



UCF



# Student Success and Well-Being Update

# 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%



◆ KEEP REACHING FOR THE STARS! ◆

◆ CONGRATS GRADS! ◆ KEEP REACHING FOR THE STARS! ◆



Addition Arena

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LA VIDA ES UNA

A large, dimly lit graduation ceremony in an arena. The stage is visible in the background with a speaker at a podium and a large banner that reads "UNIVERSITY PROFESSORS AND PEERS CONGRATS GRADS! KEEP REACHING FOR THE STARS!". The audience is seated in rows, and the overall atmosphere is formal and celebratory.

**The Division of Student Success and Well-Being fosters a holistic and engaged educational experience that empowers every student to thrive.**

**We prepare individuals to graduate on time and make meaningful contributions to their communities. Through personalized care, guided pathways, and data-informed decisions, we are dedicated to transforming aspirations into achievements.**

# National Institute for Student Success

Georgia State

## RECOMMENDATION 1

- › Establish an advising structure that aligns advising and student success policies, practices, accountability, and reporting across all colleges

## RECOMMENDATION 2

- › Ensure all UCF students receive a standard of care that includes timely and proactive outreach relative to academic plan progression

## RECOMMENDATION 3

- › Standardize the use of technologies to systematically leverage advising systems and tools

# Investing in Our People

## **SALARY INCREASES**

- › **\$3.5 million investment**

## **NEW HIRES**

- › **Hiring 14 new Academic Success Coaches, working toward our goal to reduce the student-to-advisor ratio**

## **UPGRADED TRAINING**

- › **Standardized training and professional development, including on how to systematically leverage technology, systems, and tools**

# The Why

- ✓ **Enhance the quality of academic support services**
- ✓ **Increase persistence and graduation rates**
- ✓ **Reduce swirl**
- ✓ **Provide each student with a term-by-term degree plan**

# The What

- ✓ **Standardize advising and coaching systems, protocols, and business practices**
- ✓ **Ensure robust use of technology and data insights**
- ✓ **Provide appropriate training**
- ✓ **Improve advising and coaching recruitment, retention, and morale**



# Our New Approach

**Academic Advisors and Success Coaches will be retrained as Academic Success Coaches, fusing their approaches to reduce duplication of efforts and improve the quality of services to students.**

**ACADEMIC ADVISORS**

**SUCCESS COACHES**



**ACADEMIC SUCCESS COACHES**

**MANAGERS AND ASSISTANT DIRECTORS  
OF ADVISING AND COACHING**



**ASSISTANT DIRECTORS FOR  
ACADEMIC SUCCESS COACHING**

**ASSOCIATE DIRECTORS OF  
ADVISING AND COACHING**



**ASSOCIATE DIRECTORS FOR  
ACADEMIC SUCCESS COACHING**

**DIRECTORS OF ADVISING**



**DIRECTORS FOR  
ACADEMIC SUCCESS COACHING**



# New Minimum Salaries

**ACADEMIC SUCCESS COACH**

**\$48,000**

**SENIOR ACADEMIC SUCCESS COACH**

**\$56,000**

**ASSISTANT DIRECTOR,  
ACADEMIC SUCCESS COACHING**

**\$61,000**

**ASSOCIATE DIRECTOR,  
ACADEMIC SUCCESS COACHING**

**\$71,000**

**DIRECTOR, ACADEMIC  
SUCCESS COACHING**

**\$88,000**

# Academic Success Coaches

## **ADVISING** ACADEMIC NEEDS

**Focused on helping students understand the requirements needed to successfully progress and complete their academic major, and to navigate academic-related university policies and procedures.**



## **COACHING** INDIVIDUAL GOALS

**Focused on helping students discover their individual definition of success, and then develop the skills and resources needed to reach their academic, educational, and/or professional goals.**

**ACADEMIC SUCCESS COACHES WILL FOCUS ON HELPING STUDENTS MEET BOTH THEIR ACADEMIC NEEDS AND THEIR INDIVIDUAL GOALS.**

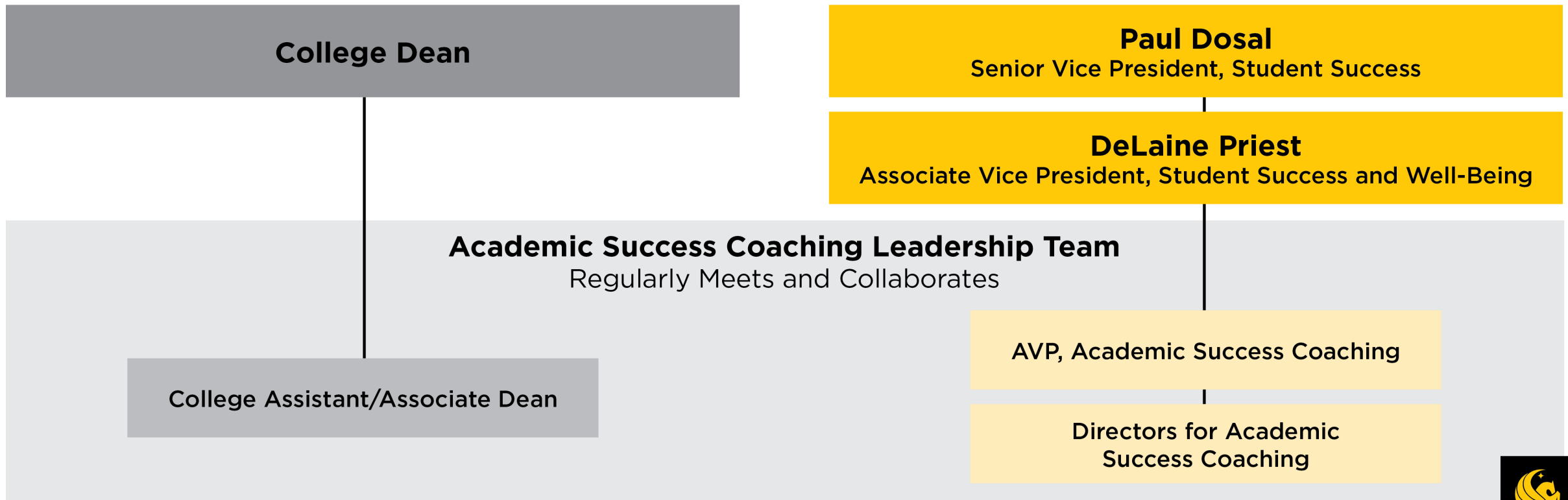
# Our New Approach

**All current coaches, college directors of advising, and their staff will join a unified academic success coaching team as a part of the Division of Student Success and Well-Being.**

**Everyone's physical location will remain in their colleges, as they continue to utilize the knowledge and expertise in degree programs and requirements to deliver customized academic support to their students.**

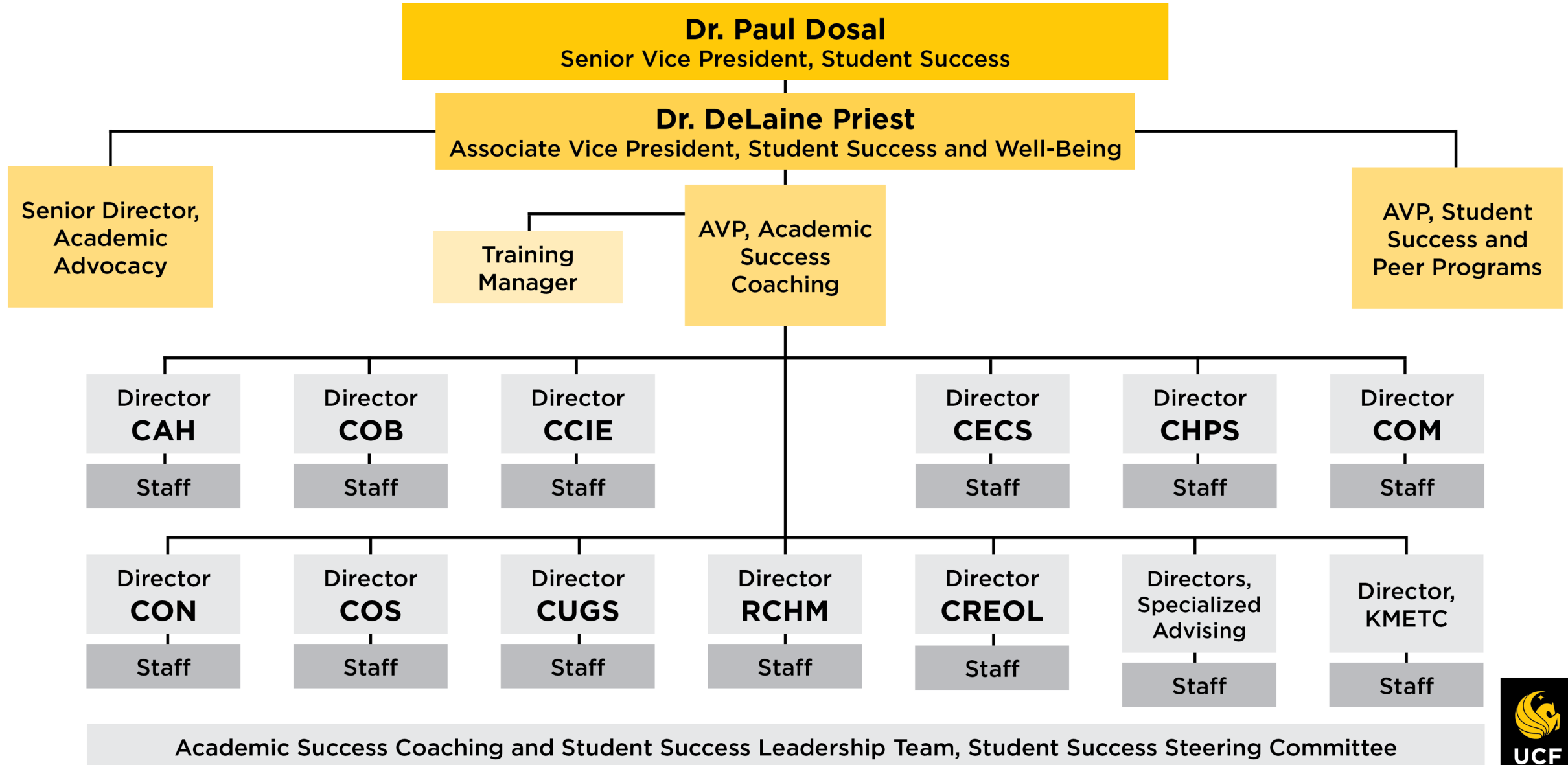
# Our New Approach

Strategic direction will be provided by Student Success and Well-Being as part of a unified student success team.



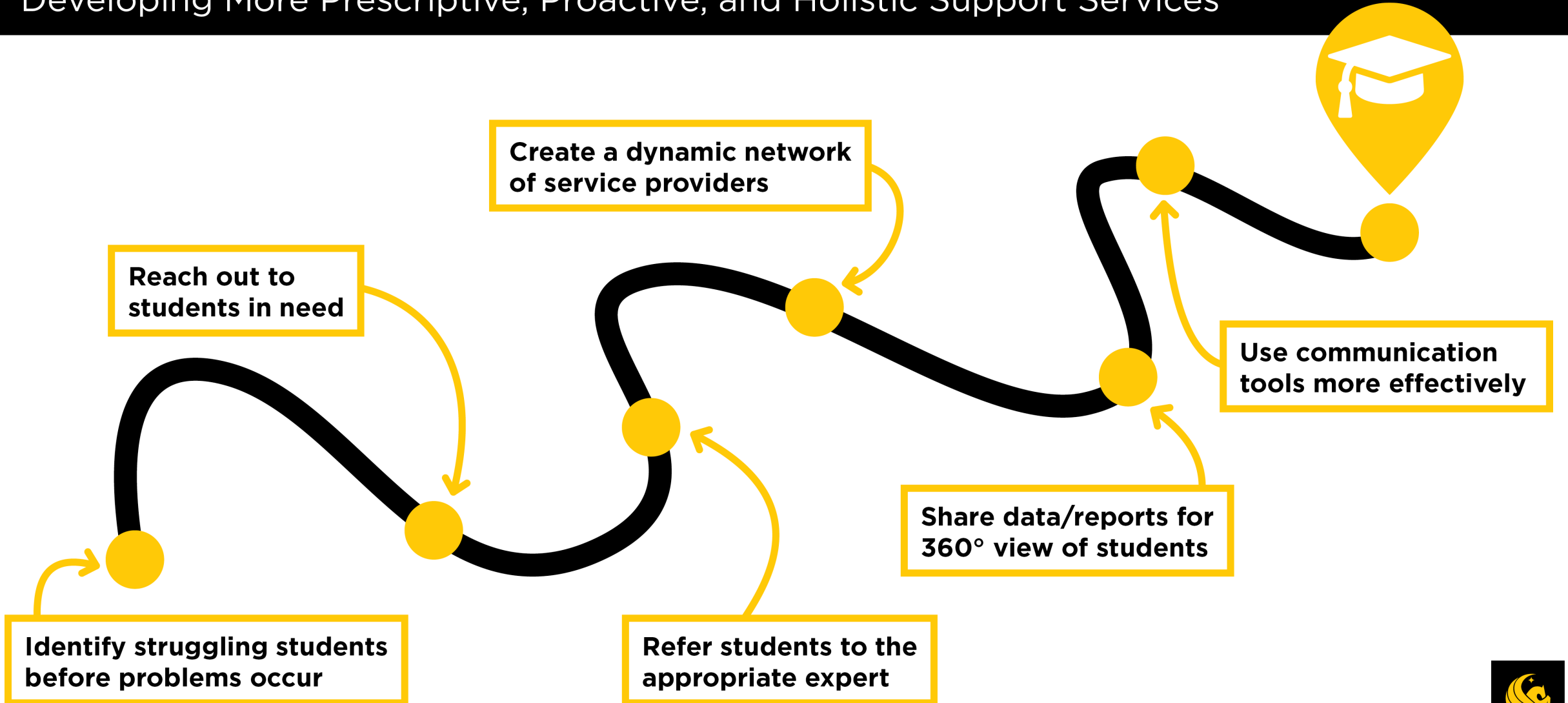
# Student Success and Well-Being

## Organizational Chart

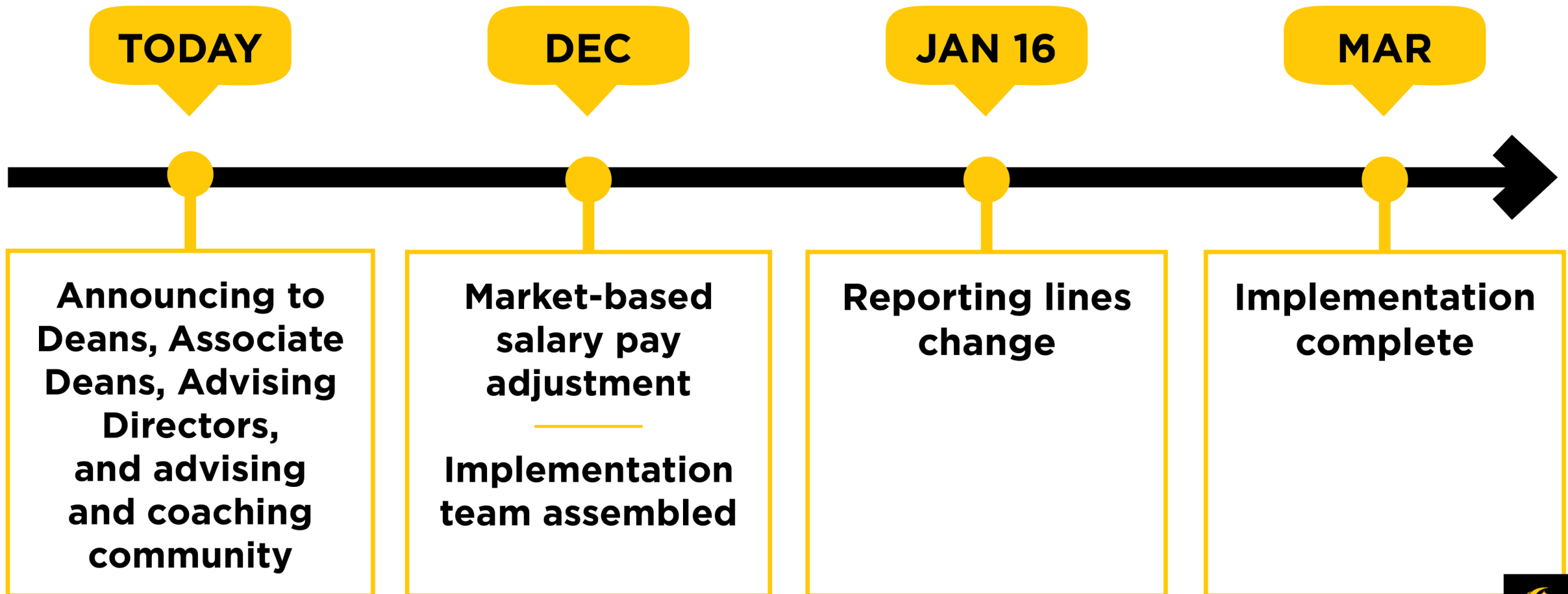


# The Path to Student Success

Developing More Prescriptive, Proactive, and Holistic Support Services



# Implementation Timeline







**Questions?**

[academicsuccess.ucf.edu/ssa/new-advising-model](https://academicsuccess.ucf.edu/ssa/new-advising-model)