



SCHOOL OF INFORMATION
UNIVERSITY OF MICHIGAN

2023-2024

**Academic Programs and Student Life
Team Annual Report**

School of Information

Office of Academic and Student Affairs

Table of Contents

Meet the APSL Team	3
APSL Team Directory	3
Team Accomplishments/Accolades	4
Academic Advising	5
Scheduled and Drop-In Academic Advising	5
Academic Advising Programs, Events, and Communications	6
Academic Advising Platforms, Tools, and Processes	8
Academic Advising Partnerships and Programs	13
Academic Success and Student Support	16
Critical Student Support	16
Academic Success Student Engagement	18
Academic and Student Success Partner Meetings	18
Academic Success Events	19
Programming & Math Peer Tutoring	20
Academic Integrity	20
New Transfer Student Success	22
Student Life	23
New Student Orientation	23
Student Organizations	24
Student Leadership	24
Student Wellness	25
Community Building	25
Student Success	26
First-Generation College Student Celebration Week	27
UMSI Commencement	27
Student Life Facts At a Glance	28

Meet the APSL Team

The [Academic Programs and Student Life \(APSL\) team](#) is situated within the Office of Academic and Student Affairs. This team leads a wide range of success-oriented work with and for current students at the School of Information (UMSI) across all five academic programs offered at UMSI. There are four main pillars of work within the APSL team. The four pillars are academic program management (residential programs only), academic advising (residential program only), academic success (online and residential programs), and student life (online and residential programs). Additionally, the team assists students with personal concerns and navigation problems, both directly and through referrals to campus services and resources. The APSL team develops and implements student assessment and evaluation for academic programs and the team's services and works with students and faculty to develop new programs and initiatives.

It is important to note that over the last several years, UMSI has seen the student population more than double in size from 891 in Fall 2018 to 1839 in Fall 2023. The APSL team was launched in Fall 2019, bringing three of the four team pillars listed above into one team, with the fourth pillar added (academic success) in Winter 2023.

APSL Team Directory

Team Lead

Katy Peters, Director of Student Success and Residential Programs

Academic Advising and Programs

Josh Lee, Associate Director, Residential Academic Student Affairs and Programs

Natalie Drobny (started April 2024), Academic Advisor for Residential Graduate Programs

Allie Prough, Academic Advisor for Residential Graduate Programs

Libby Jones, Academic Advisor for Undergraduate Programs

OPEN, Academic Advisor for Undergraduate Programs

Academic Success

Shannon Gass, Assistant Director of Academic Success

DeAndre Caldwell, Student Support Manager

Student Life

Allison Sweet, Senior Assistant Director of Student Life

Mark Holmgren, Student Life Program Manager

Kelli Lance, Student Life Program Assistant

The APSL Team also had an amazing team of graduate student interns, peer mentors, and peer tutors supporting the team's work!

Team Accomplishments/Accolades

- **New Initiatives/Projects**

- Hosted the inaugural UMSI First-Gen Celebration Week in Fall 2023, with APSL taking the lead and close collaboration with other UMSI partners
- Launched new BSI, MHI, and MSI academic advising resource sites in Winter 2024, switching from the Canvas platform to Google sites
- Finalized the five-year academic success strategic plan in Summer 2024, completing the first year during AY23-24
- Transitioned current BSI new transfer student work fully to the APSL team in Winter 2024 from a shared function between the RAFA and APSL teams
- Piloted the APSL Peer Mentor program in AY23-24
- Launched the UMSI Peer Tutoring site in Fall 2023
- Established the UMSI Continuum of Care model for triaging UMSI Student Care Report submissions in Fall 2023 which improved critical student case management workflow
- Contributed to the successful approval of the BSI expansion to sophomore admission starting in Fall 2025
- Launched the new academic advising and student success system, Navigate360, with external vendor, EAB, and the UMSI Computing Services team
- Evolved the UMSI De-Stress Fest (a student wellness event) to partner with DAR and rebranded it as UMSI Play Day starting in Fall 2023
- Led the UMSI commencement disruption response team, organizing and bringing together volunteers to support day-of events for school's commencement
- Hosted three focus groups called "Bagels and Brainstorming" for special student populations – international students, new transfer students, and student parents/caregivers
- Improved residential student tracking and workflows for dual degrees, incompletes, and degree audits

- **Conferences/Recognitions**

- Shannon Gass and Allison Sweet, Student Success Conference Presentation, June 2024, *Building the Foundation: Utilizing Cross-Campus Partners in Planning Your First-generation Student Celebration*
- Katy Peters and Shannon Gass attended ICLCA in September 2023
- Katy Peters and Shannon Gass had a presentation accepted for ICLCA 2023, *Transforming Academic Success: A Holistic Approach to Student Support*
- APSL Team attended the annual ACPA Conference in Chicago in March 2024
- Shannon Gass was appointed to Voices of the Staff (Strive for Well-Being Team) for a two-year appointment, starting in Fall 2024
- Libby Jones was voted chair of the ACUM Advisor Training Committee
- Natalie Drobny was nominated for ACUM Advisor of the Year
- Shannon Gass was nominated for the Adam Miller Staff & Faculty Award for support of students with disabilities

- DeAndre Caldwell and Allison Sweet joined the UMSI Intercultural Working Group
- Allison Sweet was appointed to the Leinweber Logistics sub-committees on Students and Events
- Katy Peters was appointed to the Leinweber Community Committee

Academic Advising

Scheduled and Drop-In Academic Advising

The APSL Academic Advising team delivers advising services to BSI, MHI, and MSI students in a one-on-one setting. Students can pre-schedule appointments in advance utilizing the CareerLink platform (now transitioned to EAB Navigate360) or can attend drop-in advising sessions held at multiple points throughout the week, using the U-M Remote Office Hours Queue system.

Each residential advising team (MSI/MHI and BSI) typically holds at least three hours of drop-in academic advising each week and increases the amount of availability during peak times (course registration and backpacking). Additionally, each academic advisor holds between 3-5 hours of individual appointment blocks throughout the week and increases availability during peak times. For scheduled appointments, students can book 15-30 minute appointments. Scheduled appointments are typically scheduled for more intensive situations requiring additional time. Drop-in appointments are often shorter and involve topics such as quick degree progress checks and simple questions regarding course selection.

In addition, the BSI Academic Advising Team hosts drop-in advising hours for non-UMSI students pursuing the UX Design and Social Media Design and Analysis minors. The advising team provides scheduled appointments to minor students who cannot attend drop-in advising hours or have more nuanced cases.

For incoming UMSI students, the APSL Academic Advising team utilizes the U-M Google Calendar Scheduling tool to schedule one-on-one appointments and the U-M Remote Office Hours Queue system to host drop-in advising sessions (incoming students currently do not receive early access to CareerLink or EAB Navigate360). Statistics on academic advising appointments and drop-in numbers for each program are below and data ranges from 7/1/2023 to 6/18/2024.

BSI Academic Advising Appointment Statistics including Minors

BSI Advising Statistics including Minors	# of Appt.
BSI Drop-In Appointments	210
BSI Scheduled Appointments	387
BSI Incoming Cross Campus Student 1:1s	54
BSI Incoming New Transfer Student 1:1s	57
Minor 1:1s	11
Minor Drop-in Appointments	93

MSI/MHI Academic Advising Appointment Statistics

MSI/MHI Advising Appointment Statistics AY 2023-2024	#of Appt.
Drop in Appointments	514
Scheduled Appointments	163
Incoming Student Appointments	22

BSI/MSI/MHI Academic Advising Email Statistics

Academic Advising Email Inboxes Statistics	# of Emails
BSI	2443
MSI	2004
MHI	524

Academic Advising Programs, Events, and Communications

The 2023-2024 academic year had an expanded slate of programs and connection opportunities hosted by the APSL Academic Advising team. There was a focus on special student populations that had previously only utilized broader academic advising opportunities but may benefit from more intentional programming. For example, the APSL Academic Advising team hosted an in-person informational session for students who were interested in pursuing the Accelerated Masters Degree Program (AMDP) between the BSI and MSI programs, which helped cover some administrative gaps that had existed in the transition for these students in the past, particularly in the areas of course registration during the off-cycle summer months.

The APSL Academic Advising team's programmatic slate largely focused on two major thematic areas: Backpacking and Course Registration for returning students, and Academic Orientation for incoming students. More information and statistics on these programs/events for the 2023-2024 academic year can be found below:

BSI Academic Advising Programs and Events

- 4 BSI Cross-Campus Academic Orientation Sessions (incoming students Fall 2024)
 - 3 in-person and 1 virtual session
 - Each session reviewed the BSI program curriculum and prepared the incoming BSI students for course registration
 - 213 students attended the three in-person sessions
 - 15 students attended the virtual session or arranged a 1:1 with an academic advisor to cover the material
- 2 BSI New-Transfer Virtual Academic Orientation Sessions (incoming students Fall 2024)
 - Each session reviewed the BSI program curriculum and prepared the incoming BSI students for course registration
 - 30 students on average joined each session
- 2 BSI Student Pre-Registration Group Advising Sessions (current students)
 - Each session offered academic advising to support course questions about registration
 - For the Winter 2024 event, CDO members attended to talk about internship course registration and assist with questions
 - 50 students on average joined each session
- 1 New Transfer Pre-Registration Event (current students)
 - Academic advising partnered with iSuccess (new transfer student programming) to host a specialized pre-registration advising session specifically for new transfer students
 - 10 students joined the session

MSI/MHI Academic Advising Programs and Events

- 5 Pre-Registration Group Advising Sessions (current MSI/MHI/ADMP students)
 - Academic advising hosted orientation sessions to discuss degree requirements, course waiver policies, advising services, and graduate school expectations with the incoming student cohort.
 - On average 75 students attended the MSI sessions (227 total) and 15 students attended the MHI Sessions (30 total)
- 9 Virtual Academic Orientation Sessions (incoming MSI/MHI/AMDP students)
 - Academic advising partnered with various UMSI teams including the Registrar team, Student Life, and Academic Success to create programming for the incoming student cohort. This programming is intended to keep new students engaged throughout the summer well after registration to increase community building and knowledge of university resources.
 - Please see the estimated attendance of the various sessions included below. Each session was also recorded for students to watch on their own time.
 - An estimated 20 students for the Dual Degree Session
 - About 10 students attended the MTOP session and 2 students attended the waiver session with the RSS Team.

- About 50 students attended the “Life in Ann Arbor” Student Panel hosted by Student Life.
- 50 students attended the Academic Success Information Session.

Academic Advising Communications

In the 2023-2024 academic year the APSL Academic Advising team explored different strategies and attempted to be more selective with the types of mass communications sent out by academic advising. The MSI/MHI advising team sent periodic newsletters covering important deadlines and information, while the BSI advising team focused on more content-specific updates. Both teams focused more heavily on limiting the number of mass emails sent, focusing instead on ensuring consistent access and updated tools and resources, including a commitment to responding within one business day to the vast majority of emails sent to all programmatic inboxes.

Academic Advising Platforms, Tools, and Processes

One of the largest project undertakings by the APSL Academic Advising team this academic year was the decision to sunset the respective Canvas pages and replace them with custom-built Google Sites. The team found that Canvas was too restrictive in the areas of usability, design, and interface and that students ultimately were opting not to utilize the resource because navigating it proved to be too cumbersome, despite the enormous amount of effort that went into redesigning the Canvas sites in previous years.

The APSL Academic Advising team spent the 2023-2024 academic year building a custom Google Site for BSI, MHI, and MSI students, ensuring that each website was easy to navigate, up-to-date, and built for ease of use across platforms (desktop and mobile). What has resulted is a suite of online standalone resources that has been extremely well-received by incoming students, and has seamlessly replaced the Canvas shells previously utilized.

In addition, the MSI/MHI advising team also built separate Google Sites to serve as an Asynchronous Academic Orientation site for incoming students, fully built with four individual modules and quizzes to check understanding. Combined with a synchronous virtual academic orientation session, incoming students have received more academic advising support into their graduate programs than ever before.

New BSI Academic Advising Google Site

OLD Canvas Site Snapshot:

How to Use This Canvas Page

Each icon below is a "Module" containing information and resources related to that topic.
The contents of this Canvas page can also be viewed in a list format by clicking "Modules" in the left navigation.

NOTE: This Canvas site was designed to be viewed on a computer.

- Chat/Meet with an Academic Advisor
- BSI Degree Requirements
- Academic Advising Tools & Registering
- Careers, Study Abroad & Engaged Learning
- Academic Policies and Forms
- Dual Degree
- Student Support Resources

Need Something Quick? These are the essential Quick Links!

- [BSI Handbook](#)
- [Drop-in Advising Calendar](#)
- [Faculty/Instructor Office Hours](#)
- [BSI Degree Requirements](#)
- [UMSI Course Catalog](#)

Have Questions? Email Us!

BSI Advising	UMSI Registrar	UMSI Career Development
umsi.advising@umich.edu	umsi.registrar@umich.edu	umsi.careers@umich.edu OR umsi.internships@umich.edu

NEW Google Site Snapshot:

Content Areas

- Academic Advising
- BSI Degree Requirements
- Degree Progress & Registration
- Student Support Resources
- Academic Success and Tutoring
- Academic Policies & Forms
- Help! Who do I contact?

Quick Links

New MHI/MSI Academic Advising Google Site

OLD Canvas Site Snapshot (MSI example):

MSI Academic Advising

MSI Canvas for Academic Advising

WELCOME
to the MSI Advising Canvas!

The MSI Canvas serves as a resource as you navigate your degree requirements. Here you will find a repository of information helpful in planning your academic career at the UMSI.

UPDATE: DROP-IN ADVISING FOR ALL MSI STUDENTS

Advising appointments will only be available through drop-in advising until the start of the Fall 2023 term. By fully changing to drop-in advising, the MSI Advising team will be able to meet with more students. There will be one hour of drop-in advising available on Mondays, Wednesdays, Thursdays, and Fridays at the following times:

- Monday & Thursday drop-in advising time: 3:00 PM to 4:00 PM
- Wednesday & Friday drop-in advising time: 9:30 AM to 10:30 AM

More information on drop-in advising is available on the "Accessing the Drop-In Calendar" module.

How to Use this Canvas Page

Each icon below serves as a "Module" containing information and resources related to that topic.

The contents of this Canvas page can also be viewed in a list format by clicking "Modules" in the left navigation.

★ You can click on any graphic throughout the Canvas that has a "✓" next to it to be led to different pages and resources! ★

- Preparation for Fall 2023 (Incoming Students) ✓
- Chat / Meet with an Academic Advisor ✓
- Course Planning Resources ✓

NEW Google Site Snapshot (MSI example):

MSI Academic Advising

Content Areas

- Preparation for the Fall 2024 Semester (Incoming Students)
- Academic Advising
- MSI Degree Requirements
- Degree Progress & Registration
- Student Support Resources
- Academic Success and Tutoring
- Course Waivers, Academic Policies, & Forms
- Help! Who do I contact?

Declarations, Processing, and Tracking of Dual Degrees and Certificates

Another large project that the APSL Academic Advising team took on this year was a full refresh and redesign of the protocol for declarations, processing, and tracking of dual degree and certificate-seeking students.

New MSI/MHI Dual Degree and Certificate Tracking

Particularly in the residential master's space, identifying dual-degree students has been a complex, challenging task. The APSL Academic Advising team now has a protocol for all BSI, MHI, and MSI students to follow to declare their status as dual degree students and comprehensive resources to help students plan and track their progress. Please find snapshots of these resources below.

NEW MHI/MSI Dual Degree Tracking and Course Planning Docs Snapshots:

Fall 2024 Degree Requirements
Fall 2023 Degree Requirements
Fall 2022 Degree Requirements
Current Electives
AMDP Degree Requirements
Dual Degrees & Graduate Certificates
Declaration Process & Forms
Completion Process & Forms
Master's Thesis Option Program (MTOPI)
Degree Progress & Registration
Student Support Resources
Academic Success and

Admitted to a Dual Degree or Graduate Certificate Program? Click the image below to access next steps and required forms.

In your final term and graduating with a Dual Degree or Graduate Certificate? Click the image below to access next steps and required forms.

Dual Degree & Graduate Certificate
DECLARATION PROCESS & REQUIRED FORMS

Dual Degree & Graduate Certificate
COMPLETION PROCESS & REQUIRED FORMS

IF NOT ADMITTED YET to a dual degree or graduate certificate program, you can still use the following credit planning sheets for course planning purposes between the MSI and the other program:

- Dual Degree Credit Planning Sheet
- Graduate Certificate Planning Sheet

(The credit planning sheet should only be submitted with the forms once admitted to another program.)

Fall 2024 Degree Requirements
Fall 2023 Degree Requirements
Fall 2022 Degree Requirements
Current Electives
AMDP Degree Requirements
Dual Degrees & Graduate Certificates
Declaration Process & Forms
Completion Process & Forms
Master's Thesis Option Program (MTOPI)
Degree Progress & Registration
Student Support Resources
Academic Success and

Understanding Types & Requirements for Dual Degrees and Graduate Certificates

- Established Dual Degrees
- Self-Initiated Dual Degrees
- Graduate Certificates

[PUBLIC] Dual Degree Credit Planning Sheet (Click File - Make a Copy) ☆ 🔒 ☁

File Edit View Insert Format Data Tools Extensions Help

75% View only

A1:M1 Dual Degree Credit Planning Sheet for MSI Graduate Program

Dual Degree Credit Planning Sheet for MSI Graduate Program

START HERE -- Personal & Program Information				Required Program Advisor Information			Estimated Maximum # of Double-Counted Credits		Minimum # of Credits Required For Each Program		
Full Name				MSI Advisor			Calculation based on a Backham policy		MSI 48		
Uniquename		U-M ID #		Name			Confirm maximum number with second program advisor as certain programs may have different policies.		= [MSI + Second Program] / 6 (Rounded down to the nearest whole number)		
Cohort Year		Pathway		Email					Maximum # of Credits		
Second Program Name				Second Program Advisor					8		
Credit Min. for 2nd Program				Name							
Form Submission Type				Email							
NOT FOR FORM - Only Course Planning											
❌ DO NOT INCLUDE DOUBLE-COUNTED COURSES BELOW ❌				CREDITS ONLY FOR SECOND PROGRAM			✅ COURSES FROM EITHER PROGRAM YOU TO PLAN DOUBLE-COUNT				
Course Type				Term			Course			Credits	
SI Elective				Winter 2024			SI XXXX			Example	

🔍 Dual Degree with MSI (DO NOT ADJUST COLUMNS) 🔍 Dual Degree with MHI (DO NOT ADJUST COLUMNS)

New BSI Dual Degree Tracking and Course Planning Docs

Changes for the BSI focused on outlining a new process that allows a student to declare without meeting directly with an advisor. Each student still receives a reviewed plan from the BSI Academic Advising team to help ensure academic success but eliminates the required appointment for students. This involved the creation of a new process document and a form for plan submission.

NEW BSI Process on the BSI Academic Advising Resources Site Snapshot:

Steps for Declaring a Dual Degree

Step 1: Complete your Dual Degree Planning Document

- You will want to make a copy of the dual degree planning document (in your own Google Drive) and then make edits to the document to reflect your academic plan. This will help you understand the complexity of your academic plan and any adjustments you might need to make.

Fall 2023 and Fall 2024 Course Planning Document

Step 2: Submit your Dual Degree Planning Document to the BSI - Dual Degree Proposed Plan of Study Form for Advisor review.


- This will allow your UMSI Academic Advisor to review your plan and make sure that it meets all dual degree requirements.
- In the form, you will agree to all dual degree policies and acknowledge your understanding of them.
- Remember to give umsi.advising.bsi@umich.edu editor access so that we can review it fully and make any needed edits/suggestions.

BSI - Dual Degree Proposed Plan of Study Form

Step 3: Begin working on your MDDP Approval form if you have not already

- The MDDP Approval form is the formal agreement between you and your two schools of study. Here you will need to designate who is your home school and who is your secondary school.
 - Home School: The school that you will pay the tuition of, will appear first in your list of schools on your transcript, and who will you need to reach out to for registration permissions for things like exceeding the 16 credit limit and more.
 - Specific course registration permissions go to the school that owns that course.
 - Secondary School: The other school that you are pursuing a degree with.

New BSI Proposed Plan Google Form Snapshot:



BSI - Dual Degree Proposed Plan of Study Form

This form is **REQUIRED** for all BSI students that are pursuing a dual degree. Please note that this form is only for UMSI purposes. **Dual degree students must complete the degree requirements of both degree programs**, so it is the student's responsibility to connect with the other academic unit to ensure that the other degree requirements are being met.

Form Directions:

- Complete the **REQUIRED Dual Degree Planning Document** for your appropriate cohort ([FA 23 and FA 24 planning document](#)). Your credit planning sheet will be sent back for revisions if any of the criteria listed previously are not met.
- Insert link to the copy of the Dual Degree Course Planning Sheet to this Dual Degree Proposed Plan of Study Google Form. BSI Advising will use both items to help students avoid challenges and graduation delays, and ensure that the student is abiding by all program policies.
- Once your Dual Degree Proposed Plan of Study has been approved, BSI Advising will send a confirmation email to the student, we will then at that point ask you to submit your [MDDP Approval Form](#) for signature and formal processing with the Central Registrar Unit.

If needing assistance or have questions:

- Refer to the "Dual Degree" section of the [BSI Academic Advising Resource Page](#)
- Meet with an [BSI Academic Advisor](#) via scheduled or drop-in advising appointment
- Email umsi.advising.bsi@umich.edu

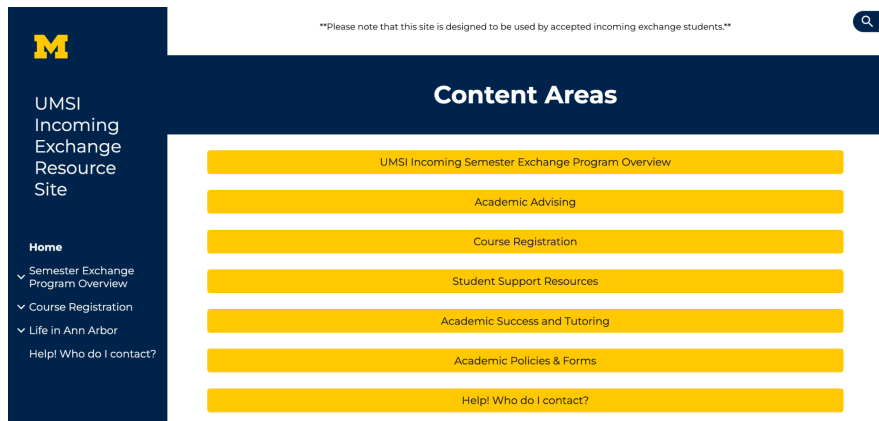
lsiecin@umich.edu [Switch account](#)

* Indicates required question

Academic Advising Partnerships and Programs

- Partner: Engaged Learning Office (ELO)
 - BSI Study Abroad Programs
 - BSI Academic Advising partners with the ELO to support students going on outgoing exchange and study abroad programs during the winter term. This year the BSI program sent 78 students through UMSI and Non-UMSI programs.
 - BSI Academic Advising created a new form for students to submit their study abroad course plans for review. The new form's purpose is for academic advising to review student plans proactively, identifying any issues arising from their study abroad plan. Students were strongly recommended to meet with academic advising before leaving to confirm plans and answer any questions.
 - 60/78 students completed the form
 - 24/78 met with academic advising before departure
 - All students received a degree audit before departure and received a notice if any issues were identified in their academic plan.
 - The BSI Academic Advisor also serves on the study abroad course review committee. This committee meets weekly to biweekly during peak seasons of course submissions.
 - BSI Incoming Exchange Program
 - BSI Academic Advising supports the incoming exchange program hosted by the ELO. The advising team conducted 1:1 appointments with each student who attended via exchange during the 23-24 academic year.
 - FA 23: 18
 - WN 24: 3
 - BSI Academic Advising also worked with the ELO and Registrar Team to establish a new process for incoming exchange students for the 24-25 academic year. These changes were initiated to accommodate the increasing size of the incoming exchange student cohorts. This process included initiating:
 - A new review process for waivers for students ahead of their course registration
 - A shift from 1:1 student meetings to dedicated drop-in advising hours

- A new Incoming Exchange Student Resource Site:



- The BSI Academic Advisor audits the incoming exchange students through the summer and before the start of the start term to ensure that all students are registered for a proper course load.
 - Partner: APSL Academic Success and Student Life teams
 - APSL Peer Mentor Program
 - The APSL team worked together to launch a peer mentoring program for the 23-24 school year, with advisors Allie Prough and Libby Jones taking the lead on the project. The program goal was to fill a need the various teams saw with student support. The program consisted of having a dedicated group of peer mentors provide 1:1 mentorship to a select group of students and then large group activities to the overall UMSI student population. All students across all four academic programs (BSI, MSI, MHI, MADS) applied for the program. The program saw a surplus of applications but was only able to serve a small group for 1:1 appointments based on the mentor's availability:
 - FA 23: 8 Peer Mentors
 - 32 Mentees Served
 - WN 24: 6 Peer Mentors
 - 18 Mentees Served
 - 3 Large Mentor/Mentee Programs
 - The program created many staff training processes and resources for the APSL team, including a student resource manual, documentation guide, and communication workflows.
 - The peer mentors also contributed to other projects identified by APSL team members like orientation, student guides, and tours for incoming students.
 - Overall the program was well received by the students who participated in the program. Through assessment of the program and student feedback, a slightly more tailored approach to mentorship/coaching was wanted by students. The team aims to do this through other new initiatives upcoming in the next academic year, including exploring more specific peer mentorship support for AMDP students and success coaches.

- iSuccess Program
 - The BSI Academic Advising team continued support of the BSI new transfer (NT) student iSuccess program which fully transitioned under the APSL team this year. Tenants of the support that were already in place were meeting 1:1 with every NT student each academic term, auditing each NT student each semester, and hosting NT-specific registration events.
 - With the program transitioning to the APSL team, and in preparation for BSI Academic Advising to lead the program the BSI Academic Advisor spent time preparing an updated proposal for iSuccess. This included a review of the current program and data collection on students in the program, to make informed updates. In the winter semester, as this transition was taking place, BSI Academic Advising worked with the other APSL team members to support the existing iSuccess projects and initiatives, such as the iSuccess student leaders and other programming efforts. Please see further details included in the New Transfer Student Success section later in this report.
- UMSI First-Generation College Student Week
 - APSL Academic Advising assisted in the creation and implementation of the first-generation college student appreciation week that was led by the Student Life and Academic Success teams.
- Other Collaborations
 - Program Support Team Meetings: The APSL Academic Advising Team led monthly team support meetings with program-specific partners from Admission, ELO, CDO, APSL, and RSS.
 - Academic Success Virtual Series: APSL Academic Advisors, Libby Jones and Allie Prough worked with Shannon Gass, and collaborators from the School of Public Health to host two student success webinars. This is part of a collaborative effort between the School of Public Health, The College of Engineering, and UMSI.
 - BSI Academic Advising: Libby Jones presented on UX Design and Social Media Design and Analysis Minors as a part of the ACUM “A Minor Conversation” series hosted to bring awareness to advisors about popular minor programs on campus.
 - MSI/MH Academic Advising: 2 Registration Support Events w/ RSS Team
 - MSI/MHI Academic Advising: 6 Incoming Student Sessions w/ OASA Teams
 - CCSI: The BSI Academic Advising team participated in the 2024 UMSI Community College Summer Institute together with the Academic Success and Student Life Teams. Please see further details included in the Academic Success Events section later in this report.

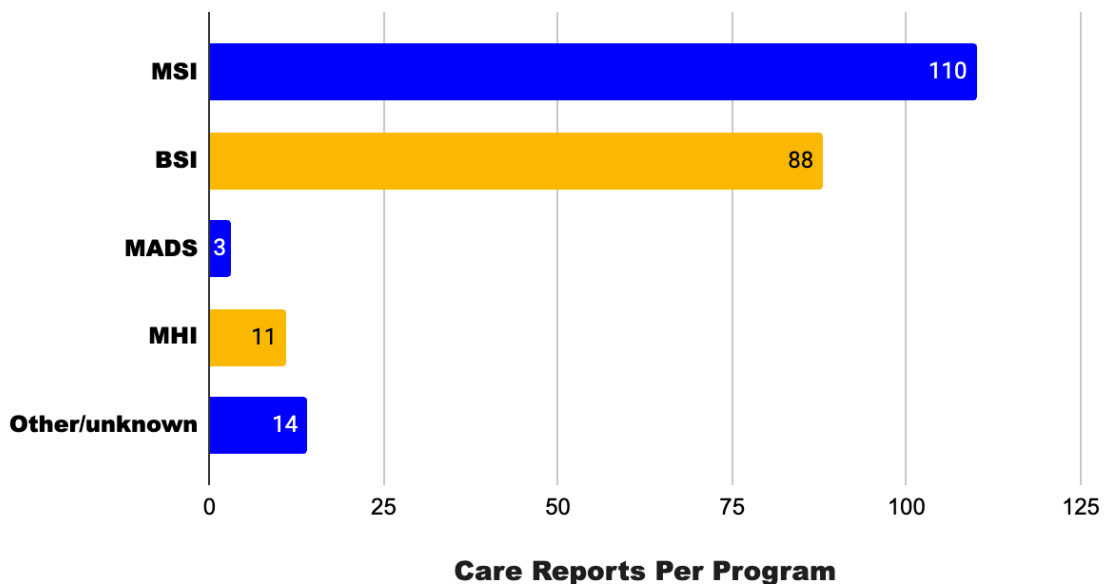
Academic Success and Student Support

Critical Student Support

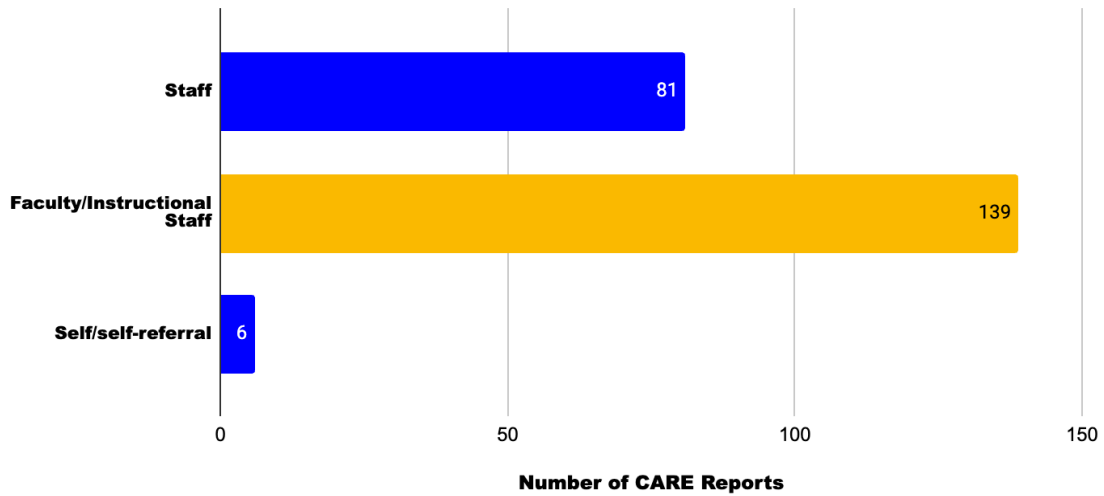
In collaboration with the APSL Academic Advising team, the Academic Success team created and piloted a four-tier system for managing critical student support called the “[Continuum of Care](#)”. This four-tier system informs how critical student cases are triaged, escalated, and de-escalated before resolution. This pilot program was helpful for the APSL Academic Success and Academic Advising teams to provide more cohesive support to students of concern and successfully triage and manage care reports. Moving forward, the team plans to continue utilizing the Continuum of Care and evolve the system to support online and residential students. While all UMSI faculty and staff could submit reports for any UMSI student, the Continuum of Care will be implemented more fully with MADS and PhD students starting Fall 2024.

In the 2023-2024 academic year, 226 Care Reports were submitted including 110 MSI, 88 BSI, 11 MHI, and 3 MADS submissions. The final 14 submissions were for non-UMSI students and were redirected to their respective U-M unit. The majority of submissions came from faculty with 139 submissions coming from faculty and instructors, 81 were submitted by staff, and six cases came from self-initiated submissions. In following the UMSI Continuum of Care, within the APSL team, 92 cases were managed by Academic Success, 83 were managed by Academic Advising, and 33 were elevated to APSL leadership (which includes the Director of Student Success, Associate Director of Residential Student Academic Affairs, and Assistant Director of Academic Success). The most common concern type submitted was academic concerns, followed by mental health concerns, and financial concerns. Notably, 10 Care Report submissions resulted in students receiving emergency funding.

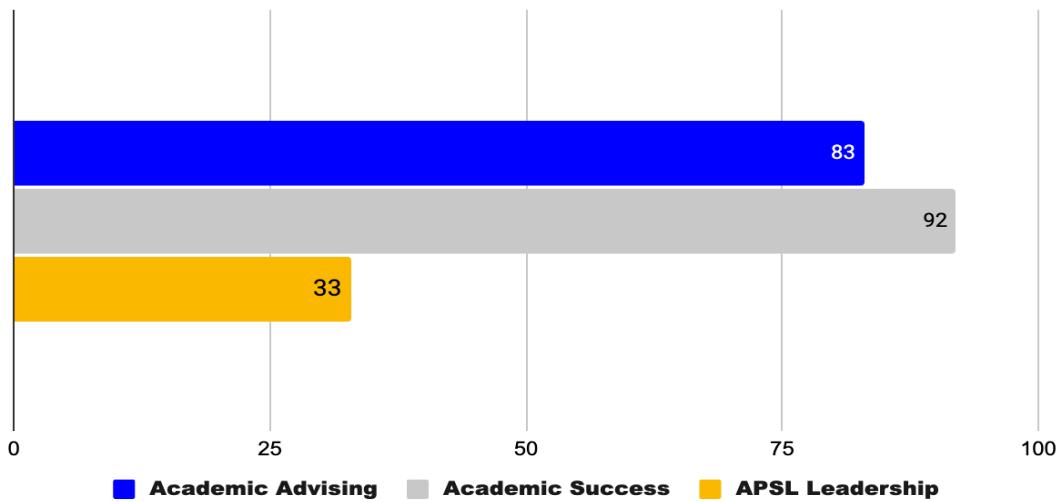
Academic Programs



Reporters of Care Reports



CARE Reports per APSL Team



Academic Success Student Engagement

Academic Success Emails

- 908 emails sent (from 7/1/23-6/18/24)

Academic Success Appointments

- Student Support Manager: 105 appointments
- Assistant Director of Academic Success: 43 appointments

Academic Notifications

- Sent by BSI Academic Advising: 16 Notification Total
 - LSA Notifications of Illness that required BSI Advising: 6
 - LSA Grade of Concern Notifications that required BSI Advising: 17
- Sent by MSI Academic Advising: 59 Notifications Total
- Sent by MHI Academic Advising: 0
- Sent by Academic Success: 40 notifications total, for 12 students
- Sent by APSL Leadership:
 - Assistant Director of Academic Success: 21 notifications total, for 5 students
 - Director of Student Success: 5 notifications total, for 2 students

Academic and Student Success Partner Meetings

Partnership is key for working with students and offering strong, comprehensive student support. Both internal and external partners are important to grow the APSL team's network of support for students.

- DEIO: Met with Sandra Lopez and Devon Keen to discuss continued support of new transfer students and APSL's involvement in CCSI 2024
- Maize & Blue Cupboard: Met with Kelly O'Mara
 - APSL team volunteered with the Cupboard during team retreat in August 2023 and 2024
- CEW+: Met and established working relationships with Grace Christiansen and Courtney Reid regarding emergency funding and student caregiver support
- Services for Students with Disabilities (SSD): Met regularly with Kat Nic to discuss student case collaboration and referrals
- CAPS: Met with Ashley Ewearitt, the UMSI-embedded CAPS Psychologist to discuss student case collaboration and referrals
- International Center: Met with the International Center to learn more about (OPT) Optional Practical Training and (CPT) Curricular Practical Training to support UMSI international students
- First-Gen Gateway: Established partnerships with Terra Molengraff which resulted in the first UMSI First-Generation College Student Celebration Week

Academic Success Events

- First-Generation College Student Celebration Week (October 2023):
 - APSL Committee Members: Libby Jones, Allie Prough, Allison Sweet, DeAndre Caldwell, Katy Peters
 - Week of Events:
 - Monday: Swag & Sweet Treats
 - Wednesday: First-Gen Celebration Dinner
 - Thursday: First-Gen Panel Discussion
 - November 30th: Presentation from First-Gen Gateway to UMSI Faculty & Staff on how to support first-gen students in and out of the classroom

- Academic Success Virtual Series:
 - “Putting the Pieces Together for Your Success”: Partnership with College of Engineering, School of Public Health, and School of Information
 - Academic Advisors, Libby Jones and Allie Prough worked with Shannon Gass, and collaborators from the School of Public Health to host two student success webinars. This is part of a collaborative effort between the School of Public Health, The College of Engineering, and UMSI
 - “Putting the Pieces Together for Your Success” (16 students total)
 - “We come in Pieces: Strategies for Group Work & Group Dynamics” (25 students total)
- CCSI Presentation (June 2024):
 - The Academic Success Team participated in the 2024 UMSI Community College Summer Institute. The APSL team shared the team mission and the role APSL has in providing academic and non-academic supportive services to UMSI students. After giving an overview of the APSL team, the team facilitated a trivia game that tested participants' knowledge of the information shared. The team also used this as an opportunity to further describe life as a student at UMSI.

Programming & Math Peer Tutoring

UMSI offers free 1:1 tutoring for students, specifically focused on programming and math-related courses/concepts. This year, the Academic Success team continued to partner with Professor Anthony Whyte in overseeing the hiring, training, and supervision of Programming Peer tutors. Additionally, in December 2023, three math tutors were hired (two for residential programs and one for MADS) to help support students in areas such as statistics, linear algebra, and advanced math. The team also launched the [UMSI Peer Tutoring & Academic Support](#) website in Fall 2023 to provide one place for students to navigate to schedule tutoring sessions and review additional academic success resources.

Programming Tutoring

Programming Courses/Concepts:

- SI 106, 206, 506, 507
- SIADS 505
- Programming and Python support

Programming Tutors hired in AY2023-2024: 5 total (4 residential, 1 MADS)

Programming Tutoring Appointments (AY2023-2024): 486 total

- Most frequent residential courses: SI 206 (193), SI 506 (183)
- Most frequent MADS courses: SIADS 505 (7 total)

Math Tutoring

Math Courses/Concepts:

- SI 602
- SIADS 502, 602
- Statistics, linear algebra, advanced mathematical concepts

Math Tutors hired in AY2023-2024: 3 total (2 residential, 1 MADS)

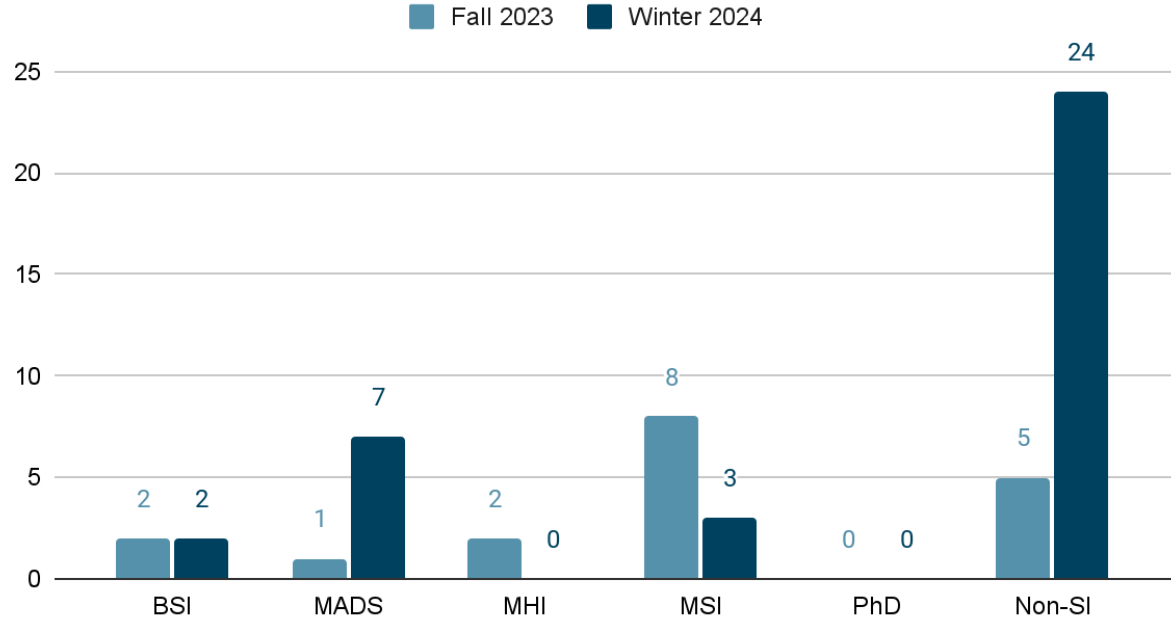
Math Tutoring Appointments (Winter 2024 Only): 31 total

- Most frequent courses: SI 602 (23 total)
- Most frequent MADS courses: SIADS 502 (4 total)

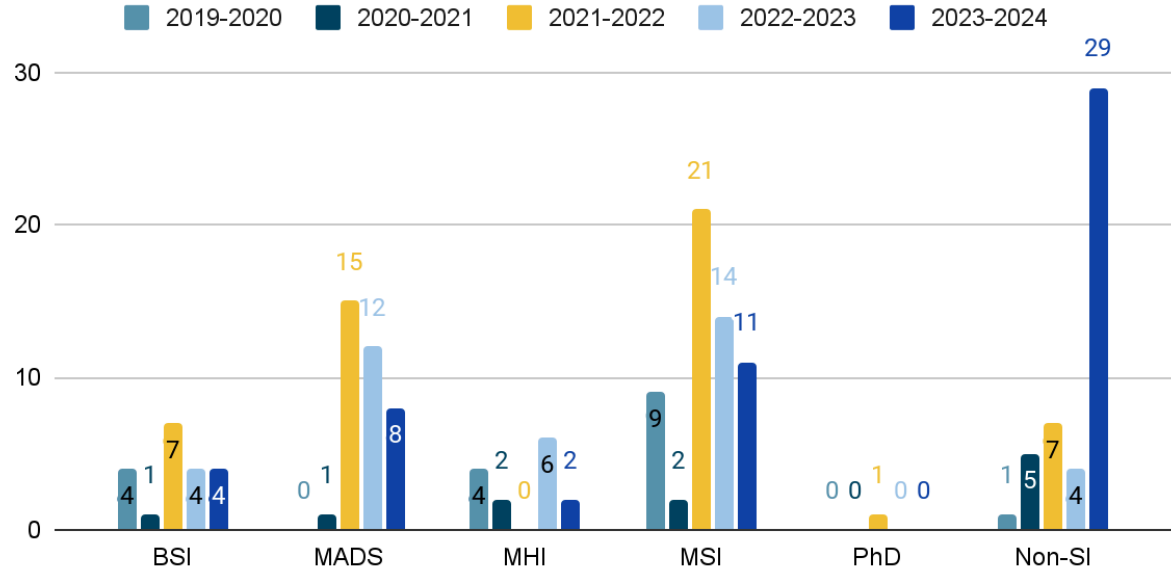
Academic Integrity

In the 2023-2024 academic year, UMSI saw a decrease in academic integrity cases across all UMSI programs. Of note, there was a significant increase in non-SI student academic integrity cases, more than doubling from last year, with many of them coming from our undergraduate programming courses likely with the emergence of AI. About 98% of cases this year were first-time offenses. As previously mentioned in the "Meet the Team" section, we have seen the student population double in size since 2018, seeing the reported cases also increase during this time. It is also important to note the demographics of our programs, pointing out the larger international student populations in the MSI/MHI programs, and seeing more students coming from shared knowledge cultures. UMSI has seen some increase in cases across programs but this seems to track with the overall increase we have seen in enrollment across programs along with an uptick in cases immediately following the pandemic. Academic sanctions were assigned in the class. Typically, the class sanctions are a zero on the assignment with some students failing the course in more escalated cases. Per long-term school policy, the school-level sanctions for a first-time offense include a meeting with the Director of Student Success, assigned readings, and completing a training/assessment.

UMSI Academic Integrity Cases by Program for 2023-2024



5-Year Comparison: UMSI Academic Integrity Cases by Program from 2019-20AY to 2023-24AY



New Transfer Student Success

The APSL team started overseeing the iSuccess program and current New Transfer (NT) student support during Fall 2023. Shannon moved into a lead role overseeing the iSuccess Mentors, DeAndre supported the special student population in areas of personal support/resource connections, and Libby co-led the oversight of iSuccess Mentor projects and event logistics.

iSuccess Events:

- **Transfer Student Appreciation Week:** October 2023
- **Painting Craft Day:** November 2023 (6 students)
- **CDO Mock Interview Event:** February 2024 (6 students)
- **Bagels and Brainstorming- Transfer Students:** April 2024 (8 students)
- **Graduation Celebration:** April 2024 (10 students)

iSuccess Leaders:

- The iSuccess program had three wonderful iSuccess leaders that were instrumental in leading iSuccess mentoring, projects, and support initiatives:
 - Oresti Dine
 - Elaine Wu
 - Ally Chang

iSuccess Leader Projects:

- **NT Peer Mentorship:** Students provided 1:1 mentorship via meetings, monthly email reminders of resources/events, and created/led new transfer student events
- **NT Student Survey:** A transfer student survey was sent out to all current transfer students to understand their personal, academic, and career-related experiences.
- **NT Student Guide for Incoming Students:** iSuccess Leaders put together a [transfer student guide](#) for incoming transfer students. This guide focuses on resources for new transfer students in different areas of campus life, including [academic and personal resource](#).

Student Life

The Student Life team prepared for further staff expansion in the 2023-2024 academic year and make progress on the five-year student life strategic plan. In addition to the Senior Assistant Director for Student Life and the Student Life Program Assistant, the team hired an additional full-time staff member in Summer 2024. This new hire will focus on student leadership development and the school's student organizations. With the addition of this new staff member, the Student Life team will better serve the school's student organizations, but also all UMSI students through more extensive program offerings, support, and communication.

The Student Life team is two years into the [five-year student life strategic plan](#) and continues to meet many of the plan's objectives. The team takes great pride in the direct student work and

continues to create intentional opportunities for UMSI students to feel connected to their interests, each other, and UMSI as a whole.

New Student Orientation

This year, incoming students participated in a four-day, in-person orientation in August 2023. The format for this year's orientation changed from previous years. While there were some virtual session options, the main focus was an in-person experience for the incoming students. Session offerings included Engaged Learning Activities, a Meet Your Cohort session, a CDO Overview of Services & Support, Academic Programs & Student Life Drop-In, Lunch with Student Organizations, and so much more.

The in-person orientation also included a conference-style format on the third day, where students could pick the sessions that best fit their needs throughout the afternoon. Session offerings included sessions like Life in Ann Arbor, Time Management, and Student Support Trivia. The Student Life team also created personalized, program-specific agendas for students to have a clear understanding of what activities pertained to their program. Overall, 87% of students had an excellent/good orientation experience – a 3% improvement from 2022 orientation feedback.

According to student feedback, the most helpful orientation sessions included:

- Career Development Office (CDO) sessions
- Student Organization-led sessions (SIMA sessions, Student Organization lunches, etc)
- Community-building sessions (ELO Activity, Meet Your Cohort, etc)
- Service Opportunities
- Meeting Academic Advisors

Direct feedback from students in the orientation survey included:

“THANK YOU to the amazing team for organizing all of these sessions! We appreciate all of your hard work!”

“The first week was fantastic. Thank you to everyone involved for all their efforts in welcoming and orienting us!”

“I liked how everything was optional and we were encouraged to attend the sessions we thought would truly benefit us. It made me feel like an adult, and it felt much more efficient.”

Student Organizations

UMSI had a total of 23 student organizations in 2023-2024, up from 18 organizations in 2022-2023. There were a variety of events held throughout the year for the student organizations to connect, learn more about organization-related dates and deadlines, and

address any issues they were having as an organization. The events also included opportunities to connect with other UMSI units, such as DEIO, CAPS, ELO, and CDO.

Also, as mentioned in the New Student Orientation section above, student organizations were encouraged to take a more active role in Orientation activities. Student organizations hosted lunches, social events, and participation in break-out sessions during the conference-style portion of Orientation. This allowed student organizations to answer questions from incoming students and build community early.

Student Life hosted the following events for Student Organizations in 2023-2024:

- **Student Organization Officer Lunch** - 9/5/23 (25 registered, 20 attended)
- **SSO End of Term Celebration Lunch** - 12/6/23 (14 registered, 7 attended)
- **Student Organization Officer Lunch** - 2/7/24 (19 registered, 17 attended)
- **HISO Lunch and Learn** - 3/12/24 (17 registered, 10 attended)

Student Leadership

Student Life hosted the second annual UMSI Student Leadership Retreat in October 2023 with 17 students attending, an attendance increase of 31% from the previous year. During this day-long retreat at the U-M Radrick Adventure Center, student organization leaders spent the morning participating in outdoor adventure team-building activities to get to know one another. They heard from guest speaker Stacie Sheldon who discussed her career path in UX, and they heard from UMSI and cross-campus partners about budgeting, fundraising, and the art of group facilitation. This retreat was funded through a generous donor to the Student Leadership Initiative.

Below is a summary of the Student Leadership Retreat survey results:

- 100% of survey respondents said that the retreat was either good or excellent
- 100% of survey respondents either somewhat agreed or strongly agreed that they were able to:
 - Get to know other student leaders and are now comfortable collaborating with them
 - Have a better understanding of how to set a budget for their organization
 - Gain confidence in their group facilitation skills
 - Gain confidence in using their leadership skills to better their organization

Student Wellness

Wellness is a priority for the UMSI community and is a crucial part of student success. In 2023-2024, the Student Life team offered a total of five student wellness programs.

- **Fall Into Wellness** - 10/10/23 (approximately 100 attended)
- **Cookies and Conversation** (part of new transfer appreciation week) - 10/17/23 (approximately 20 attended)

- **UMSI Play Day** (co-sponsored with DAR) - 12/5/23 (approximately 150 attended)
- **Cocoa Connections** - 1/16/24 (approximately 75 attended)
- **UMSI Play Day Meets Giving Blueday** - 3/13/24 (partnership with Giving BlueDay - approximately 140 attended)

Community Building

The Student Life team continues to provide programming that helps students find connection and community in a variety of ways. Student feedback year after year indicates that creating deeper connections to UMSI, peers, and U-M is a key student priority.

One of the 2023-2024 standout community-building events this year was the inaugural MADS On-Campus Experience. Held in September 2023 over U-M's Homecoming Weekend, this event allowed students from the MADS program (a fully online academic program) to spend a weekend on the U-M campus. During this weekend, online students were able to come in person to hear from faculty, participate in team-building activities hosted by the ELO, take a tour of campus, and socialize with alumni, students, staff, and faculty at a community reception/student social. Students were also able to purchase football tickets and participate in a UMSI tailgate before the U-M Homecoming football game.

More details about the MADS On-Campus Experience, along with other community-building events, are listed below:

- **MADS On-Campus Experience** - 9/22/23-9/23/22 (76 registered, 47 attended)
- **MHI Explore the Arb and Lunch** - 10/4/2023
- **Transfer Student Appreciation Lunch** - 10/18/23 (4 attended)
- **Tea Talks - Winter Break Connections** - 12/19/23 (30 registered, 9 attended)
- **MHI Explore the Arb and Lunch** - 4/10/24 (22 registered, 16 attended)

Student Success

The Student Life team partnered with areas both within and outside of UMSI to provide success-oriented programming in 2023-2024. The focus of programs ranged from Bagels and Brainstorming events, which targeted specific student populations to learn how to better serve them, to an Imposter Syndrome event, where students who are on the cusp of beginning their careers can develop strategies to be confident in themselves during the process.

Student Life has also worked heavily with the Academic Success team to understand the needs of student parents/caregivers. In addition to the Bagels and Brainstorming event for this student population (see below), the team also implemented a Student Parent/Caregiver survey to gather feedback directly from these students. You can see the survey results summary [here](#). Based on the survey results and Bagels and Brainstorming feedback, Student Life and Academic Success created a [Residential Student Caregiver Guide](#) to better aid UMSI residential students who are caregivers. This guide includes campus and community resources, financial resources, activities

for children, elder care resources, a top five list of resources based on the student parent/caregiver survey results, and so much more.

Of special note in the 2023-2024 programming, the Cross-Campus Connections Fair was re-imagined, now being called Cross-Campus Connections & Engagement Fair. Student Life partnered with 23 offices both within and outside of UMSI that attended the fair to talk to UMSI students about how their unit can best serve them at U-M. Additionally, the fair timing changed from the winter term (March) to the fall term (September) so students could fully utilize the resources presented to them throughout the academic year.

- **Cross-Campus Connections & Engagement Fair** - 9/12/23 (approximately 100 attended)
- **Bagels and Brainstorming - Parents & Caregivers** - 10/19/23 (4 attended)
- **Brunch and Backpacking - BSI New Transfers** - 10/25/23 (10 attended)
- **Peer-to-Peer Mentoring and Writing Group Programs Kick-Off** - PhD students - 10/30/23 (25 attended)
- **Bagels and Brainstorming - International Students** - 2/20/24 (12 registered, 7 attended)
- **Imposter Syndrome in Your Job Search and Beyond** - 2/21/24 (56 registered, 35 attended)

First-Generation College Student Celebration Week

Student Life partnered with Academic Success and other UMSI partners to create a week-long celebration of UMSI's First-Generation college students. Events of this week encompassed student wellness, community building, and student success. The goal was to help first-generation college students connect, take a break from their studies, and learn strategies for how to be successful as a first-generation college student.

Swag and Sweet Treats

Date: Monday, October 30

Attended: 50

Notes about the Event: Students received donuts, coffee, and first-gen tshirts outside of the Student Lounge to kick off First-Gen week.

Celebration Dinner

Date: Wednesday, November 1

Attended: 40

Notes about the Event: Students gathered in the Ehrlicher room to enjoy dinner and hear first-gen stories, advice, and more from fellow first-gen staff and faculty.

Panel Discussion

Date: Thursday, November 2

Attended: 45 (in person and zoom total number)

Notes about the Event: Students were able to hear from a panel of first-gen staff, faculty, alumni, and students about their first-gen experience.

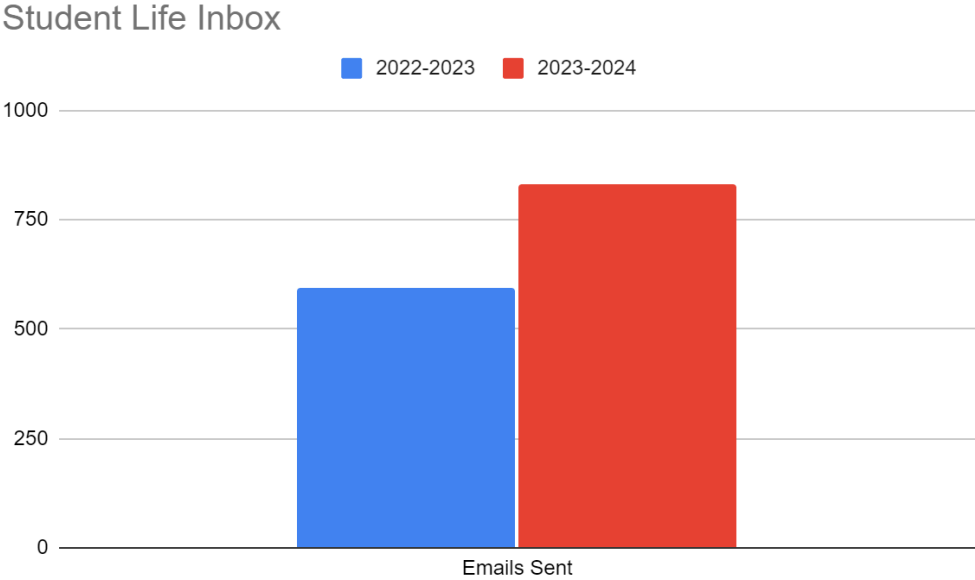
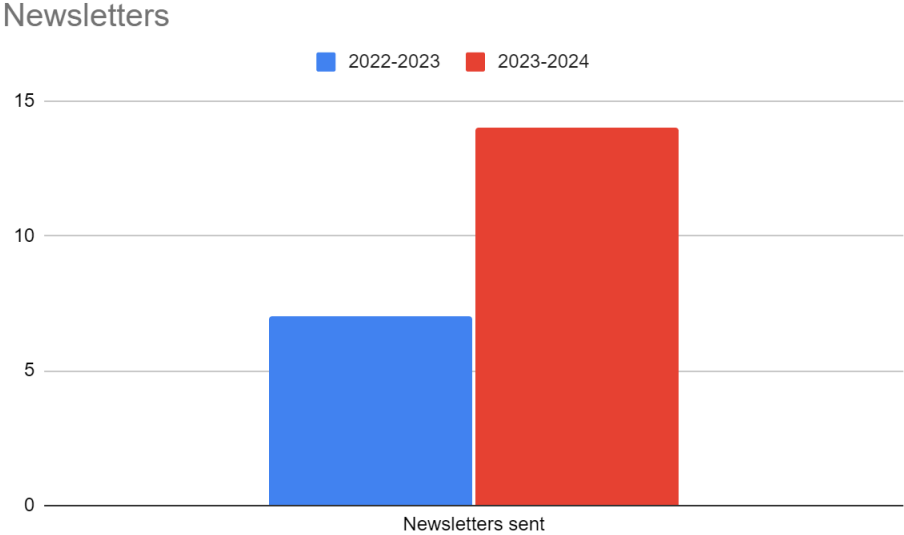
UMSI Commencement

As the UMSI student population continues to grow, the UMSI Commencement Ceremony continues to break previous years' records! The Student Life team hosted a record number of graduates and guests during the [Commencement Ceremony](#) held on May 2nd, 2024. The ceremony was held at the Crisler Center, and graduates unable to attend had the opportunity to be recognized via livestream. Student Life oversaw the UMSI Commencement while working with teams across UMSI including the Office of Academic & Student Affairs, Marketing & Communications, Development and Alumni Relations, UMSI Events, and UMSI Leadership.

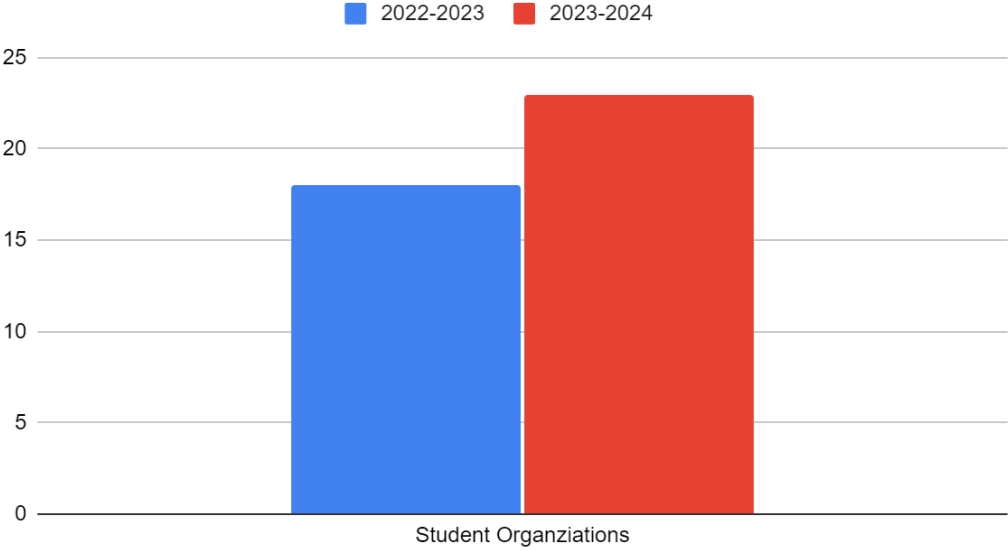
New for the 2024 UMSI Commencement Ceremony, the University planned for possible protest disruptions and required each school/college/unit to establish a group to help with responding and providing support and de-escalation. The goal of the group was to affirm that voices are heard while also de-escalating any disruptive events so that the ceremony could move forward with celebrating graduates. Led by the APSL team, and in partnership with the U-M Dean of Students and Center for Campus of Involvement, a plan was developed to support these efforts and staff received training.

Additionally, ahead of commencement weekend, Student Life partnered with the Career Development Office, Engaged Learning Office, and Development and Alumni Relations for a UMSI Graduation Kick-Off event. During this event, students were able to pick up their graduation tickets and service cords, decorate their graduation caps, pick up swag, grab a snack, and have fun with their friends in a photo booth. One benefit of involving other offices included CDO being able to promote their employment survey. Approximately 150 students attended this event!

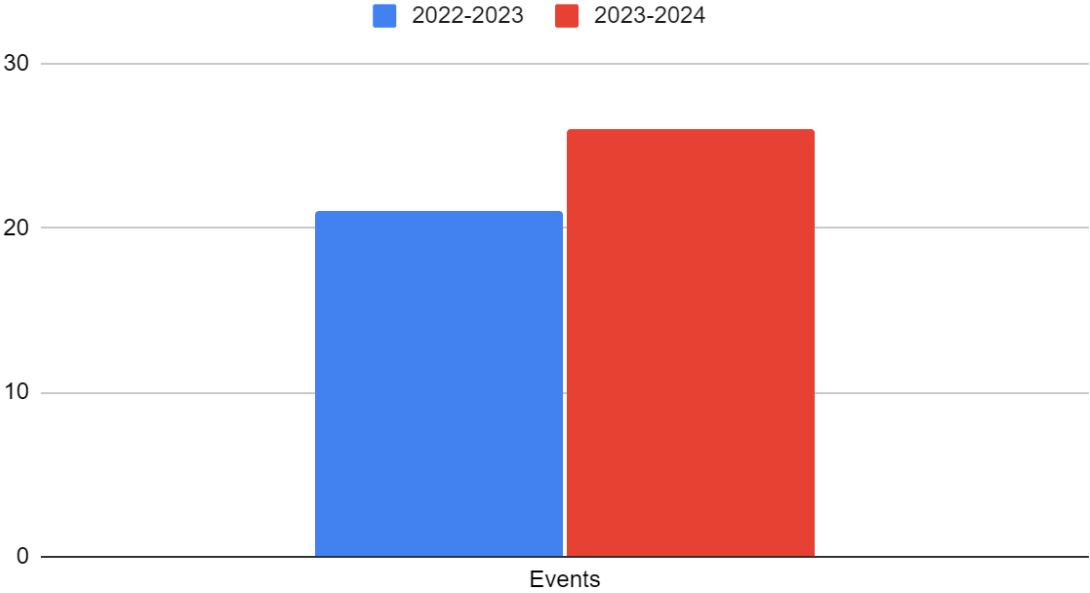
Student Life Facts At a Glance



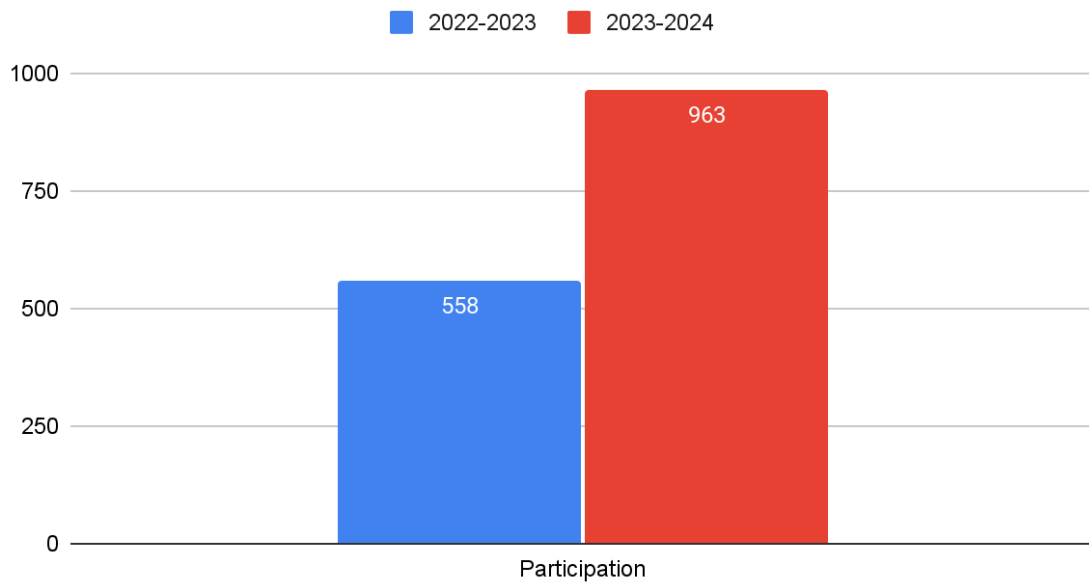
Student Organization Growth



Events Hosted by Student Life



Total Student Participation in Student Life Activities



*These numbers of student participation are approximate and do not include Orientation and Commencement number