protect yourself and others from COVID-19.

Why? National and local authorities will have the most up to date information on whether COVID-19 is spreading in your area. They are best placed to advise on what people in your area should be doing to protect themselves.

Stay safe and healthy



When you ask a teacher
how virtual learning is
going so far.

BORED
TEACHERS



1 hour here is 7 years on earth

Some food for thought!

*"If you try to fail,
and succeed,
which have you done?"*

- George Carlin

SABEN User Guides and Manuals

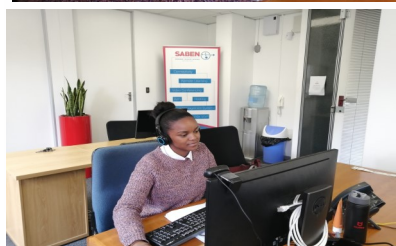
Check out the self-help guides below

- Pointing to the correct DNS server: [Configuring TENET forwarder on a local DNS](#)
- Creating traffic graphs for reporting: [Creating traffic reports for SABEN beneficiaries](#)³
- Enable auto-provisioning of WiFi: [Enabling Option 43 in Windows DHCP for Ruckus auto provisioning](#)⁴
- Provisioning a WiFi device: [Using the SWIPE app to provision a Ruckus WiFi device](#)⁵
- Enable auto-provisioning of VOIP phones: [Enabling Option 66 in Windows DHCP for Yealink auto provisioning](#)⁶
- Configuring VOIP app on smartphone: [Configuring Zoiper with a SABEN PBX extension account](#)

Helpdesk Support

Quick Guide to Reporting Faults

- 1 Logging into the [SABEN Online Ticketing System](#).
- 2 Calling the Network Operations Centre at:
GP: **010 880 0788**
CT: **021 205 1900**
EL: **043 050 4949**
- 3 Support e-mail: support@saben.ac.za



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