



Dear Student

We trust you had a wonderful break and welcome back to what promises to be another successful year at The IIE’s Varsity College which will bring you one year closer to your academic goal.

It is our responsibility to keep you informed, and as a student it is your responsibility to access the information. As you know, all important information, updates and general communication will continue to be sent to your **VCConnect** account. Check your e-mails on a daily basis and stay informed. Consider syncing your VCConnect email address with your personal email address if you have not done so already – this will ensure that you **do not miss important information**. Please refer to the “How to Guide” available from your campus IT Department for how to do this.

This is the first of a series of emails you will receive during the year highlighting the various milestones during each semester, and also a reminder of services available to you at each stage of your academic journey.

+++ MyVC Student Intranet

The [MyVC Student Intranet](#) is the new student platform where you can access various information and tools to support you in your academic journey such as VC Assist, your Student Material and your Programme Assessment Schedule (PAS). Training will be provided on how to navigate this new student platform.

+++ VC Assist

A key tool in supporting our students is VC Assist, our customer service portal for students.

We continue to shift our communication protocols from our parents/account payers, and will increasingly 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 Personal Information Act 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.

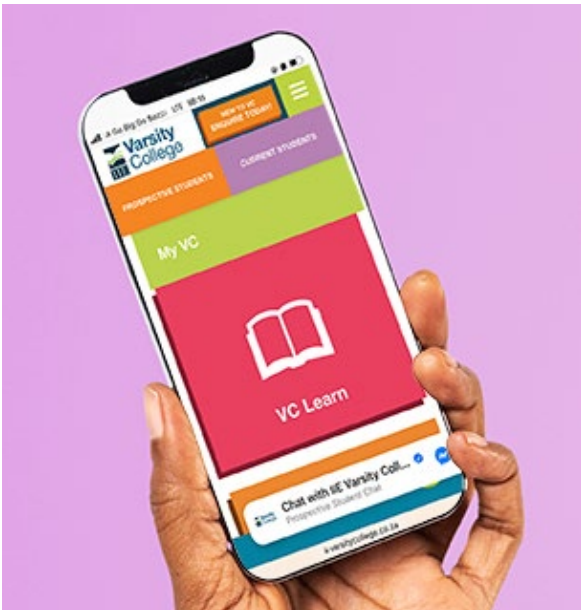
Access VC Assist [here](#). Feel free to access this to log your first student query which will alert the relevant department or staff member. We look forward to supporting you.

+++ Milestones to achieve this Semester

- Familiarise yourself with the new MyVC Student Intranet platform
- Re-connect with your lecturers and peers
- Collect your timetable, available on the Student Intranet, know where your lecture venues are, know who your lecturers are, and familiarise yourself again with who you should contact regarding academic, support or operational queries. Visit your campus Customer Relations Centre to learn more about this or log on to [VC Assist](#) to log your first query
- Ensure that you have accessed the portal <https://stasy.tertiary.iie.edu.za/> and are aware of your 2021 results to amend your registration if necessary for any outstanding modules post the Supplementary and Special exam sittings.
- Access the portal to ensure that your registered modules for 2022 are showing. This will ensure that you have access to the relevant academic material on the portal and on VCLearn
- Ensure that you have placed your textbook order through [VCBooks](#)
- The Student Handbook is available to you and contains all you need to know. As a returning student you should be familiar with The Student Handbook. Check it out on the website to remind yourself of all you need to support your holistic experience with The IIE’s Varsity College. We have revised it too, be sure to access it to check out its new functionalities. You may like the new look too!

We hope that you have made use of the VC_App by now and are familiar with how to use VC Assist and The Student Hub. If you are not familiar with either of these 2 platforms please book some time with your Customer Relations Officer. Please pop in to the Customer Relations Centre to ensure you have a smooth 2022.

VISIT US AT
www.varsitycollege.co.za



Please reflect on whether you used the many services available to you at The IIE’s Varsity College during 2021. Enhance your student experience at Varsity College this year. You are, after all, in the driver’s seat, so please make sure you are on the best road to success!

We look forward to communicating with you as you reap the benefits of the hard work you will be investing into 2022.

The IIE’s VC Team