Support@UP (Anthology REACH)

Reach every student at every stage

Student Relationship Management (SRM) system

Dr. Hestie Byles

Dr. Juan-Claude Lemmens

anthology

UNIVERSITEIT VAN PRETORIA
UNIVERSITY OF PRETORIA
YUNIBESITHI YA PRETORIA

Why Anthology Reach?

- Anthology® Reach is a Student Relationship Management (SRM) SaaS solution developed on top of Microsoft Dynamics 365 to provide UP with Higher Ed.-Specific functionality for **Student Lifecycle Engagement**.
- **Disjointed student support referrals** and **decentralised data sources** made it challenging to have a single overview of all engagements with a student.
- The University required a cohesive Student Relationship Management (SRM) system to provide a **comprehensive overview of student interventions** and comply with reporting requirements.
- Anthology REACH, will serve as a central hub for support communications, planning, and tracking, **improving student advising** and providing early alerts for at-risk students with increased integration with clickUP (Blackboard).

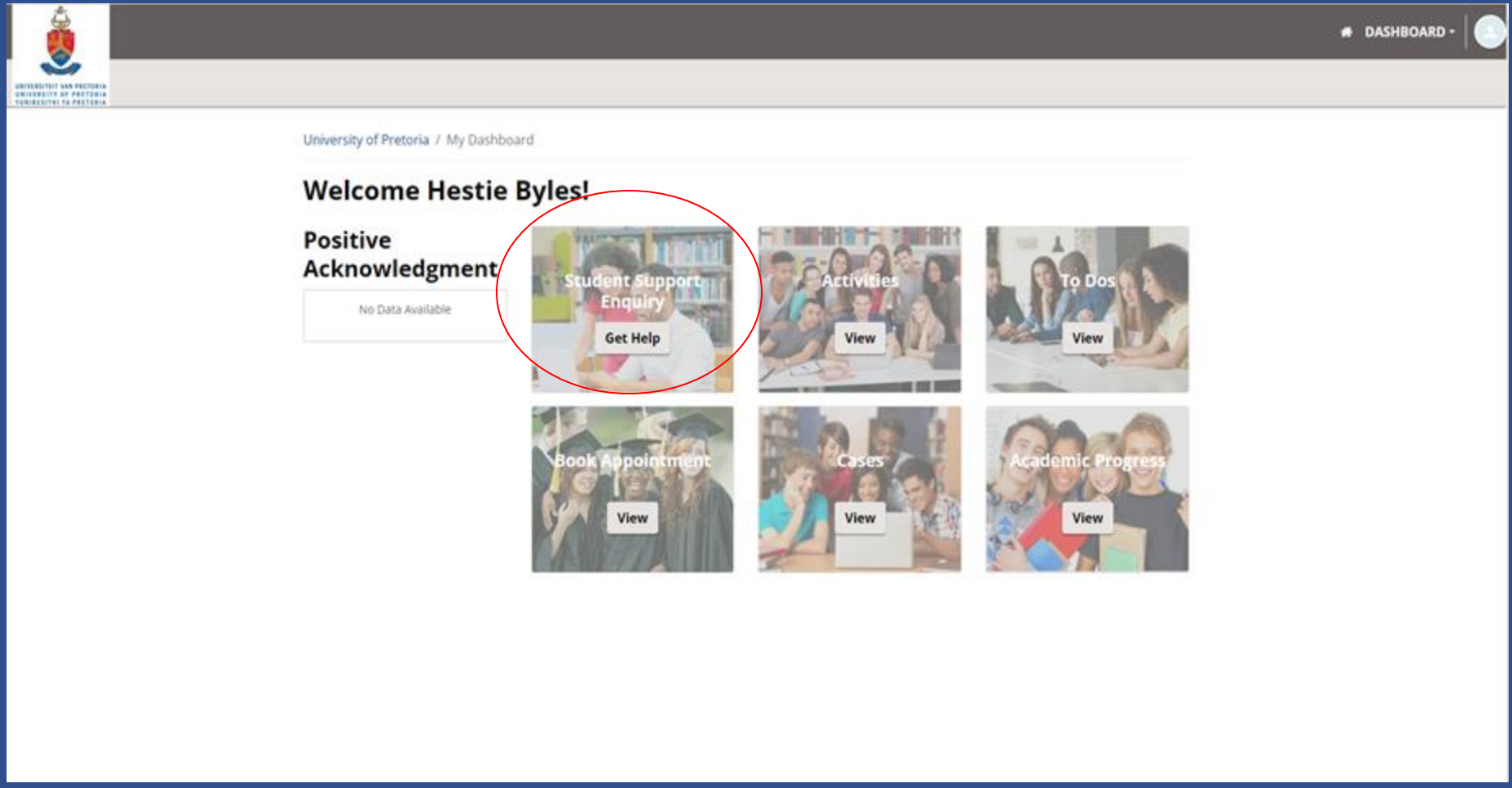
Benefits of Anthology REACH SRM System

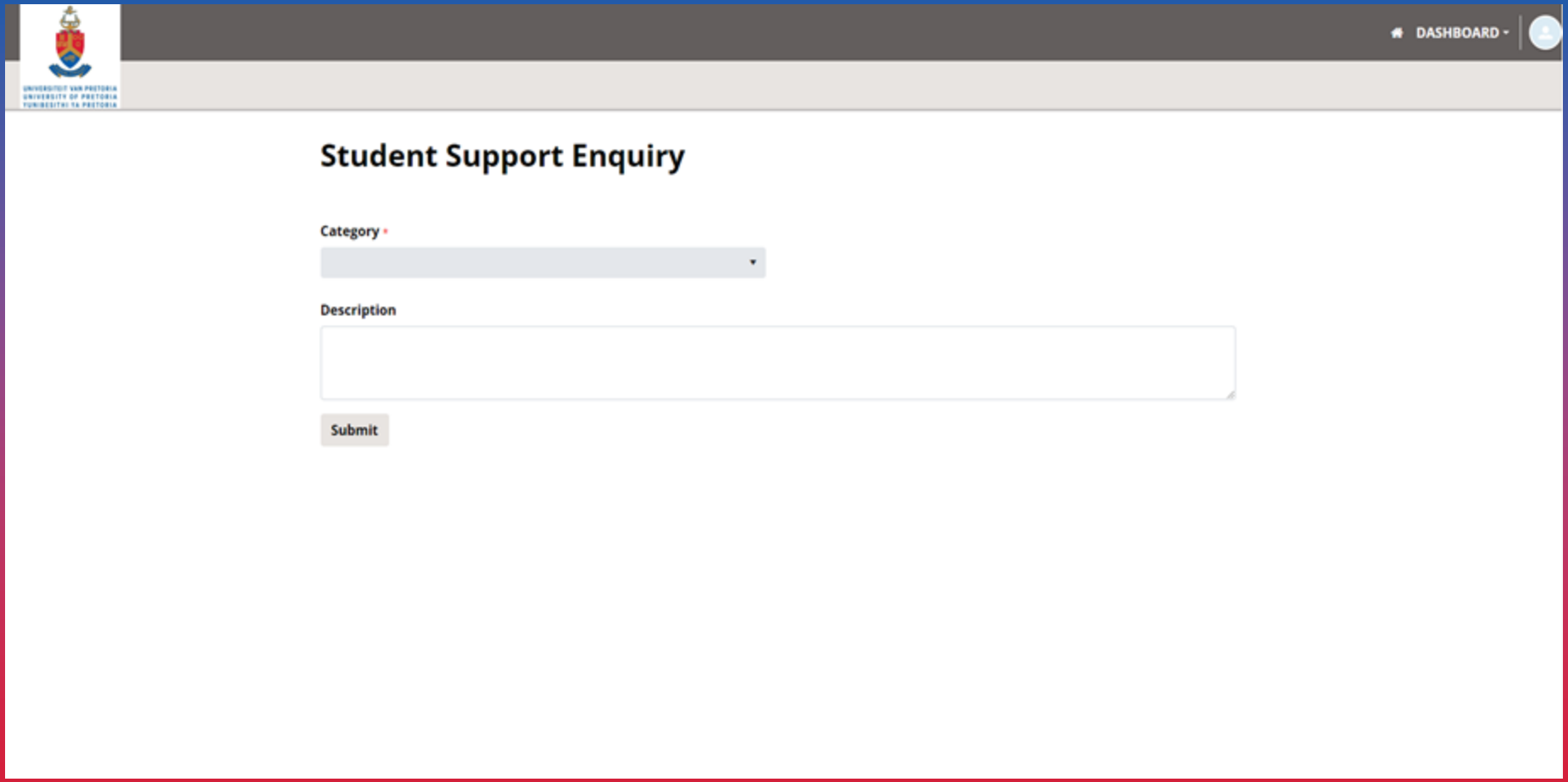
- Anthology REACH is an integrated student success platform leveraging multiple data sources and AI to improve student success and retention.
- It will eliminate separate workflows and data silos, provide an **effective case management system** for referrals and accurate reporting, and resolve UCDP data issues.
- This platform is part of the approved 5-year UP T&L Plan (2022-2025) and is more student-centric than traditional Client Relationship Management (CRM) systems.

Common Student Success Challenges

- Silo student intervention data – view, capture
- Manual intervention plans
- Reliance on the student
- Reactive: end-of-term reports
- Student satisfaction
- Retention: Closing the loop
- At-Risk Students management
- Nurturing students to thrive
- Isolated data sources in systems vs Singular student view

Support@UP Student Portal (Anthology REACH)


DASHBOARD
University of Pretoria / My Dashboard
Welcome Hestie Byles!
Positive Acknowledgment
No Data Available
Student Support Enquiry
Get Help
Activities
View
To Dos
View
Book Appointment
View
Cases
View
Academic Progress
View


DASHBOARD
Student Support Enquiry
Category *
Description
Submit

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DASHBOARD

Student Support Enquiry

Category *

Academic Advising - Academic Success Coaches (ASCs)

Subcategory *

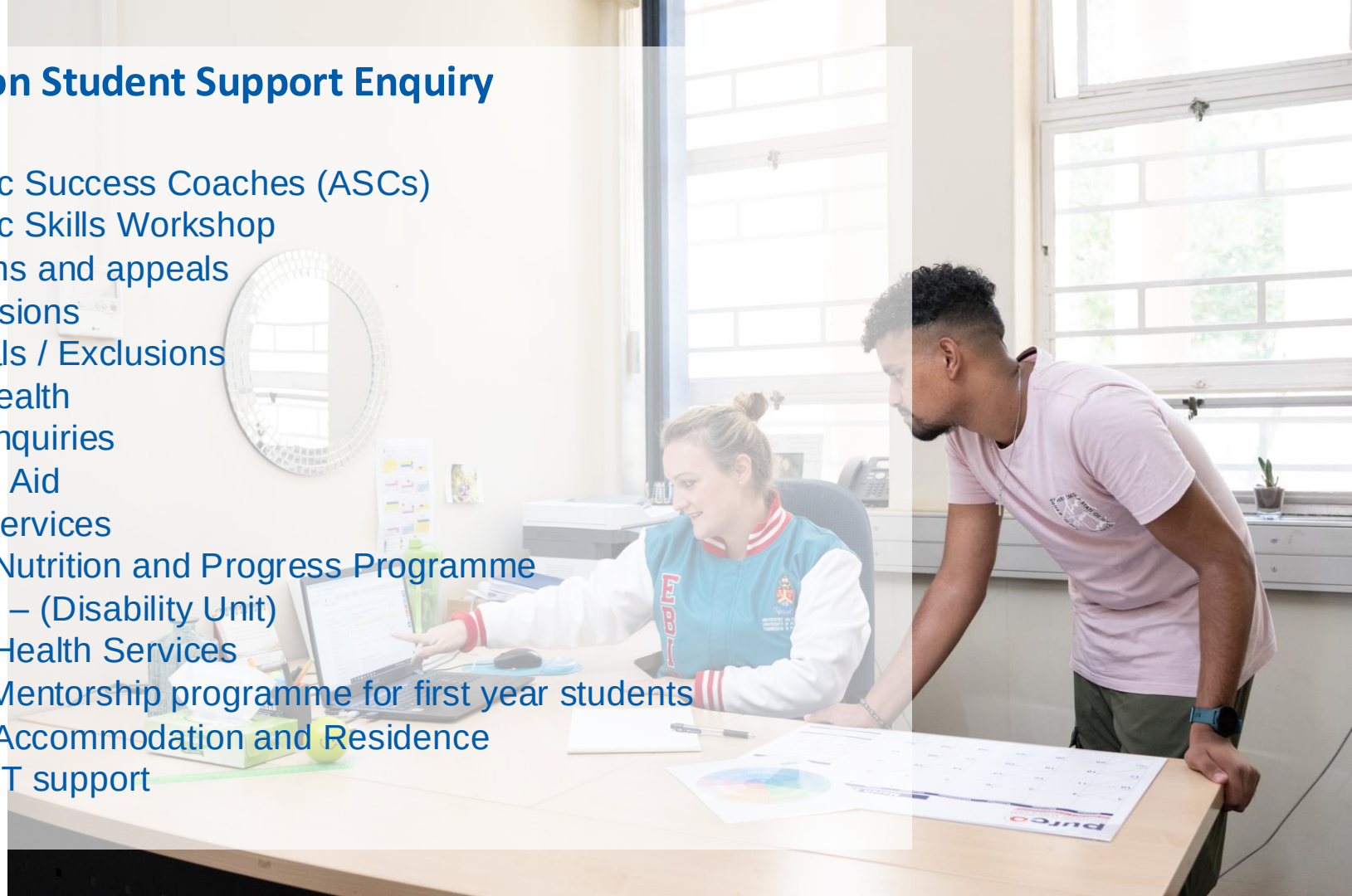
Curriculum planning/Module choice (based on yearbook)

Tell us about your need

Submit

Category on Student Support Enquiry

Academic Success Coaches (ASCs)
Academic Skills Workshop
Exclusions and appeals
Readmissions
Dismissals / Exclusions
Mental health
Module inquiries
Financial Aid
Career Services
Student Nutrition and Progress Programme
Disability – (Disability Unit)
Student Health Services
STARS Mentorship programme for first year students
Student Accommodation and Residence
Student IT support



Category on Student Support Enquiry

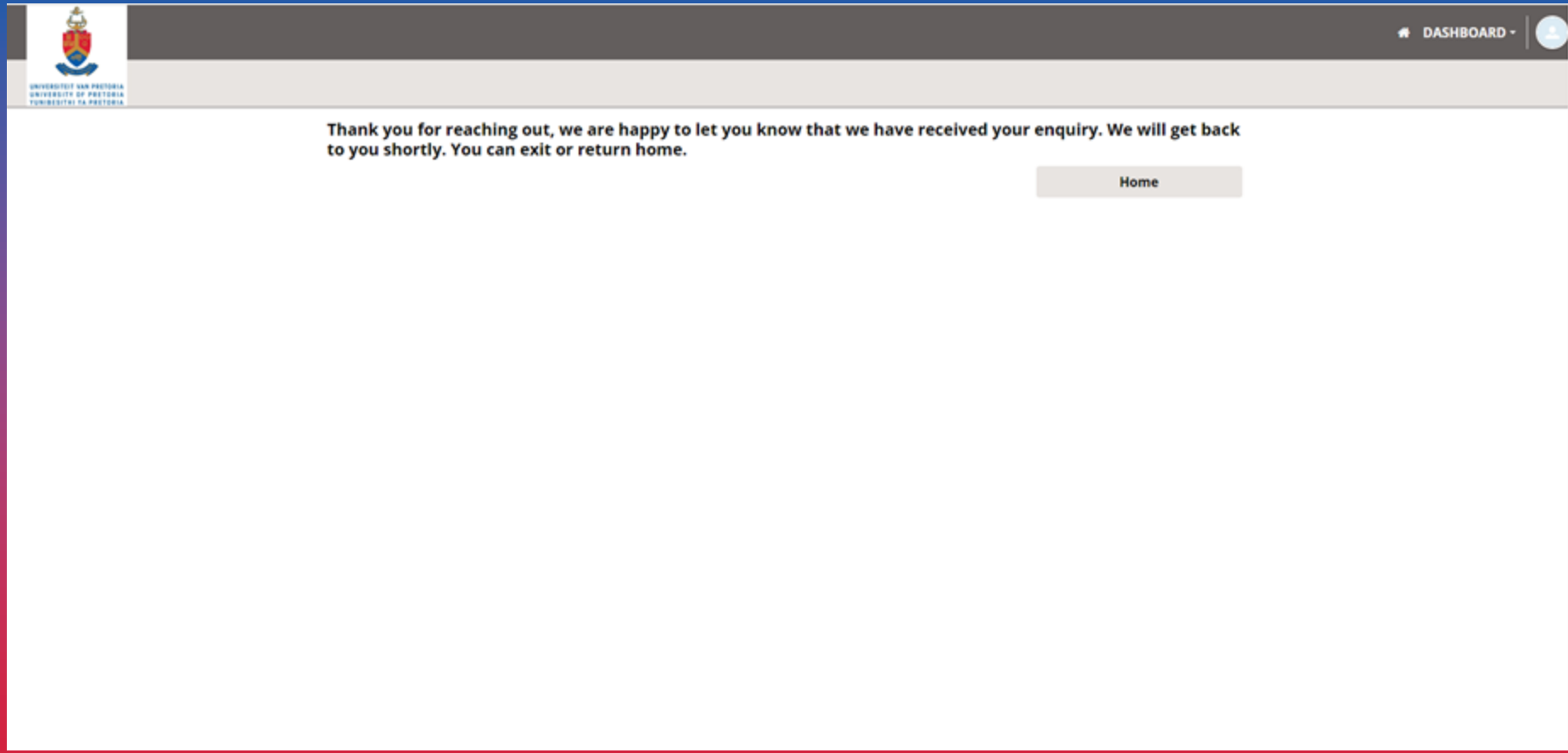
Academic advising – Academic Success Coaches (ASCs)

Subcategory on Student Support Enquiry

- Academic skills coaching (Time-management, Goal setting, Study methods etc.)
- Credits
- Curriculum planning/Module choice (based on yearbook)
- Degree choice (based on yearbook)
- Educational plan
- Exam entrance inquiry
- Exam preparation skills
- Exclusions/Dismissals
- Exemption from campus activities
- General information
- Goal setting skills
- Information on criteria to another plan
- Information on summer/winter schools
- Referred by Peer Advisor
- Referred by Psychologist
- Referred by a mentor
- Stress management skills
- Study methods/skills
- Support with personal challenge
- Time management skills
- UPO inquiry
- Writing skills

Category on Student Support Enquiry

Module inquiries	I have too many credits
	I have too few credits
	Prerequisites
	Cancelling a module
	Adding a module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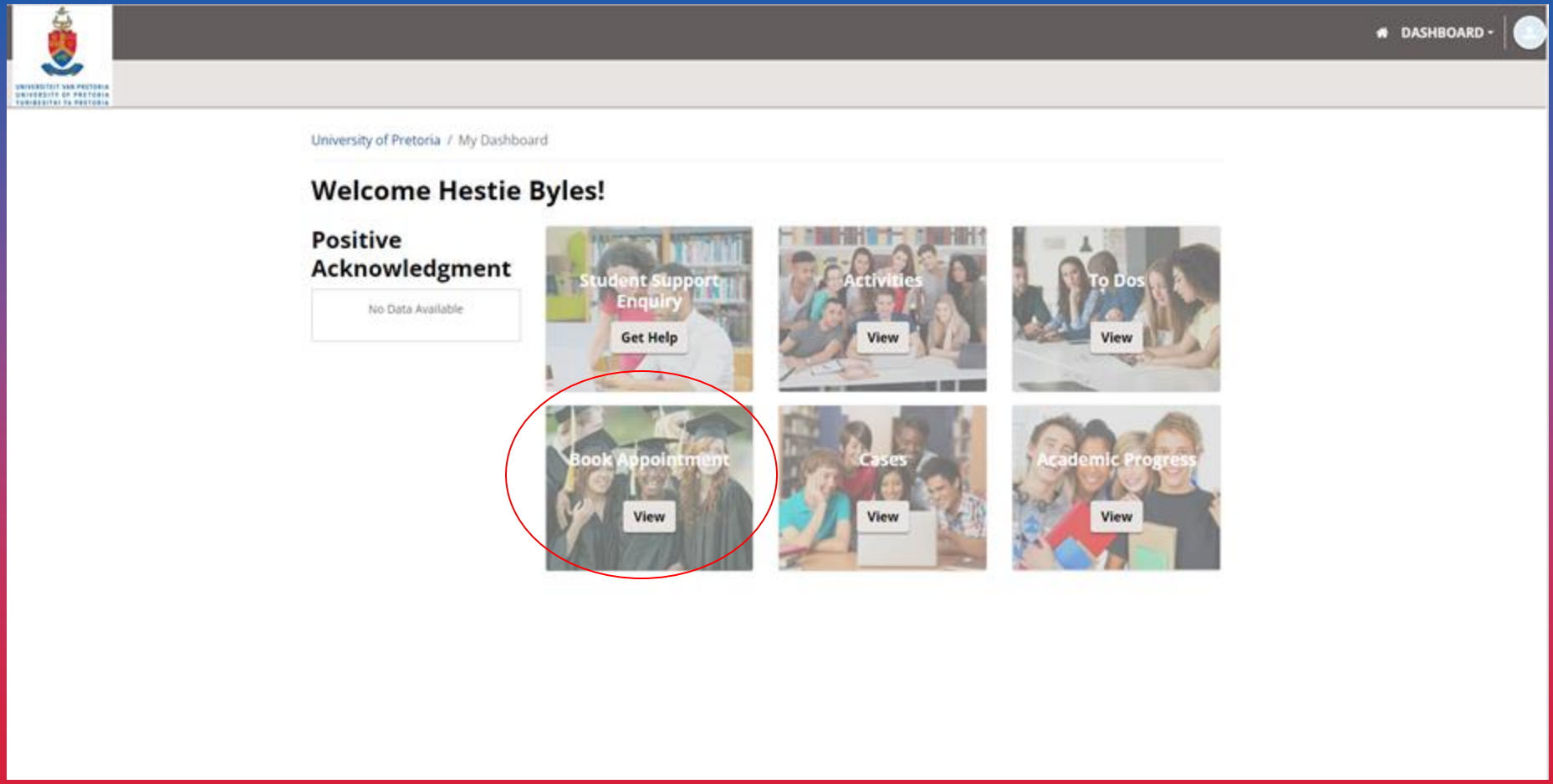
Thank you for reaching out, we are happy to let you know that we have received your enquiry. We will get back to you shortly. You can exit or return home.
Home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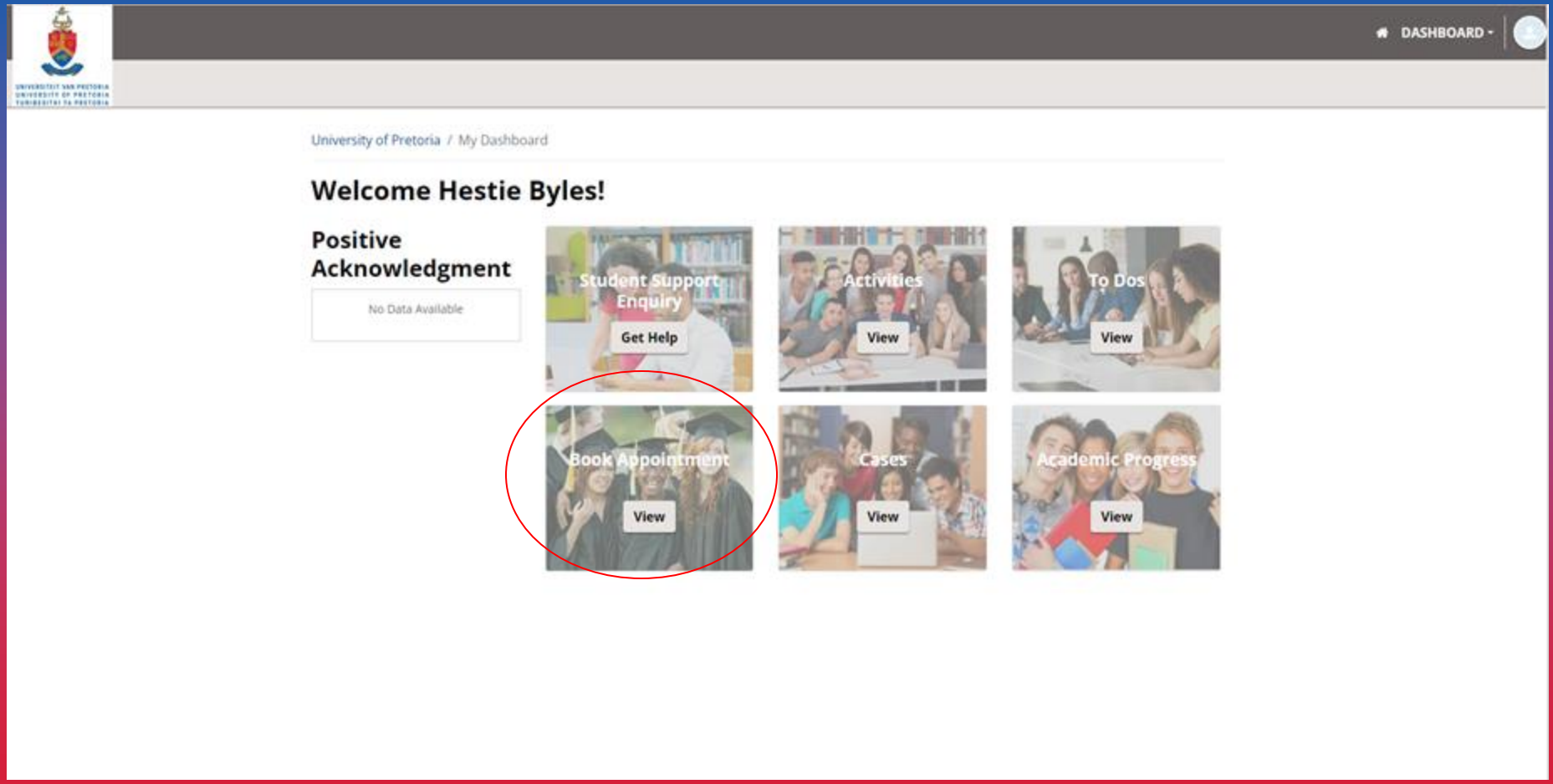
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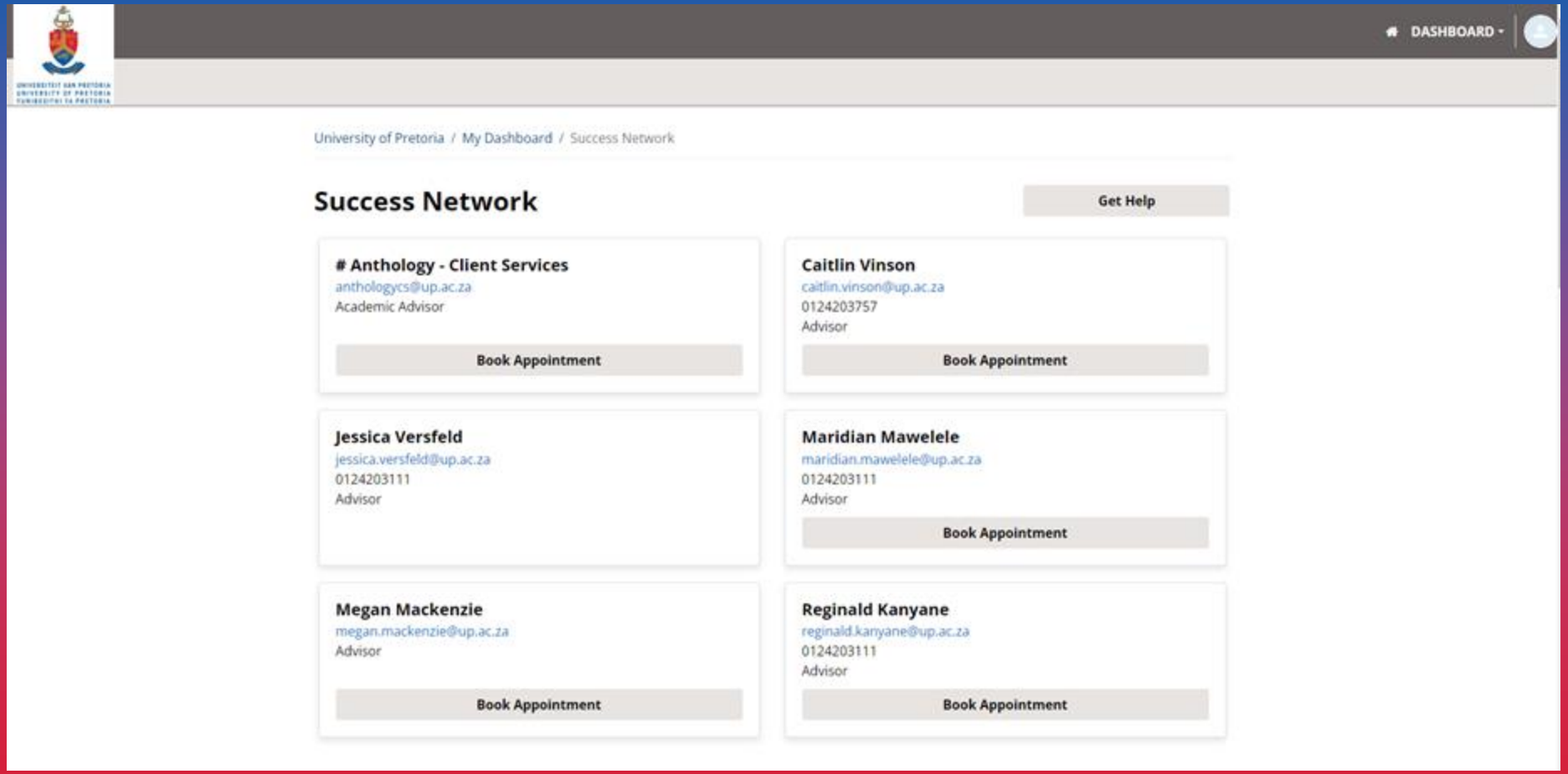
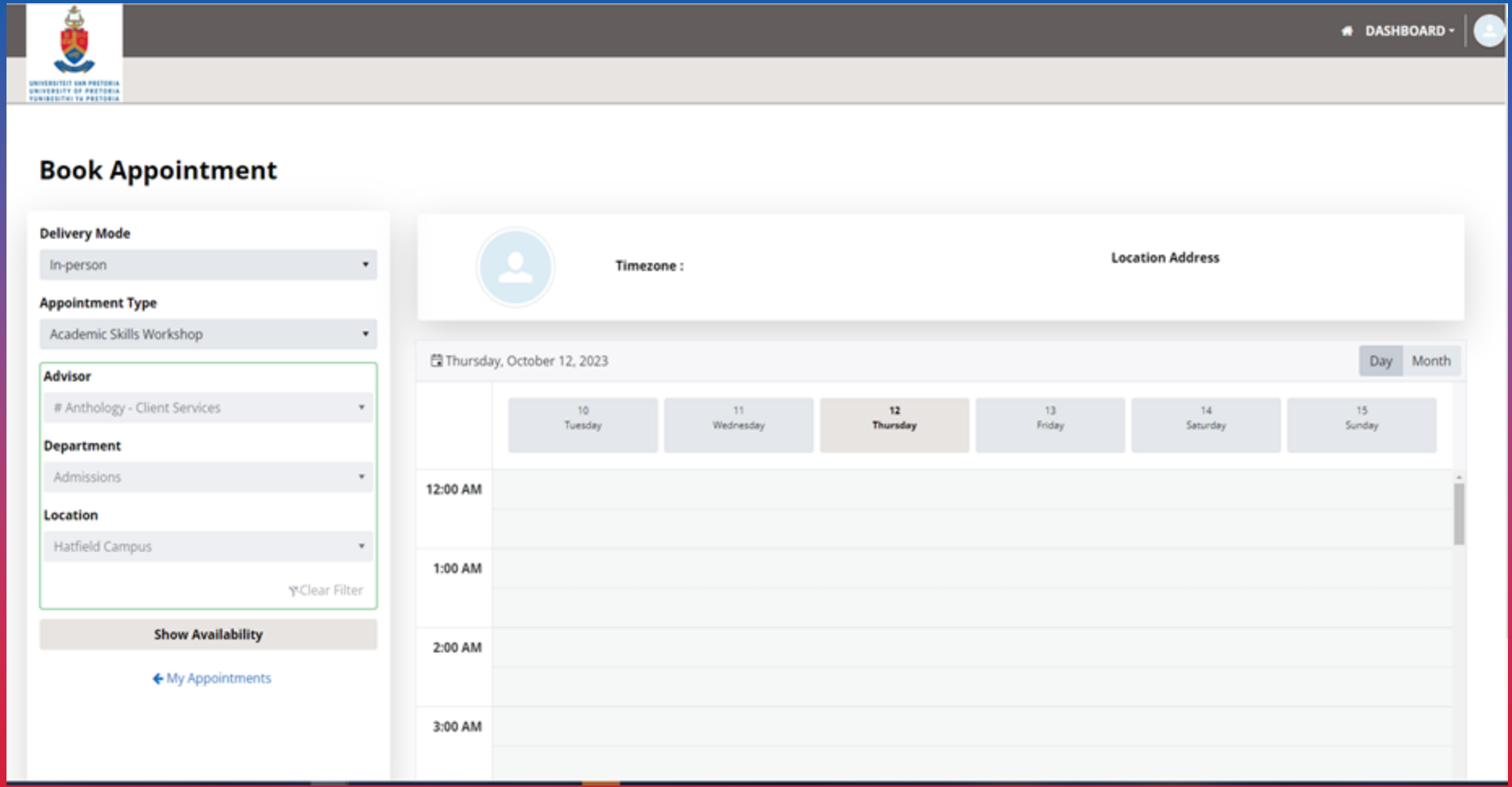

DASHBOARD
University of Pretoria / My Dashboard / Success Network
Success Network
Get Help
Anthology - Client Services
anthologycs@up.ac.za
Academic Advisor
Book Appointment
Caitlin Vinson
caitlin.vinson@up.ac.za
0124203757
Advisor
Book Appointment
Jessica Versfeld
jessica.versfeld@up.ac.za
0124203111
Advisor
Maridian Mawelele
maridian.mawelele@up.ac.za
0124203111
Advisor
Book Appointment
Megan Mackenzie
megan.mackenzie@up.ac.za
Advisor
Book Appointment
Reginald Kanyane
reginald.kanyane@up.ac.za
0124203111
Advisor
Book Appointment


DASHBOARD
Book Appointment
Delivery Mode
In-person
Appointment Type
Academic Skills Workshop
Advisor
Anthology - Client Services
Department
Admissions
Location
Hatfield Campus
Clear Filter
Show Availability
My Appointments
Timezone :
Location Address
Thursday, October 12, 2023
Day
Month
10 Tuesday
11 Wednesday
12 Thursday
13 Friday
14 Saturday
15 Sunday
12:00 AM
1:00 AM
2:00 AM
3:00 AM

Student Support THE UP WAY

Student Counselling Unit

Provides counselling, therapeutic support and career counselling to students.
012 420 2333
Email: studentcounselling@up.ac.za

UP Careline

Offers 24-hour telephonic counselling and referrals to traumatised staff and students.
0800 747 747

Faculty Student Advisors

Offer workshops and academic support on goal setting, time management, study methods, test and examination preparation etc. and general faculty-specific academic advice.
https://www.up.ac.za/advising

Student Health Services

Promote and assist students with health and wellness.
012 420 5233/3423

Department of Library Services

https://www.library.up.ac.za
Whatsapp: 066 509 1285
Email: library.enquiries@up.ac.za

Fees and Funding

https://www.up.ac.za/fees-and-funding

Disability Unit

Provides specialised services to students with physical or learning disabilities.
012 420 2064
Room-14 Old Chemistry Building, Hatfield campus

Department of Student Affairs

Organises projects, programmes, student structures and events for your holistic development throughout your study career at UP.
012 420 6555
Student Affairs Building, Hatfield campus

Green Route

Security Officers are available from 18:00-06:00 to escort you (on foot) anywhere east of the Hatfield campus through to the Hillcrest campus.
Departure point: Capitec ATM next to the Merensky Library.
012 420-2310
012 420-2760
083 654 0476

Department of Security Services

Contact details are available on the back of your student card.
https://www.up.ac.za/department-of-security-services
0800 0064 28 (UP Crisis Service)

Centre for Sexualities, AIDS and Gender

We engage in critique, advocacy, research, and programmatic work to challenge the status quo around sexualities, gender, and HIV in the interests of social justice and a more equal society.

012 420 4391

The Transformation Office

All incidents of discrimination, sexual harassment, sexual assault and gender-based violence can be reported directly to the office.

https://www.up.ac.za/transformation

Student Computing Services

IT and device support for students.

Visit your nearest computer facility

Tukssport

Whether you are a complete beginner looking to try something new or an elite athlete with a record of high achievement, membership is OPEN to all students.

https://www.up.ac.za/tukssport

The Careers Office

Provides support for UP students and graduates as they prepare for their careers.

careerservices@up.ac.za

012 420 2315

Faculty Student Administration

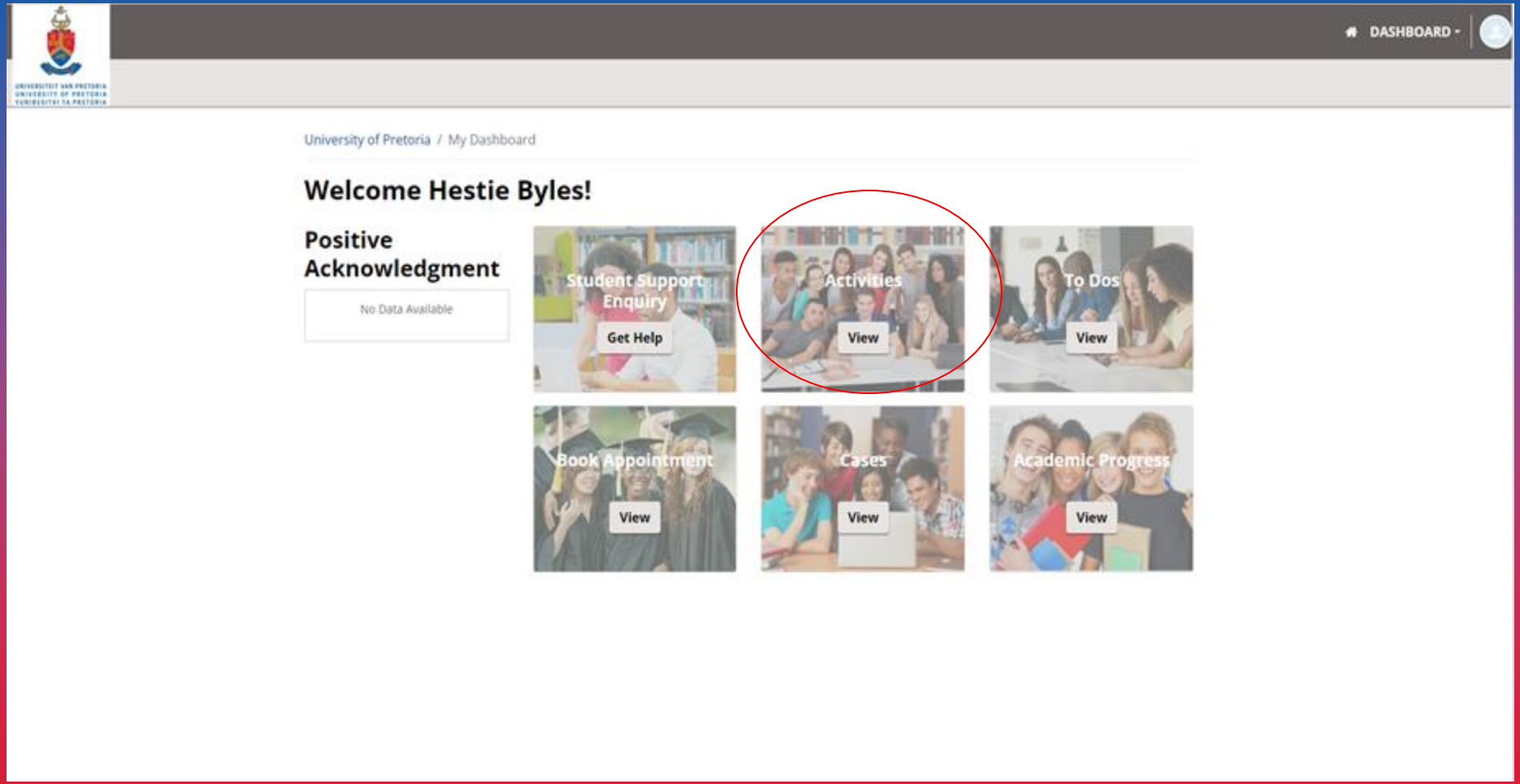
Deals with module registration and cancellation, prerequisite errors, winter school, summer school and chancellor exam registration.

https://www.up.ac.za/student-admin

Department of Residence Affairs and Accommodation (TuksRes)

https://www.up.ac.za/student-accommodation

tuksres@up.ac.za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Academic Progress
View

Activities

Email - CRM:0147233

Created: 2023-09-12 11:48 AM

Dear Hestie Byles

Are you a first-year student at UP looking for support from a mentor (senior UP student, then click here (https://www.up.ac.za/student-life/article/2579084/stars-mentorship-programme) to find out more.

Regards,
UP

Normal | Completed

Email - Late Coming CRM:0173003

Created: 2023-09-11 11:30 AM

Dear Student

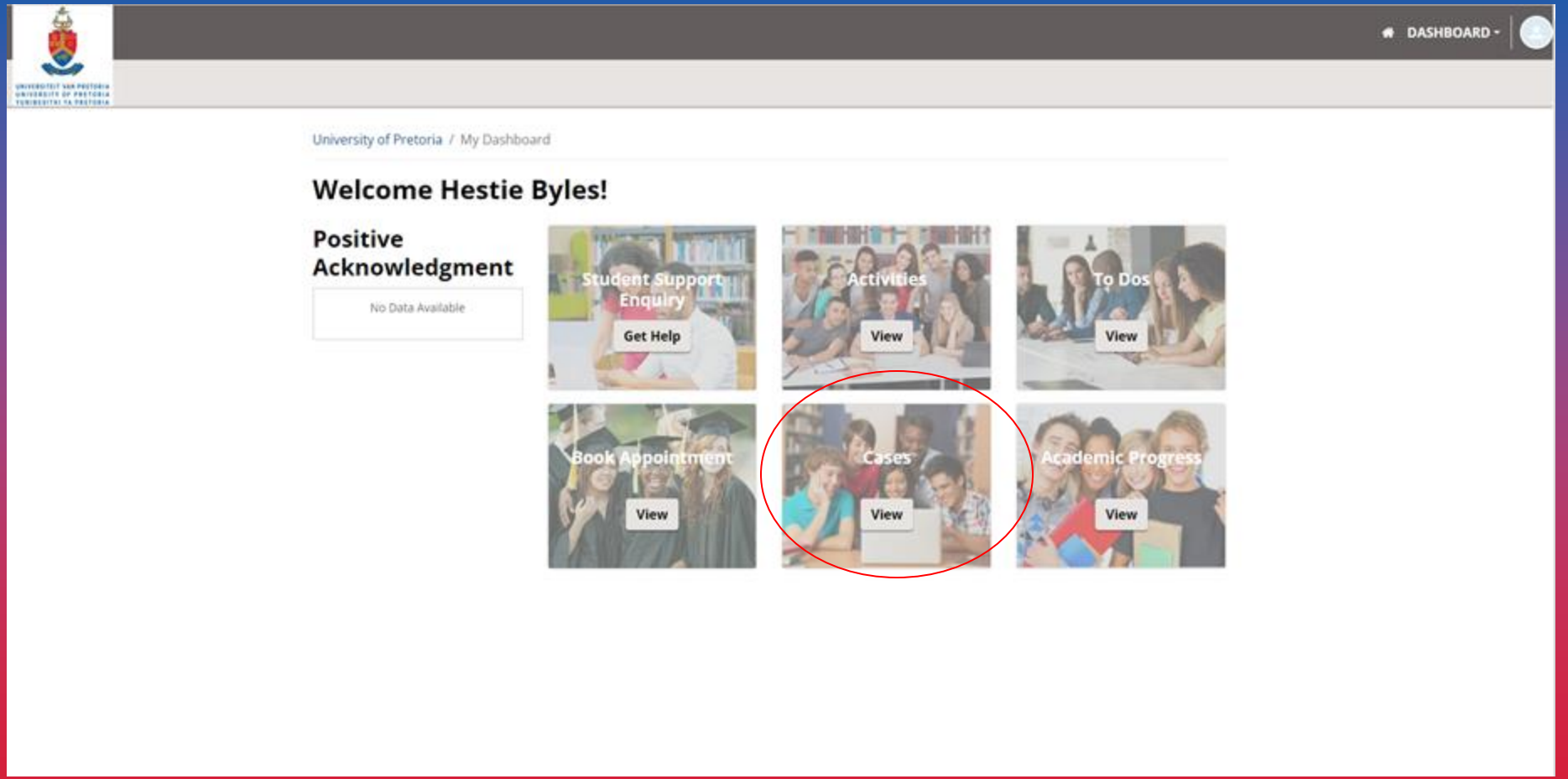
Please note that late coming will now cost you 2 credits.

Regards

Mrs Maridian Mawelele
Senior Faculty Student Advisor

Tel +27 (0)12 420 4934
Email maridian.mawelele@up.ac.za
Appointment Link: https://tinyurl.com/y584jpp3
www.up.ac.za

Faculty of Engineering, Built Environment and Information Technology
Room 2-20, Level 2, Engineering 2
University of Pretoria, Private Bag X20
Hatfield 0028, South Africa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Cases

Byles - Academic advising – FSAs and Peer Advisors

In Progress

Ticket: CAS-01208-W7K0L8 **Created on:** 2023-09-15 **Owner:** ReachPortalsnb 101029-Anthology Reach Portal App 2 - Sandbox

Description: test 15/9

Byles - Student IT support

In Progress

Ticket: CAS-01118-X2W1D9 **Created on:** 2023-09-12 **Owner:** ReachPortalsnb 101029-Anthology Reach Portal App 3 - Sandbox

Byles - Student IT support

In Progress

Ticket: CAS-01117-R7C7M4 **Created on:** 2023-09-12 **Owner:** ReachPortalsnb 101029-Anthology Reach Portal App 1 - Sandbox

Byles - Academic advising – FSAs and Peer Advisors

In Progress

Ticket: CAS-01116-M4P3N0 **Created on:** 2023-09-12 **Owner:** DOLLY Ayob

Description: UAT

DASHBOARD

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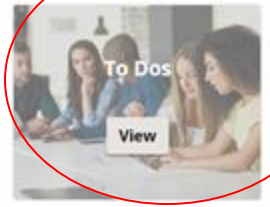
Welcome Hestie Byles!

Positive Acknowledgment

No Data Available



University of Pretoria / My Dashboard / To Dos

To Dos

Add new record

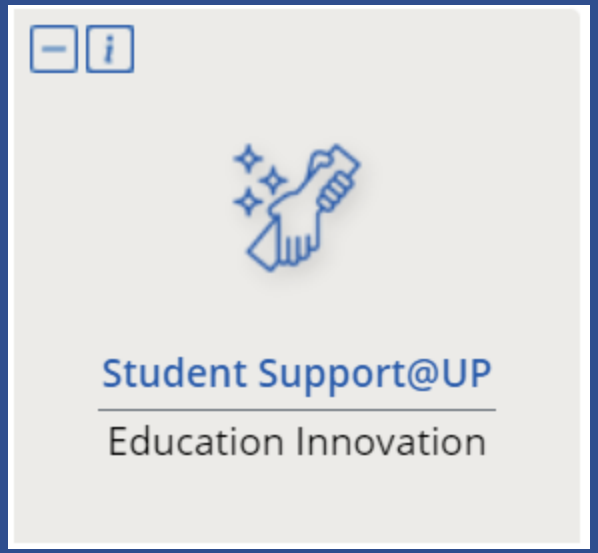
academic planning Edit

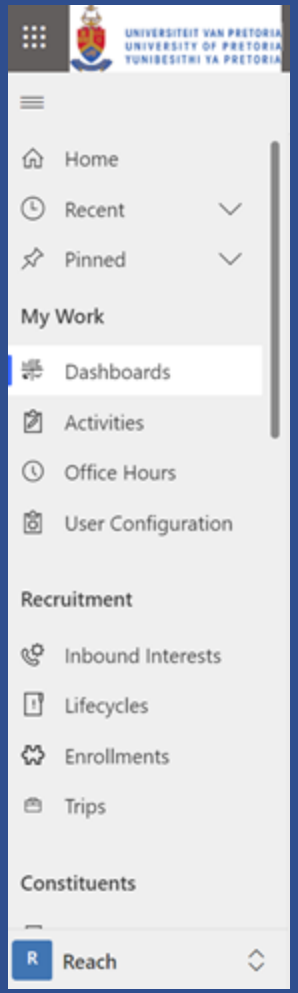
Created: 2023-09-20
Due: 2023-10-20

academic planning discussed on 11/10/2023 and handed in to FSA

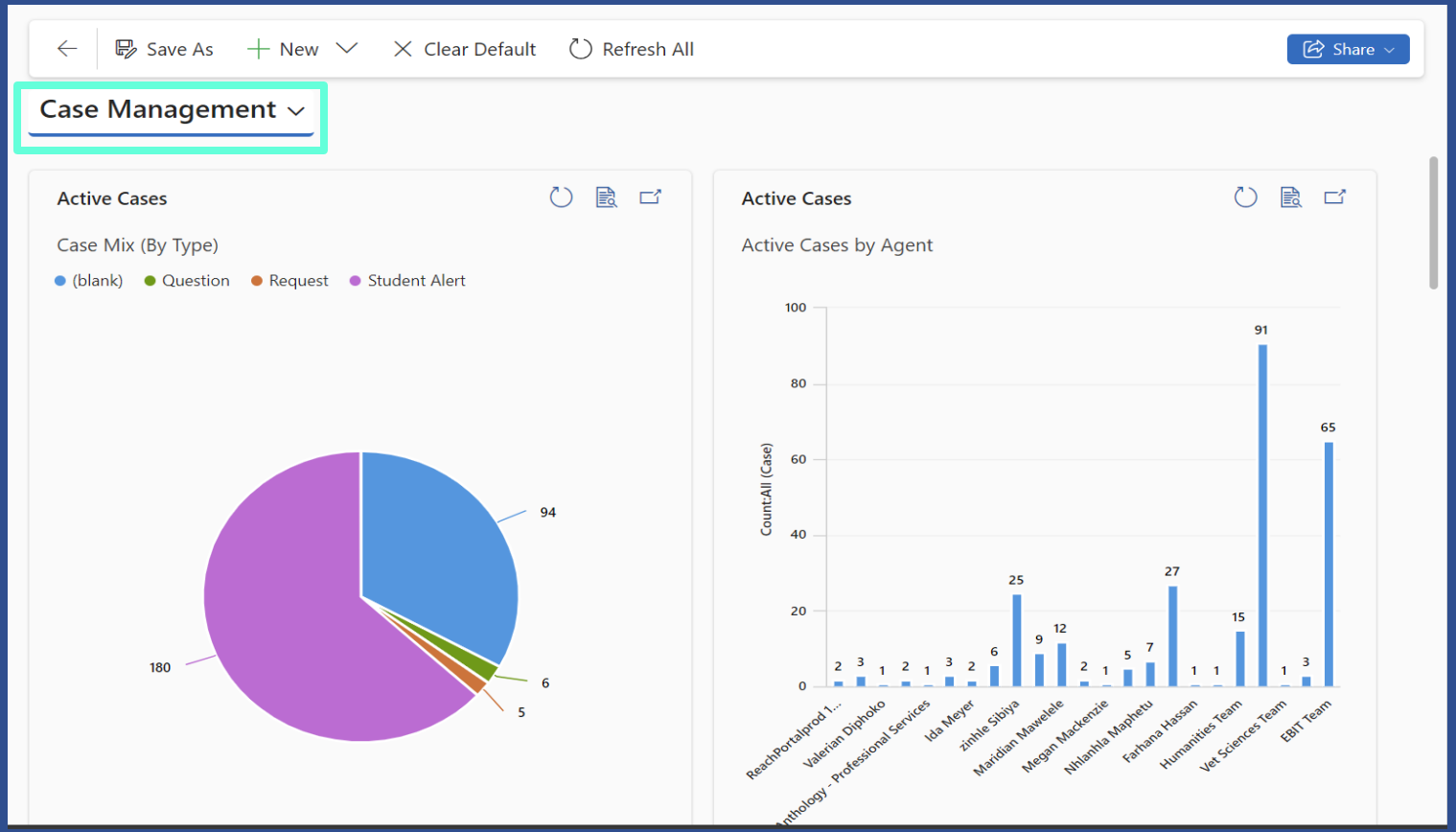
Academic | Optional | Marked as Complete

Support@UP Staff Portal
(Anthology REACH)

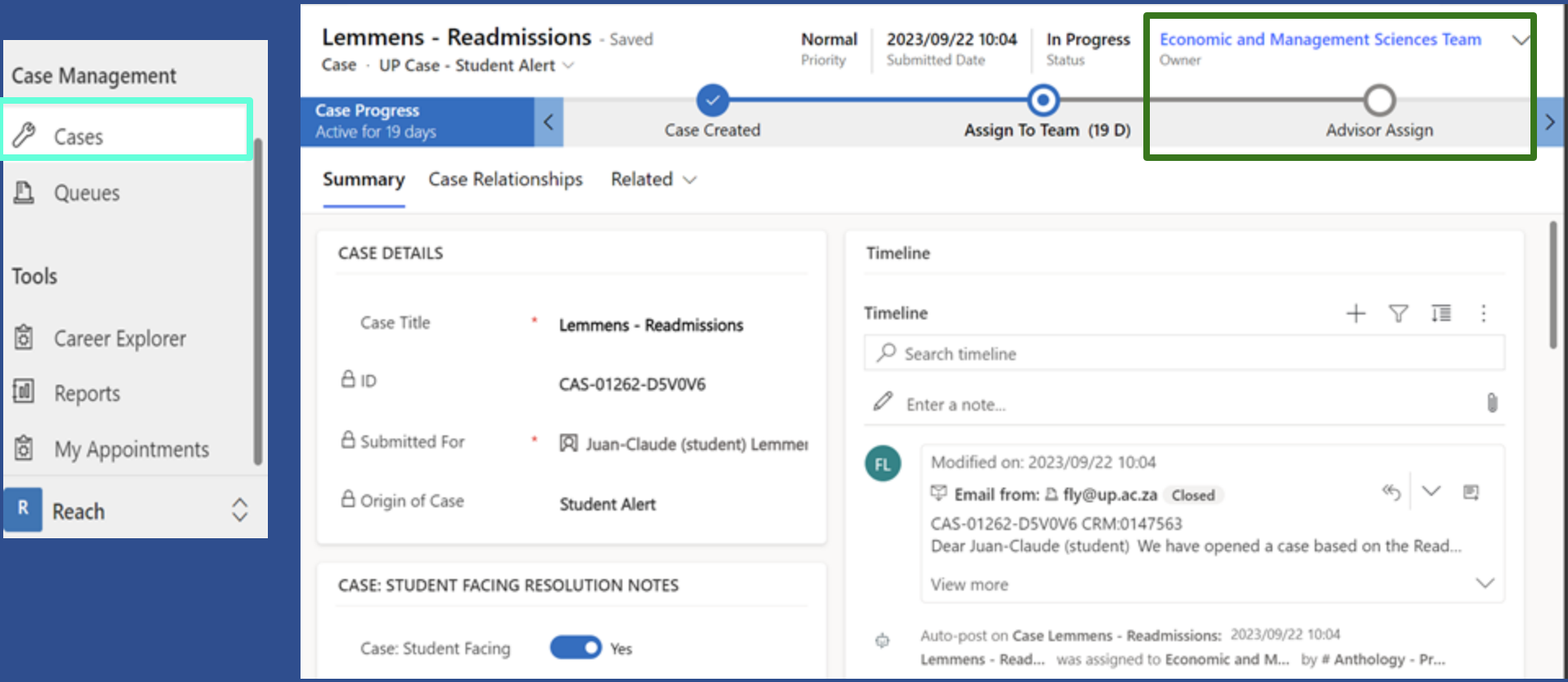




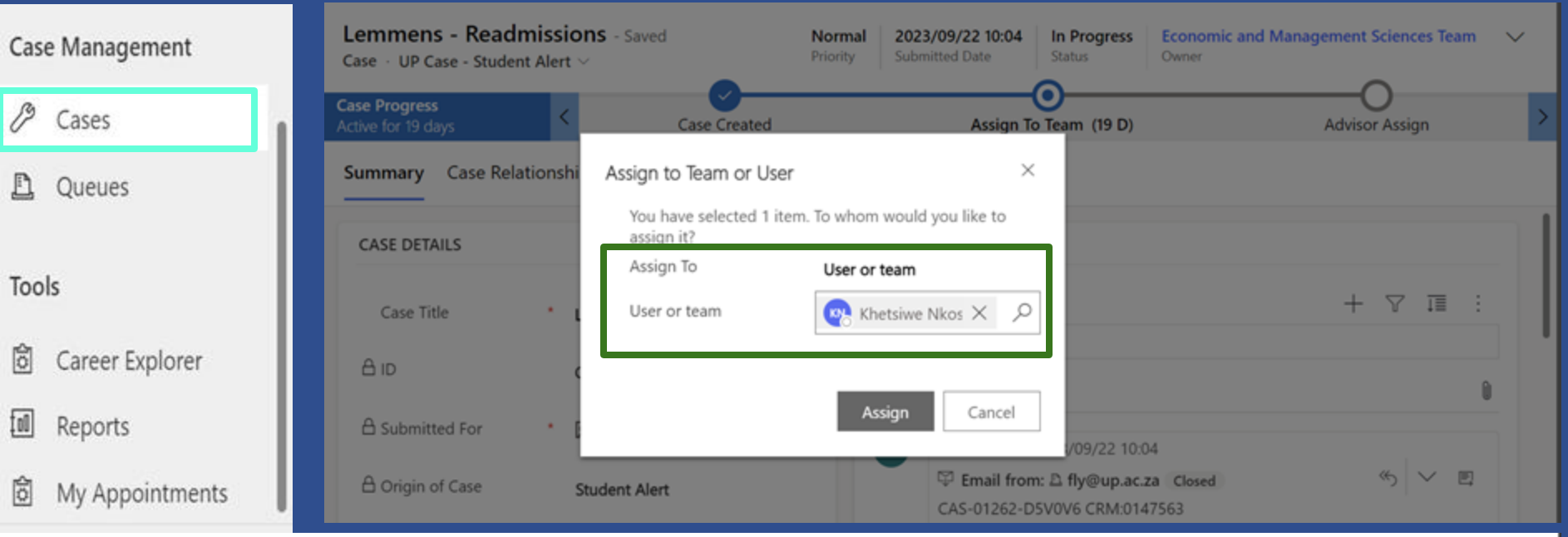
Support@UP Dashboard View

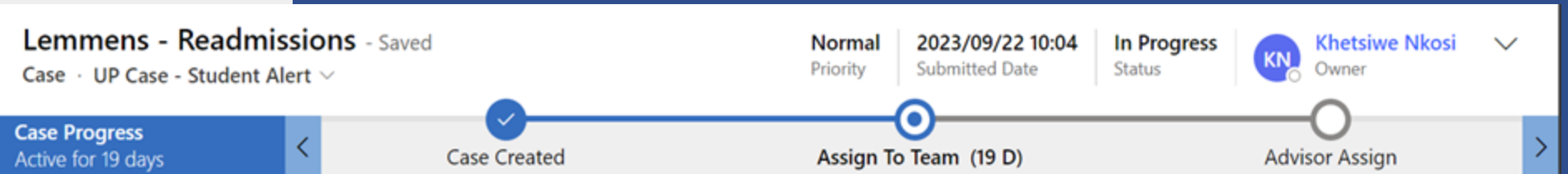


Support@UP Cases View

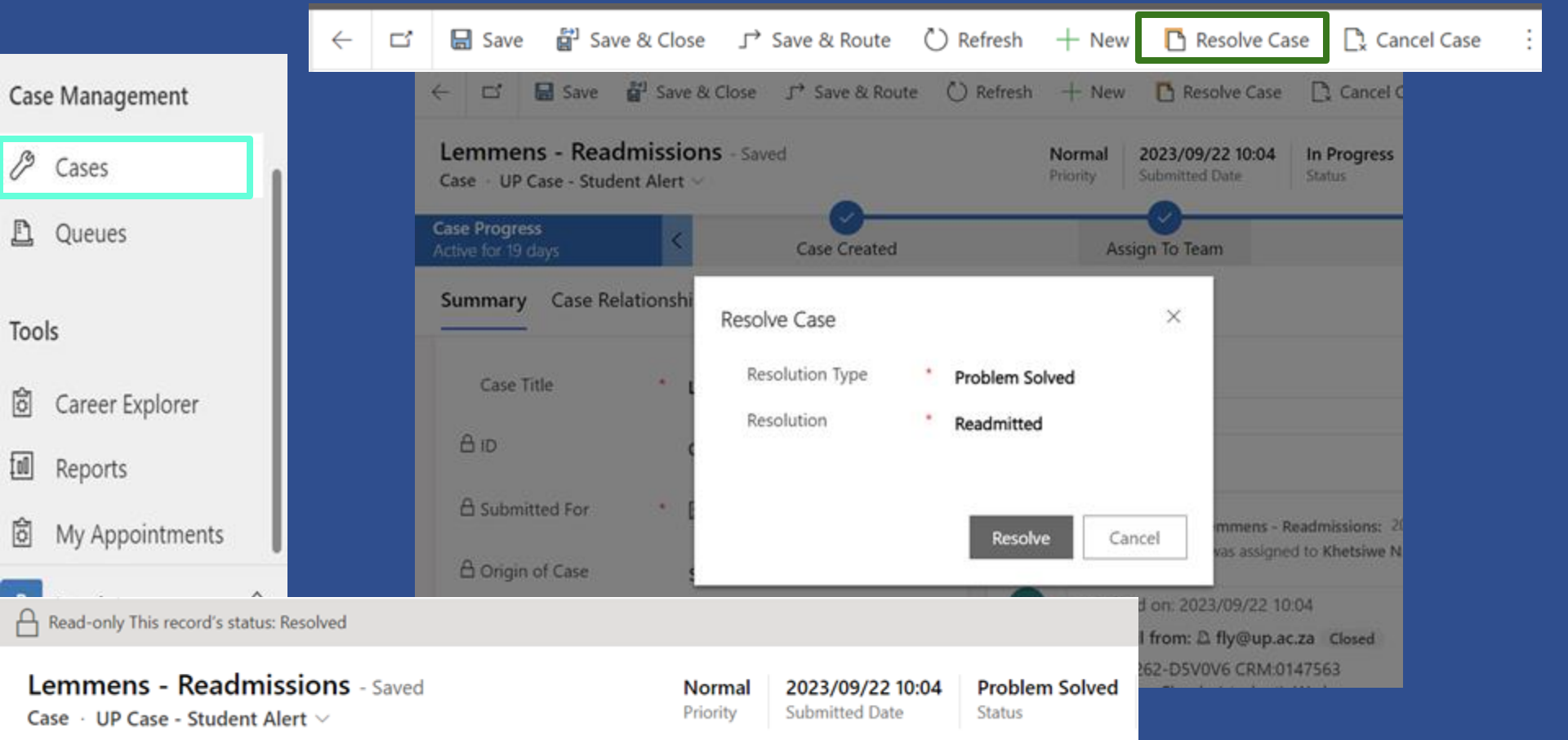


Support@UP Assign Case to User or Team

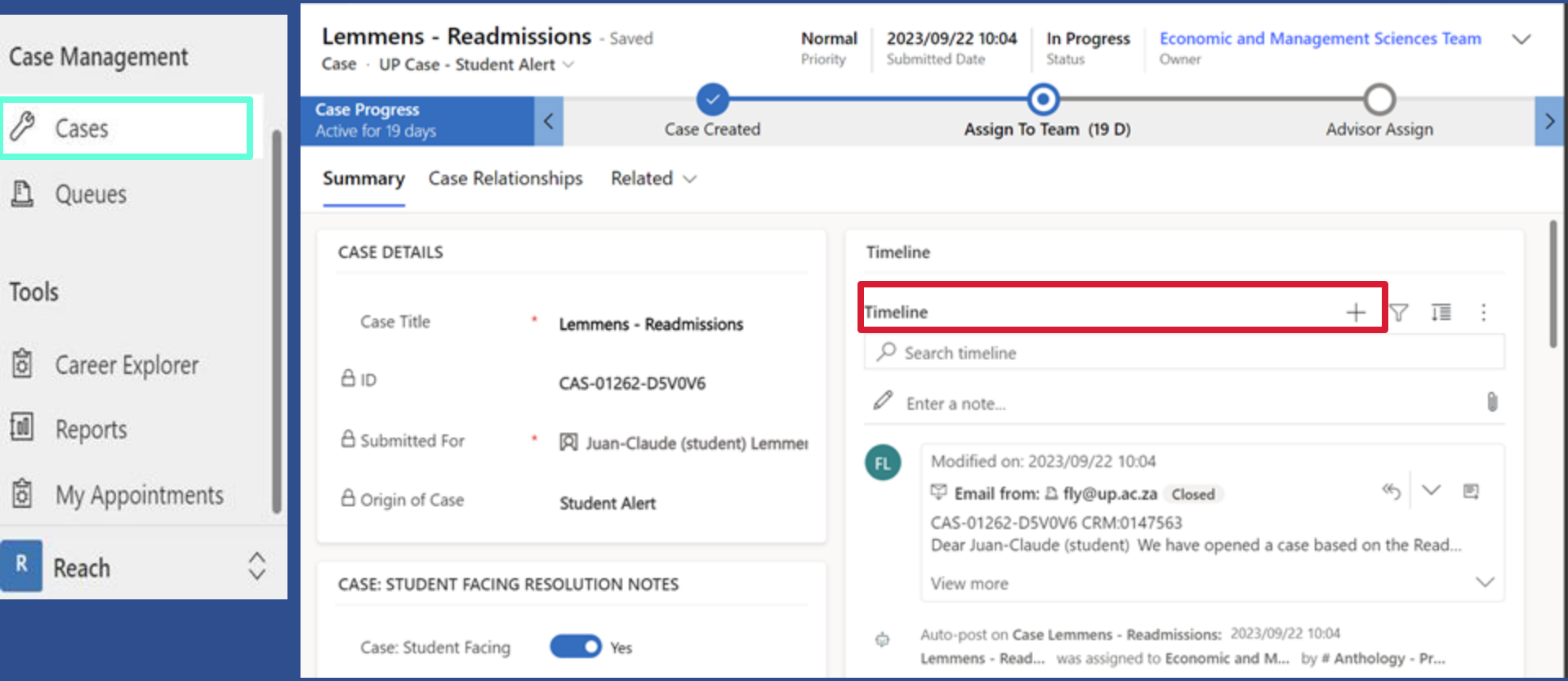




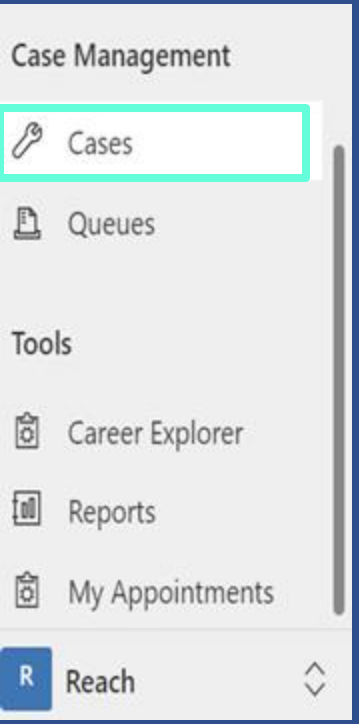
Support@UP Resolve Case

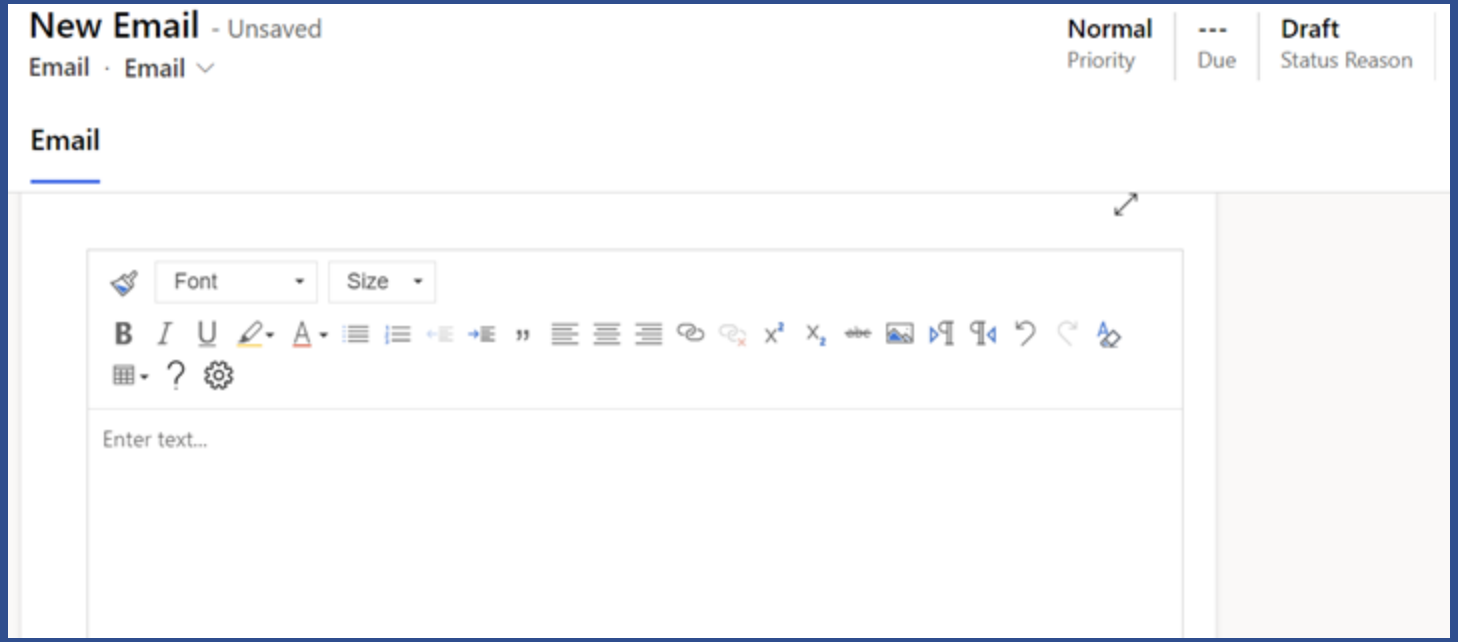


Support@UP Cases Timeline

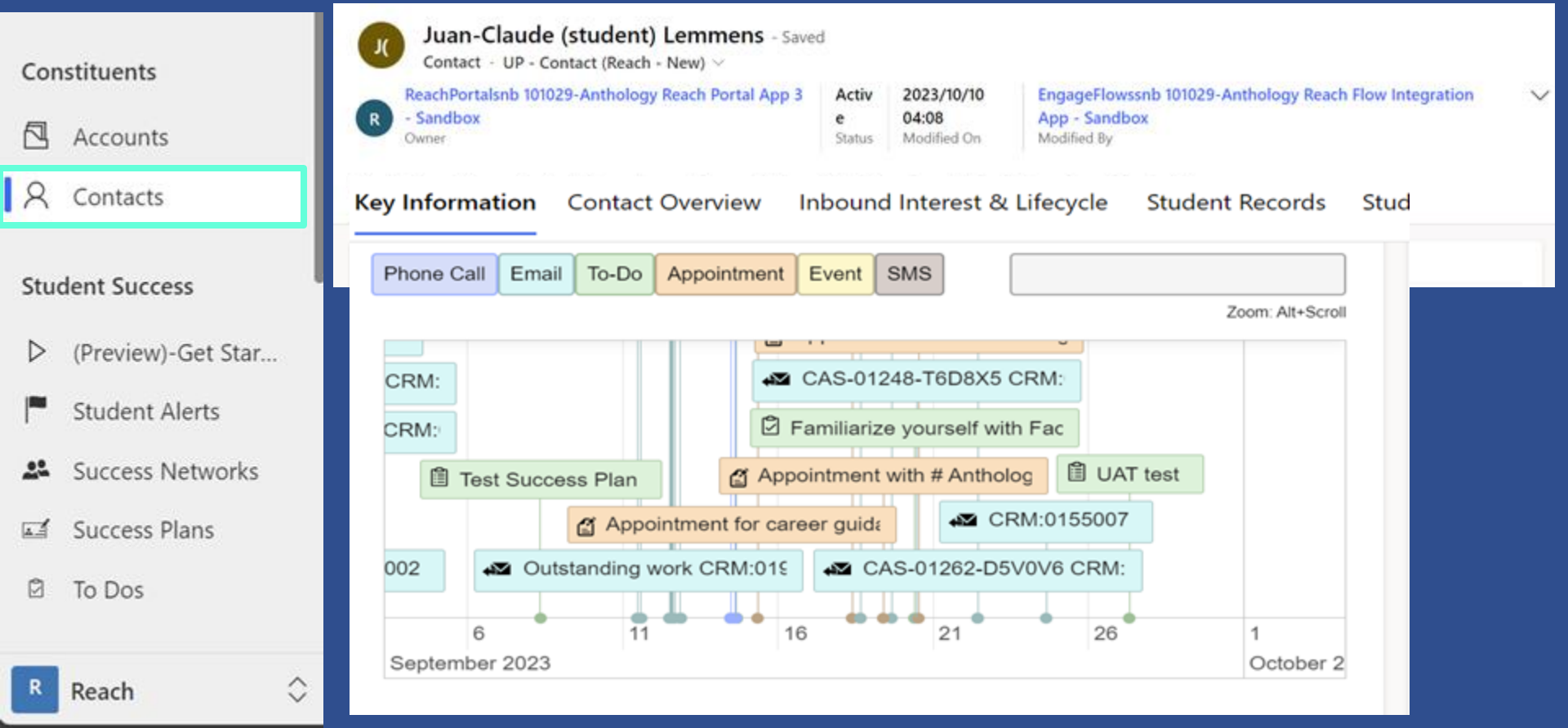


Support@UP Cases Email Communication

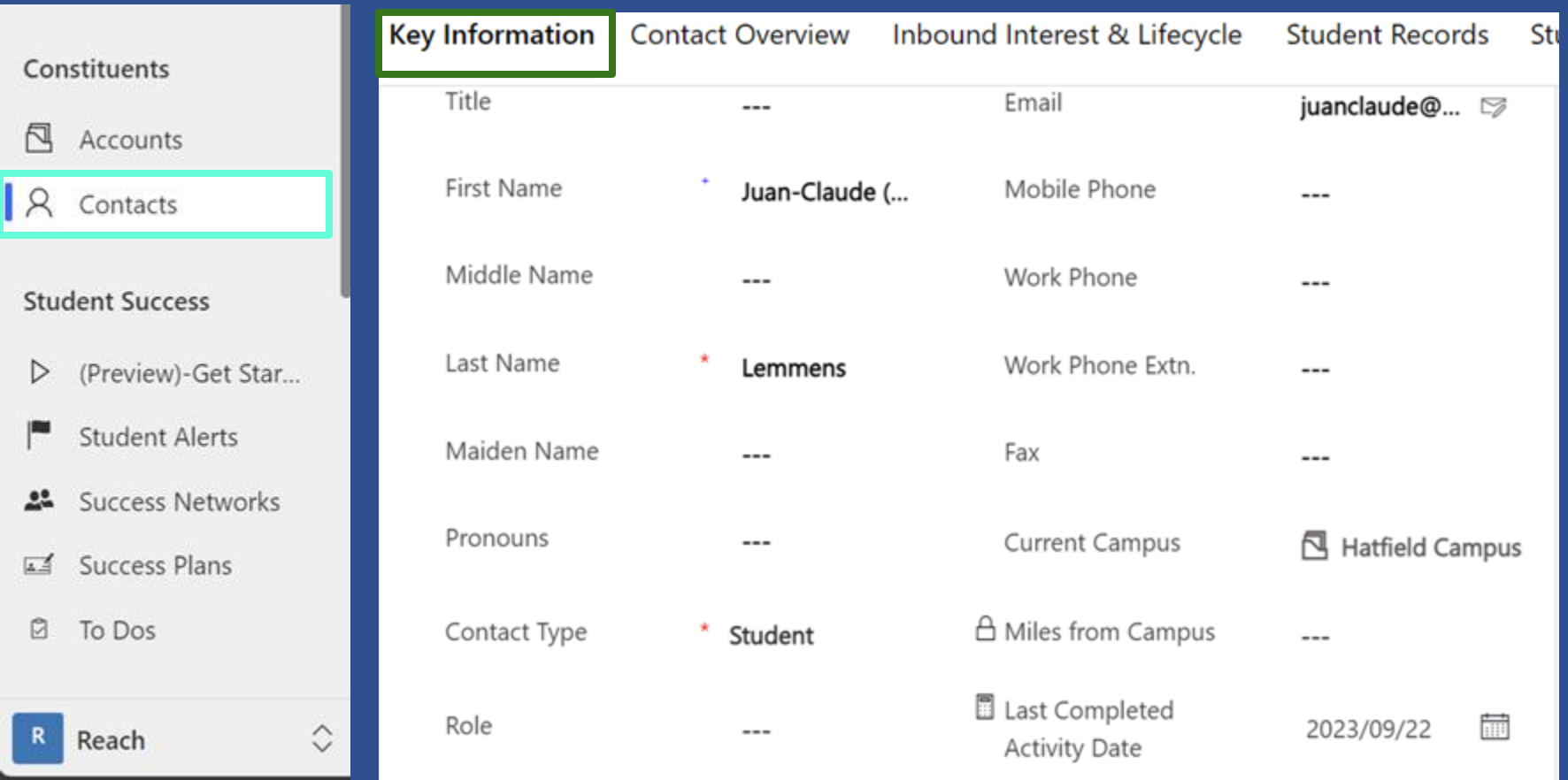




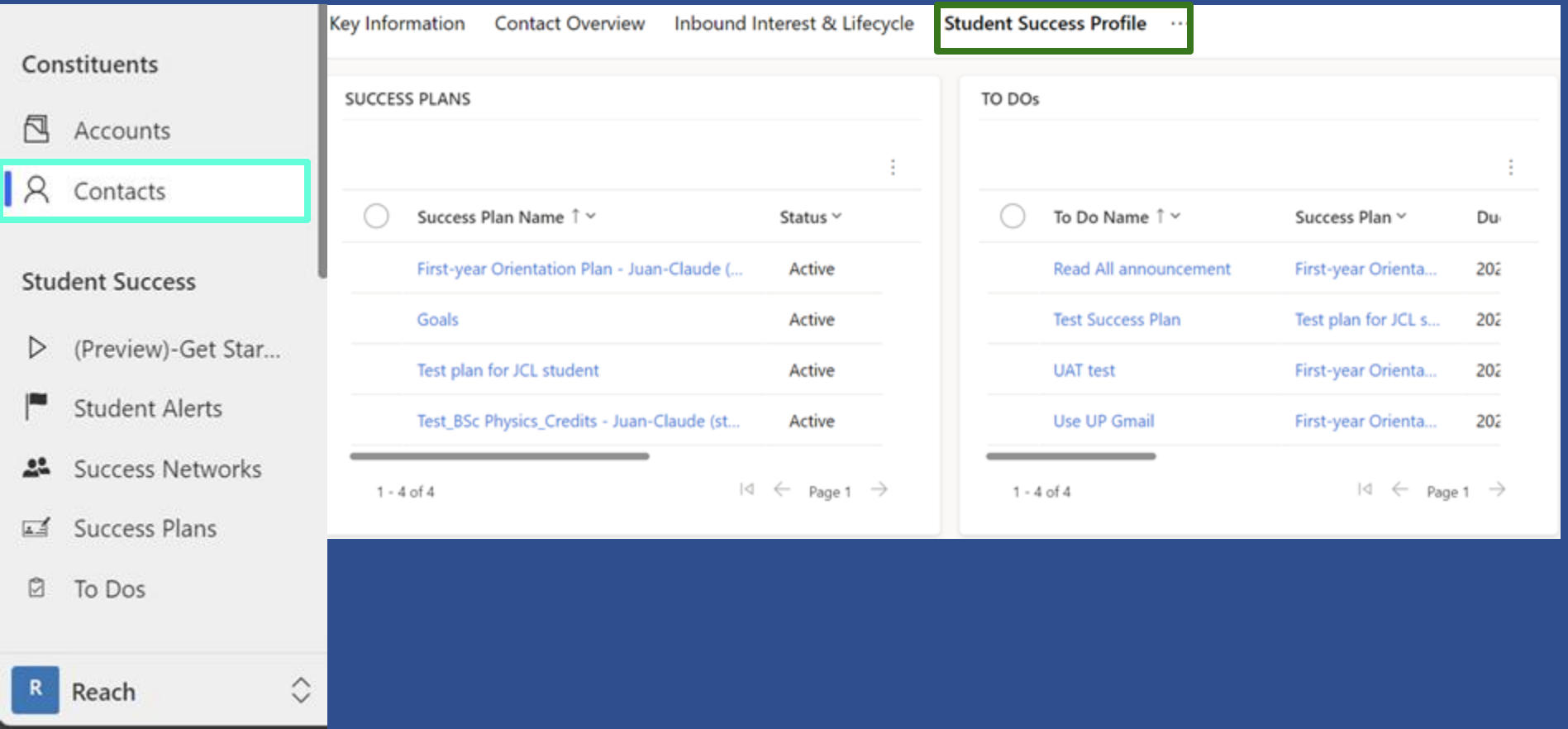
Support@UP Contacts View



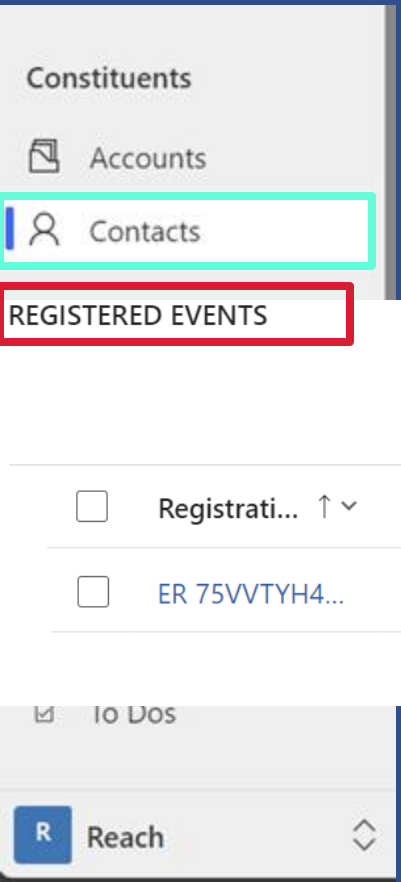
Support@UP Contact Key Information



Support@UP Case Success Profile



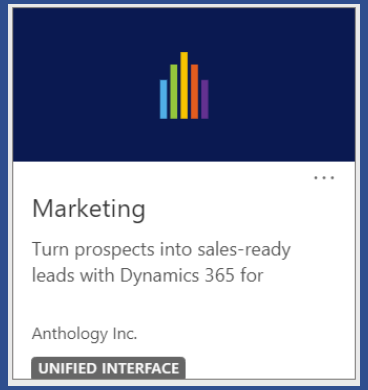
Support@UP Registered events – ASCs workshops

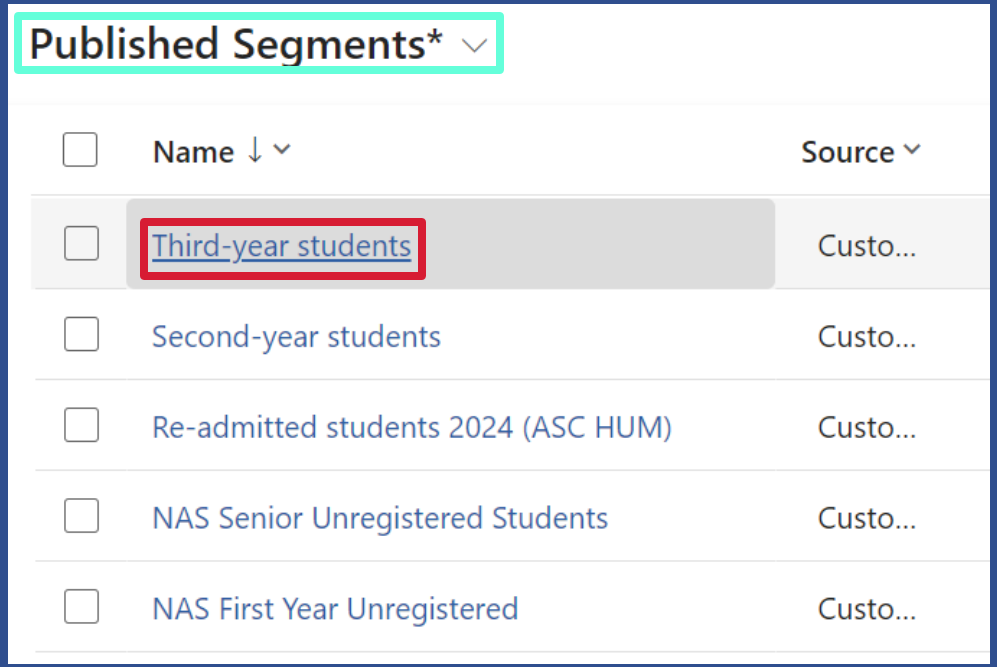


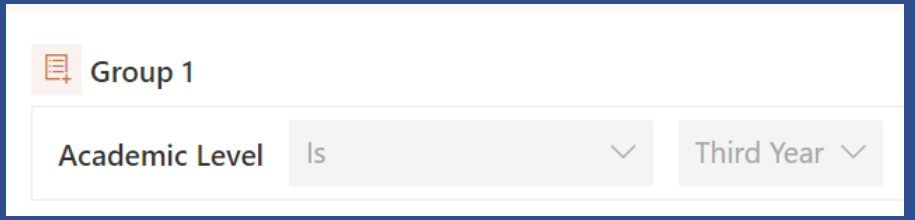
New Event Registration

Registrati...	Contact	Primary role	Current Campus (Conta...	Event
ER 75VVTYH4...			Hatfield Campus	Orientation for First-Year students

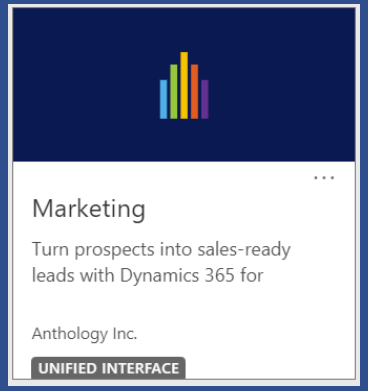
Support@UP Marketing Segments

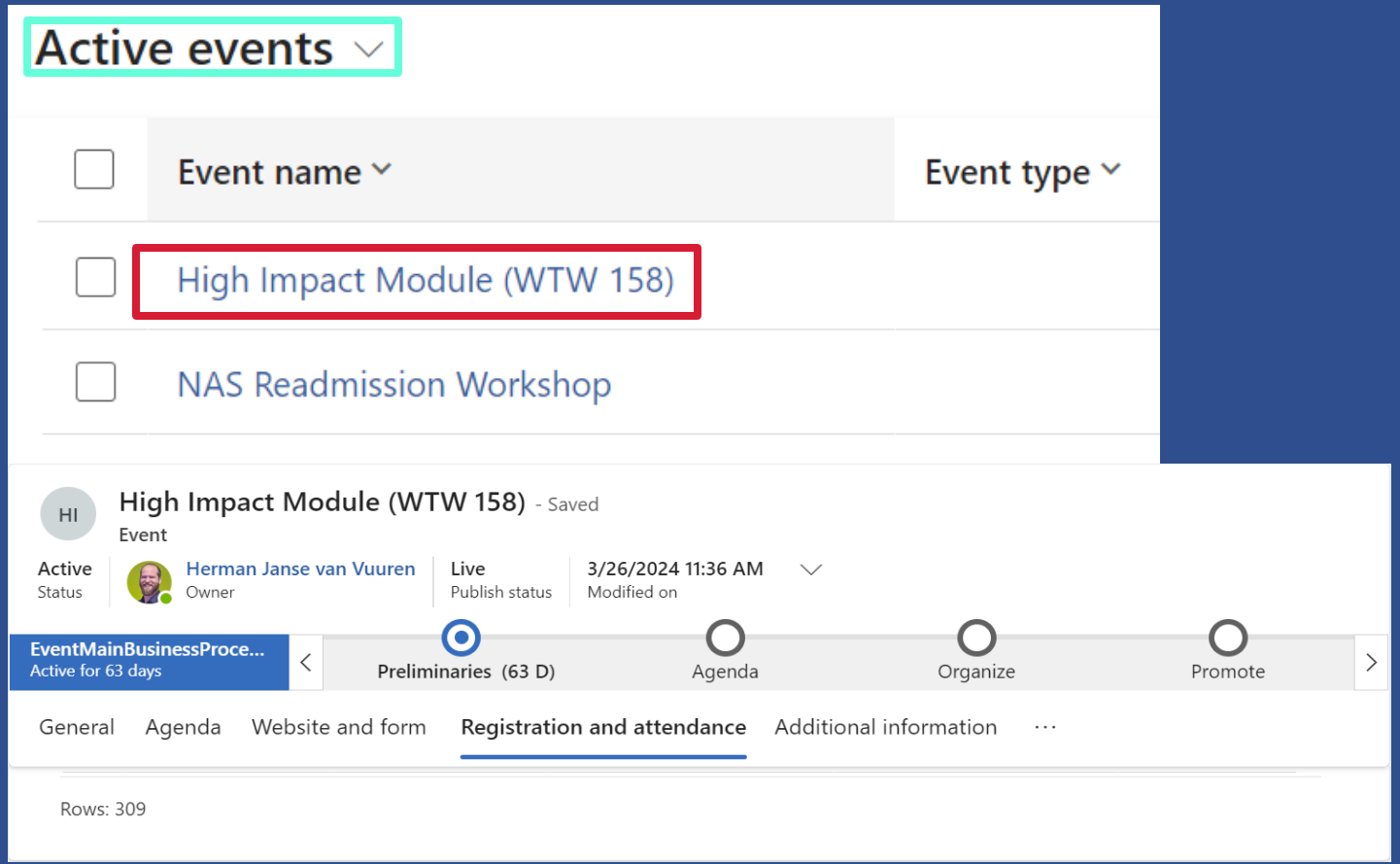




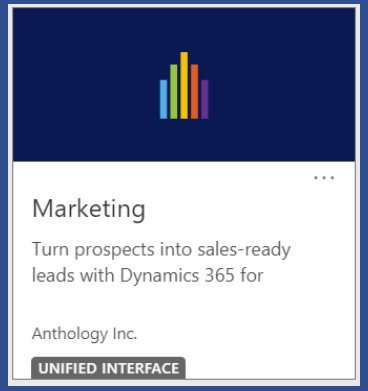


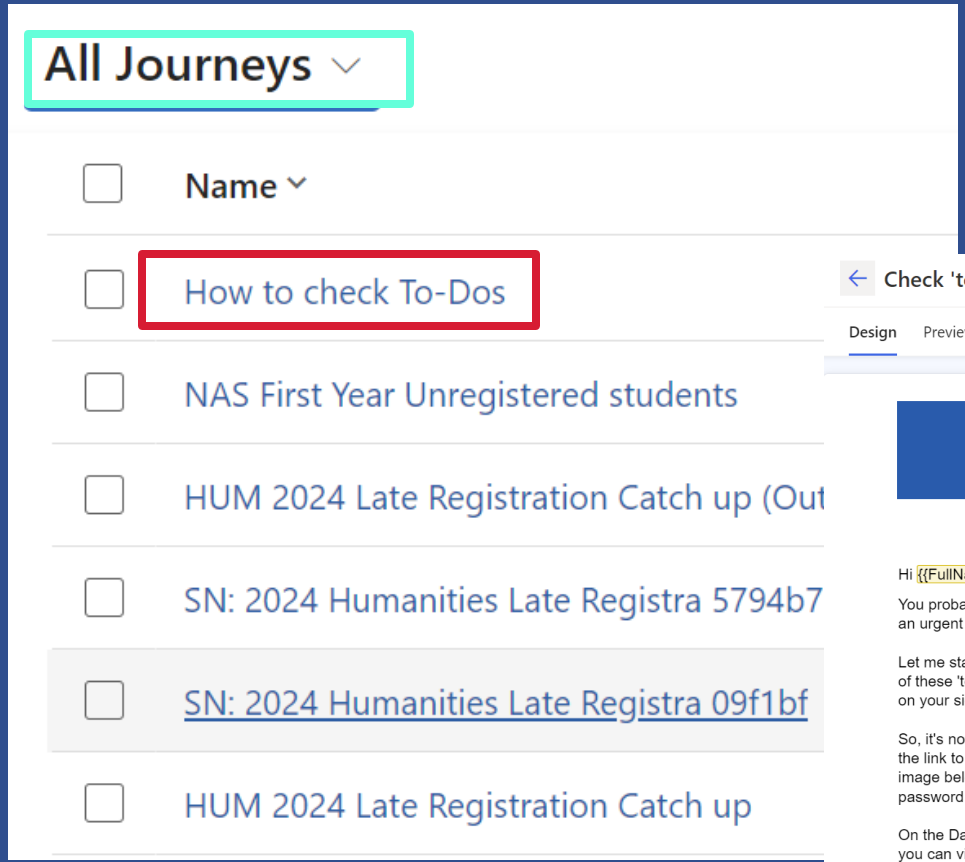
Support@UP Marketing Events

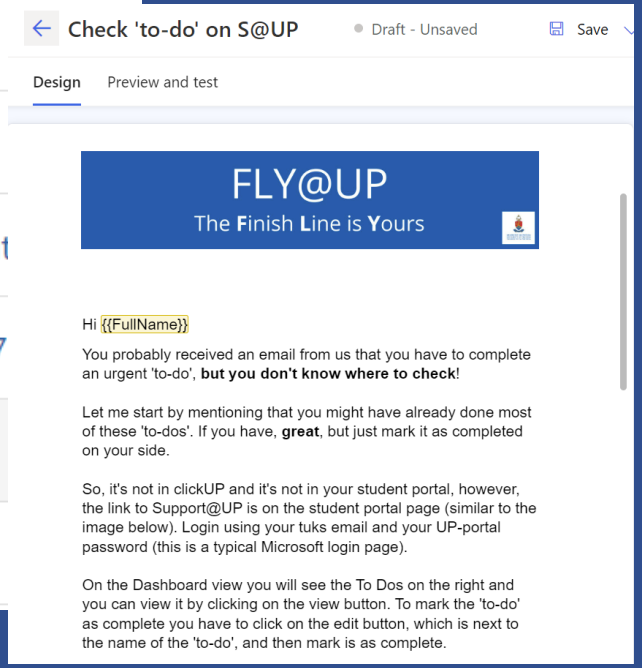




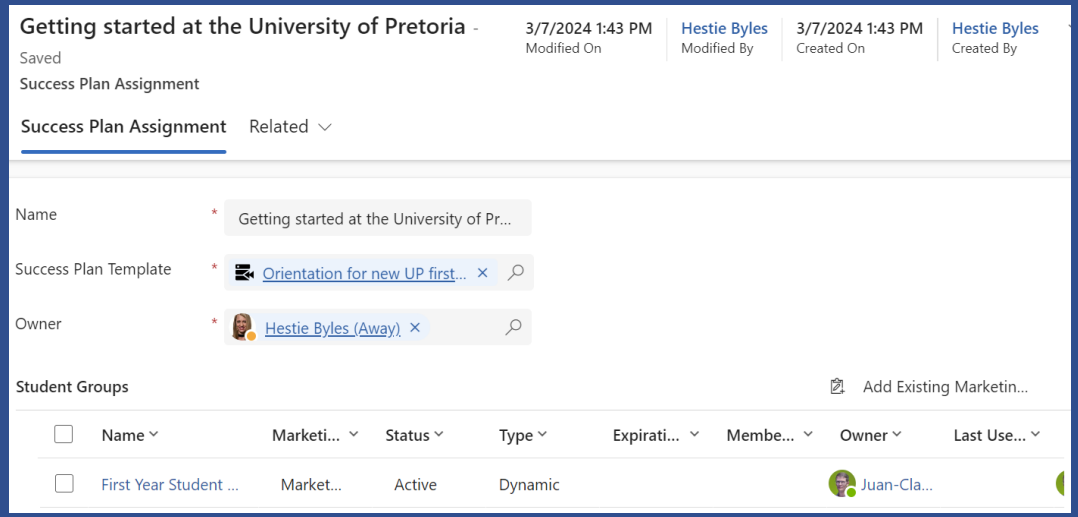
Support@UP Marketing Communication

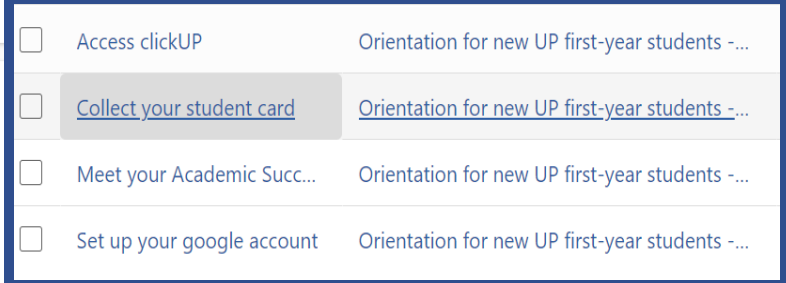






Support@UP Success Plan with To-Do's





Support@UP clickUP Trend Report

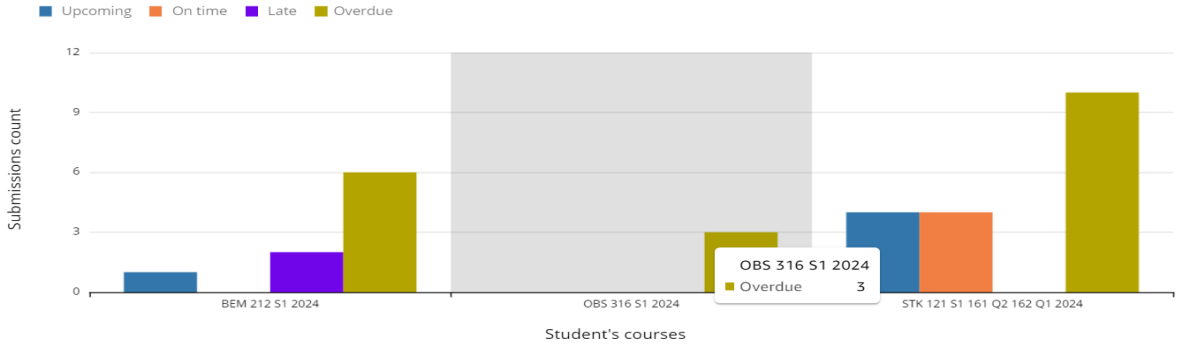
Student information

The LMS Trends Report displays data from Learn for all courses in the current term(s) in which the student is actively enrolled.

Student Name	M (Marno) Joubert
Last LMS access	2024-05-05
Last submission date	2024-05-05

How timely does this student complete assessments per course?

Shows how many submissions were on-time or late, and how many assessments are overdue or upcoming in each course the student is enrolled in. Assessments include anything that needs grading and has a due date: assignments, tests, surveys, or even discussions, blogs, and journals.



What's the student's participation rate compared to peers?

Participation rate is based on student interactions compared to peers' average interactions in all courses.

36.81% ↑

How many assessments are currently overdue?

Includes gradable assignments, tests, or other assessment types with past due dates that are still open for submission.

0

How many courses have a projected final grade below 70%?

The number of courses with a projected final grade calculation below 70%.

2 ⚠

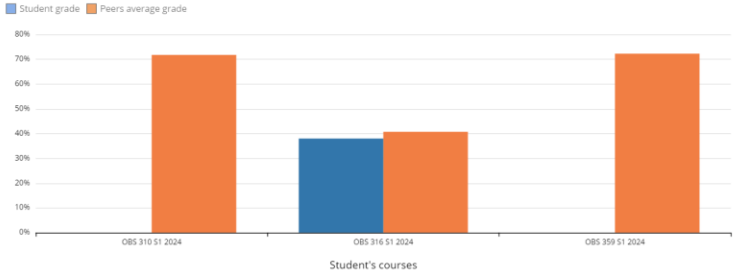
What is the lowest projected final grade?

Shows the lowest projected final grade calculation. Red means below the 70% threshold.

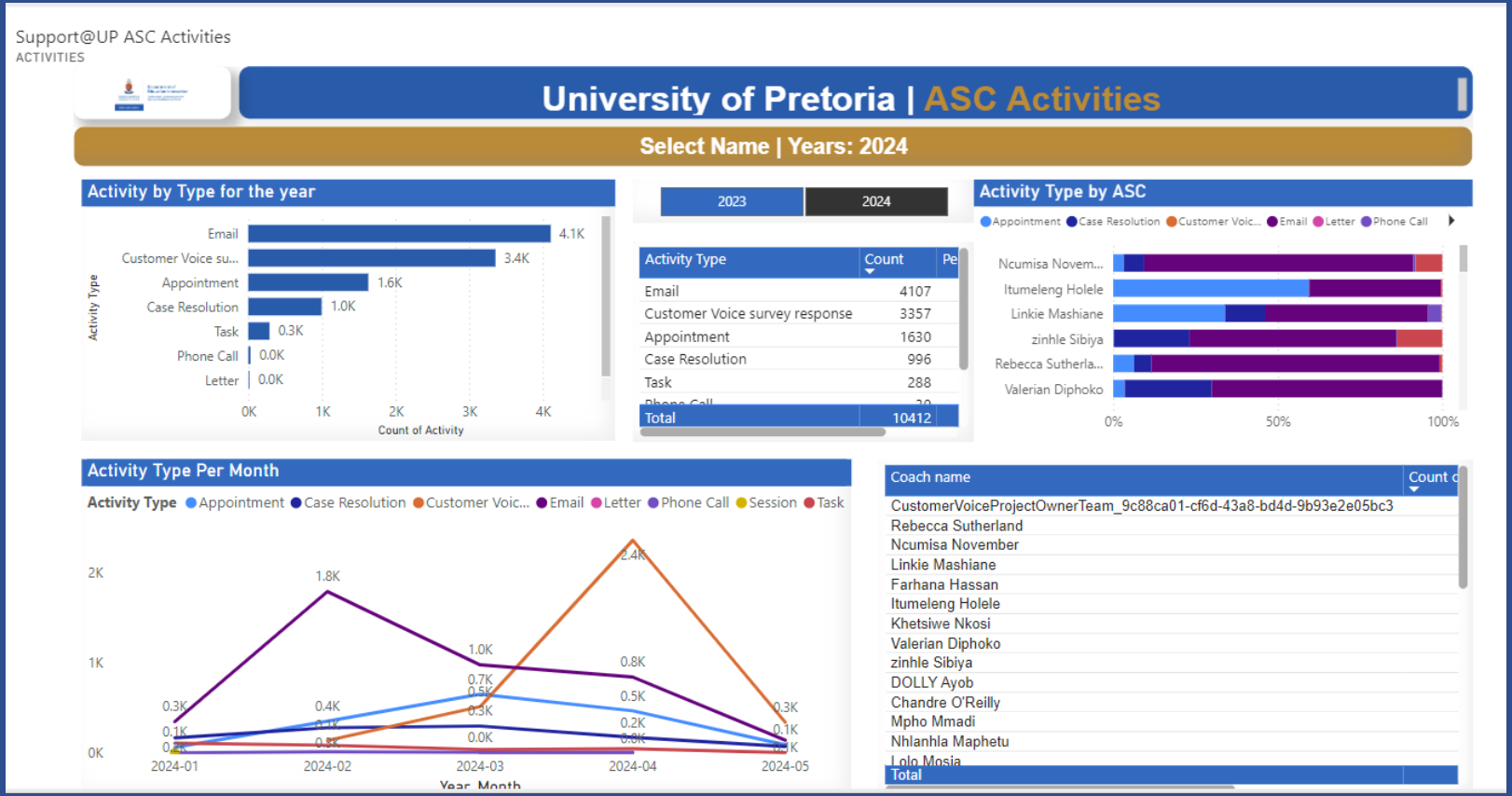
0% ⚠

What's the student's projected grade in each course compared to their peers?

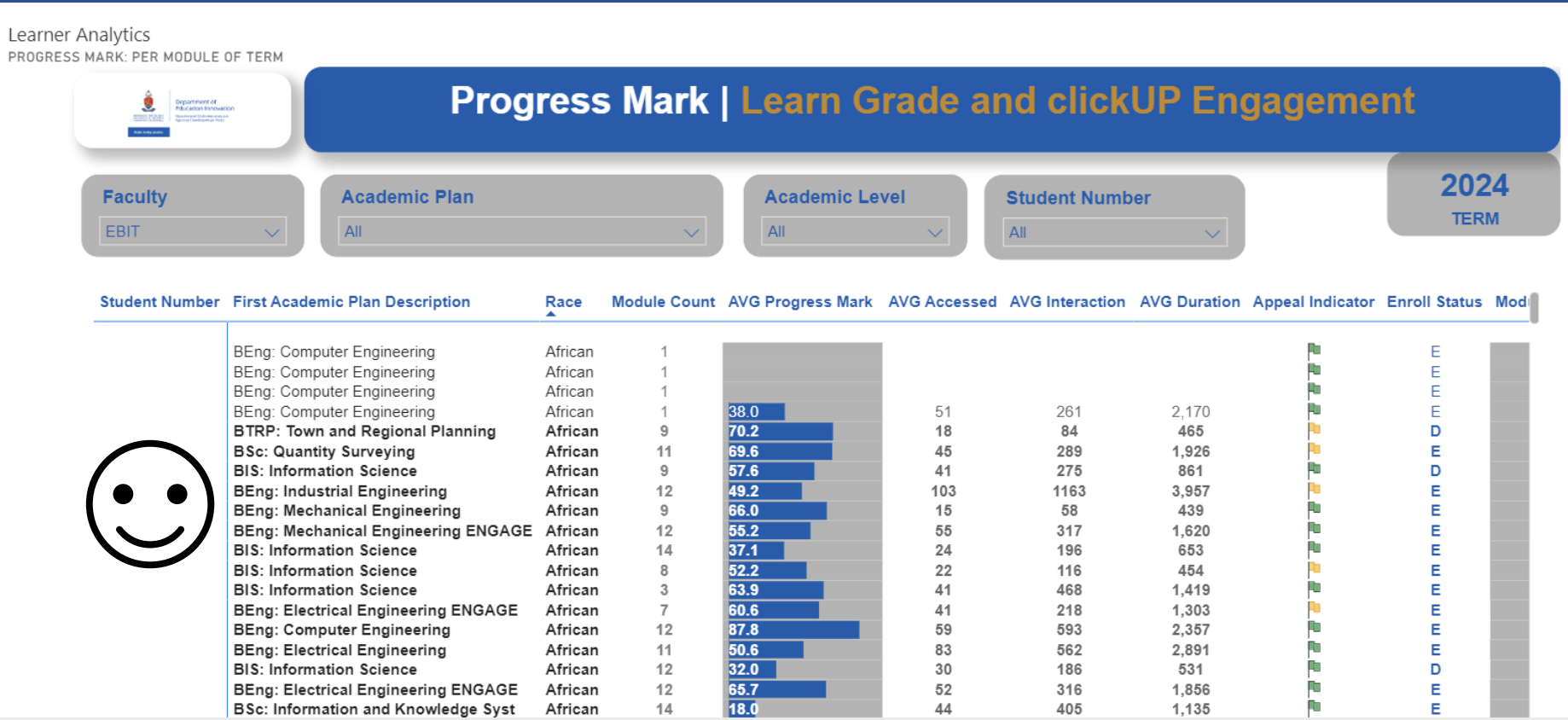
Shows the student's projected final grade compared to an average of their peers' projected final grades for each course.



Support@UP PowerBI Dashboards: ASC Activities

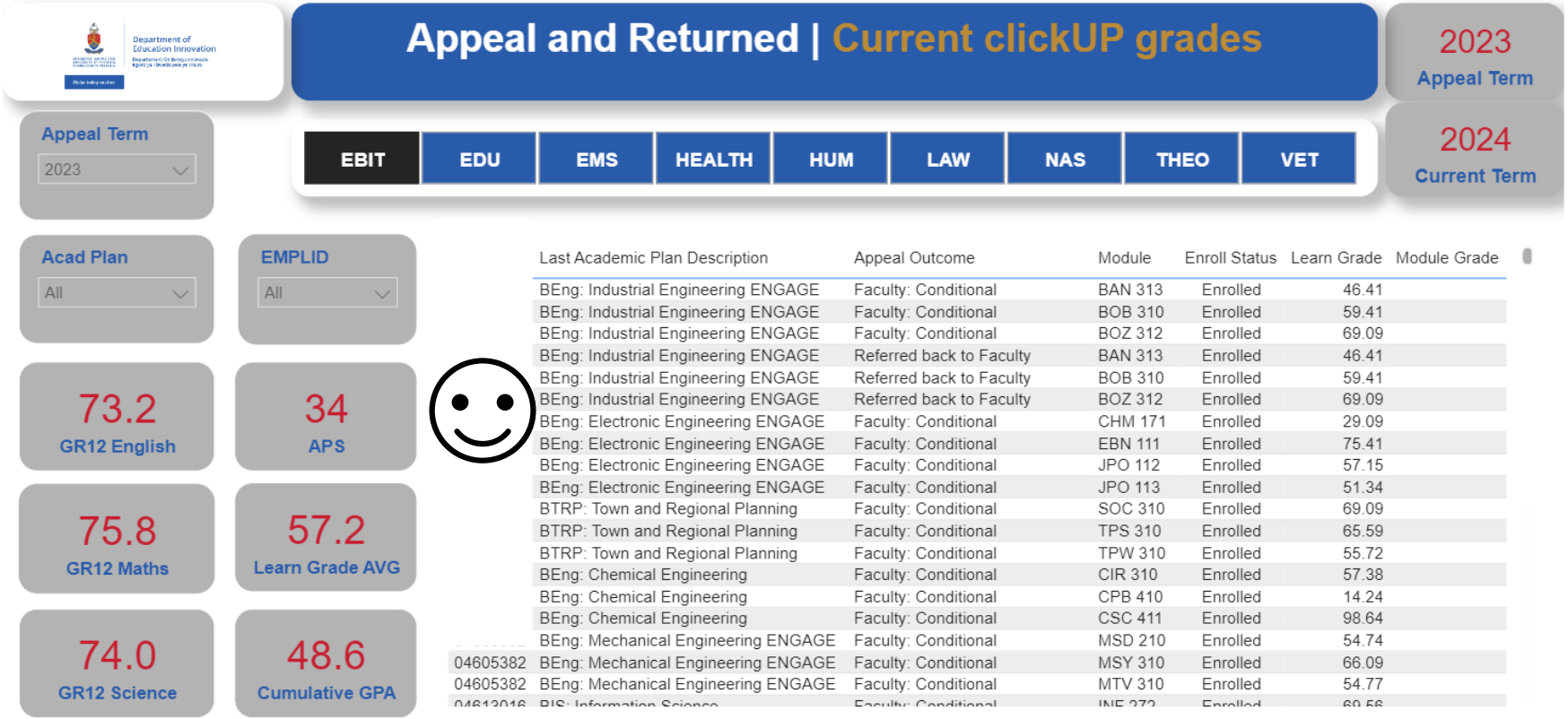


Support@UP PowerBI Dashboards: Student Analytics



Student Number	First Academic Plan Description	Race	Module Count	AVG Progress Mark	AVG Accessed	AVG Interaction	AVG Duration	Appeal Indicator	Enroll Status	Mod
	BEng: Computer Engineering	African	1						E	
	BEng: Computer Engineering	African	1						E	
	BEng: Computer Engineering	African	1						E	
	BEng: Computer Engineering	African	1	38.0	51	261	2,170		E	
	BTRP: Town and Regional Planning	African	9	70.2	18	84	465		D	
	BSc: Quantity Surveying	African	11	69.6	45	289	1,926		E	
	BIS: Information Science	African	9	57.6	41	275	861		D	
	BEng: Industrial Engineering	African	12	49.2	103	1163	3,957		E	
	BEng: Mechanical Engineering	African	9	66.0	15	58	439		E	
	BEng: Mechanical Engineering ENGAGE	African	12	55.2	55	317	1,620		E	
	BIS: Information Science	African	14	37.1	24	196	653		E	
	BIS: Information Science	African	8	52.2	22	116	454		E	
	BIS: Information Science	African	3	63.9	41	468	1,419		E	
	BEng: Electrical Engineering ENGAGE	African	7	60.6	41	218	1,303		E	
	BEng: Computer Engineering	African	12	87.8	59	593	2,357		E	
	BEng: Electrical Engineering	African	11	50.6	83	562	2,891		E	
	BIS: Information Science	African	12	32.0	30	186	531		D	
	BEng: Electrical Engineering ENGAGE	African	12	65.7	52	316	1,856		E	
	BSc: Information and Knowledge Syst	African	14	18.0	44	405	1,135		E	

Support@UP PowerBI Dashboards: Student Analytics



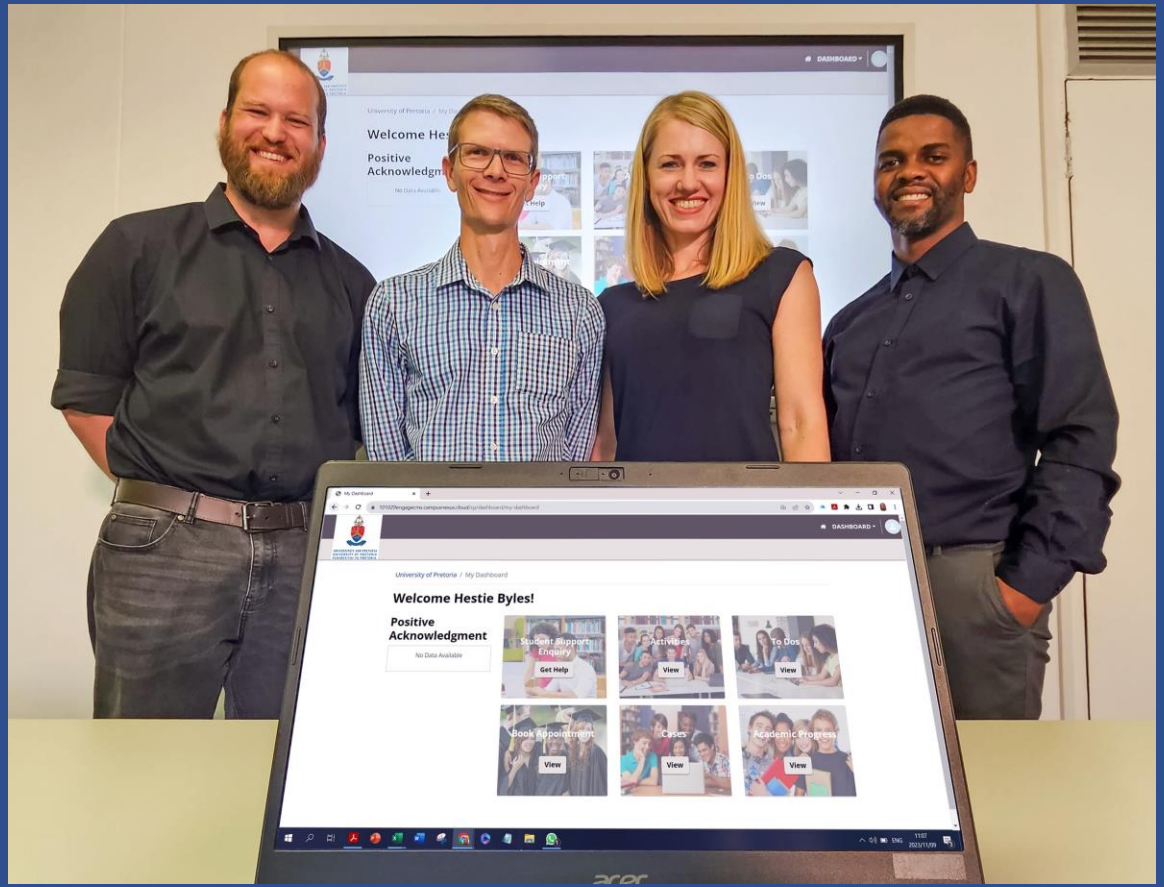
	Last Academic Plan Description	Appeal Outcome	Module	Enroll Status	Learn Grade	Module Grade
	BEng: Industrial Engineering ENGAGE	Faculty: Conditional	BAN 313	Enrolled	46.41	
	BEng: Industrial Engineering ENGAGE	Faculty: Conditional	BOB 310	Enrolled	59.41	
	BEng: Industrial Engineering ENGAGE	Faculty: Conditional	BOZ 312	Enrolled	69.09	
	BEng: Industrial Engineering ENGAGE	Referred back to Faculty	BAN 313	Enrolled	46.41	
	BEng: Industrial Engineering ENGAGE	Referred back to Faculty	BOB 310	Enrolled	59.41	
	BEng: Industrial Engineering ENGAGE	Referred back to Faculty	BOZ 312	Enrolled	69.09	
	BEng: Electronic Engineering ENGAGE	Faculty: Conditional	CHM 171	Enrolled	29.09	
	BEng: Electronic Engineering ENGAGE	Faculty: Conditional	EBN 111	Enrolled	75.41	
	BEng: Electronic Engineering ENGAGE	Faculty: Conditional	JPO 112	Enrolled	57.15	
	BEng: Electronic Engineering ENGAGE	Faculty: Conditional	JPO 113	Enrolled	51.34	
	BTRP: Town and Regional Planning	Faculty: Conditional	SOC 310	Enrolled	69.09	
	BTRP: Town and Regional Planning	Faculty: Conditional	TPS 310	Enrolled	65.59	
	BTRP: Town and Regional Planning	Faculty: Conditional	TPW 310	Enrolled	55.72	
	BEng: Chemical Engineering	Faculty: Conditional	CIR 310	Enrolled	57.38	
	BEng: Chemical Engineering	Faculty: Conditional	CPB 410	Enrolled	14.24	
	BEng: Chemical Engineering	Faculty: Conditional	CSC 411	Enrolled	98.64	
	BEng: Mechanical Engineering ENGAGE	Faculty: Conditional	MSD 210	Enrolled	54.74	
04605382	BEng: Mechanical Engineering ENGAGE	Faculty: Conditional	MSY 310	Enrolled	66.09	
04605382	BEng: Mechanical Engineering ENGAGE	Faculty: Conditional	MTV 310	Enrolled	54.77	
04612016	BIS: Information Science	Faculty: Conditional	INF 272	Enrolled	69.56	

Support@UP: **2024**

- + 4500 students used the Support@UP Student Portal
  - Increase the use of the Student Portal – ASCs plan to embed the link on their email and a marketing campaign by DSA
  - First-year students received information during the Orientation Programme and the To-Do's
  - Embeded clickUP engagement and marks in the Course History and Enrolments tab, in conjunction with the clickUP Trend Report
  - Developed and/or improved the standard dashboards for reporting
  - Marketing events – train ASCs to set up their own events – two options: student gets a unique QR code for an event or student scans a generic QR code for an event

- Finalise the online Appointment system with Anthology

Thank you!


DASHBOARD
University of Pretoria / My Dashboard
Welcome Hestie Byles!
Positive Acknowledgment
No Data Available
Student Support Enquiry
Get Help
Activities
View
To Dos
View
Book Appointment
View
Cases
View
Academic Progress
View
acer

Questions