NWU Student Success

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Siyaphumelela
we succeed

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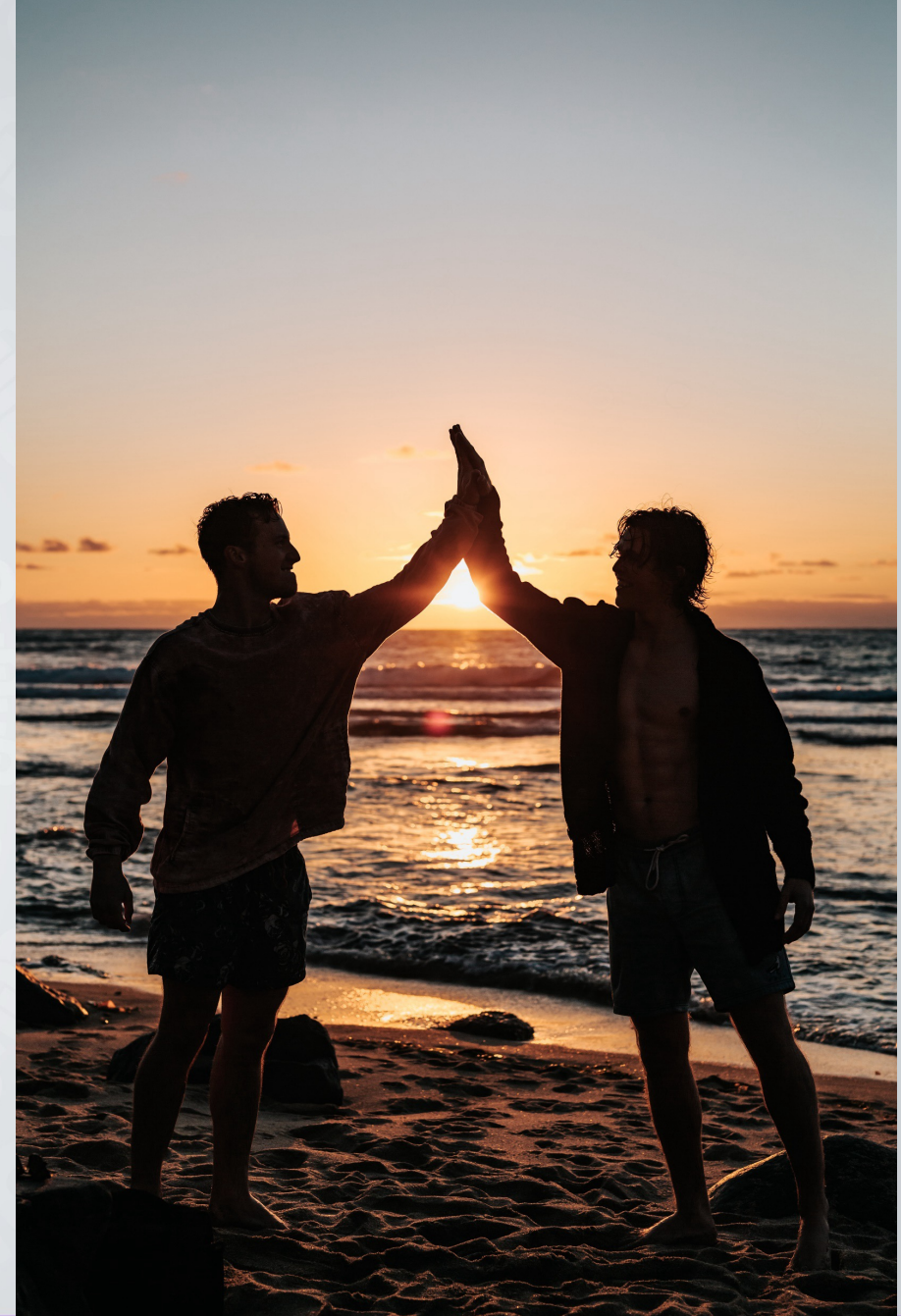
NWU Student Success

Student Success at the NWU is a collaborative effort across the institution that includes stakeholders from all the support department/ units as well as the eight faculties.
This presentation we will focus on:

A: Student success support to students provided through the Centre for Teaching and Learning (2022 data – 2023 data currently analysed)

B: Brief look at the NWU Student Centricity project

C: UCDG cycle 2021 – 2023: NWU Student success project

D: UCDG cycle 2024 – 2026: NWU Teaching and Learning data analytics project

E: Impediments to implementing/scaling NWU student success interventions

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Tutorial programme

- The tutorial programme at the NWU is a pedagogic device used by university
- teachers to further learning of course content in a small group setting.

- Number of modules 118
- Number of tutors 194
- Number of tutorials presented 1399
- Number of students who attended tutorials 6090

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Mathematics and Statistics Support Centres

Mathematics and Statistics Support Centres provide virtual tutoring, individual appointments, and small-group consultations to improve students' proficiency in a variety of mathematics and statistics modules across faculties and disciplines, in addition to their regular programmes of teaching.

Number of tutors - 30
Number of tutorial contacts - 1853
Number of individual students who attended tutorials - 499

Supplemental Instruction (SI)

- The SI programme targets the academic needs within at-risk modules in all faculties

- across the three delivery sites of the NWU as well as distance students. The programme

- focuses primarily on undergraduate students and addresses students' needs and is

- therefore primarily student focused. The objective of the programme is to improve

- student grades and throughput in the at-risk modules to address the attainment and

- retention of students.

- Number of modules with SI - 545

- Number of SI leaders - 825

- Number of SI sessions presented - 13945

- Number of students who attended SI sessions - 55546

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Academic Peer Mentoring Programme

Peer mentoring at the NWU advances undergraduate student academic success and contributes to undergraduate student retention. The programme focuses on first year students, specifically in terms of academic and social integration of students at the NWU. The objectives of the programme include directing students to relevant institutional services and resources to overcome academic and study-related, as well as personal, interpersonal, and physical challenges, role-modelling discipline specific academic skills and literacies, providing academic support and peer teaching in modules where Supplemental Instruction and tutoring are not available and connecting students to the larger NWU community.

Number of Academic Peer Mentors - 101
Number of mentor / mentee engagements - 6818

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Academic Advising and workshops

Academic Advising is an ongoing, intentional, and collaborative T&L practice that empowers, guides, develops and supports students to achieve their academic goals using a full range of student academic development and support and other institutional resources.
Number of individual students who attended advising sessions – 186

Student Academic Skills Workshops provide academic advising on a specific topic in a group setting. These workshops focus on soft or transferable academic skills, including time management, presentation and writing skills, note-making skills, and critical thinking skills. Soft academic skills also include more personal and interpersonal skills like creativity, self-motivation, adaptability, listening skills, communication, working effectively in groups, self-directedness, and many more. All members of faculty can request a workshop for their students on topics such as the above, including assessment preparation, study strategies, and memorising techniques.
Number of individual students who attended workshops - 416

First year student orientation

Orientation sessions by the Centre for Teaching and Learning are designed to engage first-time entering students through various sessions to foster an academic mindset from the start of their higher education journey and to promote the student academic development and support initiatives and programmes available to them. In 2022 orientation sessions took place virtually. Three sessions were streamed and hosted on the NWU YouTube channel:

Adapting to HE – 3600 views
Your Student Academic Development and Support partners – 1700 views
1st year Navigator – 3700 views

First Year Navigator

The 1st Year Navigator is a site developed by the Centre for Teaching and Learning, offers just-in-time academic development and support information, including essential academic pointers at key moments throughout the academic year. These initiatives aim to support first year students during their academic transition and adjustment, helping them navigate the higher education environment, develop effective academic skills and strategies, and promote campus integration. In collaboration with CTL, faculties are encouraged to strategically provide just-in-time information to first-time entering students (FTENs) within their respective faculties to be published on the 1st Year Navigator at crucial points during the academic year.

Number of voluntary visits to the 1st Year Navigator by FTENs – 109 652

T&L Technologies Help desk and call centre

Teaching and Learning Technologies support provided through a Help Desk (call centre) by six permanently appointed and five fixed term-appointed staff.

Total number of telephone calls received: 10 787

Total number of calls with effective assistance provided: 9 340

IT help system assistance provided: 10 192

Help desk and call centre client satisfaction rate: 83%

First Year Modules at Risk

In collaboration with faculty, first-year modules at risk are redesigned to gauge the success rate and academic performance of students. This project, identified modules followed by an in-depth analysis of the curriculum design of each selected module. The analysis is done using the Quality Matters rubric as well as the CLASSE survey. (Please see NWU presentation)

Outcomes:
- On Four modules propose a curriculum change to the Senate Committee for Academic Standards (SCAS), influencing the workload of students in the first year, considering the articulation gap and orientation of students in the first semester.
- Notable change in the structure and presentation of first semester modules w.r.t. learning material in the eFundi learning environment. This ensures better orientation and engagement of students with lecturers and learning material.
- Development of an Excel based tool on the quality standards rubric to plan and design modules that ensures constructive alignment and focused tasks and activities

Student Engagement: Student Teaching and Learning Experience Survey (STLES)

Strategic Intelligence developed a dashboard for CTL that summarises the quantitative data obtained from the STLES. The dashboard allows faculties to compare STLES data instantly across modules, campuses and faculties. CTL also developed a reporting dashboard for the NWU, which links to the faculty dashboards as a one-stop shop for DVC: T&L, CTL Management and Faculty Management.

CTL provides feedback to the students at the beginning of the year on the previous semester's results.

UCDG funding for student success and support

Student success at the NWU is funded through (indirect) activities in NWU stakeholder operational budgets and the following (direct) UCDG projects (2021 – 2023 UCDG funding cycle) that support student success

Supplemental Instruction (SI) – R7 052 233.95
Tutorial programme: R3 328 502.08
Post graduate Support: R 7 345 946.25
Maths and Stats support: R2 472 844.79
Academic Peer mentoring: R4 774 657.60
First Year student Excvursion: R4 002 468.38
Masters and PhD student assistants /research assistants/ demonstrators: R 7 857 611.94
Redesign first-year at-risk modules: R2 630 093.59
Siyaphumelela network participation: R2 704 079.99

B: NWU Student Centricity project

Project coordinated by the office of the Executive Director Student Life (Dr Sibusiso Chalufu).

With the NWU management strategic planning for 2023 a decision was taken to implement a "Reimagining Student Centricity at the NWU" project. The outcome of this project should be a NWU Student Centricity approach that provides a road map for student centricity with the following deliverable:

"A clearly differentiated student value proposition for post-graduate, contact and distance students"

NWU Student Centricity project

In pursuing the objective to become a student-centred university, the NWU is currently developing a framework on student centricity that underpins the teaching-learning and research offerings, support services and co-curricular programmes offered to student. This framework aims to identify:

1. A common and shared understanding of student centricity for the NWU;
2. The main pillars that support and enable a student centric approach; and
3. The enablers of student centricity, and how this could manifest within the university at both a curricular and co-curricular level (hence partnership between CTL and Student Life)

This is achieved through structured plans and sub-strategies to reconceptualize how the university engages with students in the academic, support and co-curricular environment.

C: UCDG cycle 2021 – 2023 NWU Student success project

The NWU participates in the national Siyaphumelela network through a the UCDG funded NWU Student Success Project

Goal:

Participate in and collaborate with the regional Siyaphumelela network and the Student Success Collaborative Forum (SSCF), to promote and build a student success culture with a focus on evidence-based decision-making processes and effective data Analytics, in support of the NWU institutional processes and structures responsible for student access, retention and success

C: UCDG cycle 2021 – 2023 NWU Student success project

Outcome 1:
Promote and establish student success culture at the NWU in collaboration with the Siyaphumelela network and Student Success Collaborative Forum (SSCF)

Outcome 2
Strengthen and integrate data analytics in institutional research, ICT, academic development, planning and related units

UCDG cycle 2021 – 2023 NWU Student success project Outcomes achieved

Promote and build a student success culture: NWU management decision to "Reimage Student Centricity at the NWU" with "a clearly differentiated student value proposition for post-graduate, contact and distance students"

Effective data analytics: UCDG cycle 2024 – 2026 NWU T L data analytics project

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C: UCDG cycle 2021 – 2023 NWU Student success project

2023 highlights:

- 2023 Annual virtual International Dream Conference: One NWU staff member attended
- 2023 Annual virtual Siyaphumelela network conference: 19 NWU staff and 3 NWU students attended - five staff presented
- 2023 Virtual Siyaphumelela network facilitated capacity development workshops/ webinars/ training Events: 106 NWU staff attended
- Regional Student Success Forum: 5 NWU staff attended to reflect on how to scale student success efforts and measure of impact
- Participation in the BUSSE and SASSE national surveys
- Student success indicators research

D: UCDG cycle 2024 – 2026 NWU T L data analytics project

The NWU participates in the national Siyaphumelela network through a the UCDG funded NWU Teaching and Learning data analytics project

Goal:

Develop the capacity of and support academic and professional staff at the NWU to engage with Teaching and Learning data and analytics.

Alignment with NWU Strategic Plan

Data (strategic and operational) accessible for scenario development, trend analysis, strategic decision-making and integrated planning and reporting, best-in-class analytics including intelligent systems capability, real-time reporting enabled, accurate and reliable information, integrated and single data set, qualitative analysis enabled.

# D: UCDG cycle 2024 – 2026 NWU T L data analytics project

Outcome 1
Establish a data analytics culture that focuses on teaching and learning data through collaboration at the NWU and networking with the national and international higher education sector.

Outcome 2
Capacity to engage with data and data analytics pertaining to the NWU teaching and learning environment, continuous professional development, student academic development and support as well as learning design and curriculum transformation

D: UCDG cycle 2024 – 2026 NWU T L data analytics project
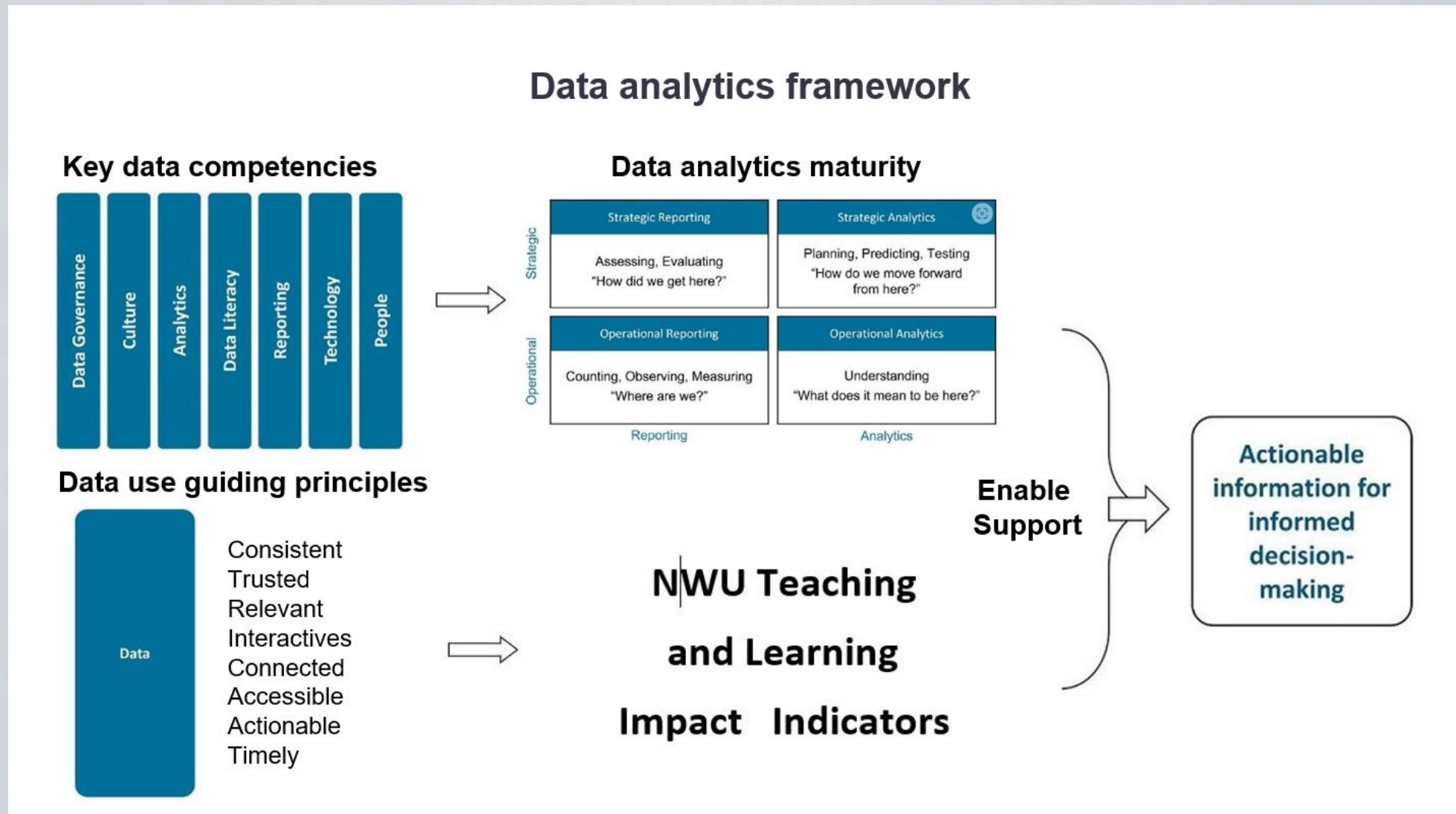
E: Impediments to implementing/scaling NWU student success interventions

Lack of institutional data analytics integration

Mitigation planning:

UCDG T L Data analytics project (capacity development and effective stakeholder participation)

Siyaphumelela network 3.0 partnership (NWU Data analytics Eagle initiative)

Lack of data analytics resources

Mitigation planning:

UCDG T L Data analytics project (Operational, project and research resource provisioning)

Siyaphumelela network 3.0 partnership (Data analyst capacity)

Integrated approach to student Access, Retention, Attrition and Success (ARAS)

Mitigation planning:

NWU Student Centricity project

Thank you! Kea leboga! Dankie!

NWU Siyaphumelela coach - Prof Ogude

The Siyaphumelela network (team and colleagues)

UCDG Project team – Tshepo Mahuma; Oliver Gore;
Robyn Bunt; Herman v d Westhuizen;
Jan–Paul Viljoen; Jean Viljoen; Santie Peens

Fellow NWU colleagues that engage with student
success

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