

Implementing an Academic Advocacy Program to Improve Student Success

Lucas Noboa, Ed.D.
Senior Director of Academic Advocacy
University of Central Florida



UCF

Why did you attend this session?



I'm considering
creating an
Academic
Advocacy program
or initiative.



I'm in the process
of developing an
Academic
Advocacy program
or initiative.



I want to learn
more about
Academic
Advocacy.



What size is your institution?



Small
<5,000 students



Medium
5,000-15,000
students



Large
>15,000 students

Session Objectives



Objective 1

- Understand the model at UCF and benefits.



Objective 2

- Discuss data insights and predictive analytics.



Objective 3

- Consider developing action steps.

The University of Central Florida

At a Glance

- A prominent public research university located in Orlando, Florida.
- More than 220 degree programs in 13 colleges.
- 59,547 (2023-24) undergraduate enrollment
- 50.7% minority population
- A Hispanic Serving Institution (HSI)

Our Mission

OUR MISSION

UCF is a public research university invested in **unleashing the potential** within every individual, **enriching the human experience** through inclusion, discovery and innovation, and **propelling broad-based prosperity** for the many communities we serve.



Progress Toward our 2027 Goals

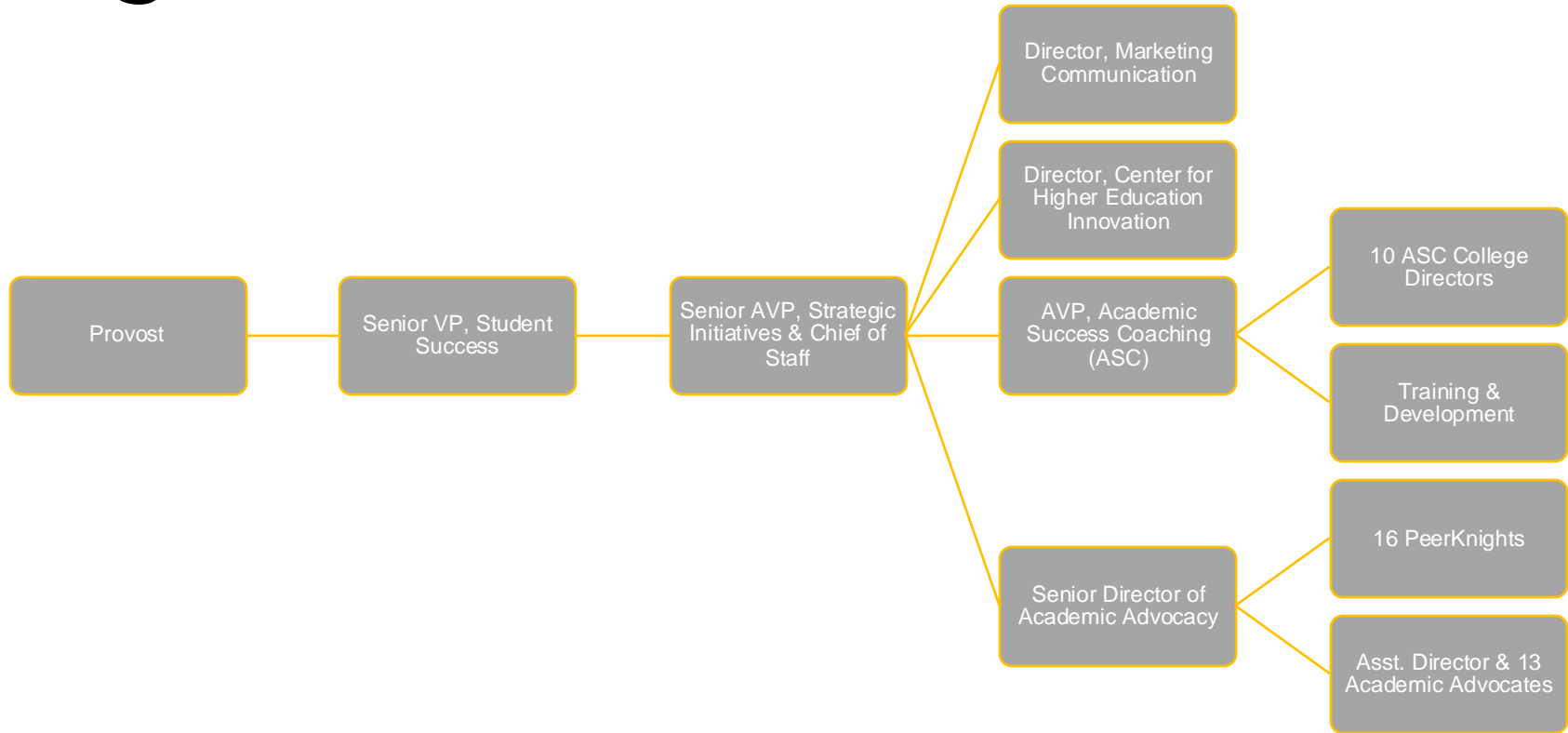
STRATEGIC PLAN METRIC	GOAL	CURRENT
FIRST-YEAR RETENTION RATE	93%	92.2%
FTIC 4-YEAR GRADUATION RATE	65%	54.2%
FTIC 6-YEAR GRADUATION RATE	78%	75.6%
FTIC PELL RECIPIENT GRADUATION RATE	76%	71.6%
FCS W/AA TRANSFER STUDENT 3-YEAR GRAD RATE	70%	50.9%
UNDERGRADUATE STUDENTS W/1+ HIP BY GRADUATION	100%	86%



Priority Initiatives

Optimize the use of **predictive analytics** to identify students in need of support, guide individual interventions, highlight financial aid decisions, guide policy adjustments, and **mitigate barriers** to progression and graduation

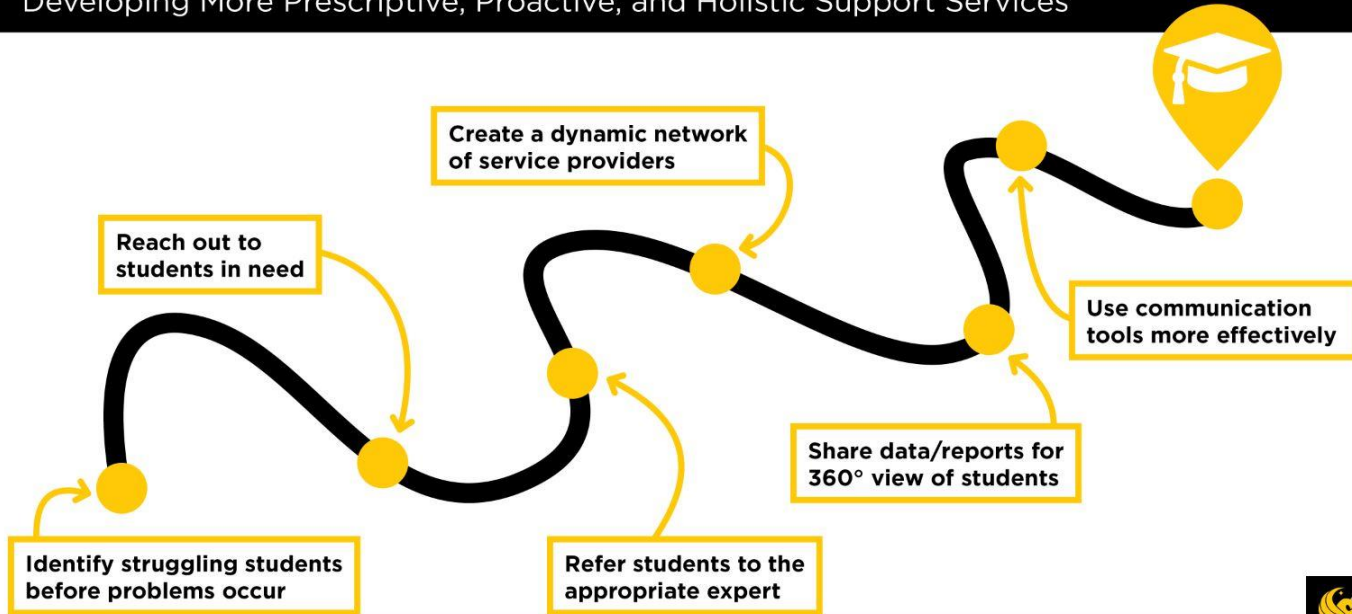
Organizational Chart



Our New Approach

The Path to Student Success

Developing More Prescriptive, Proactive, and Holistic Support Services

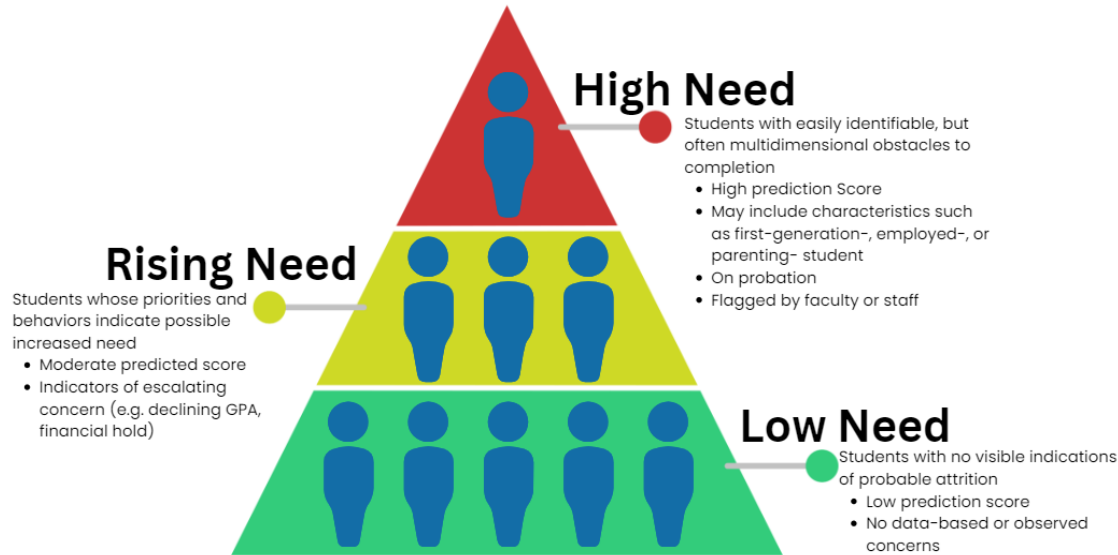


Introduction

- At UCF, the role of an Academic Advocate is to **assist students with removing barriers** adversely affecting their ability to persist and/or timely complete their degree from the institution.



How Do We Help Students?




Navigate360's Pyramid of Need

Delivering the Right Support, Right Student, Right Time





Predictive Analytics and Data Insights

Interactive Dashboards

 UNIVERSITY OF CENTRAL FLORIDA

Performance Monitoring - Student Population Insights
Last Refresh: 10/18/2024 4:40:23 AM
Analytics and Integrated Planning

[Glossary](#)


Student Count (N) 6947	Registered 6946 (99.99%)	Not Registered 1 (0.0 %)	Cohort Target FTIC - SFFT (Metric Target) ▾	Registration Status Multiple selections ▾	Current GPA (Ranges) All ▾	EAB Support Level All ▾
Graduated 0 (0.00%)	ITG 0	Degree Pend. (0)	Cohort Year 2024-2025 ▾	Current College All ▾	Service Indicator (Holds) All ▾	Transfer Shock All ▾
PPath Ahead/Ontime 4776 (68.75%)	PPath Undetermined 1347 (19.39%)	PPath Behind 824 (11.86%)	Registration Semester Fall 2024 ▾	Pegasus Path Status All ▾	Hold Category & Description All ▾	Transfer GPA 0.00 4.00 
EAB - Low 0	EAB - Moderate 0	EAB - High 2 (0.03%)	Intent to Grad. & Reason All ▾	Credit Behind Ranges All ▾	Transfer Type All ▾	
			Intent To Graduate Term All ▾	Student Group All ▾	Active Downtown Major All ▾	UCF Online All ▾

Time Specific Interventions

Academic Probation

All Requirements Met:
No Intent to Graduate

Continuation Funding

Drop for Non-Payment
& Reinstatement

Excess Hours

FTIC Retention Cohort:
Registration Holds

Graduation Cohort:
Early Enrollment

Lack of Progress

Minors & Certificates
(Removing/Postponing)

Redirected

Progress Reports:
Composition & Intent to
Graduate

Non-Degree Applicable
Courses (Before
Add/Drop/Swap)

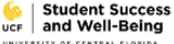
Not Enrolled with
No Registration Holds

Weekly Withdrawal
Report



Referrals

The Student of Concern Process allows students, staff, faculty, and UCF community members to report concerning behavior exhibited by a student. If you are aware of a student experiencing challenges or difficulties, please report the concern using the Student of Concern Form.

 **Student Success and Well-Being**
UNIVERSITY OF CENTRAL FLORIDA

Student of Concern Form

If this is an **EMERGENCY** or a student needs **IMMEDIATE ASSISTANCE**, please call the **UCF POLICE DEPARTMENT** at **911** or **407-823-5555** (non-emergency line). If a **UCF student** is in **distress** and needs someone to talk to **after hours** or **on the weekend**, please have them call the **CAPS Crisis Line** at **407-823-2811, press 5** and they will be connected to a licensed therapist. If not, please proceed with the reporting form below. The Student of Concern Reporting Form is **NOT** designed as an emergency response notification process.

This report will be reviewed by a University of Central Florida staff member during UCF business hours, Monday-Friday, 8am-5pm.

Why document? This form allows UCF students, faculty, staff, family members and community partners to refer a student that is experiencing personal or academic challenges impacting their success and well-being. Once a form is submitted, a staff member will review the information and take appropriate action, which may or may not include contacting the student, you, and any witnesses you have identified. Our goal is to connect with the student before a situation reaches crisis level and identify the next best course of action. Please provide detailed information regarding the concern you are reporting.

Confidentiality: We will take reasonable steps to maintain the privacy of those who complete a Student of Concern Report, if requested. If the circumstances don't allow privacy to be maintained, this will be discussed with the person making the referral prior to disclosure to the student if possible.

Please note: All Student of Concern forms are routed to Student Care Services or Academic Advocacy. If you have any questions, additional updates or concerns, please contact Student Care Services at 407-823-5607 or at caremanager@ucf.edu, or Academic Advocacy at 407-823-2800 or at advocacy@ucf.edu.

Background Information

Your full name:

Your position/title:

Your phone number:

Your email address:

What is your primary concern?

(Required)

Referrals

ISSUE ALERT ✕

Student **Ima Knight**

Please select a reason

Is this associated with a specific class?

Additional Comments

Please enter a comment.

Cancel **Submit**

- Academic Advocacy - Referral
- COB Success Coaching
- Downtown Campus - Career Services
- Downtown Campus - Fin Aid - Financial Hardship
- Downtown Campus - Fin Aid - SAP
- Downtown Campus - Fin Aid Scholarship Concerns
- Downtown Campus - Fin Aid-Student Pending Drop for Non-Pavme

Using the
Navigate360
'Issue Alert'
feature

Referrals

Students can also request assistance from our office by completing the intake form, which is located on our website.

Office of Academic Advocacy Student Intake Form

The purpose of this form is to notify the Academic Advocacy team if you need academic support. Submissions will be reviewed by an Academic Advocacy team member during UCF business hours, 8am-5pm, Monday-Friday. An Academic Advocate will contact you within 48 business hours.

If you are experiencing significant difficulties related to mental health, physical health, personal and family emergencies, financial issues, or other areas of concern, please make an appointment with [Student Care Services](#).

If this is an emergency, please call 911 or the 24-hour crisis hotline at 407-823-2811. This request form does not connect to any crisis response staff.

If you encounter inaccessible events, physical spaces, parking, or digital content, please [Report Accessibility Barriers](#).

My Contact Information

UCF ID

First Name

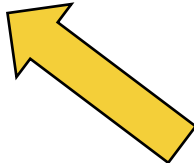
Last Name

Email Address (nid@ucf.edu)

Barriers to Success

Academic Difficulty

Financial Concerns



Request Assistance



Academic Advocacy welcomes requests from UCF undergraduate students to assist with removing barriers.

REQUEST ASSISTANCE

Delivering the Right Support, Right Student, Right Time

Student Count (N)
6673

Avg. Profile Score
93

Strong (80-100)
6203

Moderate (70-79)
262

Caution (< 70)
208

Success Profile Score

End time

View Markers

View Status Info

View Score Status

Markers	Student Count
DFW's	1843
Course Repeats	1584
PT Major Terms	1120

Key Influential Factors denoted w/ **

Cohort Year <input style="width: 90%;" type="text" value="2023-2024"/>	Intent To Grad & Reason <input style="width: 90%;" type="text" value="All"/>	Major Term Gaps ** <input style="width: 90%;" type="text" value="All"/>	1st Fall UCF GPA < 2.6 <input style="width: 90%;" type="text" value="All"/>	DFW's <input style="width: 90%;" type="text" value="All"/>
Cohort Target <input style="width: 90%;" type="text" value="FTIC - SFFT (Metric T..."/>	Success Profile <input style="width: 90%;" type="text" value="All"/>	Curr. UCF GPA < 2.6 ** <input style="width: 90%;" type="text" value="All"/>	Summer Term Gaps <input style="width: 90%;" type="text" value="All"/>	< 60 SCH at 6 Semesters <input style="width: 90%;" type="text" value="All"/>
Current College <input style="width: 90%;" type="text" value="All"/>	Pegasus Path Status <input style="width: 90%;" type="text" value="All"/>	Back to Back Poor GPA ** <input style="width: 90%;" type="text" value="All"/>	Course Repeats <input style="width: 90%;" type="text" value="All"/>	Maj. Change 1st Yr+ <input style="width: 90%;" type="text" value="All"/>
Registration Semester <input style="width: 90%;" type="text" value="Fall 2024"/>	EAB Support Level <input style="width: 90%;" type="text" value="All"/>	Declining GPA ** <input style="width: 90%;" type="text" value="All"/>	PT Major Terms <input style="width: 90%;" type="text" value="All"/>	Maj. Change Yr 1 (FTIC) <input style="width: 90%;" type="text" value="All"/>
Registration Status Code <input style="width: 90%;" type="text" value="Registered"/>	Cohort Status Categories <input style="width: 90%;" type="text" value="All"/>	Probation - Ever ** <input style="width: 90%;" type="text" value="All"/>	Transfer Shock <input style="width: 90%;" type="text" value="All"/>	Maj. Change 2nd Yr+ (FTIC) <input style="width: 90%;" type="text" value="All"/>



Delivering the Right Support, Right Student, Right Time



Coordinated Care Management Model

Delivering the Right Support, Right Student, Right Time



244

Student of Concern Forms
Indicating Academic
Challenges

**January-
September
2024**



92.35%

Fall 23 - Fall 24
FTIC Retention Rate

7,226 Students

Questions

- Which aspect or part of Academic Advocacy would you like to implement or expand upon at your campus?
- What is the biggest challenge you are currently facing or expect to face in implementing this idea?



What do I have? What do I need?



What do I have? What do I need?



What do I have? What do I need?



What do I have? What do I need?



Takeaways





Office of
Academic Advocacy

Thank You!

Lucas Noboa, Ed.D.
Lucas.Noboa@ucf.edu

