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University Language Planning and Development Office
ULPDO Annual Report 2021

INSPIRING GREATNESS

Annual Report 2021

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1. Introduction

The report covers all activities that were planned and implemented in the year 2021. It is important to highlight from the onset that there are some overlaps in the implementation that were created by the circumstances beyond our control i.e. covid 19 pandemic mainly. Nonetheless, the report details the programs we were able to deliver including signing of MOA with Pansalb, terminology development with Chemical Engineering, bilingual tutorial training with four disciplines, language policy review process, language awareness campaigns and the biennial language research symposium. It is noteworthy to mention that all these programs we delivered fully online.

1.1. Vision

To be the centre of excellence in the promotion, development and the *scientification* of indigenous languages with specific reference to isiZulu.

1.2 Mission

Our mission is to embrace and foster functional bilingualism at the University of KwaZulu-Natal through the promotion of equitable use of the English language and isiZulu as provided for in the University Language Policy (2006 revised in 2014).

1.3 Objectives

- To promote the development of isiZulu to be a language of administration, teaching and learning, research and innovation while accentuating the role of English as a primary academic language.
- To promote, facilitate and oversee the adherence to the statutory provisions in the development of technical terminology in isiZulu.

- To monitor and render quality translation, editing and interpreting services to the entire university community.
- To develop an isiZulu National Corpus and isiZulu Term Bank as important reservoirs for the development of robust Human Language Technologies (HLT) and for posterity.

The office hosted many workshops and/or activities which are to do with the implementation of the language policy and plan. These workshops/activities are ranging from training workshops, terminology development workshops, advocacy workshops, social cohesion workshops, symposia and conferences. The office also oversees the ULB funded projects.

2. University Language Planning and Development Office (ULPDO)

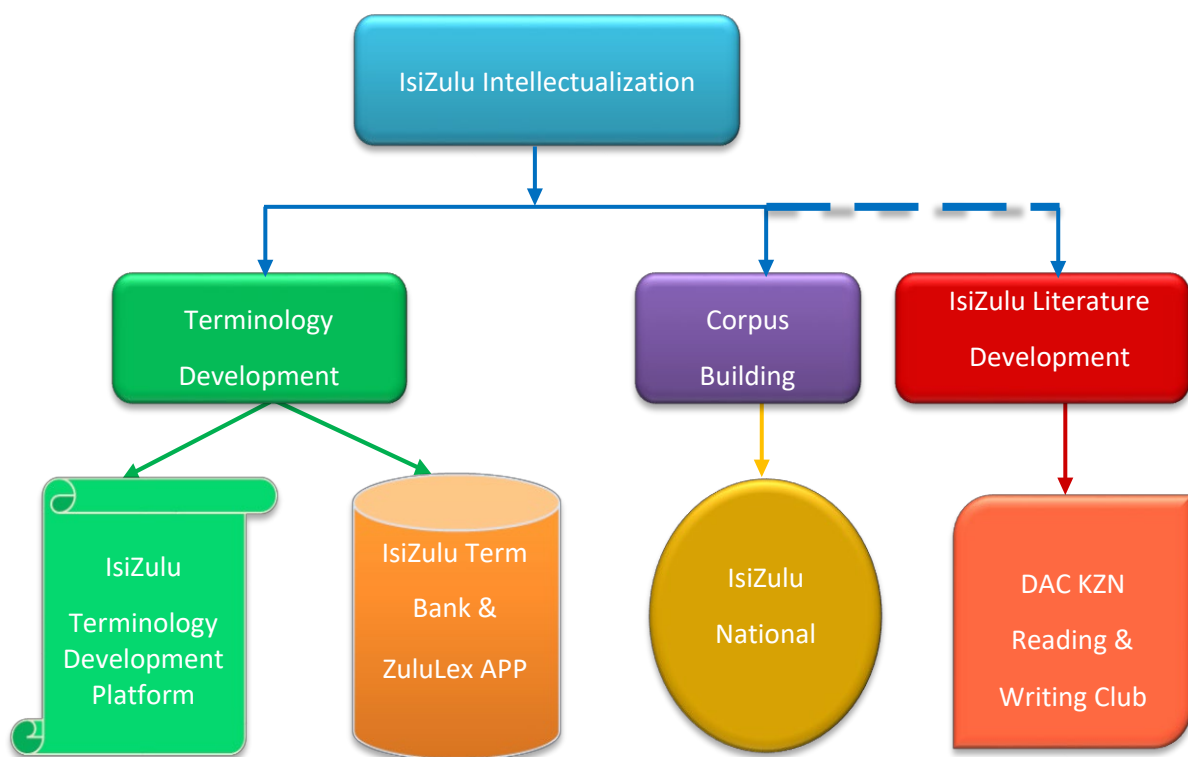
As we mentioned in the previous report, ULPDO implements all projects that are meant to contribute positively primarily in the development of IsiZulu and in the development of African Languages as per the pronouncement of the RSA constitution. The projects are funded by both the university and the DHET funding as assigned by both the university language policy and plan (adopted in 2006 and revised in 2014) and the Higher Education Policy on language (which is recently adopted). The ULPDO adopted a set of goals in order to ensure the full intellectualization of isiZulu. These goals speak to the entire language programme at UKZN. Below are the said goals:

❖ Excellence in Teaching and Learning

- ❖ Excellent & High Impact Research, Innovation/Entrepreneurship Through Language Intervention
- ❖ Targeted Internationalization
- ❖ Social Cohesion and Community Engagement

The above goals are supported by a staff complement which is detailed in the figure below:

Fig. 1. Language program



3. Implementation of the language policy and Plan by the ULPDO

As mentioned in the previous report, the implementation of the university language policy and plan is done through various core functions of the ULPDO which include; Terminology Development; Social Cohesion projects, Research and HLT's which include, Corpus Building, Language Services, Term Bank and mobile

Application; Literature Development and Transforming of institutional Policies so as to ensure the intellectualization of isiZulu.

On **terminology development**, this project is at the centre of isiZulu intellectualization project since all services mainly rely on it in order to ensure that isiZulu is indeed capacitated and fully developed. In the period under review much work has been done though under difficult conditions of COVID 19 in developing specific terminology for certain modules. Guided by the 2021 terminology development project plan, the language office has adopted and implemented various planned workshops, thus far the three workshops on Chemical Engineering (consultative and verification workshops) were successfully hosted on the 23 – 25 June 2021 and 31st August – 2nd September 2021 as well as 24, 25 and 26 of November 2021 respectively.

It should be noted that since the office has transitioned this project into online/virtual, there were tedious data and connectivity issues. In the end, the committee members raised and recorded a few issues in respect of the challenges experienced and requested that these be raised in the relevant UKZN platforms. Issues raised rare regarding the unsuitability of the online workshop in dealing with terminology, connectivity problems, human breaks and time spent comparatively speaking.

On social cohesion; in the period under-review, **Bua Le Nna** project has succeeded in implementing 95% of sessions planned for this year (2021). It is for this reason that the office views this project as one of the successful projects under COVID-19 regulations. The number of participants continue to fluctuate and that is evident in our signed registers. However, the project still possesses potential to grow and expand to the entire institution.

On **Human Language Technologies; Corpus Project (Oral Corpus, Corpus Building and parallel Corpus)**, the office continues to do this important work. To

this end, on oral corpus, 137 out of 139 files have been tagged and verified to date. The plan is in place to deal to do the outstanding files in October 2021.

The Corpus project is continuing, to this end the cleaning has started as an ongoing process and the parallel corpus statistics has been updated as the edited files are submitted

On **bilingual tutorials**, the office continues to work under COVID-19 conditions. In the period under review, the office has successfully hosted the virtual Bilingual Tutorial Trainings for this year (2021). The training was scheduled on the 10th-11th June 2021 and 9-10 September 2021, on the School of Education and Information Technology studies respectively.

The objectives of Bilingual Tutorial Training are:

1. To train tutors on bilingual tutoring.
2. To impart knowledge about the UKZN language policy and plan
3. To standardize bilingual tutoring at UKZN.
4. To make isiZulu the language of teaching and Learning

The facilitators from the discipline of Language in Education in the School of Education have been steadfastly dedicated in this regard.

On **Dr9 Rule** implementation, the nature of certain parts of this work is from inception been online e.g. the abstracts are submitted via e-mail and are kept on the Translation Management Tool (TMT) which is hosted by the server of the university and monitored and evaluated by ULPDO. However, some parts are originally physical such as the translation retreat and the training thereof. Therefore, it is important to note that the entire project has also been transitioned into virtual/online offerings. To this end, the impressive number (187) of abstracts has been received from the students for translation for purposes of April graduation.

Whilst on the other hand, equally the language experts continue to work hard in translating these abstracts.

In the period under review, **the language services**, including translations, interpreting and editing in the following manner:

Translations: more than 100 documents

Interpreting: more than 20 sessions

Editing: more than 50 documents

On the **research front**, in the period under review as part of developing research and presenting skills in the office, the seminar series has been implemented in preparation for conference and symposia participation. Their presentations were therefore shaped by valuable comments, which were then taken into consideration by all presenters. Surely, this exercise positively contributed to successful presentations in ALASA and UKZN Teaching and Learning Symposium. To this end three-seminar series sessions have been successfully hosted by the office. It is also important to note the hosting of the joint Multilingualism Symposium by University of KwaZulu-Natal and University of Free State (UKZN &UFS) as well as the presentation of papers in the international Conference called ALASA. All of these research activities are discussed in details below.

No	ULPDO name	Project	Title of the paper	Name of the staff member	Date	Status
1.	UKZN Policy	Language	<i>“Towards the full implementation of a functional bilingualism Policy: A case of Academic Monitoring and</i>	Nkontwana Siyabonga	09/06/20 Nkontwana: the topic shall follow	done

		<i>Support (AMS) through Bilingual Tutorials at UKZN.”</i>			
2.	Human Language Technologies(HLT's)	<i>“Towards a model for acceptance of Human Language Technologies in higher education: the modified UTAUT model for KwaZulu-Natal</i>	Njabulo Hadebe	30/06/20 Zungu and Manyoni: the topic shall follow	done
3.	Workshops and Trainings	<i>Critical reflections on the bilingual tutor training feedback.”</i>	Nomkhuleko Ngubane	23/09/20 Neo: the topic shall follow	Done

4 Implementation of the Language Policy and Plan by Colleges

4.1. Introduction:

From inception it must be noted that only the College of Humanities that is consistent in submitting a written report on the status of the College in the implementation of the language policy and plan. In the beginning of the year the College of Humanities reported on activities aligned with UKZN Language Policy (2014) in 2021 academic year. The policy recognizes the need to develop and promote proficiency in the official languages, particularly English and isiZulu. The report flags activities pursued thus far, seeking to promote the use of IsiZulu as a medium of instruction as well as the language of administration within the College of Humanities.

4.2. Language Meetings:

The College Professional service continues to engage on the strategy to implement the language policy. During the course of the year all the managers have now met and agreed on the strategy for the implementation of the language policy. The third meeting of the Community of Practice for the teaching and learning of African languages (COPAL) was held on the 7th September 2021 which followed a COPAL meeting that was attended by Prof Hlongwa on the 23rd of March 2021.

COPAL then organized a colloquium with a theme entitled: “Transforming The Academy Improving Student Access & Success · Decolonising the Curriculum”. The dates for the colloquium are 28 and 29 September 2021. Dr Phindi Dlamini, the language champion for the School of Arts attended a Human Language Technology Tools Training workshop on 16-17 September in eThekweni organized by the Department of Sports, Arts and Culture. The focus of this workshop was on the demonstration and practical use of the Integrated Translation Environment (ITE) system, terminology and development and terminology management system.

4.3. College Language Services:

4.3.1. Academic/Support Service

a) New Projects / Activities:

NIHSS Funded Project: Intellectualisation of isiZulu in four selected Universities in the province of KwaZulu-Natal. Prof Hlongwa is a principal investigator in this project and is collaborating with the following team members: Dr Sbusiso Ntuli

(UNIZULU); Dr Phindi Dlamini (UKZN); Dr Gugu Mazibuko (UKZN); Dr Hloniphani Ndebele (MUT); Dr

Nontobeko Buthelezi (UKZN); Dr Sibonsile Zibane (UKZN) and Dr Sylvia Zulu (DUT). The project has a budget of R800 000 to be used for the following outputs:

Project 1 - Publication of a special journal issue of Alternation.

Project 2 - Creating a bilingual English-IsiZulu curriculum.

Project 3 – Online dictionaries

Project 4 – Training and capacity building

Thus far, as part of Project 1,

A call for the special issue of Alternation journal focusing on the intellectualisation of African languages in Higher Education is now out and it is accessible in the alternation website as

follows: <http://alternation.ukzn.ac.za/Files/uploads/2021/09/intellectualisation-of-africanlanguages-in-higher-education-institutions-as-a-strategy-for-decolonisation-andtransformation.pdf>

The call is also attached as appendix in this report. As part of Project 2 – which has a focus on Creating a bilingual English-IsiZulu curriculum. The translation of the book written by

Ramose entitled: ‘AFRICAN PHILOSOPHY THROUGH UBUNTU’ is now complete.

The publication process have now been started. The college has also translated the book used to teach Music as part of the bilingual project to support Dr Bethke who is already using bilingual teaching. The title of the book is “Introduction to Music Fundamentals A”.

A series of training workshops are lined up for September and October 2021 in line with deliverables for project 4 in this NIHSS project. These workshops are on writing for publication in isiZulu and on translation and editing.

b) European Union-funded Erasmus+ projects:

Boosting the Use of African Languages in Education A Qualified Organized Nationwide Development Strategy for South Africa (BAQONDE). Activities for BAQONDE are underway under the leadership of Dr Makhubu-Badenhorst, Dr Gugu Mazibuko and Prof Nobuhle Hlongwa. It is a three-year project that will run from 2021 to 2023. Dr Lolie Makhubu-Badenhorst, Dr Gugu Mazibuko and Prof Nobuhle Hlongwa attended the BAQONDE meeting and the subcommittee meetings that each belong to in the months of July, August and September 2021. Dr Makhubu- Badenhorst coordinates the UKZN activities, Dr Mazibuko serve in the Dissemination subcommittee and Prof Hlongwa serves in the Quality Assurance subcommittee. An urgent process that need to be complete is a needs analysis that will allow UKZN to deliver on work package 2 and 3 as per project plans. This will require all the colleges to work with the leading team in terms of identifying people that will receive training on multilingual pedagogies.

c) Translation of Module outlines

Out of all the modules in the 6 Schools is currently being undertaken. The College rep in the ULB is consulting with all the language champions and Deans of Schools.

d) School of Arts

In line with the UKZN's Language Policy (5.4 – Promotion of bilingualism/multilingualism in institutional policies and practices). In 2020 the

college reported that there was collaboration across disciplines, African Languages joined forces with Linguistics in producing a Language and Linguistics Multidisciplinary glossary list. Fortunately, ULPDO has an existing lemma list for Linguistics which are shared with the team, therefore the process will be fast-tracked by this sharing. This list has now been made available.

e) School of Religion, Philosophy and Classics

In Classics discipline a female student has registered a Masters' degree this year (2021) in isiZulu mother tongue. Her topic is interdisciplinary combining isiZulu and Classics. In Latin 1 a female isiZulu student has registered Dr Steinmeyer will try out her teaching approach to establish parallels between the isiZulu and Latin grammar and therefore facilitating the learning for the isiZulu students.

f) Chinese-IsiZulu learners' Dictionary

The launch of this pioneering dictionary was delayed due to some challenges. This is a DUT-CI and UKZN-School of Arts collaboration.

4.4. Bilingual Teaching & Learning:

4.4.1. Bilingual Assessments

a) School of Arts

The discipline of Music continues with bilingual assessment. They administered their first bilingual tests in 2020. Positive feedback was received from students and the

marks they scored attest to that. Clearly this confirms the positive effect of bilingual teaching and learning.

b) Research and Publications

A bigger number of our Post Graduate students are opting to write their research in isiZulu. The disciplines are putting together a submission highlighting areas that cause problems/delays which need to be addressed in order for the research system to be favourable to all.

ULPDO working with colleagues within African languages produced two publications. One of these is the 2021 IsiZulu Standardisation, Spelling rules and Orthography, Students writing in isiZulu need to be workshopped on these new rules. These will also be incorporated in other isiZulu modules where relevant. Dr Phindi Dlamini published her book entitled “Avoiding Potholes in Translation”, It was launched on 21 March 2021 as part of Time of the Writer Festival.

5 Professional Service Sector,

This sector plays a pivotal role in the implementation of the language policy and plan. This is done through monitoring progress in various sectors in professional services including; Student Services, Human Resources, Corporate Relations, all colleges, teaching and learning, and information communication systems (ICS). This sector has got language champions for each sector who meet regularly to discuss and map a way forward that culminate into the institutional report in the Professional Services Forums.

On language services, a lot of work is being done to translate and /or edit documents including communique in particular for Corporate Relations, Student Services and

Human Resources whilst interpreting work is mostly related to HR Disciplinary Hearing and UKZN Professional Services events.

On Human Language Technologies a lot of work is being done between University Language Planning and Development and ICS in developing and maintaining technologies that are to do with the implementation of language policy and plan.

On Social Cohesion much work is being done by Student Services and ULPDO in promoting social cohesion through language programs such as Bua Le Nna, a project intended at teaching conversational Sesotho language to students in certain UKZN residences.

All these projects and activities have contributed positively and meaningfully in the implementation of language policy and plan

6 Stakeholder Relations: International Translation Day, SASL Webinar, Multilingualism Symposium (UKZN & UFS), and CoPAL Meeting

6.1 International Translation Day

As part of strengthening stakeholder relations UKZN through ULPDO participated in the 1st International Translation Day Colloquium on the 30th of September 2021 which was virtually hosted by the Department of African Languages at Rhodes University in collaboration with SATI, on the following theme ‘Teaching, Researching, Translating and Interpreting during the COVID-19 Pandemic: Challenges and Lessons Learnt.

The ULPDO Director Dr. Makhubu-Badenhorst was invited to deliver a keynote address. She presented a paper on the role of translation in advancing the intellectualization of African Languages. In her talk she navigated challenges during the pandemic period and she shared light on how to advance with translating,

interpreting, and editing during this difficult time. She also made clear the role of research in language services including translation, interpreting and editing.

During panel discussion, the panelists echoed the words articulated by Dr. Makhubu-Badenhorst and emphasized the importance of speeding up machine translation. In the end, the Colloquium was a huge success. Participants requested organizers to organize this colloquium annually.

6.2 SASL Webinar

As part of recognising the multilingualism nature of the South African Constitution and equally appreciating the deaf community, as well as celebrating the fact that September is the International Month for Deaf People in commemoration of the first World Congress of the World Federation of the Deaf which took place in September 1951, the office successfully hosted a SASL webinar on the 22nd of September 2021.

The webinar went well apart from minor glitches caused by connectivity. Like all other projects, there is room for improvement especially when it comes to webinars attended by deaf people. As a follow-up on SASL matters, the ULPDO is working with Disability Unit to organise a workshop for the SASL interpreters. It is anticipated that such a workshop will have an external facilitator and will be held in November 2021.

6.3 Multilingualism Symposium (UKZN & UFS)

UKZN continues to build, maintain and nurture synergistic relations with its both new and old stakeholders. It does so in appreciation of the overarching principle of multilingualism enshrined in the constitution of the Republic of South Africa, which bestows the responsibility of developing indigenous languages to various stakeholders. To this end, the university through its implementation arm called ULPDO forged a partnership with the University of the Free State. The two

institutions co-hosted a mini-symposium on the 22nd of June 2021. The main aim of this symposium was to share their experience and expertise in that both institutions had two presenters from each and thereafter discussed the synergies and projects of mutual interests.

6.4 CoPAL Meeting

The university also participated in a virtual meeting of the Community of Practice for the Teaching and Learning of African Languages (CoPAL) that was scheduled for the 8th of June 2021. The programme included the sharing of language policies and plans by various universities in the country. The director and other representatives from various universities shared the language activities of the office and the UKZN language policy and plan activities.

7 Conference Attendance

The University of KwaZulu-Natal continues to participate in various conferences on African languages development. In the period under review, four staff members including ULPDO Director presented papers in ALASA 18th international Hybrid Conference that took place on the 25th -27th of September 2021 that was co-hosted by the University of Fort Hare in regent hotel, East London. The conference was a hybrid conference in that some delegates physically attended whilst others including the ULPDO staff members attended virtually. The following staff members from the ULPDO presented papers as follows:

1. Ms. Nomkhuleko Ngubane: *“Critical reflections on the bilingual tutor training feedback.”*
2. Mr. Siyabonga Nkontwana: *“Towards the full implementation of a functional bilingualism Policy: A case of Academic Monitoring and Support (AMS) through Bilingual Tutorials at UKZN.”*

3. Mr Njabulo Manyoni: *“From Glossary to an Electronic Dictionary: A Case of Law Terminology.”*
4. Dr Lolie Makhubu-Badenhorst: *“Analysis on the provision of SASL interpreting at universities in KwaZulu-Natal”*
5. Dr Lolie Makhubu-Badenhorst and Ms. Phumla Mbewana: *“Proposal for the offering of South African Sign Language as a module to the mainstream students at the University of KwaZulu-Natal”*
6. Dr Lolie Makhubu-Badenhorst and Ms. Malisema Makoa: *“The investigation of conjunctive writing adoption in Sesotho orthography in the three selected high schools in Thaba-Tseka district in Lesotho”*

All these papers were received well by conference attendees who contributed through their comments in strengthening these papers for publication.

On the other hand, the ULPDO Computational Linguist, Mr.Njabulo Hadebe presented a paper titled: *“Toward a model for acceptance of Human Language Technologies in higher education: the modified UTAUT model for KwaZulu-Natal in Teaching and Learning Symposium.*

8 Language Research Symposium

The office hosted a successful 4th biennial Language Research Symposium on the 4th of November 2022. The symposium was hosted virtually to observe the COVID-19 protocols and social distancing regulations. This was done in order to proceed with our mandate whilst preserving the lives of the people. The symposium was held under the following theme:

“The Development of Innovative Applications in African Languages: Efficacy and Innovation”

The theme was motivated by the fact that the year 2021 was still engulfed by the pandemic. Therefore, the thematic strands were:

1. Language policy and planning in Higher Education
2. Human Language Technologies
3. Terminology Lexicography and Dictionary Compilation

4. Corpus and Indigenous Language System
5. Language of teaching and learning, research and interventions

A panel of abstract reviewers was constituted as a 'scientific committee'. Thereafter, the submitted abstracts guided by the above thematic strands were reviewed. Using a review criteria that was agreed upon. The committee successfully performed its duties. In the end 9 abstracts were accepted as meeting the criteria. The Programme Booklet was developed and disseminated to all participants.

The event was officially opened by the DVC: Teaching and Learning, Prof Sandile Songca. He welcomed all participants and shared profound words about the importance of implementing the UKZN language policy and plan. In a process he appreciated ULPDO executing this mandate.

The acting director Dr Makhubu-Baderbhorst introduced the keynote by briefly mentioning his bio notes and shared his experience and his expertise in technology.

The keynote speaker Mr Chee Wai Makhe graced the symposium with a well thought presentation

Mr Chee Wai Mak presentation focused much on Human Language Technologies (HLT's) as an important aspect of language development. He went on to present on the technical aspect of technology and how it work to develop the language

The keynote speaker conveyed a good and thought infuriating presentations which shared meaningful knowledge to symposium delegates.

Presentations of scholarly papers were presented went very well. Thereafter, fruitful deliberations took place. The presenters got feedback from the participants. The students, academics as well as ULPDO staff members presented at the symposium.

In the end, Mr Luke Vorster delivered a vote of thanks and closed the symposium. The office equally received a positive indication from symposium delegates evaluating the event, saying the programme went well and it was informative as always. However, there are areas of improvement that were suggested as well, such as expanding the scope of the symposium to cater for academics outside UKZN.

9 Funded Projects

In the period under review, there no new projects that we funded by the ULB. However, through the mandate given by the ULB the ULPDO continues to monitor and report the unfinished projects that were funded the previous years.

10 Conclusion

Although there have been significant strides made this year, changes in the way programs were delivered was also notable. This year, 2021 it is encouraging to see that the office has been able to adapt and change to online platforms seamlessly. Almost all programs did fulfill selected parts of the university mandate i.e. intellectualizing isiZulu. ULPDO also continues to work strategically with both internal and external stakeholders in forging partnerships in projects of common interest. To this end, a number of possible partnerships are still under discussion, MOAs will be concluded in 2022. In conclusion, language policy review that is currently underway will to a certain extent influence the way things are done moving forward. The review is now at its final stages, it shall be concluded before the end of 2022.