Student Academic Services

Student Academic Services is committed to an excellent Husky Experience for all undergraduates. Together, our units welcome students into the University of Washington and support them in their academic journey, particularly in their first few years.

2018-2019 Strategic Initiatives and Goals

Implemented first year communications plan

Focused communication efforts to incoming undergraduate students and their families connect multiple strands of information from the time of acceptance through the end of the first year. New Huskies information is timely and relevant, focused on academic and social transitions. Information is delivered through various platforms and builds upon what students have learned in orientation while connecting them with other resources, including advising and academic support.

Completed Husky Experience Toolkit messaging

Husky Experience Toolkit was developed to help undergraduate students make the most of their time at UW. Weekly articles, ranging from academic choices to wellness and from experiential learning to career preparation, are delivered to students through MyUW. Campus collaborators are key partners in developing the content and students appreciate the perspectives, ideas, and resources.

Expanded transfer support and programs

The campus-wide focus on transfer student success continued in 2018-19 and included expanding access to Transfer Thursday through webinars and launching Transfer Student Preview Day for prospective transfer students. In addition, Exploring Major Alternatives was added to the transfer student portal (transfer.uw.edu), in order to help students learn about major and career options within their area of interest.

New Huskies Communications

Created in collaboration with UW Marketing, Student Life, Admissions and Housing & Food Services in an effort to streamline and effectively communicate with incoming undergraduate students and their families.

Freshmen & Transfers

Bi-monthly email communications immediately after acceptance deadline in May through September. Emails continue monthly through their first-year from September to May.

Parents & Families

Monthly email communications from May through September with a handoff to Parent & Family Programs for monthly newsletter after September.

Live Webinars

Hosted 8 Live Webinars featuring topics related to the first-year student transition. Webinars were streamed through social media channels reaching thousands of viewers.

Social Media

Utilized #newhuskies2019 marketing throughout admission materials and websites to capture student shared content. Created Facebook group and Instagram accounts to target information to incoming students and their families. Social media accounts continue through the first year sharing academic and campus wide information.

These emails were VERY helpful as a parent. Since the emails with information went straight to my student I wasn’t always aware of what was needed or time sensitive. Getting the basic information and being able to nudge my student was perfect.
Student Academic Services
2020 Strategic Initiatives and Goals

Implementation of Mapping the First Year Experience Next Steps
The results of the Mapping the First Year Experience Project found that the first-year experience is like wayfinding without a map and multiple guides. Additionally, this generation of students are more anxious, unwilling explorers on a scavenger hunt, making wayfinding even more challenging. With an increased understanding that a successful first year experience includes both transition to the university and integration into the academic environment. SAS along with campus partners will focus on the following next steps:

Student Journeys
Create an institutional framework that can be used to inform programs and services. Create avenues of academic community of all students. Examine methods to increase wayfinding and academic belonging. Transition students from a checklist mindset to an exploration mindset, identify multiple pathways to the same goal. Align services around a shared and holistic understanding of a student journey.

Spring Momentum
Explore potential interventions in the first year which could promote positive engagement and include more academic wellness in the second (sophomore) year. Examine spring of first year as a momentum point and create on-ramps to high impact educational practices.

First-Forward Institution
In collaboration with Office of Minority Affairs and Diversity (OMA&D), UW was selected as a First-Forward Institution through the National Association of Student Personnel Administrators (NASPA). A recognition program for higher education institutions committed to first-generation student success, we strive to understand our first-generation students and develop new ways of supporting their success.

Transition to Major
Supporting student knowledge about academic choices, promoting reflections on interests and skills, working with colleges, schools, and departments to help all students make an informed choice of major.
Academic Support Programs

Academic Support Programs creates transformative educational experiences to help undergraduates thrive academically at the UW. Committed to a diverse and inclusive university we develop varied models of support to help all of our students succeed.

2018-2019 Strategic Initiatives and Goals

Increased access to academic support

- Expanded academic support and resources for students including the expansion of CLUE at Othello Commons and on-campus summer tutoring. Increased the number of Academic Success Coaching sessions and hired population specific coaches. Collaborated with UW Study Abroad on a new study abroad program to the UW Rome Center focusing on educational equity.

Focused on peer educator training and professional development

- Utilized the “train the trainer” method to develop workshops and curriculum for peer educator groups across campus including First-year Interest Groups (FIG), Engineering Design Coaches and the Summer Health Profession Education Program (SHPEP).

Grew assessment efforts and data collection

- Continued various satisfaction surveys to all CLUE programs and pre/post surveys of academic achievement classes assessing student’s pre/post skills and abilities. Required CLUE tutors to complete a 360 review assessing skill level and allowing peer feedback. CLUE data collection provided program usage tracking and audience datapoints to allow for targeted outreach and support.

Academic Success Coaching

Specialized coaches were hired with the ability to work with veterans, international students, commuters, and underrepresented and low income students. They were funded through grants and collaborations across campus. Additionally, a Reinstatement Coach position was created to support probation and low-scholarship students.

"Going to coaching was really motivating. It allowed me to address gaps in my approach towards school. It also brought up other skills I was told about but didn’t get around to trying."

175

ACADEMIC SUCCESS COACHING APPOINTMENTS

- Topics ranging from time management, study skills and growth mindset.

CLUE Tutors

Over 120 CLUE tutors are hired by ASP each year. Tutors are required to undergo an intensive orientation, attend a fall quarter tutor class, and shadow an experienced tutor. Their professional development continues throughout the year with monthly team meetings to address concerns in subject areas. The tutor class covers teaching pedagogy and best practices. Tutors are also trained on mental health, disability and diversity and inclusion. (CLUE tutors are unionized employees.)

33,653

VISITS TO CLUE SERVICES

- Exam reviews, workshops, discussions, sessions, and tutoring.

2020 Strategic Initiatives and Goals

- Explore intentional ways of supporting first-generation, transfer, low scholarship and probation students.
- Establish connections with academic departments around curriculum development and provide training to student staff.
- Grow study abroad opportunities and improve access and educational equality by removing traditional barriers such as finances and grades.
- Continue expansion of CLUE services by exploring online tutoring methods and opportunities.
First Year Programs

First Year Programs is a resource for first-year student success. Through partnerships with campus departments, FYP supports the orientation, transition, and retention efforts for all undergraduate students.

2018 -2019 Strategic Initiatives and Goals

Enhanced communications and systems
Established an external and sustainable reservation system for Advising & Orientation (A&O). This system streamlined and improved internal processes, along with the student and guest front end experiences. Created the Husky Guide Workbook to focus on specific action items and activities a student could utilize to the academic and social transition plan. Action items gave students a clear understanding of next steps.

Streamlined peer educator curriculum
Created common language used in curriculum and coursework for two key peer educators roles: Orientation Leader (OL) and First-year Interest Group (FIG) Leader. The curriculum team restructured content to explore the roles through the model of social change theory. Striving towards the goal of enhancing peer educators understanding of their impact on new students transition and success at the UW.

Strengthened volunteer student experience
Reimagined Dawg Daze volunteer roles through the creation of a leadership team called the Dawg Daze Leadership Council to effectively engage student leaders. The leadership council is responsible for planning various aspects of Dawg Daze programming and Dawg Daze Leader training and coordination. This new structure has led to higher levels of engagement by strengthening a sense of community and buy-in amongst volunteers.

2020 Strategic Initiatives and Goals

Strive towards excellence through engaging multi-modal learning styles throughout all programs.
- Explore the use of “You” language by framing messages through student-centered language.
- Build upon the findings in the First-year Experience Mapping Project, understanding that exploration comes at a cost (decreased wellness or lack of connection to community).
- Work with campus partners to understand and define the “college mindset”.

Accessibility
In partnership with Disability Resources for students, FYP was able to provide captioning and ASL interpretative services at key A&O presentations. Personal aids were also fed and provided materials. Additionally, FYP enhanced communications provided to all attendees during pre and post communications information about food allergies, religious accommodations, and accessing accessible documents.

LeAnne Jones Wiles
First Year Programs, Director

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Undergraduate Academic Affairs Advising

UAA Advisers help students plan and shape their undergraduate experience at the UW. In addition to assistance with tasks such as choosing a major and planning course schedules, advisers engage in a broader dialogue with individual students to better clarify their academic and personal goals.

2018-2019 Strategic Initiatives and Goals

Redesigned Advising & Orientation curriculum

Reduced advising group sizes at A&O resulted in intentional and individualized interactions between students and assigned advisers. Students were able to identify their assigned adviser heading into fall quarter and advisers were better able to connect student interests with opportunities on campus. Transfer A&O moved from a lecture style presentation to a interactive workshop allowing students to better understand systems and tools. This freed up time in individual advising appointments to focus on student educational goals.

Created technology and data resources

Launched new website that provides data and technology resources for the UW advising community. The website utilizes case studies and best practices to illustrate ways advisers can use data and technology to enhance students’ experiences and adviser job functions. Resource topics include viewing and understanding student data, running data reports, pivot advising tool and MyPlan for advisers.

Clarified goals and outcomes for low scholarship appointments

Solidified program goals for low scholarship appointments. Focused on outcomes that would best support students as they navigate the low scholarship process. Established quarterly assessments that show outcomes were achieved.

Campus Collaborations

- The historical archives of university advising information called the Adviser Information File (AIF) was revived into a new searchable website. The AIF is housed and maintained by UAA Advising but referenced by the entire UW advising community.
- UAA Advising reestablished departmental liaisons connecting UAA advisers with departmental advisers to strengthen collaborations and improve communications. Reinstatement resources including the petition form were updated and refreshed in a new student facing webpage.
- A new staff facing webpage was also created and used as an information hub for advisers across campus.
- UAA Advising, in collaboration with Career & Internship Center, created a pre-health website pooling together resources and next steps for students interested in prehealth rather than having information on individual websites.

2020 Strategic Initiatives and Goals

- Create innovative ways to advise that reach large numbers of students, including online advising.
- Focus on first-generation students as a First Forward Institution.
- Engage in end of first year intervention called Spring Board to address academic struggles associated with sophomore slump.
- Launch adviser facing student information dashboard. Dashboard will provide advisers with valuable information regarding their advisees for more targeted outreach.

Student Facing Communications

Videos were created around UAA Advising learning outcomes and used throughout the website and in New Huskies social media marketing. Videos are succinct and were created in a student voice in order to address complicated topics ranging from the purpose of UAA Advising to how to make an informed choice of major. The UAA Advising website was redesigned to improve the way that information is found and organized. The UAA Advising website receives over 1 million page views per year.

My adviser has helped me figure out how to be purposeful in choosing my courses...they helped me think about why I am taking classes and what I am getting out of them.

+:13,000 APPOINTMENTS & DROP-IN

90% OF STUDENTS ABLE TO IDENTIFY AREAS OF KNOWLEDGE AFTER A&O

Improved communications around the value of general education and the makeup of a UW degree.