



FAPSA Conference

Plenary – Day 2 – 4 July 2017

2018 – A FUTURE FOCUS

Building on the lessons from 2017 and prior years, to take NSFAS into the new academic cycle

"A recent Oxfam report ('An Economy for The 1%') shows that the world's wealth is becoming ever more concentrated, with 62 billionaires now holding as much wealth as the world's poorest 3.5 billion. The total wealth of 99% of the global population today is equal to the wealth of the top 1%."



Accessibility Transparency Affordability Reliability Authenticity

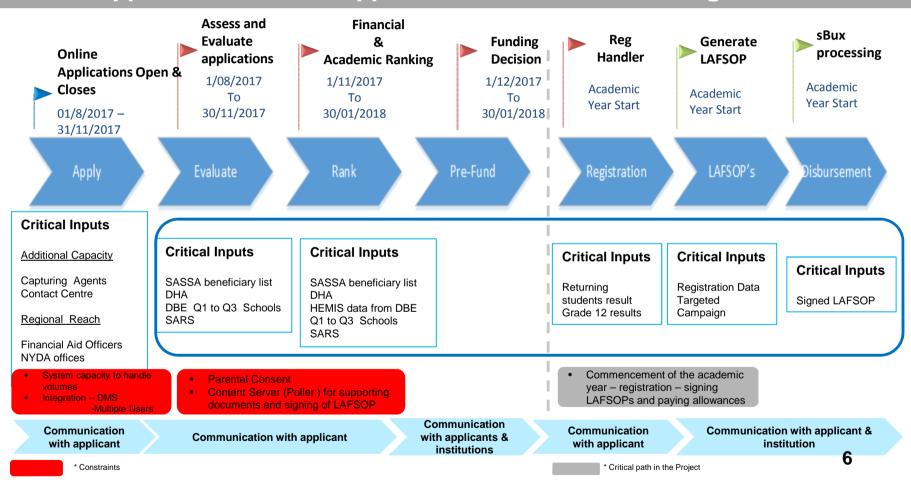
"The organization cannot perform at a level higher than the consciousness of the leadership."

Bob Andersonn "the consciousness of the leadership."

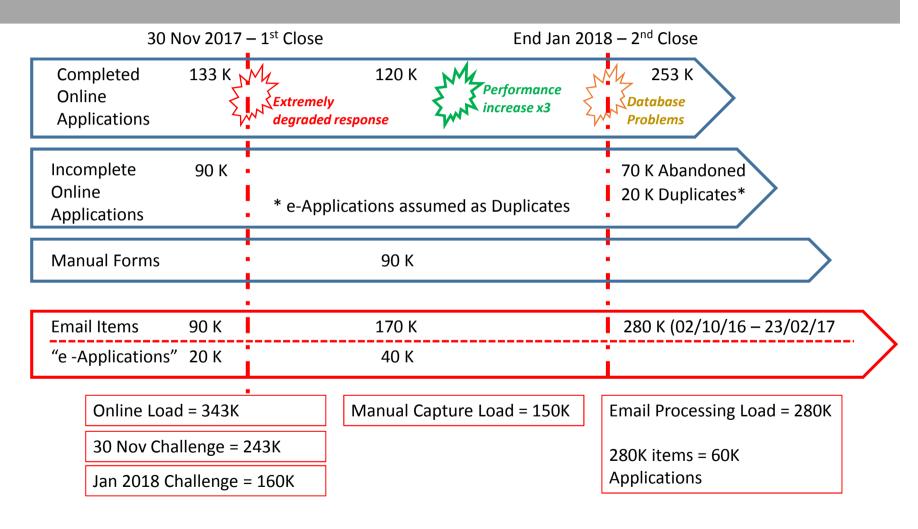
Planning for success – 2018 Go-Live

Understanding the lessons learnt, the new concepts, the challenges in the sector, we have to plan and then implement much more effectively and with much more rigour

2018 Application Process: Application Process and Funding Decisions



2017 Challenges from an ICT Processing Perspective



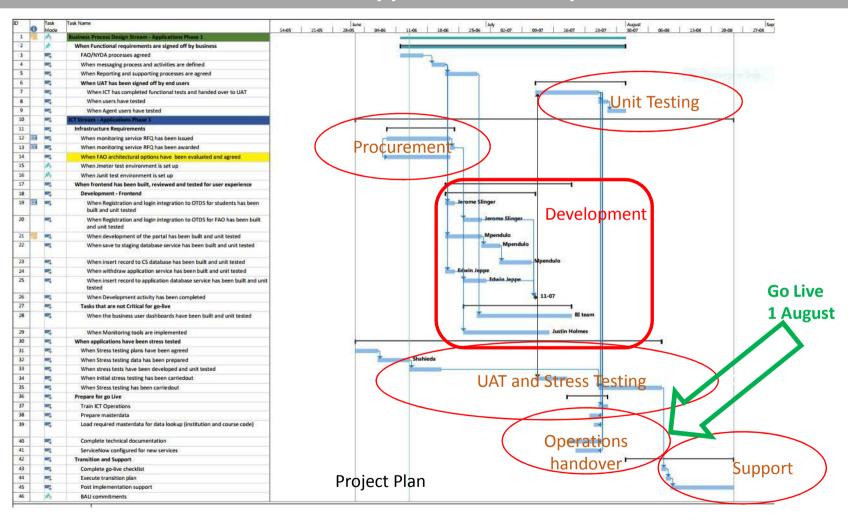
Key aspects – ICT Application Development and Rollout

- 2018 Specification and streamlined form
- □ Implementation Alternatives including Plan B's
- Volume/Load considerations peak loads at 100K applications/day
- Technology fit and scalability requirements
- 3rd Party capture and 3rd party management
- Application receipt confirmations
- Performance Monitoring and reporting statistics

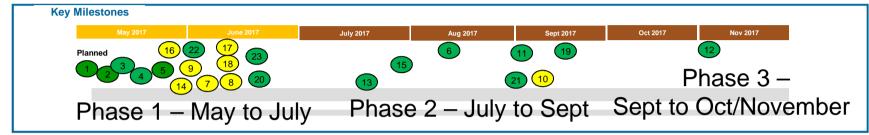


Authenticity

The ICT Solution – 2018 ICT Application Development and Rollout



Communications and Training Plans



Key Communication Campaigns

- Students/parents/community (prospective applicants):
 - Opening applications 1 August 2017
 - Apply early get your documents ready
 - Remember, you need parent consent
- University/College/NYDA campaign:
 - We will be here to help you with your application this is what you need
 - We will have an application centre open for you TBC as per SLA

Key Communication Campaigns

- Students/parents/community (prospective applicants):
 - Only new applicants need apply not current funded students
 - No postgraduate (limited exceptions detail)
 - · Apply early (incentivise this)
 - Don't apply twice apply online
- University/College/NYDA campaign:
 - We are here to help bring your forms to us

Key Communication Campaigns

- Students/parents/community (prospective applicants):
 - Don't wait till the last minute we may not be able to fund you
 - Your application is not submitted unless you receive an application # by SMS
 - Don't apply twice apply online, faster/simpler
- University/College/NYDA campaign:
 - We are here to help don't wait for the last minute – otherwise there'll be gueues

Key Training Deliverables and Outputs

- University/ College:
 - The Parent Consent form why we need this, what students need to be advised
 - Document checklist
 - How to log in for the receipting of forms
- NYDA:
 - What do we need for an application document?
 - What must students know before they start completing a form?

Key Training Deliverables and Outputs

- University/College:
 - What needs to be checked on the form and on the documents submitted, boxing and sending
 - What do the capture screens look like, and the sequence
- NYDA:
 - What needs to be checked forms and documents
 - Capture screens content and flow
 - Logging in and creating an Agency user profile

Key Training Deliverables and Outputs

- University/College:
 - Quality assurance
 - How to read the statuses on myNSFAS Manager
- NYDA:
 - How to read the statuses on myNSFAS Manager
 - Quality assurance of the forms follow-up on capture issues

Accessibility

Transparency

Affordability

Reliability

Authenticity

Where do our students come from?

Understanding the distribution and contact points with potential applicants, across provinces and regions is critical to the successful implementation of this project.

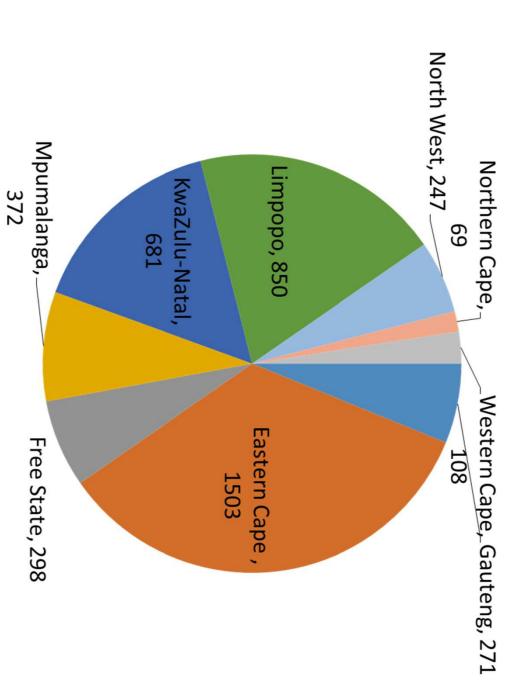
Internet Usage – How people access Internet

The following table shows that households in rural areas had the least access to the Internet, while those in metro areas generally had the best access.

Place						Province (per cent)				
Internets accessed	Geotype	wc	EC	NC	FS	KZN	NW	GP	MP	LP	RSA
	Metro	27,5	7,9	NA	NA	9,4	NA	18,0	NA	NA	17,8
At home	Urban	17,1	8,3	9,7	9,8	5,5	5,7	12,5	11,7	8,2	9,7
At home	Rural	12,9	0,8	2,9	6,7	1,1	1,1	7,6	7,6	1,1	2,4
	Total	23,8	4,5	8,2	9,3	5,3	3,3	17,2	9,4	2,3	10,8
	Metro	26,7	18,5	NA	NA	19,3	NA	27,4	NA	NA	25,5
At work	Urban	17,7	15,7	12,0	11,6	17,9	13,2	14,6	13,8	19,0	14,8
AL WOLK	Rural	5,9	1,7	3,2	3,0	3,2	2,6	9,0	3,8	2,4	2,8
,	Total	23,0	9,2	10,0	10,2	12,8	7,6	25,7	8,2	5,2	15,6
	Metro	59,6	49,5	NA	NA	38,9	NA	47,0	NA	NA	48,1
Using mobile	Urban	32,5	44,8	49,0	47,1	43,1	48,6	52,9	54,2	53,4	46,8
devices	Rural	17,6	21,6	29,4	33,2	24,3	31,2	28,5	36,8	24,9	26,8
University	Total	49,8	34,0	44,6	44,9	34,3	39,4	47,5	44,4	29,6	41,3
At Internet	Metro	16,2	13,3	NA	NA	9,5	NA	17,9	NA	NA	16,0
	Urban	11,0	6,0	2,9	11,2	9,2	6,3	7,8	7,4	5,5	8,1
educational	Rural	5,2	1,0	0,3	3,2	3,7	4,9	4,9	5,3	1,0	2,9
facilities	Total	14,1	4,8	2,3	10,0	7,2	5,6	16,6	6,2	1,7	9,7

- Access to the Internet:
 - Western Cape (62.1%)
 - Gauteng (59.9%)
 - Free State (48.7%).
 - Limpopo (32.6%)
 - Eastern Cape (37.4%).

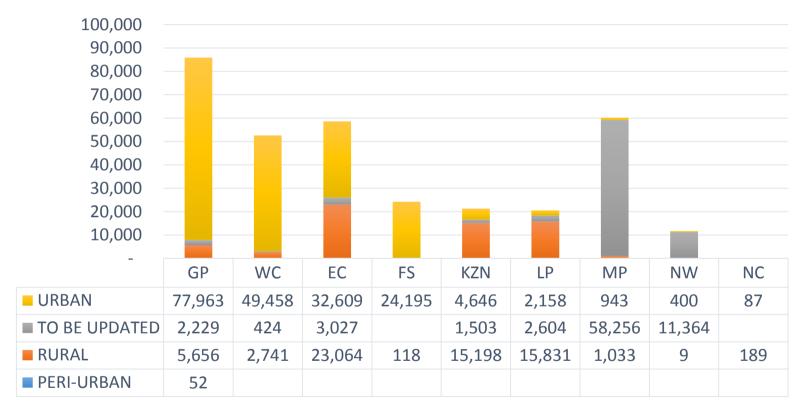
Secondary Schools by Province



Number of matric passes by province

	Rural- Urban View								
Row Labels	PERI-URBAN	RURAL	TO BE UPDATED	URBAN	Grand Total				
GP	52	5,656	2,229	77,963	85,900				
MP		1,033	58,256	943	60,232				
EC		23,064	3,027	32,609	58,700				
WC		2,741	424	49,458	52,623				
FS		118		24,195	24,313				
KZN		15,198	1,503	4,646	21,347				
LP		15,831	2,604	2,158	20,593				
NW		9	11,364	400	11,773				
NC		189		87	276				
Grand Total	52	63,839	79,407	192,459	335,757				

Actuals: 2017 Applications by Province



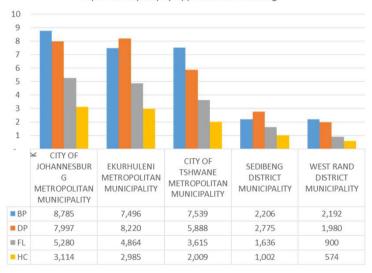
- Most application reside from Urban Areas
- Gauteng, Western Cape, Eastern Cape and Free State urban areas contribute most of the applications

Gauteng Province – Total Applications 85 900

Rural/Urban By Pass Indication

Rural/Urban	ВР	DP	FL	HC
URBAN	27,378	25,793	15,598	9,194
RURAL	1,472	1,895	1,480	809
TO BE UPDATED	538	696	641	354
PERI-URBAN	39	11	1	1
Grand Total	29,427	28,395	17,720	10,358

Top 5 Municipality By Applications in Gauteng



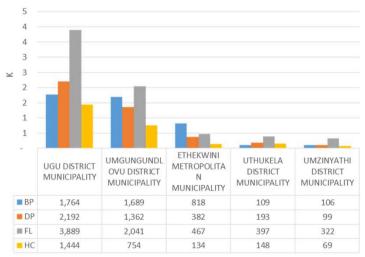
Region	ВР	DP	FL	нс
CITY OF JOHANNESBURG METROPOLITAN MUNICIPALITY	8,785	7,997	5,280	3,114
JOHANNESBURG CENTRAL	2,131	2,171	1,710	959
JOHANNESBURG EAST	1,868	1,614	870	568
JOHANNESBURG NORTH	1,824	1,250	832	562
JOHANNESBURG SOUTH	1,415	1,248	814	391
JOHANNESBURG WEST	1,547	1,714	1,054	634
EKURHULENI METROPOLITAN MUNICIPALITY	7,496	8,220	4,864	2,985
EKURHULENI NORTH	3,125	2,833	1,507	1,098
EKURHULENI SOUTH	2,849	3,166	2,033	1,050
GAUTENG EAST	1,522	2,221	1,324	837
CITY OF TSHWANE METROPOLITAN MUNICIPALITY	7,539	5,888	3,615	2,009
GAUTENG NORTH	415	572	350	278
TSHWANE NORTH	1,696	1,422	779	450
TSHWANE SOUTH	4,303	2,578	1,867	801
TSHWANE WEST	1,125	1,316	619	480
SEDIBENG DISTRICT MUNICIPALITY	2,206	2,775	1,636	1,002
GAUTENG EAST	14	34	41	17
SEDIBENG EAST	794	847	453	250
SEDIBENG WEST	1,398	1,894	1,142	735
WEST RAND DISTRICT MUNICIPALITY	2,192	1,980	900	574
GAUTENG WEST	2,192	1,980	900	574

KwaZulu Natal Province – Total Applications 21 347

Rural/Urban By Pass Indication

Rural/Urban	ВР	DP	FL	нс	SL
RURAL	2,920	3,415	6,584	2,277	2
URBAN	1,772	1,152	1,245	477	
TO BE UPDATED	427	289	612	175	
Grand Total	5,119	4,856	8,441	2,929	2





Region/Municipality	ВР	DP	FL	нс	SL
UGU DISTRICT MUNICIPALITY	1,764	2,192	3,889	1,444	1
UGU	1,737	2,165	3,866	1,430	1
UMGUNGUNDLOVU	27	27	23	14	
UMGUNGUNDLOVU DISTRICT MUNICIPALITY	1,689	1,362	2,041	754	
UMGUNGUNDLOVU	1,689	1,362	2,041	754	
ETHEKWINI METROPOLITAN MUNICIPALITY	818	382	467	134	
PINETOWN	216	51	24	23	
UGU	11	20	67	16	
UMLAZI	591	311	376	95	
UTHUKELA DISTRICT MUNICIPALITY	109	193	397	148	1
UTHUKELA	109	193	397	148	1
UMZINYATHI DISTRICT MUNICIPALITY	106	99	322	69	_
UMZINYATHI	106	99	322	69	
Grand Total	4.486	4,228	7,116	2,549	2

Limpopo Province – Total Applications 20 593

SEKHUKHUNE

299

388

830

396

226

403

1,604

498

Rural/Urban By Pass Indication

Rural/Urban	ВР	DP	FL	HC
RURAL	2,572	3,347	6,709	3,203
TO BE UPDATED	909	643	716	336
URBAN	644	493	664	357
Grand Total	4,125	4,483	8,089	3,896

Top 5 Municipality By Applications in Limpopo

577

867

1,498

805

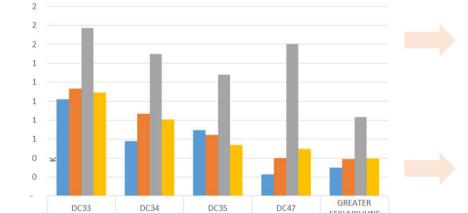
■ BP

1,018

1,132

1,775

1,090



696

644

1,282

537

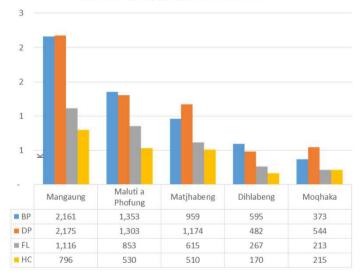
Row Labels	BP	DP	FL	HC
DC33	1,018	1,132	1,775	1,090
MOPANI	1,018	1,132	1,775	1,090
DC34	577	867	1,498	805
VHEMBE	577	867	1,498	805
DC35	696	644	1,282	537
CAPRICORN	696	644	1,282	537
DC47	226	403	1,604	498
GREATER SEKHUKHUNE	226	403	1,604	498
GREATER SEKHUKHUNE	299	388	830	396
GREATER SEKHUKHUNE	299	388	830	396
Grand Total	2,816	3,434	6,989	3,326

Free State Province – Total Applications 24 313

Rural/Urban By Pass Indication

Rural/Urban	ВР	DP	FL	нс	SL
URBAN	7,767	8,506	4,589	3,317	16
RURAL	17	23	58	20	
Grand Total	7,784	8,529	4,647	3,337	16

Top 5 Municipality By Applications in Free State



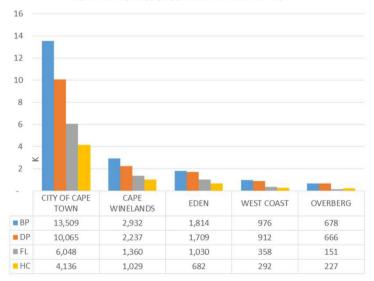
Regions	ВР	DP	FL	нс	SL
Mangaung	2,161	2,175	1,116	796	
мотнео	2,161	2,175	1,116	796	
Maluti a Phofung	1,353	1,303	853	530	2
THABO MOFUTSANYANA	1,353	1,303	853	530	2
Matjhabeng	959	1,174	615	510	
LEJWELEPUTSWA	959	1,174	615	510	
Dihlabeng	595	482	267	170	13
THABO MOFUTSANYANA	595	482	267	170	13
Moqhaka	373	544	213	215	
FEZILE DABI	373	544	213	215	
Grand Total	5,441	5,678	3,064	2,221	15

Western Cape Province – Total Applications 52 623

Rural/Urban By Pass Indication

Rural/Urban	ВР	DP	FL	нс	SL
URBAN	19,227	15,230	8,737	6,264	
RURAL	1,123	841	497	279	1
TO BE UPDATED	67	101	191	65	



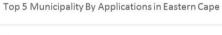


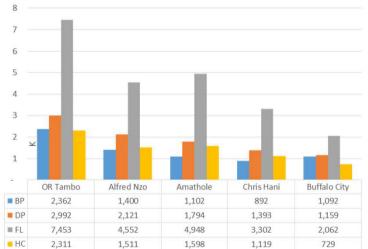
Regions	ВР	DP	FL	нс
CITY OF CAPE TOWN	13,509	10,065	6,048	4,136
METRO CENTRAL	3,862	2,186	1,379	776
METRO EAST	2,642	2,484	1,583	1,117
METRO NORTH	3,953	3,093	1,673	1,199
METRO SOUTH	3,052	2,302	1,413	1,044
CAPE WINELANDS	2,932	2,237	1,360	1,029
CAPE WINELANDS	2,932	2,237	1,360	1,029
EDEN	1,814	1,709	1,030	682
EDEN AND CENTRAL KAR	1,814	1,709	1,030	682
WEST COAST	976	912	358	292
WEST COAST	976	912	358	292
OVERBERG	678	666	151	227
OVERBERG	678	666	151	227
Grand Total	19,909	15,589	8,947	6,366

Eastern Cape Province – Total Applications 58 700

Rural/Urban By Pass Indication

Rural/Urban	ВР	DP	FL	нс	SL
URBAN	5,915	7,580	14,144	4,970	
RURAL	2,770	4,304	12,357	3,630	3
TO BE UPDATED	646	723	1,198	460	
Grand Total	9,331	12,607	27,699	9,060	3





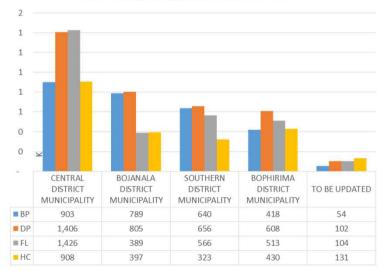
Regions	ВР	DP	FL	нс
OR Tambo	2,362	2,992	7,453	2,311
EAST LONDON	4	11	28	9
LIBODE	718	1,038	2,976	884
LUSIKISIKI	364	521	1,625	484
MTHATA	966	920	1,876	600
QUMBU	310	502	948	334
Alfred Nzo	1,400	2,121	4,552	1,511
LUSIKISIKI	260	487	922	412
MALUTI	295	361	927	230
MBIZANA	443	611	1,519	468
MT FLETCHER	27	45	71	25
MT FRERE	375	617	1,113	376
Amathole	1,102	1,794	4,948	1,598
BUTTERWORTH	504	688	1,587	599
COFIMVABA	9	25	126	25
DUTYWA	202	351	1,361	352
EAST LONDON	5	7	38	7
FORT BEAUFORT	118	226	477	184
KING WILLIAMS TOWN	264	497	1,359	431
Chris Hani	892	1,393	3,302	1,119
COFIMVABA	107	177	642	172
CRADOCK	130	145	84	66
LADY FRERE	162	272	759	240
NGCOBO	304	483	1,117	384
QUEENSTOWN	189	316	700	257
Buffalo City	1,092	1,159	2,062	729
EAST LONDON	921	799	1,378	441
KING WILLIAMS TOWN	171	360	684	288
Grand Total	6,848	9,459	22,317	7,268

North West Province – Total Applications 11 773

Rural/Urban By Pass Indication

Rural/Urban	ВР	DP	FL	нс
TO BE UPDATED	2,785	3,543	2,872	2,164
URBAN	131	104	130	35
RURAL	5	1		3
Grand Total	2,921	3,648	3,002	2,202



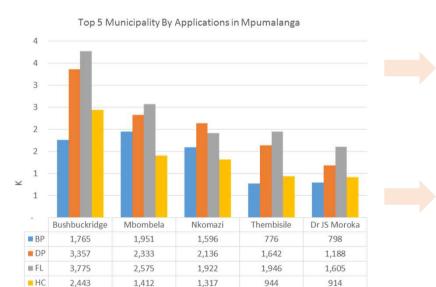


Regions	ВР	DP	FL	нс
CENTRAL DISTRICT MUNICIPALITY	903	1,406	1,426	908
DITSOBOTLA	62	55	159	34
GREATER DELAREYVILLE	85	213	135	157
KGETLENG RIVER	6	4	6	4
LICHTENBURG	87	130	152	93
MAHIKENG	312	308	295	186
MAQUASSI HILLS	28	68	93	65
RAMOTSHERE	183	344	374	173
REKOPANTSWE	140	284	212	196
BOJANALA DISTRICT MUNICIPALITY	789	805	389	397
KGETLENG RIVER	58	104	53	56
LETLHABILE	52	75	54	48
MADIBENG	253	136	29	39
MORETELE	66	80	53	61
MOSES KOTANE EAST	20	53	56	30
MOSES KOTANE WEST	37	42	17	19
RUSTENBURG	303	315	127	144
SOUTHERN DISTRICT MUNICIPALITY	640	656	566	323
MAQUASSI HILLS	44	64	107	51
MATLOSANA	221	324	348	169
TLOKWE	375	268	111	103
BOPHIRIMA DISTRICT MUNICIPALITY	418	608	513	430
GREATER TAUNG	177	251	266	226
KAGISANO MOLOPO	86	147	194	136
TALEDI	155	210	53	68
TO BE UPDATED	54	102	104	131
MAHIKENG	28	47	27	43
RUSTENBURG	26	55	77	88
Grand Total	2,804	3,577	2,998	2,189

Mpumalanga Province – Total Applications 60 232

Rural/Urban By Pass Indication

Rural/Urban	ВР	DP	FL	нс
TO BE UPDATED	11,883	17,594	18,329	10,434
RURAL	193	313	344	183
URBAN	184	281	306	172
Grand Total	12,260	18,188	18,979	10,789



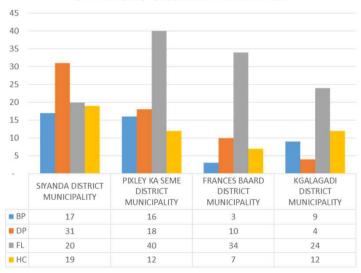
Regions	ВР	DP	FL	нс
Bushbuckridge	1,765	3,357	3,775	2,443
Mbombela	1,951	2,333	2,575	1,412
Nkomazi	1,596	2,136	1,922	1,317
Thembisile	776	1,642	1,946	944
Dr JS Moroka	798	1,188	1,605	914
Grand Total	6,886	10,656	11,823	7,030

Northern Cape Province – Total Applications 276

Rural/Urban By Pass Indication

Rural/Urban	ВР	DP	FL	нс
RURAL	28	32	98	31
URBAN	17	31	20	19
Grand Total	45	63	118	50

Top 5 Municipality By Applications in Northern Cape



Regions	ВР		DP	FL	нс
SIYANDA DISTRICT MUNICIPALITY		17	31	20	19
SITANDA DISTRICT MUNICIPALITY		1/	31	20	15
SIYANDA		17	31	20	19
PIXLEY KA SEME DISTRICT MUNICIPALITY		16	18	40	12
PIXLEY-KA-SEME		16	18	40	12
FRANCES BAARD DISTRICT MUNICIPALITY		3	10	34	7
FRANCES BAARD		3	10	34	7
KGALAGADI DISTRICT MUNICIPALITY		9	4	24	12
JOHN TAOLO GAETSEWA		9	4	24	12
Grand Total		45	63	118	50

Debrief: The 2017 applications cycle

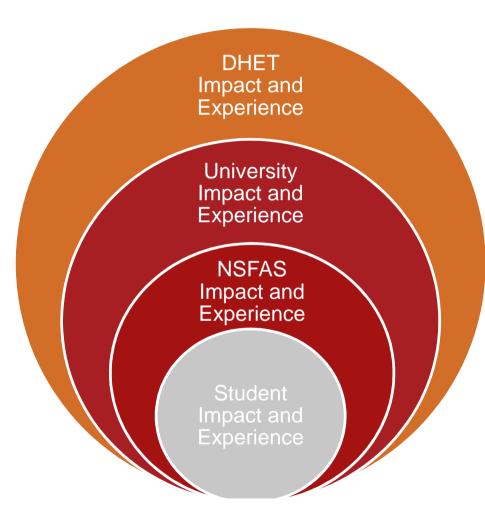
Four different lenses through which we need to look – first identify the strengths (what worked), then identify the weaknesses (what did not work)

DHET Impact and Experience University Impact and Experience **NSFAS** Impact and Experience Student Impact and Experience

What did not work?

- Student experience of the online application form and the paper-based form
- Paper-based application route implemented too late without a system and a plan for managing it effectively - monitoring
- Technical challenges meant that paper-based applications could not be captured and none could be evaluated in real-time
- Messaging not set up properly confusing messages to students and universities
- Students did not know a) if applications received,b) what their status was (or what this meant)
- Communication about funding lists and statuses poor – no cross-university visibility – escalated to NSFAS and DHET
- Information provided to students either inconsistent, inaccurate or poorly understood – escalated to DHET

What worked?



- An increase in the number of students that could be funded + the early identification of students that could not be funded (March 2017)
- Top-slicing has effectively been eliminated by paying full cost of study minus the EFC
- Students had a choice of institution with one application – without losing their funding
- Upfront payments have been made to assist with registration payments
- Qualifying students did receive confirmation of funding before the end of the first quarter (March)
- Over 700k users registered on the NSFAS portal students could register and check their status
- Over 250k online applications were received from students
- Being able to match admissions data to provisional funding presented new opportunity for 2018
- Better data analytics more real-time, fit-for-decisionmaking – capability to interrogate the data
- Walk-in centre capability set up
- Improvement in pre-funded student process
- myNSFAS functionality was operational gave universities access

How have we responded to what has been learnt?

From a planning and implementation perspective, from deep diving into understanding demand scenarios, from holding the student experience at the centre of our thinking

By re-designing the application form and re-thinking the channels

Applications

- Slim-line the application form (cosmetic changes) to create a better user experience, and lessen online time required to complete
- Manage volumes of paper-based forms push early apply campaign push online apply functionality drive volumes
 to peak in October

Leveraging off existing networks and expanding the roles of partners

- Applications to be received through managed submission channels through institutions and the NYDA (new partner). Quality assurance as part of the training process of partners, and built in SLA, with TAT for capture
- □ Engage through a SLA the university and TVET college infrastructures, systems and people to facilitate the application process either through an "assisted application" or "drop-and-go independent on-site capture"
- NSFAS's role to provide training, support and top-up capacity for on-site capture

Integration

□ Full build assumes validations through third party integration.

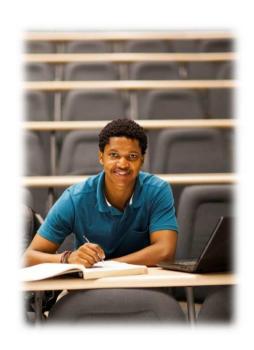
Communication to applicants

- Key to improving the applicant experience AND to reducing volume (by ensuring students don't apply twice)
- Pre-determined messages to be approved by EXMA and to be pushed both direct-to-applicant (at set points) and through media campaigns



Application Form 2017 debrief -

From internal focus groups and student focus groups



- □ Recommend reducing the reliance on submission of supporting documentation, especially that which submitted via email
- Reduce the amount of information that we are asking for

 only ask for what is needed for the evaluation, ranking
 and funding and the generation of the LAFSOP
- Need to include ID number on front page of application form (feedback on draft 1) for easy referencing in collection/storage
- Concepts that applicants did not understand include: legal guardian, family (vs household) income, deceased, next-of-kin, gross income, annual, administration order
- Simplify course code requirements and the institution selection – needed only for ranking, not for reg data
- Reduce time to complete online, no system hanging (as this divert students to paper-based applications)
- Align online form and print form order, sequence, etc

And the final product is.....

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~		PLICATIONS 30 November
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Assumptions

Data validation

If use minimal field for application form, validation with third party sources critical.

Validation can be done following "SUBMIT", not as a back-end process during application.

Means testing

Existing means test proxies and means test formula will be used.

Income threshold can be incorporated as a proxy if needed.

Additional fields (if using a more nuanced means test proxy index) need to be kept as simple administrative points for validation.

Development and testing for any new means test can be complete by the time evaluation starts

Finalise business decision tree/process for means testing and academic eligibility.

By 31 May 2017.

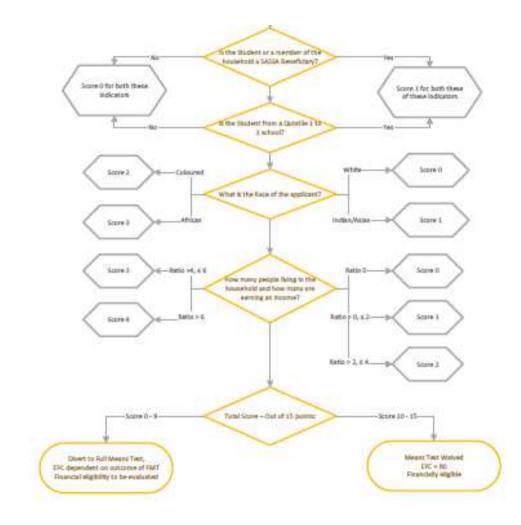
Academic eligibility

Admission to an approved programme of study is sufficient for FTE.

Course codes not needed for the eligibility assessment. Only broad differentiation of which institution and which broad field of study.

Data fields required for MTW decision tree:

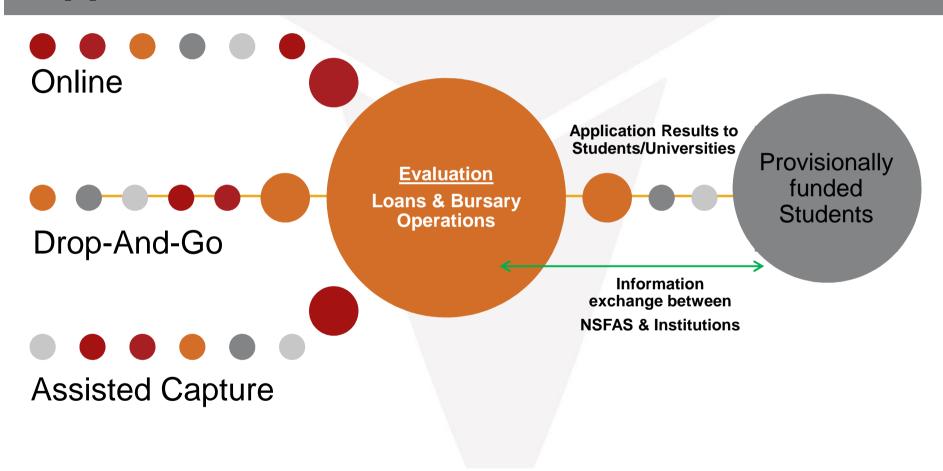
- ID number
- No of people living in the household
- No of people in the household earning an income
- Race
- Parental income
- Postal Code
- No of siblings who will be studying at university or TVET college in 2018

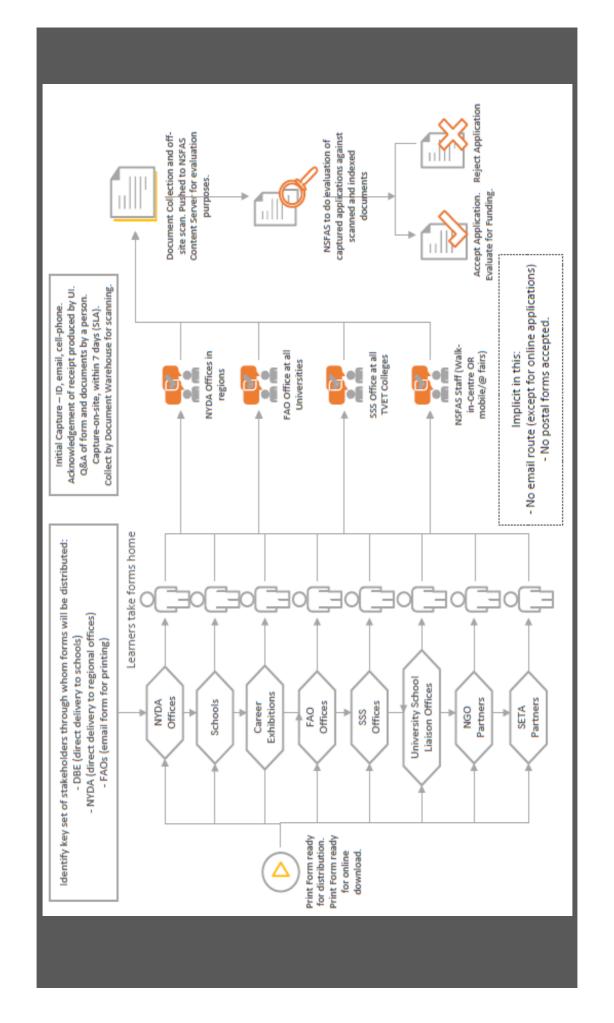


Making it easier for students to access NSFAS to apply

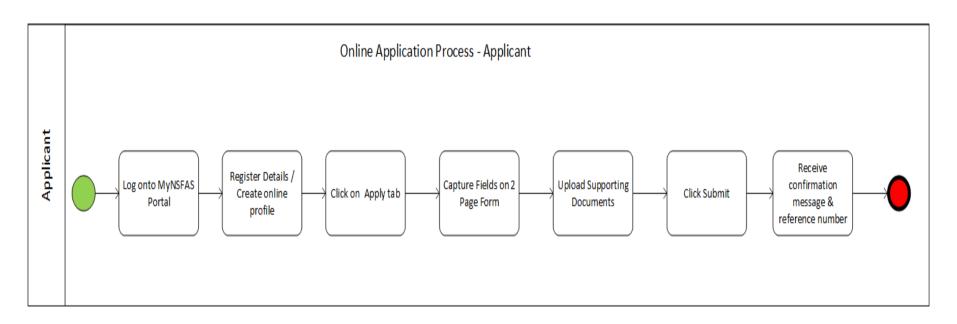
By extending our reach and broadening the footprint into communities where our students are.... Informed by an understanding of where students come from...

Application Channels



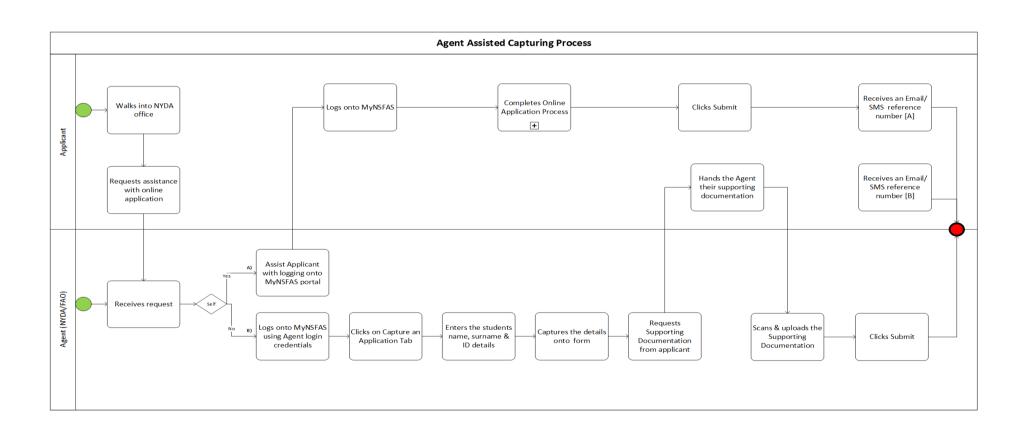


Business Process 1: Online Application





Business Process 2: Assisted Capturing



Dependencies - Internal and External

- Approval for design of minimal data fields by 12 May 2017
- Paper-based form printed by 17 July 2017
- Distribution channels determined by 1 July and trained by 31 July 2017
- Internal staff trained by 31 July 2017
- Online application form and/or mobile app ready by 1 August 2017
- App (OCR/ICR) and UIs in place for scanned documents by 31 July 2017
- Receiving channels resourced and trained by 1 August 2017 (latest 18 August 2017) to start evaluation

Stakeholder Agreements

Identify and sign agreements with channels for applicants to apply through – FAOs, NYDA, or other (e.g. DBE through examination centres or schools).

Training of external stakeholders – on the form itself, on the QA processes, on monitoring and tracking, on student information and dealing with queries.

ICT Development Needs

Online application interface – build, test, data integrity (tables), downstream impact, capacity.

Dashboards – with different views – CC, FAOs, NYDA.

Mobile app – with document photo function, generate app#

Logistics and Resourcing

Source a service provider for the printing of forms and distribution of forms. Scope barcodes for NYDA/other.

Scope need for Contact Centre agents (FTC for 3-month period Aug to October 2017)

Scope need for additional evaluators (or multi-skill across CC, L&B for both roles) from Sept to November 2017.

Training and Communications

Train internal staff in the Contact Centre on manual and online forms.

Design animated videos for students in multiple languages for online/social media.

Engage Communicators Forum and Registrars Forum on the form and dates.

Engage FAOs on their roles in assisting the application process and in capturing

Will our students know?

Communications campaigns will feature much more prominently in the 2018 build up – community radio stations, campus stations, different media, different social platforms, differentiated messages

Get Ready! The 2018 Application for financial aid will open from August 2017

Target	Campaign Platform	Campaign Tactics	Date
Learners (Grade 12)	Radio, TV & Outdoor	Interviews, Advertisements Live-reads, and Outreach	July 01 - 31
Students (TVET & University)	Campus Radio, TV, Online And Activation	Interviews, Advertisements, live-reads and campus activations. NSFAS webpage +institutions webpages	July 01 - 31
Parents & general public	Commercial Radio & newspapers	Interviews, Advertisements Live-reads	July 01 - 31
Media	Media briefing	Media Statement by the Executive Officer	Monday, July 31, Pretoria

Apply Now! #mynsfas2018 Applications are open for Grade 12 and non-funded students only

Reliability

Authenticity

Target	Campaign Platform	Campaign Tactics	Date
Learners (Grade 12) Teachers (LO)	Radio, TV & Outdoor	Interviews, Advertisements Live-reads, and Outreach Whatsapp video; YouTube video	August 01 - November
Students (TVET & University)	Campus Radio, TV, Online And Activation	Interviews, Advertisements, live-reads and campus activations. NSFAS webpage +institutions webpages	August 01 - November
Parents & general public	Commercial Radio & newspapers	Interviews, Advertisements Live-reads	August 01 - November
Media	TV, Print & Radio	Press Release; Opinion & Thought Leadership	August 01 - November

Accessibility Transparency Affordability

Where to go! #mynsfas2018

Visit your nearest NYDA offices to get help with your online application for NSFAS or your financial aid office

Target	Campaign Platform	Campaign Tactics	Date
Learners (Grade 12) Teachers (LO)	Radio, TV & Outdoor	Interviews, Advertisements Live-reads, and Outreach Whatsapp video; YouTube video	August 01 - November
Students (TVET & University)	Campus Radio, TV, Online And Activation	Interviews, Advertisements, live-reads and campus activations. NSFAS webpage +institutions webpages	August 01 - November
Parents & general public	Commercial Radio & newspapers	Interviews, Advertisements Live-reads	August 01 - November
Media	TV, Print & Radio	Press Release; Opinion & Thought Leadership	August 01 - November

Got myNSFAS?

Do not apply if you are a NSFAS student. We already know your needs 2018.

Target	Campaign Platform	Campaign Tactics	Date
Students (TVET & University)	Online, print, and digital	Campus media, social media, email, & SMS	August 01 - November
Parents & general public	Commercial Radio & newspapers	Interviews, Live-reads	August 01 - November
Media	TV, Print & Radio	Press Release; Opinion & Thought Leadership	August 01 - November

Accessibility

Affordability

Reliability

Authenticity

Help us to help you!

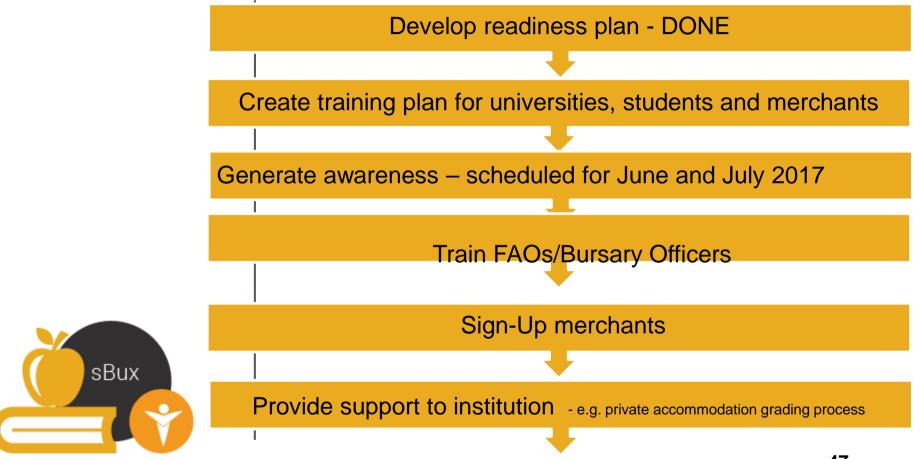
If you can't prove it, you can't claim it.
Insist on getting your NSFAS reference number or confirmation for your application.

Target	Campaign Platform	Campaign Tactics	Date
Learners (Gr 12)	National media	Interviews, advertisement, live-reads	August 01 - November
Students (TVET & University)	Online, print, and digital	Campus media, social media, email, & SMS	August 01 - November
Parents & general public	Commercial Radio & newspapers	Interviews, Live-reads	August 01 - November
Media	TV, Print & Radio	Press Release; Opinion & Thought Leadership	August 01 - November

Planning for the sBux 2018 rollout

A sBux regional rollout plan has been formulated, which includes visits to each of the Universities and TVETs that are coming onto sBux in 2018, in order to fulfil one of the most important objectives of the Student-Centred Model, which is to create and maintain direct communication and regular engagement between NSFAS and all relevant Stakeholders (Institution Officials, Merchants, SRCs)

Approach



Student accommodation – NSFAS Handbook

- Parameters of award: Private accommodation cost is maximum amount equivalent to the costs of on-campus self-catering accommodation
- Students required to provide proof of lease agreement the cost of which is not greater than the cost of on-campus accommodation.
- Students must make own deposit arrangements.
- Students only eligible for off-campus accommodation once official notification from student housing division confirms no on-campus accommodation available
- Responsibility for rental costs lies with students

Accessibility

Transparency

Affordability

Reliability

Authenticity

Private accommodation challenges

- Lack of suitable accommodation
- Capacity to accredit landlords
- Delays in processing of allowances
- "Locking" of students to specific landlords
- Grading & accreditation pilot project







Allowance Disbursements 2018



- Addressing existing challenges
- Dependencies
- Private accommodation issues
- Additional allowance disbursement solution/s
- Collaboration and resourcing
- Timing

Helping students build a brighter tomorrow



Status Update 2017 - Checking in

Planning for 2018 could be compromised by not adequately and effectively addressing the 2017 challenges facing universities at the moment

General Update



□Returning students not funded:

- □ R54 million unsigned SOPs from Colleges
- R114 million re-submissions from Universities

■T2 Funding

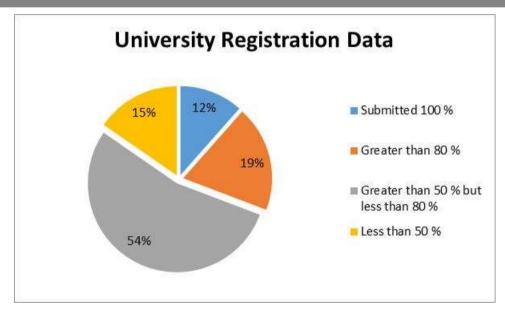
- 36 Colleges with allocation
- 21385 new students funded from T2 and outstanding S1 and T1
- □ 10655 new students not funded from 14 Colleges

□Semester 2 Applications date

- Formal communication to be circulated by end of the week
- Only manual applications
- 24th July-4th August



Registration Data Progress as @ 12 June 2017: Universities



Report at @ 12th June 2017

	1	CAPE PENINSULA UNIVERSITY OF TECHNOLOGY
100%	2	RHODES UNIVERSITY
	3	UNIVERSITY OF PRETORIA
	1	SOL PLAATJE UNIVERSITY
Greater	2	UNIVERSITY OF MPUMALANGA
than 80 %	3	UNIVERSITY OF VENDA
70	4	VAAL UNIVERSITY OF TECHNOLOGY
	1	MANGOSUTHU UNIVERSITY OF TECHNOLOGY
	2	NELSON MANDELA METROPOLITAN UNIVERSITY
	3	NORTH-WEST UNIVERSITY
	4	SEFAKO MAKGATHO HEALTH SCIENC UNIVERSITY
	5	TSHWANE UNIVERSITY OF TECHNOLOGY
Greater	6	UNIVERSITY OF CAPE TOWN
than 50%	7	UNIVERSITY OF FREE STATE
but less	8	UNIVERSITY OF JOHANNESBURG
than 80 %	9	UNIVERSITY OF KWAZULU NATAL
	10	UNIVERSITY OF LIMPOPO
	11	UNIVERSITY OF STELLENBOSCH
	12	UNIVERSITY OF THE WESTERN CAPE
	13	UNIVERSITY OF THE WITWATERSRAND
	14	UNIVERSITY OF ZULULAND
	1	CENTRAL UNIVERSITY OF TECHNOLOGY
Less than	2	DURBAN UNIVERSITY OF TECHNOLOGY
50%	3	UNIVERSITY OF FORT HARE
	4	WALTER SISULU UNIVERSITY

Accessibility

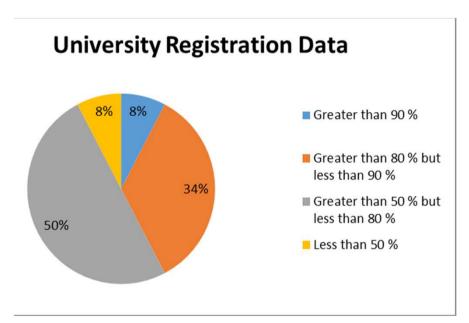
Transparency

Affordability

Reliability

Authenticity

Registration Data Progress as @ 28 June 2017: Universities



Greater than 90 %	UNIVERSITY OF PRETORIA		
Croater than 50 %	2 UNIVERSITY OF VENDA		
	NELSON MANDELA METROPOLITAN UNIVERSITY		
	2 SOL PLAATJE UNIVERSITY		
	3 TSHWANE UNIVERSITY OF TECHNOLOGY		
	UNIVERSITY OF FREE STATE		
Greater than 80 % but less than 90 %	UNIVERSITY OF JOHANNESBURG		
	UNIVERSITY OF KWAZULU NATAL		
	7 UNIVERSITY OF LIMPOPO		
	3 UNIVERSITY OF MPUMALANGA		
	UNIVERSITY OF THE WITWATERSRAND		
	CAPE PENINSULA UNIVERSITY OF TECHNOLOGY		
	2 DURBAN UNIVERSITY OF TECHNOLOGY		
	3 MANGOSUTHU UNIVERSITY OF TECHNOLOGY		
	NORTH-WEST UNIVERSITY		
	5 RHODES UNIVERSITY		
	SEEAKO MAKGATHO HEALTH SCIENC UNIVERSITY		
Greater than 50 % but less than 80 %	7 UNIVERSITY OF CAPE TOWN		
	B UNIVERSITY OF SOUTH AFRICA		
	UNIVERSITY OF STELLENBOSCH		
	0 UNIVERSITY OF THE WESTERN CAPE		
	1 UNIVERSITY OF ZULULAND		
	2 VAAL UNIVERSITY OF TECHNOLOGY		
	3 WALTER SISULU UNIVERSITY		
	1 OF NET DATE IN IN ISPORT OF THOUSAND		
Less than 50 %	1 CENTRAL UNIVERSITY OF TECHNOLOGY 2 UNIVERSITY OF FORT HARE		
<u> </u>	2 UNIVERSITI OF PORT HARE		

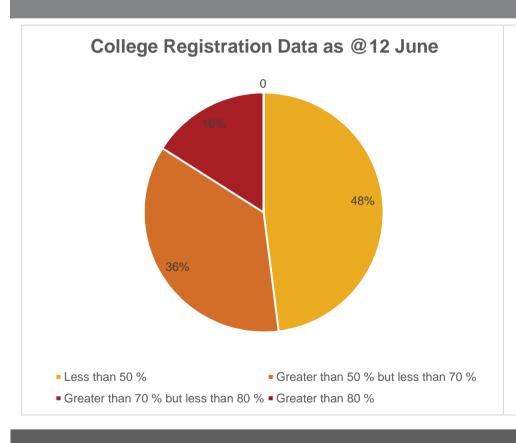
Report at @ 28th June 2017

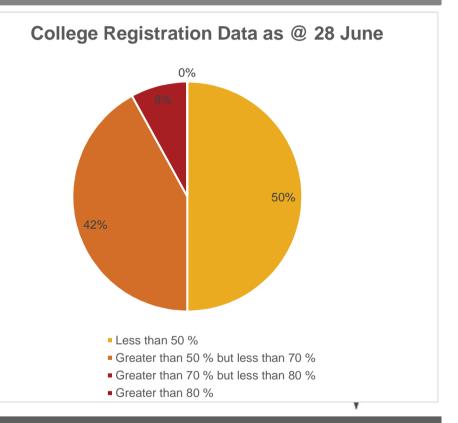
Number of universities with greater than 100% % submission reduced form 3 to 2 due to increase on number of funded students

- Universities with greater than 80 % submission of Reg data increased from 4 to 9
- University with less than 50% registration data moved from 4 to 2.
- NSFAS team continues to work hard to assist all universities



Registration Data Progress: TVET Colleges





Accessibility

Affordability

Authenticity

LAFSOP Progress as @ 28 June 2017

							Students	Students LAFSOP
Туре	Report Date	Funded	Reg Rece	ived St	tudents LAFGEN	LAFSOP GEN Value	LAFSOP Signed	Signed Value
TVET	28-Jun-17	235,370.00	:	113,749	106,047	896,106,130.00	64,507	579,745,588.00
UNIV	28-Jun-17	282,670.00		212,763	205,034	8,853,129,522.00	170,585	7,150,341,577.00
Total		518,040.00	326	,512.00	311,081.00	9,749,235,652.00	235,092.00	7,730,087,165.00
			<u>†</u>					
TVET	19-Jun-17	221,305.00	:	103,388	96,955	825,489,332.00	55,155	489,743,285.00
UNIV	19-Jun-17	272,809.00		205,843	200,315	8,549,920,053.00	146,822	6,046,594,002.00
Total		494,114.00	309	,231.00	297,270.00	9,375,409,385.00	201,977.00	6,536,337,287.00

						Students	Students LAFSOP
Movement	Movement Dates	Funded	Reg Received	Students LAFGEN	LAFSOP GEN Value	LAFSOP Signed	Signed Value
Movement on TVET	19&28 June 2017	14,065.00	10,361.00	9,092.00	70,616,798.00	9,352.00	90,002,303.00
Movement on UNI	19&28 June 2017	9,861.00	6,920.00	4,719.00	303,209,469.00	23,763.00	1,103,747,575.00
GRAND TOTAL							
Movement on							
TVET & UNI	19&28 June 2017	23,926.00	17,281.00	13,811.00	373,826,267.00	33,115.00	1,193,749,878.00

- Significant increase on number of LAFSOP signed with at least 33 000 more students signing form 12th June to 28th June
- LAFSOP Contact centre campaign continues with at least 5261 calls made to-date and 13412 sms sent to students



Resolving the LAFSOP Institutional visits

LAFSOP Signing Universities Visited Now - 29 June 2017 to 05 July 2017:

Institution	Number of LAFS Signed	Date
Tshwane University of Technology	429	29 June – 30 June
Walter Sisulu University (Umthatha)	715	29 June – 30 June
Walter Sisulu University (EL)		04 July – 05 July

- Two(2) Universities were visited in the last week of June
- Number of students assisted was limited due to Winter recess



Resolving the LAFSOP Institutional visits

LAFSOP Signing Universities Visited Now - 29 June 2017 to 05 July 2017:

Institution	Date
University of Venda	13 July – 14 July
University of KwaZulu Natal	19 July – 20 July
University of Zululand	19 July - 20 July
Central University of Technology	19 July – 20 July
Durban University of Technology	19 July – 20 July
Cape Peninsula University of Technology	20 July – 21 July
Nelson Mandela Metropole University	27 July – 28 July
University of Johannesburg	27 July – 28 July

- At least 8 Universities FAO's confirmed availability after recess.
- NSFAS teams will be deployed on the ground to assist together with FAO's.



Resolving the LAFSOP Funding Status Backlog through USAF

- Meeting outcomes 15 June 2017
 - □ Meeting requested by the DHET and USAF priority focus was to provide status update for 2017;
 - □ Noted report by DHET following SRC engagements nationwide
 - Noted report by NSFAS on the current LAFSOP funding status per university
 - Agree to the lessons learnt as a way of informing assumptions and planning for 2018
- □ Agreement on way forward 15 June to 17 July 2017:
 - □ NSFAS to send communique to all universities to request verification of funded student data and registration data
 - □ NSFAS will establish a task team to address further 2017 challenges and strategies for 2018
 - Agreed to develop and implement joint USAF-NSFAS-DHET communication strategy
- □ Correspondence to all 26 Universities 24-25 June 2017:
 - Provided high-level view of the numbers per university and the R-value committed, with accompanying workbook detailing LAFSOP status for each funded student, and detail of all registration data sent to NSFAS
 - VCs to confirm:
 - if there are funded students not registered where funded status can be withdrawn/cancelled AND
 - to identify the students that have not signed their LAFSOPs so that each university can implement specific strategy to fast-track
 - Resolved jointly to address this backlog by 14 July 2017



Resolving Registration Data

□ Correspondence to all 26 Universities – 24-25 June 2017:

Universities are responding requesting more time... See example below.

Dear Mr. Nage

With regards to the above request we would like to confirm that the registration data of the funded students who were not yet on the NSFAS system were uploaded on 26 June 2017. This will allow NSFAS staff to generate the necessary LAFSOP's.

We are however still finalizing other reconciliation processes e.g. R value commitment, disbursement of payments to student accounts, etc. Therefore we would like to request your patience with this information until early next week.

Trust you will find this in order.



LAFSOP Contact Centre Campaign

Calls Made by the Contact Centre					
April (Start of the Campaign)	May	June to date			
2744	4840	3482			

Trends	
Left a message	1903
Student not available	1762
Student already signed	1639
Student unavailable	1138
Student will sign	1126
Agent signed obo the student	597
Call back	504
Cancelled NSFAS funding	376
Received bursary	240
Incorrect number	221
Call dropped	201
Cell number belongs to someone else	157
Invalid number	134
Unavailable	130
Student de-registered	121
Number change process	92
Bursary	79
Signed LAF	55
No answer	53
Not registered	41
Will Sign Own LAF	32
Student not receiving OTP	21
Postgrad student	17
No LAF has been generated	15
Don't Require Funding	13
To be Contacted	12
UnderAge	12

Bursary Funding

04 July 2017 Funding update

2017 SOP Overview

16 Funders

37 Institutions 8 Colleges29 Universities

16 957 SOP generated

13 933 SOP accepted

Funder	Number of signed SOPs
DAFF	58
CHIETA	48
TRC	98
DMV	1215
DSD	2689
FPM SETA	32
FUNZA	8535
GGB	7
HWSETA	245
KZN Premier Office	72
NGO Umthombo	3
NSF General	558
NSF Reap	298
NSF Special Projects	8
THUTHUKA (Saica)	66
WR SETA Colleges	1



2017 Confirmed Bursaries

FUNZA Confirmed DSD Government **DMV** SETA CHIETA Affiliated **TRC** FP&M NSF HW **DAFF** W&R **KZN - PREMIERS OFFICE Pending Other MERSETA** NGO - UMTHOMBO **CATHSETA** NGO - REAP **ETDP GGB FOODBEV THUTHUKA AGRISETA**

Effective 1 January 2017 - All post graduate programmes are managed by NRF www.nrf.org.za

Issues impacting SOP acceptance rate

- Incorrect funding values populating on SOPS
- Incomplete funding allowance categories received from institutions
- Delays in fixing errors upon notification
- Late pre-selection and guidelines notifications from Funders
- Changes in personal information – incorrect details populated on SOPS

Mitigation and approach

NSFAS: Top-up & drawdown manual workaround [Top-up system functionality roll out go live 15-07-2017]

FAO: Continued negotiations and reminders to FAO's to fast track corrections (re-submit reg templates with correct values)

Funders: 2018 planning underway:

1. Authorise NSFAS to roll over any unspent balances for an academic year – approval to be received in January of each academic year

Required this in order to be able to load the sub commitment.

- 2. Continuing students: Pre-approved lists to be received by the 15th of December (no later than 20 January)
- 3. Funder guidelines: for the academic year end of the month of October. This is to allow for communication to all stakeholders before the end of the year.
- 4. Make alternative arrangements and communicate if unable to submit approvals by end of January.



Any Final Questions?