

# Academic Advocacy

**ARISE for Student Success**

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# Why Academic Advocacy?

- At the University of South Florida, Academic Advocacy is a central component of their student success growth.
- Academic Advocacy generates value through increasing student persistence. Higher education institutions whether reliant on enrollment, or other student success metrics, benefit from increased persistence.
- Academic Advocacy as a model can be applied generally or to specific strategic student success goals.

# Why it worked for USF

- Responsibility and Accountability
  - Academic Advocates are the academic case managers in the USF care management model
- Our innovative [case management](#) (or as we prefer to call it, "care management") model, has garnered [national attention](#), as well as [rankings and awards](#), for its effectiveness in helping students to persist and graduate at increasingly higher rates in four and six years, in spite of race/ethnicity and income.  
<https://www.usf.edu/student-success/ourwork/index.aspx>

# Why it works for Persistence Goals

- Total population support
  - Distinct from typical advising models whose service is bound by student type, admit type, major, or other classifications
  - Distinct from typical engagement models whose focus is bound by definitions of engagement
  - Distinct from coaching models whose service is bound by the model itself
- Data-informed practice
  - Ability to see macro view of student population
  - Ability to see micro view of specific student barrier

# Philosophy



HOLISTIC, TIMELY, AND  
SOCIAL JUSTICE ORIENTED



HOW DO YOU DEFINE  
STUDENT SUCCESS?

# Population Health Care Principles of Academic Advocacy

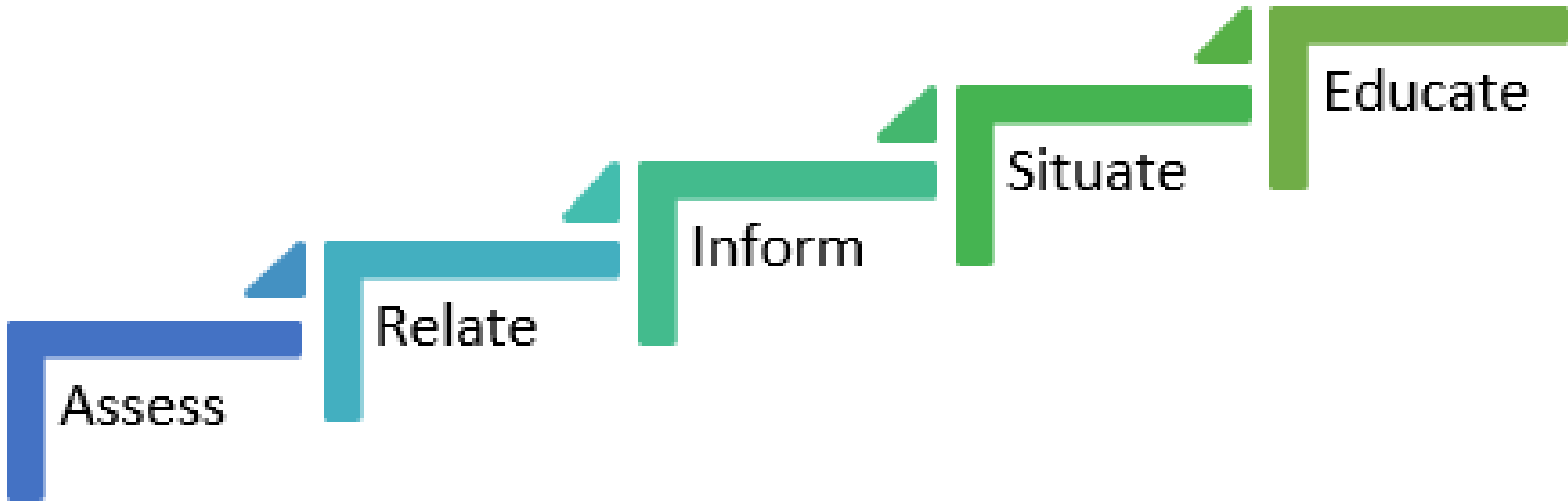
Risk  
Stratification

Differentiated  
Care  
Pathways

Scalable  
Support

Ownership  
and  
Accountability

# Academic Advocacy Model: ARISE



# ASSESS: Data and Systems

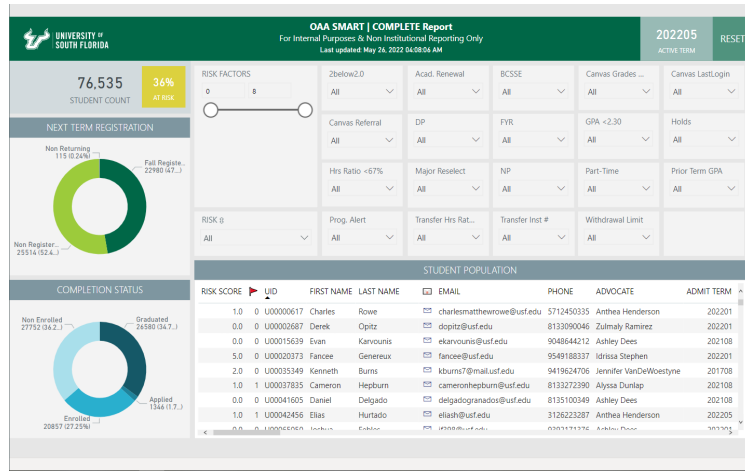
- Timely support via data access
- Demystifying metrics: behind each metric are real students facing unique situations
- Praxis through balancing student success and technological operationalization: improving institutional insights



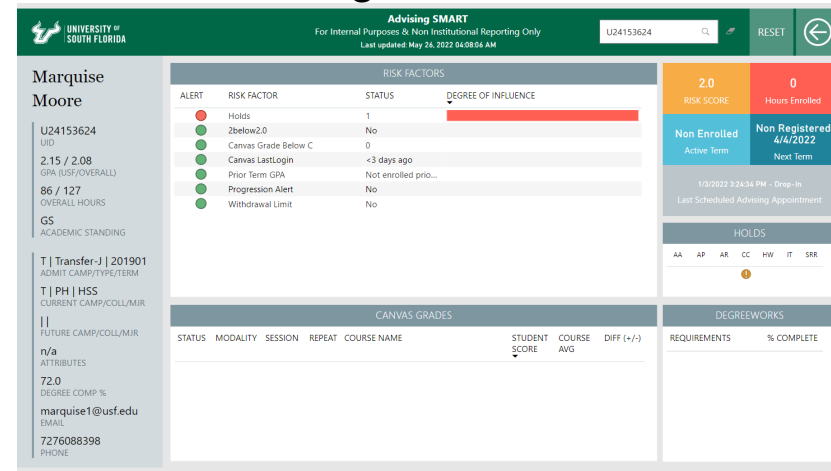


# ASSESS: Operational Dashboards

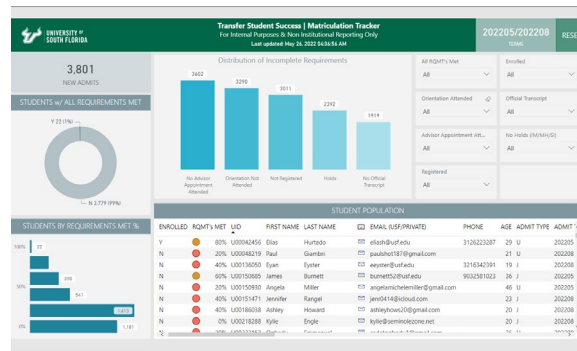
## OAA SMART



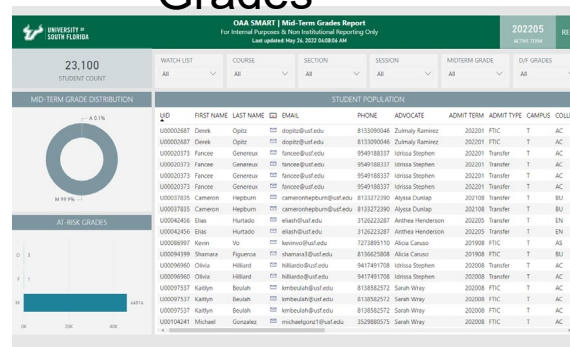
## Advising SMART



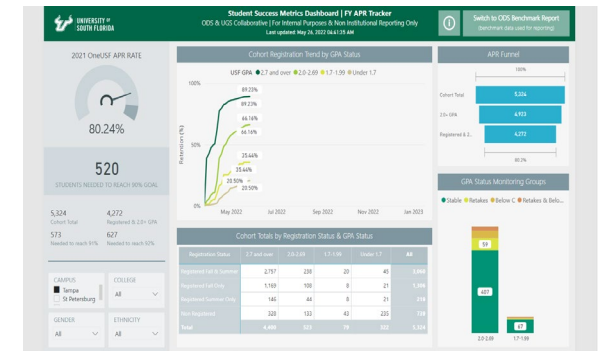
## Transfer Student Success



## Mid Term Grades



## Student Success Metrics





# RELATE

- Growth mindset
- Language of Belonging
- Student Validation
- Recognition of the diversity of experience

**Advocates handle a confluence of issues and collaborate directly with appropriate resources**



Research Reports on College Transitions | 1

## Aligning Institutional Support for Student Success:

Case Studies of Sophomore-Year Initiatives

Tracy L. Skipper, Editor



# INFORM

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- Sharing and clarifying for better understanding
- Aligning institutional support with student needs
- Ongoing training, communication, and professional development

# SITUATE: Contextualizing and Referrals



Collaborating for holistic supports



Building intentional relationships



Reflecting on student centeredness

# What our Partners say about us

"The advocates are some of USF's **greatest assets** and I always feel confident in their service/support of students whenever I make referrals."

"Great team of **dedicated** professionals."

"The advocates I have worked with across the different teams are **extremely knowledgeable** and helpful for a variety of student situations. I am always confident that a student will receive the **best care** and support once they have connected with an advocate."

"*One* of the most **important** offices on this campus to persistence and degree completion."

"Kudos to OAA for all the work they continue to do. This team is **amazing**."

"Great job to all! This is an **excellent service** for our student body."

# EDUCATE: Student Learning Outcomes

**Educational Priority:** *After engaging with Academic Advocacy, students will understand their academic options, seek out resources independently, and engage with the community to support their overall well-being.*

- Academic Engagement
- Self-Advocacy
- Community Engagement
- Well-being

"You helped me identify which obstacles I needed to overcome to clear my holds, receive reimbursement, and be reinstated for bright futures. I am grateful for your willingness and eagerness to get me back on track."- N.B.

"...I was able to not only successfully complete my final course requirement to graduate, but I did so with nearly a 100% in the course, something I have not been able to do since my sophomore year in college. I owe part of this success to you and the guidance you provided me; you reached out to me when I was afraid that my mental health issues would continue to plummet my GPA and prevent me from completing my degree. You helped me to work past my mental roadblocks and showed me how to use USF's resources in ways that better suited me. I should be all set for graduation now..." -K. L.

"I can honestly say this is the most connected I have felt to USF since I started here". - J.C.

"I didn't know what this meeting was going to be like but it was amazing and what I needed right now". - D.C.



# What our students say...

# Review of Academic Advocacy Model

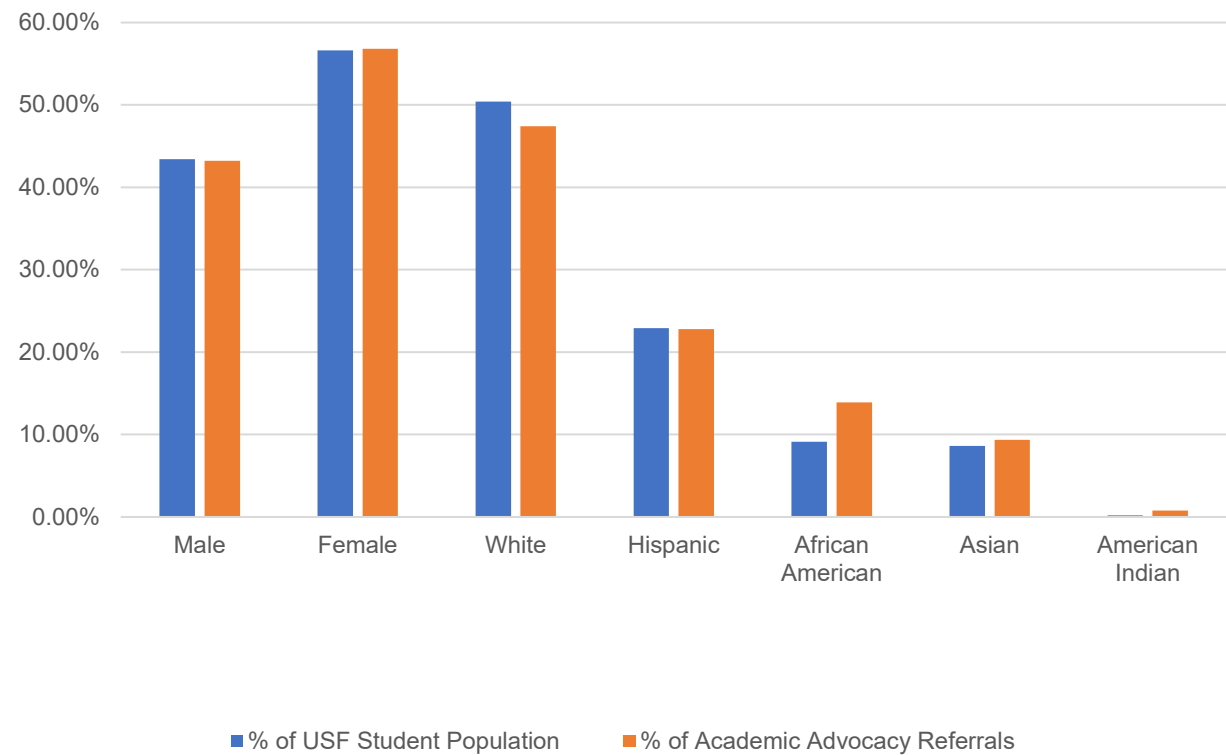
Assess	Assess student need with data-informed practices
Relate	Relate to student with timely, relevant, and supportive communication
Inform	Inform student of options in accordance with institutional policy, process, and practices
Situate	Situate the barrier and refer directly to appropriate resources
Educate	Educate the student so that they can advocate for themselves



# Referrals Received

Based on campus community referrals in communication platform created specifically for case/care management of student needs.

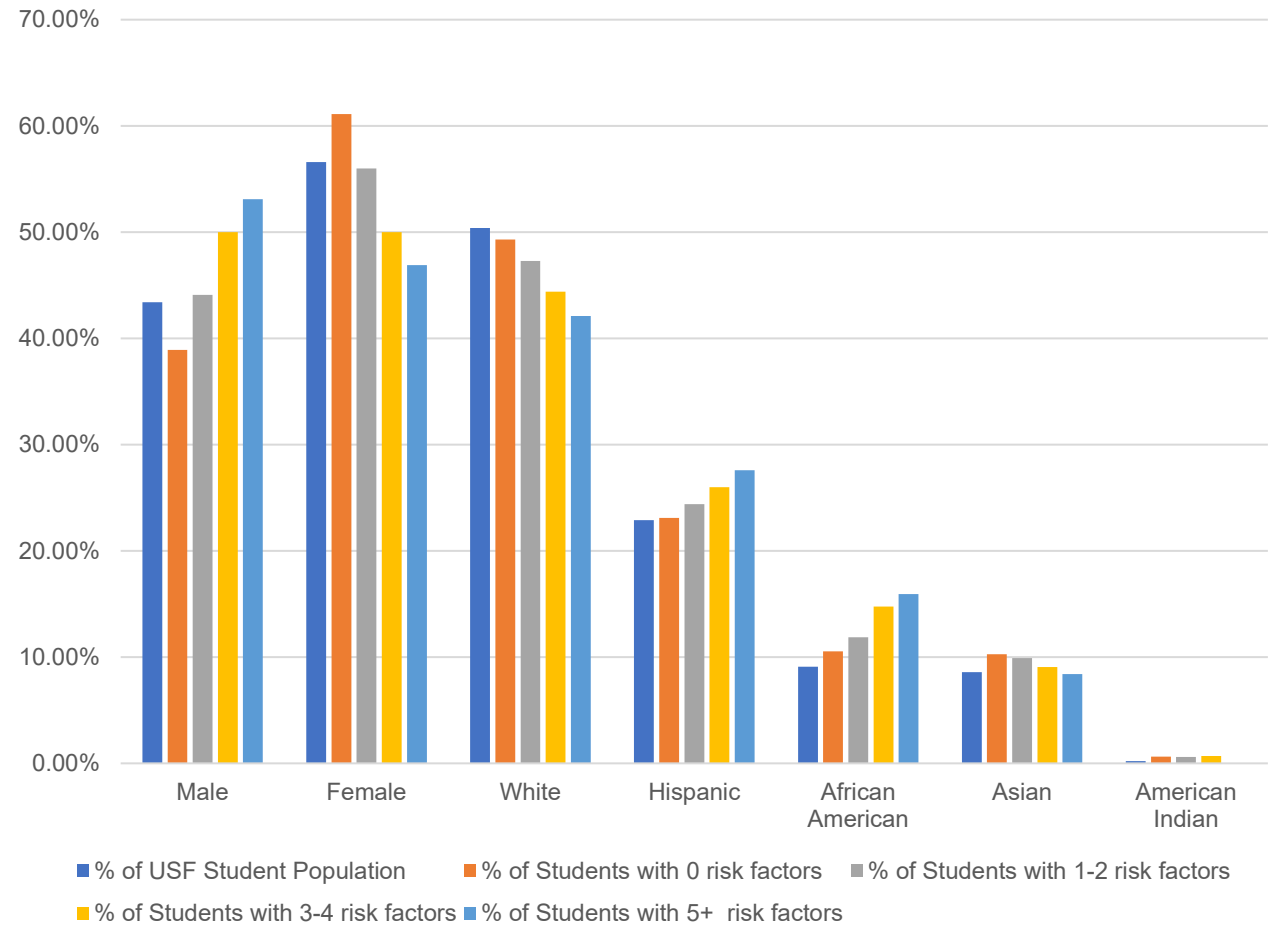
USF student population compared with OAA referrals



# Outreach & Support Indicators

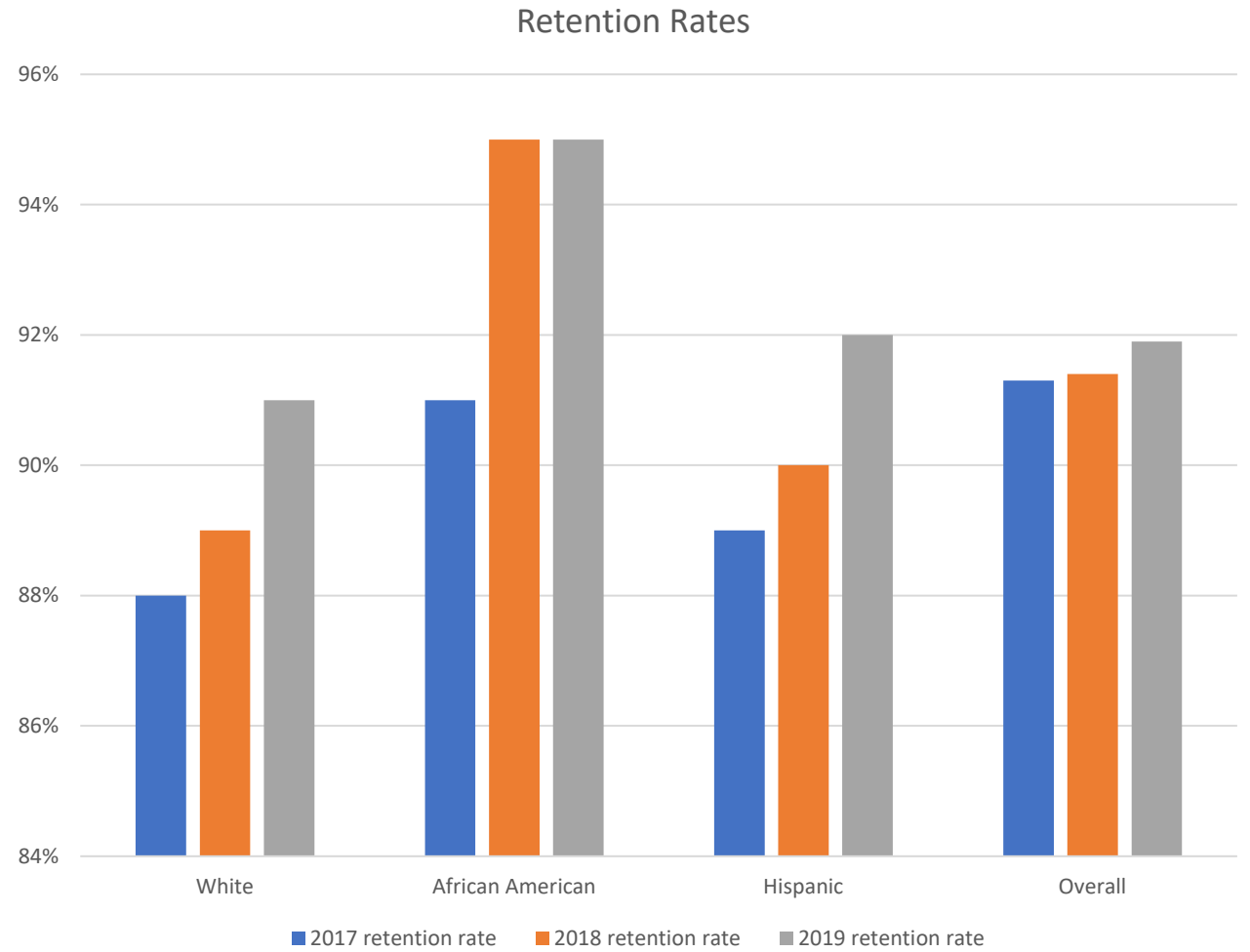
SMART dashboard of data points and analytics that provide insights on which students may need more intrusive care to persist, progress, or graduate on time.

Comparison of population with # of risk factors



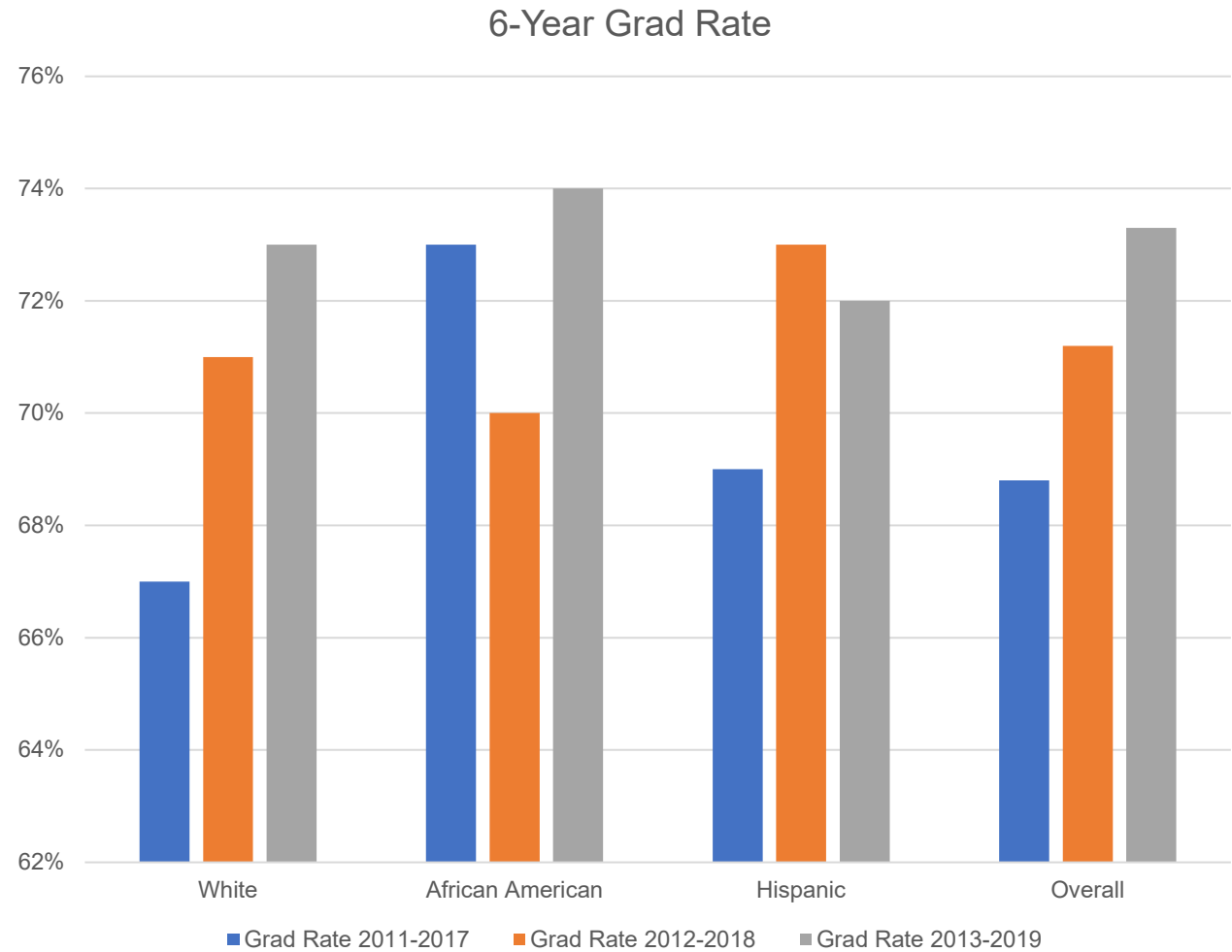
# Retention Outcomes

Based on Diversity, Anti-Racism from our Office of Decision Support.



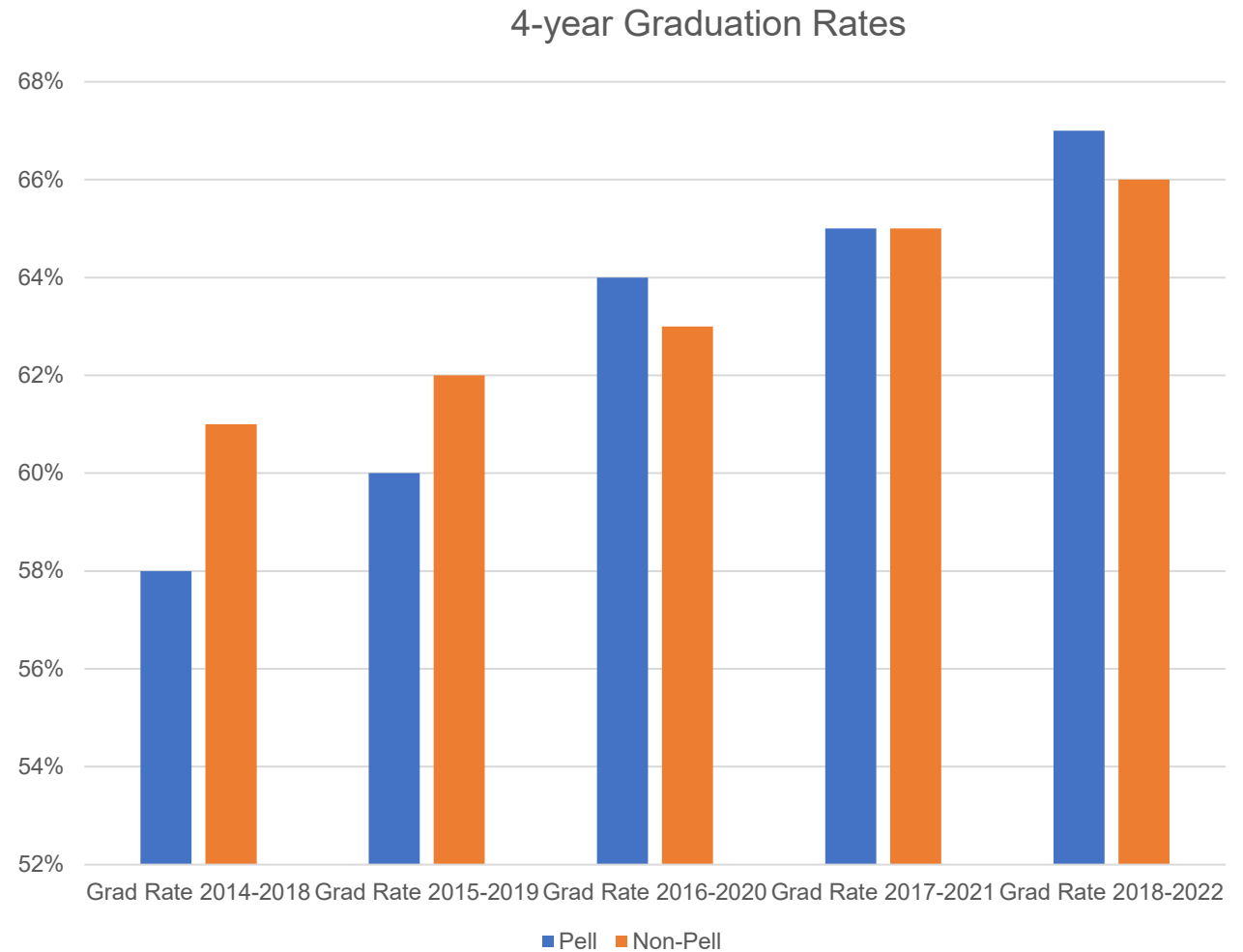
# Graduation Outcomes

Based on Diversity, Anti-Racism from our Office of Decision Support.



# Pell Graduation Outcomes

Based on data from USF's Office of Decision Support on the institution's KPIs





**QUESTIONS?**

Visit our website for more information:  
[www.usf.edu/oaa](http://www.usf.edu/oaa)



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