



Update to the Registrars' Forum

10 March 2017



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Allocations for 2017

Understanding the basis for the NSFAS allocation determination in 2017, our commitments to provisionally funded students and managing the “funding following the student”

Allocations in 2017

- Allocation for universities grown from R9,2bn in 2016 to R 10,6bn in 2017
- The allocation includes a portion that had been set aside as a centralised fund to manage “funding following the student” – ring-fenced value R1,2bn
- Based on an assessment of average cost per student at each university, this represents a growth in the number of students that could be funded from 205 000 in 2016 to 252 000 in 2017
- Estimating an 40:60 split between FTE and Continuing students for 2017 with current available provisional funding data
- Further R1,7bn set aside for FTE funding

2017 academic year

2017 Allocation	10 584 495 679
Projected Commitment	9 184 007 736
Allocation to be utilised	1 400 487 943

Potential additional funding - 2016 unspent funds

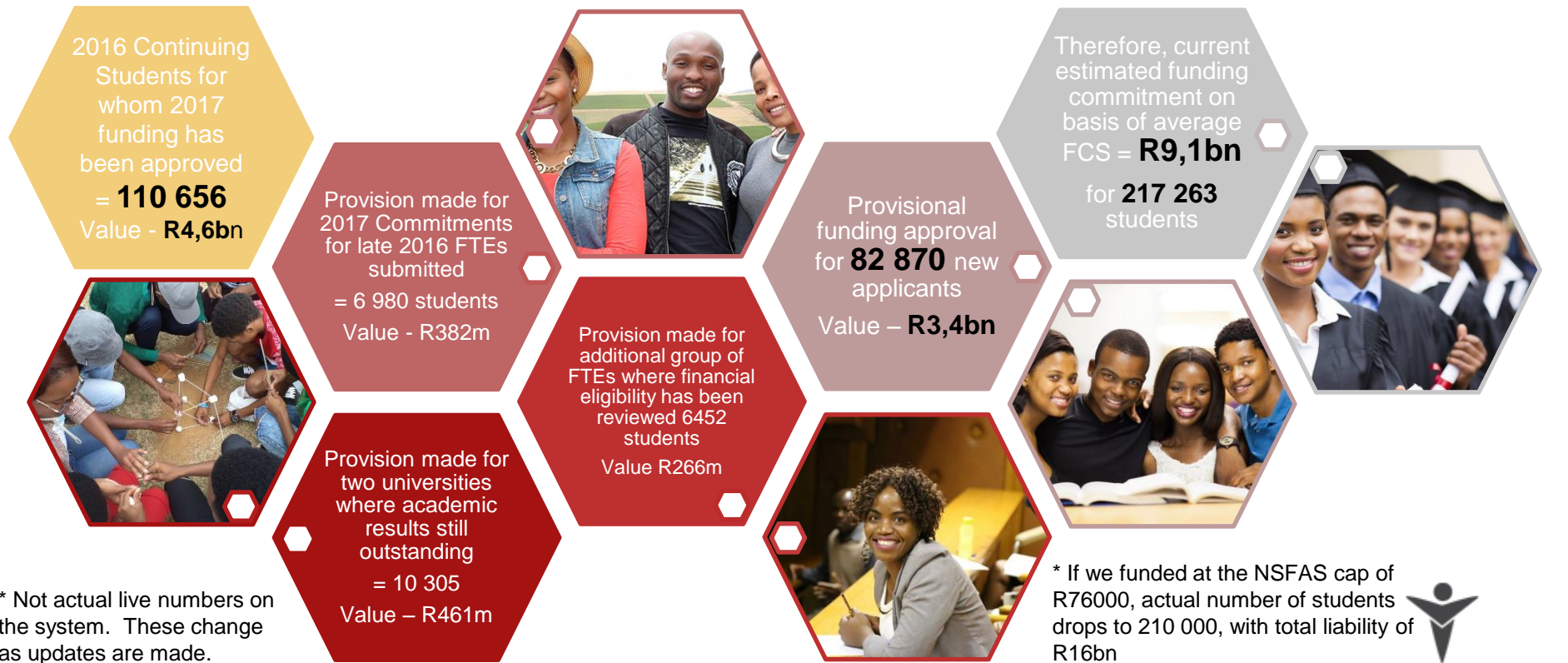
FTE	856 471 733
Kgodiso	189 458 793
Historic Debt	291 793 501
	1 337 724 027

Total funding available

2 738 211 970



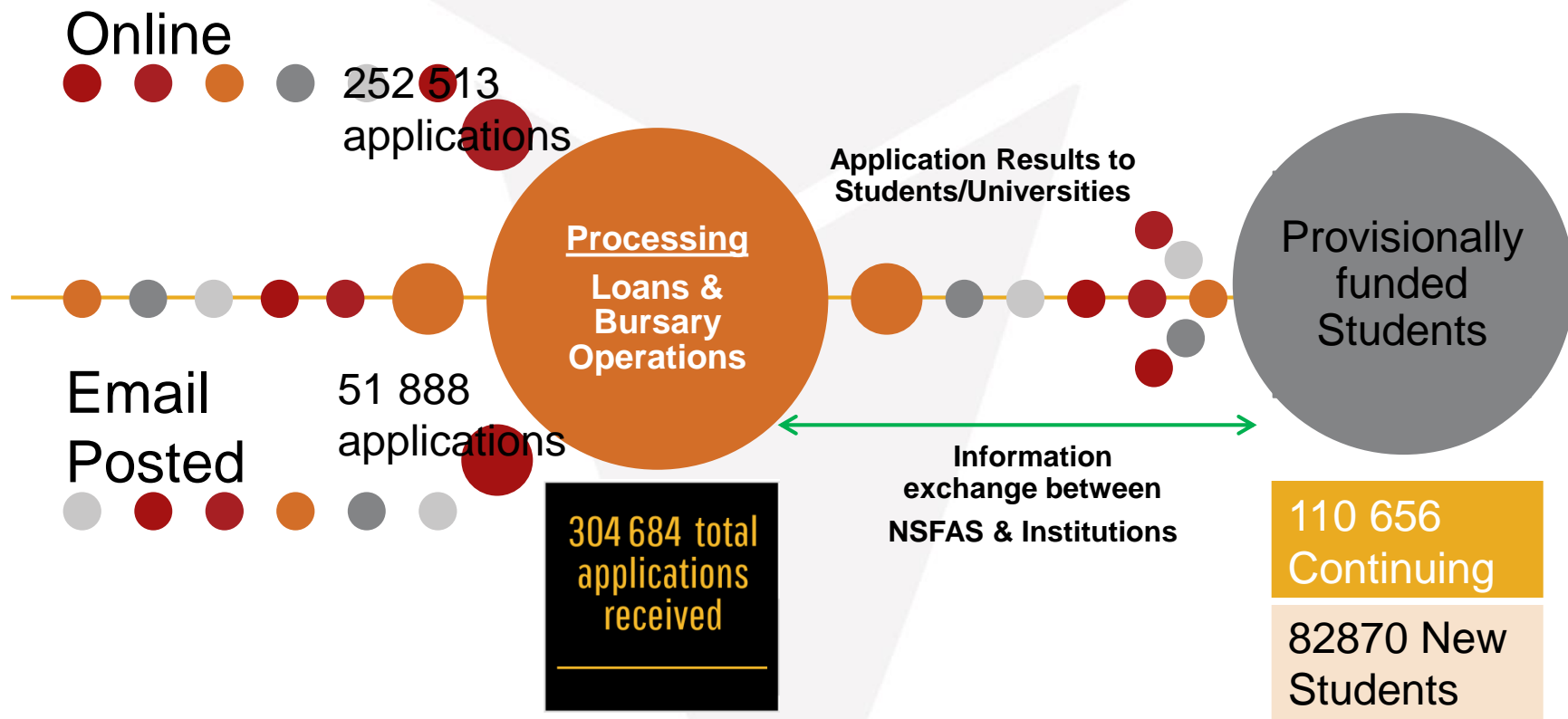
Basis of the funding commitments made to date for 2017



Overview of 2017 university statistics

Understanding the volumes – towards an evidence-based planning cycle

Applications Statistics



Integration interface – A key enabler

Carefully managing the dependencies between NSFAS and the universities for the generation of loan agreement forms (LAFs) and bursary agreements (SOPs) to ensure student is supported

Registration data



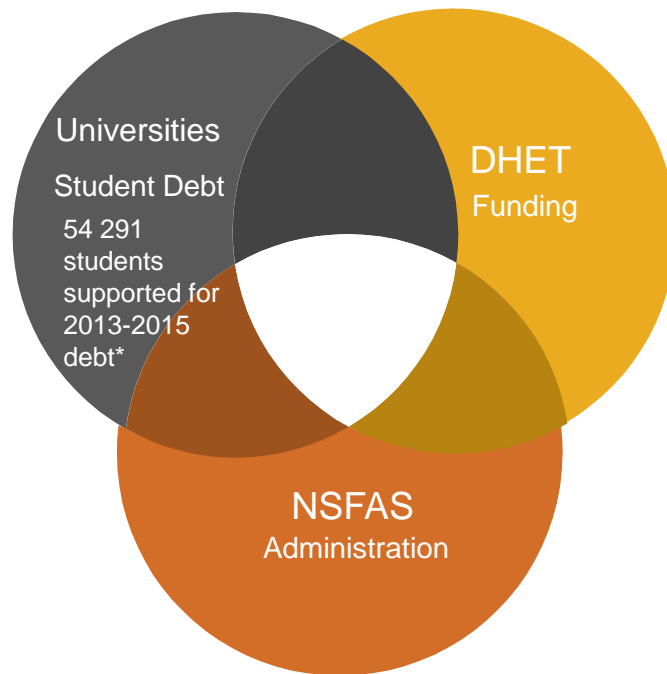
- ❑ Number of Adapt-IT institutions that have not deployed the integration interface into production
- ❑ Without this, registration information for funded students is not being sent to NSFAS so that LAFSOPs can be generated
- ❑ Universities that have not deployed solution into production include: CPUT, UFH, Limpopo, Mpumalanga, SPU, UNIVEN, VUT, NMMU, SMU
- ❑ Universities using the portal to send registration information include: MUT, UKZN, UJ, DUT, NMMU
- ❑ Non-Adapt-IT universities using the portal include WITS, UNISA
- ❑ Letter sent to universities concerned on 7 March 2017

Progress with Historic Debt and FTE funding

Impact of these two funding programmes on the start of the academic year, and the funding of students in 2017

Eradication of student debt

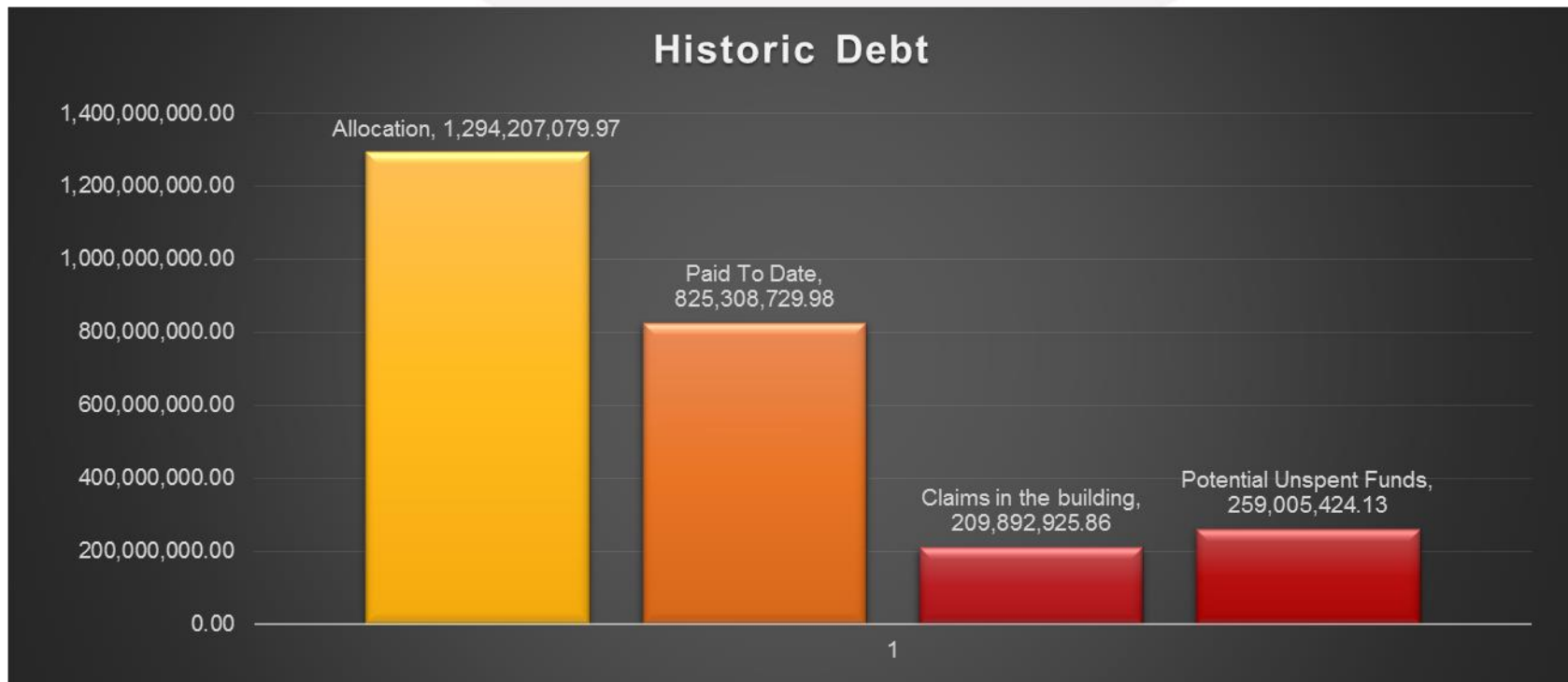
- ❑ R2.5 billion additional funding made available to provide short-term debt relief to 71 753 students who were funded inadequately or were unable to access financial aid over the 2013 to 2015 academic years.
- ❑ Universities were slow during 2016 in submitting claims for Historic Debt.
- ❑ Historic Debt allocation was subsequently reduced to R1.2 billion, with additional funds shifted to FTE to cover the shortfall in this funding category. Allocation letters sent in December and claims closed end of February 2017.
- ❑ R259m not claimed. Paid to date R825m.
- ❑ As at 28 February 2017, Historic Debt utilisation was at 73% (claims received as a % HD allocation)



* Of this, 27 431 students were funded for studies which continued into 2016 (Kgodiso)



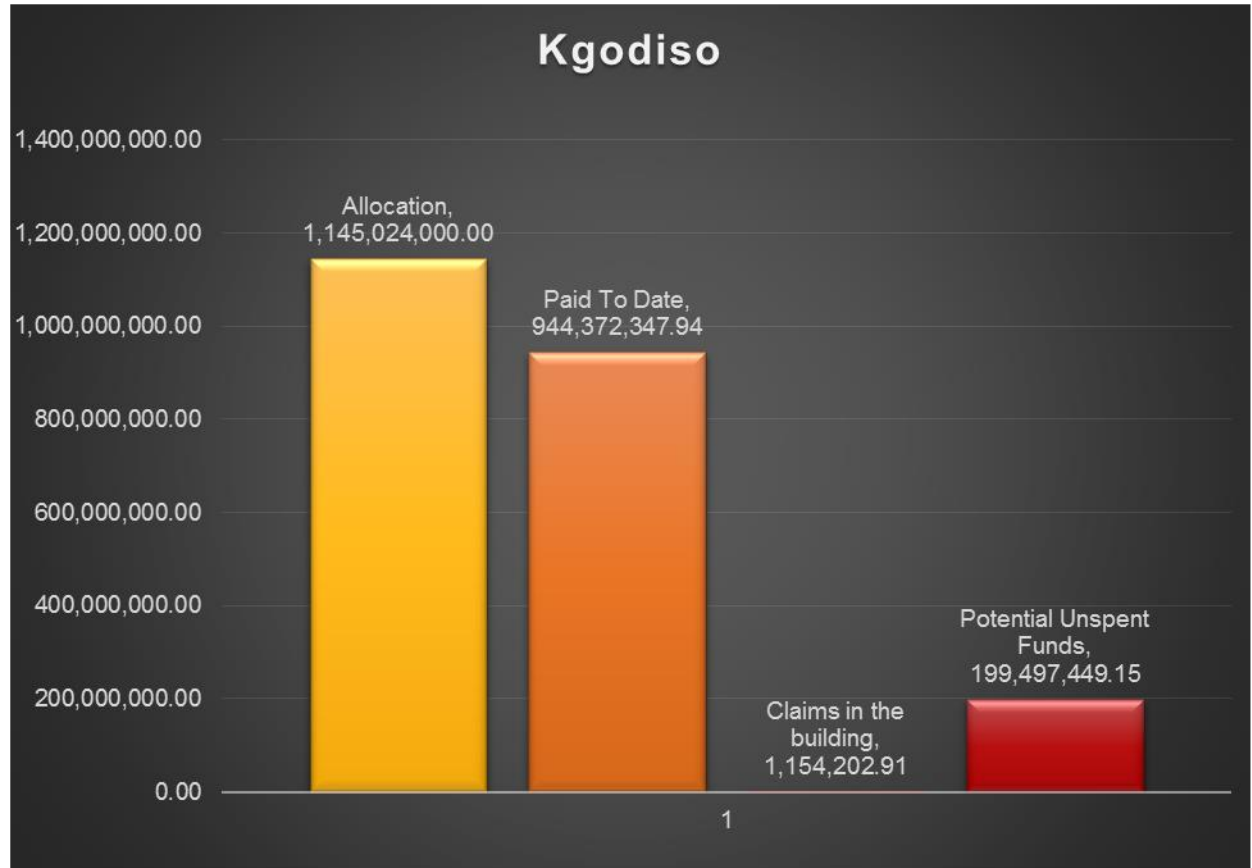
Status Update: Historic Debt

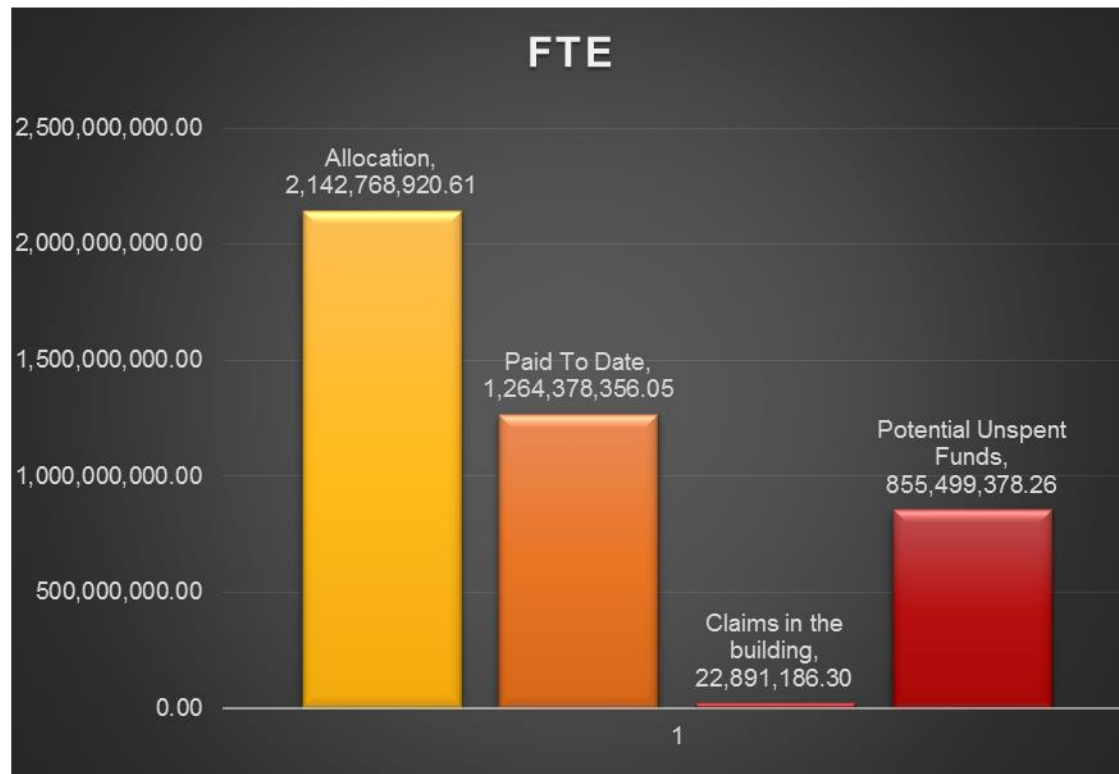


* Claims in the building are mostly rejections which needed administrative errors fixed

Status Kgodiso

- ❑ In the process of reconciling these claims and students
- ❑ Aim to propose movement of funds to cater for students “omitted”
- ❑ DHET request that if there is funding available, must cater for qualifying students





Status FTE

- Funds were moved from unclaimed HD and Kgodiso to accommodate students that DHET committed to fund in 2016
- CPUT, UniZulu, WSU requested extensions beyond 20 Dec 2017 date
- Extended till 28 February to ensure all qualifying, eligible students are included in the 2017 continuing student cohort

The 53K Rejected students – where to now?

Outlining the process to date, the assumptions made and our strategies to address this

A step-by-step breakdown

- ❑ Determining which new applicants to fund, through an accelerated process
 - ❑ Step 1: Consolidate a list of all online applications for financial aid
 - ❑ Step 2: Requested list of admissions from the universities (mid-January)
 - ❑ Step 3: Match the NSFAS eligible applicants with the admission information
- ❑ Recognising assumptions that were not considered
 - ❑ Different universities interpreted the request for admissions data differently, and detailed parameters for this data set were not communicated
 - ❑ Not all students – including first-time entering students – had been admitted by the last week of January, and the exercise was not repeated prior to 17 February 2017
 - ❑ Senior students not previously funded by NSFAS were not necessarily included on the admissions data sets sent, and as NSFAS had no academic results, they were not “visible”
- ❑ Addressing the issue to find a solution
 - ❑ FAOs requested on 23 February to send a return file matched to all 53 043 IDs, where student has been admitted.
 - ❑ VC, Registrars and FAOs followed up on 28 February
 - ❑ Three files requested – specific records for the 53k, undergrad admission list, undergrad academic results



Step One

Use File 1 (53K) to confirm that student has been admitted*.

If admitted as undergraduate, then rejected funding decision will be re-considered.

Subject to available allocation at that institution.

Step Two

Match File 2 to all remaining open applications to determine if students who are financially eligible are admitted students.

Where admission PLUS financial eligible, consider for provisional funding subject to available allocation.

Use File 3 to confirm academic results for senior students not previously funded by NSFAS

Step Three

Communicate provisional funding list to all universities and TVET colleges in the event that students have enrolled at TVET colleges.

DUE: 14 March 2017



* Files received from MUT, NMMU, Rhodes, UCT, UFS, UKZN, Limpopo, UNISA, UWC, Wits, WSU. Not all files sent in format requested so clean-up and interpretation of files was necessary in some cases.

DHET Commitment to the MTW students

Understanding this impact on the current NSFAS operations and funding cycle

10th February 2017 Engagement with USAf

Commitment for New Apps

Quintile 1 – 3 students and SASSA beneficiaries should be registered and sent to NSFAS to determine the quantum - # and value

Commitment for Continuing Studs

NSFAS-funded 2016 students need to have satisfied the 50% module pass requirement and be within N+2 and they will be funded.

Must have signed a LAF/SOP in 2016, submitted to NSFAS

NSFAS Action to Date

Email circulated 6 February 2017.

Formal letter requesting that data (excel format) is sent to NSFAS has been prepared.

Include students from Q1-3 schools, SASSA beneficiaries, meet academic requirements of the university, offered a study space and registered.

NSFAS Action to Date

Confirmed academic results from all universities except 2 have been received.

Student statuses have been updated to Provisionally Funded, so that registration data can be sent to NSFAS.



Appeals Process

- ❑ As outlined in the Handbook
- ❑ Closed 28 February 2017 for New Applicants to appeals@nsfas.org.za
- ❑ **PRINCIPLE:** Student must have been rejected for funding by NSFAS before submitting an appeal
- ❑ Large numbers of appeals may be a factor of many students not having received updated communication about their current funding status
- ❑ Internal process has been designed to check and verify appeals submitted directly and by institutions



Continuing Students

University financial aid offices must receive and then review appeals for funded 2016 students who have been denied continued funding in 2017. Make recommendations to NSFAS on a template with supporting documents.



New Applicants

Appeal form on the website and paper-based sent out. Students submitting appeals via email and in person (walk-in centre).
19 000 appeals received in the in-tray.
5 000 are in the process of being evaluated. Review decision will be tabled with Credit Committee.



Timelines

Closed on 28 February 2017. First set of appeals review decisions will be made by 17 March 2017.
Final set of appeal decisions will be made by 31 March 2017.

System challenges and a way forward

Identifying the critical system- and resource-related elements affecting the roll-out of the SCM

Resource-related elements



From 2016-processing to applications to integration

- ❑ 2016 claims processing
 - ❑ Had to manage the processing of 2016 claims received late up to, and including, 28 February 2017
 - ❑ Requirement to ensure that these students are included as part of the continuing student cohort
- ❑ Applications
 - ❑ Incomplete and missing applications, rate of applications coming in via email box created a bottleneck in the processing/evaluation team
 - ❑ Still busy capturing to the system for full evaluation. To review all applications.
- ❑ Managing call centre volumes
 - ❑ Additional resources brought in to man contact centre.
 - ❑ Visibility of application status on the system remains a challenge
- ❑ Impact of volumes on delays in communicating funding decisions
 - ❑ Created a work-around to manage the volumes of manual forms collected – capture to spreadsheet, with some outsourced capture
 - ❑ Minimal field capture then used to validate against SASSA and Q1-3 to accelerate funding decisions
 - ❑ Risk with incorrect capture information, including ID numbers, wrong institutions, wrong income information
 - ❑ Will manage this as part of the reconciliation

QUESTIONS

