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**My application to Stellenbosch University 2023**

Frequently asked questions

**YOUR APPLICATION**

1. **Where should I go to start my application?**
   1. To apply to Stellenbosch University you can visit [www.maties.com](http://www.maties.com) and click on ‘Apply online now’ on the Home page or by going to > Apply > Apply at SU.
   2. You will be required to create a profile, sign into the applicant portal with your profile information, complete all compulsory fields and submit your application.
2. **Where can I find more information on the programmes Stellenbosch University offers?** 
   1. For more information on the University’s undergraduate programme offer, the minimum admissions requirement booklet can be downloaded [here](http://www.sun.ac.za/english/maties/_layouts/15/WopiFrame.aspx?sourcedoc=%7bADE90EFB-F0E8-45E9-B117-A358AC4694CB%7d&file=2020%20Minimumvereistesboekie_Eng.pdf&action=default).
   2. You can also use the online [Open day website](https://blogs.sun.ac.za/open-day/) to view information sessions and learn what is on offer.
   3. Or you can book a face-to-face or online advisory session at the Centre for Student Recruitment and Career Advice. ​Bookings can be made at csr[@sun.ac.za](mailto:csr@sun.ac.za) / 021808470​9
3. **Where do I track my application status?**
   1. Follow the status of your application on [Applicant Portal](https://student.sun.ac.za/applicant-portal/#/auth/login) or via [www.maties.com](http://www.maties.com) > *Apply* > *Applicant Portal*
4. **What do I do if I forgot the password I chose when I created my profile.**
   1. If you have forgotten your password, please click on “*Forgot Password?*”. A new password will be generated and emailed to you.
5. **“Application has been submitted” – what does this message mean?**
   1. The University has received your application, but your supporting documents and information still needs to be reviewed.
6. **Application has been reviewed” – what does this message mean?**
   1. Our Central Applications Office has processed your application and documentation. At this stage your application will start reflecting on the selection list for the faculties to consider.
7. **I received a message that one of my documents were not reviewed, what now?**
   1. You can return to your applicant portal to re-upload the correct/complete document. If you are unable to upload the document, please send the document to our Client Services at [info@sun.ac.za](mailto:info@sun.ac.za). Remember to quote your App ID.
8. **How do I change my programme selection after I have submitted my application?**
   1. Programme change requests can be sent to Client Services at [info@sun.ac.za](mailto:info@sun.ac.za). Remember to quote your Application ID.
   2. Please note: Once applications have closed, the relevant faculty may refuse to consider your request for a programme change. That is to say, the prerogative rests with the faculty to accommodate or refuse your change of programme after the closing date.

**YOUR ACADEMIC OFFER**

1. **I have not received any feedback from SU, but I have offers from other institutions. When can I expect feedback from SU?**

* You will receive the outcome of your application before the end of September.
* If the outcome is a conditional or final offer from SU, you will have time until 30 September to accept it.
* Further offers can be made after 30 September. You will then have 5 days to accept or decline the offer.

1. **What is the difference between a conditional offer and a final offer?**
   1. If you **apply with your grade 11 results**, we may admit you on the condition that you pass your final NSC or equivalent exam and that your results meet the conditions set for the programme you applied for.
   2. We will make a final offer based on your final grade 12 results released at the beginning of 2023. You have three days to accept our final offer in 2023; after that, the offer expires.
   3. If you have **completed your final school year** before and apply with your grade 12 marks, we will consider you for a final offer or offers, and you must accept one of those offers within the cut-off time specified in our written communication to you. You will not receive another final offer in January, this is your offer to study and you will be eligible to register.
2. **Can I receive multiple offers?**
   1. You can apply for and be considered for up to three programmes. It is therefore possible to receive an offer for more than one of your programme choices.
   2. Take note, however, that you may accept only one offer at a given time.
   3. Also note that, by accepting an offer whilst waiting for another will not have any influence on your consideration for other programmes you applied for. Once you receive the offer you would like to accept, you can decline any other offer that you have accepted at that stage.
   4. If you want to accept an offer from SU, you must do so no later than 30 September.
   5. You can, however, still receive an offer after 30 September. You will then have 5 days to accept or decline the offer. After 5 days the offer will expire.
3. **When will I receive my final offer?**
   1. If you are in grade 12, we can make a final offer only after your final grade 12 results have been released at the beginning of 2023.
   2. You do not have to upload your NSC or IEB results, as we will receive them directly from the Department of Basic Education.
   3. If you do **not hold SA citizenship or you have completed an international schooling** curriculum, please email your final results to [info@sun.ac.za](mailto:info@sun.ac.za) as soon as you receive it.
   4. If you have completed your final school year and applied on your grade 12 marks, we will consider you for a final offer (or offers).
4. **By when must I accept a conditional offer from SU on the applicant portal?**
   1. You have until 30 September to accept an offer.
   2. If you receive multiple offers, you may accept only one of them and decline the others.
   3. By accepting an offer whilst waiting for another will not have any influence on your consideration for other programmes you applied for. Once you receive the offer you would like to accept, you can decline any other offer that you have accepted at that stage.
   4. You can, however, still receive an offer after 30 September. You will then have 5 days to accept or decline the offer. After 5 days the offer will expire.

**ACCEPTING YOUR ACADEMIC OFFER**

1. **How do I make it official; what should I do to accept an offer?**
   1. Log in to your [Applicant Portal](https://student.sun.ac.za/applicant-portal/#/auth/login) and accept the offer.
   2. When you have accepted an offer (whether that be a conditional or final offer), you will be required to submit a signed [Student Contract](http://www.sun.ac.za/english/maties/_layouts/15/WopiFrame.aspx?sourcedoc=%7b6F42A99E-B1B1-466C-AF11-B0983307F6C5%7d&file=Your%20contract.pdf&action=default). You will be unable to register in 2023 if we have not received the signed document from you.
2. **What if I have declined SU’s offer but change my mind?**

2.1 Please contact Client Services at [info@sun.ac.za](mailto:info@sun.ac.za).

2.2 The relevant faculty will inform you whether they can accommodate your request.

**YOUR STUDENT CONTRACT**

1. **Where can I find an SU Student Contract to upload?**
   1. Your [Student Contract](http://www.sun.ac.za/english/maties/_layouts/15/WopiFrame.aspx?sourcedoc=%7b6F42A99E-B1B1-466C-AF11-B0983307F6C5%7d&file=Your%20contract.pdf&action=default) is attached to your offer.
   2. You can also download the document from your [Applicant Portal](https://student.sun.ac.za/applicant-portal/#/auth/login) or our website for prospective students: [www.maties.com](http://www.maties.com) > Apply > Application Documents.
2. **May I sign my Student Contract electronically or must I print it out and upload it after I have completed it?**
   1. To accept our offer, you must download, print, sign, scan and upload your Student Contract.
   2. Please note that “typed” signatures, electronic signatures or a photographed copy of the signed contract will not be accepted.
   3. You can make use of the Adobe Scan app or search for alternative options to scan your Student Contract. Please visit the Google Play Store / App Store or Huawei App Gallery on your phone.

**NBTS RESULTS**

1. **Do I need to submit my NBT results?**
   1. Only applicants at School of Tomorrow and the Faculty of Law have to take the NBT tests.
   2. If you’re applying at the Faculty of Law (BALaw, BComLaw, BAccLLB and the four-year LLB programme), you must complete the NBT before 31 July 2022.
   3. Applicants from School of Tomorrow must complete the NBT before the end of September 2022 to ensure that your Senate's discretionary admission can be finalised in time for registration in 2023.
   4. The Centre for Educational Testing for Access and Placement (at UCT) sends the NBT results directly to the University.
   5. Please visit [www.nbt.ac.za](http://www.nbt.ac.za) for test dates and bookings.

**YOUR STUDENT NUMBER AND STUDENT PORTAL**

1. **What is the difference between the application ID and the student number?** 
   1. All applicants will receive an **application ID number**. This is a unique ID that you must use to manage your application before you register as a student. You can track your application status on the Applicant Portal: [www.maties.com](http://www.maties.com) > *Apply* > *Applicant Portal.*
   2. All applicants are issued with a **student number** so that you may have access to the University’s other platforms while you are still a prospective student. Once you have received an offer, use your student number to apply for bursaries or to track your SU residence application
   3. So, your student number is NOT a replacement of your application ID number.
   4. Also, your student number is NOT a confirmation that you have been admitted to a programme or that you may register.
   5. Please include your **application ID and student number** in all communication addressed to the Centre for Student Administration and Client Services
2. **What is the difference between the applicant portal and the student portal on the My.Sun website?**
   1. Via the [Applicant Portal](https://student.sun.ac.za/applicant-portal/#/auth/login), you can submit and track you application, and see your admission status.
   2. The [Student Portal](https://midtier.sun.ac.za/html-navbar/home.html) is what you will use as a registered student AND ALSO where you can monitor your residence application and can apply for financial aid as a prospective student.
3. **I have set up my username and password – now what?**
   1. Use your student number to gain access to the [Student Portal](https://midtier.sun.ac.za/html-navbar/home.html) on the My.Sun website, where you can apply for bursaries and check on the status of your application for placement in an SU residence.
   2. Please note: You will be able to apply for a bursary only **after** you have received an offer from the University.
4. **When can I register?**
   1. You will be able to register in 2023, during the registration period in January, after SU has made you a final offer and you have accepted it within **three days** of receiving it.
   2. Please keep in mind that your contract should be signed and uploaded before you can register.

**YOUR BURSARY APPLICATIONS**

1. **What are the application dates?**
   1. Applications for SU bursaries open on 1 July and close on **30 September**.
   2. Late admissions are, however, granted until 30 November 2022.
2. **Who is eligible for a bursary application?**
   1. All prospective applicants who are South African citizens and who received a conditional or a final offer from SU may apply.
3. **What bursaries does SU offer?**
   1. We offer a range of bursaries. The particulars are set in the 2023 [Bursary Calendar](http://www.sun.ac.za/english/faculty/Pages/Calendar.aspx)
4. **What documentation will I need to apply with?**
   1. Before you start the e application process, visit the [**CUBL**](https://finaid.sun.ac.za/) website and prepare the documentation you will need to support your application.
   2. You only have **one opportunity** to apply for SU funding, so it’s important all your support documentation (max. 2MB per file) is completed and ready to upload.
   3. The list of required documentation can be found in the [**How to Apply**](https://finaid.sun.ac.za/how-to-apply/) tab. Please see summary below:

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| --- | --- |
| **STUDENT PERSONAL INFORMATION**   * **ID** certified copy * **Medical certificate *or* SASSA** *if* you have a disability * **CV** one-page summary that includes any leadership role, sport achievement, and otherawards * **Latest academic record** *if* you are currently studying at another university | **PARENT/S 1, 2 OR LEGAL GUARDIAN/S 1, 2 INFORMATION** for each parent/legal guardian   * **Death certificate** *if* deceased * **ID** certified copy * Income description: **Proof of income and monthly income before tax** (salary / own business / affidavit of informal income)**, *or* unemployment** (affidavit), ***or* child support** (maintenance agreement)**, *or* pension/SASSA** |
| **FAMILY INFORMATION**   * **Proof of separation, *or* divorce** (divorce decree), ***or* estrangement** for marital status of parents/legal guardians and **maintenance agreement** *if* applicable * **Proof of university registration** for any siblings, up to three (3) siblings only | **SPOUSE INFORMATION** if you are a married/widowed student   * **Death certificate** *if* deceased * **ID** certified copy * Income description: **Proof of income and monthly income before tax** (salary / own business / affidavit of informal income), ***or* unemployment** (affidavit), ***or*** **child support** (maintenance agreement)**, *or* pension/SASSA** |
| **EXTERNAL DONOR BURSARIES**  The **unique application form**, **motivation letters** and/or **affidavit** where requested: Dippenaar Family Trust, Doris Crossley Bursary, Du Toit Hugenote Bursary, Piet Neethling Educational Trust-Bursary, Russel Botman Beursfonds, Sheila Brand Bursary, and Vlakte Bursary.  **Please note:** The household must declare all sources of income and grant their permission that potential donors may verify the facts. | |

1. **How do I apply?**
   1. There is a **new online process** that will direct you from your **my.Sun** account to a secure site to complete your e-application.
   2. The form will take you approximately **20 minutes** to complete.
   3. To apply go to the [my.sun portal](https://web-apps.sun.ac.za/bursary-undergrad-apply/index.jsp?pLang=1#/hom) and sign in.
   4. Read the preamble then click ‘Apply’. This will take you to the e-application form.
   5. Follow the instructions and make sure you upload the correct documentation when prompted.
   6. You will receive an automated email acknowledging delivery on our side.
   7. After submitting your application, you will receive an email within fourteen (14) days to let you know whether your application was complete and accepted, or if you need to **resubmit**. Should you need to resubmit any supporting documentation, you will need to **reapply via your my.sun account** and do so **within seven (7) days**.
   8. All communication will be to your email address, so please remember to **check this inbox on a regular basis**.
   9. Take note: Your application will also be considered for suitable **external donor funding** which becomes available throughout the academic year.
2. **When will I be informed of the outcome of my bursary application?**
   1. We will consider all applications after the closing date and notify students of the outcome by **end-February 2023**.
3. **How do I apply for NSFAS?**
   1. NSFAS funds all first-time entering (FTEN) students entering public universities.
   2. All applicants who come from a household where the gross income (total income before expenses) is below R350 000 per year, could be considered for a full subsidised bursary from NSFAS.
   3. You can submit NSFAS applications at [www.nsfas.org.za](http://www.nsfas.org.za) from 1 September to 30 November 2022.
4. **If I have more enquires?**
   1. If you have any further enquiries, pleaseemail Client Services at [info@sun.ac.za](mailto:info@sun.ac.za) or call us on 021 808 9111.

**STUDENT ACCOMMODATION**

1. **What is the expected timeline for allocation of residence placement?**
   1. Offers in a SU residence will be issued continuously until the end of October.
   2. If, by the end of October, you have not been allocated a place in a SU residence, you will receive an email informing you of this and will be referred to our [private accommodation website](http://www.sun.ac.za/english/maties/accommodation/private-accommodation).
2. **How do I accept a place if I am offered one?**
   1. If you have been allocated a place in a SU residence on Stellenbosch Campus, you will receive a reservation letter requesting you to pay an acceptance fee of R8 200 within 30 calendar days.
   2. This confirms that you have accepted the place reserved for you in a residence.
   3. If we have not received your acceptance fee by the stipulated deadline, your residence reservation will be cancelled.
   4. If you receive financial assistance based on financial need, you may request to be exempted from paying the acceptance fee. Once you have proof that you have been awarded a bursary, you may be reconsidered for placement (based on places available). You may also submit a motivation to [info@sun.ac.za](mailto:info@sun.ac.za) with proof of financial need.
3. **If I have not succeeded, how do I request to be reconsidered?**
   1. If you have not received placement in a residence but still wish to be considered for potential cancellations, you may register on the waiting list at [www.maties.com](http://www.maties.com) > Residence Waiting List from 1 November.
   2. You could also consider private accommodation by visiting our [private accommodation website](http://www.sun.ac.za/english/maties/accommodation/private-accommodation) for more information.

**FURTHER ENQUIRIES**

* For any further enquiries, you are welcome to call SU’s Client Services on 021 808 9111 or email us at [info@sun.ac.za](mailto:info@sun.ac.za).
* Please include your application ID and student number in all communication.
* Also make use of the WhatsApp Chatbot: 061 729 8858.
* We aim to answer all email enquiries within three (3) working days.