



STUDENT CENTRED MODEL PCHET BRIEFING

15 February 2017

EXECUTIVE SUMMARY

Key Points

External Engagements Completed

- “ VC\$, Registrars, CFO, FAO, Student Relations and Institutions working groups
 - “ Out-going SRC leadership
 - “ Department of higher education
 - “ Funders
 - “ Sector disability group
-

Internal Engagements Completed

- “ Staff engagement
- “ Internal union representatives
- “ Senior management
- “ Organisation guiding coalition forums
- “ Executive Officer - feedback sessions

EXECUTIVE SUMMARY

Key Points

Applications

- " Applications for funding opened from 01 August 2016 until 8th January 2017 for first time entrance into the NSFAS system for Universities studies,
- " TVETs application window is closing on the 17th February 2017
- " Over 380 000 active users registered on NSFAS website
- " More than 250 000 items were received through online and manual application platforms yielding-
- " 168 000 unique applications

Capacity Challenges

NSFAS receive more applications than it could handle given time limitations inline with Registration closing dates.

OLD Mutual donated capturing capacity by availing more than 60 agents to assist from 1st until 4th February to dal University applications backlog

System Challenges

- " The cordy system has capacity limitations:
- " Only 8000 applications could be proceed through the capture inbox
- " A total of 5000 claims proceed daily, having a direct impact on returning students
- " System development defects increased processing capacity backlog and sector complications

Institution Type	New Students	Returning Students	Total
University	71 098	109 846	180 939
TVET	15 375	95 428	110 802
Total	86 470	205 272	291 736

NB:

- " Closing date is the 17 February 2017
- " *3 Universities are still to submit results: UCT ,CPUT and UFS*
- " Overall, a total of 9976 applications were declined due to financial ineligibility. (Missing Middle)

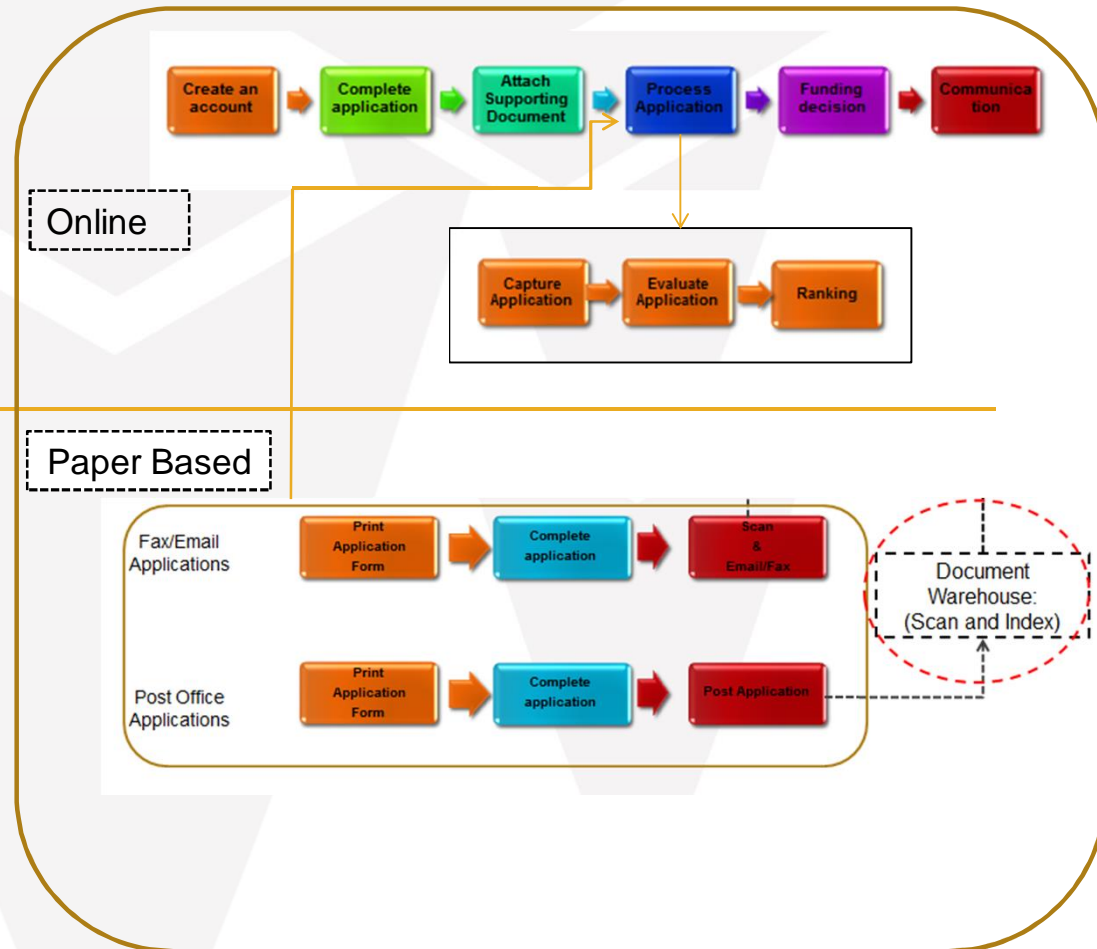
L & B OPERATIONS VALUE CHAIN

Applications can be received through different channels:

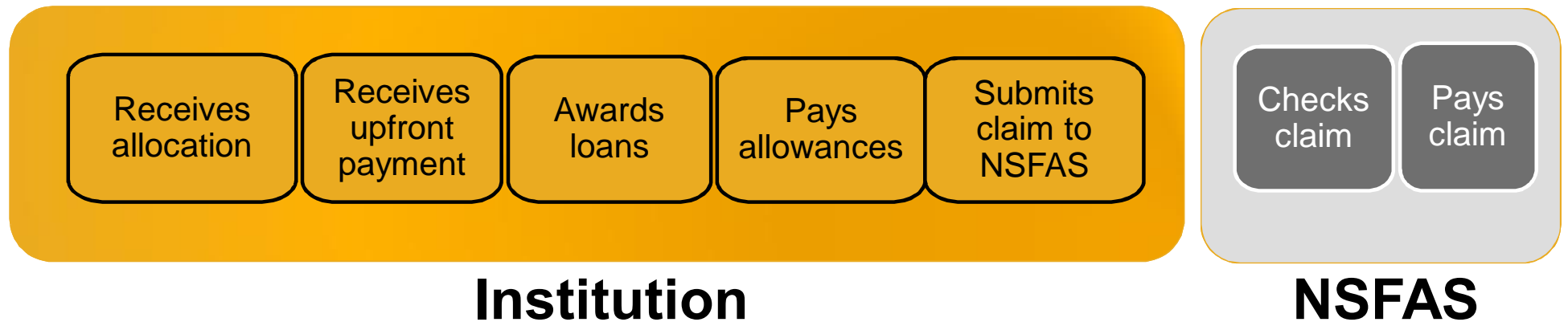
- “ Online
- “ FAX\ Email
- “ Post Office

Applications received

- “ Over 250k items where received through FAX to Email/Apply @NSFAS mailbox with a yield of 32 428 manual applications
- “ 136 236 applications were received through the online platform



Old Application Process

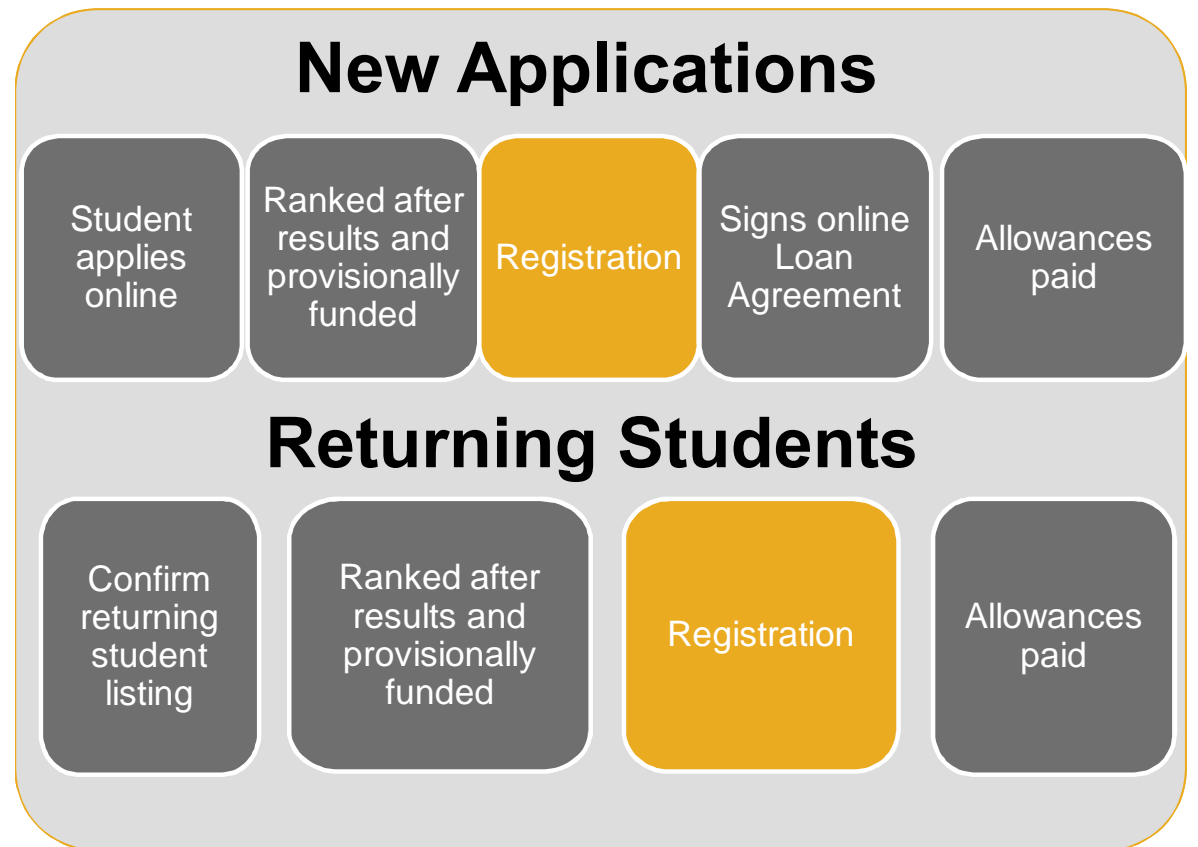


- “ At least 70 % of students are on this model
- “ Model places heavy reliance on Institutions
- “ NSFAS receives funds from DHET and other Funding Sources
- “ These funds are allocated to institutions based on a formula
- “ Institutions accept loan applications on behalf of NSFAS . loan value determined 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

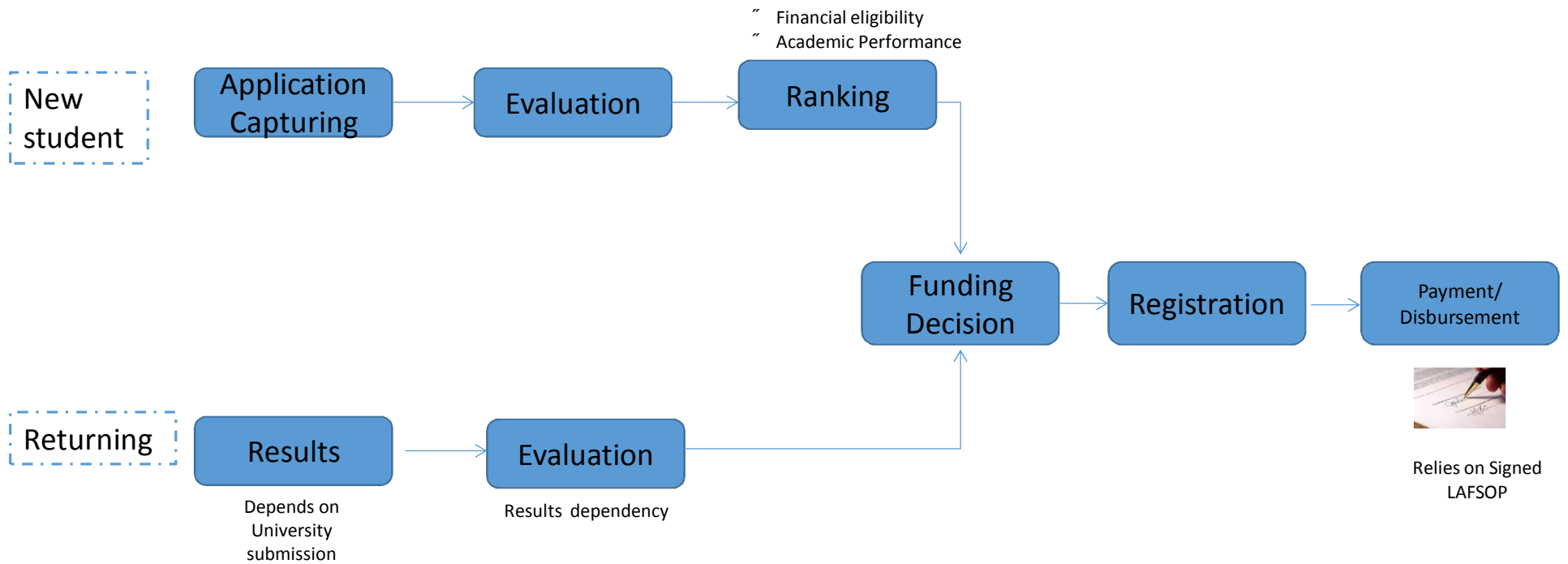
Student Centred Model

New model:

- “ Student Centred
- “ Allocations managed by NSFAS
- “ Student knows funding status before registration
- “ Apply once only for a course of study



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



NEW STUDENTS

Applications Statistics		
Received	Captured	Backlog
225294	225294	0



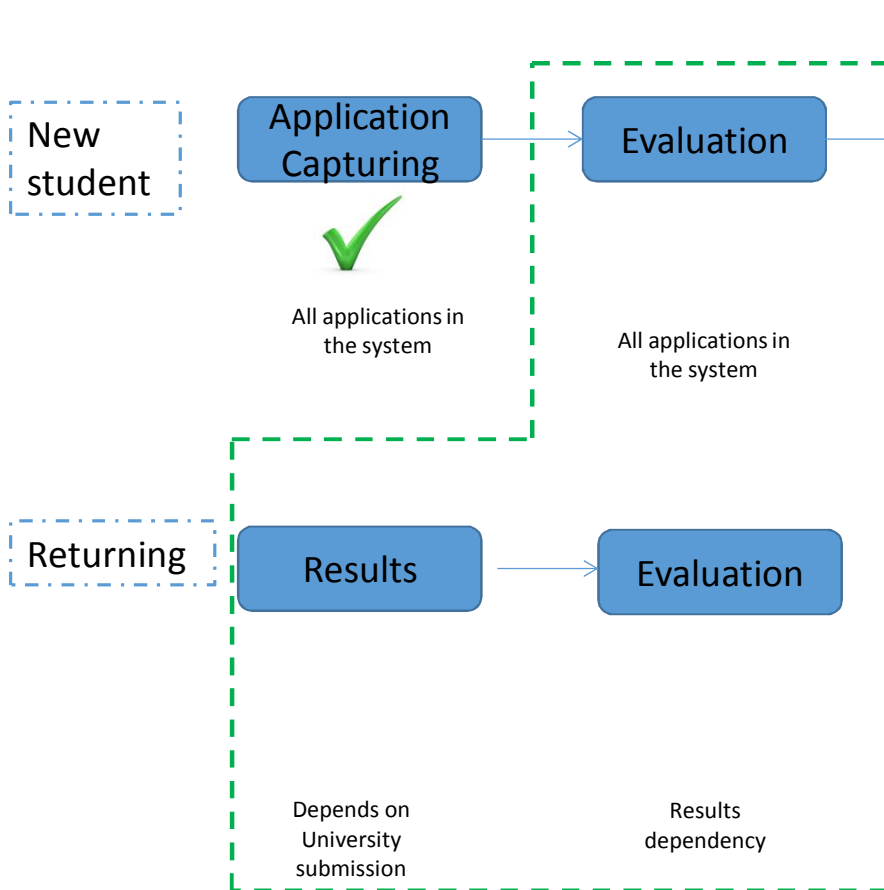
Includes applications received from the 9th January 2017

- “ Applications received in the first opening window **161938**
- “ New applications received from 9th January 2017 ; **63356**-mainly online applications

	Problem/Challenges	Solutions
Applications	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.



STUDENT JOURNEY - EVALUATIONS NEW APPLICANTS



Problem/Challenges	Solutions
Huge backlog in Applications awaiting Evaluations	Additional staff has been employed on a temp basis to assist with backlogs. Working hours have been increased with two shifts operating, 8:30 – 5pm, and 6 – 10pm.
System Downtime.	Processing capacity being optimised by ICT and internal users requested to schedule jobs in specified windows.

Data Analytics process was used to FastTrack the evaluation process

Applicant Details					
Identity Number	Age	Surname	First Name	Spouse Name	Spouse Identity Number
7406025373087	43	MAZIBUKO	BHEKI MORDICAI		

Deceased	
Deceased Status	Deceased Date
Alive	

Property			
Purchase Price	Purchase Date	Title Deed Number	Is Current Owner

Telephone Numbers			
Telephone Number	Telephone Number Type	Active	Confirmed Date
27366338134	Work	Y	01-May-2013
27366341931	Work	Y	02-May-2013
27366361549	Work	Y	03-May-2013
27732458945	Cell	Y	03-May-2013
27842312483	Cell	Y	02-May-2013

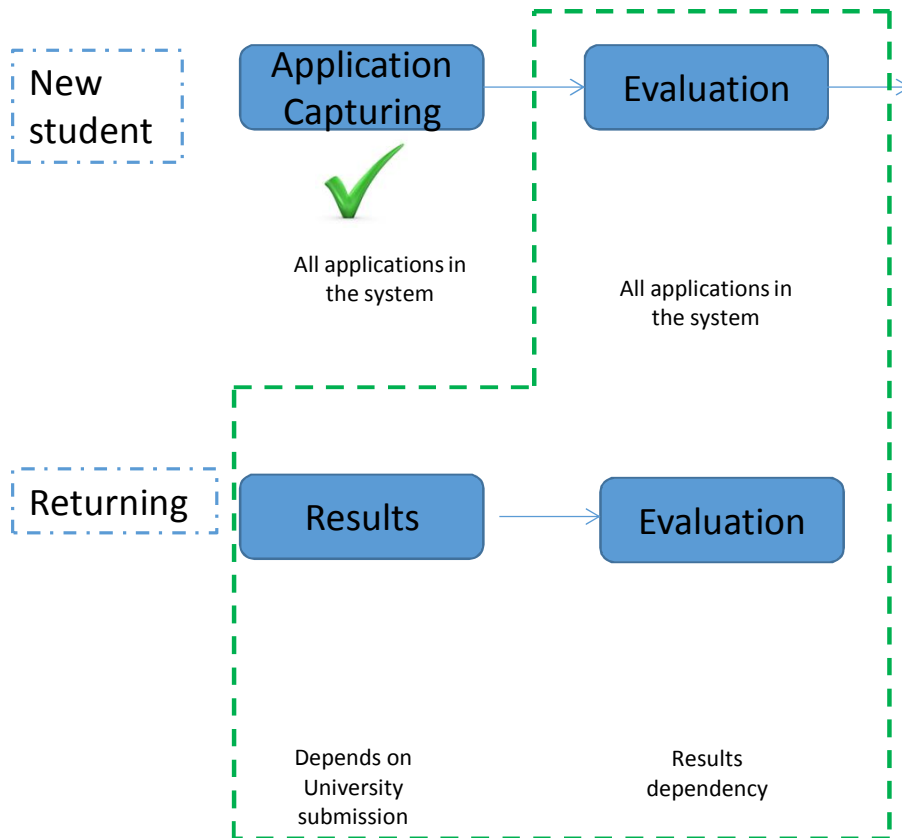
Addresses		
Address Type	Address Detail	Confirmed Date
Physical	1837b Ezakheni Street Ezakheni 3381	
Postal	1740f House 6 Road Location Madadeni 2951	
Postal	Po Box 1168 Ladysmith 3370	

Possible Relatives			
Identity Number	First Name	Surname	Link Type
7810170396084	LIPOLELO ADELINA	RALEKHOLELA	Legal Guardian

Estimated Income									
Identity Number	Title	First Name	Surname	Deceased Status	Relationship	Empericia	Estimated Income	Estimated House Hold Income	Threshold
7810170396084	Miss	LIPOLELO ADELINA	RALEKHOLELA	Alive	Legal Guardian	00562	7100	7100	Below Threshold



STUDENT JOURNEY - EVALUATIONS RETURNING STUDENTS



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

Institutions Results and Registration Schedule

EXAMINATION RESULTS -2016/2017							
INSTITUTION	Release Date	Release Date	Results Received	Funded list sent	Start of the 2017 academic year	Registration opening	Registration closing
Cape Peninsula University of Technology	15-12-2016	10-02-2017	NO	NO	13-02-2017	16-01-2017	17-03-2017
Durban University of Technology	24-11-2016	14-12-2016	Yes	Yes	03-01-2017	09-01-2017	04-02-2017
University of the Western Cape	21-12-2016	03-02-2017	Yes	Yes	27-02-2017	03-01-2017	24-02-2017
University of the Witwatersrand	23-12-2016	25-01-2017	Yes	Yes	06-02-2017	09-01-2017	17-02-2017
University of Fort Hare	13-12-2016	06-01-2017	Yes		09-01-2017	18-01-2017	04-02-2017
University of Cape Town	21-12-2016	24-02-2017	NO	NO	13-03-2017	27-02-2017	10-03-2017
Rhodes University	15-12-2016	20-02-2017	NO	NO	20-02-2017	11-02-2017	03-03-2017
University of South Africa	15-12-2016	15-11-2016	Yes	Yes		03-01-2017	27-01-2017
University of Venda	07-12-2016		Yes	Yes	05-01-2017	09-01-2017	02-02-2017
Walter Sisulu University	20-12-2016		Yes - data not useable	NO	04-01-2017	23-01-2017	27-01-2017

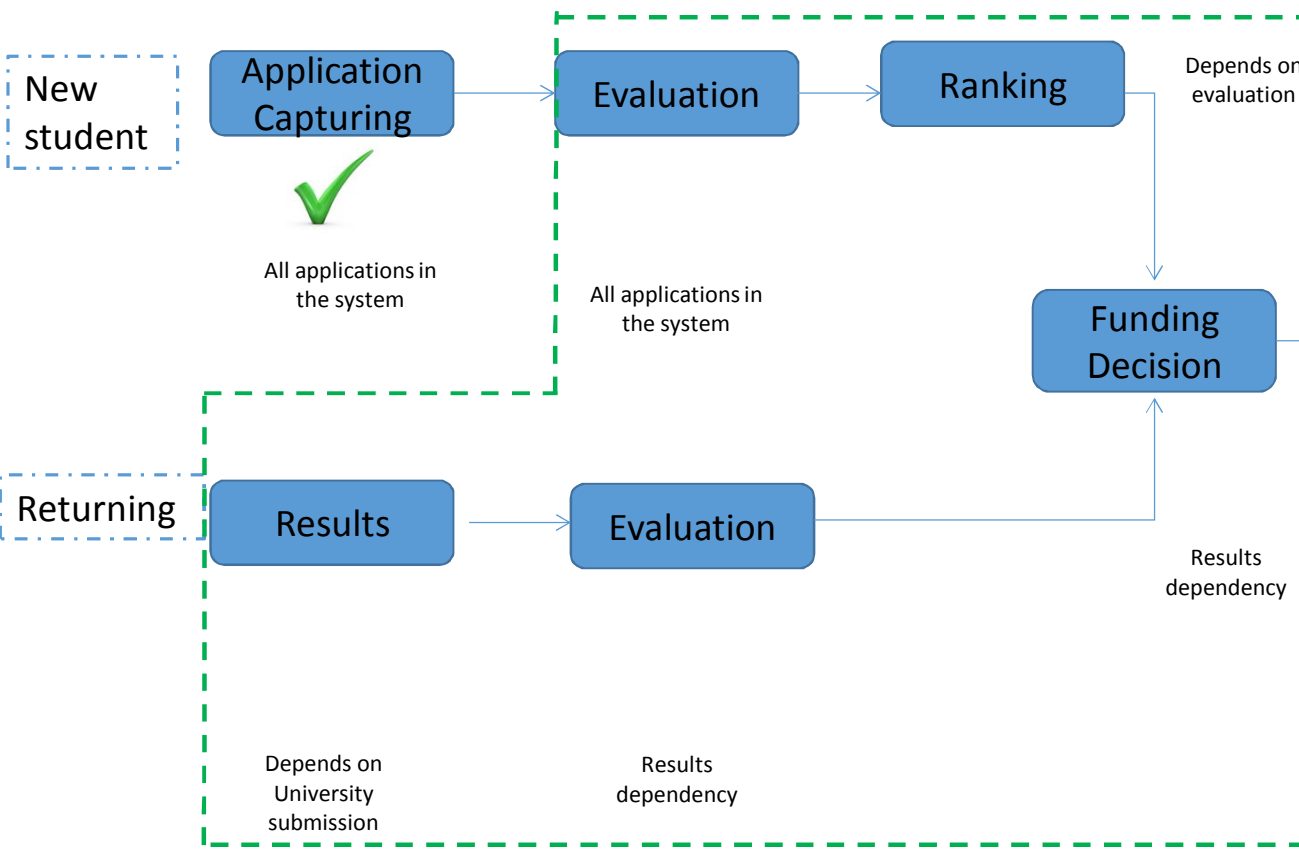


RETURNING STUDENTS

	Problem/Challenges	Solutions
Results	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	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.



STUDENT JOURNEY - FUNDING LIST



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
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CLAIMS PROCESSING

Manual Claims

Problem/Challenges

ICT System Processing Capacity. At the required claims processing rate, Cordys/Phoenix cannot cope

Solutions

Execute dual loading strategy (sequenced where possible to the registration calendar), where the load to Phoenix continues as planned, but that the continuing students are loaded into the returning students table based on the following:

- “ All IDs are processed through the new RIM service to create RIM accounts. This will reduce the workload on Cordys .
- “ All approved line items are loaded to returning students table.



LAF/SOP & DISBURSEMENT

LAF/SOP	Problem/Challenges	Solutions
	<p>Registration Handler – Functionality on existing process has defects and places heavy workload on Cordys.</p> <p>Existing LAFSOP signing (which triggers the allowance disbursement) places heavy load on Cordys and may cause system issues that prevent students from signing online.</p>	<p>ICT development enhancements being tested to offer the functionality. Deadline set for Friday 20th to Go live</p>
Disbursement	Problem/Challenges	Solutions
	<p>Defect with existing RIM, Loan and sBux account creation giving rise to accounts not being created in some instances.</p>	<p>ICT development enhancements being tested to offer the functionality.</p>
	<p>Ability to activate sBux account (Celbux).</p>	
	<p>Ability to handle various disbursements types, e.g. FNB resident fees and private accommodation allowances.</p>	<p>ICT optimising code and architectural design to address bottlenecks.</p>
<p>System processing capacity constraints.</p>		

CONTACT CENTRE

Applications

- " Unable to apply via the online portal
- " Password reset queries
- " Submission of supporting documents queries
- " Outcome/ status of Application
- " Technical Error enquires when submitting application

Enquiry

- " 2016 Historical funding/claims
- " Unable to register due to no outcome/ feedback received from NSFAS
- " Enquires on transferring of funds/ changing qualifications
- " How to apply
- " Where can I apply/ find manual application form
- " Criteria for funding
- " Missing middle applicant queries

Collections

- " Statements sent resulted in interest queries from debtors
- " Disputes regarding balances and loan amounts
- " Payment arrangements

sBux

- " When will 2016 outstanding allowances be paid
- " Merchant queries regarding outstanding 2016 payments
- " Northlink students 2016 loan agreements forms not created, students directed to the NSFAS offices

The following is a summary of the contact centre recorded for the period, 01 August 2016 to 31 January 2017:

Month	Service Level Achieved	Abandoned Rate%	Percentage of Calls Answered%	Amount of Calls Answered	Calls Abandoned	Emails Received	Email Processed	Student Walk-ins
Aug 2016	68.35%	16.52%	81.72%	22,468	5,761	12,430	9,942	
Sept 2016	73.99%	12.91%	87.47%	23,873	3,883	12,927	11,658	
Oct 2016	86.09%	7.33%	92.77%	22,789	2,172	17,517	8,079	
Nov 2016	64.11%	20.78%	79.76%	40,373	22,128	19,327	13,216	718
Dec 2016	60.85%	22.26%	78.05%	16,590	6,750	21,562	12,327	115

Service Level is defined as the percentage of calls answered within 20seconds

Walk-in Classification:

- Signing of Loan Agreement Forms
- Online Applications
- Manual Applications
- General status of application enquiries



Questions and Discussion

