



Customer
University of Central Florida

Website
<https://www.ucf.edu/>

Location
USA

Industry
Education

Customer Profile

The University of Central Florida is a large public research university delivering scalable, personalized academic success coaching to support student progression, persistence and graduation outcomes across a highly diverse student population.

Objectives:

- Reduce time spent on manual documentation and administrative tasks by Academic Success Coaches
- Improve consistency and continuity of student support across multiple coaches and touchpoints
- Centralize and structure coaching conversation data currently spread across disconnected systems
- Enable scalable insight generation from coaching interactions while maintaining privacy and human connection

AudioCodes Solutions

- [AudioCodes Meeting Insights](#)

Benefits:

- Reduced administrative workload, enabling coaches to spend more time engaging directly with students
- Improved consistency and visibility across coaching interactions through structured, shared session insights
- Delivered early time savings and productivity gains during pilot deployment of Meeting Insights
- Established a scalable foundation for future expansion of data-informed academic coaching initiatives

AudioCodes Case Study

University of Central Florida

Turning coaching conversations into actionable insights to support student success with AudioCodes' Meeting Insights

Executive Summary

The University of Central Florida partnered with AudioCodes to support its Academic Success Coaching program with AI-powered Meeting Insights. The solution was selected to reduce administrative burden, improve coaching continuity and transform student conversations into structured insights, all while preserving the human-centered approach essential to student success.



Background

The University of Central Florida (UCF) is one of the largest public universities in the United States, serving a highly diverse student population at significant scale. Within its Student Success and Well-Being division, UCF's Academic Success Coaching (ASC) team plays a critical role in supporting students from orientation through graduation, delivering personalized, holistic guidance designed to improve persistence, progression and outcomes.

For more information, visit the University of Central Florida website: <https://www.ucf.edu/>

Objectives

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As UCF expanded its Academic Success Coaching model, the institution faced a familiar challenge in higher education – how to maintain consistency, quality and continuity of student support at scale. Academic Success Coaches were meeting with large volumes of students, often across multiple touchpoints and programs, generating substantial amounts of unstructured information in the process. Notes lived in multiple systems, formats and personal workflows, making it difficult to gain a complete view of a student's journey.

This fragmentation created inefficiencies for coaches and introduced risk into follow-up processes. When students interacted with more than one coach, continuity depended heavily on manual note-taking and interpretation. Coaches also spent a significant portion of their time on administrative tasks such as documenting meetings, summarizing discussions and drafting follow-up communications, reducing the time available for meaningful student engagement.

From a leadership and operational perspective, UCF wanted to develop a structured approach to organizing coaching conversation data to help identify trends, assess workload or inform program improvements. The university needed a solution that could capture the richness of human conversations without replacing the personal connection at the heart of coaching. Any technology adopted would need to scale securely, respect privacy and governance requirements and integrate naturally into existing academic and operational workflows.

Solution

To address these challenges, UCF partnered with AudioCodes to pilot Meeting Insights, an AI-powered meeting intelligence solution designed to transform unstructured meetings into structured, actionable insights.

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[Meeting Insights](#) automatically captures and transcribes coaching sessions, generating clear summaries, structured notes and key takeaways that coaches can easily reference and share. This automation significantly reduces the need for manual documentation while improving the consistency and quality of records across the team. Coaches gain immediate visibility into what was discussed, what actions were agreed upon and what follow-up is required, regardless of who conducted the session.

The platform was customized to support UCF's collaborative coaching approach, where multiple advisors may engage with the same student over time. By creating a shared, structured record of interactions, Meeting Insights strengthens continuity and enables coaches to enter sessions better prepared, with greater confidence and context.

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From a technical standpoint, AudioCodes worked in close partnership with UCF to ensure the platform met institutional requirements for scalability, security and data governance. Rather than simply introducing “another tool”, UCF took advantage of Meeting Insights’ customization tools to adapt the solution for their environment, supporting innovation without disrupting established processes. Importantly, the solution was positioned as a complementary technology, amplifying human connection rather than attempting to replace it.

Results

UCF’s deployment is currently in the pilot phase, with early results already showing strong positive outcomes. Academic Success Coaches participating in the pilot report meaningful time savings, improved productivity and greater ease in managing follow-up activities.

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The pilot team has also highlighted the value of improved visibility and consistency across coaching interactions. Meeting Insights provides outputs that were previously unavailable, offering new ways to understand coaching conversations and student needs. These early insights are helping UCF refine workflows and prepare for broader adoption across the Academic Success Coaching team.

Equally important has been the experience of working with AudioCodes as a technology partner. UCF has emphasized the value of AudioCodes’ responsiveness, flexibility and willingness to adapt the solution to a novel use case within higher education. This collaborative approach has laid a strong foundation for future expansion, with UCF planning to extend Meeting Insights more widely as part of its ongoing digital transformation and student success strategy.

“Meeting Insights allows us to spend less time rewriting notes and more time actually coaching students,” said Jenny Sumner, Assistant Vice President for Academic Success Coaching at the University of Central Florida. “It gives our team clarity, consistency and confidence, while still keeping the human connection at the center of everything we do.”

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Jenny Sumner, Assistant Vice President for Academic Success Coaching at the University of Central Florida

International Headquarters
Naimi Park, 6 Ofra Haza Street
Or Yehuda, Israel
Tel: +972-3-976-4000

AudioCodes Inc.
80 Kingsbridge Road
Piscataway, NJ 08854
Tel: +1-732-469-0880
Fax: +1-732-469-2298

www.audiocodes.com/contact
www.audiocodes.com

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