



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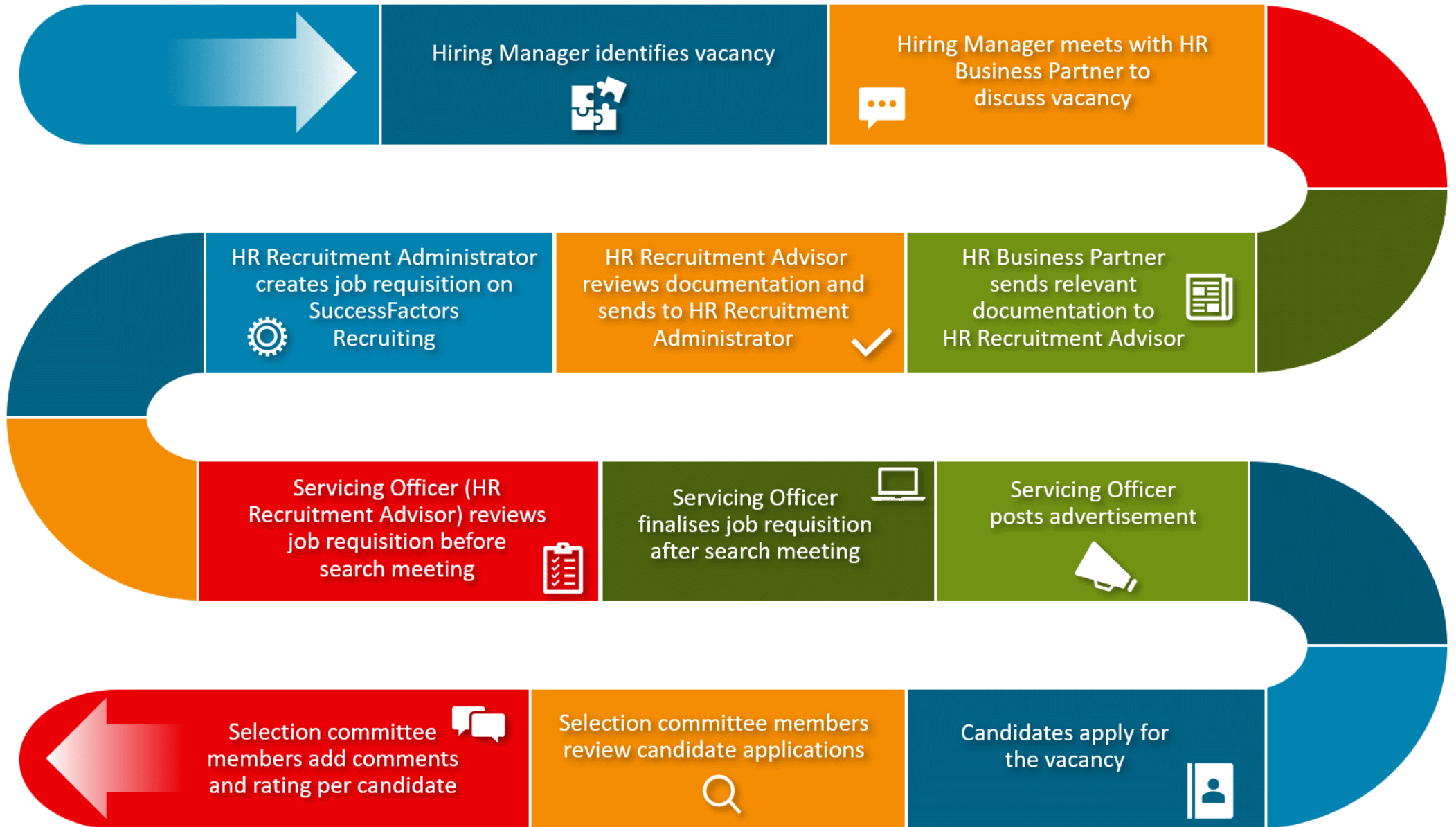
UCT SuccessFactors Recruiting guide for selection committee members

**Issued by UCT Human Resources
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.

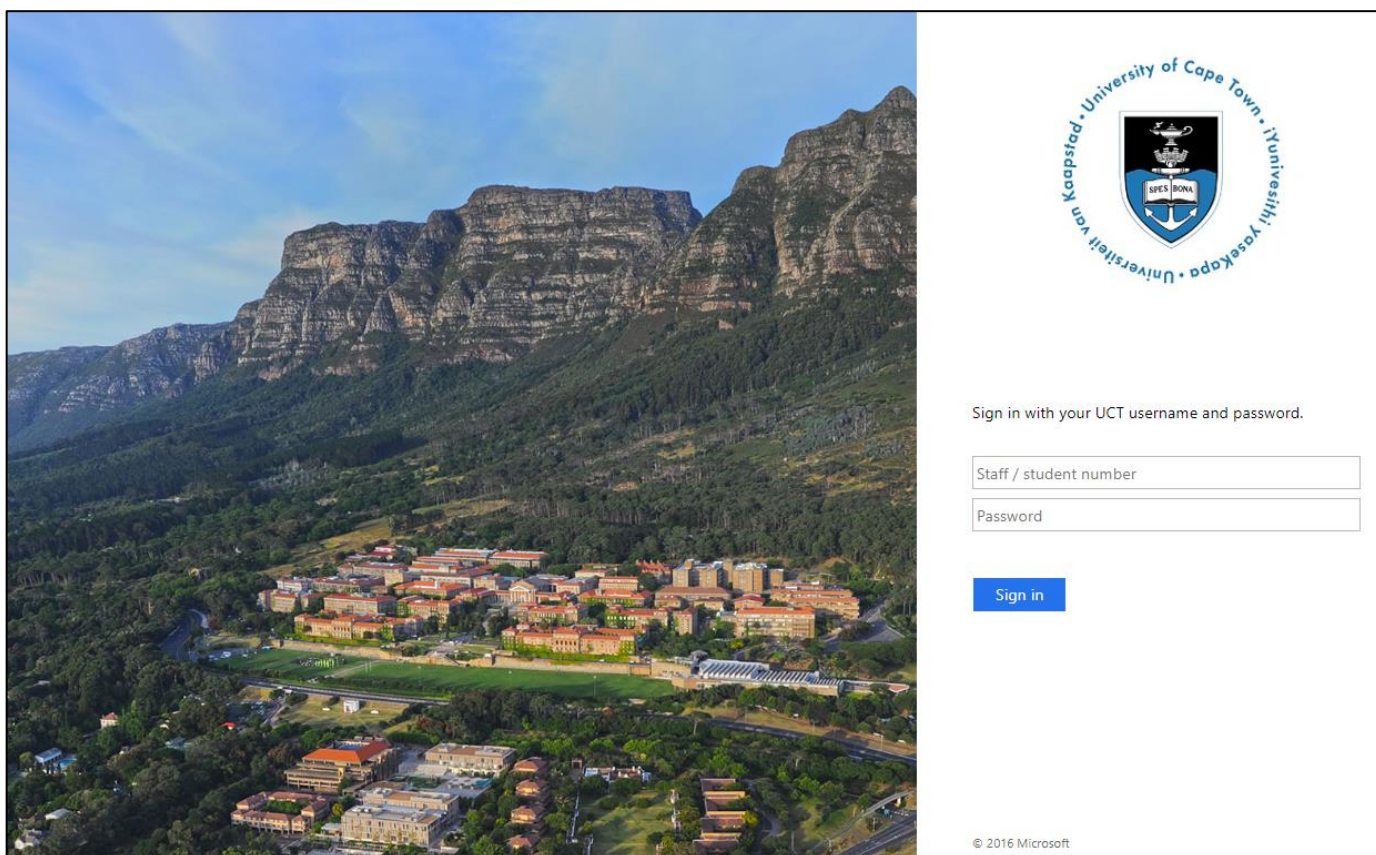
Staff members can access the platform using their existing UCT login details.

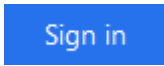
Support

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

Procedure

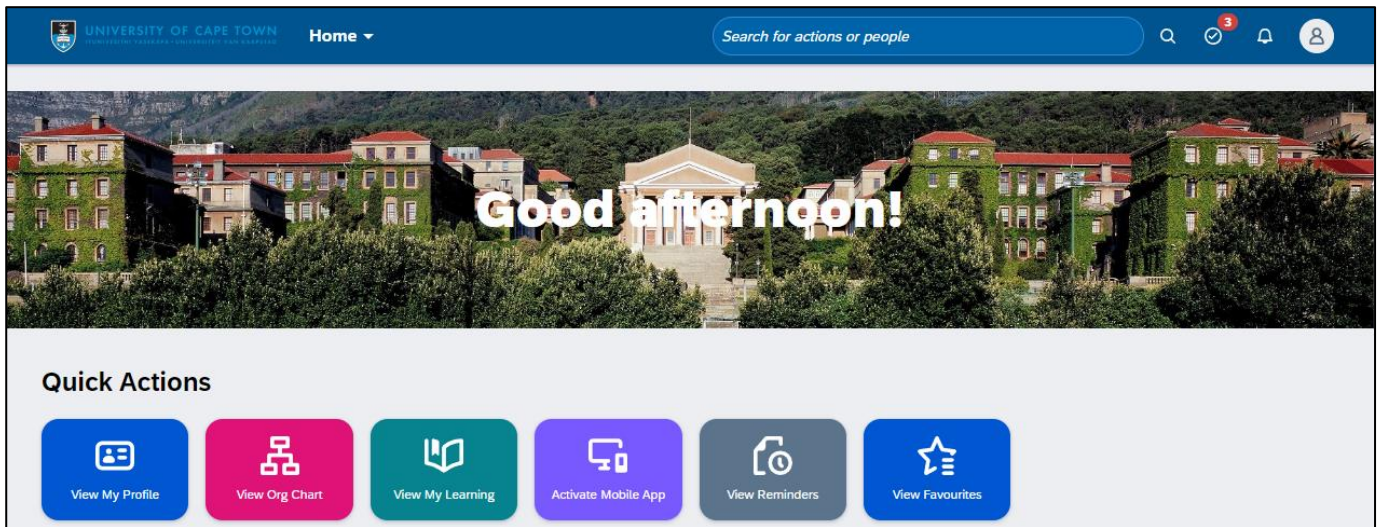
1. Open a web browser (e.g. Google Chrome, Mozilla Firefox, Microsoft Edge).
2. Log in to SuccessFactors via www.successfactors.uct.ac.za.
3. If not already logged on to single sign-on, the UCT sign in page appears.
If already logged in to single sign-on, SuccessFactors will open.



- 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 .

Logging in to SuccessFactors

4. The *Home* page appears.



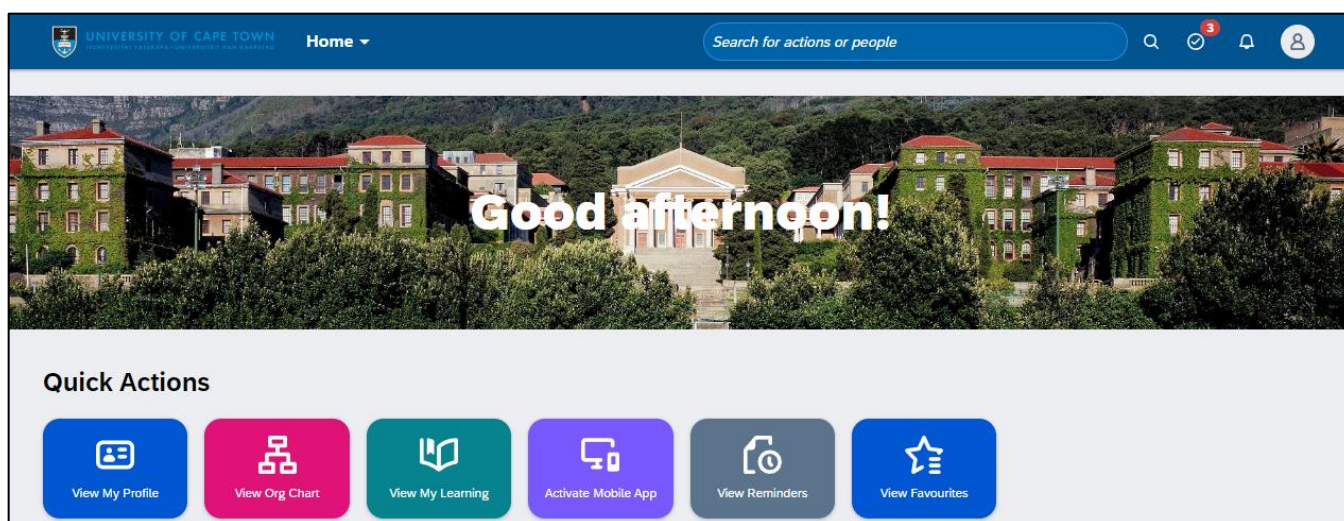
Reviewing and rating candidate applications

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.




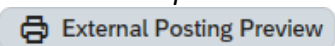
– Choose *Home > Recruiting*.

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).

Job Title	Requisition ID	Hiring Manager	Due	Candidates	Progress	Updated IP	Age(Days)
Programme Officer	637	L	31/05/2024	5 (4 new)		01/03/2024	-

– 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.

The screenshot shows the 'Job Requisitions' page with the following statistics:

- 0 Candidates Forwarded
- 4 New Candidates
- 1 Current External Requisitions
- 1 Current Internal Requisitions
- Average Days Open: 0

Below the statistics is a table with the following columns: Job Title, Requisition ID, Hiring Manager, Due, Candidates, Progress, Updated i7, and Age(Days). The first row shows 'Programme Officer' with Requisition ID 637, Hiring Manager L, Due date 31/05/2024, and 5 (4 new) candidates.

- 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.

The screenshot shows the 'Candidate Workbench' page for 'Programme Officer (637)'. It features a 'Talent Pipeline' with the following stages and counts:

- Forwarded: 0
- Invited To Apply: 0
- New Application: 4
- Shortlisted: 0
- Pre-screening: 0
- Assessment: 0
- 1st Interview: 0
- Psychometric Testing: 0
- 2nd Interview: 0
- Off: 0

Below the pipeline is a table of candidates with the following columns: Name, New Status, Forwarded By, Forwarded from Requisition, Date Forwarded, Candidate Type, Interview Result, Overdue Interviews, and Rating. The table lists five candidates, all with a 'New' status and 'New Application' type, and a rating of 'N/A'.

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.

Talent Pipeline View active candidates (4) View all candidates (5)						
0	0	4	0	0	0	0
Forwarded	Invited To Apply	New Application	Shortlisted	Pre-screening	Assessment	1st Interview

1	0	0	>
Automatic Disqualified	Requisition Closed	Hired On Other Requisition	

- 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.

Talent Pipeline View active candidates (5) View all candidates (6)
--

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

Candidates: View active candidates (4)									
0 Selected		Action	Display Options	Filter Options	Highlight Candidate <input type="text" value="Enter Applicant Name"/>				
Name	New Status	Forwarded By	Forwarded from Requisition	Date Forwarded	Candidate Type	Interview Result	Overdue Interviews	Rating	Source
<input type="checkbox"/> J	New New Application				Internal			N/A	Internal Site
<input type="checkbox"/> L	New New Application				External			N/A	Recruiting Marketing
<input type="checkbox"/> M	New New Application				Internal			N/A	Internal Site
<input type="checkbox"/> V	New New Application				External			N/A	Recruiting Marketing
Items per page 10 Page 1 of 1									

- 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.

0 Selected		Action	Display Options	Filter Options					
Name	New Status	Candidate Type	Interview Result	Overdue Interviews	Rating	Phone Number	Last Updated		
<input type="checkbox"/> J	New New Application	Internal			N/A	082	01/03/2024		
<input type="checkbox"/> L	New New Application	External			N/A	084	01/03/2024		
<input type="checkbox"/> M	New New Application	Internal			N/A	082	01/03/2024		
<input type="checkbox"/> V	New New Application	External			N/A	083	01/03/2024		
Items per page 10 Page 1 of 1									

- 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


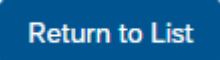
6. The selected candidate application appears. The list of candidates appears on the left with the application for the current candidate on the right. If applicable, there may be a *Screening Questions* section reflecting the candidate’s answers submitted with their application.

Note: If viewing all candidates, the *Candidate Status* field indicates automatically disqualified candidates.

The screenshot displays the SuccessFactors Recruiting interface for a 'Programme Officer (637)' position. The top navigation bar includes 'Job Requisitions', 'Preferences', 'Interview Central', and 'Message Centre'. Below this, the job title and status are shown, along with 'Hiring Manager' and 'Age' information. A 'Talent Pipeline' section shows a funnel of stages: Forwarded (0), Invited To Apply (0), New Application (4), Shortlisted (0), Pre-screening (0), Assessment (0), 1st Interview (0), Psychometric Testing (0), and 2nd Interview (0). The main content area shows the details for a candidate named 'M...' (Internal Candidate). On the left, a list of candidates is visible with columns for 'Name' and 'Action'. The candidate details on the right include sections for 'Application' (Candidate Status: New Application, Candidate Rating: No Selection), 'Comments', 'Correspondence', 'Application Status Audit Trail' (Date: 01/03/2024, User: O...), 'More Information' (Title: Ms., Date of Birth: ...), and 'Screening Questions' (Are there any circumstances relevant to your application... No, Do you have a valid RSA Drivers Licence Yes, Rate your MS Teams skill level Intermediate).

- 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 .

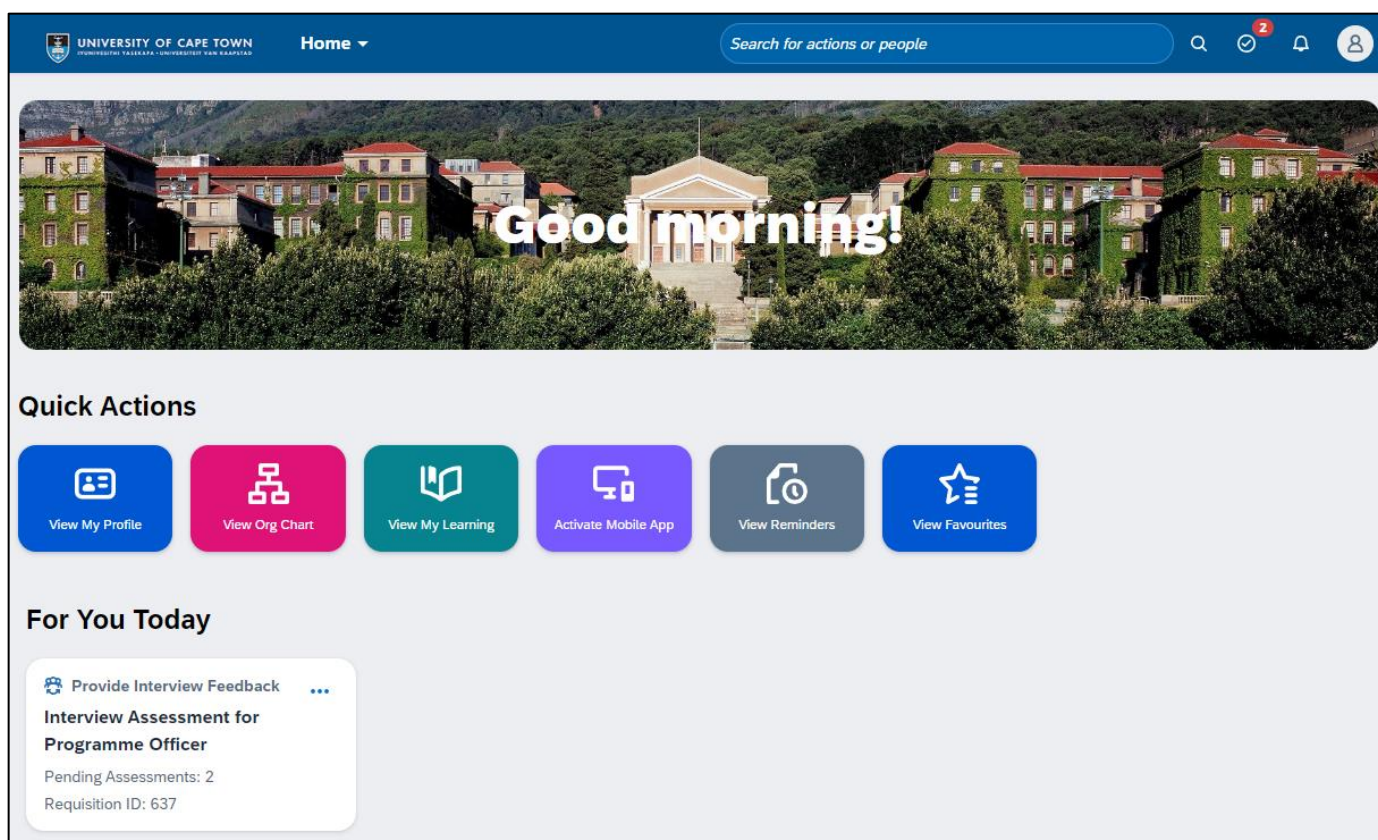
Adding interview ratings for candidates

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).

Interview Assessment: Programme Officer

Include Disqualified Candidates

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

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

Stack Ranker

Competency: Summary

- M

- L

I Have Finished

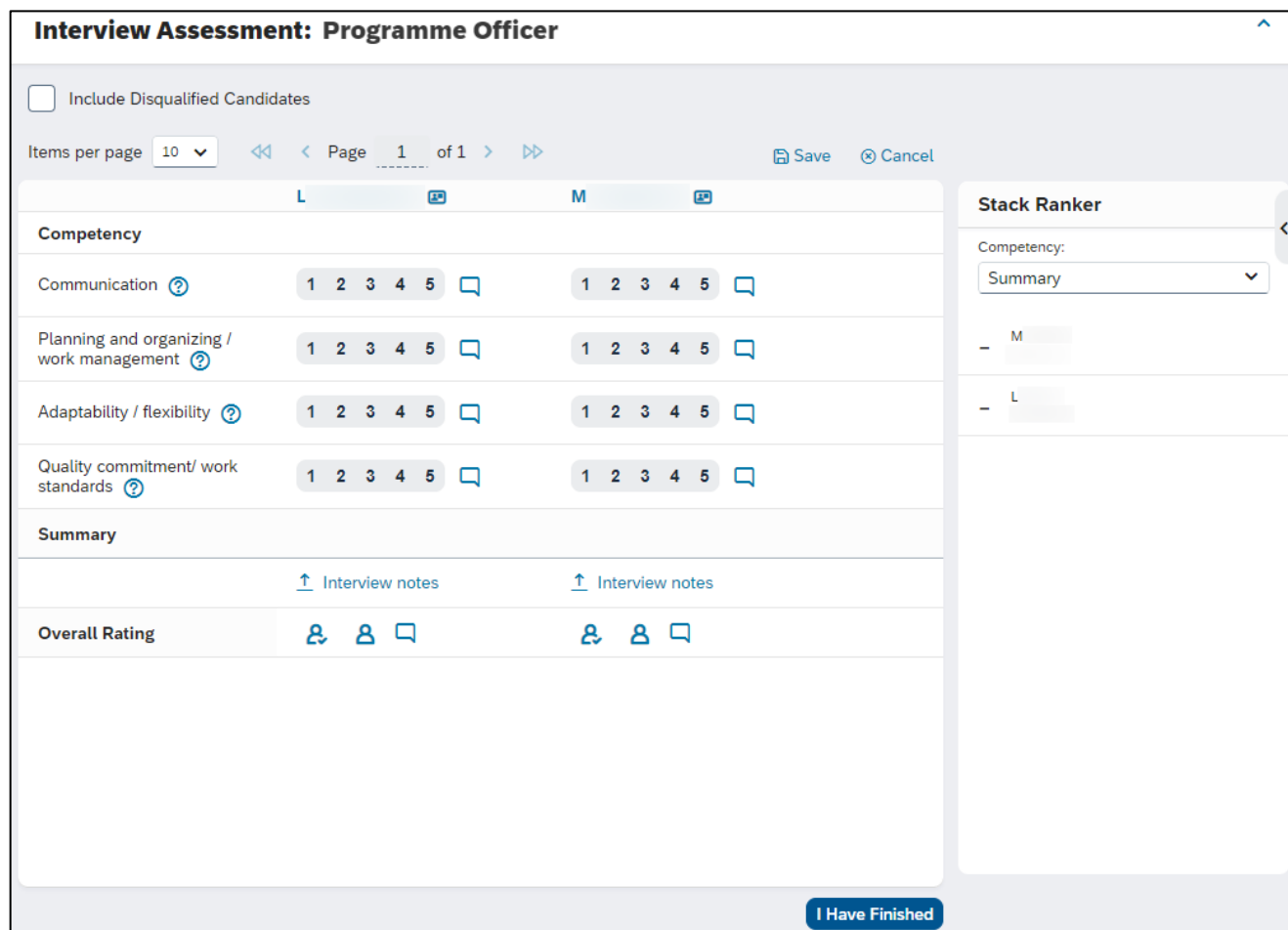
Selecting an overall rating

- 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** Recommended Not Recommended Comments
- 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.

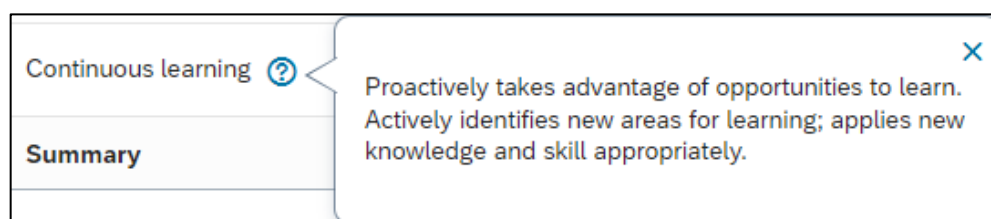
Rating a set of competencies

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*.

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.

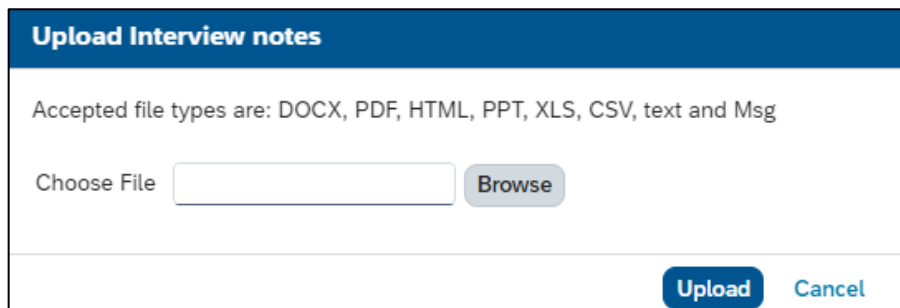
Uploading interview notes

Background

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

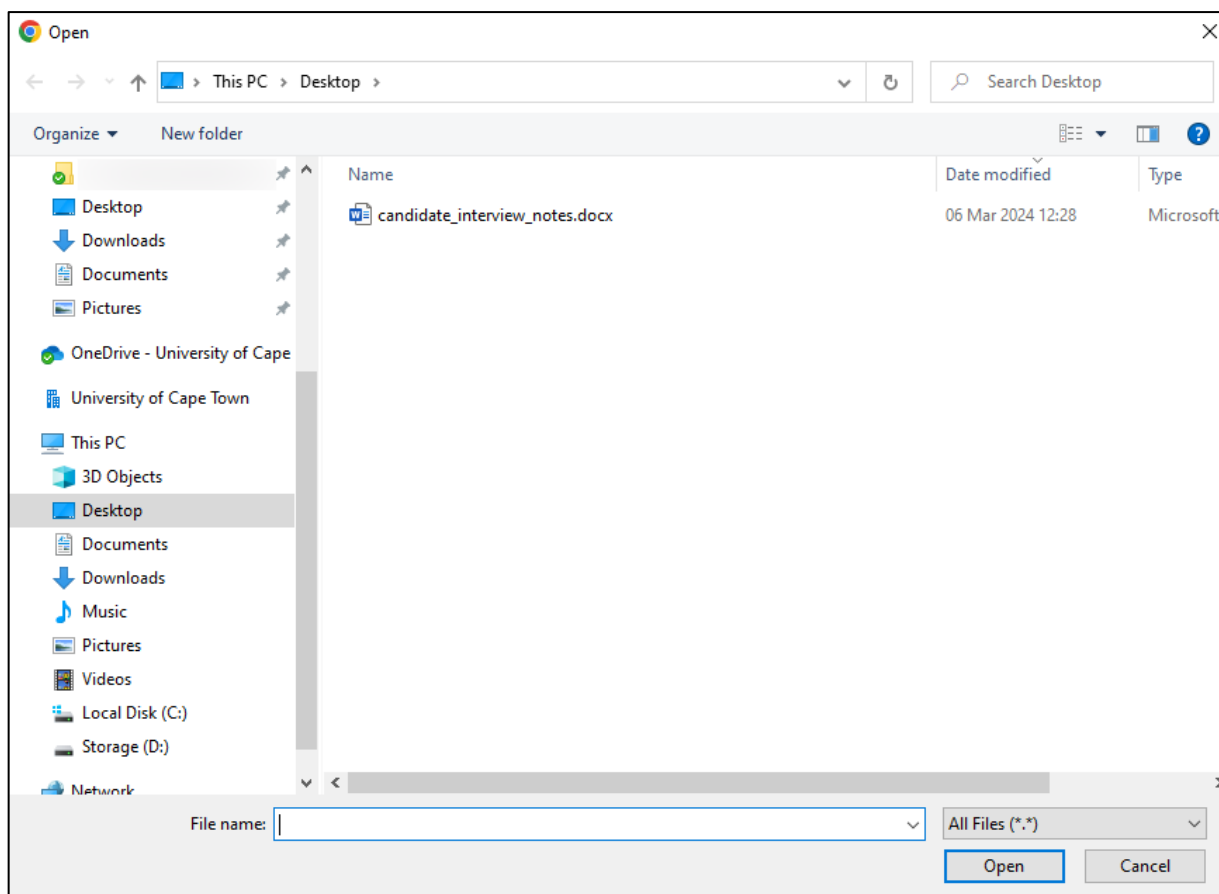
Procedure

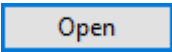
1. To upload your interview notes for the candidate, click [↑ Interview notes](#) in the *Summary* section.
Note: Any interview notes uploaded to SuccessFactors could be viewed by the candidate if they initiate a PAIA (Promotion of Access to Information Act) request.
2. The *Upload Interview notes* dialogue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



- In the *Choose File* field, click .

3. The *Open* dialogue box appears.



- Select the interview notes document from your computer.
- Click .

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

– Click .

	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	👤 👤 🗨️	👤 👤 🗨️

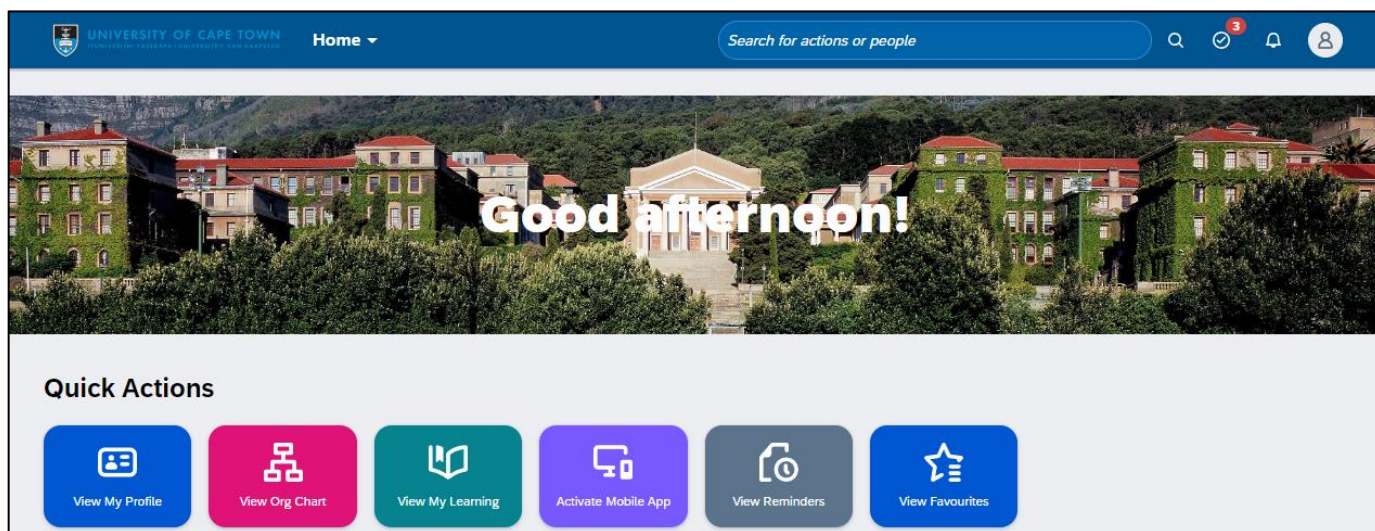
– The *Notes* link appears below the *Summary* score. To remove the notes, click 🗑️ *Delete Interview Notes*.

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

Reviewing or editing your candidate interview feedback

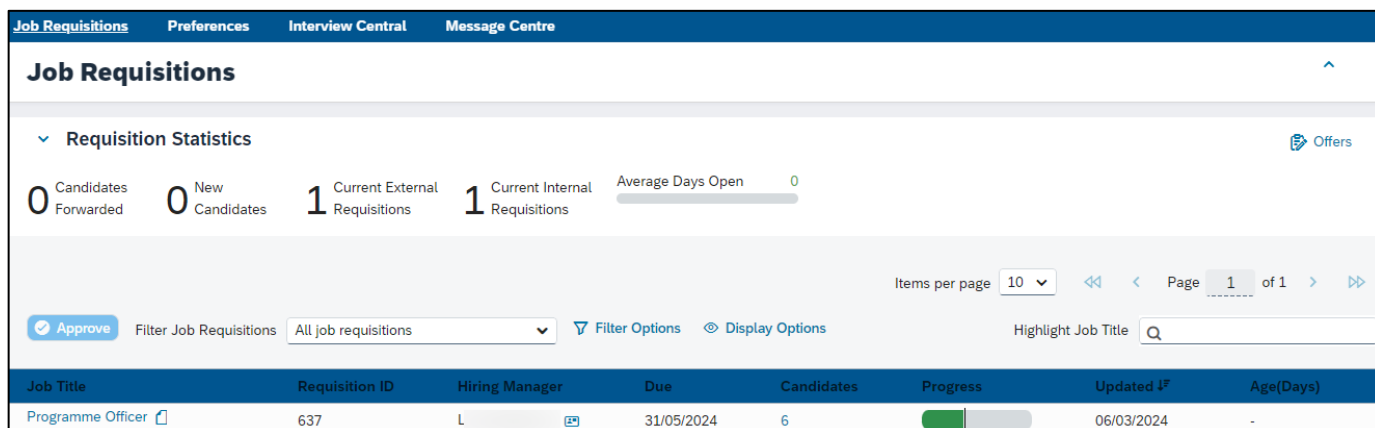
Procedure

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).

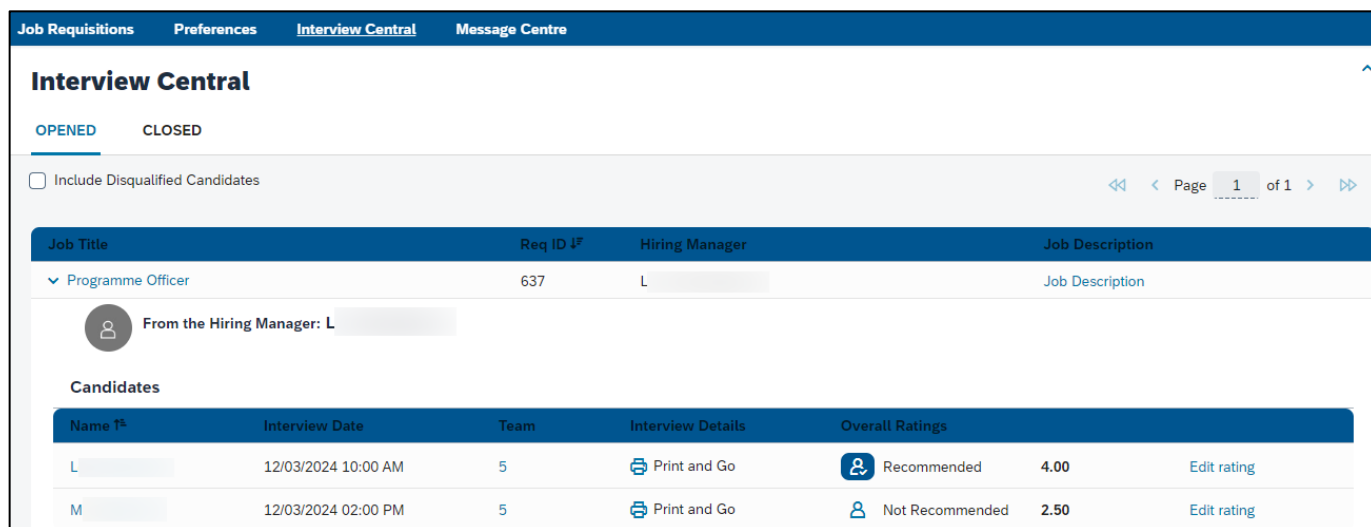


– Click **Interview Central**.

Reviewing or editing your candidate interview feedback

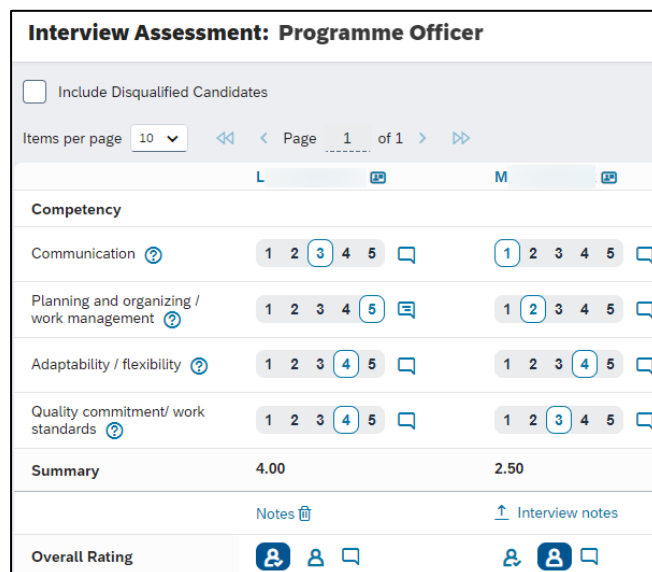
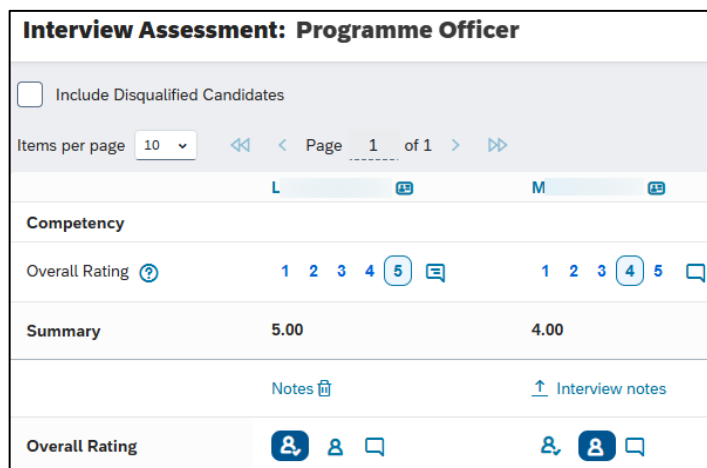
4. The *Interview Central* page appears. All candidates you've previously rated or marked as *Recommended* or *Not Recommended* are listed.

- 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*.