Implementing an Academic Advocacy Program to Improve Student Success

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University of Central Florida

Why did you attend this session?

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

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

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%

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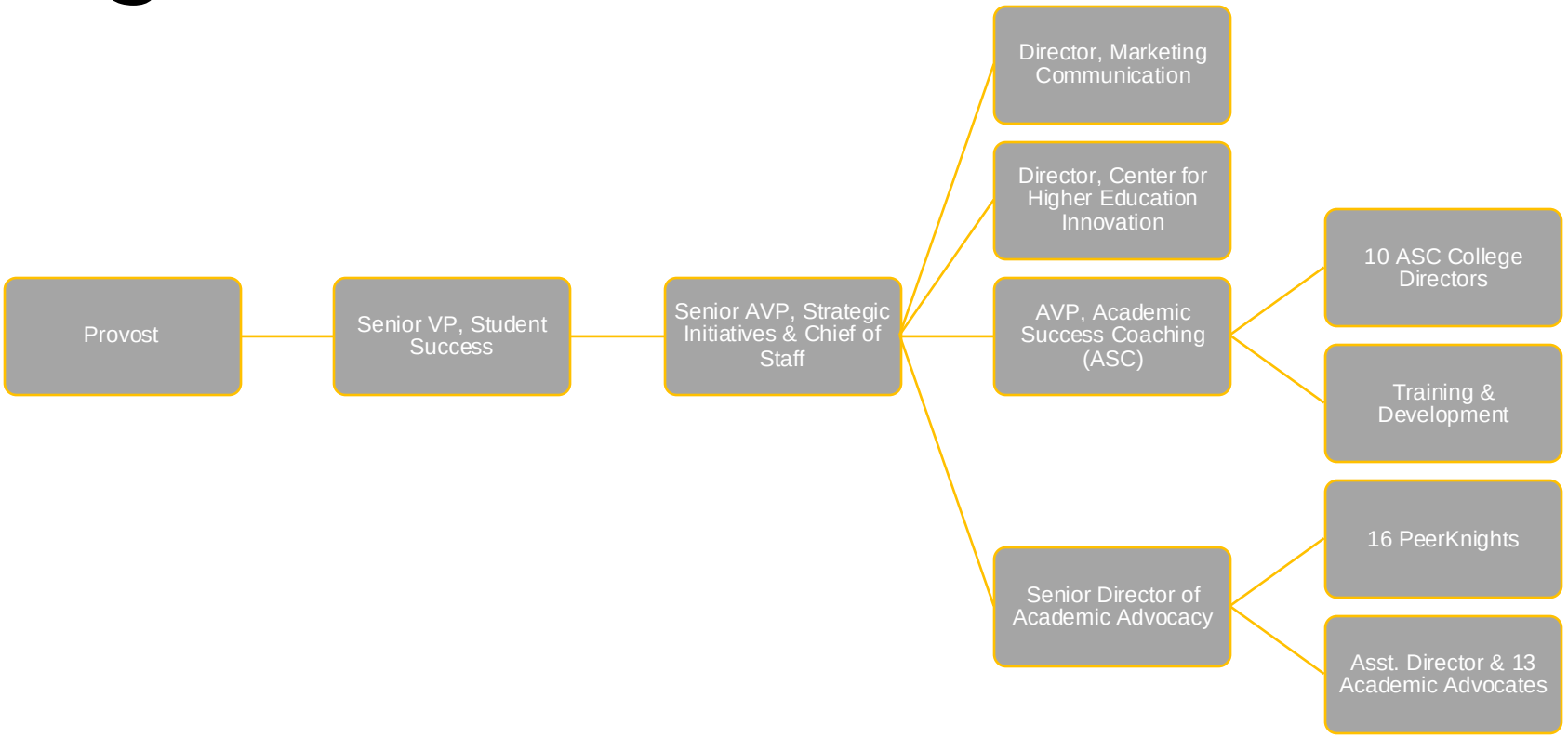
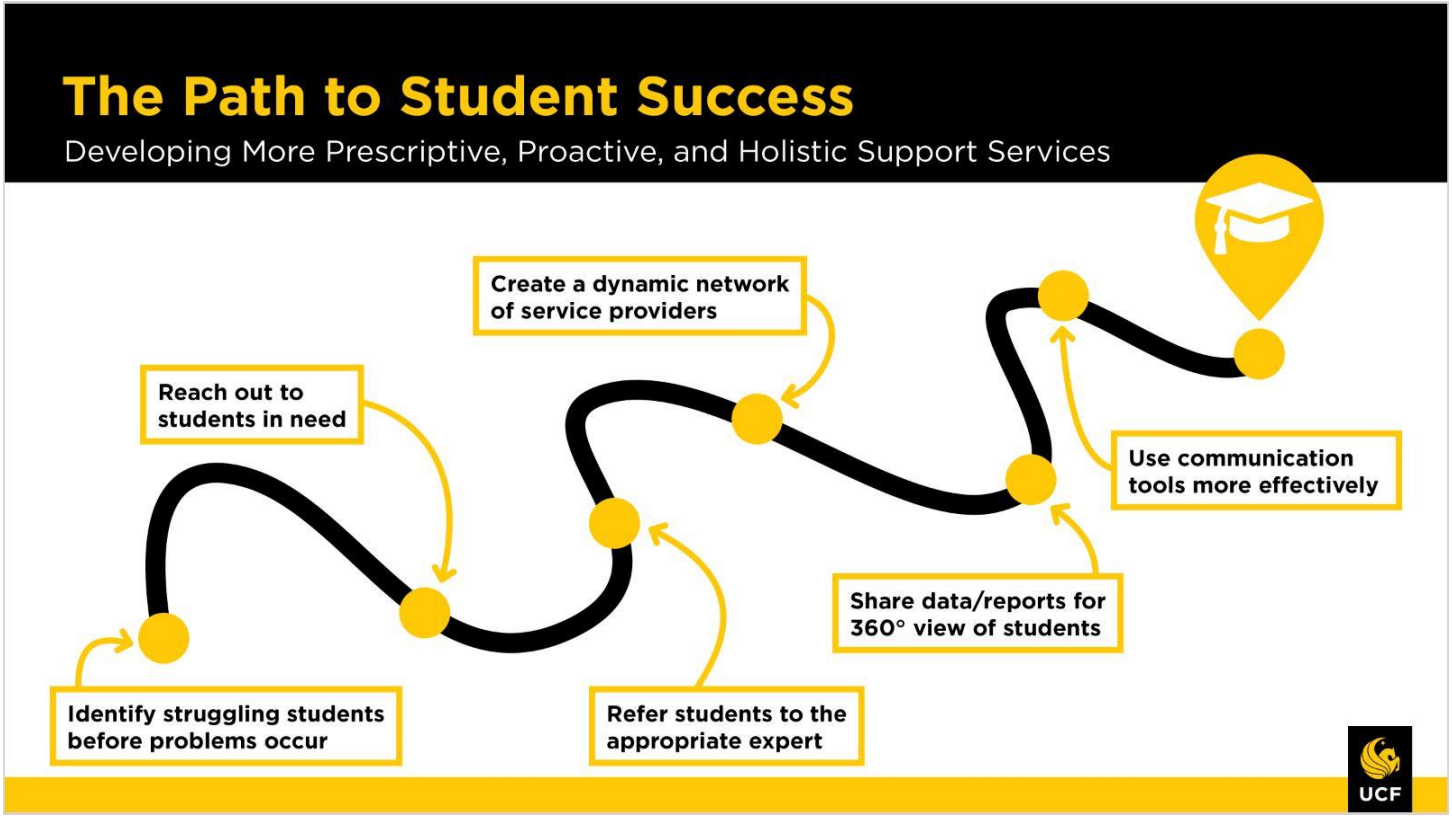
Priority Initiatives

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



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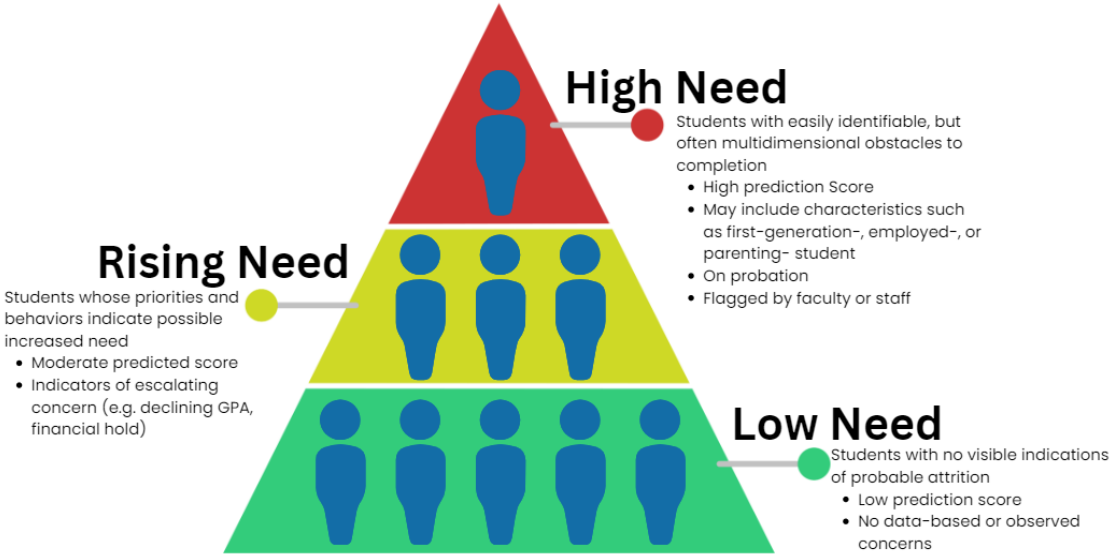
Introduction

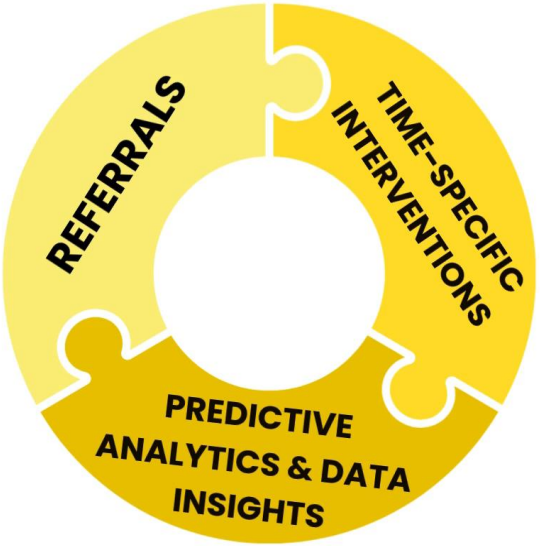
- At UCF, the role of an Academic Advocate is to **assist students with removing barriers** adversely affecting their ability to persist and/or timely complete their degree from the institution.

How Do We Help Students?



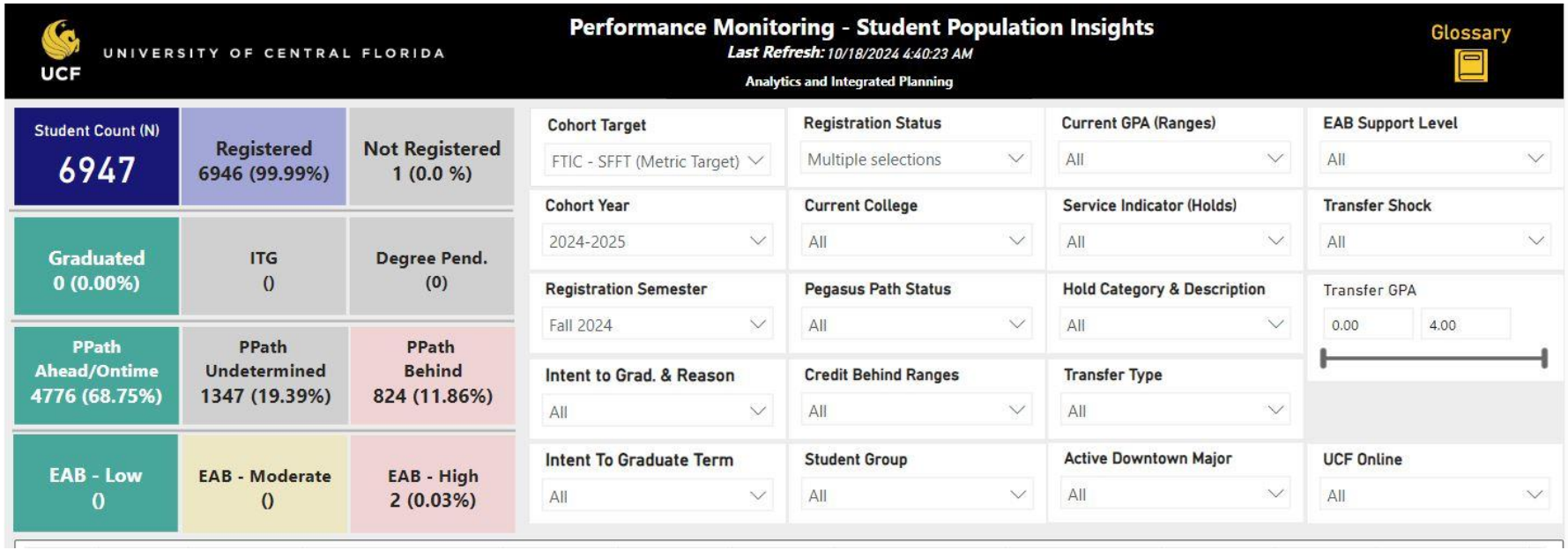
Navigate360's Pyramid of Need

Delivering the Right Support, Right Student, Right Time



Predictive Analytics and Data Insights

Interactive Dashboards



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

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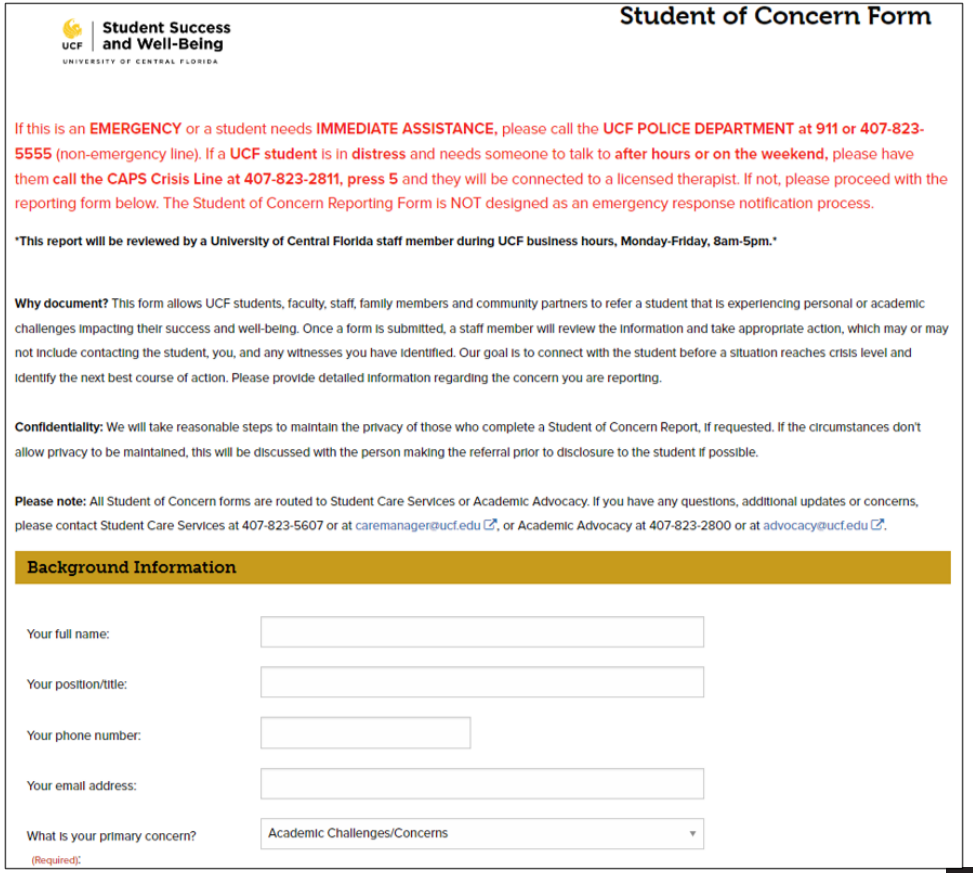
Referrals

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:

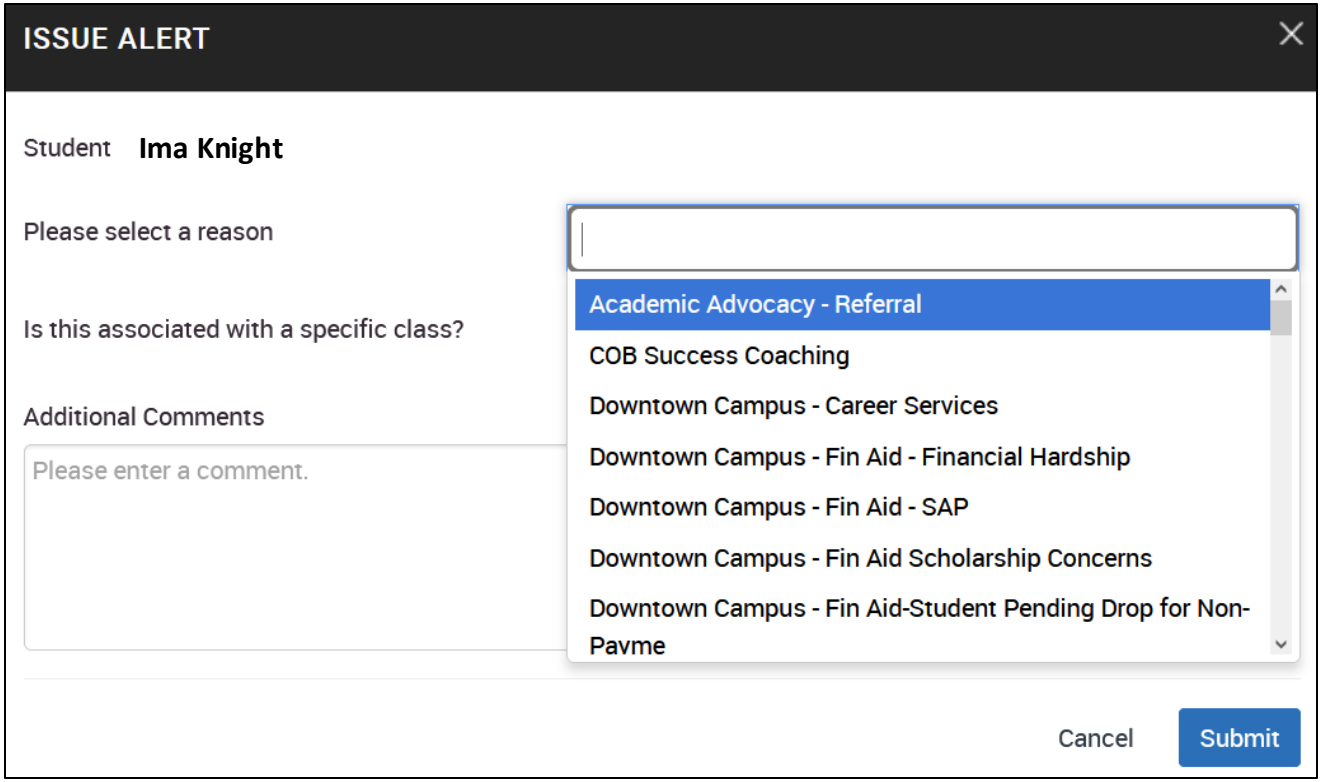
Your phone number:

Your email address:

What is your primary concern? (Required):

Academic Challenges/Concerns

Referrals



Using the Navigate360 'Issue Alert' feature

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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.

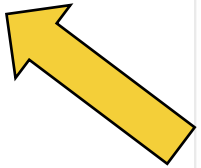
My Contact Information

UCF ID
First Name
Last Name
Email Address (nid@ucf.edu)

Barriers to Success

Academic Difficulty

Financial Concerns

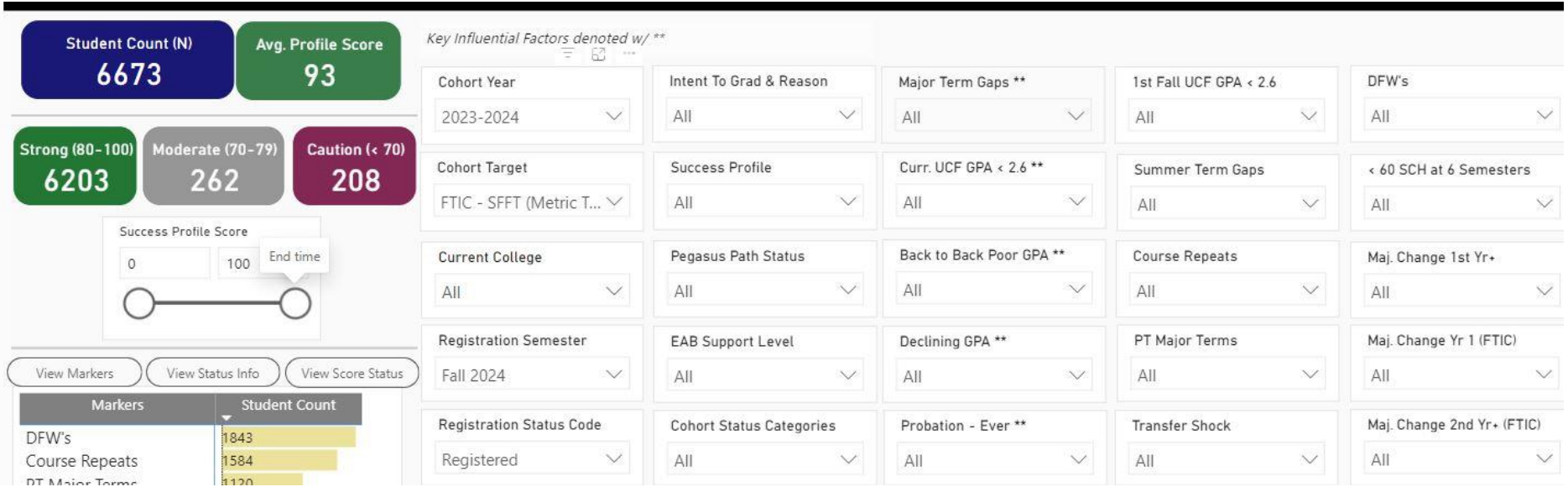


Request Assistance

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

REQUEST ASSISTANCE

Delivering the Right Support, Right Student, Right Time



Delivering the Right Support, Right Student, Right Time

Coordinated Care Management Model

Delivering the Right Support, Right Student, Right Time

January-September 2024

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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?

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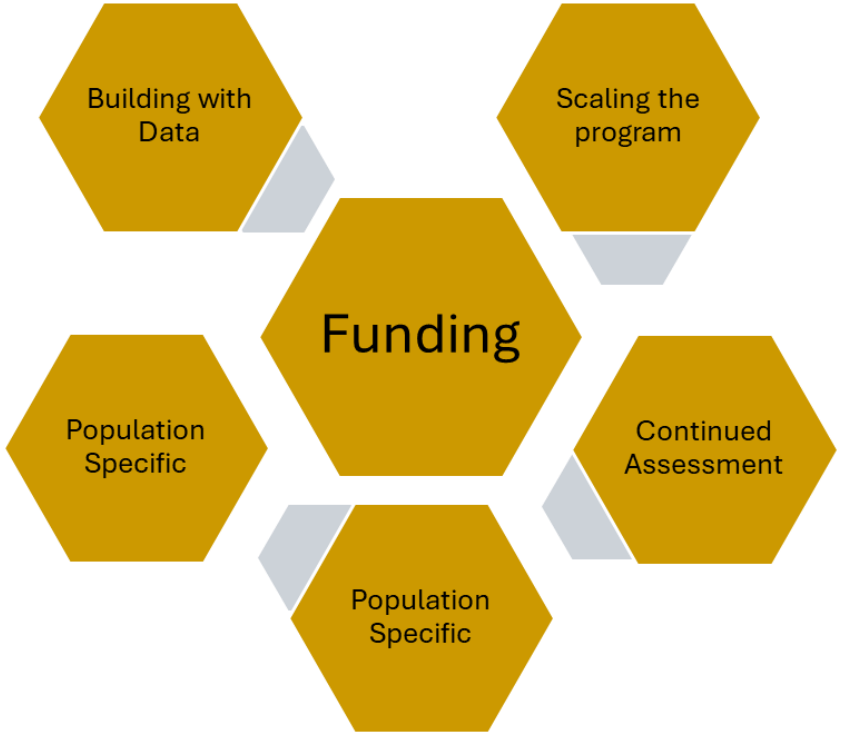
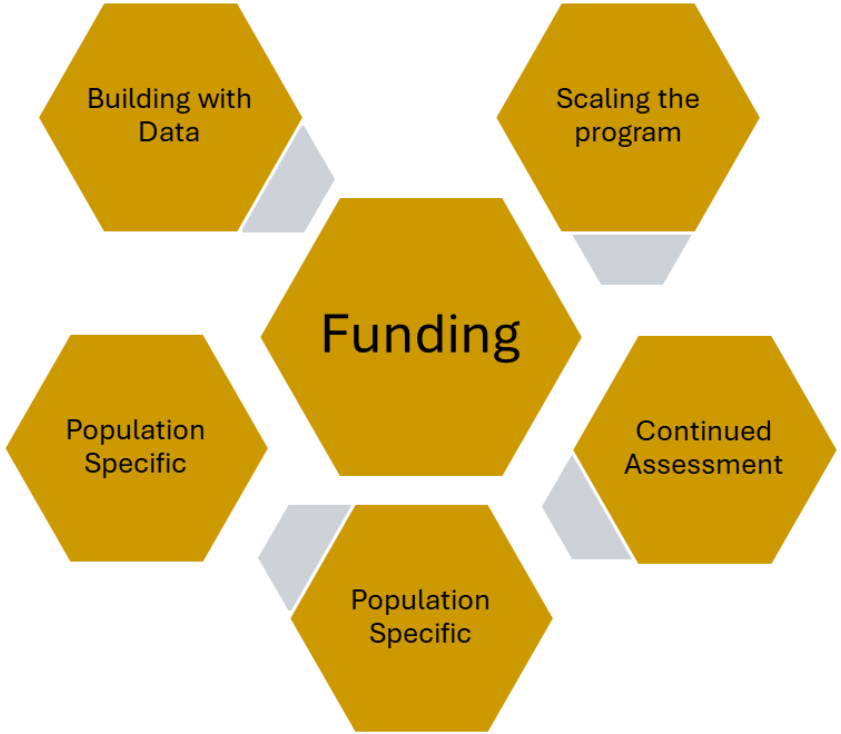


What do I have? What do I need?



What do I have? What do I need?

Takeaways

UCF | Office of Academic Advocacy

Thank You!

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