

**Office of Student Success  
Annual Report  
July 2019-June 2020**

**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:** For the academic year, 35% of the students placed on first academic suspension participated in the UCAN program with a 58% success rate. Since the program’s inception, in spring 2005, approximately **2,446** students have participated in this program with 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 2020, **47** more participants have been awarded degrees. To date, **approximately 504** degrees have been awarded to students, who may have otherwise sat out their suspension and not returned. Others’ graduating status is pending.

Last academic year, a forum met to discuss how to possibly improve the success rate of the program. Some of the topics discussed included administering pre and post surveys, self-reporting of how study hours were spent, weekly reflection on accomplishments, self-regulation and the importance of homework completion. This year, students completed a pre and post academic assessment. There was noticeable progress reported in nearly all areas. Some of the findings indicated improvement in class attendance, completion of homework, study skills, time management, organizational skills, and students felt more connected to the university and to at least one faculty or staff member. (See Appendix) Students have always completed a survey to provide feedback about their experience in the program. Students report the program not only changed their academic performance, but their lives. The vast majority of the student reported that all the requirements of the program were beneficial. Also, the survey allows the students to evaluate their seminar instructors and the program director. They speak favorably and very highly of both. (See appendix)

The campus closed mid-March due to COVID-19 and moved to online instruction. Seminars continued online, assignments were modified and instructional videos were created. The mandatory study hours were submitted on an honor system through a Google Form. Participants were required to complete the StudentLingo online workshops due to the cancellation of the campus workshops. The seminar instructors were available (virtually) during their seminar times. The program coordinator was available during scheduled times for video calls for those who wanted to participate. An online version of the weekly accountability was created for seminar instructors to continue to provide participants with weekly feedback and accountability. The program's graduate student continued to maintain records of study hours submitted, disseminated the weekly accountability sheets to the instructors, assisted with creating forms and documents for online instruction, and was available via video chat to assist the program director with all other duties assigned.

**Three-Year Trends:** Motivation appears to be a challenge for at-risk students. Years of surveys indicate motivation is the number one trait students report they lack and need most. Secondly, they report accountability, and lastly, study skills. This academic year, motivation, accountability, and time management were the top three concerns students reported to be a challenge for future semesters after the program. Developing post UCAN programming or building post UCAN requirements into the program appears to be needed for those who successfully complete the program.

In light of the demand for online instruction, continuing to build an online framework for the program is a necessity moving forward. The plan is to develop a paperless application process and have virtual instruction options.

## **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:** 295 students were placed on first academic suspension. 35% of those students participated in either the summer, fall or spring UCAN program. 58% of the participants completed the program with at least a 2.0 on at least 6 hours. That's an 8% increase from last year.

- 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:** For the fall and spring semesters, 65% of the participants were 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 close 100% of those cases and make the appropriate referrals for course withdrawals, advising, peer 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 will complete the program with at least a 2.0 on 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 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 provided resources.

## Challenges and Opportunities

- Holding student accountable for self-regulating to do homework and effectively study during their mandatory study hours.
- Developing a programming or building requirements into the program to provide assistance to those students struggling with motivation and accountability post UCAN.
- Developing the framework for online instruction and a paperless application process.

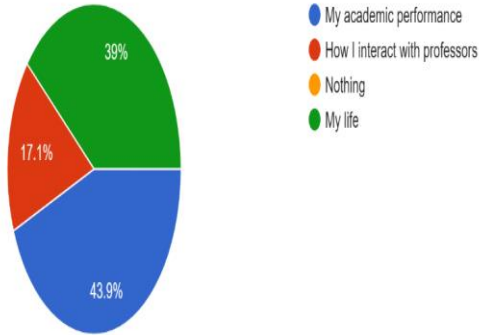
## Appendices:

1. Student Survey
2. Pre and Post Academic Assessment

# Student Survey Results

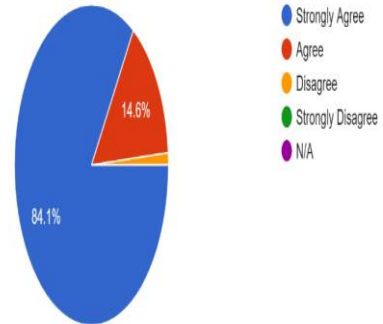
The UCAN Program improved:

82 responses



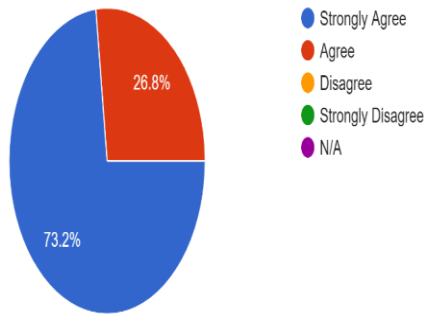
The UCAN Program as a whole was a helpful and positive experience.

82 responses



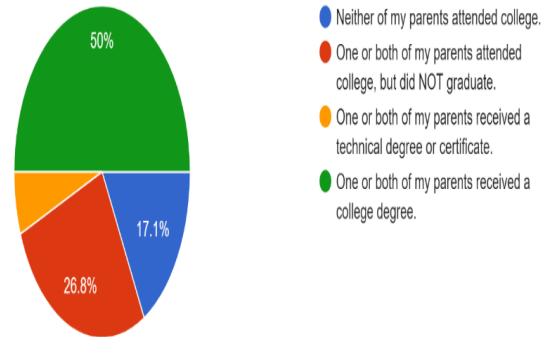
The UCAN Program motivated me to change behaviors that hindered my academic success

82 responses



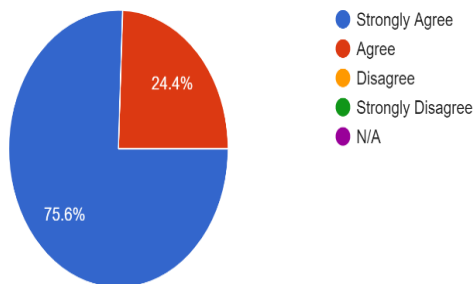
Please select the statement that best describes your parents' or guardians' level of education.

82 responses



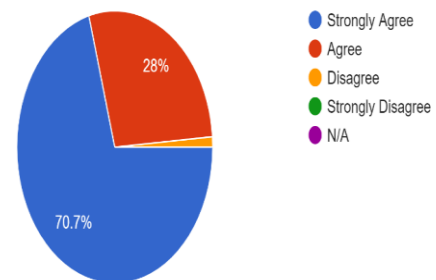
The UCAN Program provided me with the academic support and skills I needed to be a better student.

82 responses



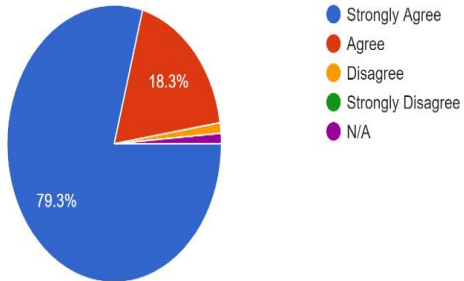
The orientation before the semester began was informative and motivational.

82 responses



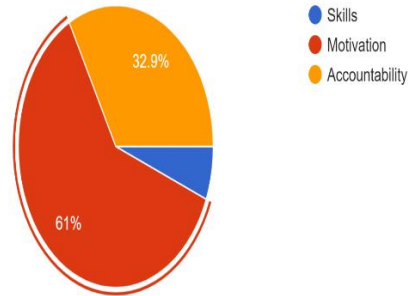
The small group seminar was beneficial.

82 responses



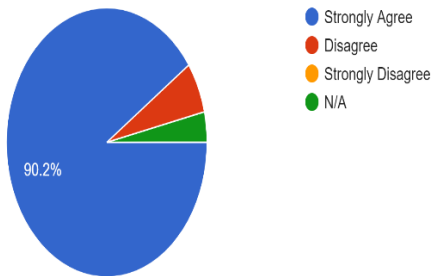
What do you need the most?

82 responses



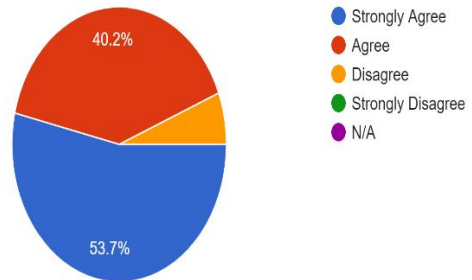
The mandatory study hour requirement was useful.

82 responses



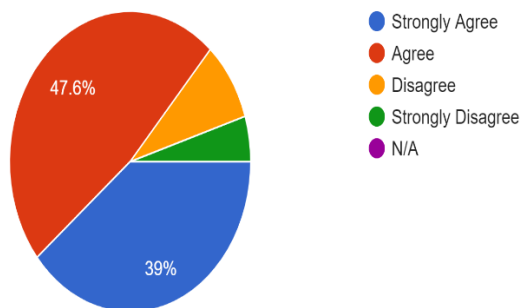
The weekly accountability sheet was helpful.

82 responses



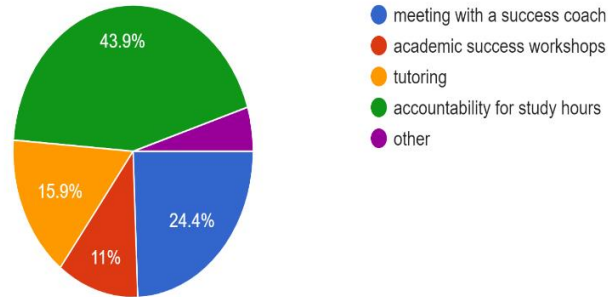
The UCAN workshops were helpful.

82 responses



What resources would be useful after UCAN?

82 responses



**If you responded "other" to the question above, please elaborate.** 5 responses

- Planner
- Counseling
- Possibly meetings with our seminar teacher, or someone to be a mentor throughout the semester.
- Seminars
- The library. I was able to use every resource in there to complete my homework.

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

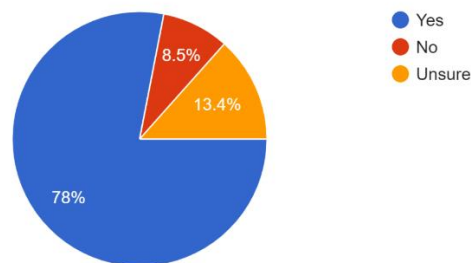
Here are the answers in sequential order of most reported:

1. Motivation
2. Time Management
3. Accountability
4. Procrastination
5. Organization
6. Focus and finances

Others answers included: loneliness, class attendance, medical and mental, finishing, family, testing and talking to professors.

Do you plan to return next semester?

82 responses



**If your answer is no, please explain why:**

- 5 students transferring
- 1 internship
- 2 were not sure due to the pandemic
- 6 financial issues

## **Seminar Instructor Evaluations**

### **Reesa Ramsahai**

- She was a fantastic instructor. She was a nice teacher and made sure you were accountable for the work you did or did not do.
- She was an excellent instructor, the seminar was an extremely important motivational aspect of the program.
- I had a fun time in here house and he opened my eyes to a new way of thinking about center things
- She was absolutely amazing, and I am so thankful that I was able to confront her about things and have her by my side this semester.
- Super easy to talk to and she really cared about every students success. She held me accountable and made me want to work harder for myself and my education.
- She was so incredibly invested in all of her students' well-being, and she was devoted to making sure we got the most out of this program. She was put on the spot, immediately having to switch over to doing everything online, and she adapted quickly. She never stopped caring about her students and their success. I could easily tell how passionate she was, and how she would give her everything to help us be successful. Once we went online, she was a huge reason as to why I missed being back on campus. She would hold us accountable and hearing her speak was inspiring. I have nothing but positive things to say about Ms. Reesa.

### **Colin Stanton**

- He was supper helpful and nice. There were times that he seemed a little overwhelmed or didn't know what he was doing, but overall he was great. I think the seminars can be shortened, though. The whole class time is a bit excessive.
- He was excellent.
- He has been very helpful. His teaching style has been very beneficial for me, because it is easy to understand him. This seminar program has not only improved my study habit, but also how to be an organized person.
- He was there for me! Anything I ever needed for my class I could call him.
- He did an amazing job really getting to know me and made the effort to want to help me.

### **Ann Howard**

- She was so understanding and pushed all the way up until now and I am really grateful for her.
- Ms. Ann. I'm so glad she was my seminar instructor and she did her best on helping us. I didn't see the importance of the planner at first and even regretted why I spent money on it. Although, now I see the good fruits and Ms. Ann was really strong on insisting about the planner.
- Very motivational always held us accountable.

- She was the best. She made us feel comfortable.
- She did very well. She made me feel at home! She always gave us great advice and really wanted the best for us. She was a very good support system for me this semester.

#### **Marvin Williams**

- He always made us accountable, and encouraged us to talk to our professors
- He personally taught me how to keep pushing through the semester, and gave me the tools and information I needed to pass.

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

- He is a great man. Cared about all of us and our success and if it would've been anyone else standing up there every Tuesday and Thursday, I don't know if I would still be at UCA.
- I enjoyed my time with him and I hope to see him again next semester to tell him how I am improving
- I love Mr. Marvin, he made me believe myself and I found myself happy to come to class to see him. He's motivation
- He is a very relatable person that kept me motivated throughout the semester and that is something I needed. Having someone there holding me accountable really helped me push through even when I wanted to give up so I was thankful for that. Also everything that was implemented in the seminar was useful. The Victims vs Doers session was something that really opened my eyes and made me want to change the way I acted on things.
- Mr. Williams is the best person on UCA's campus. To me, he's like a guardian angel and gives his utmost love and care to students
- Mr. Williams is a good hearted individual who has your best interest at mind. I didn't get a chance to get to know him personally, that was mainly because I was busy with college but he always had a positive and happy atmosphere around him and it helped me stay motivated and kill my classes this semester!
- Mr. Williams was very helpful, influential, and just simply inspiring. He helped me realize how much potential I have if I would take college seriously. He helped me realize how much money I have already lost and if getting a degree is my end goal I need to do what I have to do in order to make it there. College can be simple if you continuously attend classes, develop a good relationship with your professors, and do the work. I will continue to use the skills I developed this semester through my remaining time at UCA.
- He helped me personally push through and commit to something that I never believed I would go through with. Along with that, he was there personally whether outside of school or in school.
- Mr. Williams was real and honest, and someone you could actually tell cared. He didn't take any crap, but he was patient and kind. I have enjoyed getting to know him and to have him on my side through all of this.
- He is the man. He is on to something that could help every human stepping into college for their first time or/and having hit a rough patch. He cares. He talks bad to you, but he cares truly.
- 10/10 favorite staff member on campus



- Mr. Williams as the program coordinator was straight forward and honest, which is what we all needed especially me. But personally Mr. Williams is the best teacher and person I think I've ever encountered on the UCA campus.
- Mr. Williams was very helpful, making sure he was sending us emails and making sure that we were staying on top of everything and holding us accountable to our work. He was also always there to talk or to help us with any problem that we encountered throughout the semester.
- It's a very good program. I know I wasn't the best student throughout it, but it helped me improve tremendously. Thank you Mr. Williams.
- Mr. Williams is the literal best. He is encouraging, hilarious, relatable, and overall just an incredible role model that I hope to continue to look up to. He really cares for each of us individually and wants us to succeed, which motivated us to root for and believe in ourselves.
- He was AMAZINNNNG. Truly an honorable man. He pushed you hard. And really knows that you can do anything. It doesn't matter where you come from. As long as you have the will and courage to get what you want accomplished. He is amazing. !!!
- Awesome instructor and easy to get along with if you do what you need to do, he's very easy to get along with and would be hard to dislike and he keeps you motivated to keep going forward
- I want to bless and thank you Mr. Marvin Williams. You believed in me when nobody else did. I had literally almost died and had brain surgery a month before school started this semester, to have a VP shunt put into my head for Hydrocephalus, a disease they found out abruptly I have. This program got me onto the right track when I was almost giving up on life itself. I still have hills and valleys to overcome but with Jesus Christ there is no stopping me. God Bless you for your service and may you and your family and friends have a very merry Christmas! Love David Beavers.
- Mr. Williams has done a very good job, which is to make sure we become successful. His programs were very interesting and entertaining. I am so glad that I have good results this semester which I have never done before. I have been able to learn from someone like him. He is always making jokes and actually makes lectures interesting. I have really enjoyed every moment in the UCAN program.
- I just want to thank Mr. Williams for making this program and letting me in this program, because it helped me get my mind straight and follow the path that I need in order to be successful. At first I didn't know what the UCAN program was going to be about, but later on I learned that it really gives me support towards not only my academics, but my life.
- He is the first person I have come across at UCA that I felt cared about me doing well as a person and with school. He taught me that I don't have to have someone hold me accountable, that me, myself should hold me accountable. I am very grateful for him and this program for helping me get back on track.
- Where do I even begin? I have NEVER had someone so incredibly invested in my well-being and success in a school environment, ever. Mr. Williams went above and beyond time and time again to make sure that all of us had the information and accessibility to any resource that we could ever imagine. He did this to make sure that we could and would succeed. No matter what the issue was, I knew I could always go to Mr. Williams with ANY of my

problems regarding school or family issues, and he'd always be supportive and understanding. I have never been one to openly have conversation with the staff at the university, but Mr. Williams flipped the script on me. I was usually avoidant because professors seem a bit detached from their students outside of the classroom. However, Mr. Williams was welcoming and interested in my well-being which caught me by surprise. I cannot thank him enough for this opportunity and for getting my whole LIFE back on track. I really wish I knew of this program earlier. This program that he has built has made me more accountable, has motivated me to succeed, has squashed many bad habits that I had been forming, and taught me so much about being a better student and a better person. I could write a book about how thankful I am for Mr. Williams, and this program.

- I am GRATEFULLY for Mr. Williams, I didn't know what I would do if I would have been kicked out. He's that guy that I'm going to say down the road "this is why I am successful." Because most college students don't return if they leave. I am not sure what I would do with my life if I left. I have two other siblings that I graduated with and I'm the only one still hanging on by the string to college. Thank you Mr. Williams!
- 100% recommended to every student before they get on probation, during and only when it's the below 1.75 GPA point
- He was awesome love this man. He comes off more like a father figure that actually cares than an instructor.
- I really liked the program but I never really got to know or be around Mr. Williams very often. Would've been nice to have scheduled meetings with him personally once a month or so to help with a personalized game plan and for advice.

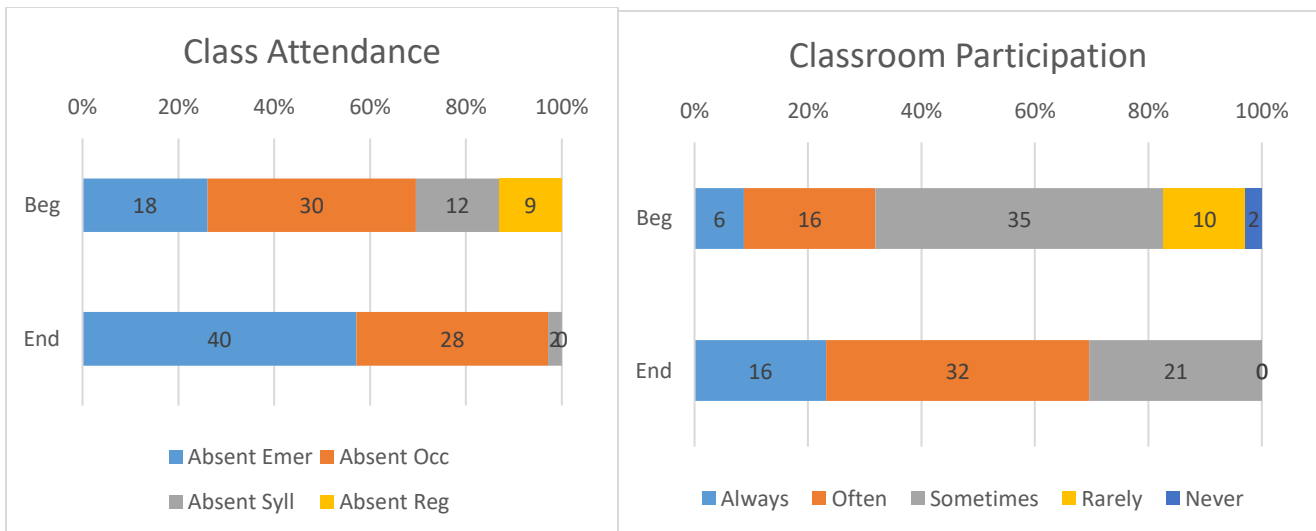
#### **General comments or recommendations:**

- No tutoring hours during because that was honestly the hardest thing I had to do in the program because of the times available.
- Overall, I loved the UCAN program. I wish I could have taken it as a freshman for the FYS requirement.
- Overall the UCAN program was pretty good, I just don't like having to go to the success workshops every week because I would've rather went to the COB and learned from successful people in the business field because I love having an advantage in every way possible. But the online workshops, library hours, and in class session I really enjoyed. Also, having a planner is what will help me constantly do better throughout the rest of my college life. I always thought I was really organized but this showed me how much easier it was to stay planned out through the semester and not have an unexpected curveball of when things are due.
- I am blessed to have gotten a second chance and was accepted into the UCAN program. I felt like someone cared about me and my success which was the push I needed. I got really down when I was thrown into college feeling helpless. This program has uplifted me and shown me I can do this!!
- This was the most fun I never want to have again. UCAN definitely taught me a lot of valuable lessons. I equate UCAN to a mental version of boot camp. Overall, a good program

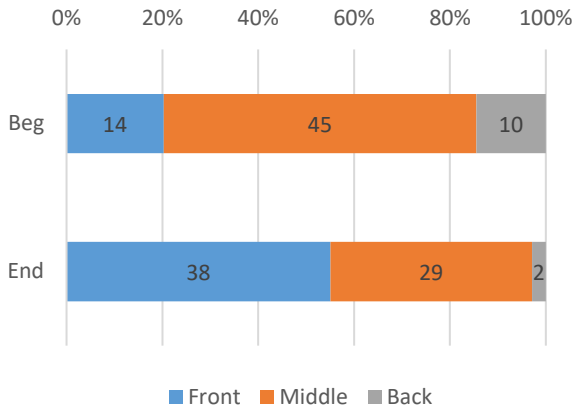
that has a great leader and coordinator. I recommend anyone gets their grades to passing, but if they can't, UCAN is a great motivator and teacher.

- I recommend using the accountability sheets differently. In my seminar the class was given the new sheets at the very end of class and many people including myself usually filled them in right before the class started for the next seminar. I feel as if maybe they didn't hold us accountable the way the sheets have the potential to.
- no more online workshops
- I highly recommend that this chance is provided to those who are in the same position I am in, and I also recommend that they do take the chance and do not take it for granted.
- I had fun doing this!
- The UCAN program is great. It's just a little too rough for students who commute, but that is just part of it.
- I suggest that they should require all freshman students to take this program, because it will help them to get prepared well for their studies before it's too late.
- This program should be used for people who are on probation. I didn't know about this program, until I got to the suspension, but it was a wake-up call and worth it.
- I would say the program needs to work a little more on an individual level instead of just assigning workshops for problems we may not have.
- Maybe the UCAN program can be mandatory for incoming freshman to help them reach a college mindset or for freshman with a low grade point average.

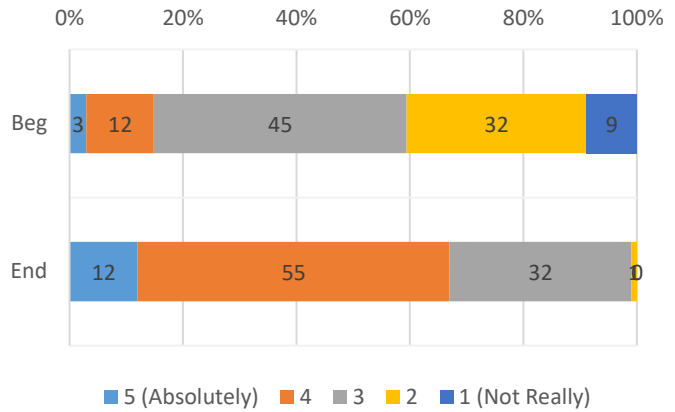
### Pre and Post Academic Assessment Results



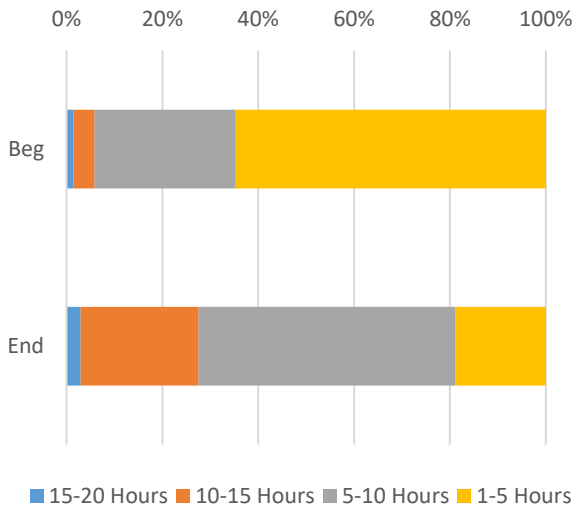
### Classroom Seating Location



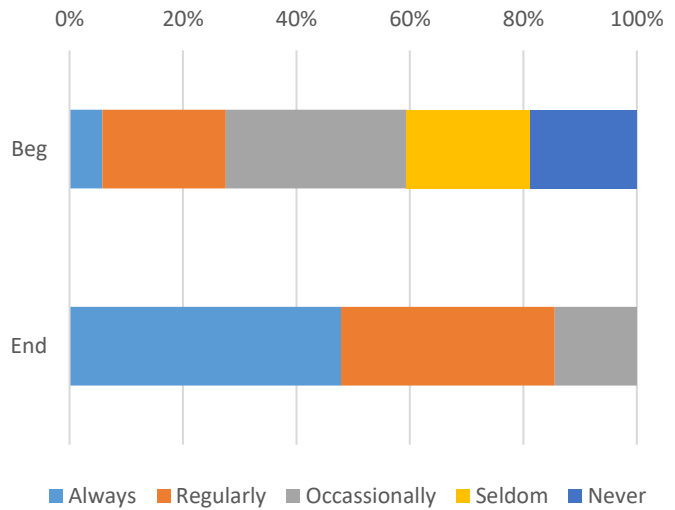
### I Know How To Study



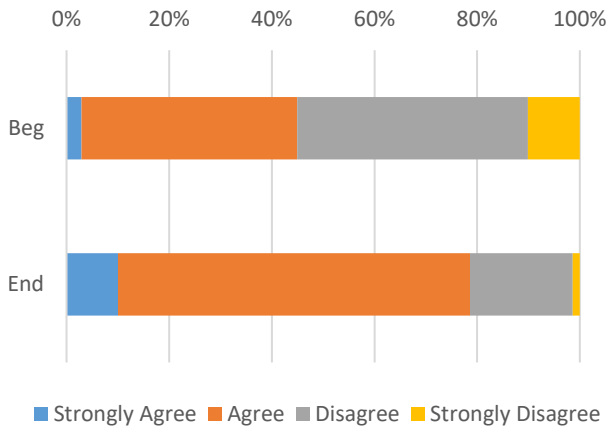
### Hours Studied Per Week



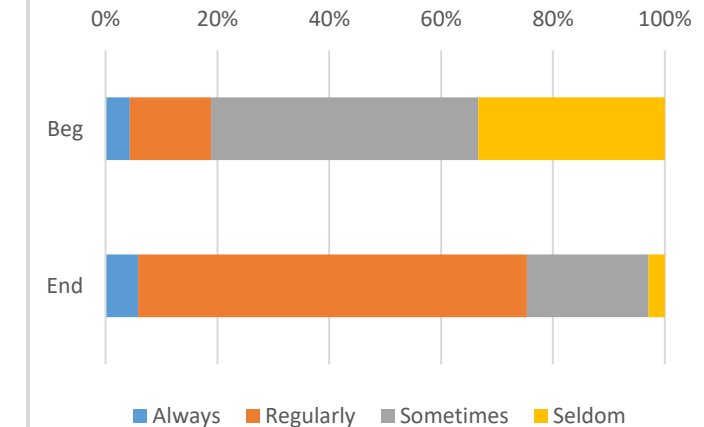
### Planner Use



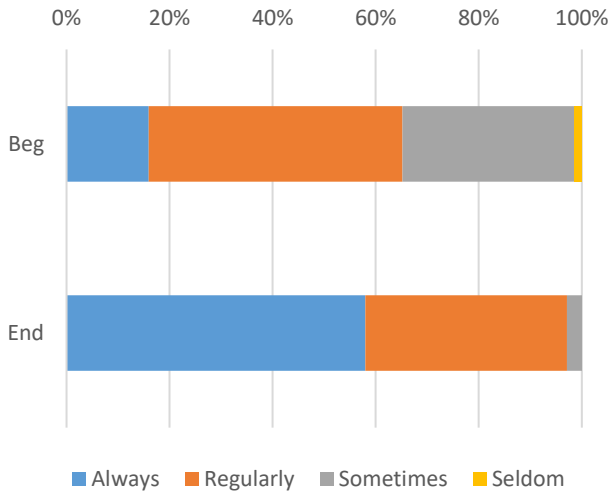
### Work/School/Rest Balance



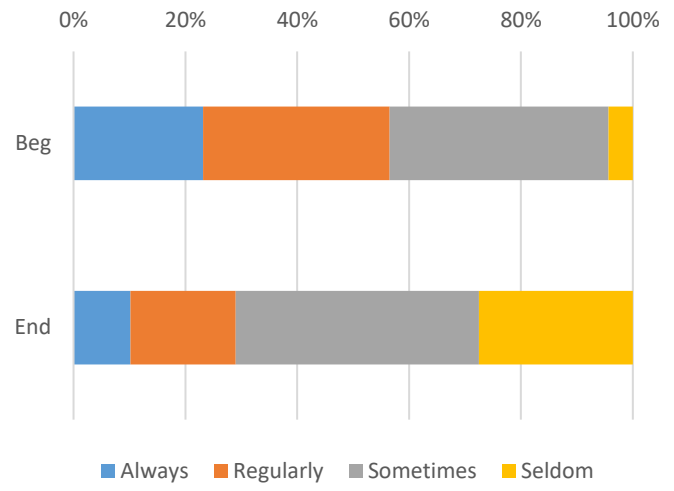
### Study Days in Advance



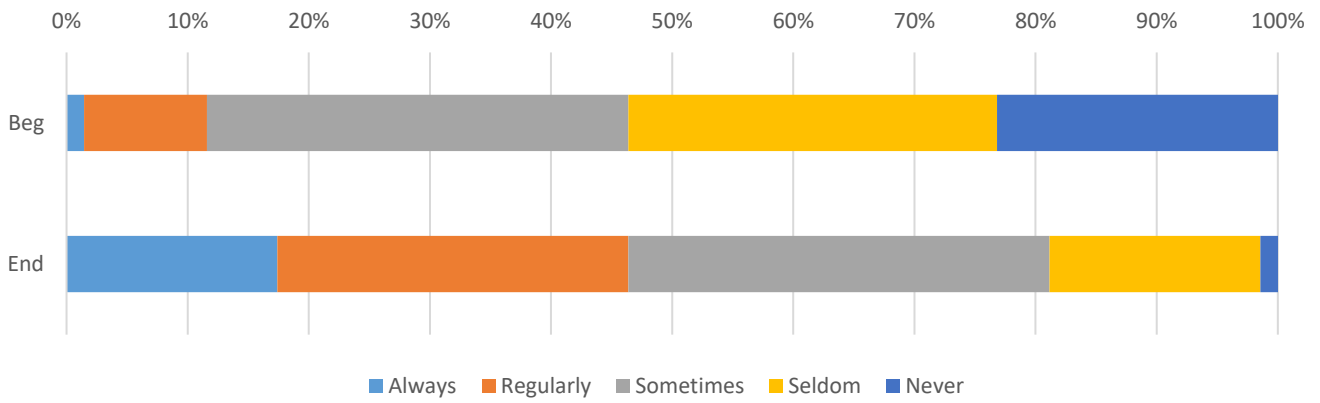
### Homework Completion



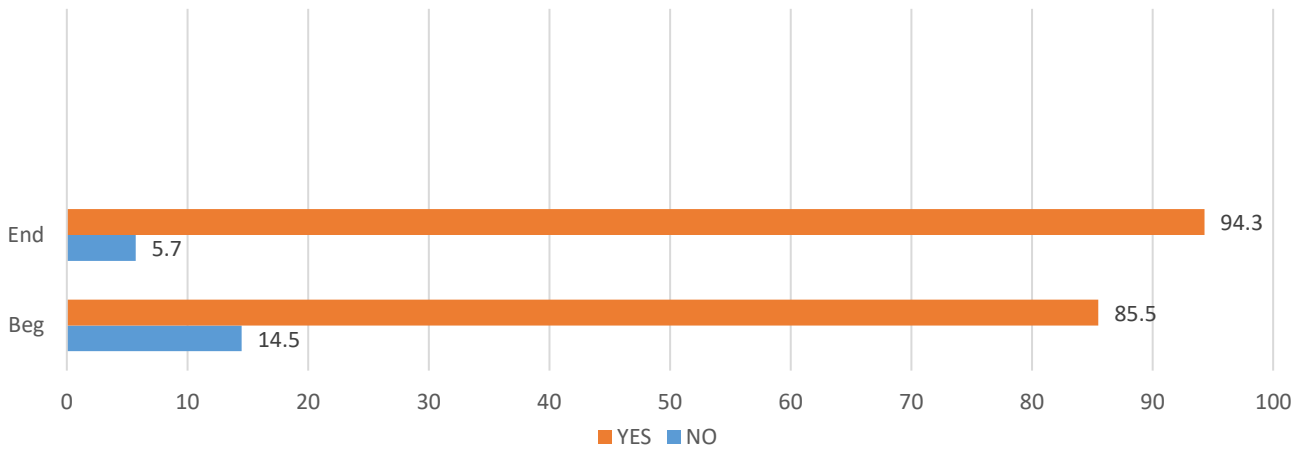
### Procrastinate on Assignments



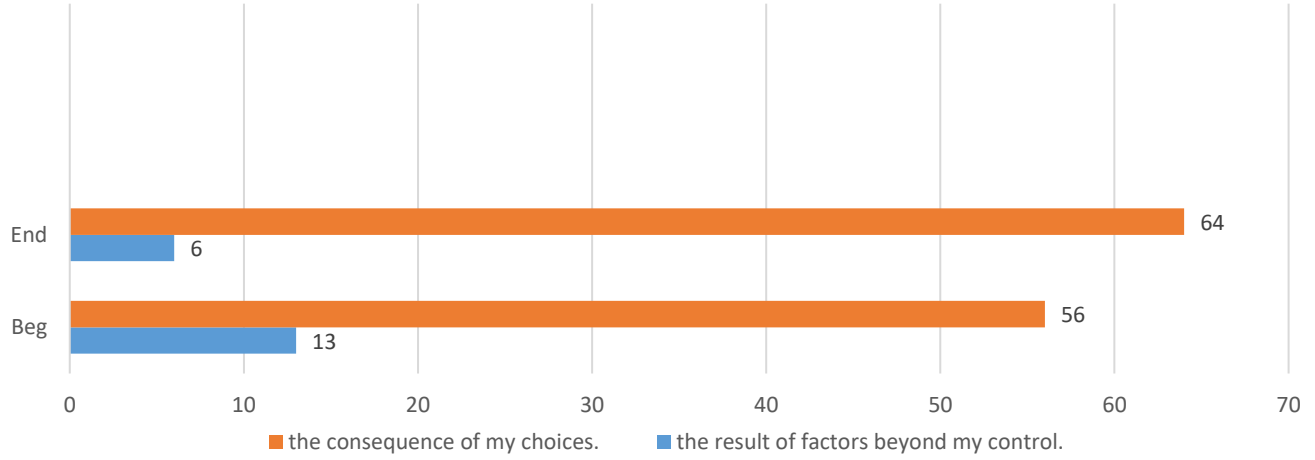
### Break Down Assignments



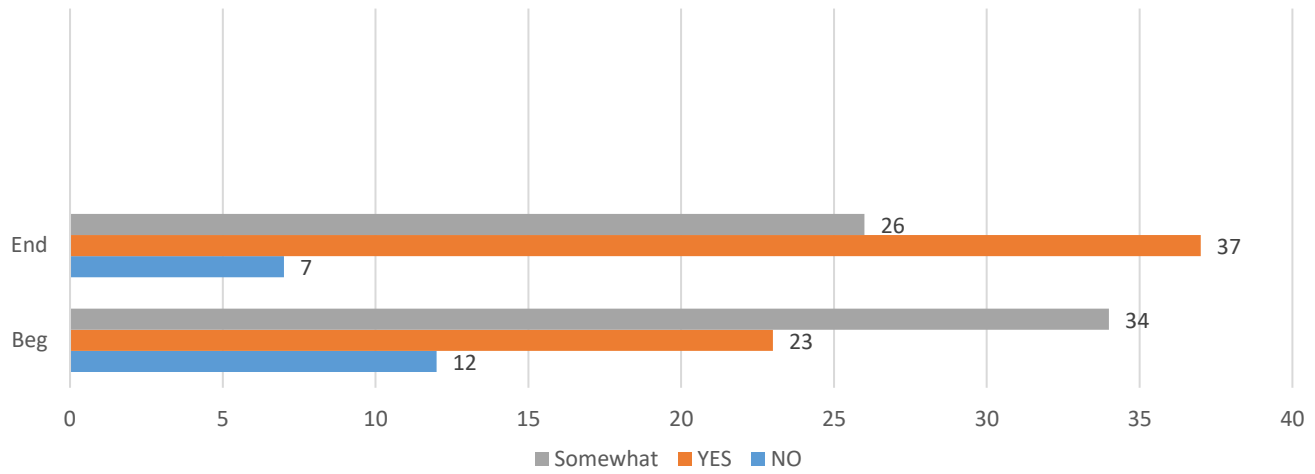
### I have clear short and long-term goals.



### My academic situation is...



### I feel connected to the university.



### I have connected with at least one faculty or staff member whom I feel cares about me.

