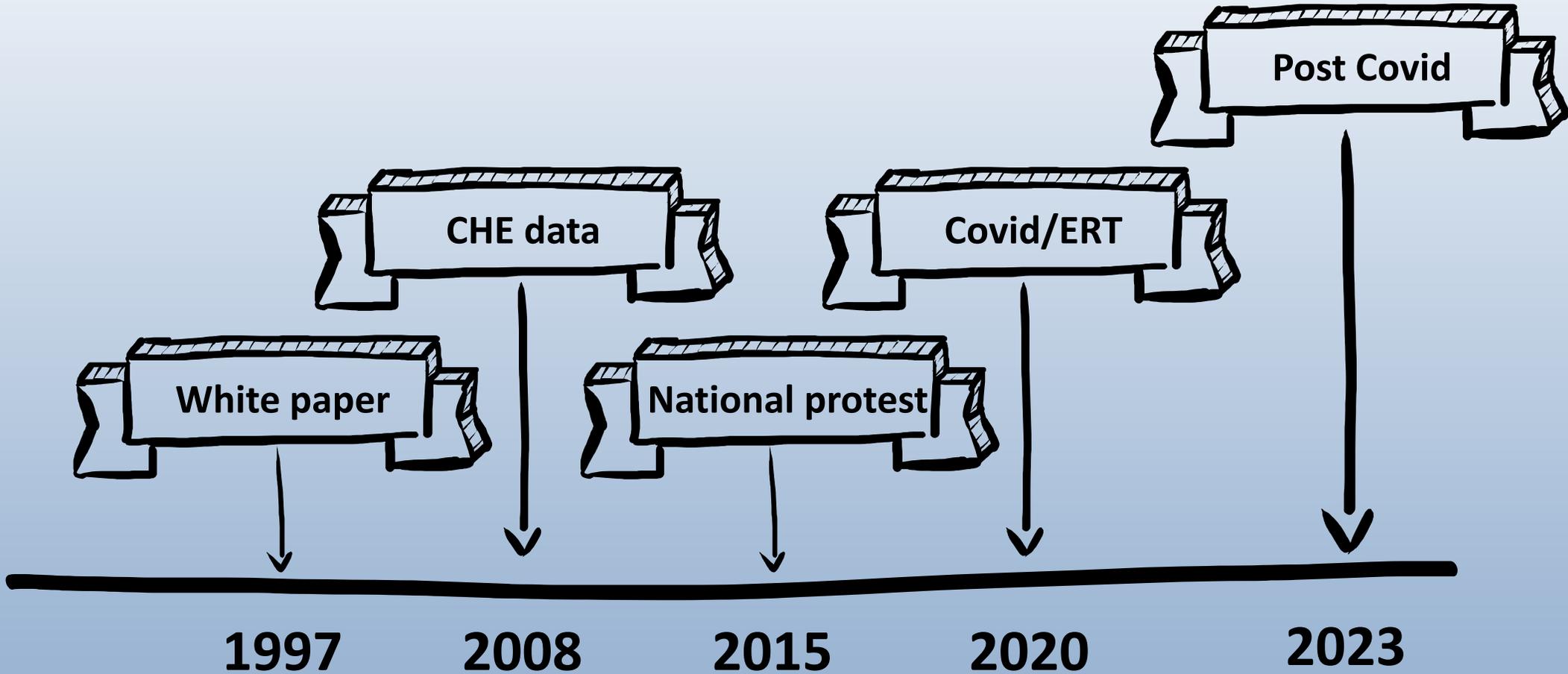




Data and the student voice

Riashna Sithaldeen

Student Success and SA Higher Education





Why learning analytics

Improve administrative decision-making and organizational resource allocation.

Identify at-risk learners and provide intervention to assist learners in achieving success.

Create a shared understanding of student and the institution's successes and challenges.

Innovate and transform academic models and pedagogical approaches.

Help leaders transition to holistic decision-making through analyses

Increase organizational productivity and effectiveness by providing up-to-date information and allowing rapid response to challenges.

Provide learners with insight into their own learning habits and can give recommendations for improvement.

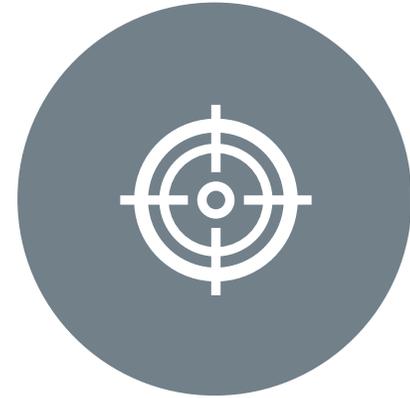
Data should be...



TIMELY



RELEVANT



ACCURATE

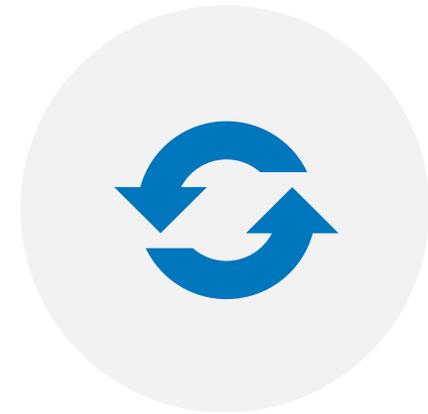
Action, Improvement, Change



IMMEDIATE ACTION



OPERATIONAL
IMPROVEMENT



SYSTEMIC CHANGE

Student voice : challenges and opportunities

Challenges of the simple narrative

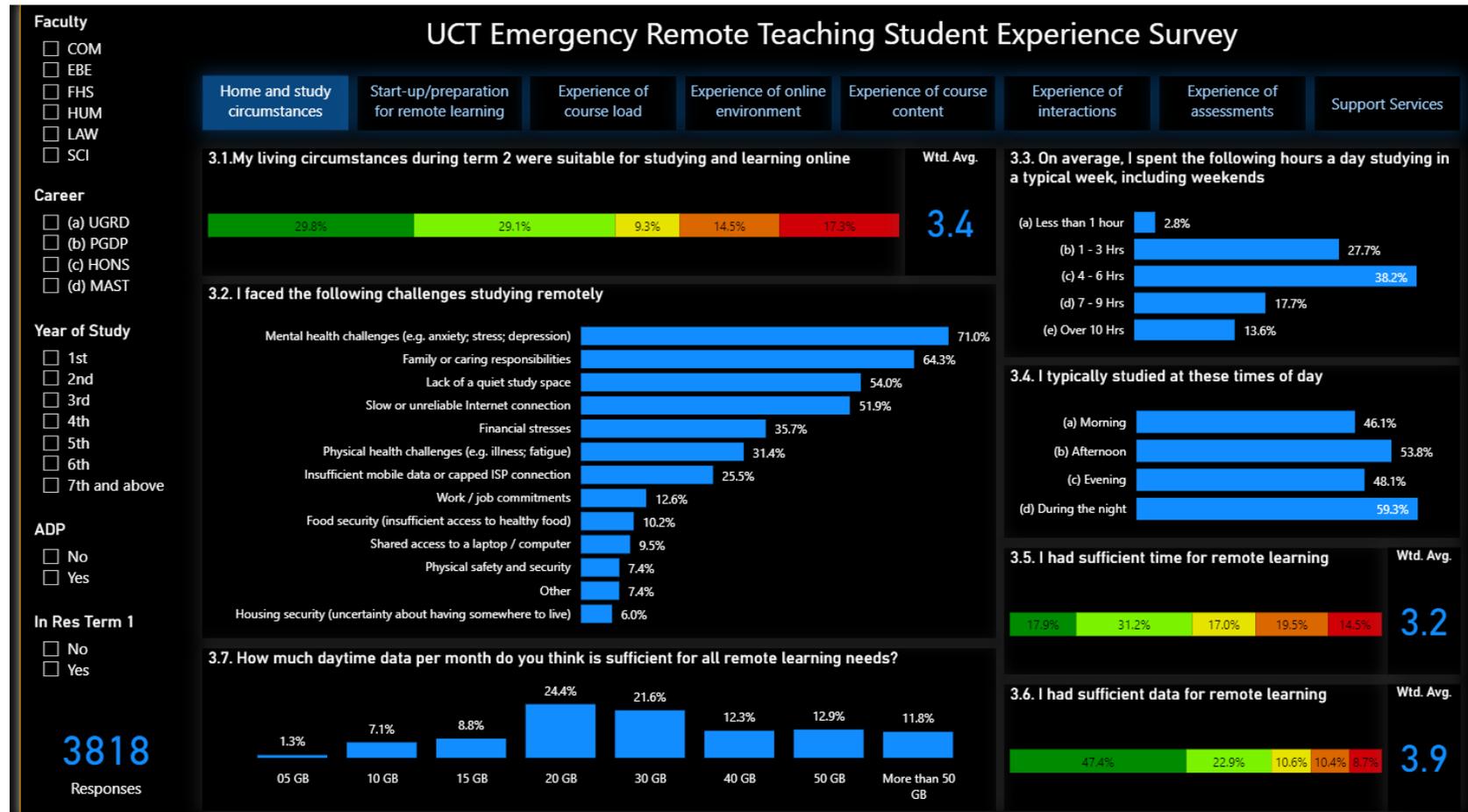
- Student participation
- Anecdotal evidence often dismissed
- Individual stories cannot be aggregated to identify trends

Opportunities in aggregated reporting

- Pick up trends and emergent issues
- Indicates the real scale of the issue
- Pick up systemic issues
- Can force an institutional response

Timely data requiring immediate response

ERT Student Experience: Dashboard and Results

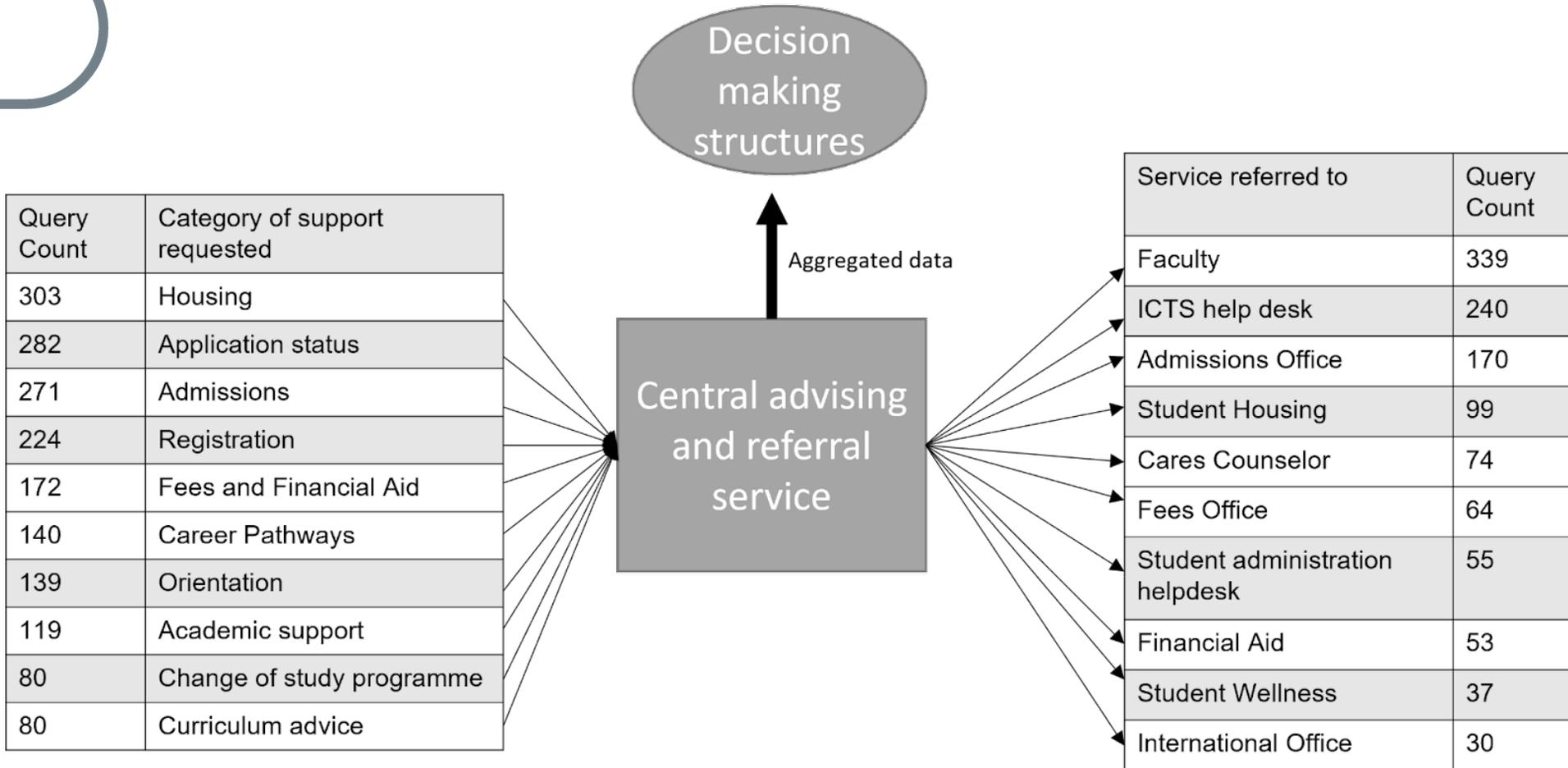
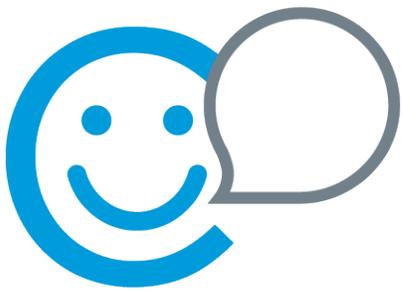


Institutional response



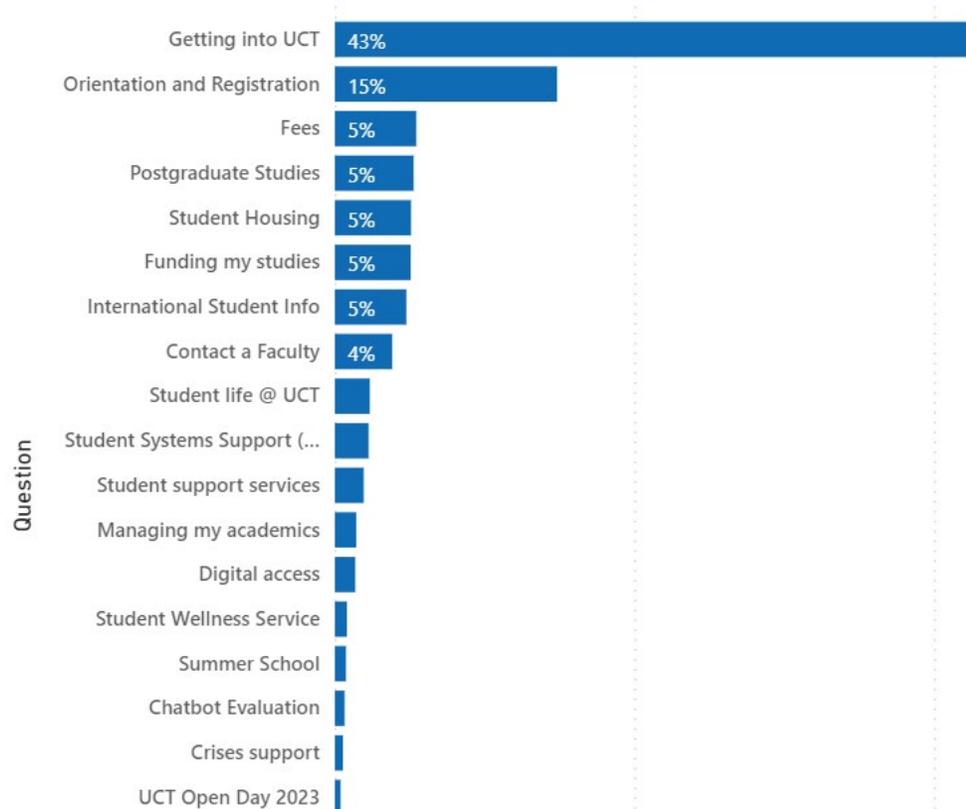
Student voice as
data for operational
improvement





Value of student queries funneled through a single point

Top Main Menu Options



Top 10 Questions

How do I apply to UCT?	4299
Hello	1445
When do applications for 2024 open?	1386
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UCT Online High School	

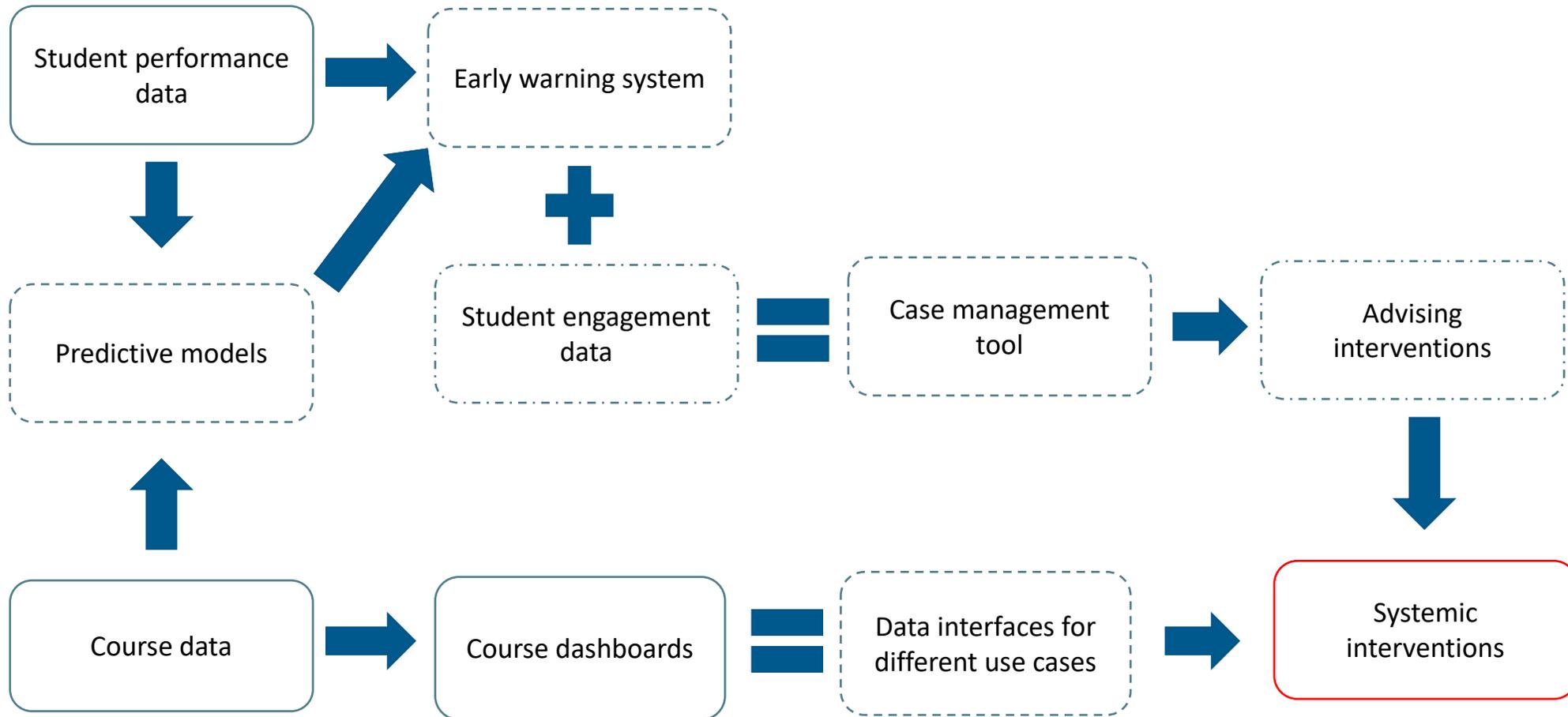
Aggregating large data sets





Data for systemic change

Planning a data system for action



Know your course, know your students

