

myKnight STAR

University of Central Florida – Spring 2017

Executive Summary and Update

Recap of Spring 2017 Key Wins

Texting Nudge and Intentional Follow-up Yields Overall Impact in FTIC Registration

+2,790 credit hours
+3% overall Fall '17
FTIC registration

Advisors used SSC Campus to send text messages prompting registration to 655 enrollment-eligible FTIC students. This campaign yielded 446 responses, and **265 students registered for the Fall 2017 semester after receiving the text message and follow-up advising support**. This target population represents just one percent of the overall UCF enrollment in Spring 2017, demonstrating potential impact of carefully scaled text message campaigns.

Successful Progress Report Pilots Lead to Greater Subsequent Term Adoption

In-term student feedback progress reports provided by 4 expanded pilots with campaigns and direct platform access. Of the **443 students flagged as 'at-risk' to fail the course, 60% corrected performance** (145 students completed the course with a 'C' final grade or better) or withdrew (123 students).



3,800+ Total
Progress Reports

Faculty added notes for advisors into 50% more progress reports than in Fall '16. These additional notes reflect value seen in the advising/faculty conversation.

Term over Term Workflow Adoption Yields Additional Student Support Contacts



33% Growth

The number of advising appointments recorded in the SSC platform grew 33% from Fall 2016 to Spring 2017, including touchpoints for 20% more students, totaling 20,687 students with advising support recorded in Spring 2017.

41,500+

Kiosk visits to student support services recorded in Spring 2017.

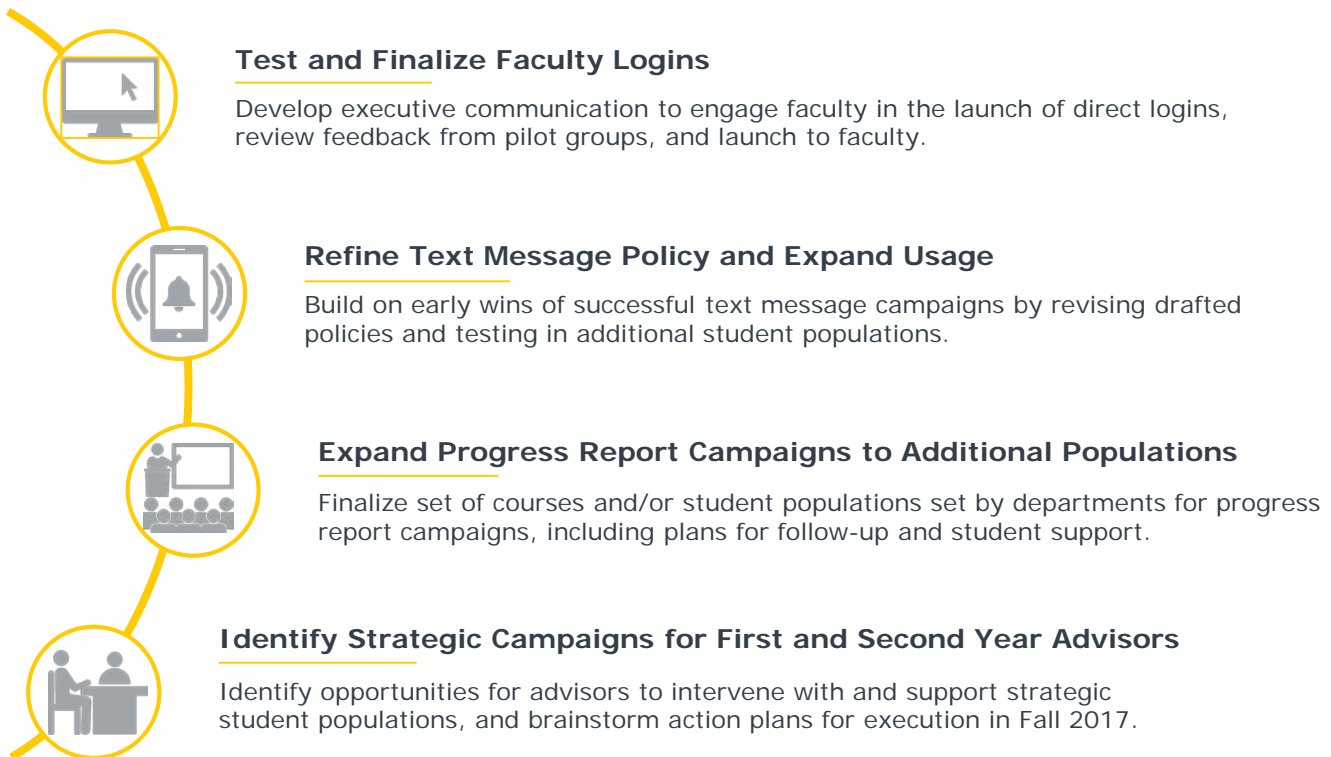
myKnight STAR



Did you know? SSC Campus at UCF is now known as **myKnight STAR!** Rebranding was successfully completed at the end of the Spring term.

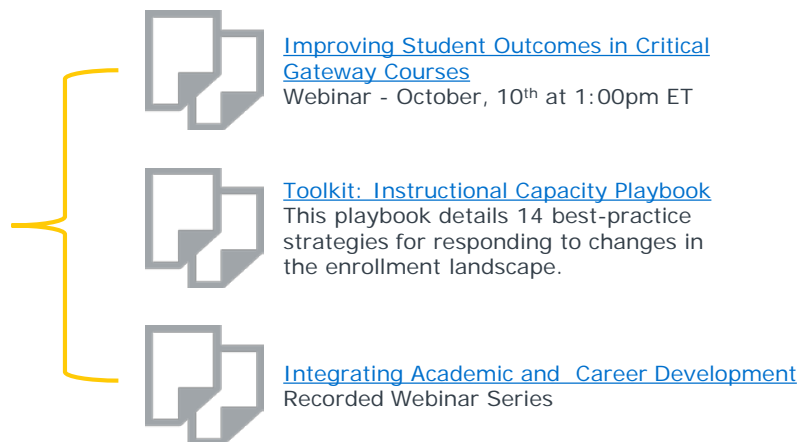
Executive Summary and Update, Cont.

Goals for Summer and Fall 2017 Semester



New Resources from the Academic Affairs Forum

EAB's research teams recently released new documentation that can assist academic leaders in tackling student success issues across campus.



Support for UCF Change Management Efforts via Upcoming Milestones

- **Quarterly Onsite Planning and Workshop Sessions with EAB Consultant:** July 17th-18th, and October 25th - 26th, Additional sessions to be scheduled for 2018
- **Preparing to Present at CONNECTED:** SSC's Annual Membership-wide Summit held in Fall 2017
- **UCF-led Training:** focused on advisors, faculty participating in log-in pilots, administrators in departments participating in progress report pilots, SARC staff, and Office of Financial Assistance staff (trainings offered face-to-face and through online modules).
- **Attendance at Monthly Collaborative-wide Webinars and Monthly Leadership Check-ins**