

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).



anthology
Succeed

Student
Success

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)



Login

Welcome to Support@UP



Log in

Username: Your UP Portal username followed by '@up.ac.za'
For example `u01234567@up.ac.za`
Password: Your UP Portal password.



University of Pretoria / My Dashboard

Welcome Hestie Byles!

Positive Acknowledgment

No Data Available





Student Support Enquiry

Category *

Description

Submit



Student Support Enquiry

Category *

Academic Advising - Academic Success Coaches (ASCs) ▾

Subcategory *

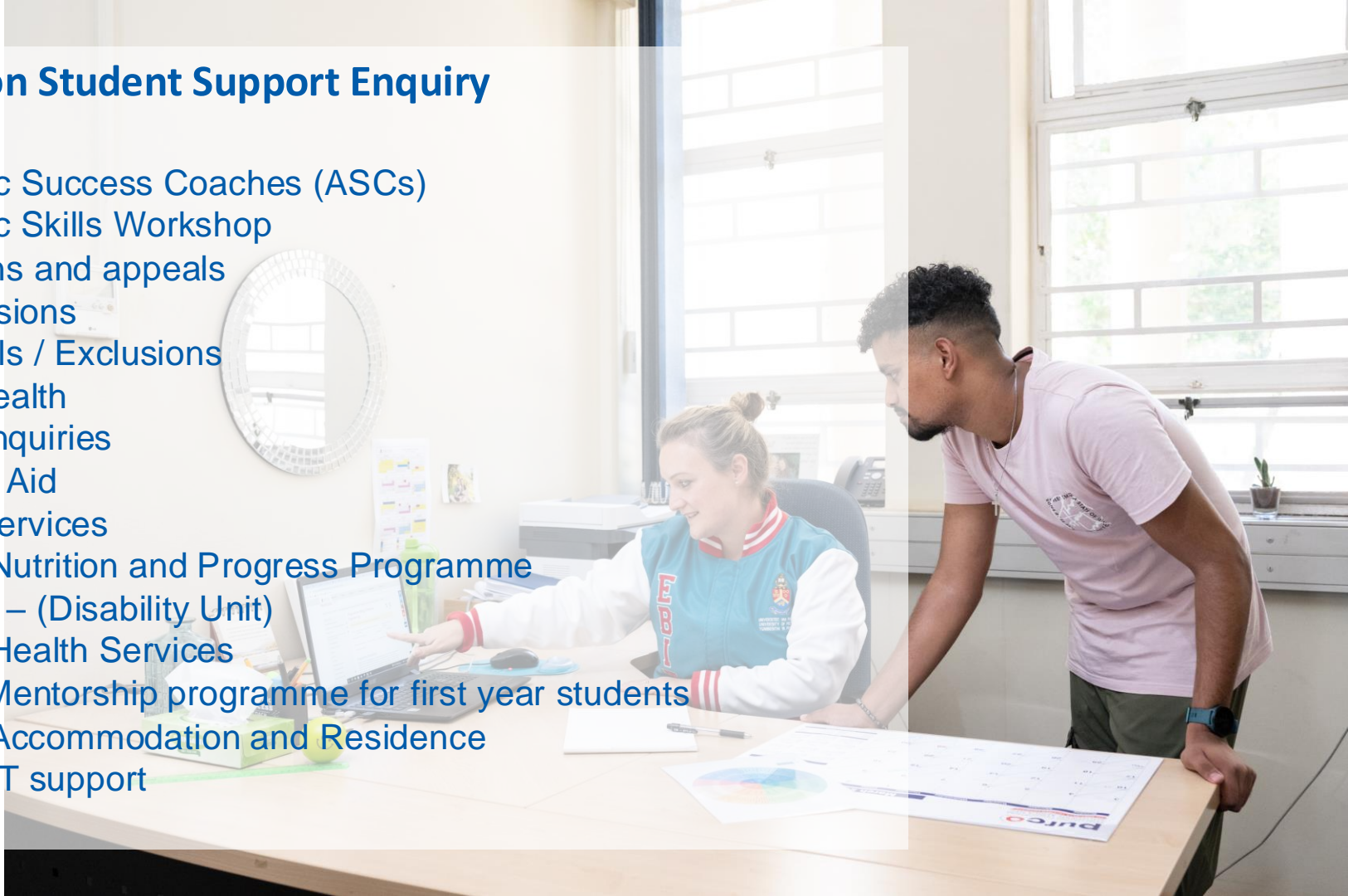
Curriculum planning/Module choice (based on yearbook) ▾

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



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](#)

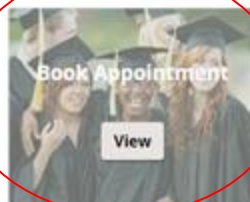


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No Data Available



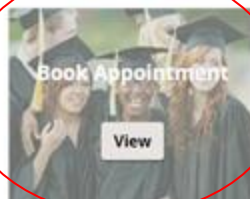


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Success Network

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 Mawebele

maridian.mawebele@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



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

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>

Department of Library Services

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

Disability Unit

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

UP Careline

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

Student Health Services

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

Fees and Funding

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

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

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

Student Computing Services

IT and device support for students.

[Visit your nearest computer facility](#)

The Careers Office

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

careerservices@up.ac.za

012 420 2315

Department of Residence Affairs and Accommodation (TuksRes)

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

tuksres@up.ac.za

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>

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>

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>



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Welcome Hestie Byles!

Positive Acknowledgment

No Data Available



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 Mawebele

Senior Faculty Student Advisor

Tel +27 (0)12 420 4934

Email maridian.mawebele@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

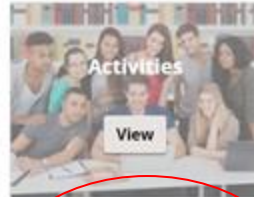
Hatfield 0028, South Africa

University of Pretoria / My Dashboard

Welcome Hestie Byles!

Positive Acknowledgment

No Data Available



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

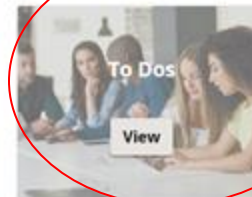


University of Pretoria / My Dashboard

Welcome Hestie Byles!

Positive Acknowledgment

No Data Available



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

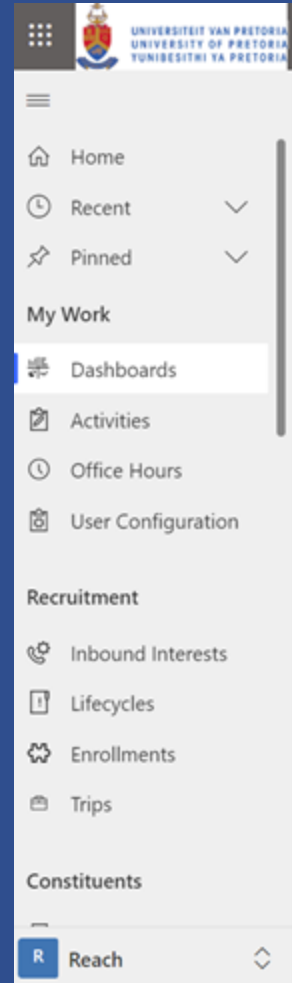
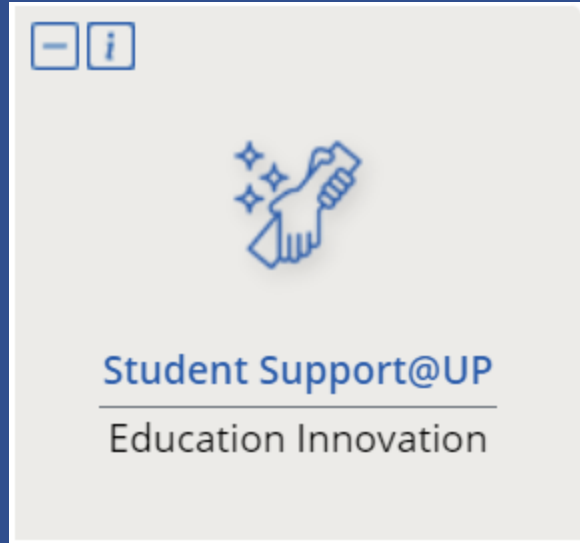
Academic

Optional

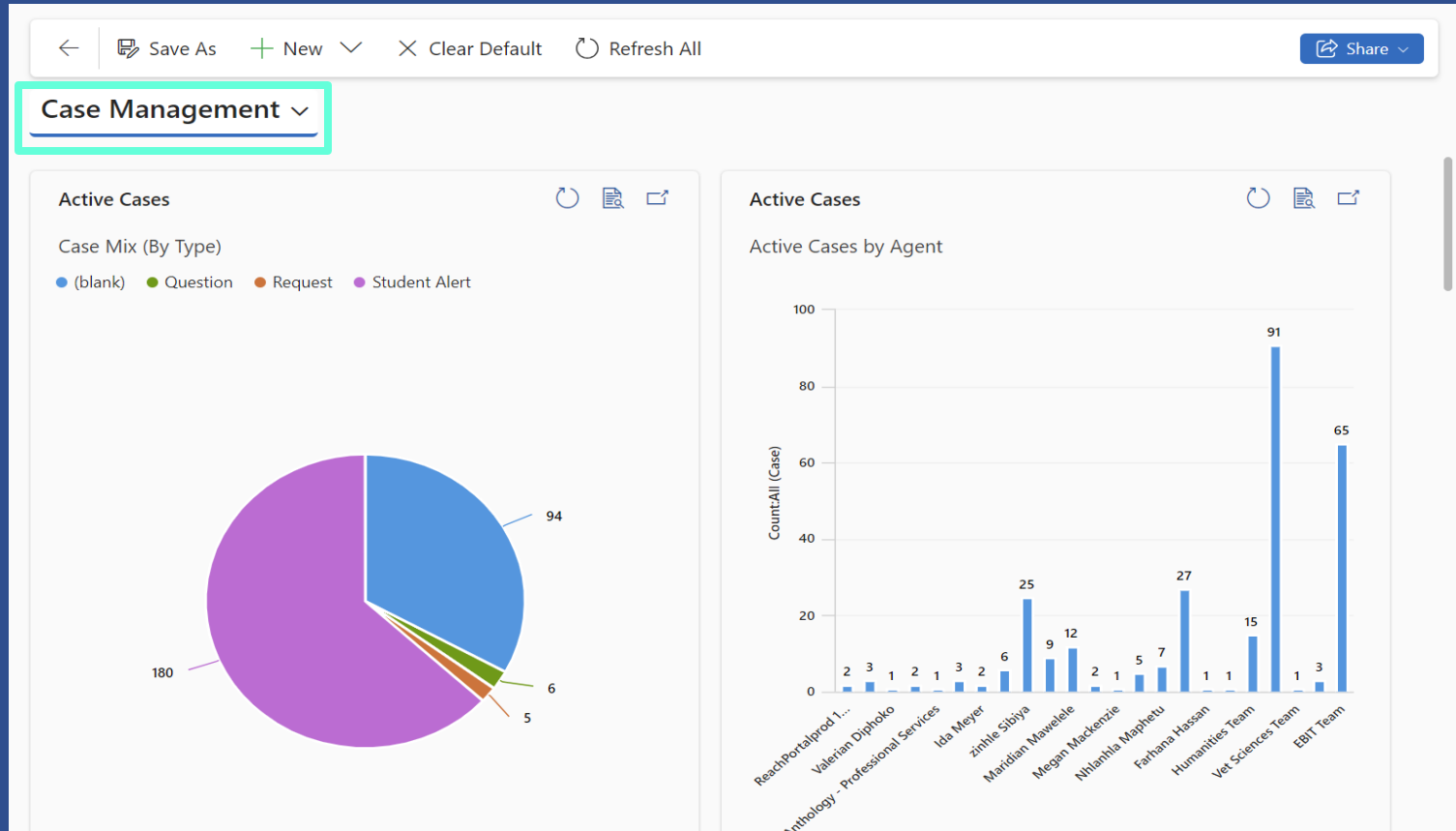
Marked as Complete

Support@UP Staff Portal

(Anthology REACH)



Support@UP Dashboard View



Support@UP Cases View

Case Management

- Cases
- Queues

Tools

- Career Explorer
- Reports
- My Appointments
- Reach

Lemmens - Readmissions - Saved

Case · UP Case - Student Alert

Normal Priority | 2023/09/22 10:04 Submitted Date | In Progress Status

Economic and Management Sciences Team Owner

Case Progress: Active for 19 days

Case Created | Assign To Team (19 D) | Advisor Assign

Summary

Case Relationships | Related

CASE DETAILS

Case Title	Lemmens - Readmissions
ID	CAS-01262-D5V0V6
Submitted For	Juan-Claude (student) Lemmer
Origin of Case	Student Alert

CASE: STUDENT FACING RESOLUTION NOTES

Case: Student Facing Yes

Timeline

Search timeline

Enter a note...

FL Modified on: 2023/09/22 10:04

Email from: fly@up.ac.za Closed

CAS-01262-D5V0V6 CRM:0147563

Dear Juan-Claude (student) We have opened a case based on the Read...

View more

Auto-post on Case Lemmens - Readmissions: 2023/09/22 10:04

Lemmens - Read... was assigned to Economic and M... by # Anthology - Pr...

Support@UP Assign Case to User or Team

The screenshot displays a case management interface. On the left, a sidebar contains 'Case Management' with 'Cases' highlighted, and 'Tools' with 'Career Explorer', 'Reports', and 'My Appointments'. The main area shows a case titled 'Lemmens - Readmissions' with a status of 'In Progress' and an owner of 'Economic and Management Sciences Team'. A progress bar indicates stages: 'Case Created', 'Assign To Team (19 D)', and 'Advisor Assign'. A modal dialog titled 'Assign to Team or User' is open, asking 'You have selected 1 item. To whom would you like to assign it?'. The dialog has a search bar with 'User or team' and a dropdown menu showing 'User or team' and 'User or team' with a selected user 'Khetsiwe Nkos'. 'Assign' and 'Cancel' buttons are at the bottom.

This section provides a detailed view of the case management interface. The case title is 'Lemmens - Readmissions' and the status is 'In Progress'. The owner is 'Khetsiwe Nkosi'. The progress bar shows the current stage is 'Assign To Team (19 D)'. The interface includes a sidebar with 'Case Management' and 'Tools', and a main area with case details and a progress bar.

Support@UP Resolve Case

The screenshot displays a web-based case management interface. On the left, a sidebar contains 'Case Management' with 'Cases' highlighted, and 'Tools' with 'Career Explorer', 'Reports', and 'My Appointments'. The main area shows a case titled 'Lemmens - Readmissions' with a status of 'In Progress'. A 'Case Progress' bar indicates 'Case Created' and 'Assign To Team' steps. A 'Resolve Case' dialog box is open, showing 'Resolution Type' as 'Problem Solved' and 'Resolution' as 'Readmitted'. The dialog has 'Resolve' and 'Cancel' buttons. The top navigation bar includes 'Save', 'Save & Close', 'Save & Route', 'Refresh', 'New', 'Resolve Case', and 'Cancel Case'. The bottom status bar shows 'Read-only This record's status: Resolved' and case details: 'Lemmens - Readmissions - Saved', 'Normal Priority', '2023/09/22 10:04 Submitted Date', and 'Problem Solved Status'.

Case Management

- Cases
- Queues

Tools

- Career Explorer
- Reports
- My Appointments

← Save Save & Close Save & Route Refresh + New Resolve Case Cancel Case

Lemmens - Readmissions - Saved Normal Priority 2023/09/22 10:04 Submitted Date In Progress Status

Case Progress Active for 19 days Case Created Assign To Team

Summary Case Relationship

Case Title

ID

Submitted For

Origin of Case

Resolve Case

Resolution Type * Problem Solved

Resolution * Readmitted

Resolve Cancel

Read-only This record's status: Resolved

Lemmens - Readmissions - Saved Normal Priority 2023/09/22 10:04 Submitted Date Problem Solved Status

Support@UP Cases Timeline

The screenshot displays the 'Support@UP Cases Timeline' interface. On the left is a navigation sidebar with 'Case Management' and 'Tools' sections. The main content area shows case details and a timeline.

Case Management

- Cases
- Queues

Tools

- Career Explorer
- Reports
- My Appointments
- Reach

Case Details:

- Case Title:** Lemmens - Readmissions
- ID:** CAS-01262-D5V0V6
- Submitted For:** Juan-Claude (student) Lemmer
- Origin of Case:** Student Alert

Case Progress: Active for 19 days. Timeline stages: Case Created, Assign To Team (19 D), Advisor Assign.

Case: STUDENT FACING RESOLUTION NOTES

- Case: Student Facing Yes

Timeline:

- Timeline
- Search timeline
- Enter a note...
- FL Modified on: 2023/09/22 10:04
- Email from: fly@up.ac.za Closed
- CAS-01262-D5V0V6 CRM:0147563
- Dear Juan-Claude (student) We have opened a case based on the Read...
- View more
- Auto-post on Case Lemmens - Readmissions: 2023/09/22 10:04
- Lemmens - Read... was assigned to Economic and M... by # Anthology - Pr...

Support@UP Cases Email Communication

Case Management

- Cases
- Queues

Tools

- Career Explorer
- Reports
- My Appointments
- Reach

New Email - Unsaved

Email · Email

Normal Priority --- Due Draft Status Reason

Email

Font Size

B *I* U

Enter text...

Support@UP Contacts View

Constituents

- Accounts
- Contacts**

Student Success

- (Preview)-Get Star...
- Student Alerts
- Success Networks
- Success Plans
- To Dos

Reach

J Juan-Claude (student) Lemmens - Saved
Contact - UP - Contact (Reach - New) ▾

R ReachPortalsnb 101029-Anthology Reach Portal App 3 - Sandbox
Owner

Active Status: 2023/10/10 04:08 Modified On

EngageFlowssnb 101029-Anthology Reach Flow Integration App - Sandbox
Modified By

Key Information | Contact Overview | Inbound Interest & Lifecycle | Student Records | Stud

Phone Call | Email | To-Do | Appointment | Event | SMS

Zoom: Alt+Scroll

The timeline shows various activities for Juan-Claude Lemmens from September 6, 2023, to October 1, 2023. Activities include CRM entries, appointments, and success plan tests.

Date	Activity
September 6, 2023	CRM: 002
September 11, 2023	Test Success Plan
September 11, 2023	Appointment for career guide
September 16, 2023	Appointment with # Antholog
September 16, 2023	Outstanding work CRM:01E
September 16, 2023	CAS-01248-T6D8X5 CRM:
September 16, 2023	Familiarize yourself with Fac
September 21, 2023	CRM:0155007
September 21, 2023	CAS-01262-D5V0V6 CRM:
September 26, 2023	UAT test

Support@UP Contact Key Information

Navigation menu:

- Constituents
 - Accounts
 - Contacts**
- Student Success
 - (Preview)-Get Star...
 - Student Alerts
 - Success Networks
 - Success Plans
 - To Dos
- Reach

Tabbed interface:

- Key Information**
- Contact Overview
- Inbound Interest & Lifecycle
- Student Records
- Stu...

Title	---	Email	juanclaude@...
First Name	* Juan-Claude (...)	Mobile Phone	---
Middle Name	---	Work Phone	---
Last Name	* Lemmens	Work Phone Extn.	---
Maiden Name	---	Fax	---
Pronouns	---	Current Campus	Hatfield Campus
Contact Type	* Student	Miles from Campus	---
Role	---	Last Completed Activity Date	2023/09/22

Support@UP Case Success Profile

The screenshot displays a CRM interface for a Student Success Profile. The left sidebar contains navigation options: Constituents (Accounts, Contacts), Student Success ((Preview)-Get Star..., Student Alerts, Success Networks, Success Plans, To Dos), and Reach. The 'Contacts' option is highlighted with a red border. The main content area has tabs for Key Information, Contact Overview, Inbound Interest & Lifecycle, and Student Success Profile (highlighted with a green border). The Student Success Profile section is divided into two panels: SUCCESS PLANS and TO DOs. Both panels show a list of items with columns for Name, Status, and Due Date. The SUCCESS PLANS panel shows four items, all with a status of 'Active'. The TO DOs panel shows five items with various due dates.

Navigation: Constituents (Accounts, Contacts), Student Success ((Preview)-Get Star..., Student Alerts, Success Networks, Success Plans, To Dos), Reach

Tabs: Key Information, Contact Overview, Inbound Interest & Lifecycle, Student Success Profile

SUCCESS PLANS

Success Plan Name ↑ ↓	Status ↓
First-year Orientation Plan - Juan-Claude (...)	Active
Goals	Active
Test plan for JCL student	Active
Test_BSc Physics_Credits - Juan-Claude (st...	Active

1 - 4 of 4 Page 1

TO DOs

To Do Name ↑ ↓	Success Plan ↓	Du
Read All announcement	First-year Orienta...	202
Test Success Plan	Test plan for JCL s...	202
UAT test	First-year Orienta...	202
Use UP Gmail	First-year Orienta...	202

1 - 4 of 4 Page 1

Support@UP Registered events – ASCs workshops

- Constituents
- Accounts
- Contacts**

REGISTERED EVENTS

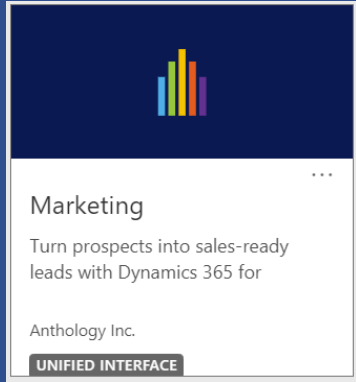
+ New Event Registration

<input type="checkbox"/>	Registrati... ↑	Contact ↓	Primary role ↓	Current Campus (Conta... ↓	Event ↓
<input type="checkbox"/>	ER 75VVTYH4...			Hatfield Campus	Orientation for First-Year students

To Dos

R Reach

Support@UP Marketing Segments




Marketing

Turn prospects into sales-ready leads with Dynamics 365 for

Anthology Inc.

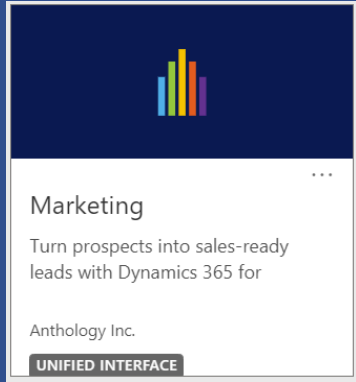
UNIFIED INTERFACE

Published Segments* ▼		
<input type="checkbox"/>	Name ↓ ▼	Source ▼
<input type="checkbox"/>	<u>Third-year students</u>	Custo...
<input type="checkbox"/>	Second-year students	Custo...
<input type="checkbox"/>	Re-admitted students 2024 (ASC HUM)	Custo...
<input type="checkbox"/>	NAS Senior Unregistered Students	Custo...
<input type="checkbox"/>	NAS First Year Unregistered	Custo...

 Group 1

Academic Level Is ▼ Third Year ▼

Support@UP Marketing Events



Marketing

Turn prospects into sales-ready leads with Dynamics 365 for


Anthology Inc.

UNIFIED INTERFACE

Active events

<input type="checkbox"/>	Event name	Event type
<input type="checkbox"/>	High Impact Module (WTW 158)	
<input type="checkbox"/>	NAS Readmission Workshop	

HI High Impact Module (WTW 158) - Saved
Event

Active Status  Herman Janse van Vuuren Owner

Live Publish status 3/26/2024 11:36 AM Modified on

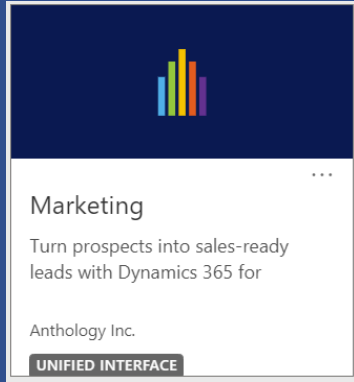
EventMainBusinessProce... Active for 63 days

Preliminaries (63 D) Agenda Organize Promote

General Agenda Website and form Registration and attendance Additional information ...

Rows: 309

Support@UP Marketing Communication



Marketing

Turn prospects into sales-ready leads with Dynamics 365 for

Anthology Inc.

UNIFIED INTERFACE

All Journeys ▾

- Name ▾
- How to check To-Dos**
- NAS First Year Unregistered students
- HUM 2024 Late Registration Catch up (Out
- SN: 2024 Humanities Late Registra 5794b7
- SN: 2024 Humanities Late Registra 09f1bf
- HUM 2024 Late Registration Catch up

← Check 'to-do' on S@UP ● Draft - Unsaved Save ▾

Design Preview and test

FLY@UP
The Finish Line is Yours

Hi **{{FullName}}**

You probably received an email from us that you have to complete an urgent 'to-do', **but you don't know where to check!**

Let me start by mentioning that you might have already done most of these 'to-dos'. If you have, **great**, but just mark it as completed on your side.

So, it's not in clickUP and it's not in your student portal, however, the link to Support@UP is on the student portal page (similar to the image below). Login using your tufs email and your UP-portal password (this is a typical Microsoft login page).

On the Dashboard view you will see the To Dos on the right and you can view it by clicking on the view button. To mark the 'to-do' as complete you have to click on the edit button, which is next to the name of the 'to-do', and then mark it as complete.

Support@UP Success Plan with To-Do's

Active Success Plan Assignments

Edit columns

Edit filters

Success Plan Assignment Name ↑

Success Plan Template

Getting started at the University of Pretoria

Orientation for new UP first-year students

Getting started at the University of Pretoria -

3/7/2024 1:43 PM
Modified On

Hestie Byles
Modified By

3/7/2024 1:43 PM
Created On




Hestie Byles
Created By

Saved

Success Plan Assignment

Success Plan Assignment Related


Name * Getting started at the University of Pr...

Success Plan Template *  Orientation for new UP first...  

Owner *  Hestie Byles (Away)  

Student Groups

 Add Existing Marketin...

<input type="checkbox"/>	Name	Marketi...	Status	Type	Expirati...	Membe...	Owner	Last Use...
<input type="checkbox"/>	First Year Student ...	Market...	Active	Dynamic			 Juan-Cla...	

Access clickUP Orientation for new UP first-year students - ...

Collect your student card Orientation for new UP first-year students - ...

Meet your Academic Succ... Orientation for new UP first-year students - ...

Set up your google account Orientation for new UP first-year students - ...

Support@UP clickUP Trend Report

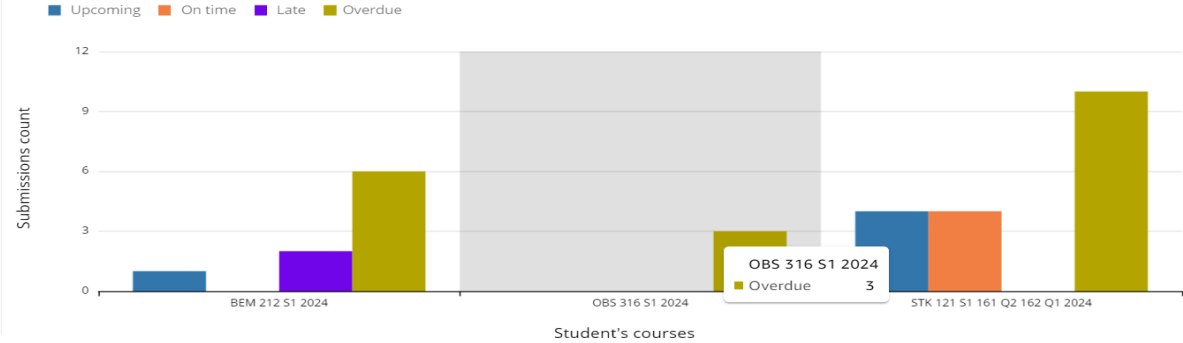
Student information

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 ⚠️

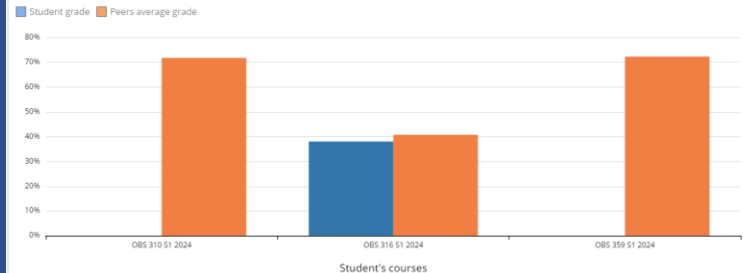
What is the lowest projected final grade?

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

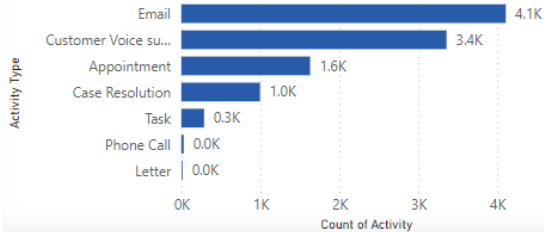
Support@UP ASC Activities
ACTIVITIES



University of Pretoria | ASC Activities

Select Name | Years: 2024

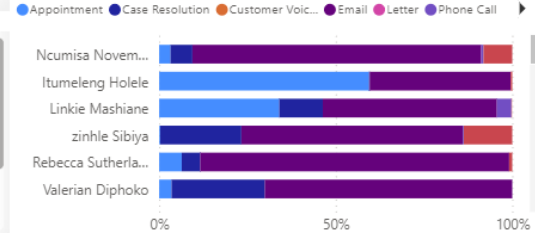
Activity by Type for the year



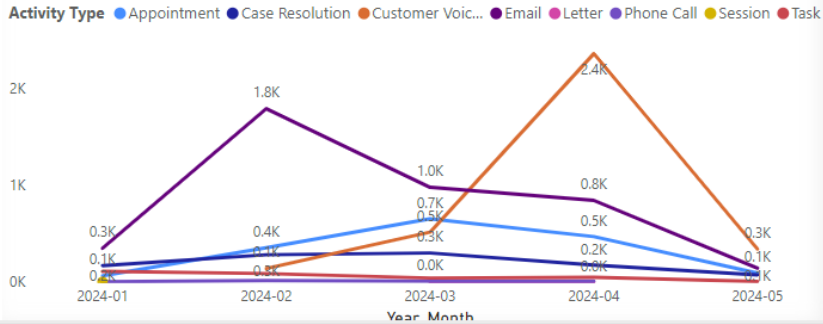
2023 | 2024

Activity Type	Count	Pe
Email	4107	
Customer Voice survey response	3357	
Appointment	1630	
Case Resolution	996	
Task	288	
Phone Call	0	
Total	10412	

Activity Type by ASC



Activity Type Per Month



Coach name

Coach name	Count
CustomerVoiceProjectOwnerTeam_9c88ca01-cf6d-43a8-bd4d-9b93e2e05bc3	
Rebecca Sutherland	
Ncumisa November	
Linkie Mashiane	
Farhana Hassan	
Itumeleng Holele	
Khetsiwe Nkosi	
Valerian Diphoko	
zinhle Sibiyi	
DOLLY Ayob	
Chandre O'Reilly	
Mpho Mmadi	
Nhlanhla Maphetu	
Lolo Mosia	
Total	

Support@UP PowerBI Dashboards: Student Analytics

Learner Analytics
PROGRESS MARK: PER MODULE OF TERM



Progress Mark | Learn Grade and clickUP Engagement

Faculty
EBIT

Academic Plan
All


Academic Level
All

Student Number
All

2024
TERM

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



Department of
Education Innovation
Department of Education
Republic of South Africa

Appeal and Returned |
Current clickUP grades

2023
Appeal Term

2024
Current Term

EBIT

EDU

EMS

HEALTH

HUM

LAW

NAS

THEO

VET

Appeal Term

2023
▼

Acad Plan

All
▼

EMPLID

All
▼

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 BSc: Information Science	Faculty: Conditional	INF 272	Enrolled	69.56	

73.2
GR12 English


34
APS

75.8
GR12 Maths

57.2
Learn Grade AVG

74.0
GR12 Science

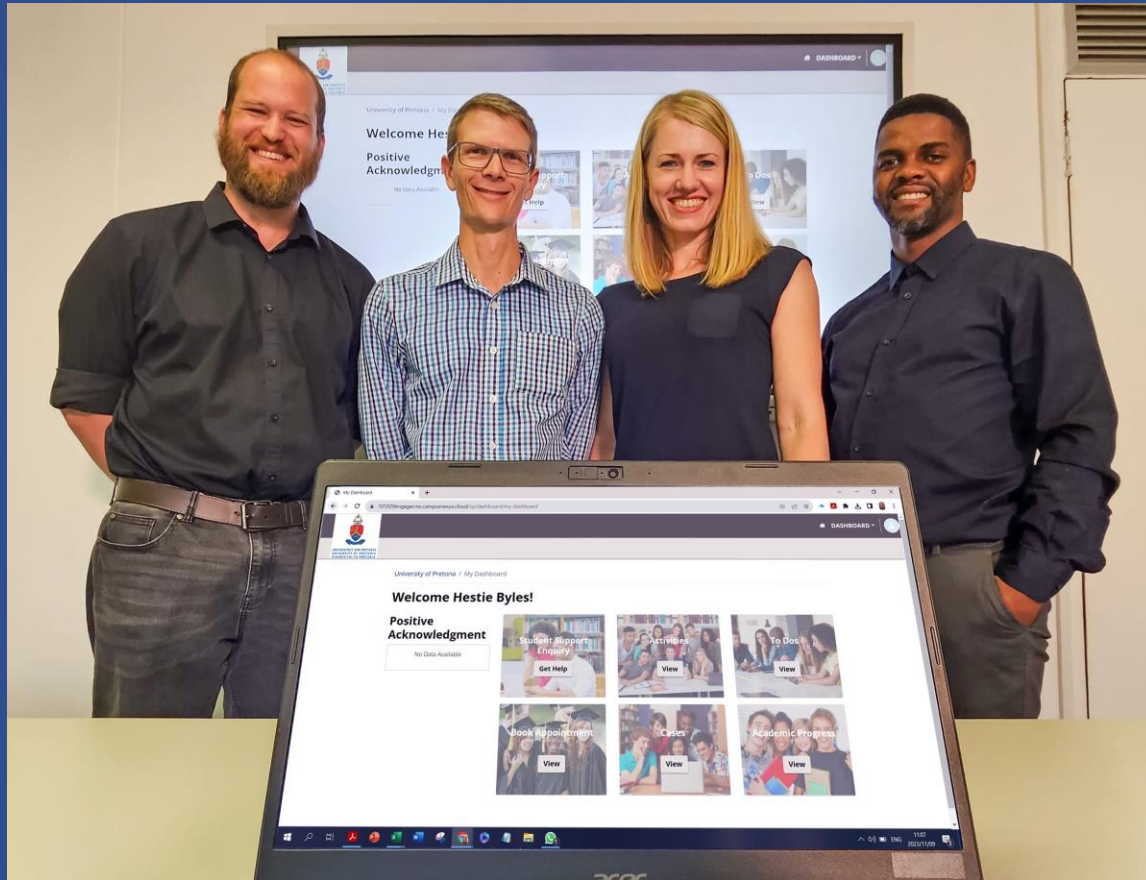
48.6
Cumulative GPA



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
 - Embedded 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!





Questions