# Data D12- Theme 4 Sub-theme 1

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| **Theme 4: The value of student support structures on student academic development** | | |
| **Sub-theme 1: What the UP Mamelodi Campus has done right and implications thereof** | | |
| **Category** | **Participant** | **Quotation** |
| **Provide a sense of belonging** | Khensani | "It even gave me a platform to make friends who are still my friends even today" |
| "Such a platform they make it in a way that you don’t feel like you are talking to a shrink or something like that. They make you open up and speak" |
| Zolani | "I think that Mamelodi, it was my peers. So, I think all of us, even with, uhm, this friend of mine uhm, we always strive to say we want to do well and we want to excel, and we had our challenges" |
| "The student advisor treats you like you, her child, and you are struggling in school, and whatever your key knows how to put this" |
| Gwen | "Like it wasn’t about how different you are from other people. It’s about how you going to succeed and be the person you need to be here" |
| **Provide dedicated student-centred support** | Terry | "One thing that they did and made sure that that every person should get help, like they knew where to find help for any challenges that you had and helped us to help us to succeed and to achieve a lot in academics" |
| "Mamelodi campus you get all the support that you need like they talk to you, they speak to you like they just sit down and look at the overall performance of students and try to say; here there's a problem we see this problem if you have a challenge in this, try, please try to come out and able to go to a person who can help you" |
| Khensani | "I was a person who didn’t really think I needed someone to talk to but with such a platform they make it in a way that you don’t feel like you are talking to a shrink or something like that. They make you open up and speak" |
| "At least have someone to talk to and at least have support like if you are facing anything and maybe you need academic advice so what I value the most is just the given platform that the university has given to the students" |
| Lebo | "I didn’t understand why I’m failing that thing so I used those services and they helped a lot cause the lady there she was very helpful, and she would advise us to like use certain things or try new things" |
| "There is one guy, that I know, who made use of the service, and I think it worked, its actually two of them, it worked so much that they ended up, remember most people who go there, science, I think its science, it has nothing to do with science, that they had to change their careers and focus on that, you get that they had to change completely cause I think with the support, it’s like they help you to identify yourself you know" |
| Mandisa | "I felt it was one on one, it was not rushed. ko main campus they rush you because they have a list of students at Mamelodi it was one on one and was not rushed" |
| "I went to (The student advisor) and asked her, I do not honestly know if I really should do this, or I shouldn’t do it. And I don’t know how she does this but she has her own way of talking to you and at the end of the day you would be like you know this is what I should be doing, not focusing on other things. And she would explain it" |
| Zolani | "I've spoken to the student advisor, and she wants to give me some methods of studying. And she. She actually gave me direction in terms of what I need to go in terms of career" |
| "I'll look at it in terms of one specific student advisor, she.... doesn't just take you and said she takes care. She's going to support you and give you the methods of studying that everyone that she recommends to but she's I'm struggling with this, so she sits down with you and then she listens to you what exactly you want, and she actually how to put this" |
| "The student advisor treats you like you, her child, and you are struggling in school, and whatever your key knows how to put this" |
| Thembi | "She studied me as an individual and told me how I am supposed to study…. Like there is so much she’s invested in and I truly value her work. She goes above and beyond for her students" |
| Gwen | "I remember funny enough Ida was the one who encouraged me to change my degree…. I remember there so uncertain and being like I don’t know if I can, I think we did a test... and her being like no, you can do it and rather go for something that suites you more and what makes you happier, because where I was with the Maths and stuff wasn’t really making me fulfil it wasn’t doing much for me and she recognised that" |
| "What I really appreciated about them is you get like you get the sense you get the feeling uhm that they are there to really help you uhm so for me like it’s not just a job to them it’s a calling, it’s a passion about them so I really appreciated that.... like in a motherly way and when I think about it it’s like oh she cares, that is how you feel. Also, they drop anything and drop everything in order to help you" |