

University Connect & Persist (UCAP) -- *Where any student can meet face-to-face with knowledgeable staff to navigate financial, academic and personal topics.*

UCAP empowers students to create action plans, establish success networks, and implement strategies that promote persistence to graduation and lifelong learning.

Our Services

Early Referral: Faculty and staff may refer any student who appears to need assistance with issues that could hinder academic progress. Visit the UCAP website ucap.nku.edu for more information.

Walk-In/Self-Referral: Any student with questions or concerns related to their NKU experience is welcome to stop in or make an appointment with UCAP staff.

The Lending Library: Students may borrow one free textbook per semester. Students who borrow a book meet with a UCAP staff member for a financial and academic wellness check.

Scholarship and Grant Recipients: UCAP staff work one on one with students who receive the Diversity Scholarship and the Northern Difference Grant. Students are required to meet with UCAP staff throughout their college career for support and guidance.

Retention Awards: UCAP partners with SGA and Development to provide tuition assistance to help students with unmet financial need. Students schedule an appointment with a UCAP staff member to discuss eligibility criteria and the application process. The Office of Financial Assistance administers the aid.

Financial Consultation and Workshops: UCAP provides students with essential information about their financial picture, especially as related to their academic plan. In addition, UCAP works with students to strategize and problem solve around financial challenges.

Proactive Outreach: Students needing support are identified and contacted for early intervention (eg. students who miss Extended Orientation, are struggling at mid-term, not enrolled for next semester, etc.)

Networking: Student learn how to be more successful while at NKU and beyond as they engage in creating and activating their success networks.

Fast Facts about UCAP

Our data show students who meet with UCAP are more likely to earn higher GPAs, more credit hours, and a higher percentage of attempted credit hours.

During 2017 – 2018, UCAP interacted with many students:

14% of all undergrads connected with UCAP in some way (1 out of 7 students).

20% of all first-year students connected with UCAP in some way (1 out of 5 students).

10% of all undergrads had a 1:1 meeting or phone conversation with UCAP (1 out 10 students).

The Lending Library has grown every year since its inception over 10 years ago, most recently serving over 600 students this past year. Over 680 current textbooks are available to borrow each semester.

Help a student—make a referral

Did you know...UCAP received over 760 student referrals during 2017-2018 academic year? We help students find their next steps to success, even as they face significant challenges.

A referral to UCAP may be appropriate if a student

misses class
is habitually late for class
doesn't turn in assignments
sleeps or does other work in class

doesn't interact with other students/instructor
expresses concern about courses/work load
is stressed about finances

Tips for helping students get back on track

- Call, email and/or meet with your students. Let them know you would like to refer them to UCAP and that UCAP staff are here to help.
- The first 3 to 5 weeks of the semester are critical—make a referral as soon as you notice challenges.
- Make a referral to UCAP through the EAB SSC system—nku.campus.eab.com
- Refer students to Health, Counseling and Student Wellness if they seem depressed, seriously home-sick, or overwhelmed (859-572-5650). Making a call with the student in your office or walking the student over to UC 440 can ease fears and reluctance.

Procedures for processing referrals

UCAP staff will:

Within 1-2 business days

- Send the faculty/staff an email acknowledgement of the referral (during peak referral times, such as midterm, it may take additional time).
- Reach out to the student via phone and email.

Within 1 week

- Update faculty/staff on student's progress if contact is made (UCAP strives to interact with each student, however, there are students who choose not to respond to multiple outreach attempts).
- Connect with other NKU professionals within the student's network to encourage outreach.
- Record any interactions with the student in EAB SSC system.

Within 2 weeks

- Close out the referral if the student does not respond to the multiple attempts at outreach (at least three attempts are made).*
- Close out the referral if a student does respond and the issue has been resolved.

*A closed referral means that the UCAP Office will discontinue outreach to that student. Referrers are invited to update UCAP staff about the student's situation at any point and/or may re-refer a student if new concerns arise.



Suggested Guidelines for Logging information and Issuing an Alert

The following guidelines aim to support communication among NKU faculty, staff, administrators and student leaders about student performance and progress toward degree completion. This community approach aims to facilitate student success while respecting students’ privacy.

Any contact logged in any NKU system is considered a student record; according to FERPA ([Family Educational Rights and Privacy Act](#)) a student has the right to review the information recorded.

Considerations

Observe:

Referrals/comments should be respectful, factual, and based on professional observations and judgment. Use phrases such as, ‘it appears’ and ‘student reports.’

Process:

Think about what information is actually necessary in order to support a student. Explicit details do not have to be included for others working with the student to have enough information for outreach, intervention and support. Reports may NEVER include information referring to health or disability.

Record:

Remember that what you *record* in the system is part of the *student’s record*. Write in general terms. ‘Please call me for more information’ is a cue to others that you have additional information that could support the student and that a phone conversation is appropriate. Record the information in such a way that does not jeopardize student’s privacy and your integrity and professionalism.

NOTE: Any interactions and advising reports are public to anyone who has access to the system.

Quick Reference Guide:

Do	Don’t
Student has not had a math class in five years and is concerned about ability to succeed. Discussed importance of starting math sequence ASAP, and tutoring resources.	Student is scared of math and is avoiding it. Major test anxiety.
Student dropped CHE 120. Discussed her concerns about grading policies.	Student dropped CHE 120 due to unfair grading policies of instructor.
Referred to UCAP and Student Support Services.	First generation college student. Widowed mother. No financial support from family.
Student missed two weeks of classes as a result of hospitalization.	Student missed two weeks of classes because of hospitalization for cancer treatment.

I asked the student to return for another advising session when he has prepared a list of courses for next semester.	Not ready to meet with me for our appointment, adjusting to college expectations. Didn't want to waste my time when he wasn't prepared.
Student expressed stress balancing his classes, work, and co-curricular activities.	Student needs to get priorities in order, too distracted by non-academics.
Student requested tutoring support. Referred to Learning Assistance Programs.	Student over emotional about course challenges and need for support. Calmed her down and referred her to Learning Assistance Programs for help.
Student plans to appeal the grade he received in his Psychology class last semester.	Student angry at professor and will be advocating for himself to get the grade he deserves.
Student has been referred to the Dean of Students Office regarding a personal matter. Please contact the office or me if you have additional concerns about this student.	Referred student to Dean of Students to deal with the fact he is being stalked by ex-girlfriend.

Exclusions

Exclude subjective judgments about the student.

- "Student *is not motivated to succeed in classes this semester.*"
- "Student struggling in all classes; *I think he would have been better off at community college.*"
- "*I doubt student's ability to succeed in this major.*"

Exclude sensitive or person comments such as medical information.

- "Referred student to Health, Counseling and Student Wellness. *Student self-reported high levels of test anxiety and depression.*"
- "Asked student to connect with Disability Services; *she is having difficulty getting accommodations for her visual disability.*"
- "Student told me *he is off his meds.*"

Exclude negative comments regarding student's instructors or other advisors.

- "Student is having a *personality conflict with SOC 100 instructor.*"
- "Student was *misadvised by Sophia, her previous advisor.*"
- "Student thinks that Dr. Sonso *should not be teaching students.*"

Exclude personal concerns of the student.

- "*Parents are going through a divorce this semester.*"
- "*Student was assaulted earlier this academic year.*"
- "*Sister has terminal illness*; student is having a very difficult time staying focused on academics."
- "Student *has to go to court next week*; will miss classes."
- "Student indicated that *she is considering filing a sexual harassment charge against her Political Science professor.*"