

## Examinations and Graduation Office (EGO) SERVICE CHARTER

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### In EGO we as a team are committed to:

- Providing you with friendly, efficient and reliable service at all times;
- Being professional, approachable and committed to you at all times;
- Being consistent and accurate with the information we provide to you in accordance with the University Rules;
- Respecting the confidentiality and privacy of your personal information;
- Following up on service complaints within 24 hours;
- Respond to your inquiries within 48 hours.

### You can assist us in delivering a better service by:

- Being friendly, respectful and courteous;
- Providing us with accurate and complete details of your request/enquiry;
- Checking with your home Faculty to ensure that your personal details i.e. name, surname, addresses, and telephone numbers are correct and current on the system;
- Checking that your degree details (for graduation purposes) are correct on the system;
- Checking that you have been registered for the correct courses (for examination purposes);
- Following up with us should you not have received any relevant correspondence;
- Familiarizing yourself with the Graduation and Examination procedures and to ask for clarification where required;
- Providing us with feedback on our service.

### Feedback:

We value your feedback and comments and we welcome any suggestions on how to improve our service.

### Please contact the EGO Office:

Elizabeth Mogotsi: [Elizabeth.Mogotsi@wits.ac.za](mailto:Elizabeth.Mogotsi@wits.ac.za) 011 717-1272

Feedback will be treated with confidentiality.