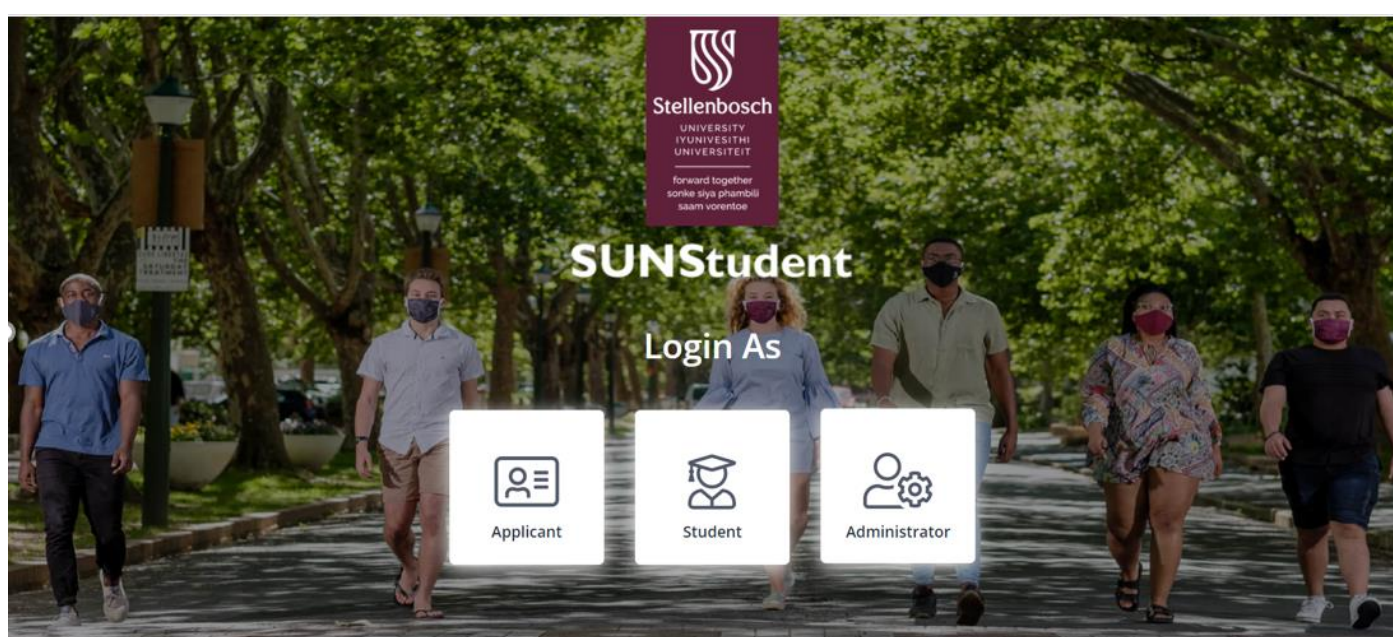# SUNStudent

SUNStudent Applications and Admissions Cycle for 2023

Our second SUNStudent undergraduate (UG) and postgraduate (PG) applications and admissions cycle for the 2023 intake opened respectively on Monday 4 April and 11 April 2022. The key objectives of the applications and admissions process are to attract outstanding students and expand access to the university through a user-friendly, student-centred experience.

Since internal users experienced significant challenges during the first year when these capabilities went live on 5 April 2021, we collaborated with the functional business owners, the SUNStudent Support Centre (SSC) team, super users, and Serosoft to focus on the prioritisation of bug fixes, process refinements and system functionality enhancements. These priorities were identified in conjunction with our key stakeholders in order to achieve crucial improvements to prepare for the 2023 intake cycle. The intention was that these efforts would result in a more streamlined and positive experience for all internal and external stakeholders.

Some of the most impactful process refinements and system enhancements to date include:

- **An improved review process** - the Central Application Office (CAO) has added additional capacity to the team and has set a deadline for the reviewing of all undergraduate applicants by no later than 31 August (one month after the closing date of 31 July). To reduce the number of applicants to be

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considered by the faculties, all applicants with an application mark of 50% and lower (programmes in the Faculty of Medicine and Health Sciences) and 57% and lower (all other faculties) will be marked as unsuccessful in review already. The CAO will also prioritise the top achieving applicants to ensure that they will be considered for an offer as soon as possible.

- **Increased data quality of applications –** different validations and checks were added to the Student Portal to improve the quality of the data captured, which saves time during the review and admission/selection processes.

- **Improved SU self-reliance** – system enhancements allowing Faculty Administrators and the SSC to fulfil functions that could previously only be done by Serosoft, intend to prevent delays and bottlenecks that have caused a lot of frustration during the first Applications and Admissions cycle. Adding, removing, or changing a programme and capturing late applications are some of the actions that can now be performed by SU staff.

- **System communication enhancements –** system-generated communication to applicants, for instance, requesting an upload of documents or notifying an applicant that an offer has expired, ensures transparency and an improved client experience.

- **Improvements to the bulk document download function** – the range has been expanded to include tertiary documents, and documents can now be downloaded per applicant and not only per document type as was the case during the previous cycle.

- **Upload of ad hoc documents** - Administrators are now enabled to upload ad hoc documents to a specific applicant profile.

Further refinements and improvements to the application and admissions business areas will continue throughout the year. Apart from the refresher training to support our second application and admissions cycle, the project team will now focus solely on the capabilities that still need to be delivered during the course of this year and into 2023. The refresher training for departments will commence in May, and will be delivered per faculty. It is designed to create clarity of process and strengthen SUNStudent competence of end-users supporting the departmental selection process.

A successful Student Information System (SIS) implementation entails more than just good software. It involves an institutional commitment to connecting people, processes, and technology.

The project team would like to thank all stakeholders for their continued commitment to our SUNStudent journey. If you have any questions or feedback, please contact the SUNStudent team at the following e-mail address: sunstudent@sun.ac.za

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