

Dear Student,

Welcome to IIE MSA!

We are certain that joining us is one of the best decisions you will ever make, and we trust that 2024 will bring you another step closer to your chosen future. We are determined to provide you with the best level of support during your time of study with us, leading to many great achievements and success.

As we prepare for the upcoming 2024 academic year, we would like to take this opportunity to inform you of the various aspects you need to be aware of before you come onto campus. You can watch a virtual tour of our campus [here](#).

Orientation Week

New student orientation will be held during the week of 12- 16 February. Exact details of the week's events will be communicated to you via SMS and email. You can also find an overview of the Orientation week schedule [here](#).

Campus Community WhatsApp Group

The IIE MSA has a student community WhatsApp group that is used to communicate important information, reminders and updates on events happening in our student community. During orientation, you will be informed of how to sign up to the Campus Community WhatsApp group, and we highly recommend joining this group to stay up to date on matters relating to your student journey.

Timetables

Timetables will be released no earlier than **one week before your classes** commence. Please understand that timetables remain subject to change throughout the year. Unfortunately, we cannot guarantee that timetable structures will remain the same during each year of your studies with us. You are required to attend classes to remain up to date with the academic programme. Whilst we encourage our students to pursue part time employment opportunities outside of the academic

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programme, you must prioritise your studies and avoid committing to work schedules until after you have received your timetable and academic calendar from the institution.

Customer Relations Officers and IIE MSA Assist

Timeous and respectful communication and engagement between staff and students is fundamental to your journey ahead. Dedicated Customer Relations Officers are based at each School on Campus and are best positioned to provide you with information, assist with queries, or to just steer you in the right direction.

A key tool in supporting our students is IIE MSA Assist, our customer service management platform. The system ensures that your query is directed to the correct staff member, and we can track the matter and escalate it, where necessary.

It is important to note that, whilst the IIE MSA Assist platform supports our commitment to query resolution and student support, in person engagement with the Customer Relations Officers (CRO) remains our first choice when assisting our students. Please ensure you familiarise yourself with the whereabouts and operating hours of the Customer Relations Officers.

Student Systems, Communication and POPIA

During the first few weeks of the academic year, we will provide you with onboarding sessions around the various Student Information Systems. In addition to these systems, each IIE MSA student is issued with an institutional “imconnect” email. Once you have received training on how to access your imconnect email address, the campus will no longer make use of your personal email address when sending out email communication.

We have shifted our communication protocols from including our parents/account payers, to include our students only and will thus engage exclusively with our students in relation to any academic or operational matters, including the release of academic results, which are only released on the student portal. This is consistent with the introduction of the Protection of

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Personal Information Act (POPIA) which has come into effect. Although this may seem at times to run contrary to the provision of quality service, significant precedent within higher education indicates the need for students to develop their ability to navigate their own personal journey during their tertiary studies, whether it be academic, or service related. If not allowed the opportunity, in the time between secondary schooling and the workplace, this can later impact on a student's confidence in their ability to navigate the wider world independently.

Academic Material

The Wize Books Portal for the ordering of academic material will open on 11 January 2024. Now that you have submitted your registration request, await an email from Wize Books with your UNIQUE log-in link. Your prepopulated cart will be based on the modules you selected when you registered so, please ensure that the correct modules are selected. You will be required to log in using your new student number (starting with ST) and your ID number. We recommend that you do not order your books until you have received final confirmation of your registration from us to prevent a possible delay in the process. **DO NOT SHARE THE MAIL WITH ANYONE ELSE AS THIS IS UNIQUE TO YOU.** Without this UNIQUE link you will not be able to log in.

Student Card

Student Cards

The issuing of the 2024 student card will be done via the Wizebooks portal. When ordering your 2024 academic material, you will be required to upload a clear head and shoulder photo to be used on your student card. Your student card will be delivered to you along with your academic material from Wizebooks.

Additional helpful information regarding the IIE MSA campus:

- Parking Facilities: Ample student parking facilities are situated adjacent to the campus entrance.
- Please note that the IIE MSA buildings are non-smoking areas. Smoking is allowed in a designated smoking area.

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- Please also feel free to make use of one of our three canteens.
- The Information Centre is available for your use and is situated in Building E. The Information Centre operating hours Monday – Thursday, 8:00am – 7:00pm and Friday, 8:00am – 17:00 and Saturdays. 08:00 – 12:00
- Campus opens on weekdays for students at 07:00am
- Customer Relations Centre Hours: Mon – Thurs: 07:00am – 05:00pm; Fridays: 07:00am – 05:00pm; Saturdays: 08:00am – 12:00pm

You are encouraged to speak to us via IIE MSA Assist or sit down with us in person should you require assistance, advise or guidance.

All the best for the 2024 academic year.

The IIE MSA Team

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