

EXECUTIVE SUMMARY AND UPDATE

Recap of Fall 2016 Key Wins

Advising Adoption Yields Consistent Practice Development and High Student Contact Rates

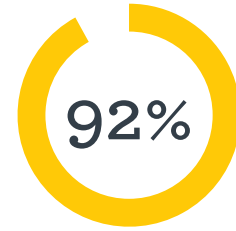
35,000+

Academic and athletics advisors recorded 35,368 advising appointments or drop-in visits via SSC in Fall 2016. Only 1600 of these visits were recorded at the ASSA location.



50% Growth

Advisors using SSC grew from 115 to 166 from Spring to Fall 2016 – demonstrating strong and continued adoption across campus. At the start of Spring 2017, over 325 total users were active in the platform (including tutors, peer mentors, and administrative support roles).



92%

Advising appointments for which advisors filed notes and next steps in Fall 2016 – indicating consistent practice, workflow development, and excellent training support.

Faculty Engage through Progress Report Pilots and Success Marker Development

Success Markers

450+

Key courses flagged with critical course completion timeframes and grades.

After review with UCF leadership team members, faculty and administrators across campus developed success markers for all undergraduate degree programs at UCF, and are in review for final configuration in the platform.



In-Term Faculty Feedback Arms Advisors

Administrators solicited mid-term feedback from faculty to facilitate support for students; **faculty identified 185 students as 'at-risk' to fail their courses** in 2 pilot programs conducted in October, 2016. Ten Strategies for Success students established contact with an advisor following outreach, and advisors note that these students are often the least likely to respond to contact or proactively seek advising assistance and therefore small gains with this population are significant.

Text Message Pilot Demonstrates Promising Results of Carefully Used New Functionality



"Thank you! Please advise me how to continue receiving these valuable messages."

UCF Student in Text Message Pilot Program









Administrators conducted early pilots of strategic text message communication with students in early January 2017. These campaigns focused on 392 FTIC and senior students not yet registered for the Spring 2017 semester.

+182 credit hours ↑

The use of SSC Campus to send text messages prompting registration in the first two weeks of January yielded **52 additional student enrollments for the Spring 2017 semester** – and most students enrolled within 24 hours of receiving the text message.

Goals for Spring 2017 Semester

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|  | <p><u>Complete Adoption of Tutoring Functionality</u></p> <p>Ensure comfort with SSC Campus versions of TutorTrac functionality and finalize date for sunset of duplicative system</p> |
|  | <p><u>Launch Faculty Log-in Pilots and Focus Groups</u></p> <p>Review functionality and workflows with faculty focus groups during Spring '17 semester to create plans for training and launch with all faculty users in Fall '17.</p> |
|  | <p><u>Finalize Success Markers and Plans for Strategic Use</u></p> <p>Finalize set of critical courses to flag for timely completion in SSC Campus and provide advisor training on optimal use during advising meetings.</p> |
|  | <p><u>Develop Referral Workflows to Expand Coordinated Care Network</u></p> <p>Test and finalize referral process through alerts and cases features to enable easy and active conversation amongst advisors, Career Services, and Office of Financial Assistance.</p> |
|  | <p><u>Configure Calendar Integration with SSC Campus</u></p> <p>Upon completion of internal UCF calendar migration, adoption of two-way calendar sync in SSC Campus will allow users significantly greater control of their day-to-day workflow.</p> |
|  | <p><u>Plan for Student Logins in Spring 2018</u></p> <p>Host focus groups, and collaborate with institutional branding/ marketing efforts to communicate value of SSC login to UCF students</p> |

Support for UCF Change Management Efforts via Upcoming Milestones

- **Quarterly Onsite Planning and Workshop Sessions with EAB Consultant:** January 24th, May 11th, July 17th-18th, and October 26th
- **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 Career Services 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**

From the **Academic Affairs Forum: Integrating Academic and Career Development** – Webinar Series (1:00-2:00pm ET)

