

FACT SHEET FOR THE MEDIA – UNISA MEDIA BRIEFING – 23 AUGUST 2022

Criteria		2019	2020	2021	2022 (Prov)	Comments
THE World University Rankings	Weighted Score	n/a	n/a	10.3 – 25.0	28.6	
	Citations	n/a	n/a	25.2	28.4	
	Industry Income	n/a	n/a	34.4	35.6	
	International outlook	n/a	n/a	34.5	37.4	
	Research	n/a	n/a	22.8	26.1	
	Teaching	n/a	n/a	23.3	28.6	
THE Impact Rankings - SDG	Overall Score		9.5 – 46.6		65.0 – 71.9	Unisa is in the Top half globally
	Partnerships for the Goals		54.3 – 62.3		58.8 – 70.2	Unisa is in the Top half globally
	Quality Education		40.7 – 48.6		67.7	Unisa is in the Top quarter globally
	Gender Equality		n/a		66.4	Unisa is in the Top quarter globally
	Clean Water and Sanitation		21.3 – 38.6		50.2	Unisa is in the Top half globally
	Affordable & Clean Energy		n/a		51.1	Unisa is just below the mean globally
Enrolments	Actual Enrolments	342 797	392 050	363 020	372 563	
	Enrolment Target	368 000	376 000	376 468	376 912	
	Enrolment Deviation (Target +/-2%)	-7,4%	4,1%	-3,7%	-1,2%	Managing enrolments down to within 1.5% of target from 7% deviation in 2019
	% of Sector Enrolments	32%	36%	33%	34%	34% of all sector enrolments
	M&D Enrolments	7 154	7 445	7 154	10 519	10 519 M&D enrolments up from 7 154 in 2019
	% of Sector M&D Enrolments	8%	9%	8%	12%	12% of sector M&D enrolments up from 8% in 2019
Graduates	Graduates	48 906	64 423	54 677	n/a	11% increase in graduates from 48 906 in 2019 to 54 677 graduates in 2021
	% of Sector Graduates	22%	27%	n/a	n/a	27% of all sector graduates in 2020 up from 22% in 2019
	Student Graduation Rates (Proxy)	14,3%	16,4%	15,1%	n/a	Proxy Graduation rate of 15,1% in 2021 against a possible 16%, up from 14,3% in 2019
	M&D Graduates	1 136	1 338	1 238	n/a	9% increase in M&D graduates from 1 136 in 2019 to 1 238 in 2021. Second highest Doctoral graduates (422) after UKZN (487 in 2020)
	% M&D Sector Graduates	7%	8%	n/a	n/a	8% of all sector M&D graduates

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Research Output	Research Outputs	1376,207	1 338,06	n/a	n/a	
	Per Capita	0,80	0,78	n/a	n/a	
	Publication Output Sector Ranking	8	8	n/a	n/a	8th with 6.09% of sector share in 2020 publication outputs
Student Queries	Student Query Resolution					
	Certificates Backlog					

STUDENT COOMUNICATION SERVICE CENTRE DATA

2021 – TWELVE MONTHS

	Total Incoming Calls	Serviced Calls	Abandoned Calls	Completed Emails	Social Chats	Webchats	Completed Interactions
January	65979	18729	47250	13452	0	0	32181
February	80519	22539	57980	22033	0	0	44572
March	116396	16572	99824	28304	0	0	44876
April	45891	13251	32640	14705	0	0	27956
May	34013	24851	9162	59871	0	0	84722
June	21880	16139	5741	50571	1856	21	66710
July	13833	12002	1831	44988	4424	3	56990
August	79392	25935	53457	18172	7792	6	44107
September	76469	39561	36908	41827	6762	7358	81388
October	65100	47244	17856	38888	7776	3380	86132
November	42834	33391	9443	18450	6842	3901	51841

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December	34019	22946	11073	6428	3478	3189	29374
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2022 – LAST SIX MONTHS

Split/Skill	January	February	March	April	May	June
General Enquires	19619	19134	3275	7836	3651	3651
Examination/Enquiries	7279	4776	373	1062	1033	1033
General App Reg	16728	19648	4722	6309	289	289
myUnisa myLife Enquiries	4718	3050	357	1041	19	19
Financial Enquiries	3324	3692	476	1149	0	0
Graduations and Certificates	1209	2100	612	2200	0	0
myModule2022	100	7800	2620	6245	2234	2234
Backlog		6210	3206	15190	3319	3319
Social Chats	6758	8122	1146	1810	25	8122
Webchat	4924	3782	571	1602	1127	3782

CERTIFICATES ISSUED/COLLECTED AND NOT COLLECTED 2019-2021				
	2019	2020	2021	2022
Issued	63777	48785	63086	39478
Collected/posted/couriered	58522	47537	50141	28576
Not collected	5255	1248	12945	10902