

**Office of Student Success
Annual Report
July 2018-June 2019**

**Unit/Program: UCAN Program
Submitted by: Marvin Williams**

Office of Student Success Mission Statement: The Office of Student Success strives to ENRICH student learning, IMPACT student success, and EMPOWER students to achieve their academic goals through supportive, comprehensive, and timely programs and resources. Values: Respect, Integrity, Growth, Excellence, Community

Program Mission Statement: “The mission of the UCAN program – “Unlocking College Academics Now” – is to help students facing a first academic suspension to improve their grade point average and thereby continue their education. The program works toward this goal by helping these students identify their individual academic needs and then develop methods for eliminating the barriers that have hindered them in attaining successful academic outcomes. To achieve these goals, the UCAN program allows students to remain in school one additional semester rather than placing them on suspension.”

Brief Narrative Summary of the Year

Since the program’s inception, in spring 2005, approximately **2,341** students have participated in this program with grand total success rate of **47%**. Although not all students successfully complete the program, many students continue to express gratitude for the opportunity, indicating that the skills and lessons learned changed their lives. As of spring 2019, **approximately 457** degrees have been awarded to students, who may have otherwise sat out their suspension and not returned. Others’ graduating status is pending. During the spring semester, a meeting was held to brainstorm ideas to improve the program. Some of the topics discussed to possibly be included: pre, mid and post surveys, self-reporting of how study hours were spent, weekly reflection on accomplishments, self-regulation, importance of homework, motivation, task relevance, delayed gratification, and faculty development.

I. Status of Current Year Strategic Priorities

- A. OSS Strategic Priority: Expand student access to services/expand outreach to students, and increase student study skills and knowledge of academic strategies.

Action Plan: To improve the success rate of students completing the program to 65% by continuing to assess the needs of the participants and to provide them with the resources and skills they need to be more successful.

Results: 339 student were placed on first academic suspension. 35% (119) of those students participated in either the summer, fall or spring UCAN program. 50% of the participants completed the program with at least a 2.0 on at least 6 hours.

- B. OSS Strategic Priority: Improve course completion rates and learning outcomes, and expand student access to services/expand outreach to students

Action Plan: Electronically receive academic progress information from instructors through GradesFirst in addition to student's required progress report to diagnose problems in a timely manner and make the appropriate referrals for advising, success coaching and tutoring.

Results: It was discovered that 71% of the participants had been flagged at-risk in one or more classes. This information was provided to seminar instructors to make contact with the students. Most of those students had not responded to their advisors. Therefore, this intervention allowed those cases to be closed. Also, when students fail to submit their midterm progress report, the electronic midterm progress report information helped to address problems in a timely manner. We had the opportunity to make the appropriate referrals for course withdrawals, advising, success coaching, and tutoring.

II. Strategic Priorities for Upcoming Academic Year

- A. OSS Strategic Priority: Expand student access to services/expand outreach to students, and increase student study skills and knowledge of academic strategies.

Action Plan: To improve the success rate of students completing the program to 60% by continuing to assess the needs of the participants and to provide them with the resources and skills they need to be more successful.

Resources needed: A pre and post surveys to assess if a strategies taught was learned, retained and assimilated.

Projected Completion Date: End of the academic year.

Expected Results: 60% of UCAN participants complete the program with at least a 2.0 on 6 hours and successfully complete the program requirement.

- B. OSS Strategic Priority: Improve course completion rates and learning outcomes, and expand student access to services/expand outreach to students

Action Plan: Electronically receive academic progress information from instructors in addition to student's required progress report to diagnose problems in a timely manner and make the appropriate referrals for advising, success coaching and tutoring.

Resources needed: GradesFirst and UCAN instructor interventions.

Projected Completion Date: End of each semester.

Expected Results: 100% of the students flagged at-risk will be notified, advised and given resources.

Challenges and Opportunities

- Holding student accountable for self-regulating to do homework and effectively study during their mandatory study hours.

Appendices: Student Survey

Survey Results

The results are from **82** students surveyed.

1. Please select the statement that best describes your parents' or guardians' level of education.	Response Percent	Response Count
One or both of my parents received a college degree.	41.46%	34
One or both of my parents attended college, but did NOT graduate.	20.73%	17
One or both of my parents received a technical degree or certificate.	9.76%	8
Neither of my parents attended college.	28.05%	23
N/A	0.0%	0
2. The UCAN Program has improved:	Response Percent	Response Count
My academic performance	39.02%	32
How I interact with professors	20.73%	17
My life	40.24%	33
Nothing	0.0%	0
3. The UCAN Program as a whole was a helpful and positive experience.	Response Percent	Response Count
Strongly Agree	81.71%	67
Agree	17.07%	14
Disagree	0.0%	0
Strongly Disagree	1.22%	1
N/A	0.0%	0
4. The UCAN Program motivated me to change behaviors that hindered my academic success.	Response Percent	Response Count
Strongly Agree	80.49%	66
Agree	19.51%	16
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	0.0%	0
5. The UCAN Program provided me with the academic support and skills I needed to be a better student.	Response Percent	Response Count
Strongly Agree	79.27%	65
Agree	19.51%	16

Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	1.22%	1

6. The orientation before the semester began was informative and motivational.	Response Percent	Response Count
Strongly Agree	60.98%	50
Agree	36.59%	30
Disagree	0.0%	0
Strongly Disagree	0.0%	0
N/A	2.44%	2

7. The small group seminar was beneficial.	Response Percent	Response Count
Strongly Agree	74.39%	61
Agree	24.39%	20
Disagree	0.0%	0
Strongly Disagree	1.22%	1
N/A	0.0%	0

8. Who was your seminar instructor? This is your opportunity to evaluate your instructor.

- Mr. Marvin Williams was my seminar instructor and he was absolutely great. He motivated me in ways that I did not believe I could. He made me want to change and do better. I did not care about school, my grades, or my success academically and in life. I am so happy and thankful to say he changed my perspective about many things.
- My seminar instructor was Mr. Marvin Williams, the way he interacted with his students and made us feel like we weren't alone in this type of situation. He would use his own personal life situations in certain situations. He is a great person and an even better cheerleader.
- Dr. Marvin Williams! He's a great man and obviously has a passion for students succeeding.
- Mrs. Williams. She was awesome and always had a good attitude.
- Collins. He motivated me to do great in my classes! Encouraging me that I can do anything if I set my mind to it and surround myself with positive people.
- Pearlie Williams. She was a great and encouraging instructor.
- Mrs. Williams and she was so sweet and caring.
- Ms. Reesa was my seminar instructor. I couldn't have asked for a better instructor.
- Mrs. Williams was very helpful and motivational. She reached us in a different way because she told her experiences and sympathized with us instead of "telling" us what to do.
- Colin Stanton. He was very motivational and helpful this semester. He genuinely cared about his students.
- My semester started with Colin Stanton but shortly into the semester I changed to Marvin Williams because my schedule changed.
- Colin Stanton did a great job teaching and encouraging his students.

9. The mandatory study hour requirement was useful.

	Response Percent	Response Count
Strongly Agree	62.20%	51
Agree	35.37%	29
Disagree	1.22%	1
Strongly Disagree	0.0%	0
N/A	1.22%	1

10. The UCAN workshops were helpful.

	Response Percent	Response Count
Strongly Agree	65.85%	54
Agree	29.27%	24
Disagree	4.88%	4
Strongly Disagree	0.00%	0

Favorite or least favorite workshop, or both (please explain):

Favorite Workshop

- All Workshops – A total of **6** students selected all workshops as their favorite.
- Personality and Learning Styles – A total of **13** students selected this workshop as their favorite.
 - The personality type workshop was my favorite. It helped me learn things about myself and my personality that I was not aware of before. I felt like it was really beneficial and I enjoyed it a lot.
 - My favorite workshop was the personality assessment. I learned so much about myself that I wasn't aware of before. I really enjoyed discovering how many different personality types there are and how different each component of one is.
- Why Wait? – A total of **10** students selected this workshop as their favorite.
- Getting Organized: Managing Time and Tasks Effectively! – A total of **10** students selected this workshop as their favorite.
 - My favorite was time management because it helped me better manage things in my life as well as academically.
 - My favorite workshop was the time management workshop. I say this because it seems that managing my time wisely was always a problem. After attention my workshop and seminar about the subject, I felt as if I found new ways and strategies to help me improve.
 - The workshop where we made a schedule of what we did for the week was my favorite because it pinpointed exactly where and what I spend my time on and it help me to see am I taking the necessary steps to help me reach my final goal.
- I Didn't Have to Study in High School. – Study Skills for Successful Students – A total of **8** students selected this workshop as their favorite.
 - My favorite workshop was on how to improve your way of studying, because it gave me tips and pointers on how to improve the way I studied and it helped.

- Your Choices = You – A total of 7 students selected this workshop as their favorite.
 - My favorite workshop was the one that Mr. Marvin talked at. I really enjoyed it because he talked about his own life and everything he went through. He made us feel comfortable and made us feel like he could do anything that we put our minds to.
 - Marvin Williams, his workshop was interactive and motivational. His skills of speaking bring the listeners to the edge of the seat and he keeps you involved in what he is speaking about.
 - "If this man can do it than I can." The slogan for the UCAN program resonated in that workshop most because he emphasized how he did it when no one thought he could.
 - My favorite was when Mr. Williams taught us and sang to us, his story was really touching and I enjoyed it. It was so great to see him relate his life to ours and to see that we both struggle in PSYC Stats.
- Effective Communication is NOT Common Sense – or Common Practice – A total of 4 students selected this workshop as their favorite.
 - Getting to know your teacher, this was one of my most helpful tools that guided me through this semester, I was in contact with all my teachers which played in my favor.
 - The workshop on effective communication worked wonders for me. Not only did it teach me avenues for opening productive conversation with professors it helped me immensely with my family and relationship.
- The Paraphrasing Strategy – A total of 3 students selected this workshop as their favorite.
- Traits of Successful Students – A total of 3 students selected this workshop as their favorite.
 - The most recent one was the traits of successful students. All of the skills that she mentioned are what we learned from the program. It felt good to have the traits that were taught and that I can be a successful student for this semester and the rest to come.
- Financial Awareness – A total of 3 students selected this workshop as their favorite.
- Getting Organized: Managing Time and Tasks Effectively – A total of 2 student selected this workshop as their favorite.
- Test Taking Tips – A total of 2 students selected this workshop as their favorite.
- The secret to achieving your dreams: Successful Goal Setting & Planning – A total of 1 student selected this workshop as their favorite.
 - I really liked the one about setting goals. I've never known how to set goals for myself, but after the seminar I found some very useful ways to do so. I believe now I can successfully achieve those goals.
- Graduation 101 – A total of 1 student selected this workshop as their favorite.
- Diversity in the Classroom – A total of 1 student selected this workshop as their favorite.
- What you need to know if you're the "First to Go." – A total of 1 student selected this workshop as their favorite.

Least Favorite Workshop

- Graduation 101 – A total of 3 students selected this workshop as their least favorite.
 - My least favorite workshop dealt with the classification of classes. The only reason I did not care for it was because I am a senior and only have one more semester left. I feel it was beneficial for freshman and sophomores but I did not feel like it pertained to me that much.
- The Paraphrasing Strategy – A total of 2 students selected this workshop as their least favorite.

- “I Don’t like Group Work!” Successful Group Work Strategies – A total of **1** student selected this workshop as their least favorite.
- Personality and Learning Styles – A total of **1** student selected this workshop as their least favorite.
- Financial Awareness – A total of **1** student selected this workshop as their least favorite.

11. Do you plan to return next semester? If your answer is no, please explain.

	Response Percent	Response Count
Yes	84.15%	69
No	4.88%	4
Unsure	10.98%	9

Comments:

- Graduation/ Break from school
- I have too much on my plate and don’t feel like I can fully focus on school.
- I just realized this semester that my major is actually not what I want to do at all and my grades are showing it I would love to come back and switch my major I know that then I would do really well!
- I have failed most of this program and I feel a bit unfit to be a student. I have failed everyone I wish I could come back but I don’t Believe there is a fourth chance
- I’m taking time off.
- I’m transferring.
- I know for a fact I’m gradually changing and doing better but to proceed my impression from others is what matters.
- I am transferring to Fayetteville, AR
- Funds

12. What did you need the most?

	Response Percent	Response Count
Skills	13.41%	11
Motivation	59.76	49
Accountability	26.83%	22

13. What do you think will be your most difficult challenge in future semesters?

- **22** students stated that managing their time would be the most difficult challenge in the future semesters.
- **16** students stated holding themselves accountable would be the most difficult challenge in the future semesters.
- **14** students stated motivating themselves would be the most difficult challenge in the future semesters.
- **11** students stated avoiding procrastinating would be the most difficult challenge in the future semesters.

- 8 students stated overcoming their own personal issues would be the most difficult challenge in the future semesters.
- 6 students stated the increasing difficulty of their classes would be the most difficult challenge in the future semesters.
- 3 students stated staying focused would be the most difficult challenge in the future semesters.
- 2 students stated asking for help would be the most difficult challenge in the future semesters.
- 1 student stated maintaining professional relationships would be the most difficult challenge in the future semesters.

14. What resources would be useful after UCAN? If you responded "other" to the question above, please elaborate.

	Response Percent	Response Count
Academic Success Workshops	13.41%	11
Tutoring	25.61%	21
Accountability for Study Hours	41.46%	34
Meeting with a Success Coach	15.85%	13
Other	3.66%	3

Comments:

- I responded with other because I couldn't check just one. Everything will be very helpful and useful in this upcoming semester.
- I like the small group sessions we had every Thursday morning. The tips and strategies that Mr. Colin gave us were/are so useful and I would really enjoy to have another small group with him again.
- All of the above

15. This is your opportunity to evaluate the program coordinator, Mr. Williams.

- Mr. Williams was amazing. I learned a lot from him and am grateful he gave us this opportunity to better ourselves.
- He is fantastic and wants nothing but the best for you.
- Mr. Marvin Williams is always listening and is a person who manages to motivate and find the right words to make people excel.
- Mr. Williams, you were absolutely great. I would not change a thing about you or this program. It has helped me tremendously and I am so thankful I got a chance to be a part of it, and change my ways for the better.
- There are not enough kind words to say about Mr. Marvin Williams. He pushed me, believed in me and helped me grow as a person. He never gave up and he always wanted the best for his students no matter what the circumstance was...
- Mr. Williams I hope sees this! I just want to let him know that he is such a wonderful person! He was always smiling and always welcomed you but also knew exactly what to say! I know my grades may not show it this semester due to multiple reason but I learned so much this semester about life and about myself! I hope every student gets to meet Mr. Williams because you will always learn something that you can take with you forever! So thank you to Mr. Williams for teaching me things about life and about myself even if you didn't know you were! You're one awesome human!

- He was a very big part of my success and he really pushed all his students to become successful while also making it a great experience.
- An interesting individual to say the least. From what I saw in the seminar, it seems that he fits right into his role as an instructor. In my group of friends he would be considered an "Absolute Madman." The context for this phrase is found on urbandictionary.com (the top definition).
- Great, He really motivates you and lets you know that you can make it and get better.
- Mr. Williams was an excellent coordinator. Coming in this semester and learning that I was on suspension, I honestly didn't think that I was going to recover from my grades. Mr. Williams instilled skills and a mindset that I needed back. I have more confidence in myself and that I can accomplish more through academics. Not only did I learn about skills for academics, but I also learned how to apply the skills to the rest of my life.
- Mr. Williams could not be a better example for struggling students to overcome their obstacles.
- He was really helpful and funny
- Amazing man. Such an inspiring, so encouraging, and so helpful.
- He was awesome. Very helpful and very easy to communicate with
- Very lively and interacts with all students Shows genuine care.
- I believe that Mr. Williams was the motivation and confidence that I needed.
- He is passionate about what he does and he cares about the students. It's uplifting when you feel low on support. Great man. He helped me stay motivated and practice good study behavior
- Mr. Williams is great! He Humorous and Serious all together! As He would said Passive aggressive! It's a great thing
- He is the greatest of all time. To be honest I feel like he is 1 out of the 5 staff and faculty members who actually cares about student success instead of talking about it.
- He has a great personality, he has not done anything wrong doing this program that I know of and has helped way student when the need help. Over all he is a great person. He actually believes in us and our ability to succeed. Most have done that but I haven't.
- Very helpful and personal
- Mr. Williams is an amazing person even without a title. I love that he is not afraid to show his concern for us and help us where he can. He has taught me so much and I wish I could have a class with him again. He taught me to not be afraid to ask questions and to focus on what's important. Also to tune out the distractions.
- He was fun to listen to and even though he had a fun attitude it was obvious he meant every word he said and how serious he was about helping us succeed
- He is very funny and awesome to get to know.
- Mr. Williams is great, the semester didn't go as perfect as I had in mind because I did falter here and there but I feel like I am about to make a breakthrough academically
- he is a great teacher
- Mr. Williams was very helpful, motivational, and you can tell he really cares.
- He is an amazing person. Always has a smile on his face. He puts time to meet with every student of his and he believe in us!
- Mr. Williams is a great Coordinator. I am so thankful for allowing me to be in the program. He is a very kind heart for allowing students who may have had a rough time to get back on track. He is very inspirational in the fact that he works extremely hard in trying to motivate everyone to succeed.
- He's great, really thoughtful, and cares about his students future

- Mr. Williams is a very good man. He may be strict sometimes but it's just to help be better students. I thank him for this opportunity
- Great, enthusiastic, positive, inspiring, and has an amazing attitude on life
- Excellent coordinator.
- Mr. Williams was one of the best motivators in the program.
- Mr. Williams was a very motivational person and definitely pushed to be greater and be better and I appreciate him for that.
- Mr. Williams was great. He was very straight forward and motivating.
- He is a great person and very funny. I enjoy listening to him teach. He is like a father to all of us because he just wants to see us do well.
- Mr. Williams is good person. He is always in a good mood and can brighten your day. He has taught me many things over the semester from better time management to communicating with teachers.
- He is an incredible coordinator and a great man
- Mr. Williams is a life saver.
- He was awesome. I loved hearing what he had to say.
- LOVE him because he is so honest and real
- He was great! His enthusiasm and energy always brought me to a motivated place where I believed I could do this.
- I could not pick a better person to be the face of the UCAN program. He is a man who will put success right in front of your face but it is up to the student to grab it or leave it. He has made sure that I have every resource to go above and beyond but at the end of the day it was my choice if I wanted to be in to the program. I bought into the program and succeeded my goals
- He is very understanding and caring. Not in an "it's okay" way but in a "you can do better so do it way" and I think his attitude was what motivated me most
- 10/10
- Mr. Williams was always happy to help with any problem you put in front of him. He was very understanding of people's situations but at the same time he wasn't afraid to call people out on their shortcomings. For guys like me sometimes you need someone to call you out on what you are doing wrong so that you can fix the problems.
- Mr. Williams runs a fantastic program that has turned my academic career as well as aspects of my life around. Nothing in this program felt useless or like busywork, it all felt meaningful and purposeful.
- He is AMAZING! He is very motivating and you can tell that he is genuinely concerned about our education and about us.
- Mr. Williams was very helpful for the program. He encouraged me to perform my best for the semester, and gave me the second chance I needed to preserve. I greatly enjoyed this program thanks to him and Ms. Reesa.
- I'm very thankful that he allowed me to be in this program. It was a blessing, and it gives students hope and opportunity!
- Mr. Williams was an awesome person to meet and I enjoyed attending seminars led by him.
- I really enjoyed Mr. Williams. He is very inspirational and kept me motivated throughout the semester.
- Mr. Williams, while making sure we did what we promised we would do, made this program enjoyable. We learned something different each time we met. I came out of this program with

much more knowledge about what is available for us at UCA. This program is a 'must' for students here on campus.

- He was always encouraging and saw the best in his students. He pushed us to work hard and reach the goals that we set for ourselves even though we thought that we could not.
- I enjoyed Mr. Williams. He was nice, but not too nice to tell me what I needed to hear. I needed someone like him to hold me accountable this semester.
- This program was truly excellent. I've learned so much over the summer just from this program alone. This has not only improved my academics but my life as well and I am more than grateful for that. I wish that all freshmen could attend these seminars before attending college because so much has changed now that I've sat and listened throughout these seminars
- Mr. Marvin literally changed my life! Coming into the program I assumed I would learn things I "already knew", but the truth is, I NEEDED this course. I wish I could have taken the UCAN program sooner. I have learned so many things, and I am forever grateful Mr. Marvin gave me hope and the tools for success!
- Mr. Williams was incredible. I do not think they could have chosen anyone better to teach this course. He was motivating, but he did not play games. Yet, he was thoughtful and understanding. As well as, he added much needed energy and motivation to the group as a whole.
- He was a great coordinator, he was strict on us which is what we needed to get us back on track.
- Very nice guy, and the program was run very professionally.
- Very lively and interacts with all students.
- You are awesome. In every way. 6 out of 5 stars.
- Mr. Williams is a great guy, he runs this program with everything he'd got, if you trust in him how he believes in you, then you will go a long way and become motivated to do what is necessary to get your degree.
- Kind, Honest, and Expectant.

16. General comments or recommendations:

- I believe UCAN
- I hated the fact of being on suspension, but it was all for the better. It really changed my attitude. I would suggest that there be something for kids that are on probation. I didn't take it seriously and neither did a majority of the people that are in the program with me, until they got on suspension.
- This was good program for me.
- Thank you so much Mr. Marvin. If you feed a man he eats for a day you teach him to fish he eats for a life time.
- Thank you all for giving me another chance at my education.
- I haven't finished this program great at all, and I have failed everything. There is literally no chance that I could come back, but I would just like to tell Mr. Marvin thank you for giving me this opportunity. This year I had too much anxiety and fear over my life and I couldn't get them in control, my educational life at UCA has been horrible and I have made it that way
- Thanks for the help this semester!
- This is a great program and I would definitely recommend it to anyone who thinks that they will end up suspended & want to improve and do better.
- This is a wonderful program. This is indeed helpful. We need programs like this in all schools. This program helps study find their true identity and purpose.

- Thank you for the second chance.
- If you need a second chance don't give up! YOU CAN!
- Maybe increase number of study hours.
- I recommend this program for anyone who is on the verge of giving up.
- This program really helped me.
- Thank you for believing in me. I have been able to go above and beyond what I thought was possible for me this semester. I was able to withdraw from my freshmen GPA, I have learned how to communicate with teachers and all of this has set me up to end with above a 3 point this semester.
- This course made me realize what a lazy student I had become. I aim to fix that.
- Thank you for accepting me in this program and giving me the opportunity at a second chance.
- UCAN is a program I recommend for anyone who is struggle academically and wants to continue with their UCA career. It has helped me greatly. I have come out of this program feeling more inspired and motivated to push towards my future and other goals I have set for myself.
- It was difficult for me to accept the fact that I allowed my grades to get so low, but this opportunity was the light at the end of a tunnel.
- While I really dreaded taking this course, I am glad I have because I have come out of this course a better student.
- I thoroughly enjoyed this program, and I am glad that UCA offers it.
- UCAN was extremely beneficial, when I joined I thought of it just as a way to keep me in UCA, but now I'm really glad I was a part of it
- Thank you so much Mr. Marvin. If you feed a man he eats for a day you teach him to fish he eats for a life time.
- Teach to incoming freshman. Take over orientations. Would be very beneficial and informational.
- I highly recommend this program for struggling students.
- Stay Awesome.