

# Overview of all the recommendations in the STLSC approved document “Implementing the conceptual framework for student support at Unisa”

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The following table is a compilation from the STLSC approved document and refer to the number in the original document.

RECOMMENDATION	WHO IS RESPONSIBLE	DELIVERY DATE
<p><b>Recommendation 6 (a): General student support</b></p> <p>With so many stakeholders providing a wide range of cognitive, affective and administrative student support to a diversity of students at different times of their learning journeys, the possibility of duplication, overlaps, confusion, contestation, etc is huge. In order to prevent this from happening it is crucial to get an overview of what is offered by whom, when, the rationale for the offering and evidence regarding the students the intervention or strategy has reached, impact, feedback and future plans. It is therefore recommended that a template/questionnaire be designed and sent to all stakeholders at Unisa to provide input in current student support offerings (cognitive, affective and administrative). The DSPQA to be involved in this initiative.</p>	<p>The ODL coordinator to launch this initiative before March 2011</p>	<p>Report back to the STLSC of <b>June 2011</b>.</p>
<p><b>Recommendation 6 (b): General student support</b></p> <p>Based on the compiled report (as outcome of Recommendation 6(a)), overlaps and gaps are identified by a smaller task team convened by the ODL coordinator. The team to include representatives of all relevant key stakeholders.</p>	<p>The ODL coordinator to convene the team after June 2011</p>	<p>Report back to the STLSC by <b>October 2011</b>.</p>

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<p><b>Recommendation 6.1: Face-to-face tutorials, groups discussions, tutors, tutor-markers</b></p> <p>A smaller task team is convened by the ODL Coordinator to urgently address the issues regarding the appointment of academic tutors and tutor-markers and their linking to Unisa systems, e-mail and Unisa networks.</p>	<p>The ODL coordinator to launch this initiative as soon as possible.</p>	<p>Report back to the STLSC of <b>June 2011</b>.</p>
<p><b>Recommendation 6.2: Face-to-face tutorials, groups discussions, tutors, tutor-markers</b></p> <p>A task team is convened by the ODL Coordinator involving all key stakeholders who impact on the success, effectiveness and quality of F2F tutorials, group discussions and practicals to</p> <ul style="list-style-type: none"> <li>• Investigate factors that frustrate the effectiveness and quality of F2F tuition, group discussions and practicals and</li> <li>• Table specific recommendations for implementation in 2012.</li> </ul>	<p>The ODL coordinator to launch this initiative as soon as possible.</p>	<p>Report back to the STLSC of <b>June 2011</b>.</p>
<p><b>Recommendation 6.2.1: Video and Satellite Broadcasting</b></p> <p>The implementation of the recommendations will be monitored by ICT and a report on the success of the implementation and possible changes.</p>	<p>The ODL coordinator to chair the smaller team comprising of representatives from ICT, DCLD, and Photography, Sound and Video.</p>	<p>Report back to the STLSC of <b>June 2011</b> and where applicable, table recommendations for improvement.</p>
<p><b>Recommendation 6.3.1: Unisa Call Centre (UCC)</b></p> <p>There are currently a number of initiatives underway to increase the effectiveness and quality of services offered by the UCC.</p>	<p>The Deputy Registrar</p>	<p>Report back to the STLSC of <b>June 2011</b> and table recommendations for improvement.</p>
<p><b>Recommendation 6.4.1: ODL capacity development</b></p> <p>The ODL Coordinator has been tasked by the Senate meeting of 2 June to finalise an ODL training programme In ODL for all Unisa. The ODL Coordinator, in collaboration with HR, to submit a draft framework for the implementation of ODL training for all Unisa employees.</p>	<p>The ODL Coordinator in collaboration with IODL, HR and the DCLD.</p>	<p>Report back to the STLSC of <b>March 2011</b> for roll-out in the second semester of 2011.</p>

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<p><b>Recommendation 6.5.1: VLE capacity development</b> The curriculum of the VLE capacity development as well as the schedule should be tabled by the DCLD.</p>	The Director: DCLD	Report back to the STLSC meeting of <b>March 2011</b> for roll-out in the second semester of 2011.
<p><b>Recommendation 6.6.1: Formative and summative assessment</b> The DSAA is tasked to compile an audit on the feedback provided to students on assignments. The Deputy Registrar and DSAA to submit a report to the STLSC of August 2011.</p>	Deputy Registrar	Progress report at the STLSC of <b>June 2011</b> and recommendations at to be tabled at the STLSC of August 2011.
<p><b>Recommendation 6.6.2: Formative and summative assessment</b> Colleges to implement specific actions to increase the feedback students receive on their formative assessments in response to the audit done by the Deputy Registrar and DSAA. Colleges to consult where possible with the DCLD, DCCAD and other role players and to report back to the STLSC of October 2011 on strategies to increase the quality of feedback on formative assessments in schools.</p>	Executive Deans	Report back to the STLSC of <b>October 2011</b> .
<p><b>Recommendation 6.6.3: Formative and summative assessment</b> Colleges to ensure that generic formative feedback <u>after examinations</u> is provided on myUnisa a week after the results are made public. The feedback can be in the form of a podcast or a blog on myUnisa in which specific feedback regarding general mistakes students made during the examination is provided.</p>	Executive Deans	Report back to the STLSC of <b>June 2011</b> .
<p><b>Recommendation 6.6.4: Formative and summative assessment</b> The Deputy Registrar, DSAA, the ODL Convenor, representatives from ICT and academic departments convene a small task team under the auspices of DSAA to investigate the possibilities and implications of providing students who have failed modules with personal or more directive feedback immediately after the results are made known.</p>	Deputy Registrar and DSAA	Report back to the STLSC of <b>June 2011</b> .

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<p><b>Recommendation 6.6.5: Formative and summative assessment</b>  Official University postponement and/or cancellation of due dates for assignments on the academic calendar disturbs the tuition process in academic departments to such an extent that quality is sacrificed and academic success put at risk. The Deputy Registrar and DSAA is tasked to do an audit on the origins/reasons for these actions and to then establish possible strategies to avoid it and report back to the STLSC of June 2011.</p>	Deputy Registrar and DSAA	Report back to the STLSC of <b>June 2011</b> .
<p><b>Recommendation 6.7.1: The regions</b>  The ODL Coordinator is tasked by establishing a team of representatives from the regions and other stakeholders (such as Organisation Development) to explore ways in which ODL impacts on the regional functions, interrelationships and interdependencies and structures. The Executive Director: Student Support and the ODL Coordinator to table a report to the STLSC of June 2011.</p>	The Executive Director: Student Support and the ODL Coordinator	Report back to the STLSC of <b>June 2011</b> .
<p><b>Recommendation 6.8.1: Integrated and coordinated functions, systems and procedures</b>  The ODL Coordinator to convene a task team (specifically including the regions) by the end of September 2010 to start exploring the integration of different systems and procedures. The task team should identify appropriate information, processes and procedures for appropriate systems to capture which can be used for targeting specific students for interventions and to measure the effect of interventions. A report with clear recommendations to be tabled at the STLSC meeting of June 2011.</p>	ODL Coordinator	Report back to the STLSC of <b>June 2011</b> .
<p><b>Recommendation 6.9.1: ODL Research</b>  The IODL convenes a meeting of all role-players in ODL research at Unisa to clarify the distinct foci and functions of ODL research and to determine specific ODL research foci for 2011-2012.</p>	UNESCO Chair: ODL, IODL	Report back to the STLSC of <b>June 2011</b> .

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<p><b>Recommendation 6.10.1: DCCAD</b>            The DCCAD audits its own services and provide the STLSC of June 2011 with specific strategies and interventions to increase the effectiveness and quality of student support services by the DCCAD. The recommendations should be formulated through a consultative process involving all relevant stakeholders <i>before</i> submission.</p>	Director: DCCAD	Report back to the STLSC of <b>June 2011</b> .
<p><b>Recommendation 6.11.1: Library</b>            The Library undertakes a self review on its own services and resources, benchmark the services against other ODL library services and provides the STLSC of June 2011 with specific strategies and interventions to increase the effectiveness and quality of services and resources rendered by the Library. The recommendations should be formulated through a consultative process involving all relevant stakeholders before submission and aligned with international standards for Open Distance Library Services.</p>	Executive Director: Library	Report back to the STLSC of <b>June 2011</b> .
<p><b>Recommendation 6.12.1: CCM</b>            CCM audits its own services and provides the STLSC of June 2011 with specific strategies and interventions to increase the effectiveness and quality of communication to students from pre-registration, during the academic year and after graduation. Such audit should include the role of and services rendered by Communication and Marketing Officers in the Regions as well as College Marketers.</p>	Executive Director: CCM	Report back to the STLSC of <b>June 2011</b> .
<p><b>Recommendation 6.13.1: ICT</b>            All working groups and task teams to include representatives from ICT to advise and to be informed of requirements, etc.</p>	ODL Coordinator and Executive Director: ICT	Ongoing
<p><b>Recommendation 6.13.2: ICT</b>            ICT audits its own services and provides the STLSC of June 2011 with specific strategies and interventions to increase the effectiveness and quality of communication to students from pre-registration, during the academic year and after graduation.</p>	Executive Director: ICT	Report back to the STLSC of <b>June 2011</b> .

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<p><b>Recommendation 6.13.2: ICT</b>            ICT to convene a smaller task team to investigate increasing the scope and possibilities of the technical support to staff <i>and</i> students to propose to the STLSC of June 2011 definite recommendations to ensure that staff and students will receive the technical support they need. The smaller task team to consist of all relevant stakeholders such as UCC, academic departments, relevant regional representatives, etc.</p>	Executive Director: ICT	Report back to the STLSC of <b>June 2011.</b>
<p><b>Recommendation 6.14.1: MyUnisa</b>            ICT, and specifically the <i>myUnisa</i> team audits its own services, procedures and processes in order to increase its effectiveness and quality of the services it renders to staff and students. ICT to submit a report to the STLSC of June 2011.</p>	Executive Director: ICT	Report back to the STLSC of <b>June 2011.</b>
<p><b>Recommendation 6.14.2: MyUnisa</b>            ICT, and specifically the <i>myUnisa</i> team takes note of all the recommendations of the ODL Task teams and explore ways to integrate the various applicable recommendations to increase the effectiveness and quality of teaching and learning on <i>myUnisa</i>.</p>	Executive Director: ICT	Report back to the STLSC of <b>June 2011.</b>
<p><b>Recommendation 6.14.3: MyUnisa</b>            ICT, and specifically the <i>myUnisa</i> team establishes clear policies, guidelines, systems, processes and procedures to ensure access to <i>myUnisa</i> and appropriate Unisa networks to all outside providers such as tutors, E-Tutors, E-Mentors, markers, tutor-markers, etc.</p>	Executive Director: ICT	Report back to the STLSC of <b>June 2011.</b>
<p><b>Recommendation 6.15.1: DISA</b>            DISA to table a framework and specific recommendations to implement coordinated strategies to harvest and act on intelligent data for increasing student retention and success.</p>	Executive Director: DISA	Report back to the STLSC of <b>June 2011.</b>

<b>RECOMMENDATION</b>	<b>WHO IS RESPONSIBLE</b>	<b>DELIVERY DATE</b>
<p><b>Recommendation 6.16.1: Student Affairs</b>  The Office of the Dean of students audits its own services and provides the STLSC of June 2011 with a specific framework that will include strategies and suggested interventions of its own portfolio that will increase the effectiveness of its scope of services provided to students, taking the diverse needs of Unisa’s students into account.</p>	Dean of Students	Report back to the STLSC of <b>June 2011.</b>
<p><b>Recommendation 6.17.1: DSAA/DSAR</b>  The Department of Student Assessment and Administration (DSAA) and the Department of Student Admission and Registration (DSAR) audits its own services and provides the STLSC of June 2011 with a specific framework that will include strategies and suggested interventions of its own portfolio that will increase the effectiveness of its scope of services provided to students, taking the diverse needs of Unisa’s students into account.</p>	Deputy Registrar	Report back to the STLSC of <b>June 2011.</b>
<p><b>Recommendation 6.18.1: Supervision and mentoring of postgraduate students</b>  The Unisa School of Graduate Studies audits its own services and provides the STLSC of June 2011 with a specific framework that will include strategies and suggested interventions of its own portfolio that will increase the effectiveness of its scope of services provided to students, taking the diverse needs of Unisa’s students into account.</p>	Executive Director: Unisa School of Graduateness	Report back to the STLSC of <b>June 2011.</b>
<p><b>Recommendation 6.19.1: Integrating teaching, learning and student support</b>  The Academic Planner to advise regarding the appropriate format and content of the document which will encompass not only the curriculum and assessment plans, but also include the modes of delivery, the different student support initiatives, and affective and administrative support students will need in the module.</p>	Executive Director: Academic Planner	Report back to the STLSC of <b>June 2011.</b>
<p><b>Recommendation 6.19.2: Integrating teaching, learning and student support</b>  DSAR to keep a repository of these documents and ensure an annual updating of these forms (not the approved curriculum part), but the assessment plans and detailed plans of the cognitive, affective and administrative support envisaged for the following academic year.</p>	Deputy Registrar	Report back to the STLSC of <b>June 2011.</b>

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<p><b>Recommendation 6.19.3: Integrating teaching, learning and student support</b> Colleges to audit the student support in their current modules (cognitive, affective and administrative) involving a range of appropriate stakeholders such as TSDL, ICT, DCLD, DSAA, DSAR, DCCAD and the Library where necessary.</p>	Executive Deans	Report back to the STLSC of <b>June 2011</b> .
<p><b>Recommendation 7.5.1: E-Tutors/E-Mentors</b> The <i>principle</i> of offering E-Tutor and E-Mentor support to targeted students is accepted.</p>	STLSC	Submitted to the Senate of <b>27 October</b> for noting.
<p><b>Recommendation 7.5.2: E-Tutors/E-Mentors</b> The ODL Coordinator convenes a smaller task team before the end of October 2010 to finalise the proposal for E-Tutors/E-Mentors in order to ensure that all applicable systems, procedures, policies and processes are in place for implementation in the second semester of 2011. This task team needs to establish, inter alia, what type of access these tutors will need, when, for how long, code of ethics, appointment procedures/processes/policies, etc. This task team also has to develop guidelines, procedures if students want to opt out of the pilot and/or change E-Tutors/E-Mentors.</p>	ODL Coordinator	Before the end of 2010 with regular feedback to the STLSC.
<p><b>Recommendation 7.5.3: E-tutors/E-Mentors</b> The offering of E-Tutoring and E-Mentoring is piloted in 3-5 modules during the second semester of 2011.</p>	STLSC	Submitted to the Senate of <b>27 October</b> for noting.
<p><b>Recommendation 7.5.4: E-tutors/E-Mentors</b> The STLSC is continuously updated on the progress of the project by the ODL Coordinator and a preliminary report on the success of the first pilot is submitted at the STLSC meeting in September 2011.</p>	ODL Coordinator	Regular feedback to the STLSC with a preliminary report to the STLSC of <b>September 2011</b> .



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<p><b>Recommendation 7.5.5: E-tutors/E-Mentors</b>  Depending on the integration of systems and procedures and the success of the first pilot of E-Tutoring/E-Mentoring, all departments will be encouraged to explore the benefits of implementing E-Tutors/E-Mentors in specific modules to specific targeted students by July 2012, and as a standard option to all students in 2013.</p>	ODL Coordinator	Regular feedback to the STLSC with a preliminary report to the STLSC of <b>February 2012</b> for implementation in <b>2013</b> .
<p><b>Recommendation 8.1: ICMA</b>  The DCCAD is tasked to develop an iCMA to allow students to determine their readiness to enroll in higher education and ODL in particular. The DCCAD can co-opt and collaborate with a range of stakeholders such as CCM (myChoice), ICT, DISA and the DCLD. The DCCAD to report back at the STLSC meeting of June 2011.</p>	Director: DCCAD	STLSC of <b>June 2011</b> .
<p><b>Recommendation 8.2: ICMA</b>  Colleges investigate the possibilities to develop in collaboration with appropriate stakeholders iCMAs for specific purposes prior to registration, or if appropriate, post registration.</p>	Executive Deans	STLSC of <b>June 2011</b> .
<p><b>Recommendation 8.3: ICMA</b>  DISA explores the possibility to link these iCMAs to the Student Tracking System and ensure institutional responses where appropriate and necessary.</p>	Executive Director: DISA	STLSC of <b>June 2011</b> .
<p><b>Recommendation 9.1: SMS</b>  A distinction is made between general administrative SMSs and teaching and motivational related SMSs. Unisa, as institution is responsible to send general SMS to all students</p> <ul style="list-style-type: none"> <li>i. Confirming registration and availability of study material on myUnisa and posting tracking numbers. For example: Welcome @ Unisa. Ur material has been posted to you, tracking number: 5736251.All ur study materials are available online on myUnisa, <a href="http://www.unisa.ac.za">http://www.unisa.ac.za</a> (156 characters with spaces)</li> <li>ii. Reminders of assignment dates</li> <li>iii. Reminder of availability of examination timetable</li> </ul> <p>Individual lecturers <u>may</u> send out SMSs to provide specific guidance regarding workload, or motivational texts.</p>	Deputy Registrar, Executive Director: ICT, Executive Deans	STLSC of <b>June 2011</b> .

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<b>Recommendation 9.2: SMS</b> ICT is tasked to provide an estimation of costs if all students receive 5 SMSs per semester (confirmation of registration, reminders of two assignments and reminder of the availability of the examination timetable) to the STLSC of October 2010.	Executive Director: ICT	STLSC of <b>June 2011.</b>
<b>Recommendation 9.3: SMS</b> Students must have the option to opt out of receiving SMSs. ICT to develop procedures on how students' choice could be recorded and implemented.	Executive Director: ICT	STLSC of <b>June 2011.</b>
<b>Recommendation 9.4: SMS</b> Unisa explores and implements a system where students can send specific requests/feedback to the institution using SMSs.	Executive Director: ICT	STLSC of <b>June 2011.</b>

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