

## Frequently Asked Questions

### TRAINING

#### When and how will training for the SUNStudent system be conducted?

Training will be a very important aspect of this project and will be scheduled according to project deliverables. Detailed communication in this regard will follow in due course.

### SUPPORT

#### How will I be supported to assist with the project?

Capacity challenges should be highlighted to your direct manager, or make use of the SUNStudent e-mail address to bring any support requirements to our attention.

### OTHER SYSTEMS AND INTEGRATIONS

#### SUNStudent and SUNFin are two parallel projects that both affect the University's processes. Where do these two systems intersect?

The most important intersections are student fees, bursaries and loans. Both projects have integration workstreams and teams who are identifying, analysing, designing and implementing the integrations that will be required.

#### What other SU systems will be integrated with SUNStudent?

The project team is busy identifying these systems to confirm their data requirements, how often these systems require student information (immediately, hourly, daily, weekly, monthly, etc.), and how this data is received (automatically, manual download/upload by users between systems, etc.).

### TERMINOLOGIES

#### What are the important terms that I should know?

Please refer to the "[Terminology](#)" tab on the website.