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#### LEARNING LOG

### An Integrated Theory of Student Success: Frontier Set Reflections from UCF

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#### DETAILS

MAKING IT WORK, UNDERSTANDING WHAT WORKS, AND SHARING WHAT WORKS

##### TITLE

An Integrated Theory of Student Success: Frontier Set Reflections from UCF

##### SOLUTION

Redesigned Planning Advising and Student Services

##### CAPACITIES

Leadership & Culture

Owner

[Anna Drake \(/education/s/profile/005360000047SHzAAM/\)](/education/s/profile/005360000047SHzAAM/)



Record Type

Monthly-Current 2017



##### INSTITUTION

University of Central Florida

#### REFLECTION

##### SITE INITIATIVE

Advancing our Student Success Culture

##### PROGRESS TOWARD STUDENT SUCCESS

At UCF, we're reframing how we think about the intersection of innovation and student success. Frontier Set has empowered us to redefine our student success culture, tackle technology challenges head-on, and explore new tools and partnerships as we look ahead to what's next.

##### IMPACT

**We're taking a big-picture view of our student success efforts.** Thanks to support from Frontier Set, we're making new connections between and across initiatives and creating a more unified strategy for student success. With the implementation of EAB's Student Success Collaborative, UCF has shifted from an advisor-directed to a student-directed advising model. Rather than just an advisor, students now have a team to support them – they're part of a case management system that's university wide. Using EAB's robust data, we're taking valuable information and turning it into actions. These data inform our new Office of Student Success, which provides analysis and support to colleges and administration in an effort to make progress on retention and graduation metrics. From Fall 2016 to Spring 2017, we saw 50% growth in the number of advisors using SSC and over 35,000 appointments recorded. We think of this culture shift as creating an Integrated Theory of Student Success: a campus-wide, collaborative commitment to share and leverage data to support students and improve outcomes. Simply put, Frontier Set has encouraged us to reframe our student success strategy around collective, rather than individual, responsibility.

##### INTERNAL/EXTERNAL RESOURCES

##### NEXT CRITICAL STEPS

**We're exploring how to scale our skills.** At UCF, we like to say that "Scale X Excellence = Impact." Because of our size, we are uniquely positioned to affect change in higher education by providing high quality education to a large number of students. This means that after we hone quality and content, our next goal is to scale the solutions we're adopting both across campus and across our peer institutions through the Frontier Set, University Innovation Alliance, and Florida Consortium of Metropolitan Universities. Frontier Set provides the resources and framework for learning and sharing with the field, and we look forward to continued engagement in the critical work of collaborative innovation in higher education. In an Integrated Theory

of Student Success, our goals and boundaries extend beyond any one student or campus – and we are committed to moving forward together.

OPPORTUNITIES/CHALLENGES ⓘ

**We're learning that our size can test capacity.** Our population of over 64,000 students is likely to “break” the tools vendors have to offer, even if those tools work well for other institutions. As a result, we’ve become a scaling test bed for our vendors; we help them learn how big they can go, and they help us learn how to integrate outside tools with capacity we’ve built in-house. Because of our size, we’re working through a process of phased implementation with EAB, Burgundy Group, and other external partners to ensure that we build data capacity gradually as we onboard all of our campus stakeholders. We’ve also been intentional in our efforts to introduce staff and faculty to these new tools as we scale across campus. We’re launching our first cohort of Predictive Analytics Innovation Fellows, providing research awards that enable professors to analyze our EAB data and share their results to improve course- and institution-level outcomes. We believe an Integrated Theory of Student Success relies on building a shared understanding and widespread commitment to student success strategies and goals.

QUESTIONS/REQUESTS ⓘ

STATUS

Final

Completion Date ⓘ

5/8/2017

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