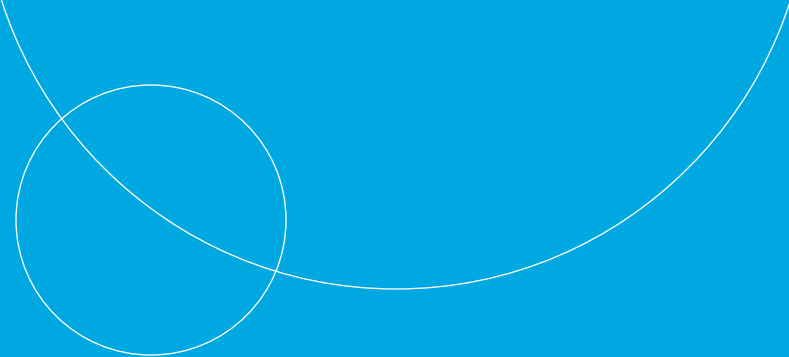




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# **Charge On! Strategies for Improving Retention and Graduation Student Success**

Dr. DeLaine Priest, Associate Vice President, Student Success Initiatives  
Dr. Karemah Manselle, Interim Director, Office of Financial Assistance  
Mr. Brian Boyd, University Registrar, Registrar's Office

# Agenda

- Learning Objectives
- University Overview
- University Perspective & Strategic Plan
- Persistence Committee Overview
- Retention & Graduation Strategies
- Lessons Learned



# Learning Objectives

1. Understand the scope and scalability of UCF's Retention and Graduation approaches and evidence of success.
2. Identify barriers to student success and risk factors that impede progression, leveraging dashboards, data, and predictive analytics.
3. Identify processes, best practices, and resources for possible implementation at your institutions.



# University Overview

## History of Excellence

UCF is a public research university invested in:

- **Unleashing the potential** within every individual,
- **Enriching the human experience** through inclusion, discovery and innovation
- **Propelling broad-based prosperity** for the many communities we serve.



# UCF Facts 2023-2024

- Undergraduate enrollment: **59,547**

- Graduate Enrollment: **9,294**

- Freshman Profile:

**Ave SAT – 1332**

**Ave ACT – 28.2**

**Ave GPA – 4.25**

- FTIC First Generation

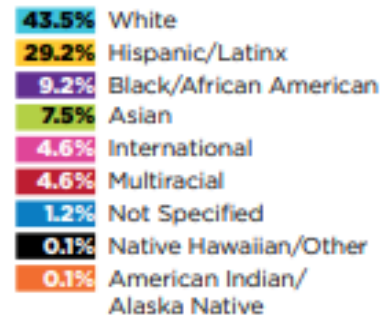
**20%**

- FTIC graduates with no educational debt

**68%**

## STUDENT POPULATION

50.7% of UCF students are minorities.



# University Perspective & Strategic Plan

## The Four Pillars



Student Success and Well-Being



Discovery and Exploration



Community and Culture



Innovation and Sustainability

# Student Success Goals

**93%**

FTIC  
Retention

Currently, UCF has a 92.2% retention for FTICs.

**65%**

FTIC  
4yr Grad

Currently, UCF has a 57.2% 4-year graduation rate for FTICs.

**70%**

Transfer  
3yr Grad

Currently, UCF has a 61.6% 3-year graduation rate for FSC w/ AA transfers.

# Student Success & Well-Being

## B.E.A.M.: A Framework for Thriving



**Belonging** – Feeling connected to, accepted by, and valued within a group or community



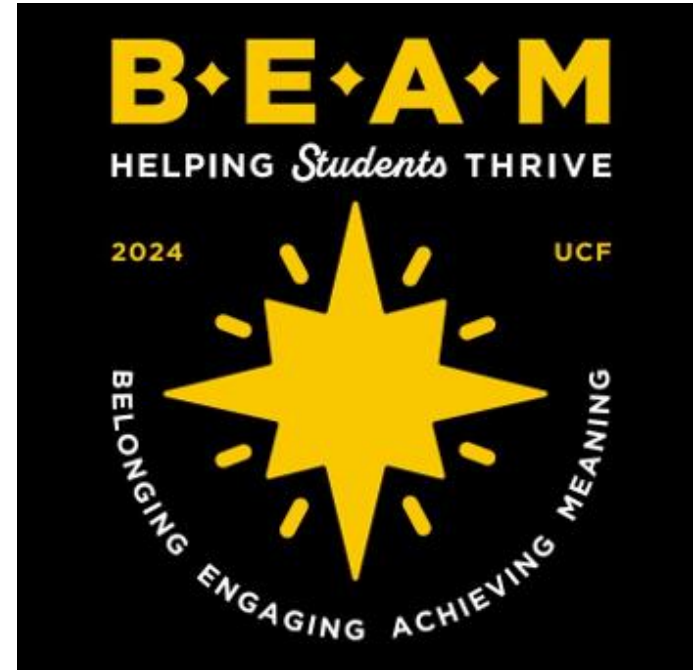
**Engaging** – Actively participating and involved in learning and activities of interest



**Achieving** – Planning and striving to reach for and accomplish goals



**Meaning** – Identifying values and interest that lead to a sense of purpose, significance, and fulfillment





# Student Success & Well-Being



Enrollment Planning  
and Management



Student Engagement  
& Leadership  
Development



Career Planning and  
Academic  
Engagement



Student Success  
Initiatives



Advising/Coaching  
administered by  
colleges

# Establishment of Persistence Committee

## Mission & Vision

### Established

August 2022

### Mission:

- Promote and coordinate delivery of the right support, to the right student, at the right time to ensure all students who start at UCF, finish at UCF.

### Vision:

- The goal is to move the needle on the university's key performance metrics as well as the performance-based funding and preeminence metrics used by the Florida Board of Governors to assess university performance.

# Establishment of Persistence Committee

## Goals & Focus

### Goals:

Create a coordinated care network connecting students with the resources necessary to succeed.

Use technological and analytical tools to identify struggling students and eliminate the barriers to their timely degree completion.

Track student performance and deliver timely and appropriate interventions; share data insights and predictive analytics.

### Focus on two metrics where performance is significantly below the targets:

4-Year FTIC Graduation Rate: 65%. Current performance: 54.2%

3-Year Transfer Graduation Rate: 70%. Current performance: 50.9%

# 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%



# Establishment of Persistence Committee

## Committee Representatives

- Student Success Initiatives
- University Registrar
- Student Financial Assistance
- Analytics and Integrated Planning
- Academic Support Services
- Student Coaching
- Residence Life & Education Housing
- Office of Academic Advocacy
- College of Sciences, Chair Advising Leadership Council
- Student Financials
- Center for Initiatives in STEM (iSTEM)EXCEL
- Ginsburg Center for Inclusion and Community Engagement
- Student Success and Well-Being
- Military and Veteran Student Success
- Enrollment Services, Downtown Campus
- Center for Higher Education and Innovation
- Graduate Admissions

# Technology

Education Advisory Board  
myKnight STAR



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COMPARE SCHEDULES    EASILY REGISTER

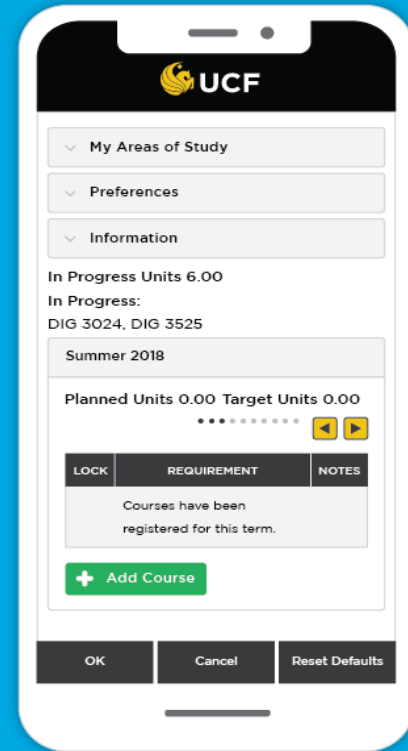
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# EAB

## Pegasus Path



# Key Insights: Retention & Graduation Efforts

## Targeted Outreach

Specific student lists,  
collaboration with colleges

## Holds Interventions

Partnership to lift holds, increase  
financial thresholds

## Coordinated Communications

Providing actionable tasks for students  
through messaging  
Texting / Calling Campaigns /Chat Bot

## Understanding/Addressing Need

Referral approach to triage and  
support students

Setting Students Up for  
Long-Term Success

Drop For Non-Pay  
(DFNP)

Continuation Funding

Leveraging Technology

Creation of New  
Dashboards

Predictive Analytics  
& Data Insights

New Coaching  
Models

Advocacy

Academic Success  
Coaches

Policies

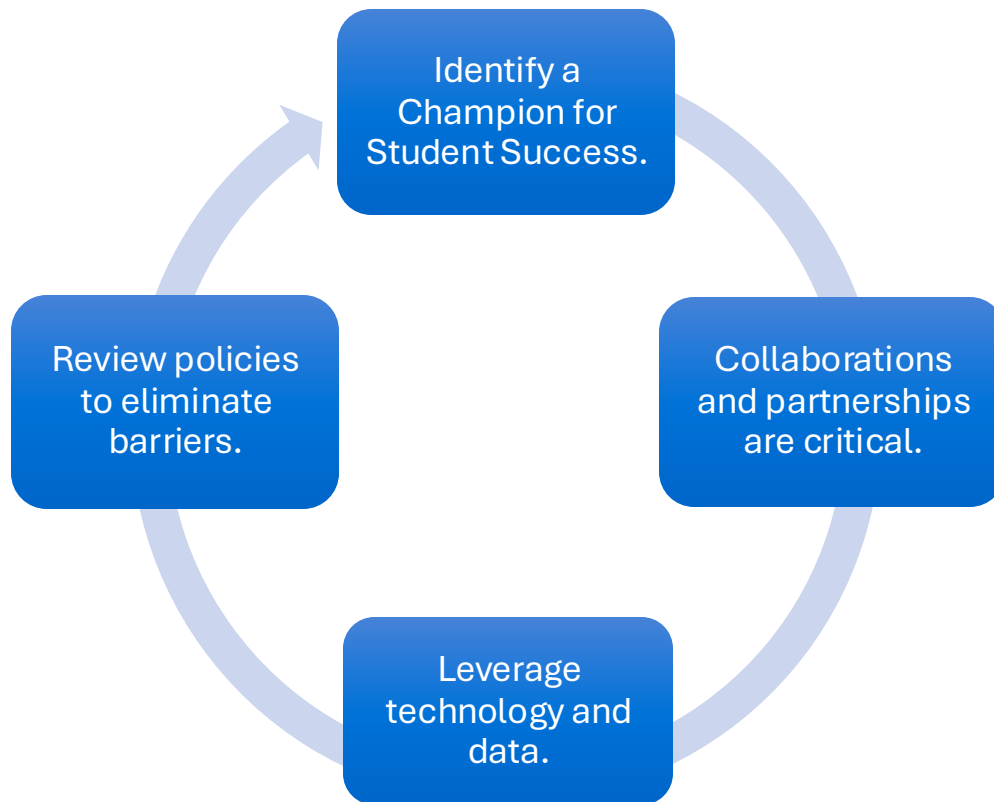
# Persistence Committee Wins

## Retention and Graduation Success Strategies

- Personalization at scale
- Temporary lifted holds
  - Threshold moved from \$1000 to \$500
- Targeted communication
- Vice President, Deans, Associate VP's
- College collaborations
- Coordinated Care Network
  - Case Management
- Built New Dashboards
- Expanded and Leveraged new Technology
- New Advising Model
- Continuation and Completion Funding



# Lessons Learned





**“Student Success is Everyone’s  
Business”**

# Thank you



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