



CASE STUDY

UNIVERSITY OF JOHANNESBURG STUDENT ENROLMENT PROCESS OCTOBER 2015

background

The University of Johannesburg student enrolment centre processes around 120,000 applications per year. The majority of these enrolments are completed online.

the challenge

A part of this process is to verify the student's identity. Prior to December 2014 this was done manually where the student's needed to physically visit the enrolment centre with their identity document and a paper copy was made.

the solution

Meniko offered the University the option to electronically verify the student identity number against the Home Affairs database.

the process

The first test run took place in December 2014 when the University of Johannesburg requested that 65,000 identity numbers be verified, using Meniko's services.

The process took less than 48 hours and returned the University of Johannesburg a positive verification percentage of 99%.

the benefits

The University of Johannesburg achieved the following benefits by using Meniko's services.

- Significant cost saving eliminating the need to make 120,000 paper copies of student identity documents, store and manage these paper copies.
- Significant time saving in the student enrolment process
- Student enrolment experience improved as the need to queue to verify their identity document has been eliminated

conclusion

The service we received from Meniko was efficient and customer centric. The process alleviates the need for making paper copies of every student's identity document, creating a cost and significant time saving.

Gert van Wyk

Senior Manager: Student Enrolment Centre

