



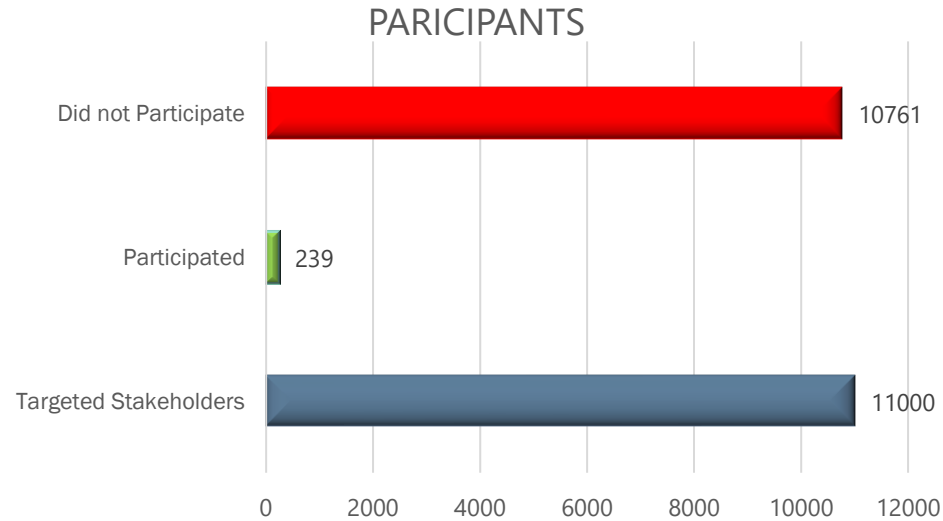
South African Council for the Architectural Profession

Stakeholder Satisfaction Survey Feedback

March 2024



Survey Feedback Overview



2.1%

RPs Participated

97.8%

RPs who did not participate

Participants

Slight increase compared to the previous survey conducted in April 2023
(+ 150 participated last year)

Did not Participate

RPs to be encouraged to participate, to allow them to air their concerns and suggestion on how to improve SACAP service



Survey Questionnaires Feedback

Which aspect of our services did your query relate to?

- Annual Fees/Administration fees/ extension fees
- Continuing Professional Development/extensions
- Limited Special Dispensation
- Invoices/Payments/ Debit orders; Professional Practice Examinations
- Annual Fees/Administration fees/ extension fees; Continuing Professional Development/extensions; Invoices/Payments/ Debit orders ;Other
- How to lodge a complaint
- Code of Conduct; Professional Practice Examinations; Registration/Reinstatements/Upgrades



Other (please specify)

- Checking on the registration of practitioners
- I never experience any negative issues, especially when the SACAP staff is accessible telephonically should we encounter problems.
- CPD / website
- I emailed SACAP to enquire whether there is a category of registration for semi-retired professionals. I got no response and the majority of the questions following cannot reflect a true answer as a result of absent communication.
- MTR / Registration Certificate
- Monthly training record and where to download certificate
- login details / Change Mentor
- Company Good Standing letter / certificate



Have you previously contacted SACAP?

5 – No



230 – Yes



Survey Questionnaires Feedback – continues...



1

How knowledgeable was the person who assisted you?



Not at all knowledgeable



24



Quite knowledgeable



102



knowledgeable Somewhat



41



Extremely knowledgeable



72



Good Response



2

How helpful was the person/s who assisted?



Not helpful at all



37



Somewhat Helpful



32



Quite Helpful



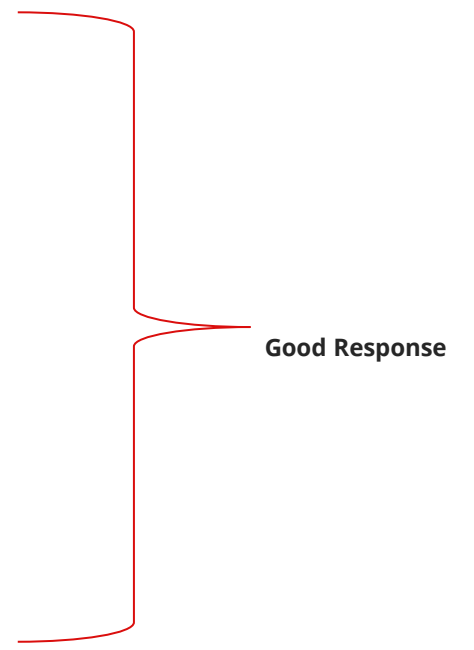
75



Extremely Helpful



95



3

How would you rate SACAP's way of direct e-mail communication with you?



Poor



42



Good



79



Satisfactory



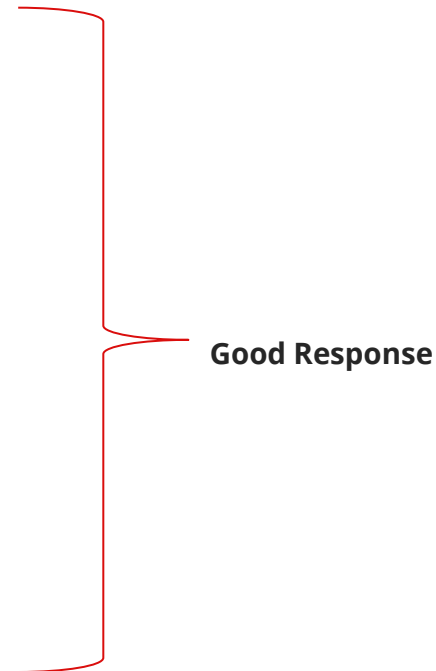
43



Excellent



75



Good Response



4

Which method of communication would you prefer SACAP to use when communicating with you?

E-mail



219

Phone



20



What can SACAP do to improve on your experience?

Email explainers on how the point system works and offer an online workshop. Fee queries are never solved promptly or nicely.

Dear SACAP I am struggling to apply to write the PPE test. I write not just for me here, there are a lot of students who study architecture but working in other fields.

Pretty much satisfied at this point

The amount of emails SACAP sends on a daily basis is staggering! Who has time to read it all?! Instead of spamming us with the loads of emails every day,

Provide an in-depth and complete guide to the MTR system in one place, for example the MTR homepage.

Always do the best

Have more work shops

Stop emailing so much.

During that phone call, I was rushed. I kept being interrupted, and the person was making conclusions before I had explained the situation. I called seeking guidance, but was instead judged and talked-down upon. The level of customer service needs to be improved.

I think the new system that is going to be rolled out, we need to have another training so that we can understand it better.

Have working e-mail addresses

All good so far

Focus on the regulatory issues which SACAP seems to be doing, and get that to a level of excellence.

I have send 2 messages on the site with no outcome??

Only savings on fees

CPD cycle is too short

I think the new system that is going to be rolled out, we need to have another training so that we can understand it better.

The administrators should respond on time.

Adhere to their own stipulated time frames. If they say theyâ€™ll get back by x date and simply miss that date by literal months then they need to stick to their word just as they expect the professionals who pay their salaries to stick to their word. Maybe SACAP should be held to a code of professional conduct..

To respond to my emails regarding semi-retiredness.



What can SACAP do to improve on your experience?

Pretty much satisfied at this point

Enforce the IDOW at the Municipal level. The public cannot differentiate for themselves who is an Architect and who is not. The residential market is flooded with Poor Draughting persons advertising as Architects and doing work above their IDOW CATEGORY. The ripple effect is that the standard of designs is dropping exponentially.

The website is a bit complicated, for example where to download the SACAP certificate. The only two thing I what to do on the SACAP website is log CPD and download SACAP certificate. All the other pages can be secondary.

Provide an in-depth and complete guide to the MTR system in one place, for example the MTR homepage.

Appoint only the best competent person for the job. Continuous training of staff

Have more work shops

improving their online portals, for example, the new website was launched but was not fully functional yet.

If possible, communicate the renewal of the continuing professional development cycle to members as a reminder.

Faster replies. Better service. Answer the phones. Know more about industry.

Have working e-mail addresses

Excellent as is thus far.

Focus on the regulatory issues which SACAP seems to be doing, and get that to a level of excellence.

Improve communication

I think the new system that is going to be rolled out, we need to have another training so that we can understand it better.

Reduce fees for senior members

How can you get those months of no feedback on LSD back? Sorry Thabo, but I suffered during that time being ignored by you.

Training on a new system is going to help

Only relevant emails



What can SACAP do to improve on your experience?

would like them to communicate more regularly

To add a tab on the SACAP website of 'how to's e.g. register' can be helpful, thanks? The tab can have a pdf with screenshots of the steps followed once logged into your profile and what the person will see as they proceed to registering.

Respond and give me relevant feedback on my application. The only response I have received to date was that they are first looking at other applications. This process is taking longer than a year now with no indication on when it will be dealt with. My last follow up was not even responded to.

The website is a bit complicated, for example where to download SACAP certificate. The only two things I want to do on the SACAP website is log on CPD and download SACAP certificate. All the other pages can be secondary.

Actually reply to a query sent.

Help the register professional deal with the local authority and make it an easier and quicker process.

You can edit this text. Edit text here.

Return emails and return when messages are left, when you do get the correct person then they do assist and know what they are talking about

Mostly satisfied with everything. Sometimes the direct e-mailing regarding CPD courses might be a little too much, resulting in one missing important e-mail.

Hold continuous seminars to keep registered personnel informed.

nothing much because SACAP are doing exactly what they should do and that is to keep us informed, Thank you very much

There was a delayed response, maybe the query was not fully understood at the time.

The administrators should respond on time.

Better website. Faster replies on email, I wait a few days before someone contacts me.

I would just love to finalize my RPL but it keeps on being rescheduled. It has been more than a YEAR since I have applied for RPL.

Hire an informed staff

What can SACAP do to improve on your experience?

Cpd cycle is too short

GET BACK TO ME!!!!!!

You can edit this text. Edit text here.

Improve website.

quicker response time and more direct and in depth answers

Offer more to the RP for the amount of fees being paid annually or reduce the fees

More user friendly website, interface with local authorities for plan approval and submission queries, easier, more streamlines CPD capturing and administration

Organise more CPD

You can edit this text. Edit text here.

Make it easier to upgrade to a next level.

Better communication. Account Department needs some shape up.

Turn around time on communication can be better and feedback with dates and way forward. I have been waiting three months for some sort of feedback on my RPL portfolio

THANK YOU

