



Coastlands Hotel, Umhlanga

08 September 2023

SASFF MISSION AND VALUE STATEMENT

The Higher Education Student Finance Forum Mission and Value Statement is to add valuable contributions towards continuous improvement and development in the student finance administration function within the higher and further education sector in Southern Africa, in conjunction with the private sector's credit control and financial service providers and collection agencies.

SASFF STATEMENT OF PURPOSE

The purpose of the Forum is to collectively address common problems and find common solutions within a network of colleagues from the student finance administration function within the higher and further education sector in Southern Africa, in conjunction with the private sector's credit control and financial service providers and collection agencies.

TRUST IS THE EMOTIONAL LUBRICANT OF TEAMS

ARCHITECTURE OF TRUST – OCI (ALAN SIELER)

SINCERITY

Assessment of genuineness – consistency between public expression and private thinking

INVOLVEMENT

Assessment of alignment to concerns, attentive and accepting of what is important to you, likely to give matters the priority required

COMPETENCE

Assessment of skills and abilities to carry out what partners in the ecosystem say they will do

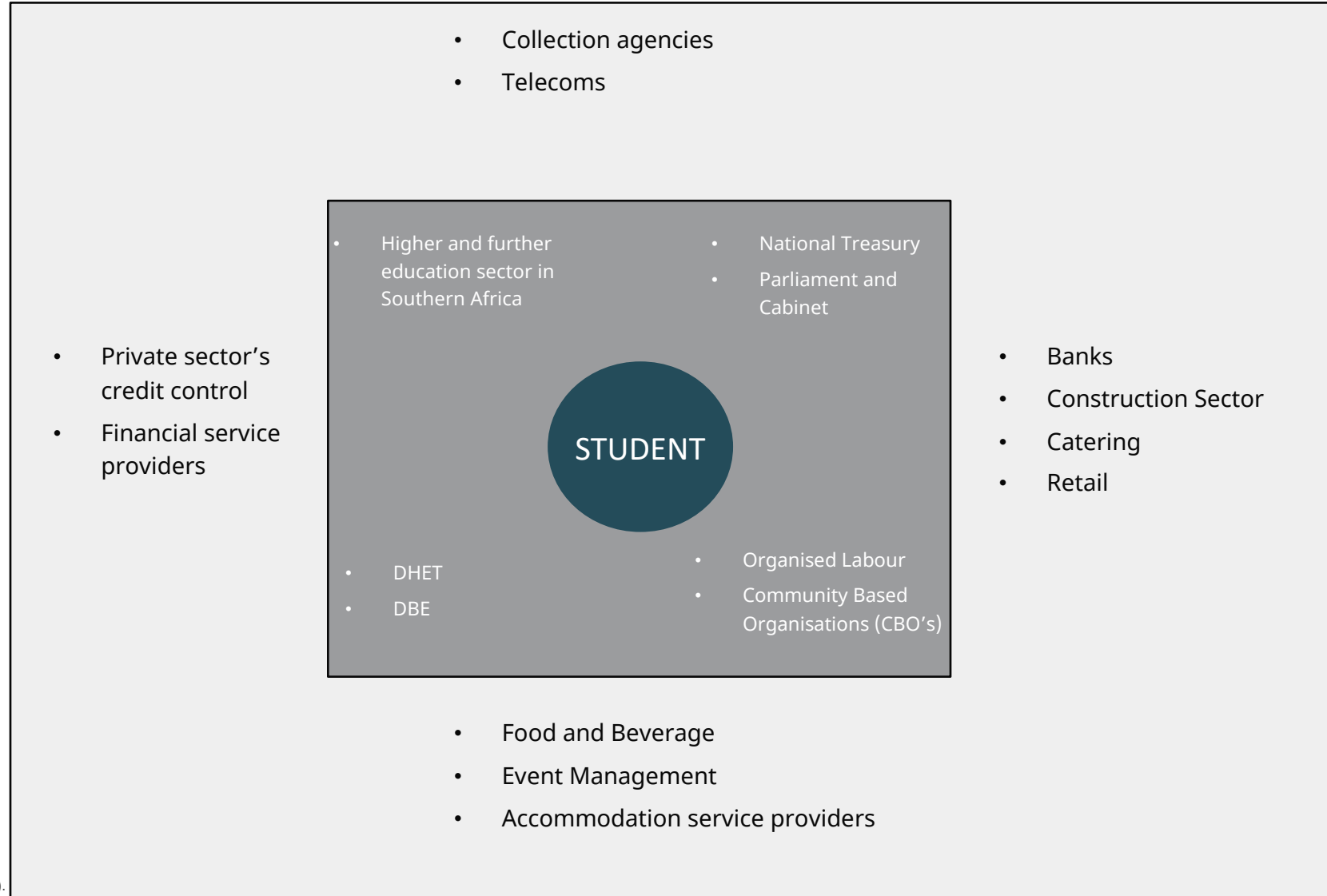
RELIABILITY

Assessment of a consistent match between what partners in the ecosystem say they will do, and what they produce (time and standards)

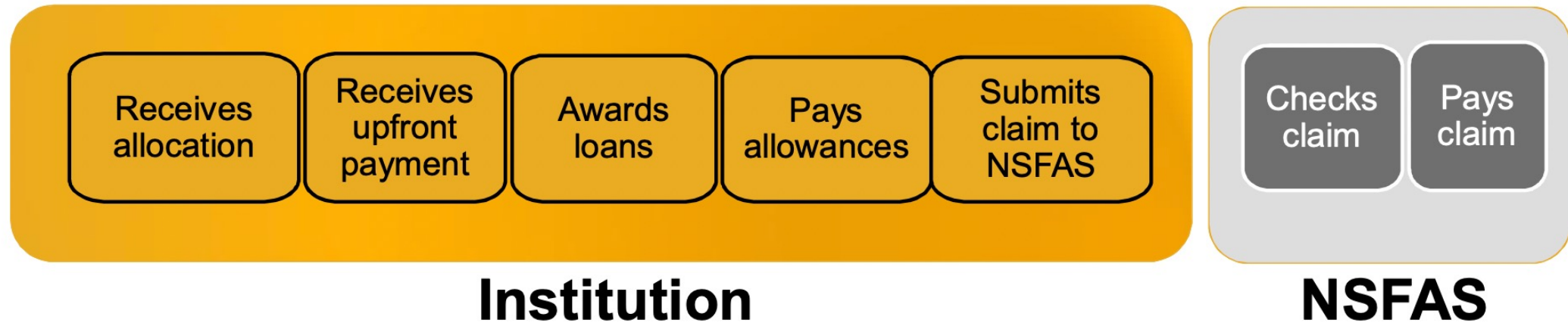
EIGHT CHALLENGES FACING INSTITUTIONS

1. Covid-19 will continue to create uncertainty
2. National Student Financial Aid Scheme funding (shortfall)
3. Plan for the “missing middle” students
4. Unpaid student debt
5. Insufficient affordable student accommodation
6. Electrical power instability and loadshedding
7. Social unrest and gender-based violence
8. The impact of the faltering economy on higher education

EDUCATION ECOSYSTEM



NSFAS 2017 PCHET REPORT: OLD APPLICATION PROCESS



At least 70 % of students are on this model
Model places heavy reliance on Institutions
NSFAS receives funds from DHET and other Funding Sources
These funds are allocated to institutions based on a formula
Institutions accept loan applications on behalf of NSFAS loan value determined by NSFAS means test
Upon request NSFAS pays an upfront amount for use for registration and allowances
Institutions then pay allowances directly to students
Paper claims are then submitted to NSFAS for checking
NSFAS then pays institutions directly

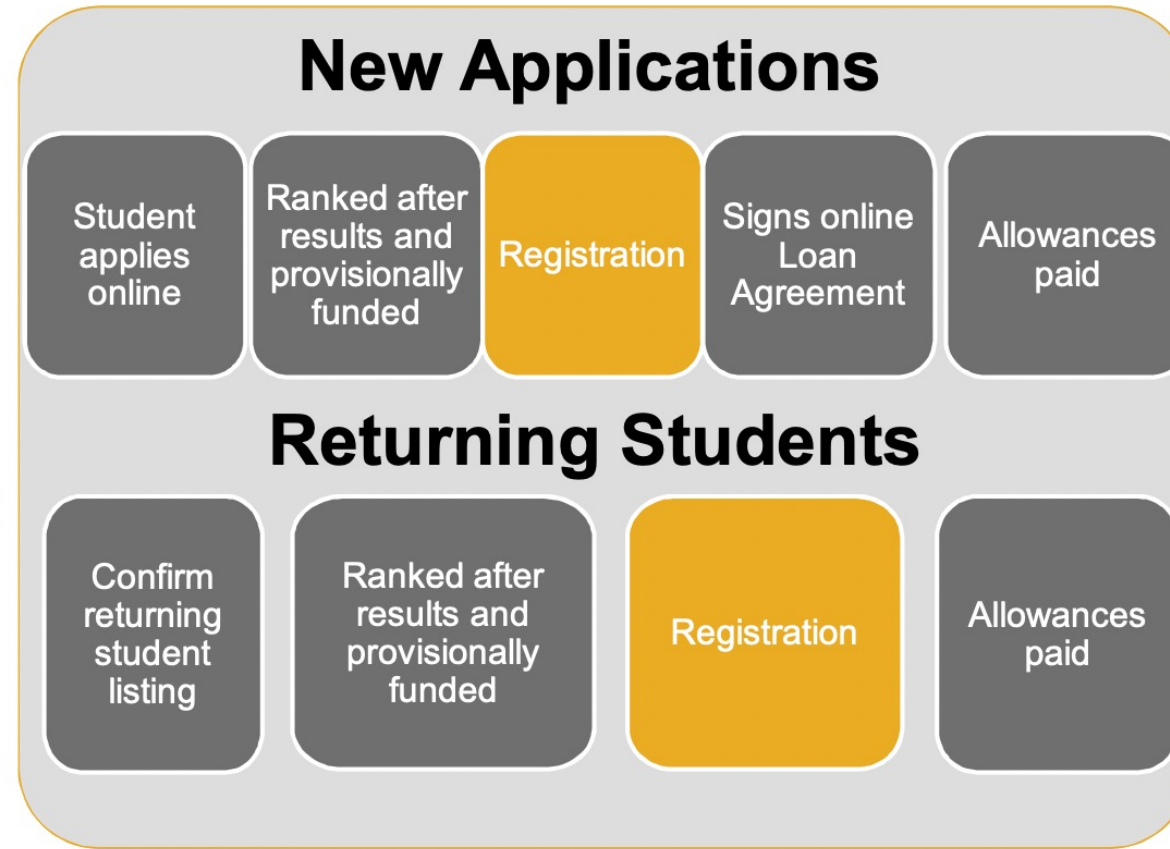
NSFAS 2017 REPORT: STUDENT-CENTRED MODEL

New model:

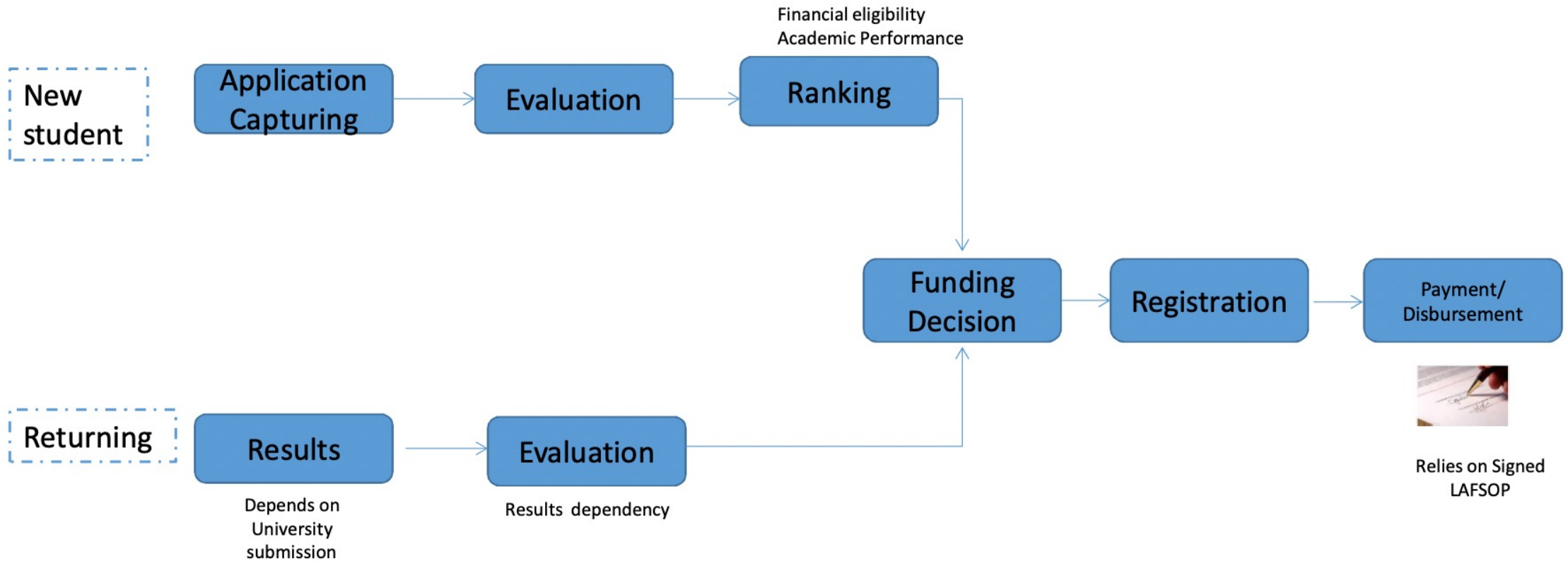
Student Centred
Allocations managed by
NSFAS

Student knows funding
status before registration

Apply once only for a
course of study



NSFAS 2017 PCHET REPORT: APPLICATION PROCESS



NB: Changes on academic calendar has a direct impact on funding process.
Grade 12 Results release close to the start of academic year..i.e... Medical Students

NSFAS 2017 PCHET REPORT: NEW STUDENTS

Applications	Problem/Challenges	Solutions
	High volumes of manual applications forms received due to Online application challenges and learners not having access to technology.	ICT testing defects fixes & enhancements on the Online application platform. Application process also being fine tuned
	Human resources – L& B backend processing capacity challenges.	Additional temporary staff hired to assist with capturing.
	ICT – Resources availability to fix defects for the online applications platform	Resources being sourced on an on-going basis.

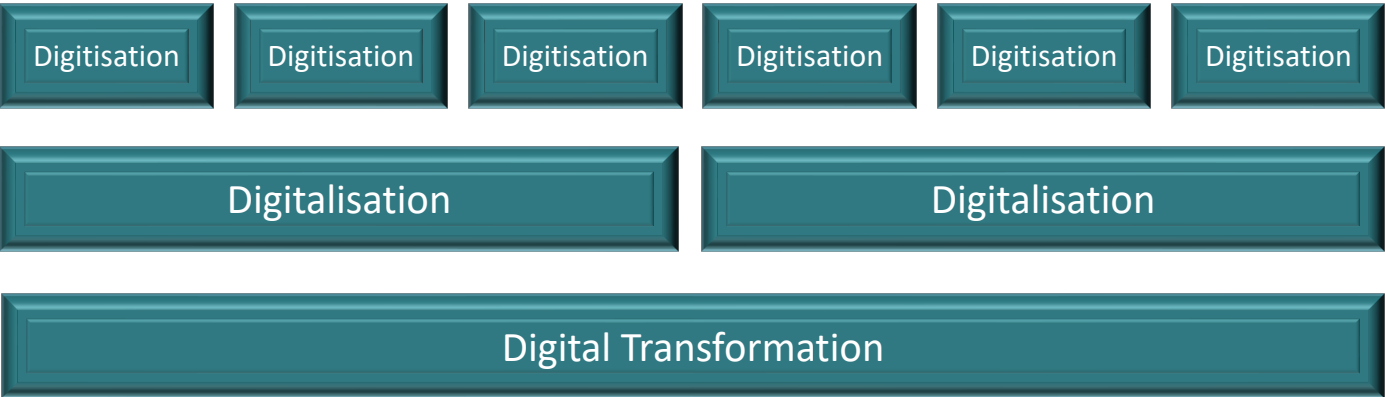
NSFAS 2017 PCHET REPORT: EVALUATIONS OF RETURNING STUDENTS

Manual Claims	Problem/Challenges	Solutions
	Huge backlog of paper based claims	Operations Admin (capturers and evaluators), staff being redeployed temporarily to assist with claims processing
	Institutions not sending claims or not sending claims on time	NSFAS to contact all institutions that have not sent claims
	Ranking and follow on processes cannot be completed if a student is not captured on Phoenix.	ICT loading claims as processed at a rate of ± 5000 /day. Scheduling loads to align to registration calendar where possible
	Final Reporting process cannot be completed until all loans have been loaded	ICT scheduling claims load by institution (where the institution has indicated that they have no more claims to submit) so that the final reporting process can be staggered as an institution is complete

NSFAS 2017 PCHET REPORT: RETURNING STUDENTS

Results	Problem/Challenges	Solutions
	Results being received late	Institutions being contacted to ensure results are received on time not to delay funding decisions
	Results not received	Institutions that have not sent results have been contacted to send results
	Integration functionality not ready	Manual alternatives have been put in place, including using a portal/web-services
Funding	Problem/Challenges	Solutions
	Delayed funding decisions due to changing academic calendars	Workarounds being put in place to cater for changed academic calendars
	Claims not processed or not processed on time resulting in delayed funding decisions	Extra staff have been deployed to capture and pay claims
	Students flooding the call centre about funding status	Comms to be sent out that if you were funded by DHET funding and you have passed more than 50% of your subjects you will be funded in 2017. Do not contact the cc of nsfas.

DIGITAL TRANSFORMATION



Conversion of information into software readable format

Conversion of a series of activities to be processed via software

Alteration of HOW work is executed in an institution

 **Digital Institution:** An outcome of Digital Transformation Strategy



DIGITAL TRANSFORMATION THROUGH VALUE STREAMS



Digital Institution: An outcome of Digital Transformation Strategy



{ > 66% } via executable code



Automation



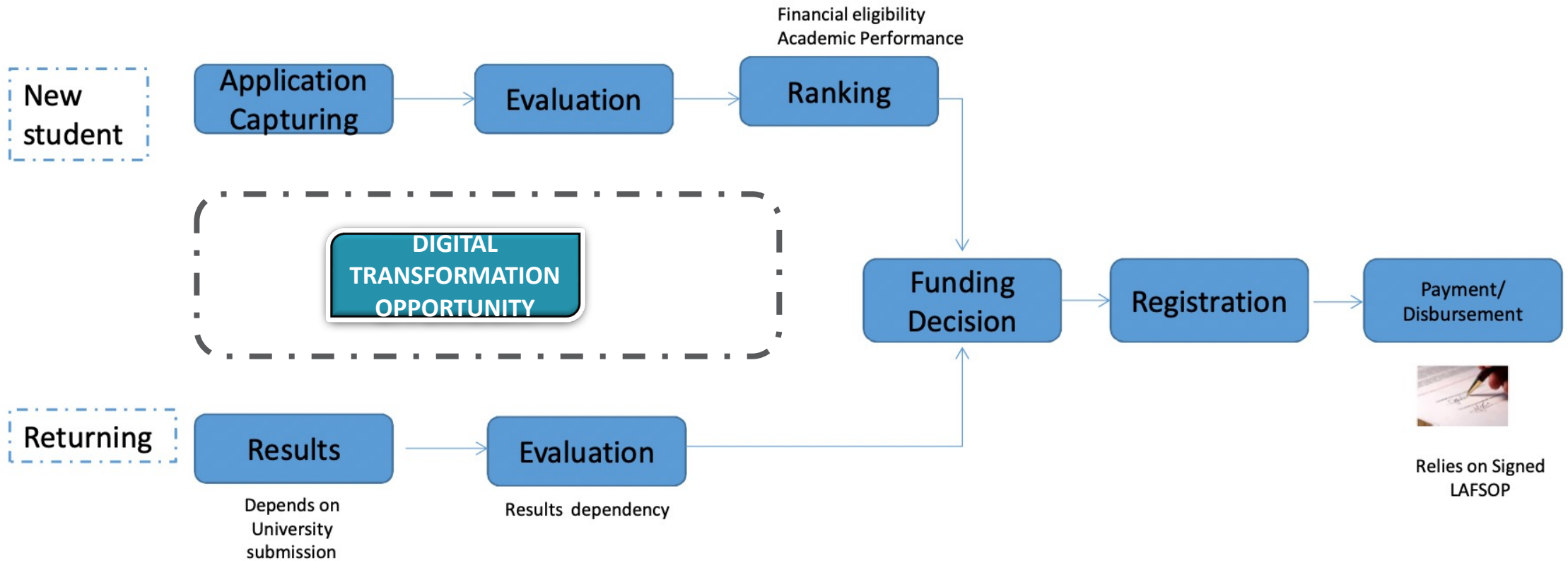
Integration



Analytics



NSFAS 2017 PCHET REPORT: APPLICATION PROCESS



BUILDING TRUST **WITHIN** INSTITUTIONS

1. Institutional Planning
2. Registrar's Office
3. ICT
4. Finance
5. Teaching and Learning
6. HR/ Payroll

STUDENT EXPERIENCE

STUDENT TRACKING

STUDENT SUCCESS

INSTITUTIONAL EPOCHS/ MILESTONES

1. Starting Academic Programme - ON TIME
2. Teaching and Learning
3. Successfully Conducting Examinations
4. Successfully Conducting Graduation
5. DHET HEMIS/TVETMIS Reporting (re: Funding Model)
6. Audit and Compliance

STARTING ACADEMIC PROGRAMME – ON TIME

INSTITUTIONAL PROCESSES

1. Academic Structure
2. Fee Structure
3. Marks Management
4. Examinations
5. Auto Promotion
6. Graduation
7. Applications and Registrations
 - Local vs International
 - Under- and post- grad
8. Residence Administrations
9. **FUNDING ADMINISTRATION**
10. Banking interface
 - Deposits
11. Student payment processing
 - Student Balances
12. Student (and staff) communication engine, .e.g Funding Status
13. Self-service (Lecturer and Student)
14. System availability and scalability

SUPPORT SYSTEMS

Core Systems

- Core Functionality
- Metadata Layer System
- Space System
- Management Reports via self-service & Metadata Layer and JasperSoft
- **Prime SLA**

Infrastructure

- DBA Support Services
- Backup in Cloud
- DR Support

Student Finance

- Student Debtors
- ACB Interface File
- Electronic Banking Interface
- Bursaries & Loans
- Counter and CashBook (Journals)
- Electronic Balances And Results

Student Information System

- Student Administration
- Student IEnabler
- Student Appeals
- Co-Operative Education
- Distance Education

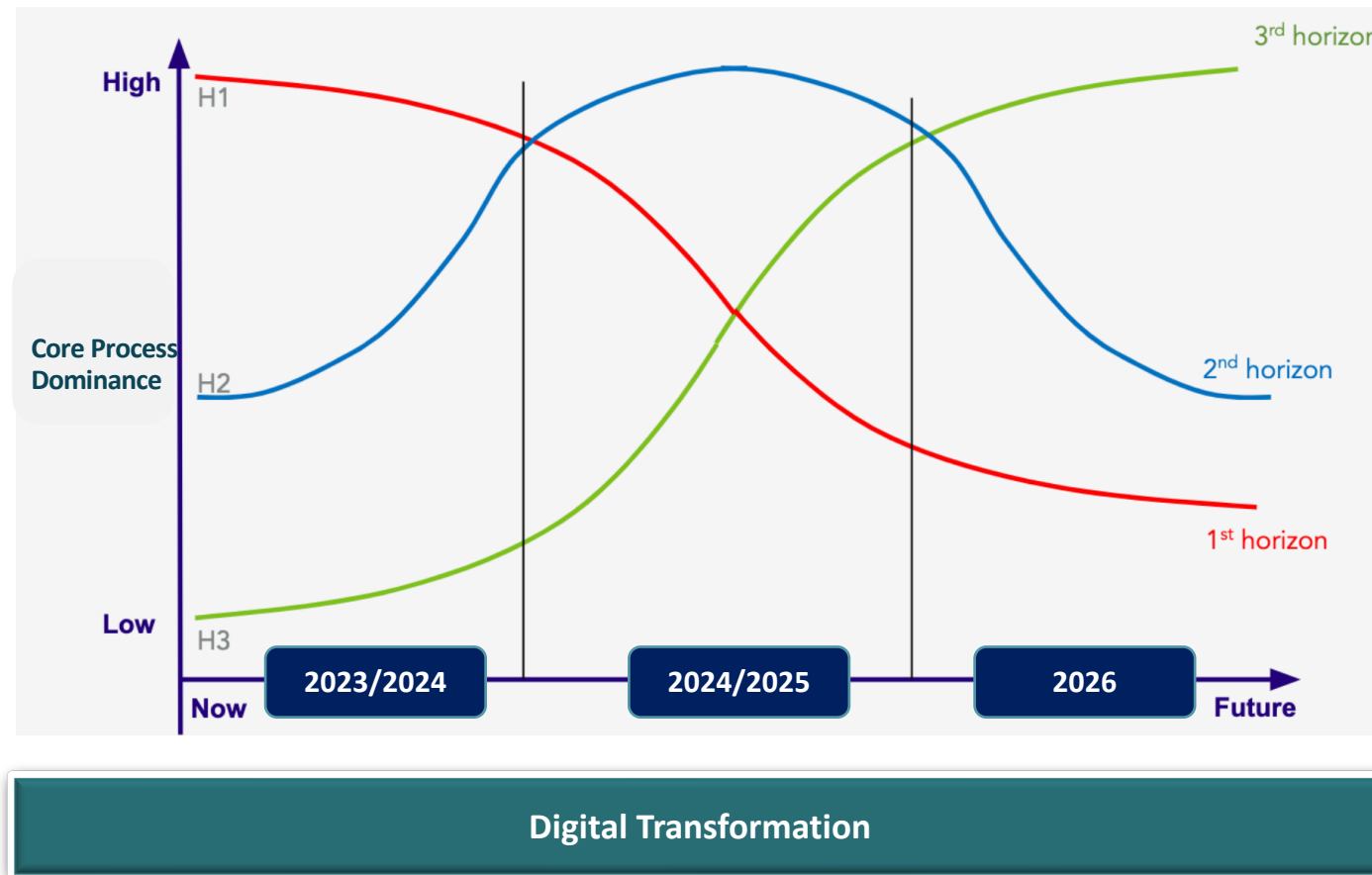
Teaching and Learning

- Lecturer IEnabler
- Timetabling - Celcat Interface

HR/Payroll

- Personnel IEnabler
- Payroll System
- Personnel System
- Salary Budgeting System

WHAT IS SASFF'S DIGITAL TRANSFORMATION AGENDA?



CONCLUSION

1. Effective collaboration in the education ecosystem is a critical and necessary condition for future success
2. Internal institutional alignment informs collective institutional outcomes
3. SASFF to consider defining a mid- term digital transformation agenda to engage sector partners
4. *TRUST - the emotional lubricant of Teams*, BUILD IT!

ABOUT ADAPT IT

Adapt IT is a South African company and a member of **Volaris Group Inc. – a subsidiary of Constellation Software Inc. (CSI) a listed company on the Toronto Stock Exchange**. Adapt IT is a **Level 1 Broad-Based Black Economic Empowerment (B-BBEE)** contributor that provides leading specialised software and digitally-led business solutions that assist clients across targeted industries to [Achieve more](#) by improving their customer experience, core business operations, business administration, enterprise resource planning and public service delivery.

1 079 employees
55 Countries served worldwide
10 000+ customers
Level 1 B-BBEE contributor

National offices: Johannesburg, Durban, Cape Town
International offices: Mauritius, Australia, Botswana, Singapore, Ireland, Kenya, Nigeria and New Zealand
Strategic Partners: SAP™ | Oracle™ | Microsoft™ | IBM™ | Moodle™ | Amazon Web Services (AWS)

8th largest software company in the world

THANK YOU

