UNIVERSITY OF CAPE TOWN
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UCT SuccessFactors Recruiting guide for selection committee members

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February 2025

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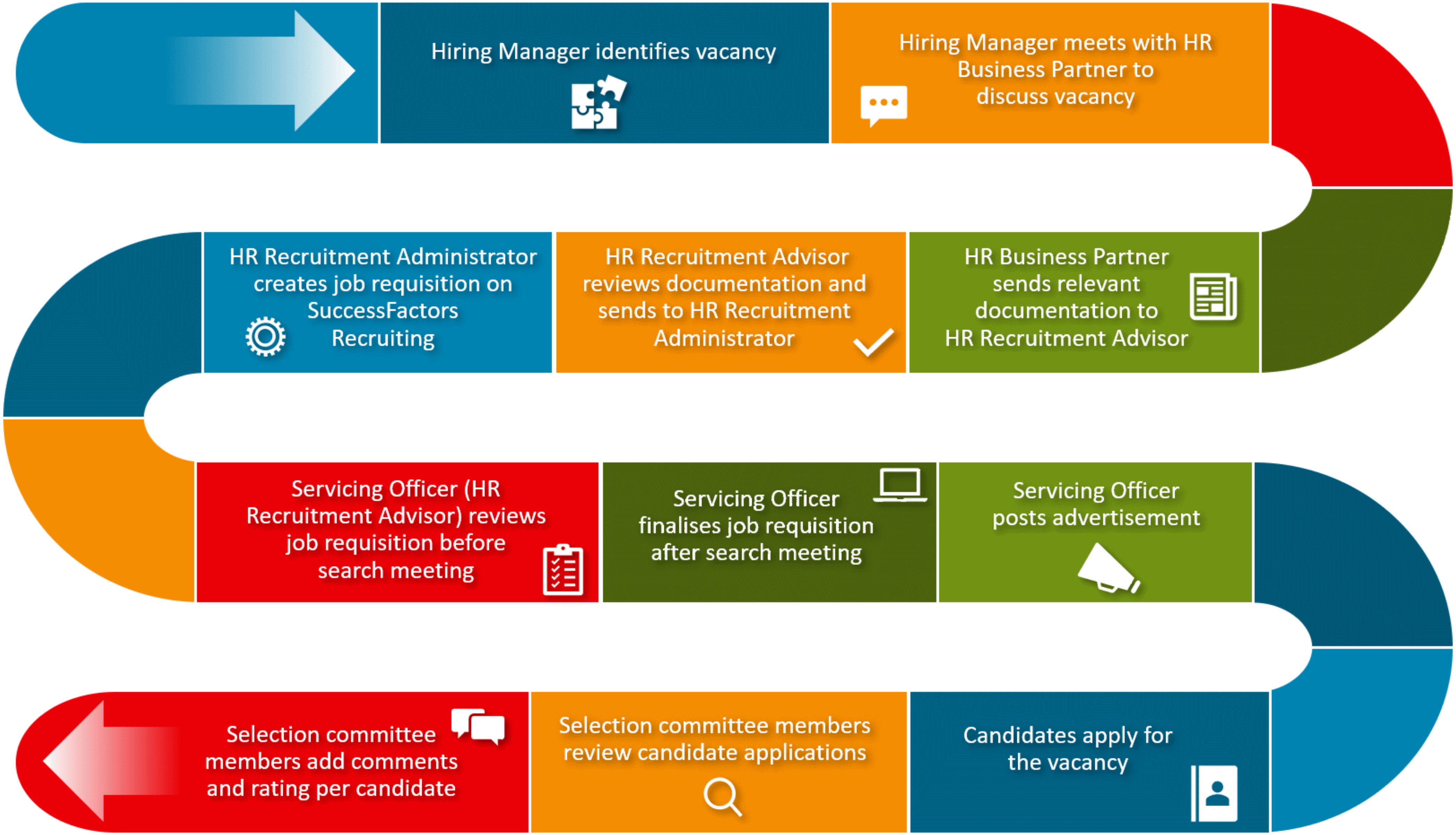
Process Overview: Part 1



Process overview: Part 2

Logging in to SuccessFactors

Background

SuccessFactors Recruiting offers a centralised recruitment system for applicants, line managers, selection committee members and HR support staff.

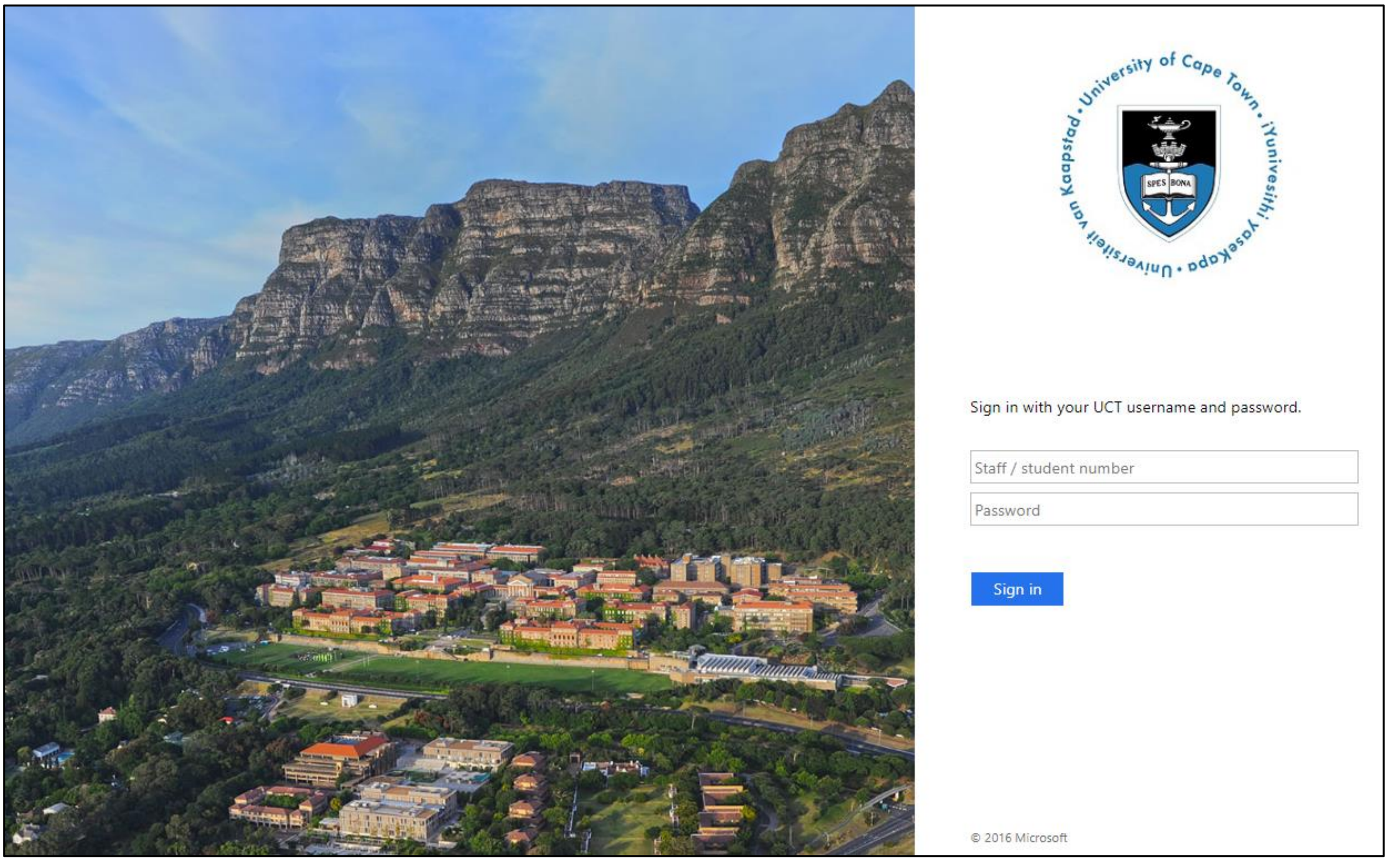
Staff members can access the platform using their existing UCT login details.

Support

If you are unable to access SuccessFactors or are experiencing other technical difficulties, please contact the IT Service Desk.

Procedure

1. Open a web browser (e.g. Google Chrome, Mozilla Firefox, Microsoft Edge).
2. Log in to SuccessFactors via www.successfactors.uct.ac.za.
3. If not already logged on to single sign-on, the UCT sign in page appears.
   If already logged in to single sign-on, SuccessFactors will open.



- In the *Staff / student* number field, enter your UCT staff number.
  Note: UCT staff number only, third party "T" accounts will not work.
- In the *Password* field, enter your network password.
- Click 

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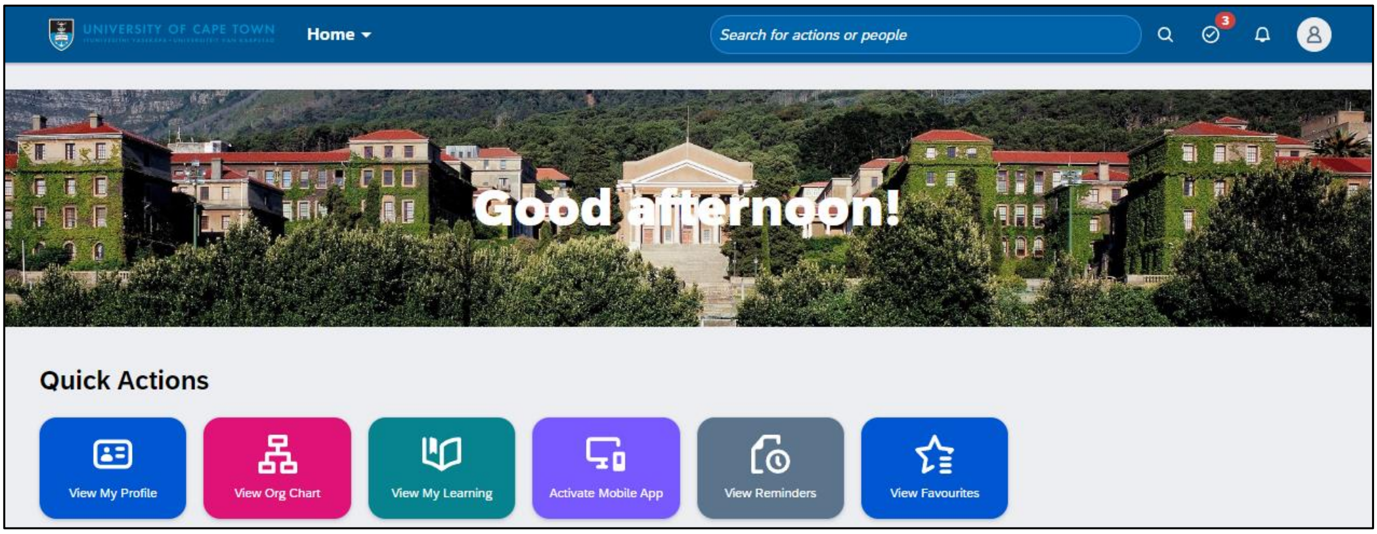
Logging in to SuccessFactors

4. The *Home* page appears.



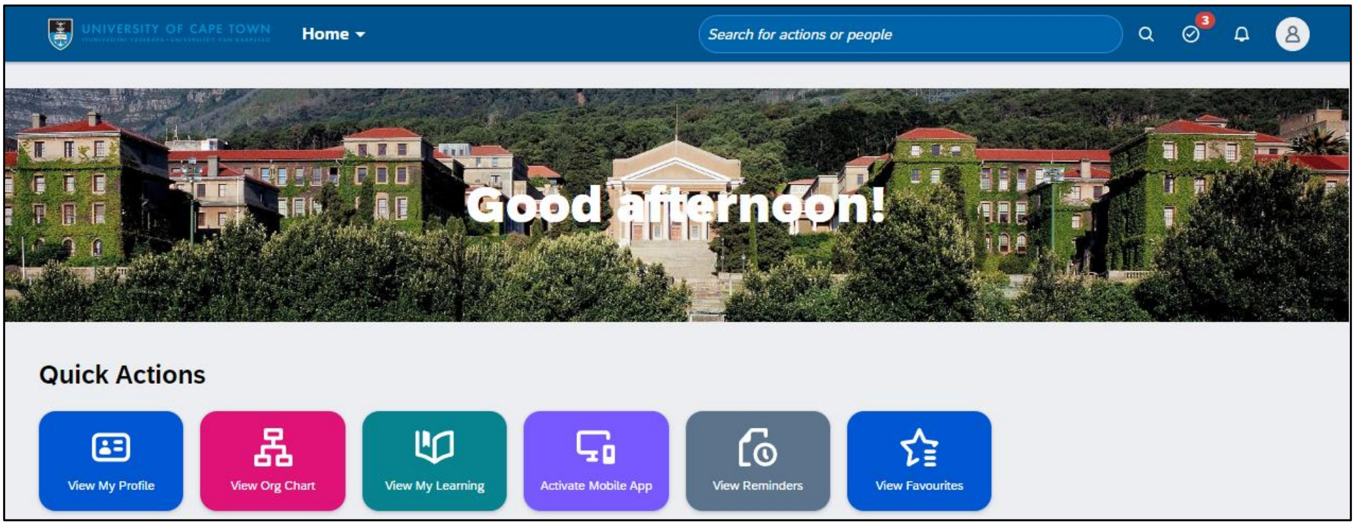
Reviewing and rating candidate applications

Background

This procedure shows how to access the candidate's full application (including responses to any application/screening questions), their CV and cover letter (if applicable).

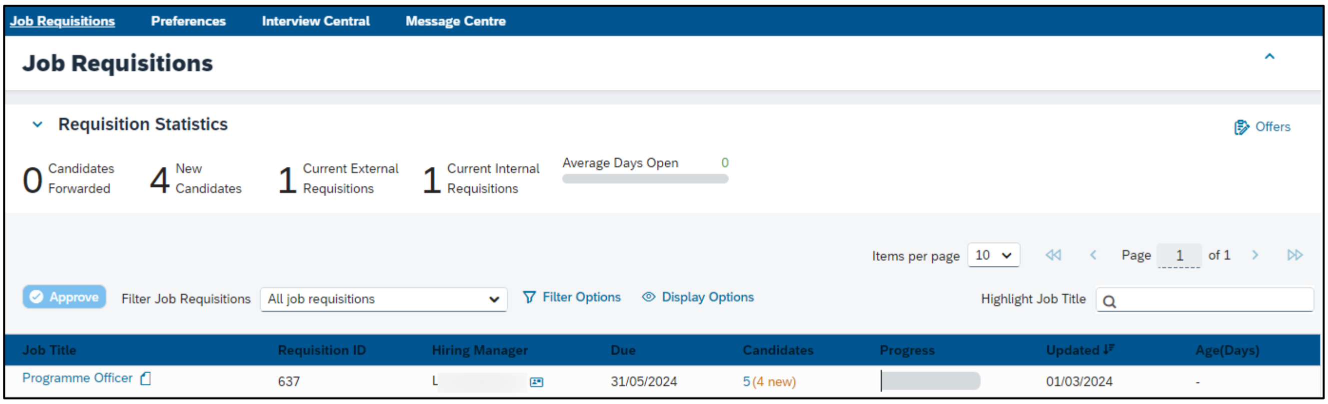
Procedure

1. Log in to SuccessFactors and access the *Home* page.
2. The *Home* page appears.



   – Choose *Home* > *Recruiting*.

3. The *Job Requisitions* page appears. This page provides an overview of all the job requisitions you are involved in as a selection committee member (e.g. Programme Officer job requisition below).



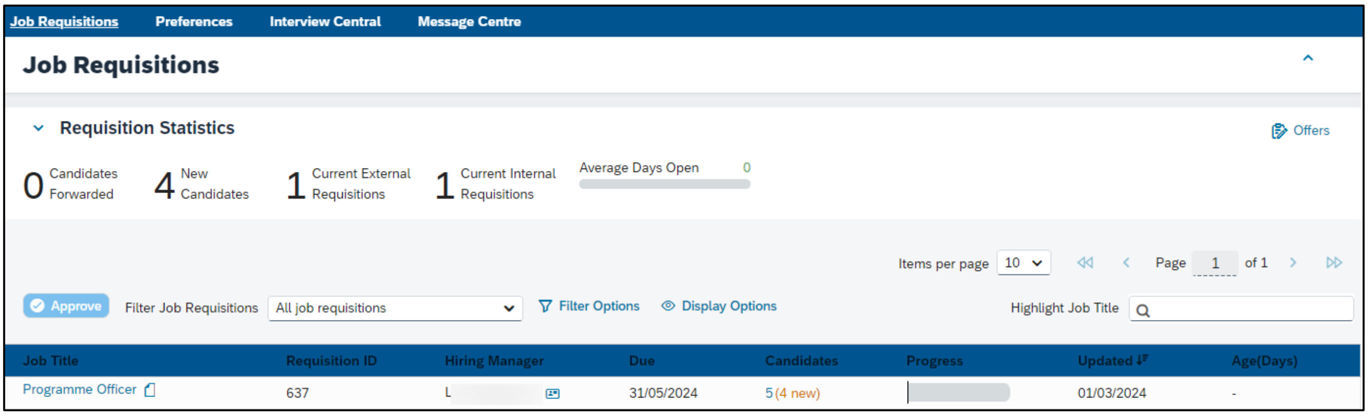
   – The *Requisition Statistics* section will change over time as job requisitions move through the recruitment process. The *Current External Requisitions* and *Current Internal Requisitions* refer to job requisitions that are advertised externally and internally.

   – To open the original advert (as a reference when reviewing candidates):

   - Click the *Job Title* e.g. Programme Officer.
   - In the *Job Requisition Detail* page, in the top right, click Internal Posting Preview or External Posting Preview.
   - The advert appears in a separate window that can be kept open when reviewing the candidate profile and attachments or printed to PDF.
   - Click Job Requisitions to return to the *Job Requisitions* page.

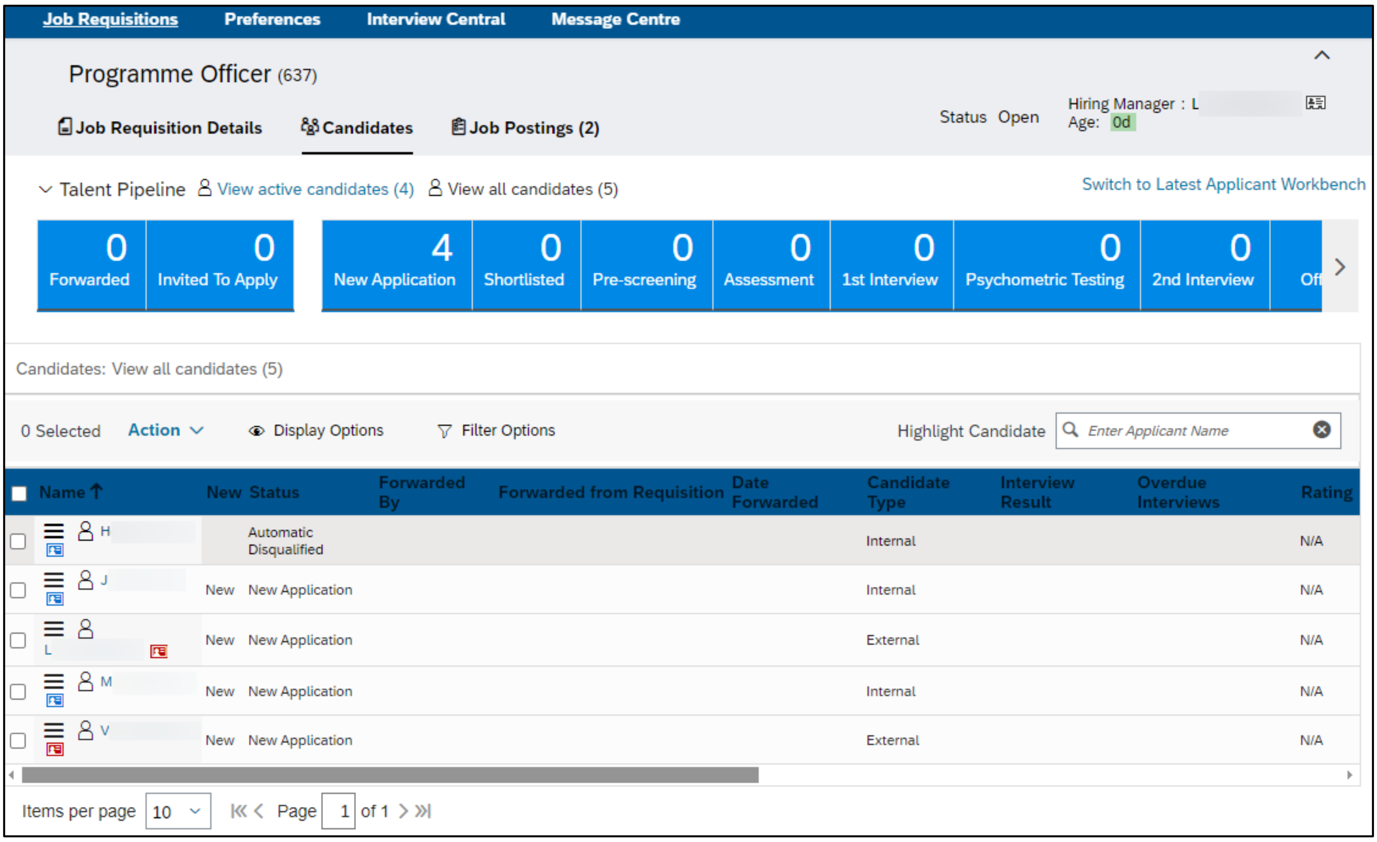
Reviewing and rating candidate applications

4. The *Job Requisitions* page reappears.



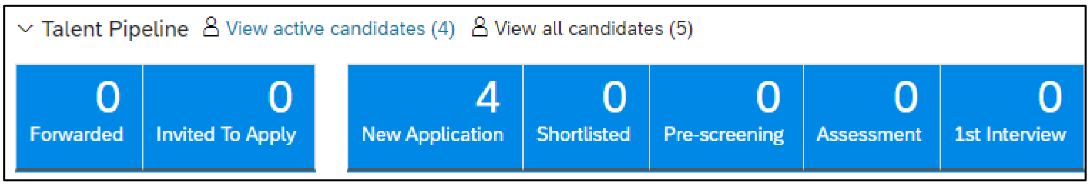
– Click the number in the *Candidates* column (e.g. 5 above) or click *View Menu Options* to the right of the job title and choose Candidate Summary.
Note: The number of new applications will change as soon as one person starts viewing candidate profiles.

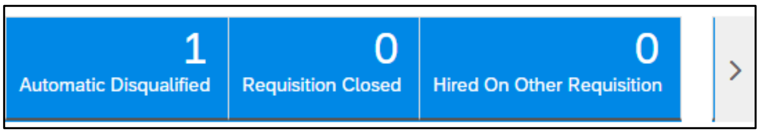
5. The *Candidate Workbench* page appears.



Reviewing and rating candidate applications

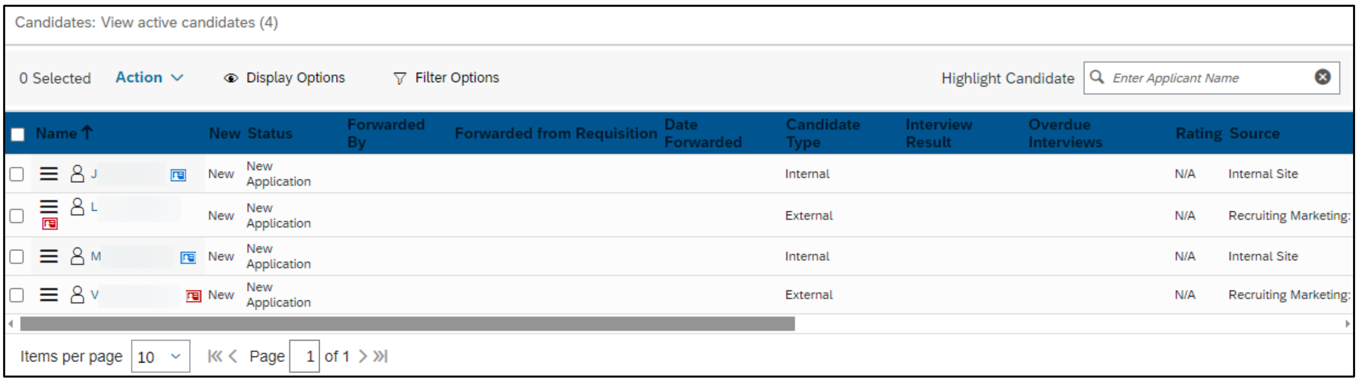
- The *Talent Pipeline* shows the status of all candidates. Candidate status can only be changed by the Recruitment Advisor. In the example below there are 5 candidates in total but only 4 are active as 1 was automatically disqualified based on their answers to the application questions. Scroll through the *Talent Pipeline* using the arrows on either side.



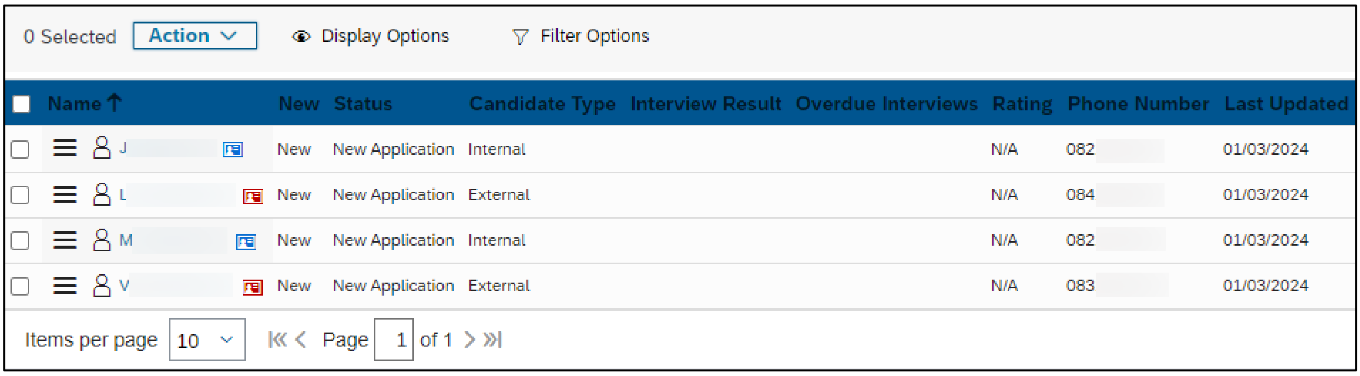


- Change the number of candidates viewed using the available options e.g. *View active candidates* or *View all candidates*. The *Talent Pipeline* detail can be hidden by clicking the ⌵ *Hide Talent Pipeline* arrow.

- The *Candidates* section lists candidates based on the selection made in the *Talent Pipeline* above (*View active candidates* vs *View all candidates*).



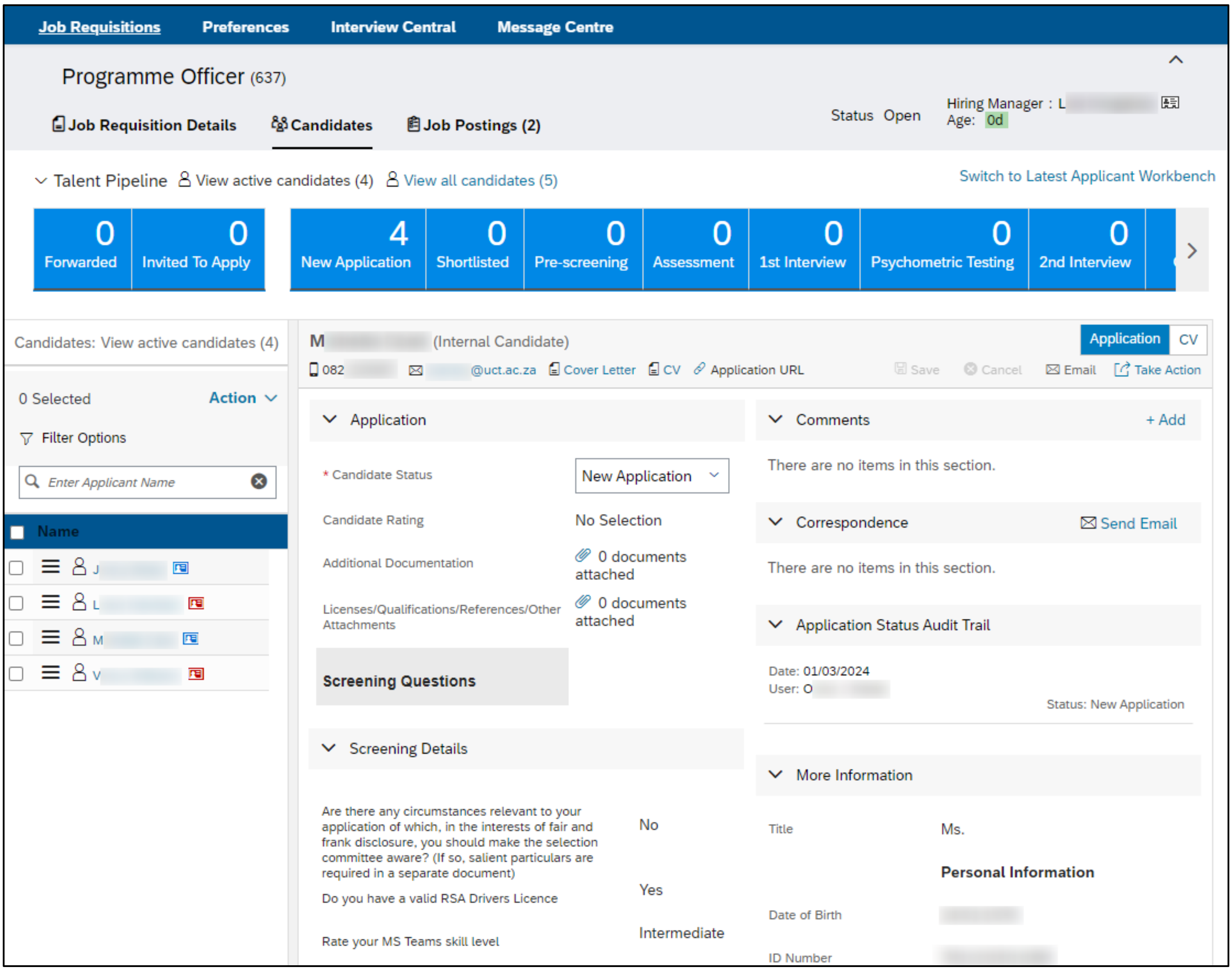
- Use Display Options to hide columns that may not be relevant e.g. *Forwarded By*, *Forwarded from Requisition*, *Date Forwarded*, *Source*, *Candidate Source*. The *Freeze Options* can be used to freeze the first column or freeze the table header. **Note**: These settings will be applied to all your job requisitions.



- The *Candidate Type* column shows external vs internal to identify which candidates applied via the external careers site vs the internal SuccessFactors careers site (only accessible to current UCT staff members). **Note**: If you have the *Source* and *Candidate Source* columns visible, the Recruiting Marketing site refers to the external Careers site.
- Select a candidate to view by clicking their name in the *Name* column.

Reviewing and rating candidate applications

6. The selected candidate application appears. The list of candidates appears on the left with the application for the current candidate on the right. If applicable, there may be a *Screening Questions* section reflecting the candidate's answers submitted with their application.
   Note: If viewing all candidates, the *Candidate* Status field indicates automatically disqualified candidates.



- Switch between candidates using the *Name* column on the left.
- Scroll down the page to review each candidate's full application.
  Note: Completeness of applications may vary as many sections are optional. Candidates with less complete applications should not be penalised.
- Click Cover Letter or CV to view the candidate's attachments.
  Note: The cover letter is not a required attachment so may not be available for all candidates. Candidates with existing cover letters are not prompted to update their cover letter on application so may not have the latest one attached.
- If applicable, view CVs for a group of candidates by selecting the candidates using the checkboxes in the *Name* section on the left. Click **Action** and choose *View CV*. The *CV Viewer* opens in a new window. Use the arrow buttons to move through the CVs. Click *Close* when finished.
- In the *Comments* section for each candidate, click + Add to enter your rating and any comments.
  Note: During the shortlisting meeting, the Recruitment Advisor will record each candidate's status (e.g. shortlisted, 1st interview, rejected) and the final committee rating (e.g. A, B, O, D).

Reviewing and rating candidate applications

- Click Save. **Note**: If the *Save* button is not available, click outside of the text field and the *Save* button will be available for saving.
- When all candidate comments have been entered, scroll down the page and click Return to List.

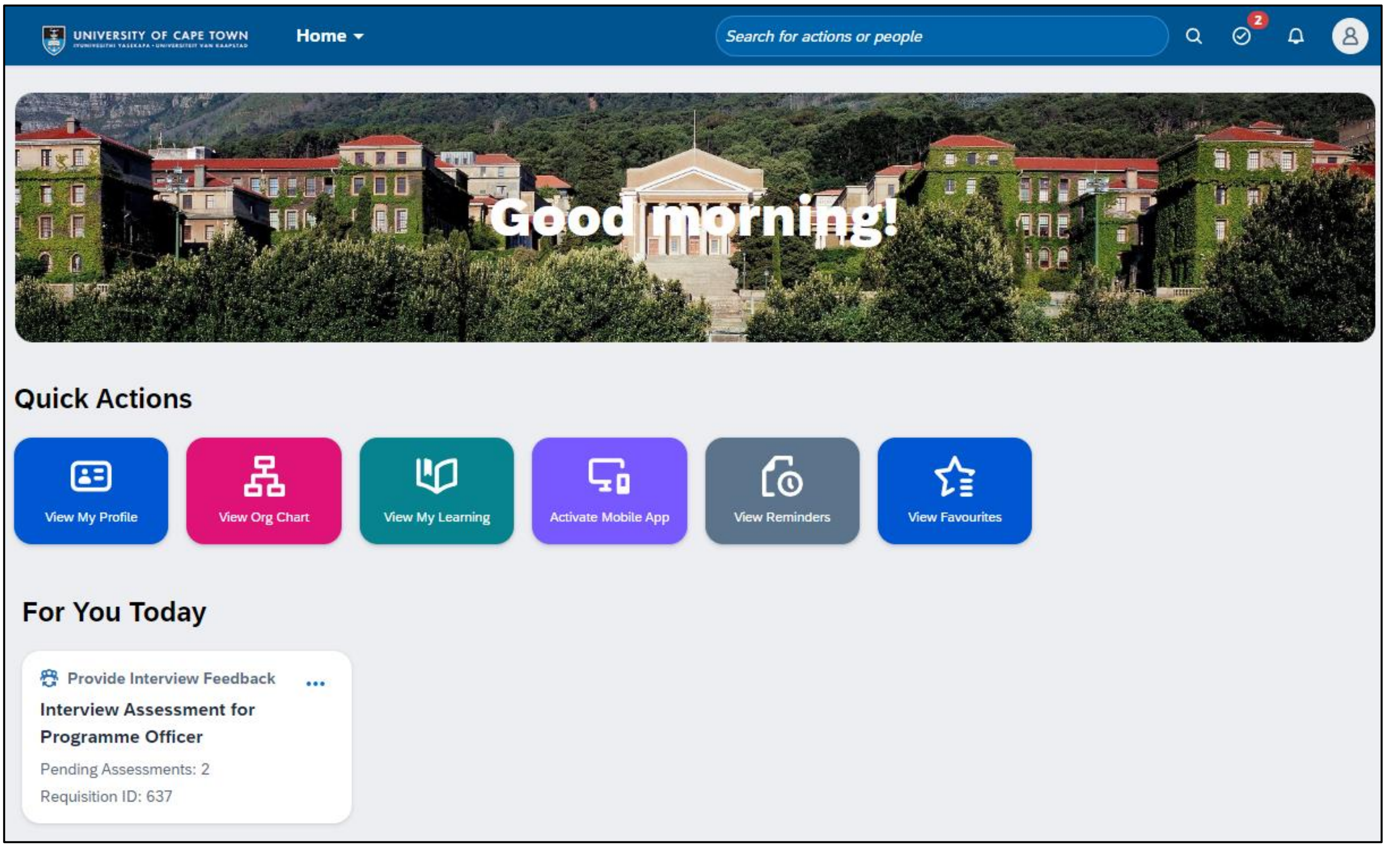
Adding interview ratings for candidates

Overview

After the interview, selection committee members give each candidate an overall rating or rate a set of competencies. They may upload interview notes and will indicate if each candidate is appointable or not.

Procedure

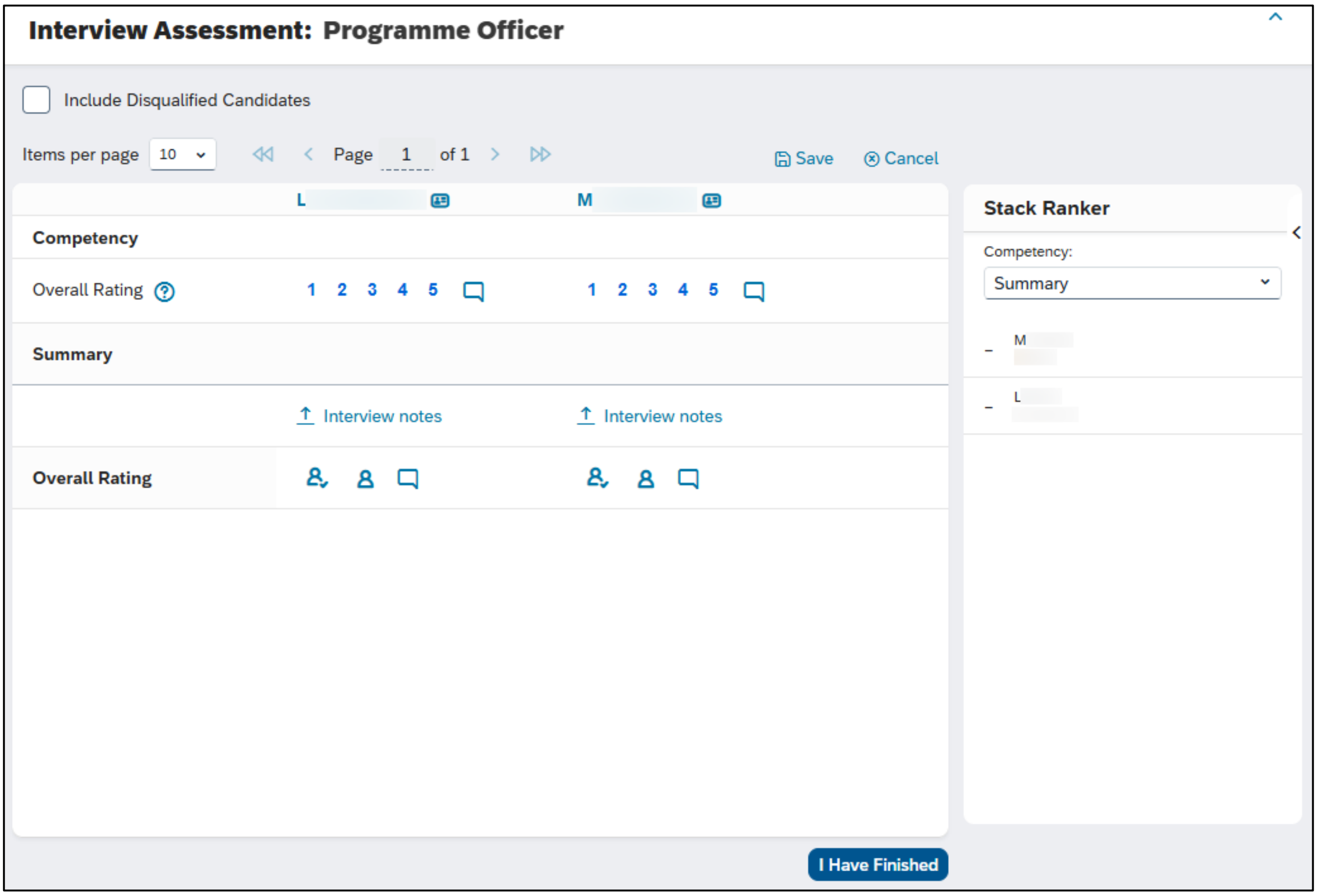
1. Log in to SuccessFactors and access the *Home* page.
2. The *Home* page appears.



- Click the *Interview Assessment* for the appropriate job (e.g. Programme Officer).
  If there is more than one job requisition to add interview ratings for, click *View All*. In the *Provide Interview Feedback* dialogue box, click the *Interview Assessment* for the appropriate job.

Adding interview ratings for candidates

3. The *Interview Assessment* page appears, each candidate scheduled for an interview appears across the top of the page. Either enter a single *Overall Rating* (see: Selecting an overall rating below) or, if the committee has chosen this option, rate a set of competencies (see: Rating a set of competencies on page 14).



Selecting an overall rating

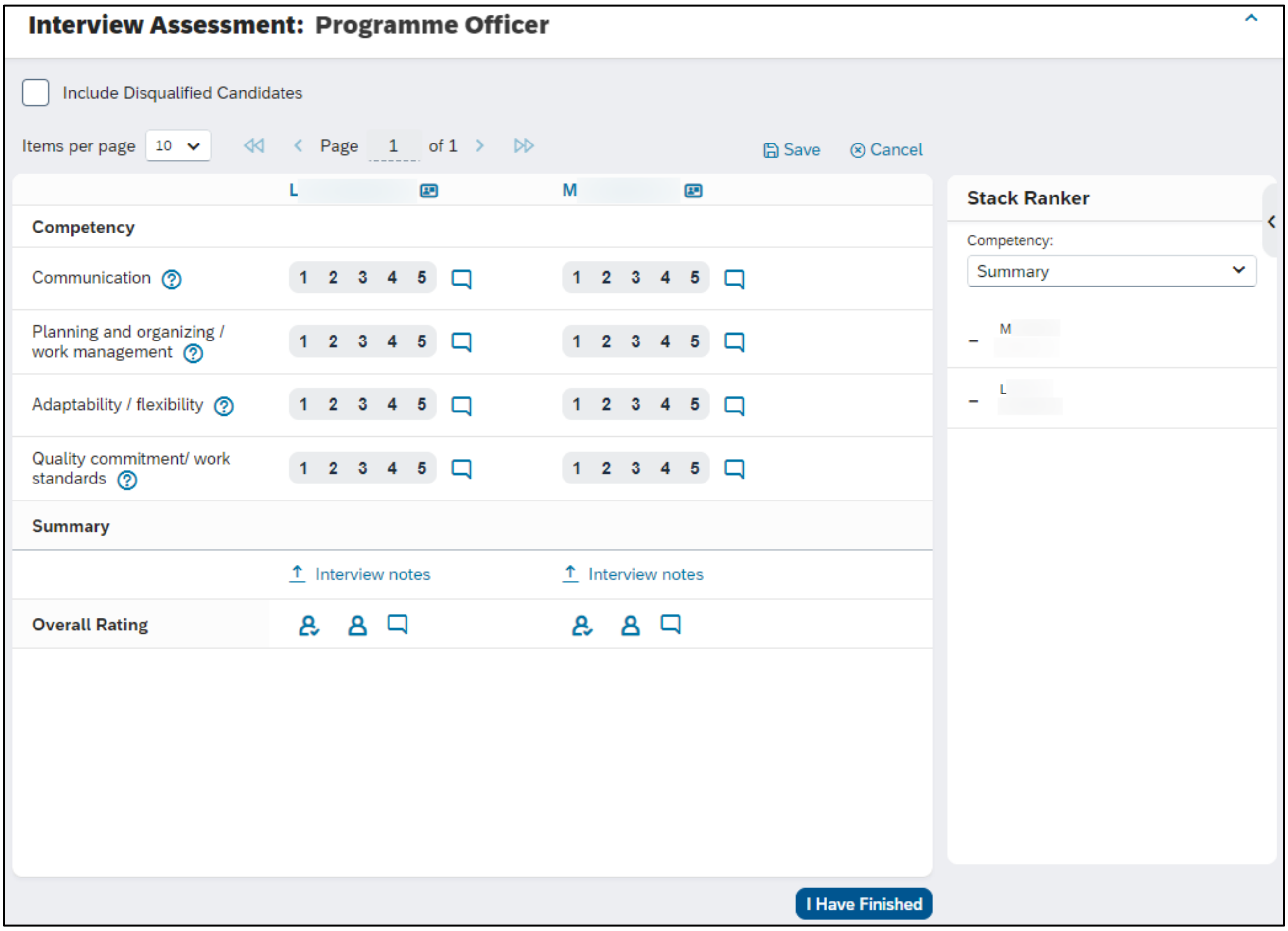
- For the first candidate, select an *Overall Rating* in the *Competency* section. To view rating descriptions, hover over the rating numbers. 1 is *Unsatisfactory* and 5 is *Outstanding*.
- If applicable, add a comment by clicking *Comments* alongside the *Overall Rating* in the *Competency* section. Enter the comment and click Finished.
- To upload your interview notes for the candidate, click Interview notes.
  Note: Any interview notes uploaded to SuccessFactors could be viewed by the candidate if they initiate a PAIA (Promotion of Access to Information Act) request. See: Uploading interview notes.
- In the *Overall Rating* section at the bottom, indicate whether the candidate is appointable or not by selecting *Recommended* or *Not Recommended*. The selected option will appear in blue shading.

- Repeat the steps above to select an overall rating for each candidate.
- When ratings have been entered for every candidate, click Save.
- Click I Have Finished (bottom right) to return to the *Home* page.

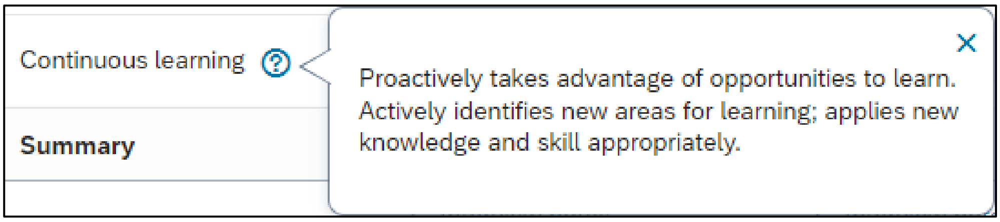
Rating a set of competencies

Follow the steps below if the committee has chosen to rate a set of competencies instead of using a single overall competency rating.

- Each candidate scheduled for an interview appears across the top of the page and the competencies are listed on the left side of the page.

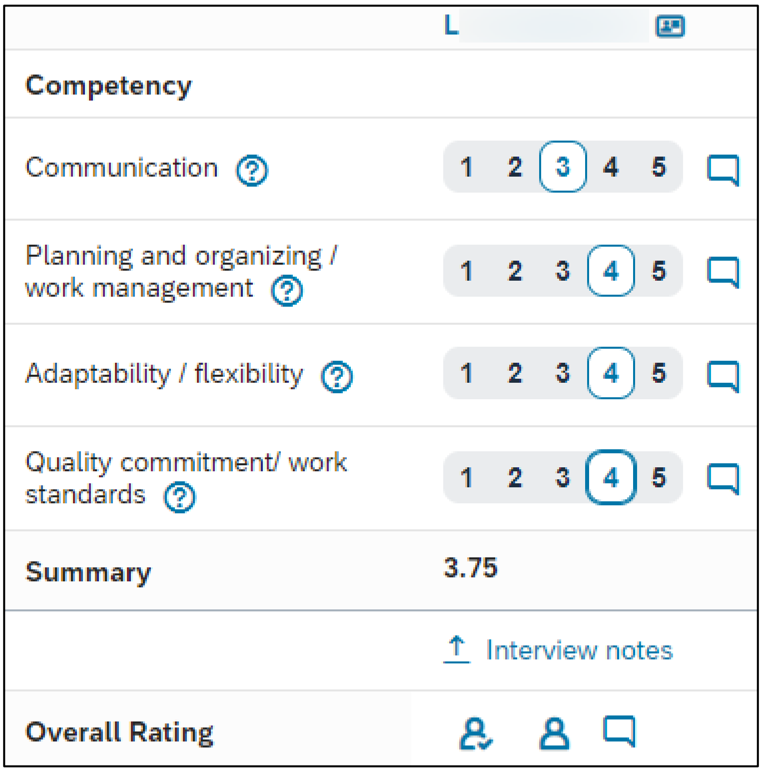


- To view a detailed description of a competency, hover over *Help* next to the competency name.



Adding interview ratings for candidates

- For the first candidate, select a rating per competency. To view rating descriptions, hover over the rating numbers. 1 is *Unsatisfactory* and 5 is *Outstanding*.



- If applicable, add a comment per rating by clicking *Comments* alongside each competency rating. Enter the comment and click Finished.
- To upload your interview notes for the candidate, click Interview notes.
  Note: Any interview notes uploaded to SuccessFactors could be viewed by the candidate if they initiate a PAIA (Promotion of Access to Information Act) request. See: Uploading interview notes.
- In the *Overall Rating* section, indicate whether the candidate is appointable or not by selecting *Recommended* or *Not Recommended*. The selected option will appear in blue shading.

- Repeat from the previous page to add competency ratings for each candidate.
- When ratings have been entered for every candidate, click Save.
- Click I Have Finished (bottom right) to return to the *Home* page.

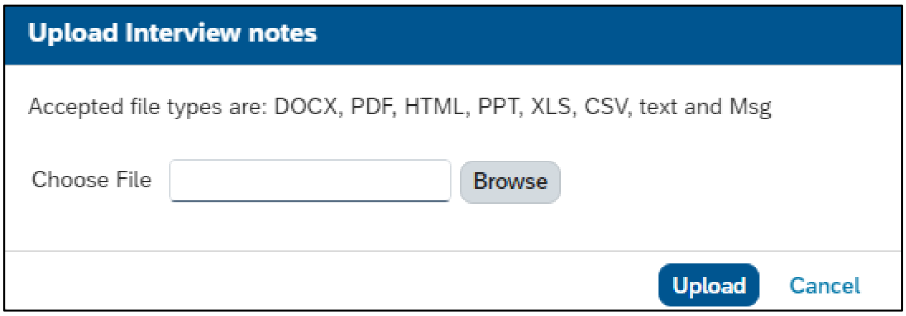
Uploading interview notes

Background

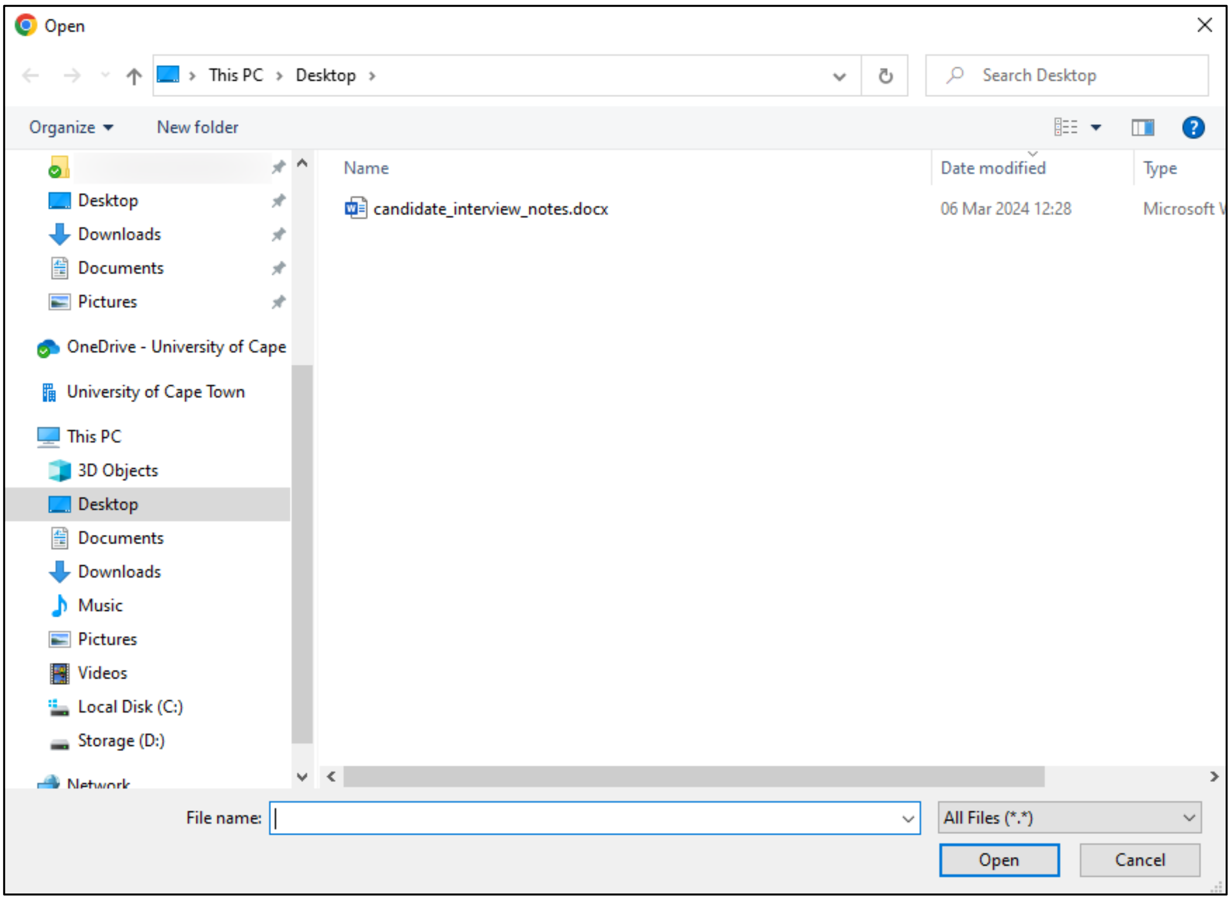
This procedure continues from step 3 of [Adding interview ratings for candidates].

Procedure

1. To upload your interview notes for the candidate, click Interview notes in the *Summary* section.
   Note: Any interview notes uploaded to SuccessFactors could be viewed by the candidate if they initiate a PAIA (Promotion of Access to Information Act) request.
2. The *Upload Interview notes* dialogue box appears.



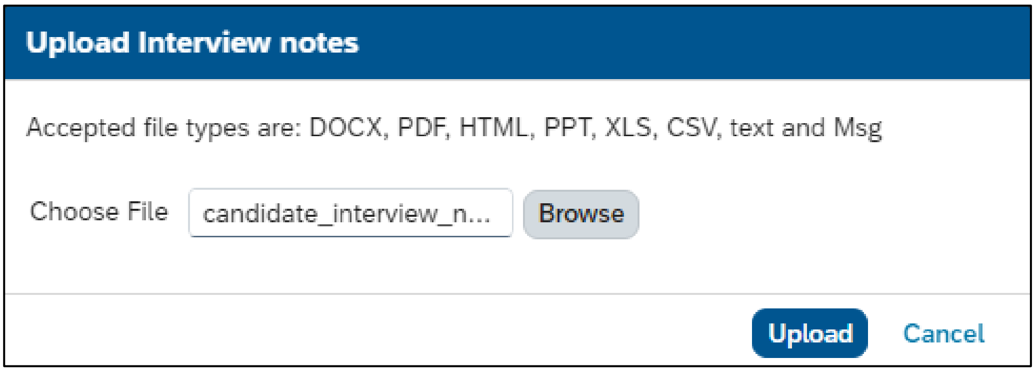
   – In the *Choose File* field, click Browse.
3. The *Open* dialogue box appears.



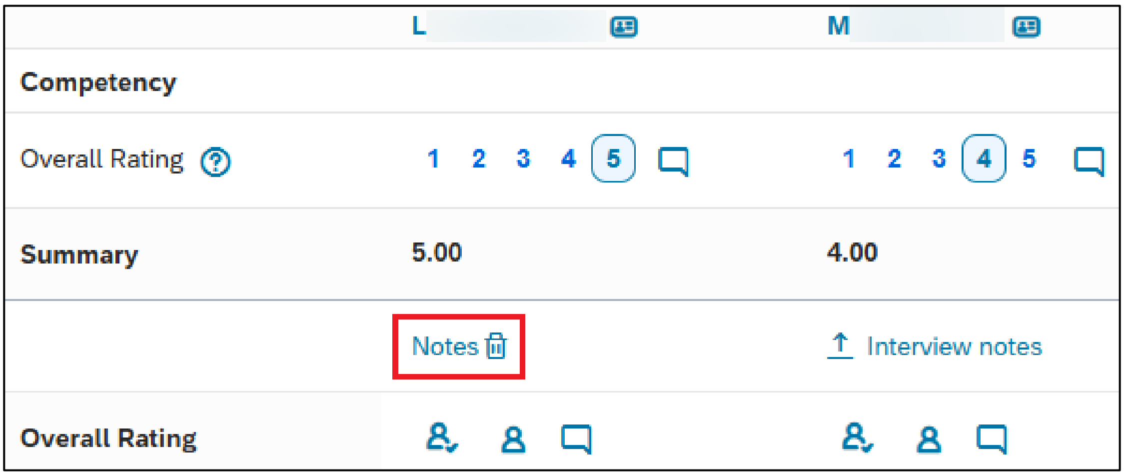
   – Select the interview notes document from your computer.
   – Click Open.

Uploading interview notes

4. The *Upload Interview notes* dialogue box reappears with the file name shown in the *Choose File* field.



   – Click Upload.



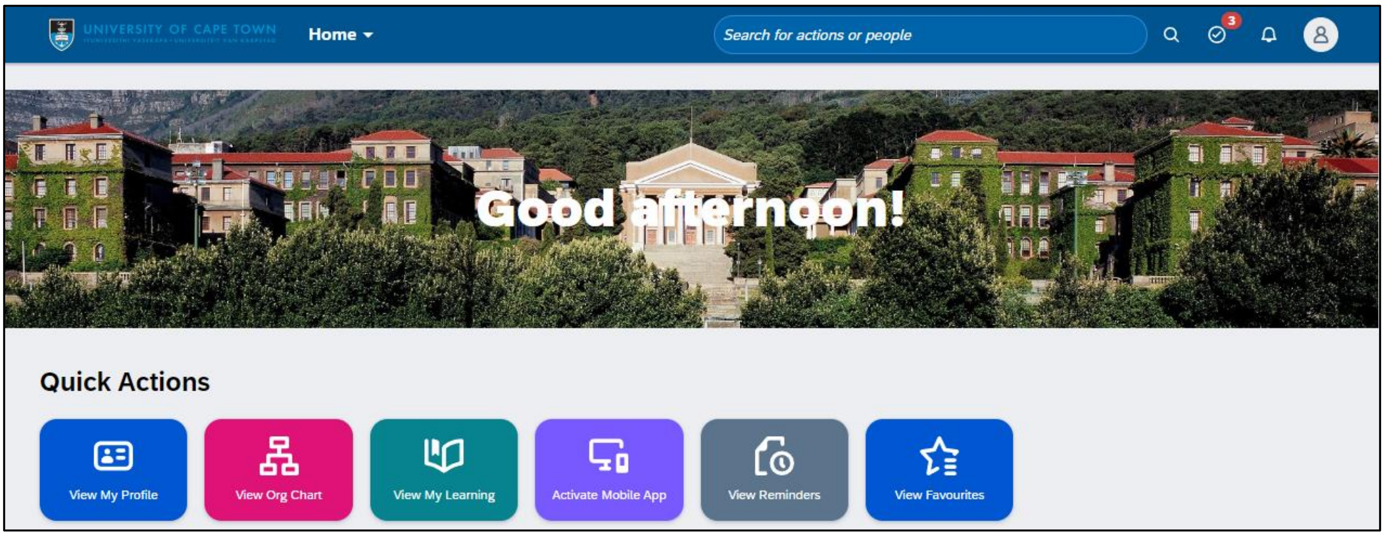
   – The *Notes* link appears below the *Summary* score. To remove the notes, click *Delete Interview Notes*.

   – Return to step 3 of [Adding interview ratings for candidates](#).

Reviewing or editing your candidate interview feedback

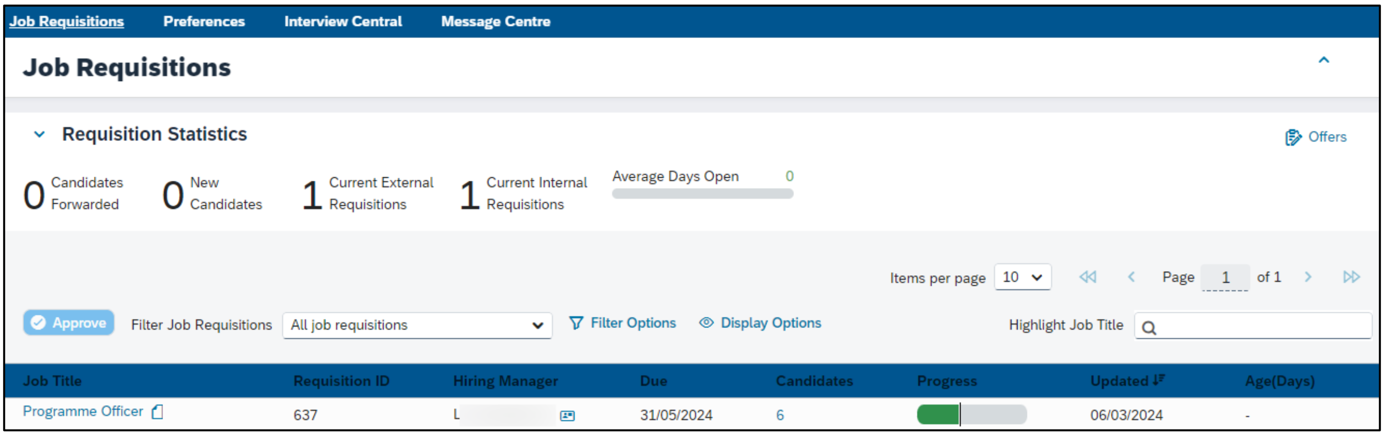
Procedure

1. Log in to SuccessFactors and access the *Home* page.
2. The *Home* page appears.



   – Choose *Home* > *Recruiting*.

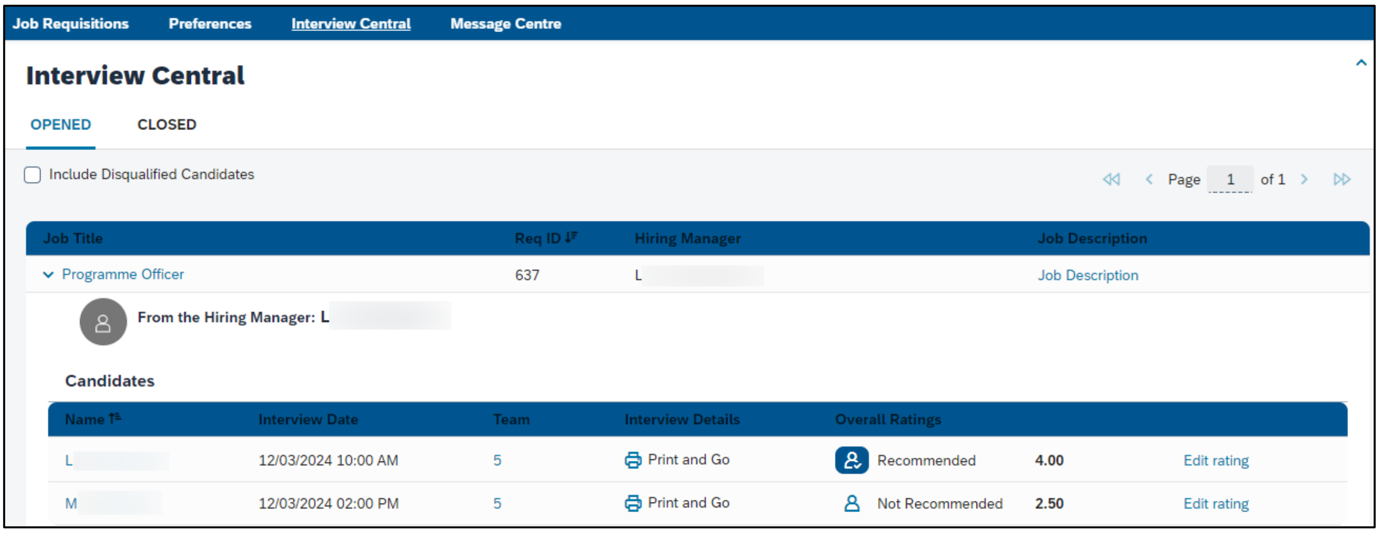
3. The *Job Requisitions* page appears. This page provides an overview of all the job requisitions you are involved in as a selection committee member (e.g. Programme Officer job requisition below).



   – Click **Interview Central**.

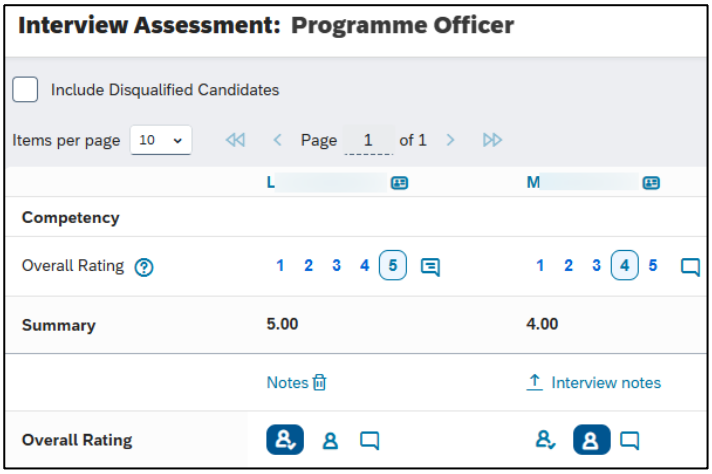
Reviewing or editing your candidate interview feedback

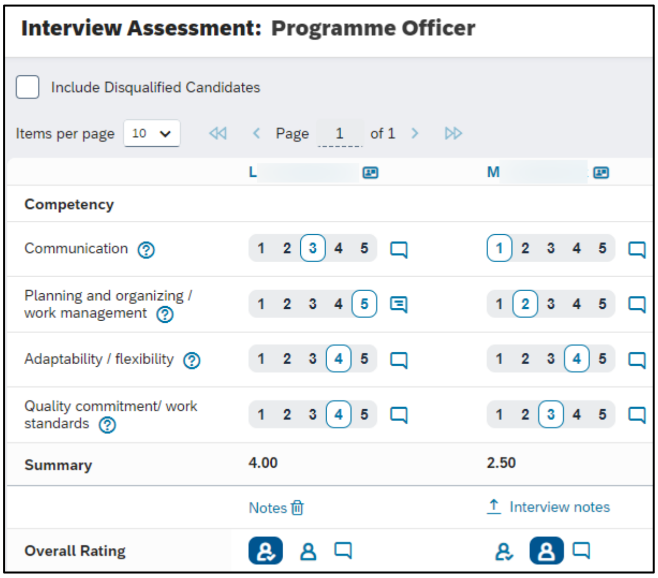
4. The *Interview Central* page appears. All candidates you've previously rated or marked as *Recommended* or *Not Recommended* are listed.
   - If the candidates are not listed, display the candidates and their ratings by clicking the *Job Title*.



   - Click *Edit rating* for any candidate.

5. The *Interview Assessment* page appears, listing all candidates for that job requisition. The candidates either received a single overall rating or were rated on a set of competencies.





   - To change a rating, select a new number for the applicable rating scale.
   - To add interview notes, click Interview notes.
   - To change *Overall Rating* in the *Summary* section, select *Recommended* or *Not Recommended*. The selected option will appear in blue shading.

   - When rating changes are complete, click Save.
   - Click I Have Finished to return to *Interview Central*.