

SUNSTUDENT PROJECT

Implementation of the Registration and related capabilities for the 2024 academic year

Record of communication with internal stakeholders (staff) during the pre-Go-Live period and implementation phase (October 2023 - end of February 2024). Communiqués include email updates from the Registrar to the indicated groups, and SUNStudent project bulletins circulated after monthly SUNStudent Steering Committee meetings.

* Please note that this is a rough compilation of various communiqués (email communication and digital newsletters) in different formats for ease of access to information. It is not a cohesive, designed document.

Registration-related communication to students are available on the SU website.

23 February 2024

To: The Rectorate, Deans, Vice Deans, Chief and Senior Directors, Faculty Managers/Directors, Faculty Administrators and Officers and faculty SPOCs
Cc: The Registrar's Management Team and selected members of the SUNStudent project team

Dear Colleagues

We are aware that the challenges caused by incomplete and incorrect module lists during the registration period are having an impact on the accuracy of class lists and that you are very concerned about this. I can assure you that the SUNStudent team is focussing on module list reconciliation, ongoing data cleaning and auditing of registration outcomes.

The team has commenced with a bulk upload that will continue during this coming weekend and that is expected to resolve the semester enrolments for a large cohort of students. We have confirmed that this activity will not affect students' access to SUNLearn, but please be aware that it will temporarily affect students' proof of registration, as well as class lists. We expect the corrections to be applied by Monday (25 February) at which time the semester enrolment data should be restored, and the related inaccuracies on the class lists addressed.

Module changes processed until 1 March 2024

From the number of staff and student enquiries that I am still receiving (and I am certain our frontline administrators and academics are receiving even more), I have concluded that it will not be possible to strictly enforce today's deadline for module changes without penalties as is customary.

In a communiqué to students that was distributed last night, I have urged all undergraduate and postgraduate students (excluding master's and doctoral candidates) to complete their module changes as soon as possible. However, in the interest of updated and accurate class lists, and to relieve some pressure on faculty administrators and other staff, as well as the anxiety of students who are still struggling to finalise their module registrations, we will process the last module changes without penalties until Friday, 1 March 2024. Students have consistently been encouraged to attend classes and interim access to SUNLearn has been granted to those who applied for this while their registrations were still pending. Please also convey this message to your colleagues.

Missing modules and incomplete module lists

Given the fact that missing or incorrect modules, and incomplete module lists were causing immense frustration both for students and staff, I would like to share some information in this regard.

Module issues amounted to approximately 270 (or 17%) of the total tickets logged during the recent post go-live support period. The module issues reported at NARGA during the in-person registrations mirrored the

issues logged during online registration. The walk-in cases, however, were attended to there and then, and not necessarily logged on the SUNStudent service management system.

The module issues had several causes with some having been resolved via bulk uploads (such as the one for the correction of semester enrolments mentioned above), and others on a case-by-case basis:

- Various data issues seem to have been the primary contributor to missing or incorrect modules. Curriculum changes were either not recorded or only recorded after the September 2023 cut-off date for the data migration from the Legacy system to SUNStudent. Subsequently, the related module data was not available in SUNStudent and changes or additions had to be made manually on a case-by-case basis.
- Certain academic programmes (particularly postgraduate programmes) traditionally had an anchor module for calculating programme averages in the Legacy student information system. The anchor module concept not being part of the SUNStudent system, led to certain sub-modules associated with a programme not having been correctly migrated to SUNStudent.
- During the registration process some regular modules were inadvertently marked as additional modules for individual students, compromising the display of regular modules in subsequent registration attempts. This issue could be resolved successfully on the "back end", thereby restoring the display for all students.
- In some instances, alias mapping was not available in the Legacy system. Therefore, if a module name changed, the equivalent module did not appear in SUNStudent.

Since the module list data integrity is continuously being improved through current corrective actions, we can expect a significant decrease in these types of issues in future. We currently find ourselves in extraordinary circumstances that require an institution-wide responsive approach, for which I am truly grateful. Thank you to you and your colleagues for collaborating, and sharing your experiences and knowledge with our SUNStudent team.

Given the magnitude of the change, and as we have come to learn through the past weeks' experiences, there will be new challenges as we roll out more system functionalities over the next few months. We will continue with "back-end" testing, user acceptance testing and training throughout the next implementation phases, and will draw on lessons learned to improve our end-user experience and post-go-live support going forward. We will keep our communication channels open and remain committed to addressing all issues as effectively and efficiently as we can.

Once again, I thank you for your support.

Ronel Retief

Dr Ronel Retief

Registrar | Registrateur

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16 February 2024

To: The Rectorate, Deans, Vice Deans, Chief and Senior Directors, Faculty Managers/Directors, Faculty Administrators and Officers and faculty SPOCs

Cc: The Registrar's Management Team and selected members of the SUNStudent project team

Dear Colleagues

Below are links to the mailers that went out to students over the course of the past week - for your information:

- 7 February: Indicate your 'Preferred Language of Teaching' on SUNStudent portal by 8 February 2024 (targeted comms to selected students who still needed to complete their 'Preferred Language of Teaching')
<https://stellenbosch.everlytic.net/public/messages/view-online/cn59uPW3JH0flqQW/Hj7zoInwDe2GV6NW>
- 8 February: Complete your module enrolment on SUNStudent portal (targeted comms to selected students who still needed to complete their module registrations)
stellenbosch.everlytic.net/public/messages/view-online/7LM6ZjvSZO6ekAVT/pTN2H0gDYqCdY0ve
- 8 February: Important registration reminders and dates (mass mailer to all students that are eligible to register or have registered for 2024)
stellenbosch.everlytic.net/public/messages/view-online/rXJnCu2rBPc9Of7s/EGSLvDsiQ7hl6HRO
- 9 February: Check your updated timetable on Sunday afternoon (mass mailer to all first years)
<https://stellenbosch.everlytic.net/public/messages/view-online/SolATYjOv2RuPNjd/rWinJTwmazTsBGkX>
- 15 February: Registration options for master's and doctoral students (targeted comms to new and returning master's and doctoral students)
<https://stellenbosch.everlytic.net/public/messages/view-online/MLRg2GNPJhLlImWT/J5aLIBWaxfmnkUv5>
- 15 February: Select teaching language via online form by 16:00 on 16 February 2024 (mass mailer to all UG students at the Stellenbosch campus)
<https://stellenbosch.everlytic.net/public/messages/view-online/bVeBr2ZH3PDXD8Z4/vgOU8qNvG6Cky2R>

Kind regards

Dr Ronel Retief

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07 February 2024

To: The Rectorate, Deans, Vice Deans, Chief and Senior Directors, Faculty Managers/Directors, Faculty Administrators and Officers and faculty SPOCs

Cc: The Registrar's Management Team and selected members of the SUNStudent project team

Dear Colleagues

As we forge ahead with registration, the SUNStudent Steering Committee (SteerCo) had its first monthly meeting of the year last week (31/01/2024). With all our attention on SUNStudent going live with the registration-related capabilities since the first week of December 2023, the SteerCo this time primarily focused on the realities of registration 2024, the post-Go-Live (PGL) issues and the overall project status. Please scroll down for feedback from the meeting.

REGISTRATION STATUS AND FEEDBACK

By close of business 5 February, **24 452** students had been registered for the 2024 academic year.

Registration statistics	05 02 2024 (18:00)
Total number of registered students	24 452
Stellenbosch	19 514
Faculty of Medicine and Health Sciences (Tygerberg)	3 531
Stellenbosch Business School and School of Public Leadership	1 392
Faculty of Military Science (Saldanha)	304
First-year students registered	5 727
Postgraduate students	6 337

Post-Go-Live summary

Since last week, we have been seeing a downward trend in the reporting of new and recurring issues, and an upward trend in issues having been resolved. The total requests logged since 2 December 2023 numbered 511. Of these 284 have been resolved thus far. There are 227 active requests, of which 17 are logged as priority 1 requests. As of close of business 6 February, six have been resolved, with the team driving to complete the remaining 11 as quickly as possible.

Resolved issues

At our daily stand-up meetings so far this week, confirmation was given that the following issues have been resolved:

- By Friday afternoon the provisioning of user accounts by SU IT for new undergraduate and postgraduate students was completed. There have not been further delays in creating usernames and passwords. Any new cases reported should be treated as a student-specific incident.
- The SUNStudent user identities and roles assignment for all faculties have been completed for colleagues who require access to student information and/or the Financial Aid (FinAid) functionality. The project team is aware of several staff members who have not yet been provisioned on SUNStudent (or roles that have not been fully assigned) due to the late submission of names or incomplete information. If there are more staff members who require access or have not been assigned the relevant roles required, please complete the attached SUNStudent New User template, and return the completed form to fruter@sun.ac.za; bak@sun.ac.za and seand@sun.ac.za so that access requests can be expedited. Access can only be processed once applicants have provided all the required information.
- FinAid: The SU departmental bursaries functionality has gone live. We are grateful to colleagues in the Postgraduate Office, Student Finance, Bursaries and Loans, faculties and Serosoft who collaborated towards the successful implementation of this functionality.
- Issues with proof of registration documents being empty have been resolved and impacted students have received new documents.

Issues under resolution

Persisting issues include the following:

- System glitches related to module lists have mostly been resolved, but some module list issues persist for distinct reasons, which prevent students from registering. These issues are complex and will take time to resolve, while others do not fall within the decision-making purview of project team members. We have found that modules have been incorrectly labelled compulsory or optional, module credits have changed, or module names have changed — some of these changes were made after the data migration to SUNStudent towards the end of 2023. Project team members are working closely with faculty administrators to resolve these issues as quickly as possible.
- Many students registered before completing the preferred-language-of-teaching field was compulsory. These students will be identified and requested to urgently select their preference on the student portal by 8 February 2024 so that language groups can be finalised before lectures start next week.

- The registration of some master's and doctoral students via the digital registration forms is taking longer than the two business days that we committed to for the distribution of their proof of registration. We aim to resolve their registration issues as quickly as possible, and we will communicate with this group of students specifically to manage expectations.
- Residence management continued to pose challenges during the past few weeks. Despite these challenges the team put shoulder to the wheel to resolve issues. By late afternoon, the residence placement waiting list and the student list for each residence were tested and confirmed correct. The list of applicants per residence is still receiving attention.
- In the Faculty of Medicine and Health Sciences, the cycle of original and subsequent offer letters to newcomers has posed specific challenges. The process is not flowing fast enough, resulting in offers expiring, which in turn impacts on the operational activities of the Faculty. In some instances, new offers are made to students who must de-enroll from other SU faculties where they have already registered. The project team has undertaken to give priority attention to these issues.

NARGA SUPPORT

This week it is again all hands on deck in NARGA for assisted registration for first-year and returning students, but also for providing support to our colleagues in faculties and other professional and administrative support divisions. NARGA will function as the support hub until registration has been concluded.

FEEDBACK FROM STEERCO MEETING

By its next meeting on **29 February**, the 2024 registration process will be concluded, and the SteerCo will be diverting their attention to the next phase of the SUNStudent project which includes launching the SUNSuccess, Student Discipline, Student Assessment Marks and Exam Management and Concessions capabilities.

Currently all the expertise-specific smaller teams within the SUNStudent project team are focusing on resolving post-Go-Live issues as soon as they occur. The SUNStudent project team will present the Release 2 timeline and milestones for 2024 to the SteerCo in February.

IN CONCLUSION

Since early January, we have been pelted by unexpected challenges and glitches related to SUNStudent and otherwise. We are often torn between whether to communicate immediately or whether to first give team members a chance to find a solution. It is also not helpful to communicate a list of issues before we know more about a particular problem, its impact or how widespread it is. However, we are aware that our operational communication could be more proactive — we intend to be more responsive and directed in this regard.

Judging by the steady increase in registration figures, we are set to complete registration before lectures start on 12 February 2024. We are particularly encouraged by the large number of unassisted online registrations over the past weekend, despite the many challenges. Post-Go-Live support from the project perspective will remain available to all students and colleagues for at least another two weeks depending on the needs of a specific capability.

At its next meeting at the end of February, the SteerCo will be requested to approve the formal handover dates for transitioning from project mode to regular business-as-usual (BAU) operations for the Release 1 capabilities put into production in January.

Thank you to you and your teams for your continued support and bearing with the process for this last registration week.

Kind regards

Dr Ronel Retief

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31 January 2024

To: The Rectorate, Deans, Vice Deans, Chief and Senior Directors, Faculty Managers/Directors, Faculty Administrators and Officers and faculty SPOCs

Cc: The Registrar's Management Team and selected members of the SUNStudent project team

Dear Colleagues

Since 15 January 2024 I have been sharing the various [student communiqués](#) with you to ensure that you are aware of both what is being distributed, and of the issues being reported. These issues impact on our various student groups who need to register, and on our colleagues on the operational frontline in faculties and in professional and administrative support service divisions. Therefore, communication initiatives have been directed primarily at these stakeholder groups, focusing on solutions and providing practical support.

The table below contains the list of the most impactful issues reported, actions taken and the current status since registration opened on 2 January 2024 for the Faculty of Medicine and Health Sciences, and on 15 January 2024 for the Stellenbosch campus.

Issues	Status
SUNStudent Log-in screen 'hanging' or buffering	The 'hanging' log-in screen and 'multiple account' message received by students have been mostly resolved. Students or staff with recurring individual issues have been requested to send an email to info@sun.ac.za .
Students cannot log in to SUNStudent, or Outlook, MS Teams and other non-SUNStudent systems.	This is mainly due to problems experienced with the SU Identity Management System (i.e. not SUNStudent) completing the student's provisioning actions after student admission. Continuous monitoring is in place to detect and clear remaining issues. Students with recurring individual issues have been requested to send an email to help@sun.ac.za .
Module selection: screen is 'hanging' or buffering; module list not visible to student on the portal; module list incomplete or incorrect.	This issue was mostly limited to returning students rather than new entrants as first-year modules are more structured without multiple exceptions. The overarching system issue was mostly resolved by updating module data. Remaining issues do not have a common thread and are being resolved individually. Students with

Linked to module selection, incorrect module credits also prevented some students from registering.	complex module combinations for various reasons will have to make use of assisted registration in NARGA.
Dual profiles preventing log in: students with both a studentnumber@sun.ac.za and a name@sun.ac.za email address; and staff members who have both a staff and a student email address.	The project team managed to decrease the number of multiple accounts/log-ins, but the issue has not been resolved completely. Students and staff are not currently able to log in on more than one profile at the same time. Staff members will be advised to create a temporary student log-in to gain access to the student portal but will be able to receive both staff and student communication to their official SU email address.
Postgraduate registration issues	Bulk admissions for postgraduate students have solved many of the challenges. Students with persisting registration issues were given access to SUNLearn to enable them to start their academic year.
Proof of registration	The period between completion of registration and receiving proof of registration has been greatly reduced.
Registration: Military Science	Bulk admissions have been completed for the Faculty of Military Science
Master's and doctoral students	A digitised registration form was created for new and returning master's and doctoral students as an interim measure. Upon submission, the forms will be processed within two business days, and on completion of the registration process, students will receive proof of registration via email. This group of students and faculty administrators have received communication in this regard.
Financial Aid (FinAid)	Three defects were promoted to the Production (operational SUNStudent software) environment and tested by the colleagues managing PG and UG bursaries. These offices will distribute the necessary guides with respect to issuing bursaries. Communication related to the processing of departmental bursaries is scheduled for distribution today.
Multi-factor authentication (MFA) by way of the Microsoft Authenticator application	Although unrelated to SUNStudent or registration, MFA had a noticeable impact during the early days of registration. The issue was resolved through information on the registration website, student communiqués and social media messages.
Pre-registration application forms	These forms are being made available to students who are struggling to register online and to those who need to review and agree their module lists with faculty staff.
Staff access to and role allocation for SUNStudent	As requested, the project team last year received the staff lists from the various university environments to grant colleagues access to SUNStudent according to their individual roles in preparation for registration 2024. Well into January 2024 with registration already open to some student groups, the project team unexpectedly received a substantial number of additional names for access to the system. The team is aware of the urgency and are addressing the matter.
Student records	Student records for the 2023 academic year are still accessible via My.SUN to staff members who have access challenges on SUNStudent. All marks captured until 16 December 2023 are also available in SUNStudent through the mark entry and grade roster reports.
Navigating SUNStudent to find relevant information	<ul style="list-style-type: none"> Staff members were requested to log in on their faculty management portal to ensure they appear on the list for staff access by the end of business last Friday (26/01/2024); Freek Truter (fttruter@sun.ac.za) is the contact person for role access for lecturers after the bulk access creation process is completed by this coming Friday (02/02/2024);

- Benette Brink (bak@sun.ac.za) remains the contact person for post-go-live (PGL) matters and will assist lecturers to use analytics for their class lists.
- [Basic user guide for lecturers](#) will be expanded based on user requirements.

GENERAL:

- Some system-related actions are being run after business hours so as not to impact the registration process during the day. This may affect the system speed between the hours of 7pm and 7am.
- Until registration is completed on 9 February 2024, Admin A will function as the registration support hub with both the NARGA assisted registration area for students, and the SUNStudent nerve centre that supports administrative staff. Members of the project team, system specialists and business experts are on site to assist with queries and resolve issues. On Monday the team on the ground worked through the student queues from the Faculty of AgriSciences and the Faculty of Law, and yesterday students in the faculties of Arts and Social Sciences, Engineering, Education and Theology were assisted. Today the Science Faculty students were registered.
- The full SUNStudent and registration team start every morning with a post-Go-Live check-in to discuss the previous day's issues, the status of current issues and to share progress feedback. High priority issues are identified in these meetings and actioned. Dedicated resolver teams focus on specific issues.

Over the past two days there has been a marked decrease in the number of new requests logged. A handful of issues still persist but is receiving the full attention of the team. The decrease in issues is also reflected in the increase in registration numbers.

Registration statistics	30 01 2024 (06:00)	31 01 2024 (14:00)
Total number of registered students: 12 079 registered through the student portal and 3 188 registered by the administrative team	15 267	18 303
Stellenbosch	11 232	14 029
Tygerberg	1 200	1 278
Stellenbosch Business School and School of Public Leadership	2 835	2 996
First-year students registered: 2 928 (3 579) via the student portal and 170 (248) through the administration portal	3 098	3 819
Postgraduate students (including post-doctoral and doctoral students): 1 914 (2 278) through student portal and 1 331 (1 496) through the administration portal	3 245	3 774

January has been a challenging period for all involved with SUNStudent and registration. Launching multiple new functionalities simultaneously during the annual registration period is an ambitious project, but the complex nature of a higher education institution like Stellenbosch University necessitated that we implement the multi-faceted system in real time. The development of a minimum viable product (MVP) has been our approach all along. For now, we have been able to apply workarounds to resolve issues where required, and we will continue to find solutions until each student has been registered. In time, SUNStudent will be improved and refined, creating the modern student administration system that we envisage.

I would like to thank you and your colleagues for enduring the challenges, but especially also for being problem-solvers, working alongside the project team to help us find solutions in the interest of the institution and our students. I have never been involved in a project that required this level of collaboration across our institution, and I am truly grateful for every individual playing their part.

Kind regards

Dr Ronel Retief

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26 January 2024

To: The Rectorate, Deans, Vice Deans, Faculty Managers/Directors, Faculty Administrators and Officers, and faculty SPOCs

Cc: The Registrar's Management Team and selected members of the SUNStudent project team

Dear Colleagues

Please find the links to two communiqués that were distributed to prospective first-year students and returning students yesterday, Thursday 25 January 2024:

Prospective first-year students:<https://stellenbosch.everlytic.net/public/messages/view-online/PUYThGz76ZGdiOys/Z7YL6Ys6fmqgNDzi>**Returning students:**<https://stellenbosch.everlytic.net/public/messages/view-online/xFknqpioA1ukFCG4/BuoSlwAEC6OccTEb>

Kind regards

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22 January 2024

To: The Rectorate, Deans, Vice Deans, Faculty Managers/Directors, Faculty Administrators and faculty SPOCs

Cc: The Registrar's Management Team and selected members of the SUNStudent project team

Dear Colleagues

Please find the links to two communiqués that was sent to prospective and current students respectively on Friday 19 January 2024:

<https://stellenbosch.everlytic.net/public/messages/view-online/qLmLVTEVQ2oKdrXw/hxRehUdq3weOG85p>

<https://stellenbosch.everlytic.net/public/messages/view-online/xFknq0i0A1ukFCG4/NjFg1ROzOEAtU0ru>

Kind regards

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15 January 2024

To: The Rectorate, Deans, Vice Deans, Faculty Managers/Directors, Faculty Administrators and faculty SPOCs

Cc: The Registrar's Management Team and selected members of the SUNStudent project team

Dear Colleagues

Wishing you all a happy and healthy 2024!

Please note the communiqué below that was sent to prospective and current students today.

Kind regards

Dr Ronel Retief

Registrar | Registrateur

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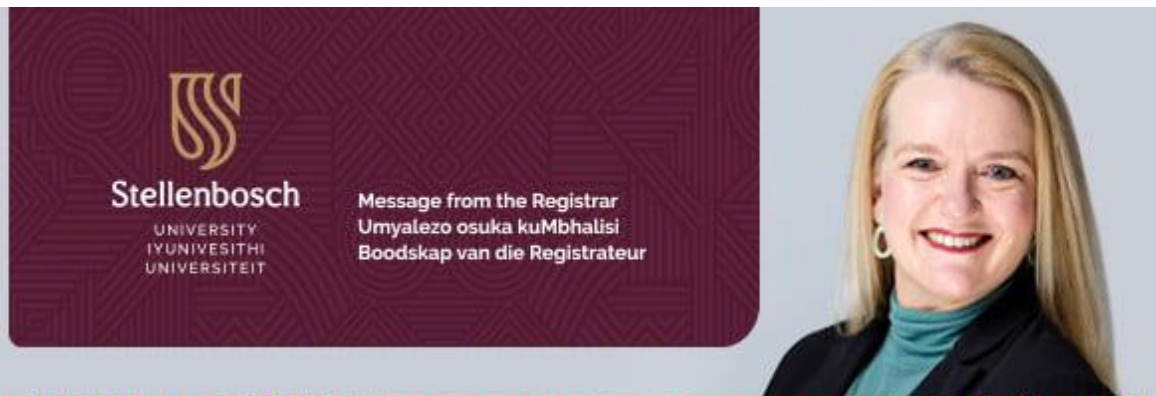
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15 January/ Januarie 2024

Afrikaans

ESSENTIAL INFORMATION FOR REGISTRATION 2024

Disclaimer

This communication is being distributed to all individuals who have received conditional and final acceptance for the 2024 academic year, in addition to those students who were registered in 2023. We wish to emphasise to conditionally accepted applicants that this correspondence does not signify your final acceptance to Stellenbosch University (SU). Your final admission status will be determined after evaluating your final results in January 2024. For all prospective first-time-entering undergraduate students (those enrolling in a specific programme for the first time), it is imperative to ensure full compliance with the admission requirements of your chosen programme of study before departing for Stellenbosch. We also encourage you to regularly visit the University's [registration website](#) to stay informed about any updates and important information.

Dear students and prospective students

We look forward to welcoming you to our respective campuses for the beginning of the new academic year, some arriving for the first time and others to continue your academic journey. For most of you classes will commence on 12 February 2024 after the [welcoming programme](#) for our first-time-entering undergraduate students and the [registration](#) of all new and returning students.

This year marks a historic moment when all our students will register via SUNStudent, our new student information and administration system, for the first time. While some senior students in the Faculty of Medicine and Health Sciences have been registering online since 2 January already, most of our 32 000+ students will register, starting today until 8 February.

Having been able to test the functions and processes in our new system during the first two weeks of January, we anticipate a smooth transition. However, we are keenly aware that the implementation of such a complex and multi-faceted system together with the simultaneous registration of thousands of students may result in unforeseen challenges and online self-registration delays.

Please bear with us in the event of unanticipated delays or glitches. We are confident that the long-term benefits of the new system will outweigh the temporary inconvenience and frustration that the transition might bring. Thank you for your understanding and helping us to successfully implement SUNStudent.

Our support team is on standby to assist if you experience any difficulties or require further information or support. Use the [registration website](#) as your primary source of information – vital communication and updates relating to the registration period will be posted there. We also encourage open communication and feedback via info@sun.ac.za.

Returning students who registered via the legacy student information system in previous years, should expect a completely new registration process. Hence, it is important that you take note of the checklist and additional information below and take the time to read the [online registration guide](#) before you attempt registration this year. In case you missed it, I also include the link to an earlier communiqué regarding [Registration 2024](#) distributed on 19 December 2023.

Wishing you all a rewarding and successful academic year.

Kind regards

Dr Ronel Retief
Registrar

Checklist: registration tips

Install MFA on your device in order to register

All new and returning students must have a multi-factor authentication (MFA) app installed on their phones or tablets before they can register. This is a compulsory requirement from Microsoft. Download the Microsoft Authenticator Application on your Android, Apple or Huawei phone or tablet. To accommodate some Huawei and other mobile devices that do not have access to Microsoft Authenticator, SU has added the Google Authenticator app to our system. Refer to the [registration website](#) for information and user guides.

Consult the Registration website

For your convenience, our teams have compiled comprehensive registration information (also where to get assistance) and user guides that are available on the [Stellenbosch University registration website](#). If you familiarise yourselves with all the information relevant to your academic journey, you will experience little uncertainty or frustration.

Consult the Registration Schedule in advance

Do not leave your registration to the last minute. Consult the [Registration Schedule](#) well in advance in case you need assistance to register. The dates and timeslots are allocated per faculty, and the schedule is different for first-time students and returning students.

Read the online registration guide

The [online registration guide](#) takes you through the self-registration process step by step and helps you to complete the screens correctly.

Returning students should note that in SUNStudent, information is displayed differently from what you were accustomed to in the previous registration system, for example, the proof of registration page. Refer to the [online registration guide](#) for detailed information.

Online registration

Students are encouraged to register yourselves online. Please note that your internet connection speed and loadshedding may also have an impact on your online registration experience.

Assisted registration

In some instances online self-registration may not be possible, e.g., for transferring students and debtors (students with outstanding fees), or due to outstanding documents or an academic result other than “pass”. Assisted registration is available on specific dates for each faculty as indicated in the [Registration schedule](#).

No access to the SUNStudent Portal?

The factors listed below may prevent a student from accessing the SUNStudent Portal for registration:

- Outstanding admissions documents
- Re-admission denied
- International student data not approved
- Disciplinary steps
- Outstanding fees

Assistance will be available to students who cannot access the student portal at the following venues (please take note of the [Registration schedule](#) for your faculty's assisted registration dates):

Stellenbosch campus

All students except those in the Faculty of Medicine and Health Sciences): NARGA computer user area in the Admin A building.

Students in the Faculty of Medicine and Health Sciences on the Stellenbosch campus: Ms Jabu Zim, Room 3020, Admin A building.

Tygerberg campus

Computer user area (GERGA) in the Education Building

How to register on Stellenbosch residence placement waiting list

All SU student accommodation is currently full. We will have an indication of available places when classes commence on 12 February 2024.

First-time students who would like to register on the residence placement waiting list for the Stellenbosch campus, please follow the steps for applicants (prospective students) below. Please keep in mind that the waiting list closes on 31 January 2024, and a new waiting list for registered students then opens on 1 February 2024.

If you have not been placed by then and still want to be considered, please register on the new February waiting list by following the steps for current students below.

If you are an applicant (prospective student)

1. Go to <https://student.sun.ac.za/>
2. Sign in on your applicant portal
3. Click on “Student Accommodation”
4. Click on “Apply for Waiting List”
5. Choose “Application Waiting List” under waiting list type
6. Save

Your position on the waiting list will be available on my.sun.ac.za. Select Undergraduate > Accommodation > Waiting list ranking.

If you are a current student:

1. Go to <https://student.sun.ac.za/>
2. Sign in on your student portal
3. Click on “Services & Communities”
4. Click on “Apply for Waiting list”
5. Select the residence of choice
6. Save

If you want to cancel your placement in university accommodation on the Stellenbosch campus, please send an email to: info@sun.ac.za.

Also visit our [private accommodation website](#) for more information on private accommodation.

NOODSAAKLIKE INLIGTING VIR REGISTRASIE 2024

Vrywaring

Hierdie kommunikasie word aan alle individue gestuur wat voorwaardelik óf finaal vir die akademiese jaar 2024 aanvaar is, asook studente wat in 2023 geregistreer was. Voorwaardelik aanvaarde aansoekers moet asseblief nie hierdie korrespondensie as 'n bevestiging van finale toelating tot die Universiteit Stellenbosch (US) beskou nie. Jou finale toelatingstatus sal in Januarie 2024 ná 'n evaluering van jou finale uitslae bepaal word. Alle voornemende voorgraadse nuwelingstudente (diegene wat vir die eerste keer vir 'n spesifieke program inskryf) moet seker maak dat hulle aan ál die toelatingsvereistes van hulle gekose studieprogram voldoen voordat hulle Stellenbosch toe kom. Ons moedig jou ook aan om gereeld die Universiteit se [registrasiewebtuiste](#) te besoek om op hoogte te bly van enige belangrike inligting en aankondigings.

Beste studente en voornemende studente

Ons sien daarna uit om julle, sommiges vir die eerste keer en ander om julle akademiese reis voor te sit, aan die begin van die nuwe akademiese jaar op ons onderskeie kampusse te verwelkom. Vir die meeste van julle sal klasse op 12 Februarie 2024 begin, na afloop van die [verwelkomingsprogram](#) vir nuweling- voorgraadse studente en die [registrasie](#) van alle nuwe en terugkerende studente.

Vanjaar se registrasie is 'n geskiedkundige mylpaal aangesien al ons studente vir die eerste keer deur middel van SUNStudent, ons nuwe studente-inligting- en administratiewe stelsel, sal registreer. Hoewel sommige senior studente in die Fakulteit Geneeskunde en Gesondheidswetenskappe al sedert 2 Januarie 2024 aanlyn kon registreer, sal die meeste van ons 32 000+ studente van vandag af begin registreer tot 8 Februarie.

Ons verwag 'n gladdere oorskakeling aangesien ons die funksies en prosesse in ons nuwe stelsel gedurende die eerste twee weke van Januarie kon toets. Ons is egter terdeë daarvan bewus dat die inwerkingstelling van so 'n komplekse stelsel met veelvoudige fasette saam met die gelyktydige registrasie van duisende studente, onvoorsiene uitdagings en vertraginge in die aanlyn self-registrasie kan meebring.

Ons vra julle geduld indien daar onvoorsiene vertraginge of knelpunte ontstaan. Ons is oortuig dat die langtermynvoordele van die nuwe stelsel die moontlike tydelike ongerief en frustrasie van die oorskakeling sal oortref. Dankie vir julle begrip en julle hulp om SUNStudent suksesvol in werking te stel.

Ons ondersteuningspan is gereed om te help as julle enige probleme ondervind of verdere inligting of ondersteuning sou nodig kry. Gebruik die [registrasiewebwerf](#) as julle primêre inligtingsbron – noodsaaklike inligting en die jongste verwikkelinge wat met registrasie verband hou, sal daar opgelaaie word. Ons moedig ook oop kommunikasie en terugvoer aan via info@sun.ac.za.

Terugkerende studente wat in die verlede deur middel van die ou studente-inligtingstelsel geregistreer het, moet hulle voorberei op 'n heeltemal nuwe registrasieproses. Daarom is dit belangrik om kennis te neem van die kontroleleis en

bykomende inligting hieronder. Maak tyd om die [aanlyn registrasiegids](#) te lees voordat julle vanjaar registreer. Hiermee die skakel na my vorige epos van 19 Desember 2023 oor [Registrasie 2024](#), ingeval julle dit nie toe raakgesien het nie.

Ek wens julle 'n verrykende en suksesvolle akademiese jaar toe.

Vriendelike groete

Dr Ronel Retief
Registrateur

Kontrolelys: registrasiewenke

Installeer MFA op jou toestel om te kan registreer

Alle nuwe en terugkerende studente moet, voordat hulle kan registreer, 'n applikasie op hulle foon of tablet afgelaai hê wat gebruikers se identiteit volgens veelvoudige faktore bevestig (Eng. MFA - multi-factor authentication). Microsoft stel dit as 'n verpligte vereiste. Laai die Microsoft Authenticator (MA) applikasie (app) af op jou Android-, Apple- of Huawei-foon of tablet. Om Huawei- en ander mobiele toestelle te akkommodeer wat nie toegang tot Microsoft Authenticator het nie, het die US die Google Authenticator-app by ons stelsel gevoeg. Besoek die [registrasie-webwerf](#) vir inligting en gebruikersgidse.

Neem kennis van die registrasiewebwerf

Ons spanne het vir julle gerief omvattende registrasie-inligting (ook waar om hulp te vra) en gebruikersgidse saamgestel. Dit is op die Universiteit Stellenbosch se [registrasiewebwerf](#) beskikbaar. As julle kennis neem van al die inligting wat met julle akademiese reis verband hou, sal julle min onsekerheid of frustrasie ervaar.

Neem betyds kennis van die registrasierooster

Moenie julle registrasie tot op die nippertjie uitstel nie. Kyk vroegtydig na die [registrasierooster](#) ingeval julle hulp nodig kry om suksesvol te registreer. Die datums en tydgleuwe word per fakulteit toegeken, en die rooster loop verskillend vir nuwelingstudente en terugkerende studente.

Lees die aanlyn registrasiegids

Die aanlyn **registrasiegids** neem jou stap vir stap deur die self-registrasieproses en help jou om die skerms korrek te voltooi.

Terugkerende studente moet daarop let dat inligting soos byvoorbeeld die bewys-van-registrasie-dokument anders in SUNStudent vertoon as in die vorige registrasiestelsel waaraan julle gewoon was. Verwys na die aanlyn registrasiegids vir volledige inligting.

Aanlyn registrasie

Studente word aangemoedig om self aanlyn te registreer. Let asseblief daarop dat die spoed van jou internet-konneksie en beurtkrag jou ervaring van aanlyn registrasie kan beïnvloed.

Ondersteunde registrasie

In sommige gevalle sal dit nie vir studente moontlik wees om self aanlyn te registreer nie, byvoorbeeld studente wat oorgeplaas word, studente met uitstaande skuld of uitstaande dokumente, of 'n akademiese uitslag wat nie 'slaag' aandui nie. Ondersteunde registrasie is op spesifieke datums vir spesifieke fakulteite beskikbaar soos in die **registrasierooster** aangedui word.

Geen toegang tot die SUNStudent-portaal nie?

Onderstaande faktore kan 'n student se toegang tot die SUNStudent-portaal blokkeer:

- Uitstaande toelatingsdokumente
- Hertoelating geweier
- Internasionale student se data is nie goedgekeur nie.
- Dissiplinêre stappe
- Uitstaande studiegeld

Administratiewe hulp is by die volgende lokale beskikbaar vir studente wat nie toegang het tot die studenteportaal nie (neem asseblief kennis van die registrasierooster vir jou fakulteit se datums vir ondersteunde registrasie):

Stellenbosch-kampus

Alle studente buiten dié in die Fakulteit Geneeskunde en Gesondheidswetenskappe: NARGA-rekenaargebruikersentrum in die Admin A-gebou

Studente in die Fakulteit Geneeskunde en Gesondheidswetenskappe op die Stellenbosch-kampus: Me Jabu Zim, Kamer 3020, Admin A-gebou.

Tygerberg-kampus

Rekenaargebruikersentrum (GERGA) in die Onderwys-gebou

Hoe om op die Stellenbosch-waglys vir koshuisplasing te registreer

Alle US-studentehuisvesting is tans vol. Ons sal wanneer klasse op 12 Februarie 2024 begin, kan bepaal hoeveel plek daar moontlik beskikbaar is.

Nuwelingstudente wat op die waglys vir koshuisplasing op die Stellenbosch-kampus wil registreer, kan die stappe hieronder volg vir aansoeker (applicant/prospective student). Let daarop dat dié waglys op 31 Januarie 2024 sluit, en dat 'n nuwe waglys vir geregistreerde studente op 1 Februarie 2024 oopgestel word.

As jy teen daardie tyd nog nie koshuisverblyf gekry het nie, maar nog vir plasing oorweeg wil word, kan jy die stappe volg vir 'n huidige student (current student) om vir die nuwe Februarie-waglys te registreer.

If you are an applicant (prospective student)*

1. Go to <https://student.sun.ac.za/>
2. Sign in on your applicant portal
3. Click on "Student Accommodation"
4. Click on "Apply for Waiting List"
5. Choose "Application Waiting List" under waiting list type
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Your position on the waiting list will be available on my.sun.ac.za. Select Undergraduate > Accommodation > Waiting list ranking.

If you are a current student:

1. Go to <https://student.sun.ac.za/>
2. Sign in on your student portal

3. Click on “Services & Communities”
4. Click on “Apply for Waiting list”
5. Select the residence of choice
6. Save

*Digitale platform is slegs in Engels beskikbaar.

Stuur asseblief ’n epos na info@sun.ac.za as jy jou universiteitsverblyf op die Stellenbosch-kampus wil kanselleer.

Besoek gerus ook ons webblad vir inligting oor **privaat verblyf**.

SAAM VORENTOE | MASIYE PHAMBILI | FORWARD TOGETHER

24 November 2024

SUNStudent Project Bulletin 09/2023

<https://stellenbosch.evlink2.net/public/messages/view-online/DGvLjeKBWBwNyAnP/ZpSrytnB1h8hRRvL/87bcd9d3de8813e>



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SUNStudent

Project News
Embrace change; it is inevitable

Projeknuus
Verandering is 'n gegewe; gryp dit aan



Preparations for registration 2024 in the home straight


Since the last week of October 2023, we have had the SUNStudent Steering Committee meeting on 1 November, and hosted two 'town hall' meetings, open to all staff members, to discuss registration 2024, respectively on 27 October and 10 November. The purpose of these sessions was to remind stakeholders why we embarked on this system implementation project in the first place, share with them where the project stands, and what can be expected towards the end of 2023 and in the beginning of 2024.

The project team shared feedback about their operational readiness count-down (the framework shared with you in our previous SteerCo Bulletin) and attendees had the opportunity to raise questions and concerns.

24 October 2024

SUNStudent Project Bulletin 8/2023

<https://stellenbosch.evlink2.net/public/messages/view-online/DGvLjeKBWBwNyAnP/an8eXha0YVgagJmR/87bcd9d3de8813e>



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8/2023

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Why did SU embark on this ambitious SUNStudent journey?

As you know by now, the Rectorate has taken the all-systems-go decision for switching from the current Legacy student information system to SUN-Student for registering our students for 2024.

Since we have been working on this project for three years, I thought it important to remind ourselves why we embarked on this ambitious journey of digital transformation: the single largest system implementation project that Stellenbosch University has ever undertaken. Please refer to the frequently asked questions elsewhere in this Bulletin.

The Rectorate and SUNStudent Steering Committee are cognisant of the many challenges facing our campus community, including end-of-year pressures, budget constraints and change fatigue. It is

