



IMM GRADUATE SCHOOL IMPORTANT e-MAIL CONTACT LIST

IMPORTANT NOTES	-The summary of email addresses as shown below are aimed at assisting students in contacting the correct person / department in order to have their queries attended to.		
	-Students are requested to enter the following information in the e-mail subject line as this will ensure that the e-mail is dealt with more quickly and it also makes it easier for the IMM Graduate School to retrieve such e-mails:		
	Student Name and Surname Student Number Short Description of Type of Queries	}	Example ; "Joe Soap; S12345; Exam Confirmation Letter Query " to be sent to registrations@immgsm.ac.za
-All relevant forms as mentioned below are available in .pdf from the IMM Graduate School website and IMM Graduate School Offices. All telephonic queries may be directed to our National Call Centre at 0861 IMM GSM / +27 11 628 2000			

Category	Nature of Query	e-Mail address	Notes
Academic	Academic Record	registrations@immgsm.ac.za	An original printout of an Academic Record may be requested after paying the relevant fee. These documents may only be posted or collected by the student. We may not fax or email it.
	Academic assistance - Undergraduate students (Higher Certificate, Diploma, BBA and B Com)	academic-ug@immgsm.ac.za	Please be as comprehensive as possible when stating your academic query. The turn-around time should be 72 hours.
	Academic assistance - Postgraduate students (Postgraduate Diploma, BPhil (Hons), MPhil)	academic-pg@immgsm.ac.za	Please be as comprehensive as possible when stating your academic query. The turn-around time should be 72 hours.
Assignments	Assignment Collection from IMM Graduate School Office	assignments@immgsm.ac.za	State the academic module in the Subject line. Please email this request 48 hours prior to collection in order to allow time for retrieval of the assignment.
eLearn	eLearn Queries	ellearnsupport@immgsm.ac.za	All queries regarding e-Learn.
Examinations	Exam Cancellation	cancel@immgsm.ac.za	The Exam Cancellation Form must be submitted no later than the due date.
	Assessment Feedback Report	exams@immgsm.ac.za	The Assessment Feedback Report Application Form must be submitted together with proof of payment.
	Results Appeal	exams@immgsm.ac.za	The Result Appeal Application Form must be submitted together with proof of payment.
	Exam Script Viewing	exams@immgsm.ac.za	The Exam Script Viewing Application Form must be submitted together with proof of payment.
Financial	Student Account Queries	accounts@immgsm.ac.za	All queries regarding students' accounts.
General	All General Queries	info@immgsm.ac.za	All general students' queries.
Support	All General Support Queries	support@immgsm.ac.za	All general students' support queries.
Library	Textbook List and all Textbook Queries	library@immgsm.ac.za	Please state whether you require the postgraduate or undergraduate textbook list.
	ProQuest Queries	library@immgsm.ac.za	All queries regarding ProQuest - the online library system.
Personal Details	Updating Students' Personal Info	update@immgsm.ac.za	When a student requires his / her personal details to be updated. Please note that email addresses and cellular numbers must be updated to ensure effective communications. Students' may also update their personal details on the student portal.
Portal	Student Portal Queries	portalsupport@immgsm.ac.za	All queries regarding student portal.
Registrations	Private Invigilation Students	pi@immgsm.ac.za	These are students who lives more than 150 km away from their nearest IMM Graduate School exam centre (as stated on the IMM Graduate School website).
	Exemption Application	nr@immgsm.ac.za	Applications for module exemptions from other academic institutions.
	Proof of Registration / Registration Confirmation Letter	registrations@immgsm.ac.za	Confirmation of proof of registration.
	Renewal Student Wishing to Register Online	www.immgsm.ac.za	Students who have a student number will be able to register online, after which the information will be verified and processed manually. Payment will be required using a credit card or EFT payment.