

## REGISTRAR

23 August 2023

## Notice to all students of the North-West University (NWU)

### COMMENCEMENT OF VOTING PERIOD FOR THE 2023/24 SCC AND SRC: DSO ELECTIONS

Dear students

As communicated to the student community on 22 August 2023, the commencement of the voting period of the 2023/24 SCC and SRC: DSO elections was delayed due to a systems challenge that resulted in all student voters being unable to access the voting site, with an “Access denied” notice displayed. University stakeholders worked diligently since Monday, 21 August 2023 in collaboration with the external partner, Question Pro, to resolve the systems challenge.

We are therefore pleased to inform the student community that the systems challenge was **successfully resolved** today, 23 August 2023. As a result, the University will be able to proceed with the commencement of the voting period, as follows:

Description	Time	Date
<b>Voting period commences</b>	<b>10:00</b>	<b>25 August 2023</b>
<b>Voting period concludes</b>	<b>10:00</b>	<b>29 August 2023</b>
Publication of preliminary list of elected SCCs and SRC: DSO	10:00	30 August 2023
Period of objections on list of preliminary elected candidates (commences)	11:00	30 August 2023
Period of objections on list of preliminary elected candidates (concludes)	11:00	01 September 2023
<b>Publication of final list of elected SCCs and SRC: DSO</b>	<b>10:00</b>	<b>06 September 2023</b>

In the interest of providing transparent and comprehensive feedback to the student community, the following must be noted in relation to the systems challenge:

- Since 2022, the voting for the SCC and SRC: DSO election was hosted on the external platform, Question Pro, however, still accessing the Question Pro site through the Central Authentication System (CAS) linking with the eFundi Platform. This is why students are required to log onto eFundi, whereafter they have access to the relevant voting site link hosted on Question Pro.
- Therefore, voting in 2022, and consequently 2023, is NOT done on eFundi, however, eFundi combined with the CAS is harnessed to ensure that only eligible student voters gain access to the relevant voting site.
- The systems challenge experienced since Monday, 21 August 2023 arose when Question Pro unilaterally updated the security software coding of their platform, with this resulting in said coding no longer integrating with the NWU's security coding.
- Therefore, the security coding had to be reprogrammed between the NWU and Question Pro, to ensure integration between the two systems, that would ensure students are appropriately identified when logging into the relevant voting site.
- Regrettably, Question Pro did not forewarn the NWU of the update in their systems, resulting in the current situation.
- However, the coding reprogramming was successfully completed earlier today, and subjected to tests confirming the systems integration and successful identification and admission of students to relevant sites.

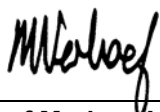
The following practical impact should be noted in terms of the voting process:

- vii. Student voters will be able to access the relevant voting sites via the links published on the respective 2023/24 SCC or SRC: DSO Election eFundi pages and will also receive said links via SMS.
- viii. The requirement to access the eFundi site will act as the identification gateway to ensure that the relevant student voters access the relevant voting site, hosted on Question Pro.
- ix. A voting dashboard will again be published, which indicates the number of students who have participated in the voting process as it unfolds, however no outcome will be evident from said dashboard.
- x. Students who are unsure if they are on the voters roll are reminded to verify their status on the [NWU Student Leadership Elections 2023](#) webpage.

As a final measure of assurance, it should be noted that the commencement of the voting period on Friday, 25 August 2023, will be overseen by the Independent Students' Electoral Commission and the appointed External Auditor, further attended by employee and student representatives from the Campus Election Coordinating Teams, IT and Internal Audit.

We would like to thank the student community for their continued patience and understanding of the current situation, and we look forward to the successful completion of the 2023/24 SCC and SRC: DSO Elections.

Yours sincerely



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**Prof Marlene Verhoef**  
**REGISTRAR**

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