

Contact details available for registration-related student assistance and service

University of South Africa students who are experiencing difficulty in getting a timeous response to queries are invited to use the contact details that are provided in the schedule below or send details to the student help desk. **Students are requested to check the list carefully and only send an enquiry to one email address at a time. This will ensure that there is no confusion as to who must respond.**

This arrangement is being implemented as a further measure of improving the quality of assistance and support being provided to current and prospective students. Unisa continuously assesses, through surveys, the quality of service provided to students with a view to implementing improvements in its strategies.

A number of administrative processes, including the ease and convenience of fee payment, and clarity and availability of information about examinations, as well as examination timetables, are available on the following platforms:

- **Unisa website** (<http://www.unisa.ac.za> & <http://mobi.unisa.ac.za>)
All registration and study-related information is available on the Unisa corporate website in both web and mobi formats.
- **myUnisa** (<https://my.unisa.ac.za/portal> & <https://my.unisa.ac.za/portal/pda>)
Students may access their own information via the myUnisa website or mobi site.
- **E-mail** - Students may send an e-mail to info@unisa.ac.za for information on how to contact Unisa via e-mail.
- **SMS** - Students may send an **SMS to 32695** for more information on how to contact Unisa via SMS. The sender will receive an auto response SMS with the various SMS options. The cost to the student per SMS is R1.00. (South Africa Only)
- **Fax** - Students may fax their enquiries to **012 429 4150**, thereafter the enquiry will be distributed to and processed by the relevant department.

Contact list

IMPORTANT:

- a) The contact list below pertains only to **registration-related** enquiries.
- b) Students should check the list carefully and only **send an enquiry to one email address at a time**. This will ensure that there is no confusion as to who must respond.

Name	Position and Type of inquiries	Extension	EMAIL
General Helpdesk			
Ms D Gough		012 441 5639	goughdd@unisa.ac.za
Ms L Monyemangene		012 429 2505	monyelb@unisa.ac.za
Mr L Brewin		012 429 2500	brewilm@unisa.ac.za
Directorate : Student Admissions and Registrations			
Mr R Harding	Head of Student Admissions and Reg	012 441 5487	weyerit@unisa.ac.za
Mr Titus Nkambule	Deputy Director: Registration Services	012 441 5491	nkambmt@unisa.ac.za
Mrs Bridget Malebo	Law	012 441 5511	maafrb@unisa.ac.za
Mrs Mildred Mampuru	Economic and Management Science	012 441 5521	mampumm@unisa.ac.za
Ms Sherina Balmakund	Science and CAES	012 441 5503	balmas@unisa.ac.za
Mrs Mabel Khuboni	Humanities	012 441 5536	khubonm@unisa.ac.za

Mr Doc Makwela	Masters and Doctors Qualifications	012 441 5550	makwed@unisa.ac.za
Mr Vinesh Balmakund	Application Services	012 441 5495	balmavn@unisa.ac.za
Mrs Lou-Lou Petersen	Access and Matriculation Exemptions	012 441 5349	peterm@unisa.ac.za
Mr Henning de Bruin	Exemptions and RPL	012 441 5791	dbruihj@unisa.ac.za
Mrs Jackie Molebatsi	New Applications	012 429 2891	molebj@unisa.ac.za
Ms Mildred Matenche	New Applications	012 429 6023	matensm@unisa.ac.za
Mr Russell Khuboni	New Applications	012 429 4016	khubors@unisa.ac.za
Mrs Babsie Bolton	Re-admissions	012 441 5568	boltopf@unisa.ac.za
Mrs Carol Esterhuizen	Electronic Enquiries	012 441 5888	cesterhu@unisa.ac.za
Finance			
Mr Molemane Lesabe	Student Account enquiries	012 429 2441	esabmh@unisa.ac.za
Ms Clemmy Mashabathakga	Suspense account payments	012 429 2341	mashacm@unisa.ac.za
Eduloan			
Mrs L van Rensburg		0124415390	lizettevr@unisa.ac.za
Ms T Mhlanga		0124415391	thamsanqam@unisa.ac.za
Study Materials Production and Delivery (SMPD)			
Joe Sukazi	Dispatch enquiries	012 429 6561	sukazjs@unisa.ac.za
Mpumi Sealetsa	Dispatch enquiries	012 429 2620	sealepn@unisa.ac.za
Anthea Clarke	Dispatch enquiries	011 471 2712 (Florida)	aclarke@unisa.ac.za
Directorate Student Funding			
Fanyane Chabalala	General Student Funding Queries	012 441 5609	chabawf@unisa.ac.za
Library			
General information	General Library Queries	012 429 3206	library-enquiries@unisa.ac.za
College of Agriculture and Environmental Sciences			
Mrs Dianne Metzger	College Specific Queries	011 670 9351	caesenquiries@unisa.ac.za
Mrs Penny Ngcobo (M&D)	College Specific Queries	011 471 3296	Ngcobpn@unisa.ac.za
College of Economic and Management Sciences			
Portia Ngcobo	College Specific Queries	012 429 3925	ngcobp@unisa.ac.za or cemsenquiries@unisa.ac.za
Tabea Radise	College Specific Queries	012 429 2982	radiset@unisa.ac.za or econ@unisa.ac.za
College of Education			
Mr Samuel Kekana	College Specific Queries	012 429 2645	kekansm@unisa.ac.za
Mrs Lizette van Rensburg	College Specific Queries	012 429 4033	vrenslq@unisa.ac.za
			eduenquiries@unisa.ac.za
College of Human Sciences			
Dr B Zawada	College Specific Queries	012 429 4099	zawadbe@unisa.ac.za or artes@unisa.ac.za
Ms ME Rubidge	College Specific Queries	012 429 8285	reynome@unisa.ac.za or artes@unisa.ac.za
College of Law			
The Dean	College Specific Queries		jus@unisa.ac.za
Mr HIV Nkabinde	Dean's Office	012 429 8456 012 429 8622	nkabihi@unisa.ac.za
Tinyiko Manganyi	Mercantile Law	012 429 8460	mangate@unisa.ac.za
College of Science, Engineering and Technology			
Mr Maswika Molepo	College Specific Queries	012 429 2614	cset@unisa.ac.za or scientia@unisa.ac.za