SCHOOL OF INFORMATION
UNIVERSITY OF MICHIGAN

2021-2022
Academic Programs and Student Life Team Annual Report

School of Information

Office of Academic and Student Affairs

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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 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, academic advising, student success and support, and student life. Additionally, we assist students with personal concerns and navigation problems, both directly and through referrals to campus services and resources. Our 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 intiatives.

It is important to note for context that over the last five years, UMSI has seen our student population double in size from 891 in Fall 2018 to 1,691 in Fall 2021, we launched the MADS program in Fall 2020, and our residential programs moved to online learning during an unprecedented pandemic starting in the 2019-2020 academic year. The APSL team was launched in Fall 2019, bringing the above listed four pillars under one team lead.

APSL Team Directory

Team Lead
Katy Peters, Associate Director of Academic Programs and Student Life

Program Leads
Josh Lee, Assistant Director for Academic Programs (BSI)
LeAnna Level, Recruitment and Student Success Manager (New Transfers)
Annie Knill, Assistant Director for Academic Programs (MSI/MHI)
Sarah Regan, Assistant Director for Academic Programs (MADS)
Allison Sweet, Assistant Director of Student Life

Academic Advisors
Shannon Gass, MADS Academic Advisor
Libby Siecinski, BSI Academic Advisor
Samantha Weisner, MSI/MHI Academic Advisor

We also had an amazing team of graduate student interns supporting our work in academic advising and student life!

Team Accomplishments/Accolades
- We launched the new Drop-In Queue tool across multiple UMSI units/programs, with the MSI/MHI advising team taking the lead. This tool better serves students and staff;

- offering an anonymous waitroom, multiple advisors are able to use the tool at once, and students know their place in line.
- The MADS program announced sweeping curriculum updates during the Winter 2022 term. The MADS advising team contributed to recommendations for curriculum updates and created advising materials and resources to support students in the transition. Advising materials and resources created to support students included collaborating on the creation of 42 new sample plans of study to help support over 7 cohorts of MADs students, updated degree requirements and course offerings documents, a communication timeline to announce these updates to students, and video shared with students reviewing the curriculum changes.
- UMSI Student Life, along with student leaders, launched two new student organizations this academic year.
  - Master of Applied Data Science Association (MADSA)
  - Upsilon Pi Epsilon
- UMSI Student Life, in collaboration with the MADS program committee, MADS advising team, and MADSA hosted the program's first town hall.
- UMSI Student Life received funding from a donor to support more student leadership development and we will be hosting UMSI's first Leadership Retreat in Fall 2022!
- Two UMSI academic advisors were nominated for the 2022 ACUM Outstanding Advisor Award!
  - Sam Weisner
  - Shannon Gass
- We had staff present at two conferences this year:
  - Annie Knill, Sam Weisner, Kayleigh Merz (MSI/MHI Graduate Advising Intern) presented at 2022 ACUM Advising Symposium, *Utilizing the ACUM Advisor Training Canvas Page for Performance Evaluation and Goal Setting*
  - Shannon Gass and Allison Sweet (along with other OASA staff) presented at 2022 NASPA Conference, *Blended: Creating Community Between and Amongst Online and Residential Learners*
- Natalie Drobny (MADS Graduate Advising Intern) received the 2022 MIACADA Graduate Student Advising Award!

Academic Advising

Academic advising at the University of Michigan School of Information (UMSI) empowers students to think broadly about their education and to create meaningful academic plans that will prepare them to reach their personal and professional goals. Academic advisors challenge and support students to become self-directed learners, informed decision makers and engaged members of the UMSI community and beyond. This is achieved in practice through individual conversations, group advising, and other programs/resources (e.g., Canvas sites, academic planning guides, faculty talks).

The Academic Advising team supports four academic programs at UMS including students in the Bachelor of Science in Information, Master of Applied Data Science, Master of Health Informatics and Master of Science in Information. We support these students through scheduled appointments via a scheduling system, regularly scheduled drop-in advising appointments, and events which support students' academic planning. We also offer academic advising via online systems used within UMSI such as email, Slack posts and Canvas/Coursera announcements.
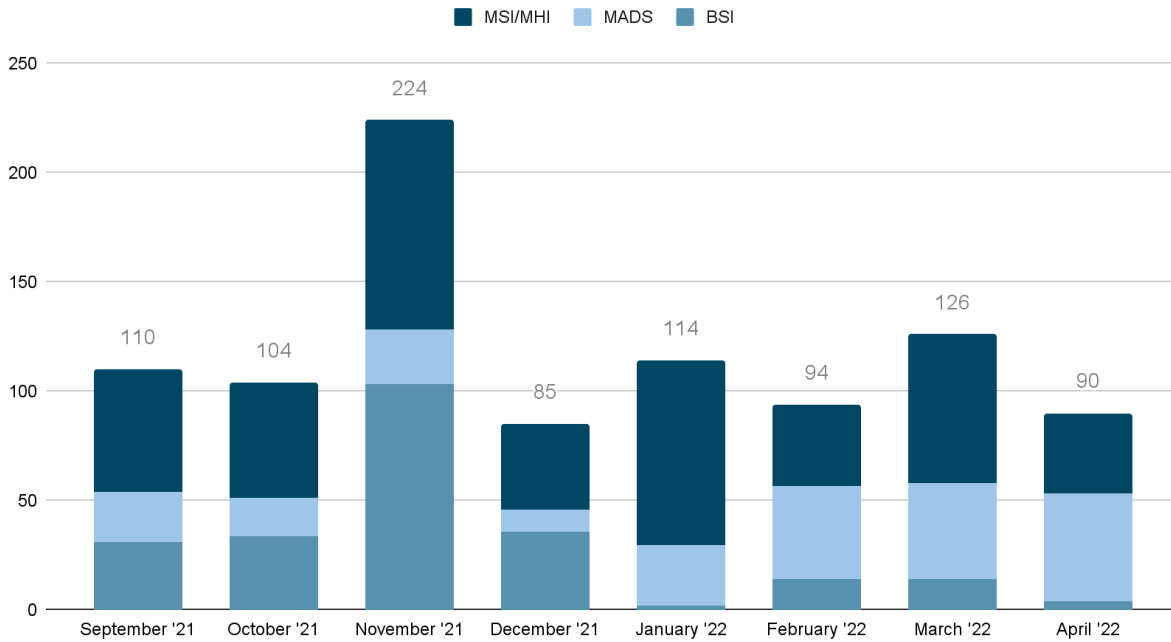
The below data includes academic advising appointments between August 30, 2021 - April 29, 2022 and includes almost 1,500 appointments across all four programs during the 2021-2022 academic year. This is an almost 55% increase in advising appointments from data collected during the 2018-2019 academic year which tracks with the growth we've seen in all of our programs over the last five years.

Comparing the residential programs (BSI and MSI/MHI) there is a clear preference for quick, drop-in advising in the BSI program (339 students in Fall 2021) versus the strong preference for longer, scheduled appointments in the MSI/MHI programs (572 students in Fall 2021).

Scheduled Academic Advising Appointments

Scheduled academic advising appointments are typically 30-minute meetings one on one between a student and an academic advisor. The student and advisor discuss course selection, academic planning, goal setting, and connecting with general campus resources. Academic advisors are also available in these meetings to support students who are experiencing academic difficulties, unanticipated emergency situations, and health or personal issues. This also includes the discussion of any issues impacting their academic experience at UMSI. Note the higher appointment numbers in November 2021 and March 2022 related to course registration for the following term. November 2021 is even more significant given first-year students wanting to plan out their two-year academic plan in their first term in the program. The below data shows the number of scheduled appointments by month, as well as by program throughout the academic year.

Scheduled Appointments by Month for 2021-2022

Legend: ■ MSI/MHI ■ MADS ■ BSI

Month	Total
September '21	110
October '21	104
November '21	224
December '21	85
January '22	114
February '22	94
March '22	126
April '22	90

238
Total BSI scheduled appts

239
Total MADS scheduled appts

470
Total MSI/MHI scheduled appts

Drop-In Academic Advising

Drop-in academic advising is an opportunity for students to ask quick academic-related questions that can be answered in 5-10 minutes or to discuss an urgent issue or concern. Drop-in advising is typically scheduled at a consistent time on a weekly/monthly basis throughout the academic year. The below data shows the number of students that participated in drop-in advising by program.

357
BSI student drop-ins

71
MADS student drop-ins

95
MSI/MHI student drop-ins

Academic Advising Events and Communications

Beyond traditional academic advising appointments, the advising teams develop and lead academic advising events related to curriculum exploration, academic planning and course

registration (e.g., group advising, faculty talks, course registration overview). Additionally, the advising teams offer academic advising support via email and other online platforms such as Slack, Canvas, and Coursera. The below data shows the number of events and volume of communications sent to students during the academic year by program.

BSI Academic Advising Team

10

BSI advising events

749

Emails sent from BSI advising inbox

MADS Academic Advising Team

11

MADS advising events (includes pre-recorded videos)

899

Emails sent from MADS advising inbox

413

Comments from MADS advising team on #advising Slack channel

241+

MADS advising team responses to direct messages on Slack

43

MADS advising announcements posted to Orientation course in Coursera

206

Student cases assigned to MADS advising team in Salesforce

MSI/MHI Academic Advising Team

14

MSI/MHI advising events

1,581

Emails sent from MSI/MHI advising inboxes

Student Success and Support

There are a variety of supports that we offer students during their time at UMSI. Below are the highlights of different early intervention mechanisms we use to identify students of concern. We have several ways we stay connected with UMSI faculty through email contact, regular reminders about reporting options, and academic notifications for students of concern. Additionally, we work with students with extenuating circumstances to identify a path forward in their program via the UMSI petition process, in consultation with UMSI leadership and faculty. This year we reviewed 61 student petitions for academic plan modifications, waivers, and substitutions.

New Transfer Student Success

Each year, we have a cohort of new transfer students who have come directly to the BSI program from an external two- or four-year institution. We offer special social programming and academic support for this unique population. This programming includes backpacking preparation sessions, game nights, mid-semester check-ins and a transfer student advisory board. The below data highlights how many students received outreach and programming offered to current new transfer students this academic year.

43

Total new transfer students in the BSI program in 2021-2022

41

Scheduled coaching sessions with student success team in 2021-2022

9

New transfer student success programs during 2021-2022

Critical Student Support

During the academic year, we work with faculty to support students of concern. Faculty are able to report students of concern to the umsi.studentsupport@umich.edu email inbox, which is monitored by the entire academic advising team. Students of concern are typically identified as demonstrating a significant change in behavior or appearance, stops attending or engaging in class, or whose communication is concerning. We follow up with the faculty members as well as outreach to these students in order to offer support. The below data represents how many students were reported by faculty during the 2021-2022 academic year. Note, due to different MADS communication channels, MADS student support outreach was not tracked via this email inbox.

29

BSI students reported by faculty

27

MSI/MHI students reported by faculty

Academic Notifications

Throughout the academic year, we receive outreach from students, students' families, or the U-M Dean of Students office regarding students that are not able to attend classes for a period of time due to illness, death of a family member, or other personal circumstances. In these instances, the advising team follows up with the student's course instructors and coordinates among those involved until the student is able to return. The below data includes how many academic notification emails were sent during the 2021-22 academic year. Note, due to staff transitions the BSI academic notifications were not tracked this year.

25

MADS academic notifications

28

MSI/MHI academic notifications

Academic Difficulty Reporting

Twice per semester, the academic advising team reaches out to faculty to request that they make us aware of students that are experiencing academic difficulty in their courses. Additionally, the team generates grade reports term to term, tracks grades of concern, as well as students whose GPA has fallen below our threshold for probation. This year we assigned probation status to 49 students and are tracking them until they return to good academic standing. The below data represents how many students were reported and received follow up from academic advisors.

36

BSI students reported by faculty
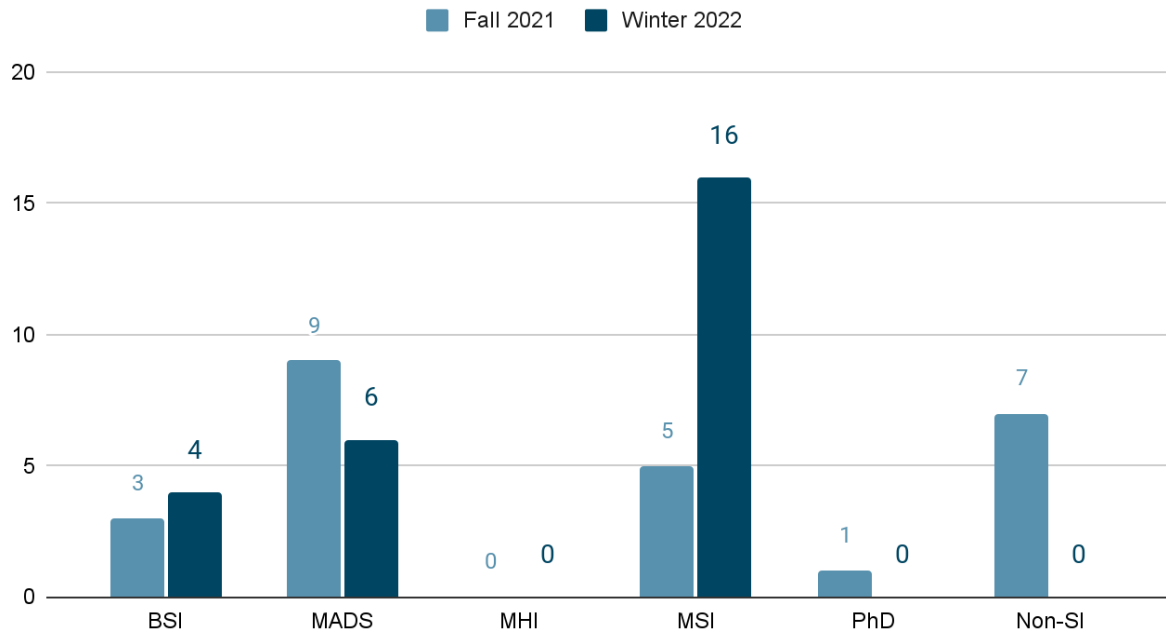
48

MSI/MHI students reported by faculty
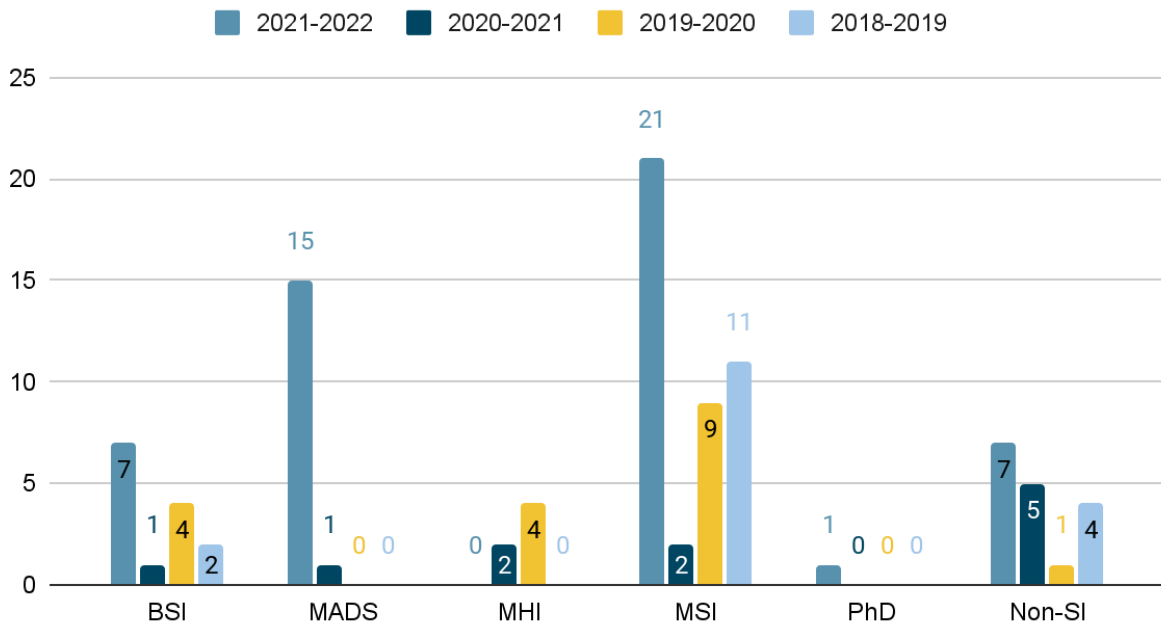
Academic Integrity

This academic year, we saw an increase in academic integrity cases across most programs. About 94% 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, seeing more students coming from shared knowledge cultures. It is hard to find trends in the year over year data at this point, except to point out that the increase seems to track with the

overall increase we have seen in enrollment across programs along with a dip in reporting during 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 academic integrity officer, assigned readings, and completing a training/assessment.

UMSI Academic Integrity Cases by Program for 2021-2022

Fall 2021 ▪ Winter 2022

Program	Fall 2021	Winter 2022
BSI	3	4
MADS	9	6
MHI	0	0
MSI	5	16
PhD	1	0
Non-SI	7	0

UMSI Academic Integrity Cases by Program from 2022-2018

Legend: 2021-2022 | 2020-2021 | 2019-2020 | 2018-2019

Program	2021-2022	2020-2021	2019-2020	2018-2019
BSI	7	1	4	2
MADS	15	1	0	0
MHI	0	2	4	0
MSI	21	2	9	11
PhD	1	0	0	0
Non-SI	7	5	1	4

Student Life

This year UMSI Student Life offered the first in-person events since 2020 while continuing to offer opportunities for hybrid participation. Hybrid programming was offered both related to important pandemic health and safety guidelines, as well as incorporating our online students in the MADS program. Highlights from this programming include the launch of iConnect, trivia night, a virtual Leadership Series, Coffee in the Courtyard, the Academic Success Series, Olympics Stressbuster, MHI Movie Night, and a MSI Community Gathering. We partnered closely on some events with the Engaged Learning Office; the Diversity, Equity and Inclusion Office; the School of Public Health; the College of Engineering; and Counseling and Psychological Services.

30
UMSI Student Life Events

475
Emails sent from student life inbox

532
Total Student Participants

9
UMSI Student Life Newsletters sent