

# UFS Siyaphumelela update

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4 October 2022

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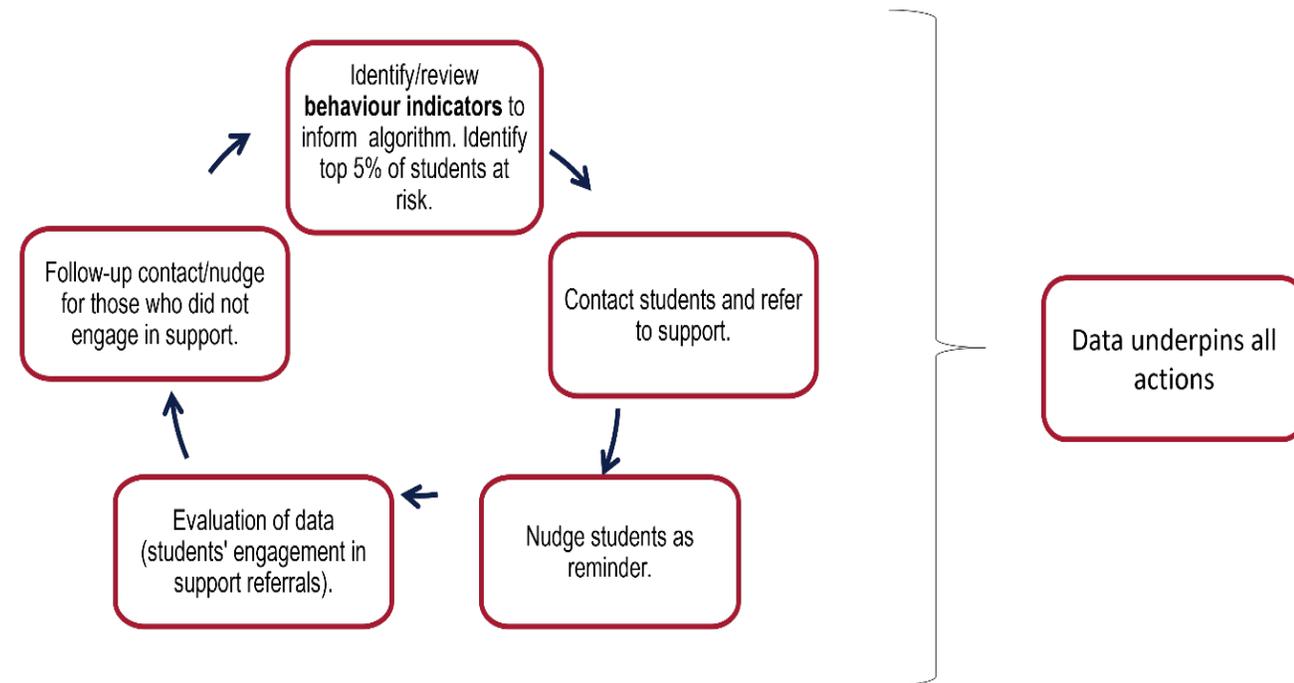
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# Updates on key focus areas: Tshehetsa Tracking

## Tshehetsa Tracking initiative reconceptualized into two legs:

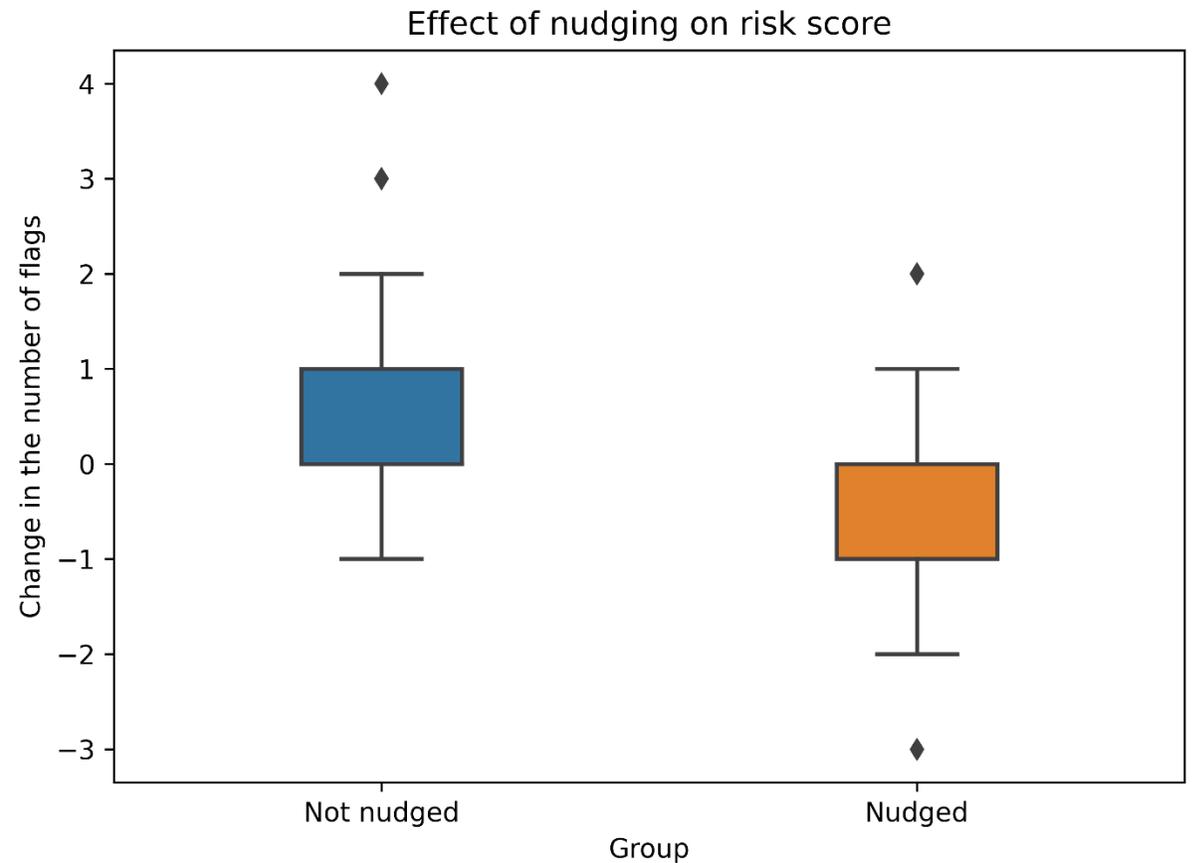
- **First leg** - Michael and Susan Dell Foundation (MSDF) grant – 3 projects of which one builds on Siyaphumelela work (see Responsive Student Tracking Project [SRSTP]).
- This project will mainly include predictive and informative analytics
- **Second leg** – for Siyaphumelela, tracking as part of the Tshehetsa Tracking project includes a strong focus on implementing the Business Intelligence strategy (tracking Siyaphumelela indicators), and assessment tracking (including standardization of data in Gradebook)

## SRSTP: Rapid Response



# Updates on key focus areas: Tshehetsa Tracking

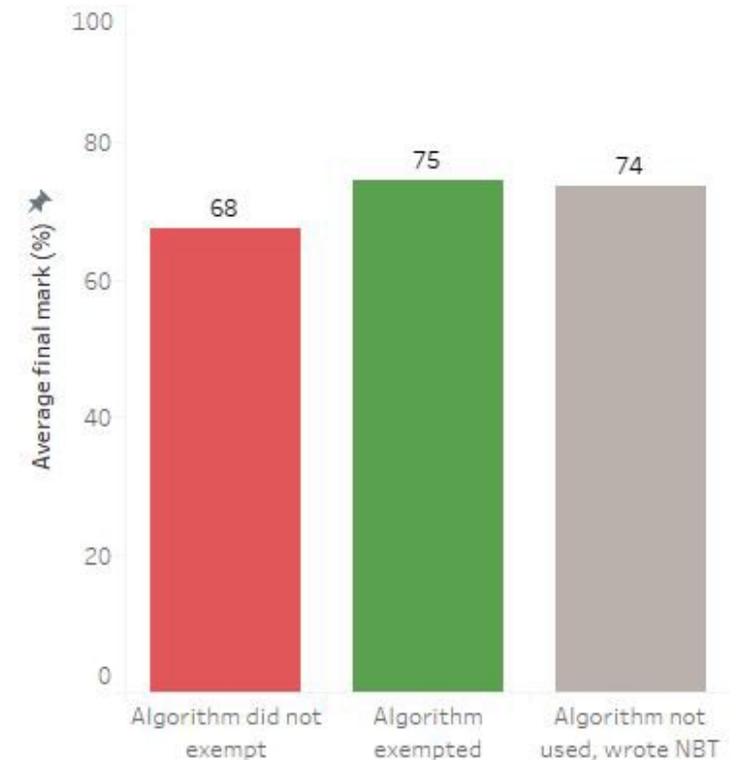
- Initial findings of SRSTP (rapid response):
- 6 risk behaviour flags
- First round – approximately 2000 students identified and contacted
- Second round also approximately 2000 students identified
- Graph shows a statistically significant reduction in the number of behavioural risk flags triggered in the same population



# Updates on key focus areas: Data analytics

- **Key data analytic projects:**
  - **NBT algorithm** (reported on in April convening; 7000+ students supported to join academic literacy modules or not – 6-month post prediction confirms accuracy of algorithm)
  - **BI strategy** (institution-wide consultations complete to map BI needs; infrastructure being built to respond to needs)
  - **Learner Case Management (LCM) system** (continual advising analysis)
  - **Automation of administrative data processes** (finding ways to work smarter with data at scale, while also aligning with data governance requirements – who also has a representative on the Siyaphumelela task team)
  - **The Chatbot** (elaborated on in the next slide)

6 Months after algorithm prediction



## Updates on key focus areas: Data analytics

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- The success of the **chatbot** has resulted in an expansion of offerings, including:
  - Success coaching (entry level academic advice)
  - Tutorial support
  - First year & Senior orientation
  - Registration
- Expansion of the Chatbot functions will allow more sophisticated data analysis (text mining; creating personas, e.g. who asks for what type of support at what stage in their educational journeys) to identify trends in student needs.

July 2021 to July 2022, the bot has serviced approximately 28,000 users, of which 59% used the bot more than once during this time

## Updates on key focus areas: Advising with technology

- **Academic Advising Professional Development (AAPD)** short learning programme hosted an online session between July 2021 and June 2022 with 31 participants from 12 institutions (UFS, UKZN, DUT, Wits, UCT, CPUT, CUT, NMU, NWU, SPU, UWC, WSU). The next sitting of the AAPD as a Siyaphumelela service is currently taking place this week.
- **Eletsa**, the South African Academic Advising Association hosted the first National Academic Advising Seminar in 2022. A total of 52 participants registered for the seminar, five local presentations from three universities we delivered with an International closing keynote delivered by a NACADA Emerging Scholar, Dr Margaret Mbindyo (<http://eletsa.org.za/eletsa-events/previous-events/>)
- The UFS further acted as editors and contributors to a **special edition of the Journal of Student Affairs in Africa** on academic advising (<https://upjournals.up.ac.za/index.php/jsaa/issue/view/161>)
- Central advisors have been using the **IDSC case management system** with the aim of moving all advising efforts over from the in-house system to the IDSC system

# Updates on key focus areas: Success infrastructure

## Pathways (Quantway and Statway)

- The course has been very successful
- Performance in Quantway and Statway has a statistically significant, positive impact on students' academic average
- Kresge awarded further funding

## UFS ANNUAL LEARNING AND TEACHING CONFERENCE

CELEBRATING EXCELLENCE IN LEARNING AND TEACHING  
2022

13 September 2022

### Student Engagement and National Pathways workshop

Presentation title:

Succeeding Together: An Evidence-based Approach to developing Quantitative and Statistical Skills

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through quality, impact, and care*



# Updates on key focus areas: Success infrastructure

## #Secure the Grad

- Orientation programme for senior students (developed based on needs expressed by senior students)

### Webinars: Overview

| Virtual Orientation  | Student Finance  | Time Management   |
|--|--|---|
| <ul style="list-style-type: none"> <li>• <b>Focus:</b> Launch, Advising in registration, appeals, and support</li> <li>• <b>2328</b> sign-ups</li> <li>• <b>994</b> total attendees -BBC</li> <li>• Challenge: Platform stability</li> </ul>   | <ul style="list-style-type: none"> <li>• <b>Focus:</b> Student finance, student debt, and provisional registration</li> <li>• No sign-up</li> <li>• <b>250</b> total attendees – MS Teams</li> <li>• Challenge: Platform stability and analytics</li> </ul>  | <ul style="list-style-type: none"> <li>• <b>Focus:</b> Credits vs Notional hours, Managing time, workload and success strategies.</li> <li>• No sign-ups</li> <li>• <b>273</b> total attendees - BBC and MS Teams</li> <li>• Challenges: Platform stability and technical issues</li> </ul>                     |
| Academic Support   | Study Skills   | Careers   |
| <ul style="list-style-type: none"> <li>• <b>Focus:</b> Multi-campus academic support: Tutoring, Write Site and CUADS</li> <li>• <b>296</b> sign-ups</li> <li>• <b>209</b> total attendees - Microsoft Teams Live</li> <li>• Challenges: Clashing with main tests and online assignments and students struggled to join via MS Teams Live.</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Focus:</b> Assessments, being left behind, online learning and study skills for success.</li> <li>• <b>662</b> sign-ups</li> <li>• <b>481</b> total attendees – BBC</li> <li>• <b>Introduced nudging, expanded marketing and incentives</b></li> <li>• Challenges: Platform stability</li> </ul> | <ul style="list-style-type: none"> <li>• <b>Focus:</b> Planning for your exit on time and career resources on campus.</li> <li>• <b>742</b> sign-ups</li> <li>• <b>563</b> total attendees – BBC</li> <li>• <b>Nudging on time, incentives, engagement</b></li> <li>• Challenges: Platform stability</li> </ul> |

# Updates on key focus areas: Success infrastructure

## SASSE 3.0

- 10 institutions administered in 2021 (9 in 2022 – currently busy)
- Over 14500 students in 2021
- Four new topical modules – Experiences with Writing; Learning with Technology; Academic Advising; Inclusivity and Decoloniality
- Regional workshops that included Siyaphumelela data coaches
- Simplified Tableau dashboard

View specific sections by clicking on any of the tabs

OR click on the arrows to navigate between all sections

## SASSE dashboard

### About this data



This data visualization tool enables institutions participating in the South African Survey of Student Engagement (SASSE) to view their institutional data in an interactive way. To ensure the privacy and security of SASSE data, all data are de-identified, and institutions will require a unique password, provided to them by the SASSE administrators at the University of the Free State (UFS), to view their own institutional data. The data shared on this platform is only for viewing purposes and all participating institutions are in possession of their own full datasets for additional analyses or further dissemination as per contractual agreement with the UFS.

## Participation in Siyaphumelela initiatives: Since April 2022

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| Workshop  | Date               | Hosted by | UFS attendees |
|---|--------------------|-----------|---------------|
| Autoscholar                                       | 31 August 2022     | UKZN      | 5             |
| Predictive analytics approach for student success | 1-2 September 2022 | WITS      | 4             |
| 2022 Siyaphumelela conference                     | 21-24 June 2022    | Saide     | 14            |

# Participation in Siyaphumelela initiatives: FYE workstream and Mental Health workstream

- Participation in **mental health workstream** discussions (last one in August 2022)
- **FYE presentations** at FYE conference, Siyaphumelela conference, and as part of workstream (student journey, October 2022)

## Student Journey

## Response to the student journey 2022

The Siyaphumelela FYE Workstream will be hosting its annual October lunchtime webinar(s) again in 2022! Do not miss out. You can click on the links in the flyer to join the webinar(s) of your choice. This year, we have been exploring the data we collect at various points in the student journey, and how we use FYE initiatives and programmes to respond to that data. Come join our interactive showcases, discussions and reflections from 6 national higher education institutions. You can view the schedule on the right.

### Schedule

Please register for the webinar(s) by following the applicable link(s) below:

| Date                       | Institution                     | Webinar Link:              |
|----------------------------|---------------------------------|----------------------------|
| 10 October - 13:00 – 14:30 | University of the Free State    | <a href="#">Click here</a> |
| 11 October – 13:00 – 14:30 | University of the Witwatersrand | <a href="#">Click here</a> |
| 12 October - 13:00 – 14:30 | University of the Western Cape  | <a href="#">Click here</a> |
| 13 October – 13:00 – 14:30 | University of KwaZulu-Natal     | <a href="#">Click here</a> |
| 14 October – 13:00 – 14:30 | University of Cape Town         | <a href="#">Click here</a> |
| 18 October – 13:00 – 14:30 | Durban University of Technology | <a href="#">Click here</a> |