

**Siyaphumelela Partner  
Convening Meeting**

**31 October 2023**



Unleash human potential for a fair and just society. University of Cape Town. iYunivesithi yaseKapa • University Vision 2030

# Building 4 strong pillars

**DATA**



**STRUCTURES**



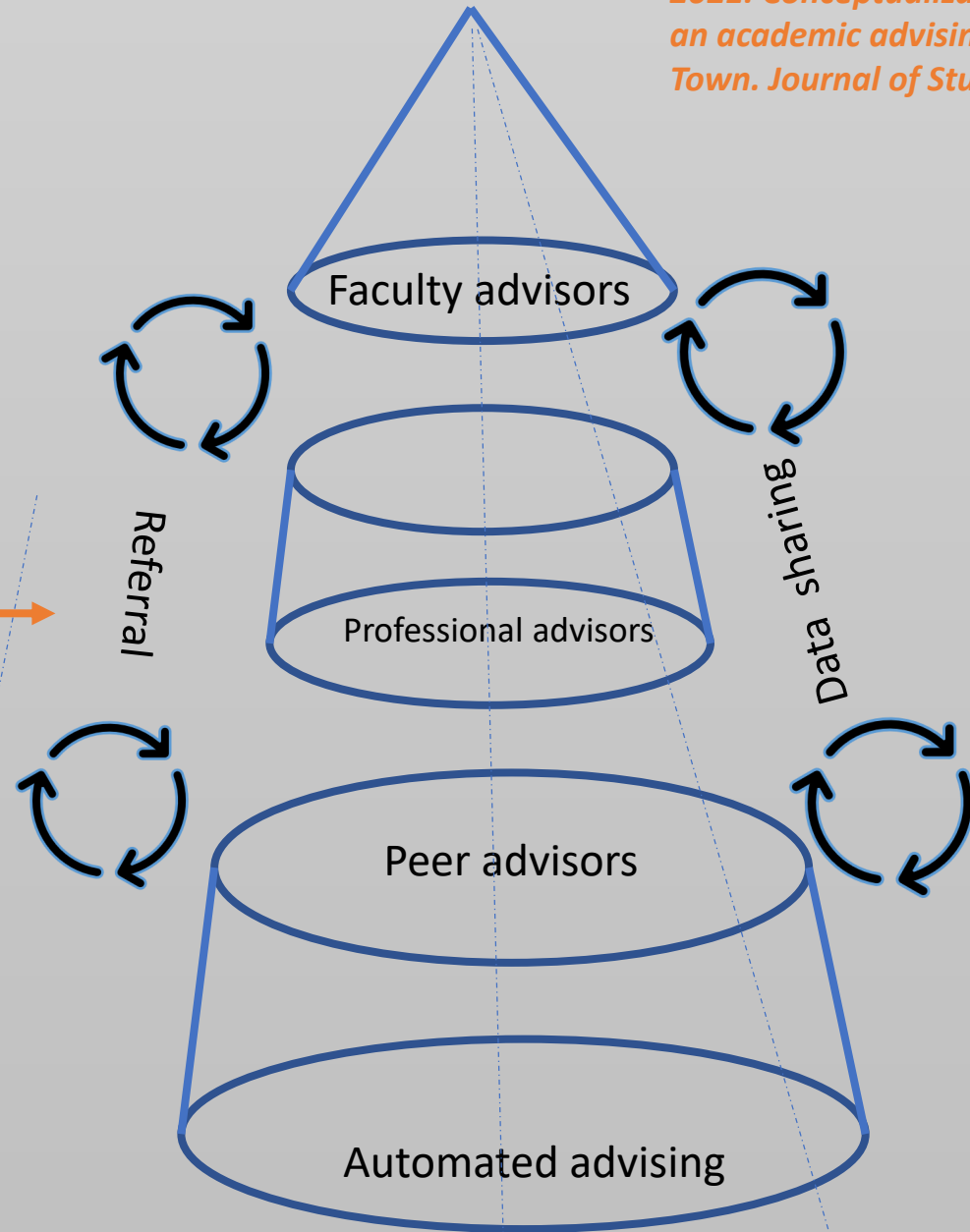
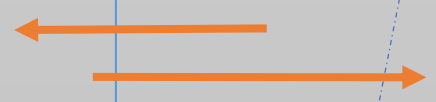
**ADVISING**



**ETHICS**

# Towards Integrated advising

**Components of student support:**  
DSA  
Fees  
Finance  
Housing  
Wellness...



*van Pletzen, E, Sithaldeen R, Fontaine-Rainen et al. 2021. Conceptualization and early implementation of an academic advising system at the University of Cape Town. Journal of Student Affairs in Africa.*

**Prescriptive**  
CHED supported

**Developmental**  
CHED managed

**Referral**  
CHED trained

**Informational**  
CHED developed

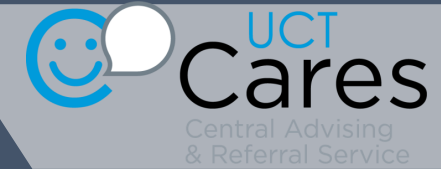
PROFESSIONAL AND CURRICULUM  
ADVISING

Commerce Case Study

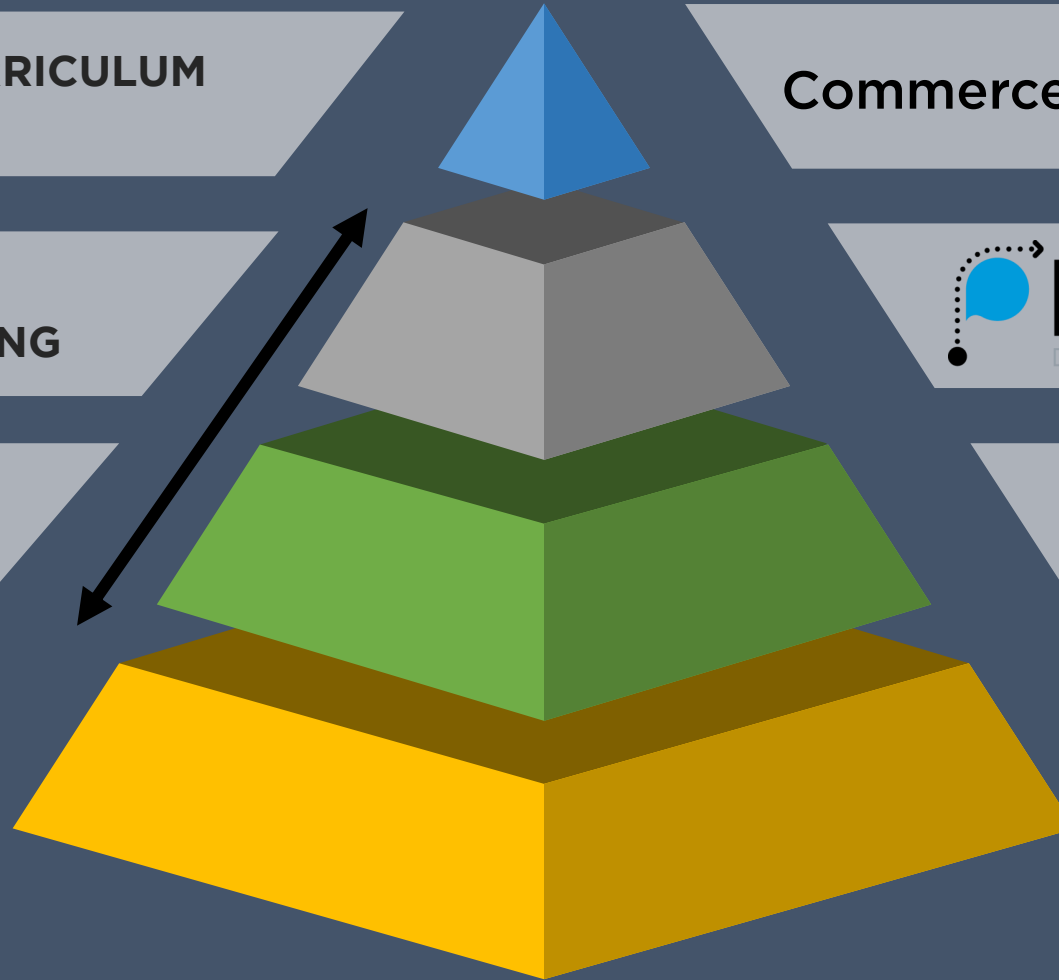
CURRICULATED  
DEVELOPMENTAL ADVISING



CENTRALIZED REFERRAL  
ADVISING



AUTOMATED  
INFORMATIONAL  
ADVISING



Building within that framework



## Integration

A collaboration of: CHED, ICTS

- Registration
- Registrar's office
- Admissions
- Fees office

## Opportunities

Significant opportunities to improve service provision, information sharing etc

Capitalise of AI for further automation

Can integrate with peoplesoft

## Outputs

Total no. of unique users  
~ 53 000

Return Rate  
25%

Total no. of messages exchanged  
~ 2 million

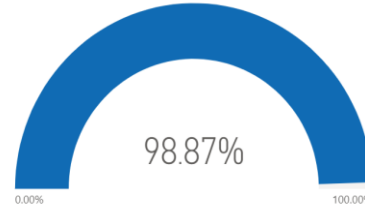
Human handoffs: 11 000

### Help Requests

9807  
Total Help Requests

9696  
Total Resolved

Resolved Percent



Top 5 Resolving Agents

Shadley Southgate	2857
Ayanda Sibisi	1697
Deepti Charitar	1555
Thobani Mqadi	1392
Wandile Mngadi	614

## Challenges and Lessons

Engaging the right stakeholders at the start = planning for scale

Committees can be slow but distributing the load of responsibility for continuity can be helpful

Needs to be taken as an institutional project with an executive champion and integration into infrastructure or it will disappear



### Integration

- A collaboration of: CHED 5 x Faculties
- Ad hoc stakeholders eg DVC office

### Opportunities

Move from providing information (handover to bot) to handling more complex queries

### Outputs

Over 6000 queries

### Lessons and challenges

Generalist advisors learn to handle complex queries

Model pre-adapted for use in high demand periods eg RAC support

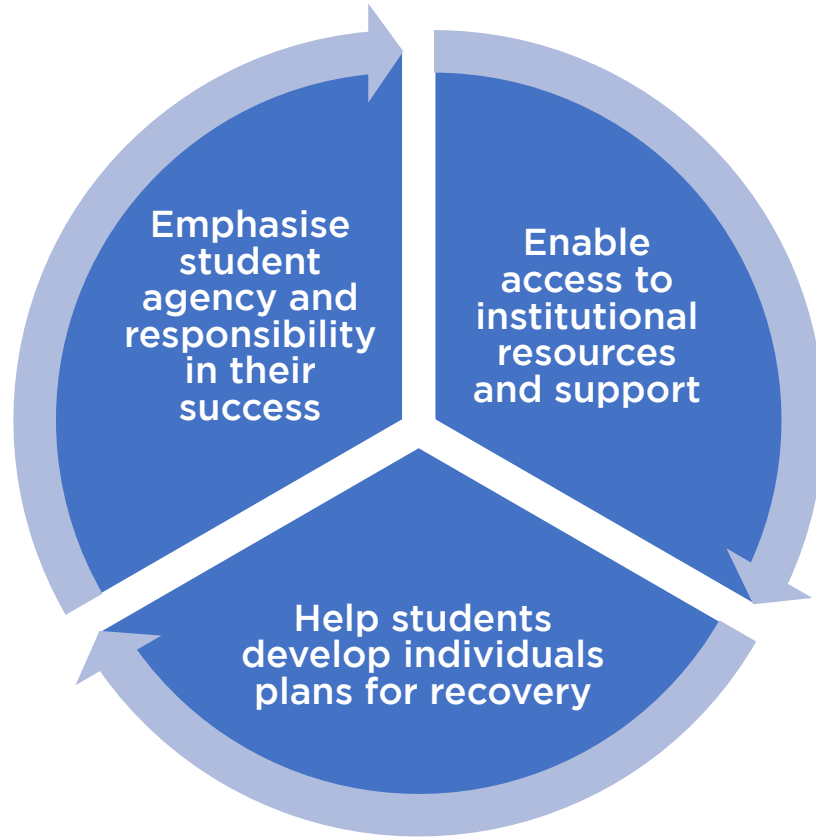
Model allows for leveraging peer advisors for query handling

Lack of a feedback and reporting mechanisms or ability to close the loop significantly impacts ability to evaluate impact



*Sithaldeen R, Charitar D, Dlulani S. Submitted. Using systems thinking to develop a one-stop student support hub: providing integration in disrupted space. In Review*

# Developmental advising



Students who dropped out in good academic standing

Improving Registration

Identifying problematic courses in Commerce

- Next steps:
  - Nudging campaign
  - Content development for students
  - Understanding student movement
  - M&E framework

## Integration

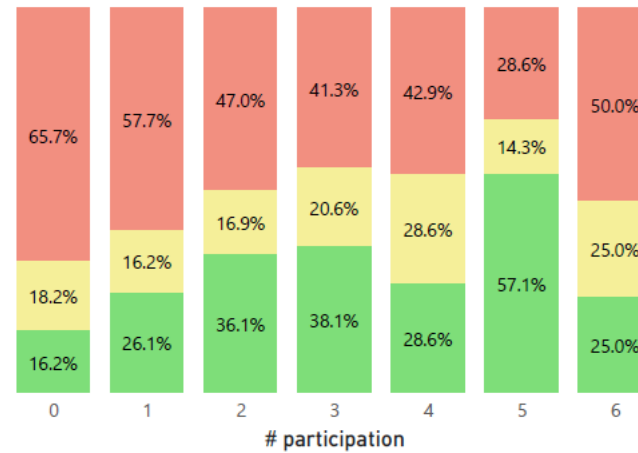
A collaboration of: CHED, 5 x Faculties, Residence Life

## Opportunities

The model is a good one and shows the potential for a curriculated, structured approach to developmental advising .

Training of peer advisors in pilot

2022 Status ● CONT & QUAL ● Other ● RENN



2022 Status	CONT & QUAL		Other		RENN		Total	
# participation	%	#	%	#	%	#	%	#
0	16.2%	16	18.2%	18	65.7%	65	100.0%	99
1	26.1%	29	16.2%	18	57.7%	64	100.0%	111
2	36.1%	30	16.9%	14	47.0%	39	100.0%	83
3	38.1%	24	20.6%	13	41.3%	26	100.0%	63
4	28.6%	6	28.6%	6	42.9%	9	100.0%	21
5	57.1%	4	14.3%	1	28.6%	2	100.0%	7
6	25.0%	1	25.0%	1	50.0%	2	100.0%	4
<b>Total</b>	<b>28.4%</b>	<b>110</b>	<b>18.3%</b>	<b>71</b>	<b>53.4%</b>	<b>207</b>	<b>100.0%</b>	<b>388</b>

## Lessons and challenges

?



# What are the impediments to scaling your student success interventions?

<b>Resource alignment/ territorialism</b>	<b>Executive championing/ Competition for attention/ Visibility</b>
<b>Structural impermanence / structural inflexibility</b>	<b>Overloaded capacity / limited bandwidth for innovation</b>

**BUDGET BUDGET BUDGET BUDGET BUDGET BUDGET BUDGET BUDGET**

# Building a virtual business intelligence competence centre

Institutional planning (IPD) experts – ensure data quality, reliability and alignment with institutional goals

ICTS experts - facilitate the availability of data from different institutional sources in usable formats

Statisticians and data analysts - provide data analysis, data modelling, and advanced analytic techniques that transform raw data into meaningful visualisations and insights

Faculty Reps and Academic advisors – bring insights from lecturers, subject matter experts and student experiences

Centre for Higher Education Development (CHED) managers - provide strategic oversight related to student success projects and facilitate visibility of data analytics in the institution

# Towards integrations in academic analytics

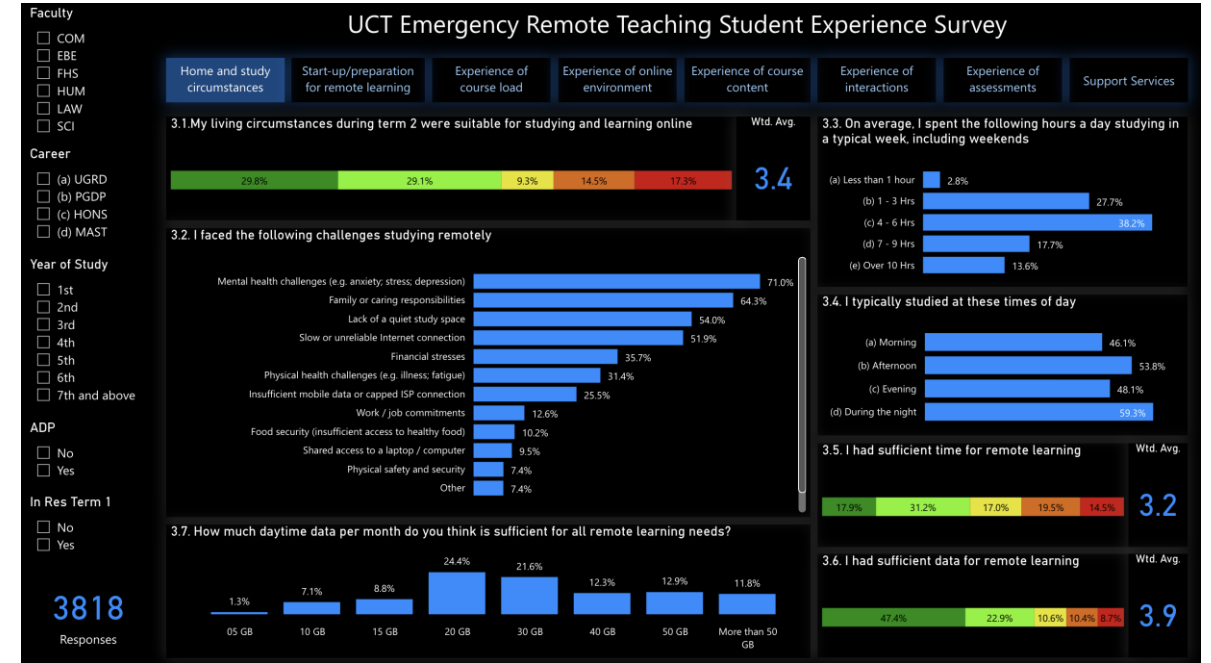
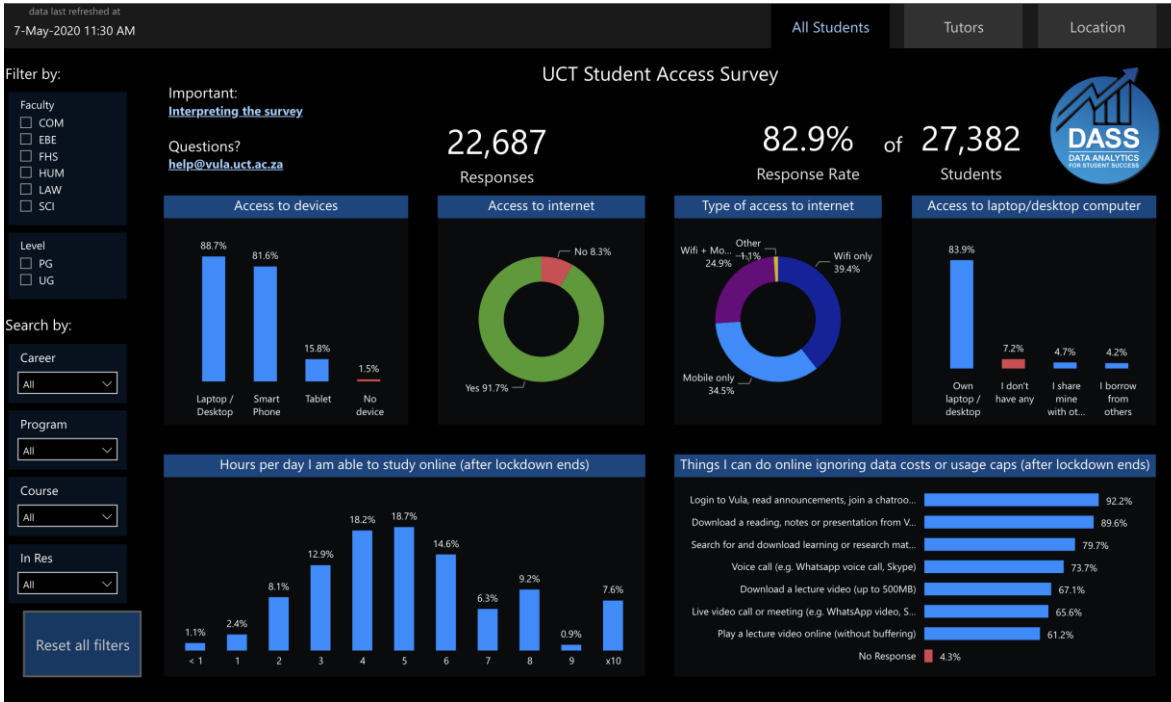


**DASS**  
Data Analytics for Student Success

Academic Advising  
Academic Development  
Health Sciences  
Educational Assessment  
Engineering  
Innovation in Learning and Teaching  
ICTS  
Institutional Planning

# 3 Learnings...

How to...



Improve institutional responsiveness with actionable data



# Supporting teaching and learning through data dashboards



## Know your course know your students dashboards

Meaningful data and visualizations about the cohort of students in courses in the department: before, during and after the course delivery, reflecting student prior attainment, student activity and assessment and how course performance compares to prior years, to improve student performance over time.



**harness capacity, skills, and diverse domain knowledges into a BI strategy without necessarily going through formal restructure or addition of large numbers of new staff.**

# How are you including student success in your UCDP 2024-2027?

Acknowledging that student success is influenced by complex interacting systems, in the last three years some of the student success work at UCT has been in data analytics for student success, academic advising for student success and instituting the structures that make this work both visible and viable, especially in light of resource uncertainty.

- Going forward we wish to develop further the Integrated Academic Analytics Program, which provides accessible and meaningful data to support evidence-based or data informed decision-making at all levels.
- This data infrastructure will also support data enabled, proactive advising through the development of tools such as student dashboards that allow us to intervene proactively when a student may need help to stay on track to graduation.
- An Integrated Student Success Group reporting to the Senate TnL which is a collaboration of stakeholders from academic and administrative domains across the institution, will provide the structural support needed to operationalise the work.



# High-level overview Jan-May 2024

*Sithaldeen R, Van Pletzen E. 2022. Applying systems principles to achieve greater integration of student support at a decentralised institution. Perspectives in Education 40 (4), 38-54*

- Student dashboards
- Early warning tools
- Student monitoring and tracking
- Case management systems
- Artificial intelligence



**MORE TARGETED COHORTS**