

(Re)imagining holistic support

An institutional model for scaled student success

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Inspiring excellence, transforming lives through quality, impact, and care.

VISION **130**
*Renew and Reimagine
for 2034*

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UFS at glance



39 338 | Total students

32 934 | Undergraduates

6 243 | Postgraduates

 **Sustained focus on equity, success and quality**



Bloemfontein Campus
29 684



Qwaqwa Campus
6 929



South Campus
2 725



A shared commitment, scaling for success



Enabling evidence-based, inclusive and equitable opportunities to succeed. Embedding attributes that enhance student engagement and translate into meaningful academic, economic, and social mobility.

Realities of the UFS



70% of UFS students



66% of FTEN students in 2023 were from quantile 1-3 schools

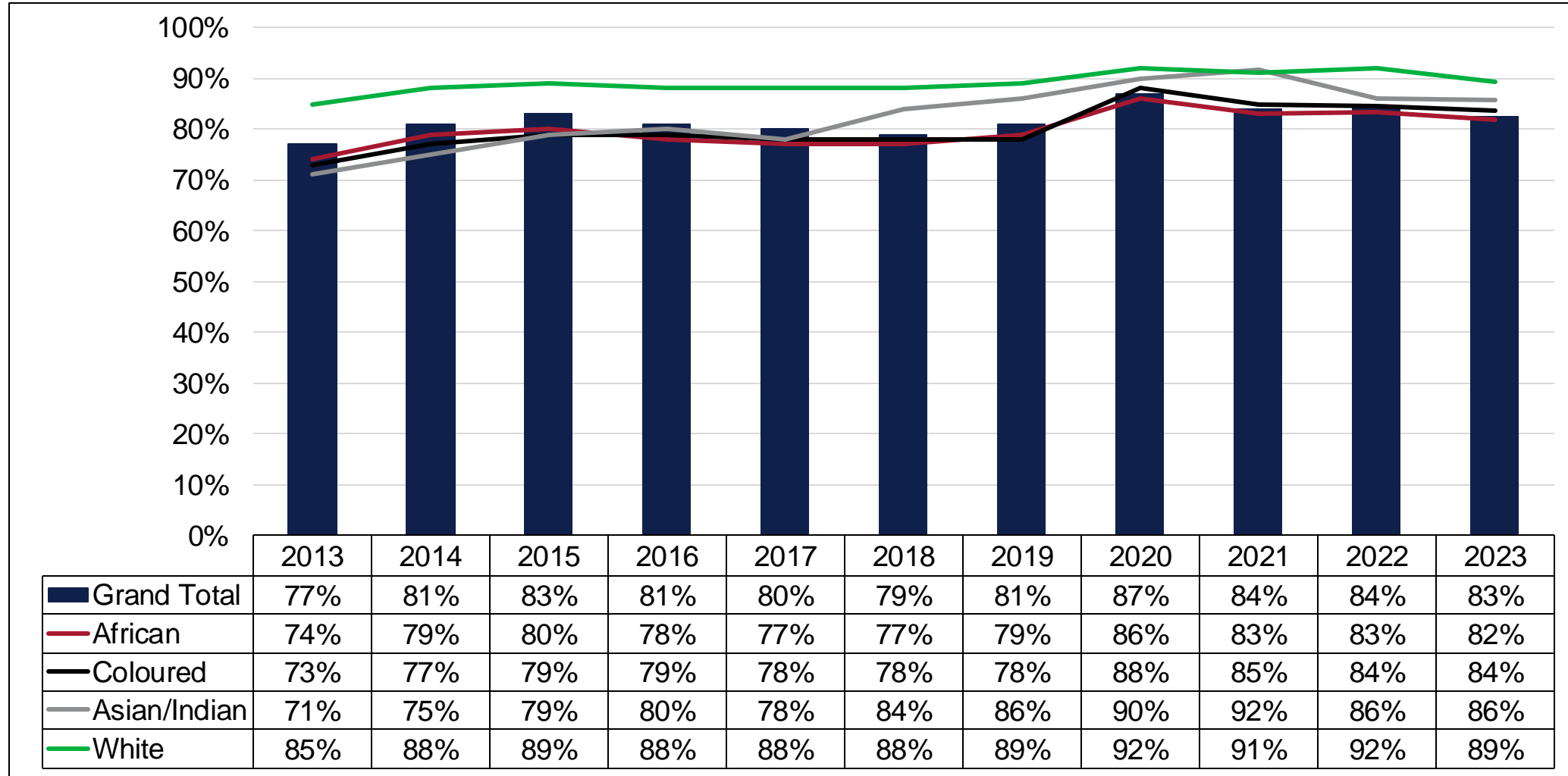


4% decrease in achievement gap between white & black students (2013-2023)



Positive increases in the success rates for students of colour

Student success at the UFS (10 years)

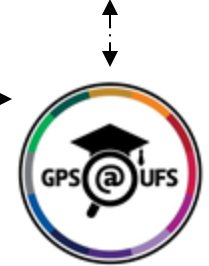


Shared value ecosystem

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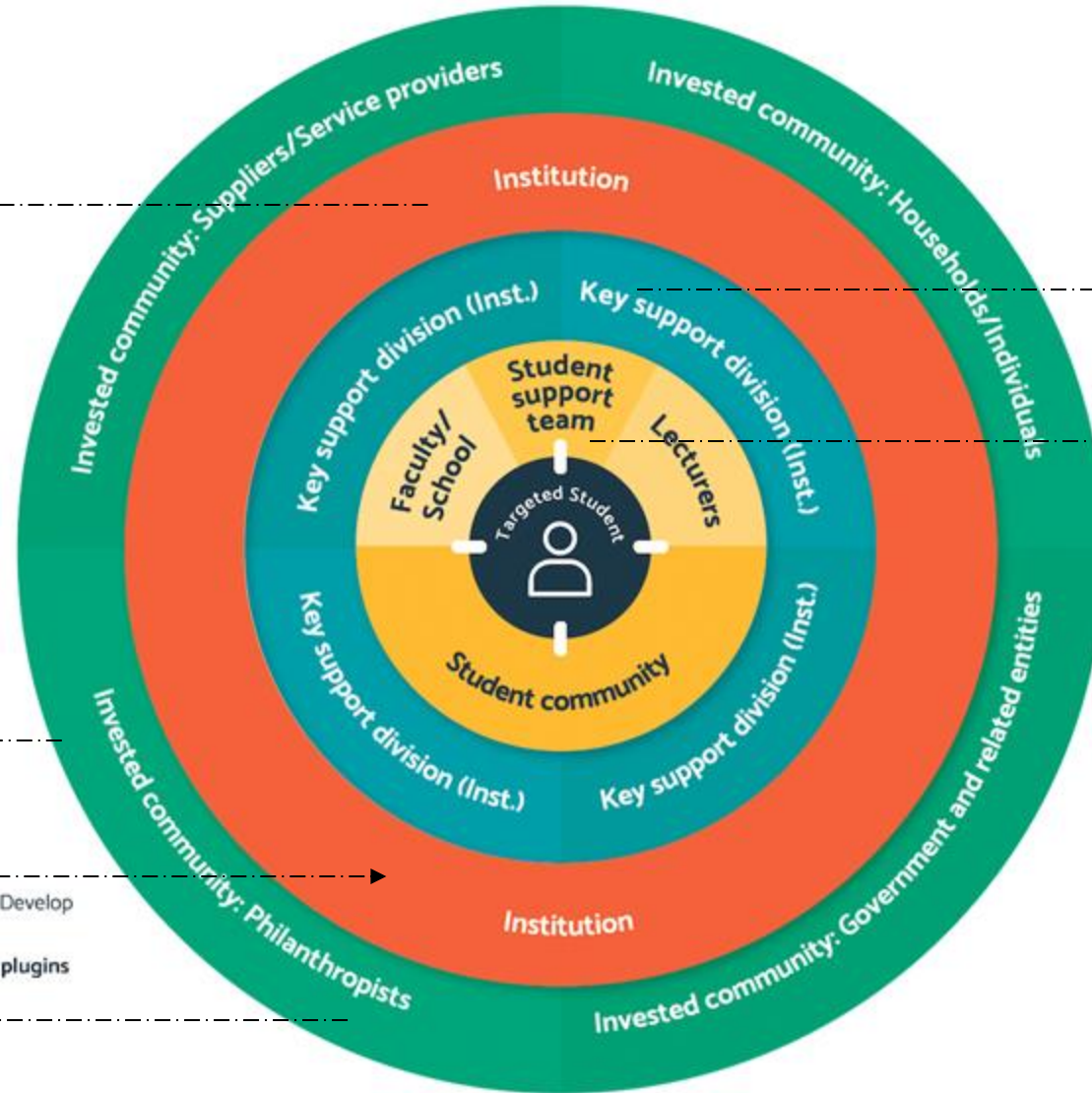


- WriteSite
- UFSS (1st year seminar)
- A_Step tutorials
- Academic Advising



Contact Centre

EDUKAT EDUCATION ECOSYSTEM MODEL

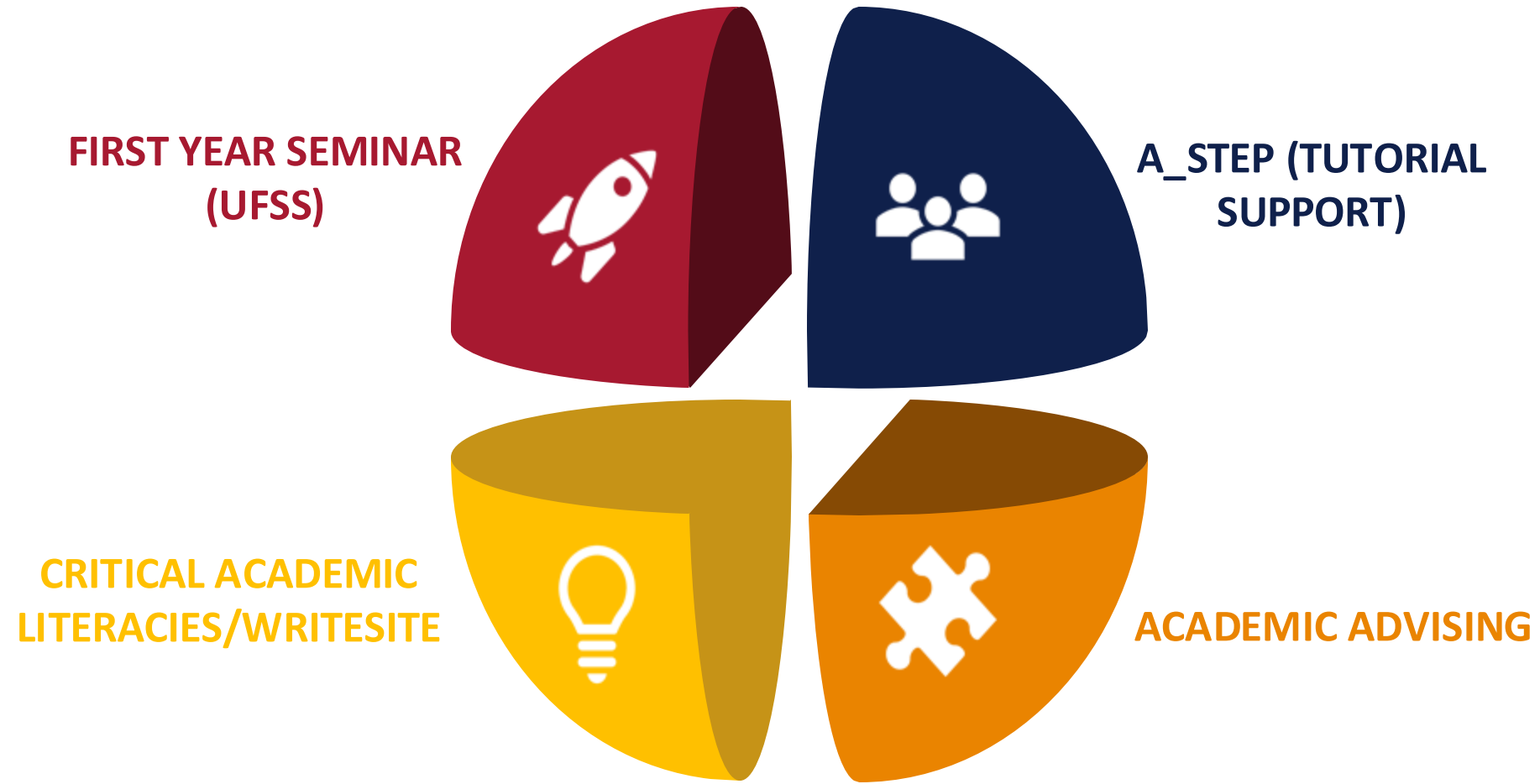


- Uninvested community**
Involve | Influence | Transition
- Sector/Industry organisations**
Participate | Contribute | Learn & Develop
- Best practice partners | External plugins**
Learn | Pilot | Implement
- Sector/Industry trends**
Understand | Influence | Adapt

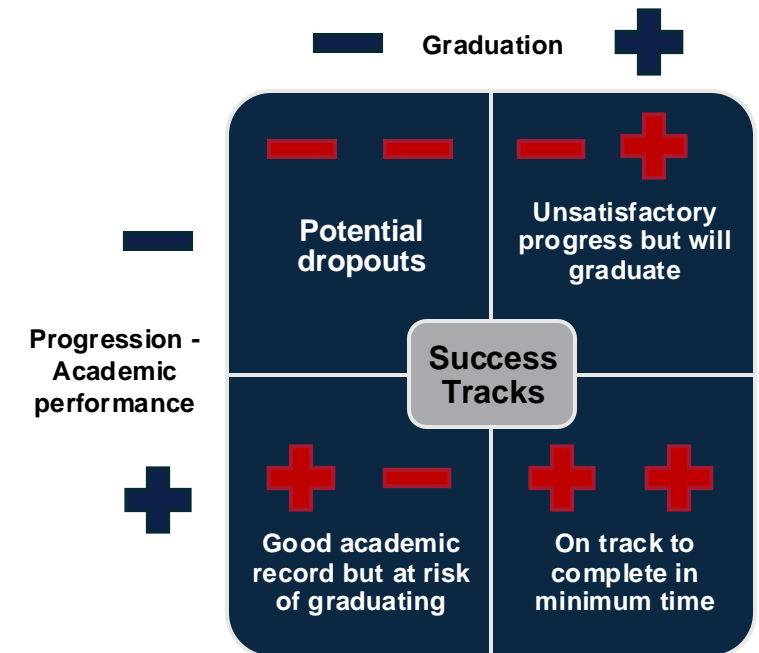
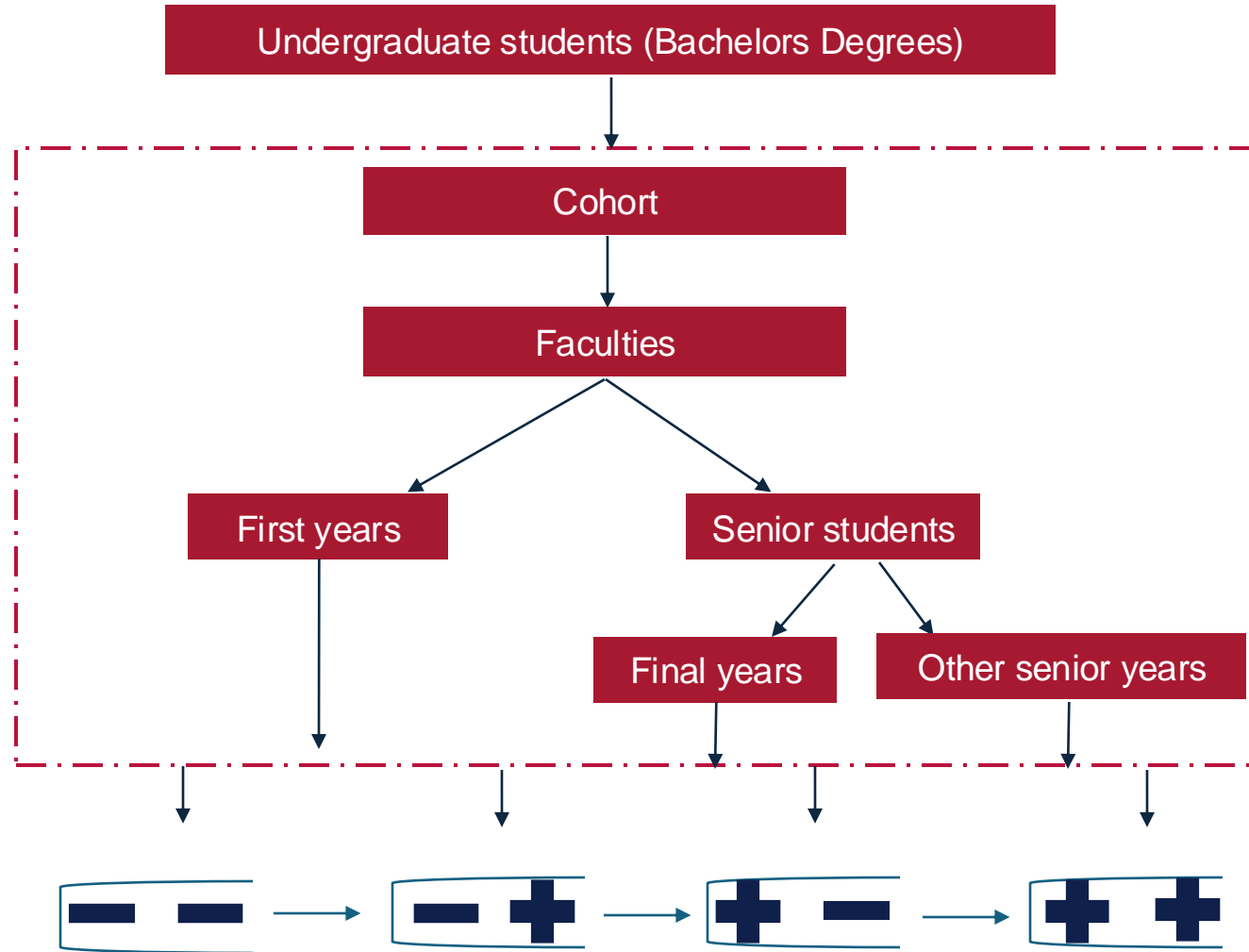
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UFS Scaled practices (HIPs)

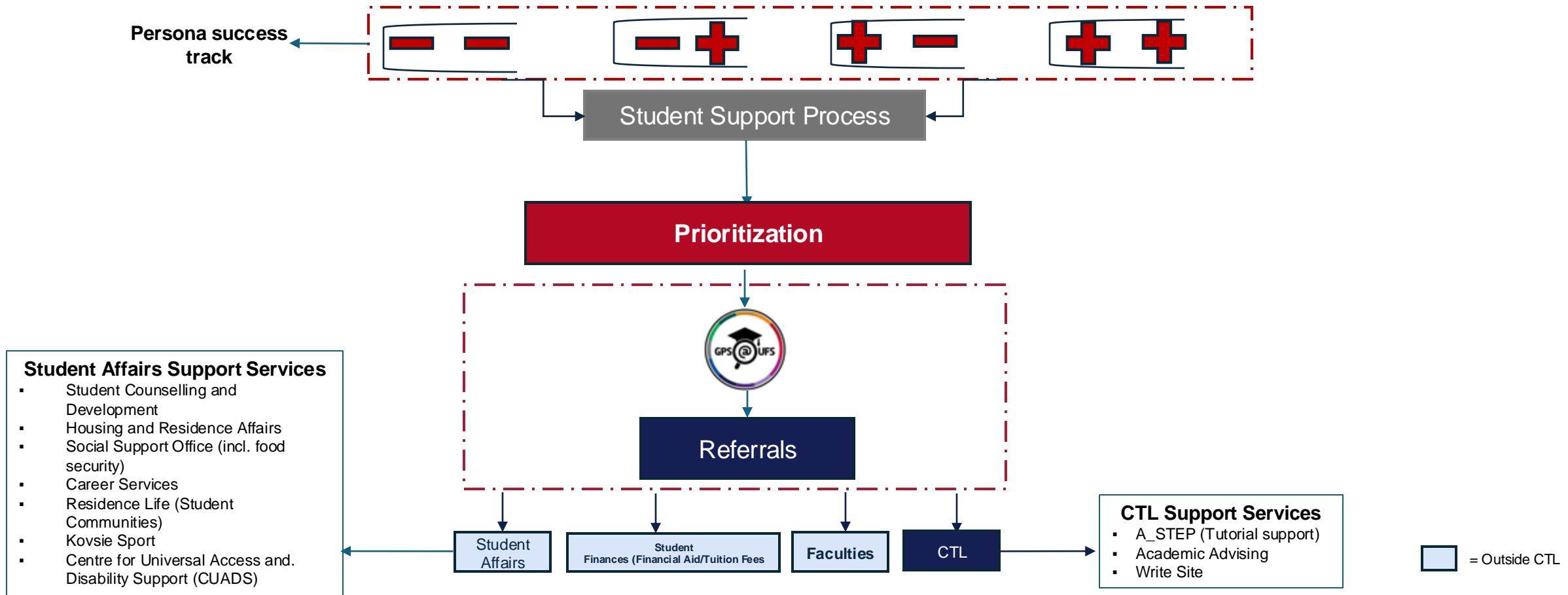


Persona mapping

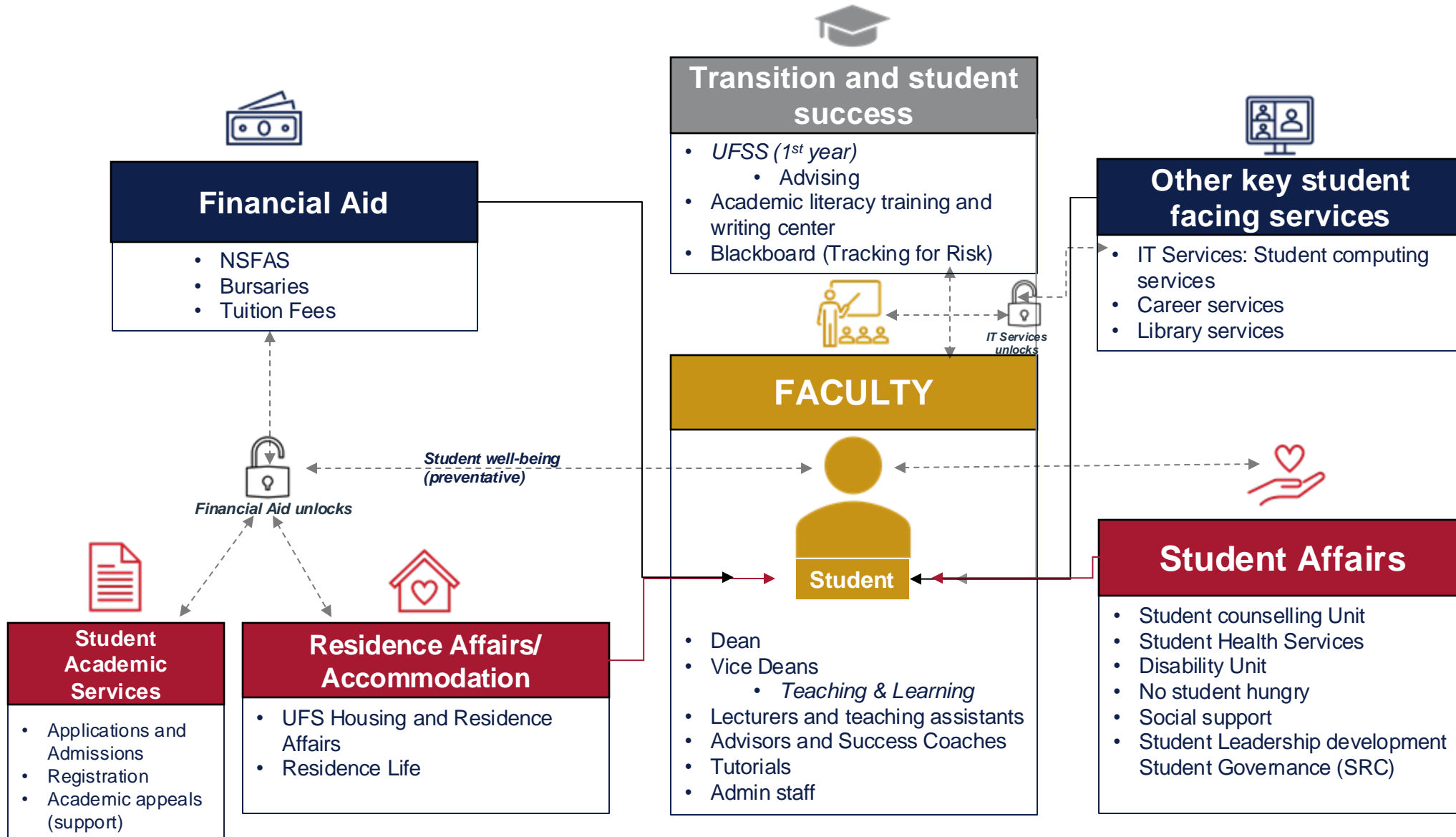


1. ++ : Students who are on track to graduation (minimum time to degree) with minimal support required.
2. +- : Students who may not reach graduation despite progression from one year to another if not offered support (non-academic factors).
3. -+ : Students who will potentially take longer than the minimum time to reach graduation if not supported adequately (i.e., N+1, N+2 etc.).
4. -- : Students who are highly at risk of not reaching graduation despite the availability and referral to support (academic and non-academic factors)

Process mapping



UFS Stakeholders for scaled support



Financial Aid

- NSFAS
- Bursaries
- Tuition Fees

Transition and student success

- UFSS (1st year)
 - Advising
- Academic literacy training and writing center
- Blackboard (Tracking for Risk)

Other key student facing services

- IT Services: Student computing services
- Career services
- Library services

FACULTY

Student

- Dean
- Vice Deans
 - Teaching & Learning
- Lecturers and teaching assistants
- Advisors and Success Coaches
- Tutorials
- Admin staff

Student Affairs

- Student counselling Unit
- Student Health Services
- Disability Unit
- No student hungry
- Social support
- Student Leadership development
- Student Governance (SRC)

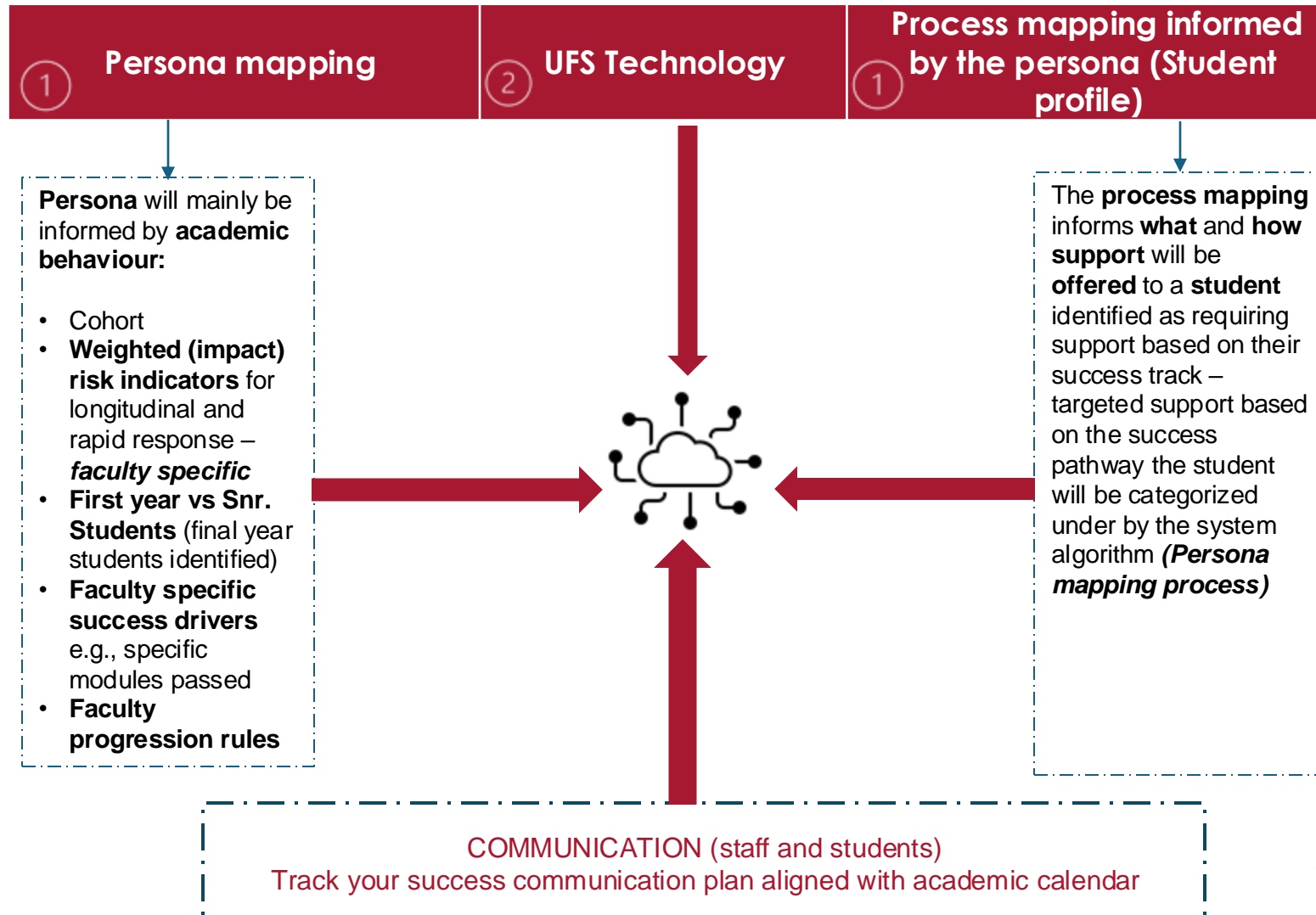
Student Academic Services

- Applications and Admissions
- Registration
- Academic appeals (support)

Residence Affairs/ Accommodation

- UFS Housing and Residence Affairs
- Residence Life

Scaled student success model

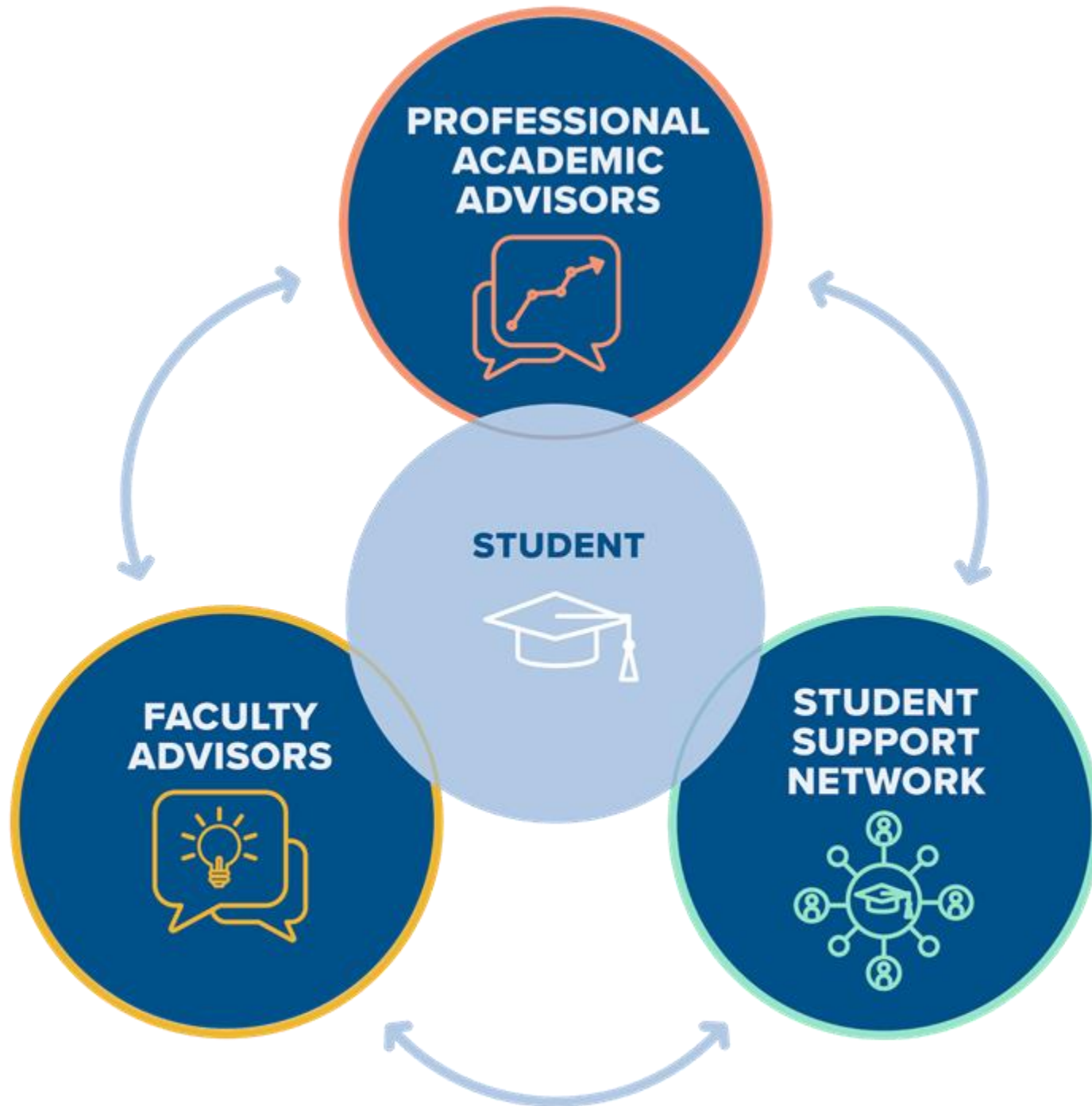




Thank You

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What holistic support should look like?