

First 3 weeks @ UP

Identifying and supporting students at risk

Introduction

This document outlines a plan for lecturers at the University of Pretoria to engage with, identify, and support students at risk of academic failure or dropping out. The plan includes steps and activities to enhance student learning and engagement, monitor progress and performance, and identify at-risk students early on using good-quality data. It is grounded in the UP Teaching and Learning approach, which prioritises student preparation before each class and active engagement during class sessions. The plan also involves using clickUP and the Polling App as tools for assessment and engagement. The plan requires the lecturers to be proactive, flexible, and responsive to the student's needs and feedback. The plan also requires the students to be active and responsible for their own learning.

Steps and Activities

Day 0

Make a welcome video in clickUP

- In the video, introduce yourself and the module, explain the learning outcomes and assessment criteria, and highlight the importance and relevance of preparedness for each class and engagement during class sessions.
- Revise the study guide to outline the module's engagement strategy, clarify how assessment marks from the first 10 days will contribute to the semester grade, and detail the interventions available for students who fall behind. Additionally, address the expected (non-)use of GenAI in completing quizzes and emphasise the expectation that students engage in a productive struggle before class to inform and focus their learning.

Attend the Smart Classroom Engagement (Polling App) Workshop

Day 1

Who are my students?

Before class:

- Give a 10-minute simple clickUP diagnostic test for your module. The test should cover the prerequisite knowledge and skills the students need to succeed in the module. The test should also include five questions to

understand better where your students are coming from, such as their academic background, expectations, and challenges.

- Ask the students to download and install the Point Solution Polling App and register for the app.
- Send a clickUP announcement with clear instructions on what to do, and where to find the test and installation instructions in the clickUP module.

In class:

- Create an open and supportive environment by encouraging questions and actively listening to concerns. Establish clear expectations and reassure students that mistakes are part of learning to help them feel safe and confident to participate.
- Explain the UP Teaching and Learning approach and your expectations, including preparing before class and attending and engaging in class. Use the app by asking them to describe their experience of university studies in one word and display the results on the screen.

Before the class, assign a clickUP quiz to the students to prepare for the class. The quiz should cover the main concepts and topics that will be discussed in the class.

Day 2

Use the Polling App to monitor students' engagement in class.

Before class:

- Assign a clickUP quiz to the students to prepare for the class. The quiz should cover the main concepts and topics that will be discussed in the class. Include at least one question that encourages higher-order thinking to promote productive struggle. Additionally, incorporate a well-formulated question related to the material covered on Day 2 to reinforce recall and understanding of the concepts discussed in class.
 - Review the quiz results to identify areas that need attention during the class. The [question analysis report](#) provides a quick overview of student participation, average time spent on the quiz, and each question's difficulty level.

During class:

- Use the Polling App to establish the students' understanding and application of the concepts and topics. Encourage the students to discuss the questions with their peers and to justify their answers. Provide feedback and clarification as needed.
- Ensure that the question(s) designed to encourage productive

struggle before class are clearly addressed and thoroughly answered during class.

- Tell the students how to prepare for the next class by giving them another clickUP quiz to complete before the class. Include a well-crafted question related to the material covered on Day 2 to stimulate recall and reinforce the concepts discussed in class.

Other classes

Use the Polling App to monitor students' understanding and engagement in class.

This will also provide data about class attendance and participation.

- Continue to assign clickUP quizzes before each class to ensure that the students are prepared before class and to identify problematic content to focus on in class.
- Adjust the class content, pace and difficulty level according to the student's performance and feedback.

Last class after 3 weeks

Test (Summative assessment)

- Give a 10-minute class test (paper/ clickUP/Polling App) for students to complete to measure their understanding of the first ten days of work. The test should cover the key concepts and topics taught and assessed in the previous classes. The test should also include some higher-order thinking questions (on the same level as your exams).
- Provide feedback and marks for the test as soon as possible.

Identification of students at risk

Based on the data collected from the clickUP quizzes, the Polling App questions, and the class test, identify the students at risk of failing or dropping out of the module. Use the following criteria for identifying the students at risk:

Scores	Weight
Diagnostic test out of 10	10
Class attendance for the first 10 days	20
Preparedness & Engagement in class (Polling App & clickUP quizzes)	30
Day 10's Class Test	40

Create a weighted calculated grade column in clickUP, which is known as the "Progress Mark" in Blackboard Ultra. It is important to make sure that the grade column is used in the calculation of the final grade (marked TRUE).

This will enable the Academic Success Coaches (ASC) to identify, contact and support the at-risk student directly, without your intervention.

Support Students at Risk using the Alerts function in clickUP

Weighted Score (out of 100)	Actions
66-100	<ul style="list-style-type: none"> • No action required
50 - 65	<ul style="list-style-type: none"> • Send personalised communication in clickUP to flagged students, offering support options. • Notify your Faculty's Academic Success Coaches (FSA-ASC) • Refer students to a tutor, if available in your module
35-49	<ul style="list-style-type: none"> • All the above (50-65%) • Arrange a group meeting with these students to discuss their challenges. • Encouraging them to seek help from the student advisors ASCs), peers, and tutors. • Track student attendance in the first week of lectures and tutorials. • Monitor their progress and follow up with them regularly
0-29	<ul style="list-style-type: none"> • All the above (35-65%) • Arrange individual meetings with the students to discuss their challenges and to offer them support and guidance.



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