



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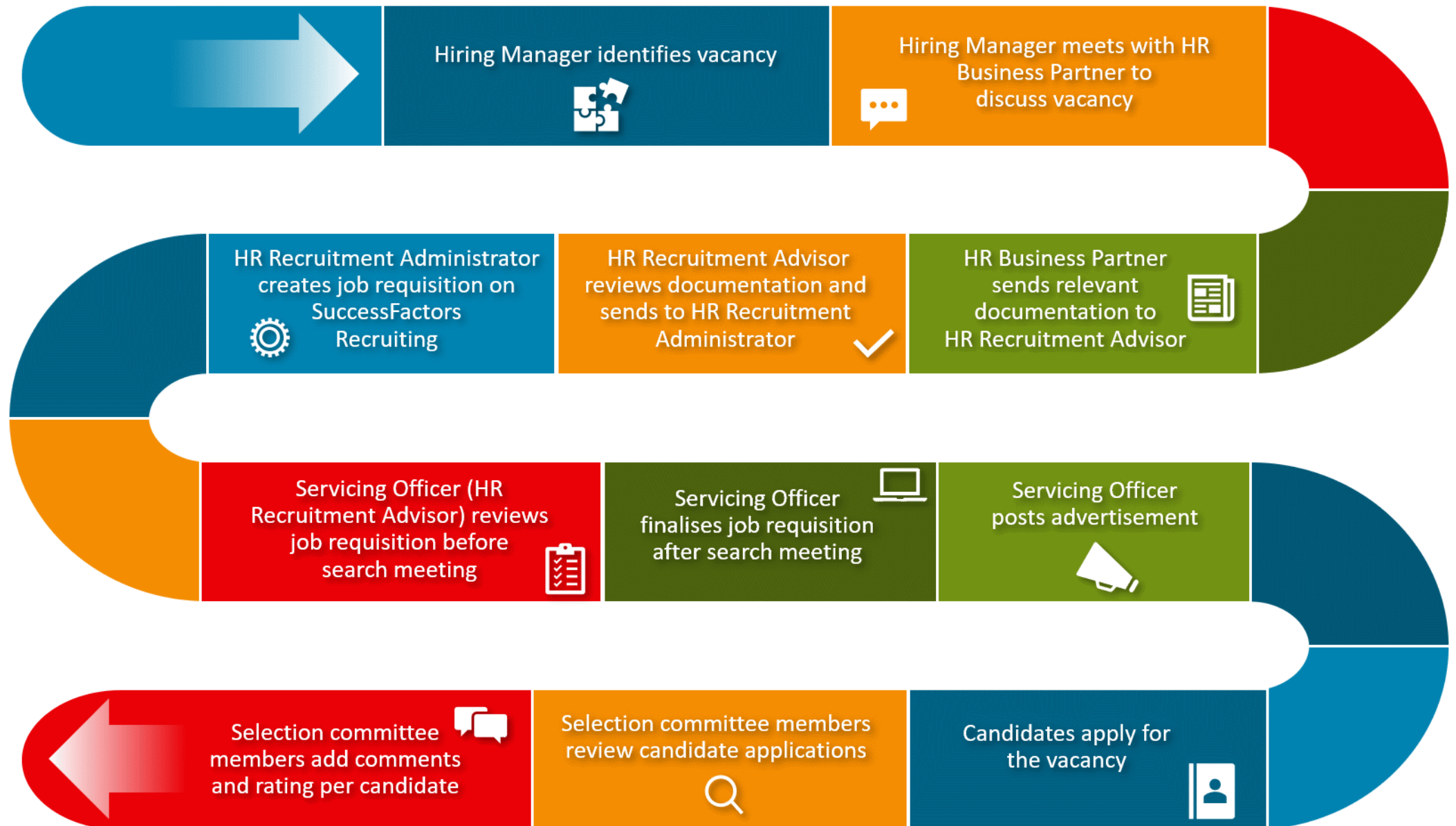
UCT SuccessFactors Recruiting guide for selection committee members

**Issued by UCT Human Resources
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Contents

Process Overview: Part 1	3
Process overview: Part 2	4
Logging in to SuccessFactors	5
Reviewing and rating applications	7
Downloading applicant documents	11
Adding interview ratings for candidates	13
Uploading interview notes	17
Reviewing or editing interview feedback	19

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](#).

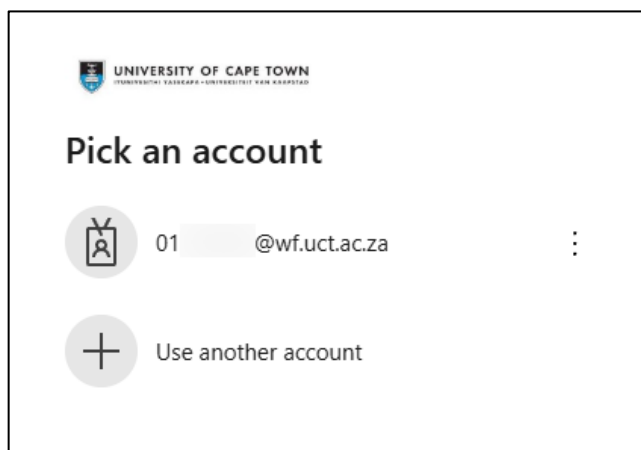
Procedure

1. Open a web browser (e.g. Google Chrome, Mozilla Firefox, Microsoft Edge).
2. Log in to SuccessFactors via www.successfactors.uct.ac.za.

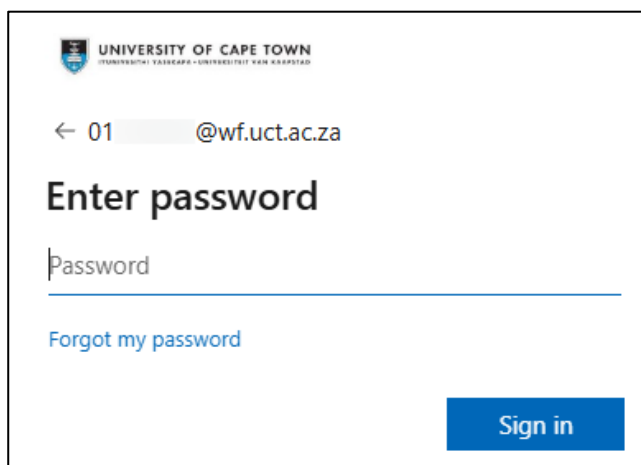
Note: You can also access SuccessFactors via the HR website by clicking *SuccessFactors* at the top of the page.

3. If not already logged in to single sign-on, the *Sign in to your account* page appears.
If already logged in to single sign-on, SuccessFactors will open (see [step 4](#)).

Existing users (new users will see a different page and should follow the instructions on the next page)



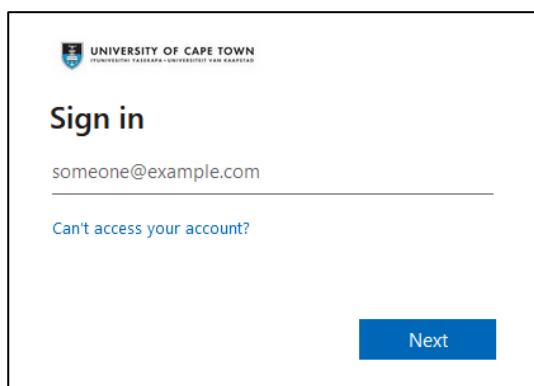
- Select the appropriate account.



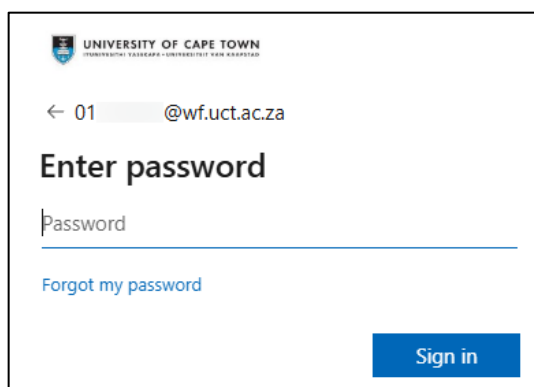
- Enter your *Password* and click *Sign in*.
- You will be prompted to verify your login either via Microsoft Authenticator or a code sent to your phone as an SMS. SuccessFactors will open (see [step 4](#)).

Logging in to SuccessFactors

New users

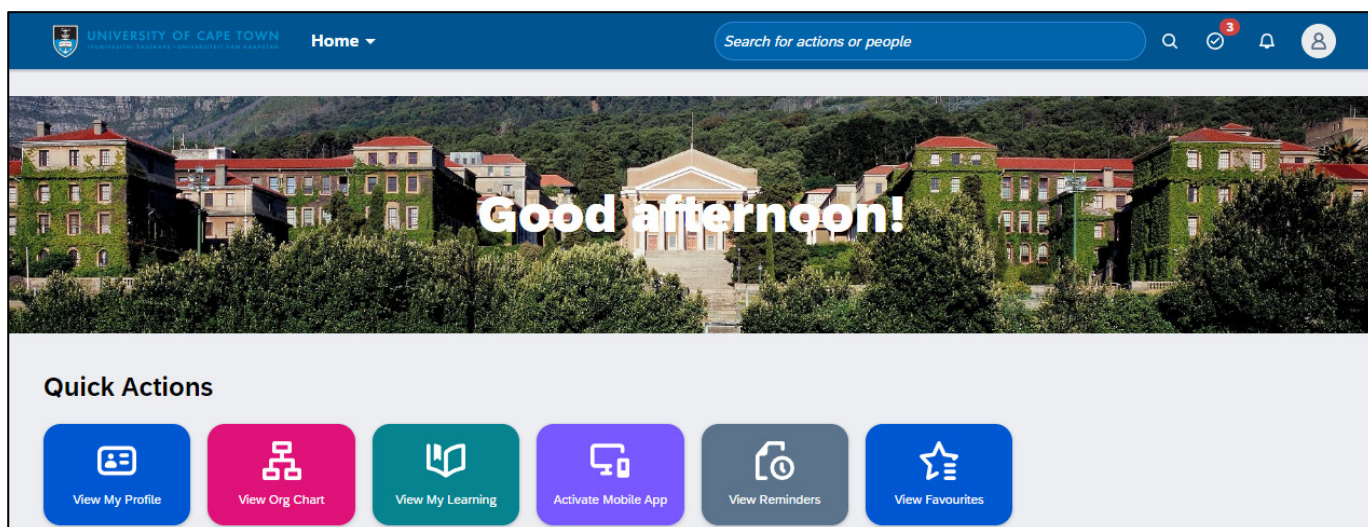


- In the field below *Sign in*, enter your UCT staff number followed by @wf.uct.ac.za. E.g. 01234567@wf.uct.ac.za.
Note: UCT staff number only, third party "T" accounts do not usually have access to SuccessFactors.
- Click *Next*.



- Enter your *Password* and click *Sign in*.
- You will be prompted to verify your login either via Microsoft Authenticator or a code sent to your phone as an SMS.

4. The *Home* page appears.



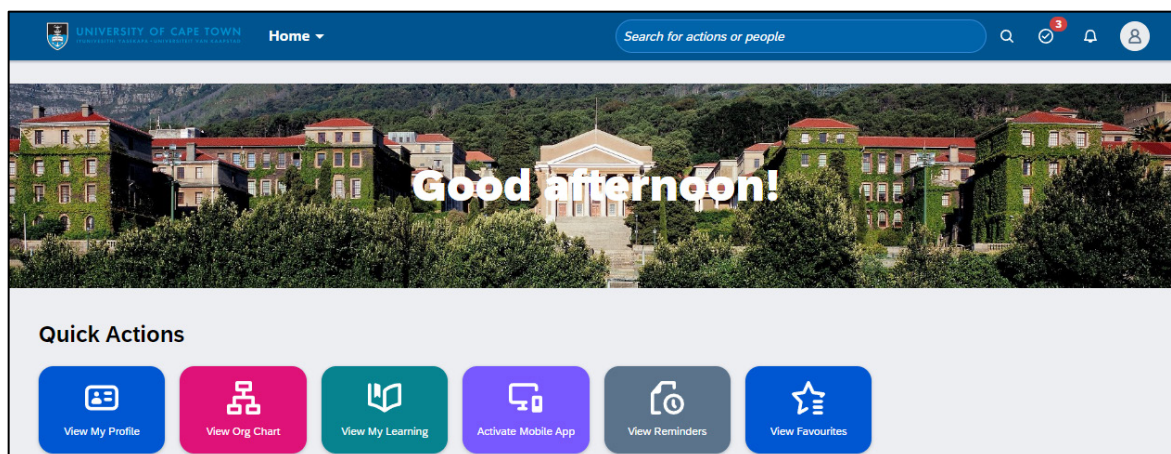
Reviewing and rating applications

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).

Job Title	Requisition ID	Hiring Manager	Due	Candidates	Progress	Updated	Age(Days)
Programme Officer	859	L	19/03/2025	6 (4 new)		04/03/2025	-

- The *Requisition Statistics* section will change over time as job requisitions move through the recruitment process. The *Current External Requisitions* and *Current Internal Requisitions* reflect external and internal adverts.
- 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 applications

4. The *Job Requisitions* page reappears.

Job Requisitions

Requisition Statistics

1 Candidates Forwarded 4 New Candidates 1 Current External Requisitions 1 Current Internal Requisitions Average Days Open 21

Items per page 10 Page 1 of 1

Approve Filter Job Requisitions All job requisitions Filter Options Display Options Highlight Job Title

Job Title	Requisition ID	Hiring Manager	Due	Candidates	Progress	Updated	Age(Days)
Programme Officer	859	L	19/03/2025	6 (4 new)		04/03/2025	-

- Click the number in the *Candidates* column (e.g. 6 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 *Applicants* page appears.

Job Requisitions **Preferences** **Interview Central** **Message Centre**

Status and Filters Hide

[-] Status... [+/-] Filters...

Forwarded 0

Invited To Apply 0

New Application 4

Pre-screening 0

Retain 0

Assessment 0

Interview 0

> Offer 0

Ready to Hire * 0

Hired 0

> Regret 0

Automatic Disqualified 2

Requisition Closed 0

Hired On Other Requisition 0

Deleted On Demand By ... 0

Declined DPCS 0

Withdrawn By Candidate 0

Requisitions List / Programme Officer (859) / Applicants

Search for name

Applicants (6)

Name	Status	Applicant Type	Application Date	Forwarded By	Date Forwarded
E	Automatic Disqualified		06/03/2025		
L	New Application		06/03/2025		
H	Automatic Disqualified		06/03/2025		
V	New Application		06/03/2025		
J	New Application		06/03/2025		
M	New Application		06/03/2025		

- The *Status and Filters* section shows all possible statuses and the number of applicants per status. In the example above there are 6 applicants, with 4 in *New Application* and 2 in *Automatically Disqualified* based on answers to the application questions. Applicant status can only be changed by the Recruitment team.

Note: Applicants with the *New Application* status can edit/change their attachments, profile information and answers to the application questions. Once they move to another status, they will no longer be allowed to make changes.

Reviewing and rating applications

- Select a status on the left to change the list of *Applicants* on the right. When no statuses are selected on the left, all applicants are listed.

Note: If you select more than one checkbox, you will see applicants with all the selected statuses.

The screenshot shows the 'Status and Filters' sidebar on the left, which is currently visible. It contains a 'Hide' button and a list of status checkboxes with counts: Forwarded (0), Invited To Apply (0), New Application (4), Pre-screening (0), Retain (0), Assessment (0), Interview (0), Offer (0), Ready to Hire * (0), Hired (0), Regret (0), Automatic Disqualified (2), and Requisition Closed (0). The 'Automatic Disqualified' status is selected. The main area shows the 'Applicants' list for 'Programme Officer (859)'. The list has columns: Name, Status, Applicant Type, Application Date, Forwarded By, and Date Forwarded. Two applicants are listed, both with the status 'Automatic Disqualified' and application date '06/03/2025'.

- The *Status and Filters* section can be hidden by clicking *Hide*. Click **Status and Filters** to show it again.
- Click *Settings* to select columns to show, columns to hide and/or change the column order. A maximum of 9 columns can be selected.
- Click *Sort* to select ascending or descending sort order or to choose a specific column to sort by.
- Select an applicant to view by clicking their name in the *Name* column.

6. The list of applicants appears on the left with the selected applicant's details on the right.

The screenshot shows the 'Applicants' list on the left, with the 'Automatic Disqualified' status selected. The main area shows the 'Applicant Information' page for a candidate named 'M (M)'. The page has tabs for 'Applicant Information', 'CV and Documents', 'Comments', 'Activity', and 'Audit Information'. The 'Applicant Information' tab is active, showing 'Candidate Rating: No Selection' and 'Additional Documentation: 0 document attached'. Below this, the 'Application Supporting Information' section shows 'Licenses/Qualifications/Other Attachments: 1 document attached' and 'Salary Expectation per Annum (CtC): 500 000'.

- Switch between applicants using the *Name* column on the left or use the arrows in the top right.
- Scroll down the *Applicant Information* page to review each candidate's full application, including answers to the application questions in the *Screening Information* section.

Note: Completeness of applications may vary as many sections are optional. Candidates with less complete applications should not be penalised.

Reviewing and rating applications

- Click the *CV and Documents* tab to view the applicant's CV, cover letter and/or other documents.
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.
- To download CV and cover letters documents for a group of applicants, select each applicant using the checkboxes in the *Applicants* section on the left. Click **More** in the top right of the section and choose *Download Documents*. See: [Downloading applicant documents](#).
- Click the *Comments* tab to enter your rating and comment for the current applicant.

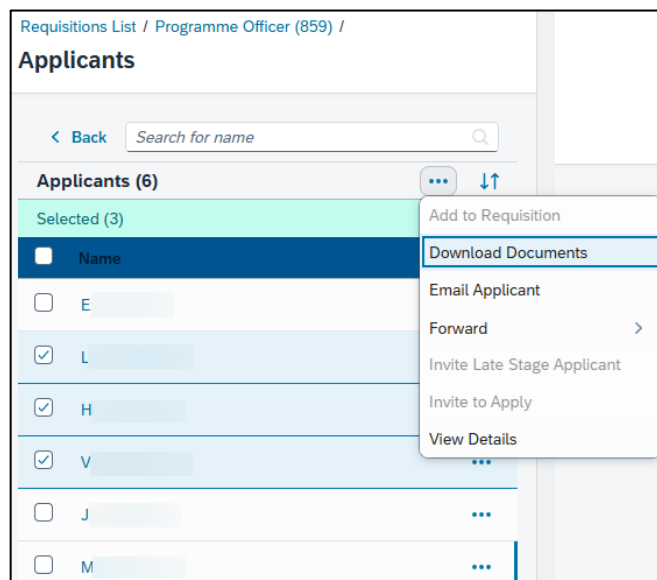
7. The *Comments* page appears.

- Click *Add* on the right to enter your rating and any comments in the *Add Comment* dialogue box.
Note: During the shortlisting meeting, the Recruitment Advisor will record each applicant's status (e.g. Interview, Retain, Regret) and the final committee rating (A, B, O, D if standard mandate or A, B, C if open mandate).
- Select the next applicant by clicking their *Name* on the left and add the rating and any comments.
- When all applicant comments have been entered, click **Back** to return to the *Applicants* page.

Downloading applicant documents

Procedure

- This procedure continues from [step 6 of Reviewing and rating applications](#).
 - To download documents for a group of applicants, select each applicant using the checkboxes in the *Applicants* section on the left. Click **More** in the top right of the section and choose *Download Documents*.



- The *Download Documents* dialogue box appears.

Download Documents

You will be downloading documents for 3 Applicants

Available Information (18) Select All

- > ☐ Applicant Information
- > ☐ CV and Documents
- > ☐ Comments
- > ☐ Activity
- > ☐ Audit Information

Selected (0)

Select items

How would you like to download the file?*

☐ Single PDF

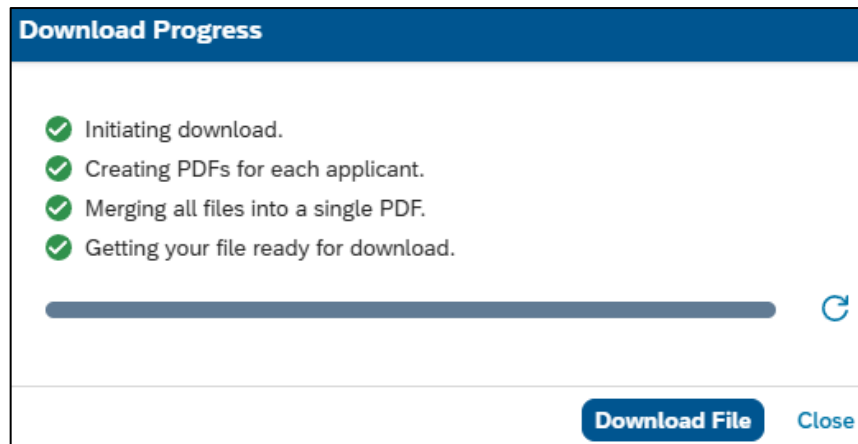
☐ One PDF per applicant, zipped into a single file.

Download Cancel

- In the *Available Information* section, select the appropriate checkboxes.

Downloading applicant documents

- Choose a PDF option in the *How would you like to download the file?* Section.
- Click **Download**.
- A message at the top of the page indicates that the download is in progress. The download can take a while to complete, click *View Status* to receive a status update. You may also receive an email from SuccessFactors when the download job is complete.



- Click **Download File** to access the file from your web browser download location.

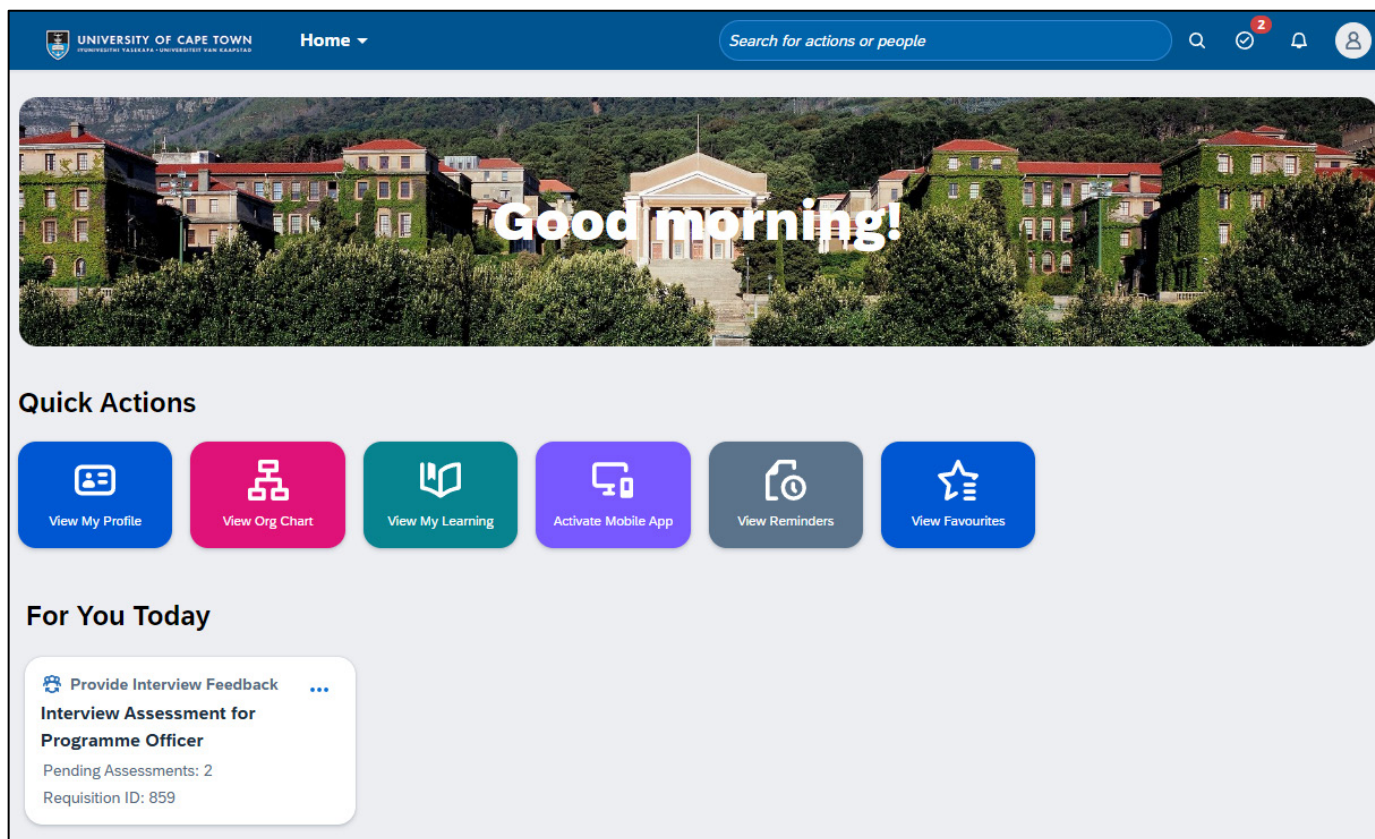
Adding interview ratings for candidates

Overview

After the interview, selection committee members give each candidate (applicant) 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).

Interview Assessment: Programme Officer

☐ Include Disqualified Candidates

Items per page: 10 Page 1 of 1 Save Cancel

Competency	L	M
Overall Rating	1 2 3 4 5	1 2 3 4 5
Summary		
	↑ Interview notes	↑ Interview notes
Overall Rating	Recommended Not Recommended	Recommended Not Recommended

Stack Ranker

Competency: Summary

M

L

I Have Finished

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.
- Overall Rating**
- 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.

Interview Assessment: Programme Officer

☐ Include Disqualified Candidates

Items per page 10 << < Page 1 of 1 > >> Save Cancel

Competency	L	M
Communication	1 2 3 4 5	1 2 3 4 5
Planning and organizing / work management	1 2 3 4 5	1 2 3 4 5
Adaptability / flexibility	1 2 3 4 5	1 2 3 4 5
Quality commitment/ work standards	1 2 3 4 5	1 2 3 4 5
Summary		
Overall Rating		

Stack Ranker

Competency: Summary

M

L

I Have Finished

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

Continuous learning

Summary

Proactively takes advantage of opportunities to learn. Actively identifies new areas for learning; applies new knowledge and skill appropriately.

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*.

Competency	
Communication ?	1 2 3 4 5
Planning and organizing / work management ?	1 2 3 4 5
Adaptability / flexibility ?	1 2 3 4 5
Quality commitment/ work standards ?	1 2 3 4 5
Summary	3.75
↑ Interview notes	
Overall Rating	

- 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.

Overall Rating	
-----------------------	--

- 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.

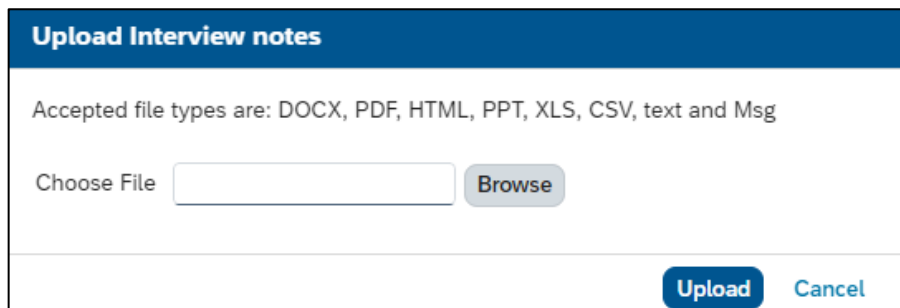
Uploading interview notes

Background

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

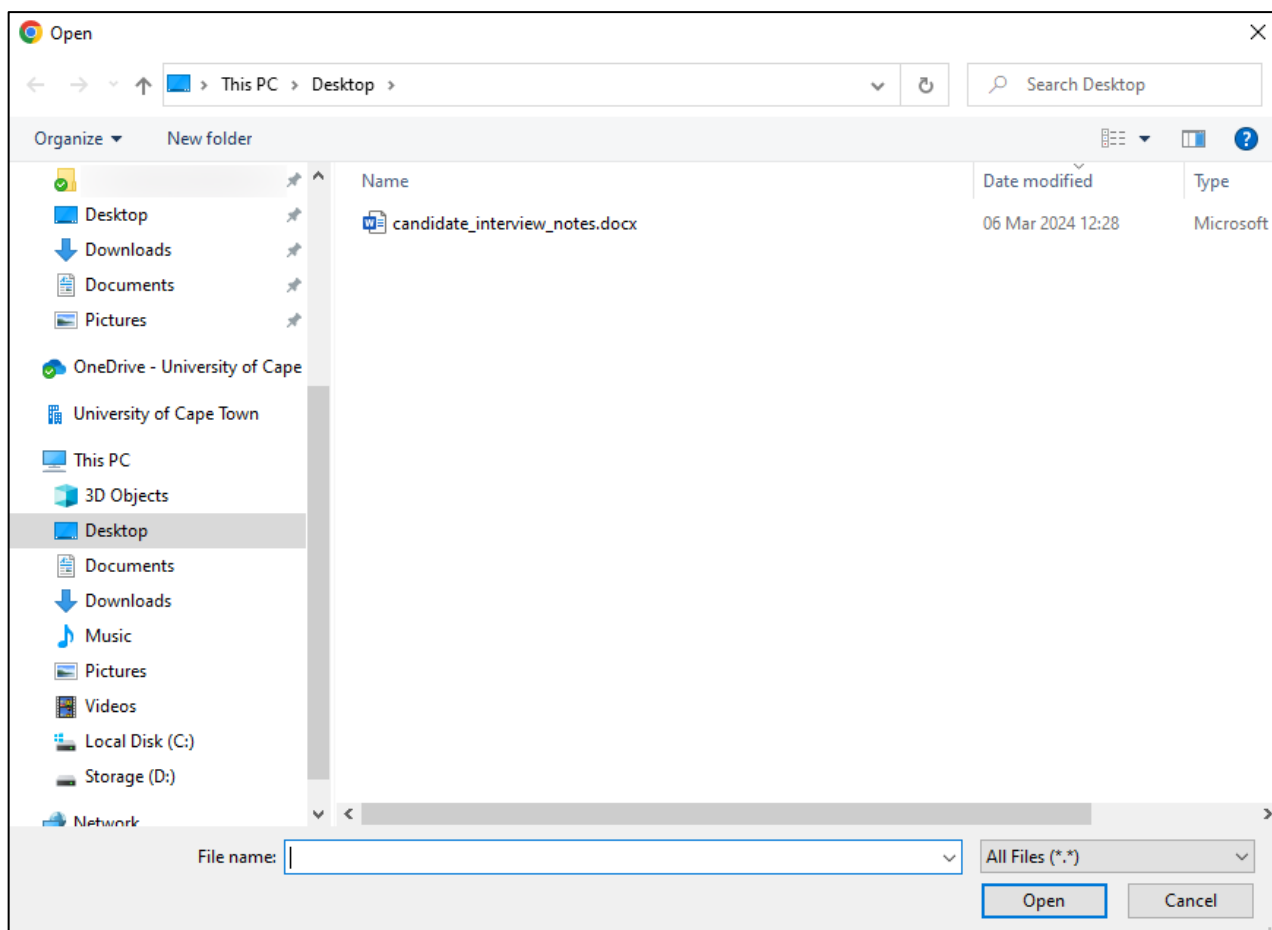
Procedure

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.

Upload Interview notes

Accepted file types are: DOCX, PDF, HTML, PPT, XLS, CSV, text and Msg

Choose File

candidate_interview_n...

Browse

Upload

Cancel

– Click

Upload

.

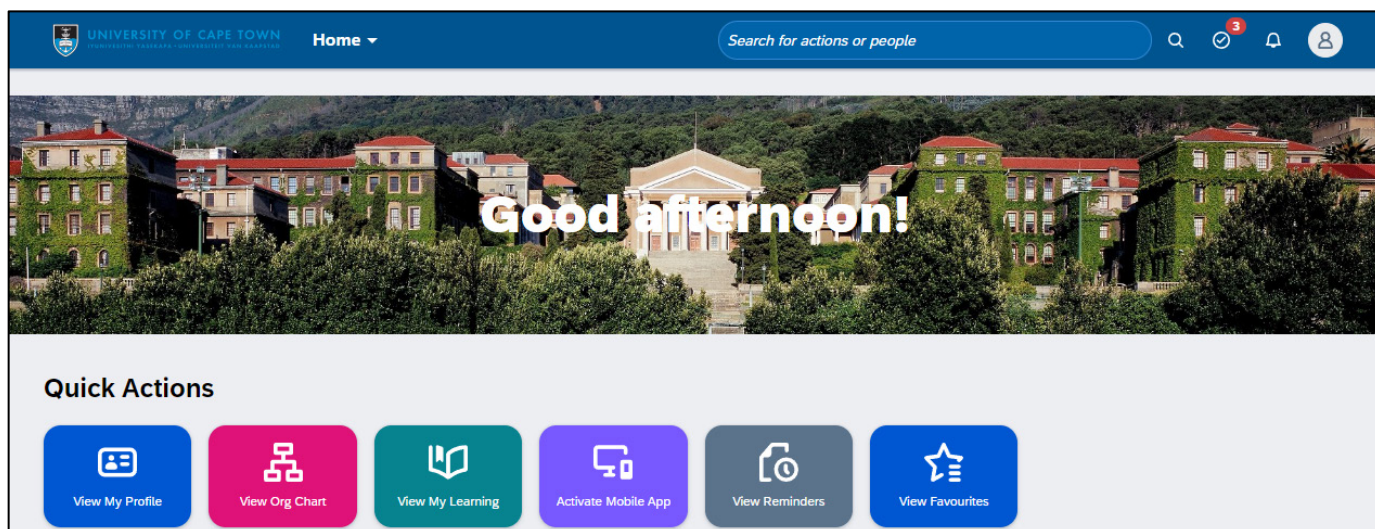
	L		M	
Competency				
Overall Rating ?	1 2 3 4 5	1 2 3 4 5		
Summary	5.00	4.00		
	Notes	Interview notes		
Overall Rating				

- 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 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).

Job Requisitions | Preferences | Interview Central | Message Centre

Job Requisitions

▼ Requisition Statistics Offers

1 Candidates Forwarded
 0 New Candidates
 1 Current External Requisitions
 1 Current Internal Requisitions
 Average Days Open **21**

Items per page 10 ◀◀ ◀ ▶ ▶▶ Page 1 of 1

Job Title	Requisition ID	Hiring Manager	Due	Candidates	Progress	Updated	Age(Days)
Programme Officer 🔗	859	L 🔗	19/03/2025	6	<div><div></div></div>	04/03/2025	-

- Click **Interview Central**.

Reviewing or editing 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*.

Interview Central

OPENED CLOSED

☐ Include Disqualified Candidates

Page 1 of 1

Job Title	Req ID	Hiring Manager	Job Description
Programme Officer	859	L	Job Description

From the Hiring Manager: L

Candidates

Name	Interview Date	Team	Interview Details	Overall Ratings
L	28/03/2025 10:00 AM	4	Print and Go	Recommended 4.00 Edit rating
M	31/03/2025 10:00 AM	4	Print and Go	Not Recommended 3.00 Edit rating

- 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.

Interview Assessment: Programme Officer

☐ Include Disqualified Candidates

Items per page 10 Page 1 of 1

L M

Competency

Competency	L	M
Communication	1 2 3 4 5	1 2 3 4 5
Planning and organizing / work management	1 2 3 4 5	1 2 3 4 5
Adaptability / flexibility	1 2 3 4 5	1 2 3 4 5
Quality commitment/ work standards	1 2 3 4 5	1 2 3 4 5
Summary	4.00	2.50
Notes	Notes	Notes
Interview notes	Interview notes	Interview notes
Overall Rating	Recommended 4.00	Not Recommended 3.00

- 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.
- Overall Rating**
- When rating changes are complete, click [Save](#).
 - Click [I Have Finished](#) to return to *Interview Central*.