



SCHOOL OF INFORMATION
UNIVERSITY OF MICHIGAN

2022-2023

**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 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, 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 initiatives.

It is important to note that over the last five years, UMSI has seen our student population more than double in size from 891 in Fall 2018 to 1806 in Fall 2022. The APSL team was launched in Fall 2019, bringing three of our four pillars listed above into one team, with the fourth pillar added (academic success) in Winter 2023.

APSL Team Directory

Team Lead

Katy Peters, Associate Director of Academic Programs and Student Life

Academic Advising and Programs

Josh Lee, Assistant Director of Residential Academic Programs and Advising

Allie Prough (started April 2023!), Academic Advisor for Residential Graduate Programs

Jenny Lee (started April 2023!), Academic Advisor for Residential Graduate Programs

Libby Siecinski, Academic Advisor for Undergraduate Programs

Academic and Student Success

Shannon Gass (started December 2022!), Assistant Director of Academic Success

DeAndre Caldwell (started June 2023!), Student Support Manager

LeAnna Level, Recruitment and Student Success Manager

Student Life

Allison Sweet, Assistant Director of Student Life

Kelli Lance, Student Life Program Assistant

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

Team Accomplishments/Accolades

- **New Initiatives/Projects**

- We successfully launched two undergraduate minors in September 2022 and have now declared (through June 16) 159 students. The development of processes, advising documents, and student communications have been led by the BSI Advising Team.
- The Student Life Team created and held the first UMSI Student Leadership Retreat in October 2022. This off-site retreat for our student leaders had been discussed over the last few years, but it was the generous donor money we received through the Student Leadership Initiative that helped it become a reality this year.
- We saw the creation of the academic success unit on the APSL team in January 2023! This continues to support the school's DEI goals and will deepen the student support our team can offer our current students. Further details of this team's great accomplishments in just six short months are listed later in this report.
- With the launch of the academic success unit in January 2023, we saw amazing opportunities for collaborations across Student Life and Academic Success! Two exciting student events were held this year, the Cross-Campus Connections Resource Fair and a Wellness Focus Group. Both events provided our team insight into the needs of our students and will continue to offer valuable connections to students and our campus partners.
- The MSI and MHI Academic Advising team continued to expand this year and we saw amazing strides in improving resources for our MSI and MHI students. Both Academic Advising Canvas sites saw full overhauls this spring. More details, including visual examples, are highlighted later in this report.

- **Conferences/Awards**

- Shannon Gass, Libby Siecinski, Meagan Mason (current graduate student intern), Natalie Droby (former graduate student intern), Josh Lee and Katy Peters presented at the 2023 ACUM Advising Symposium, *Mentorship Matters: A Conversation Between Mentees and Mentors*
- Josh Lee was nominated for **both** the UMSI Peer to Peer Award and the UMSI Outstanding Staff Award
- Katy Peters was nominated for the UMSI Peer to Peer Award
- Libby Siecinski was nominated for the 2023 ACUM Outstanding Advisor Award
- Jenny Lee received the 2023 NACADA Outstanding New Advisor 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, and faculty talks).

The APSL Academic Advising team supports the three residential academic programs at UMSI including students in the Bachelor of Science in Information, Master of Health Informatics, and Master of Science in Information programs. We support these students through scheduled appointments via a scheduling system, regularly scheduled drop-in advising appointments, and events that support students' academic planning. We also offer academic advising via online systems used within UMSI such as email, and Canvas modules.

The 2022-2023 AY brought a more focused return to in-person components, including 13 in-person programs held by the residential academic team supporting registration and incoming cohort academic orientations, and 22 total programs held. While there was a demand for some in-person components, it did not ultimately translate into one-on-one and drop-in advising modalities, where the overwhelming majority of students still preferred to engage virtually in this context.

Scheduled and Drop-In Academic Advising

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 emergencies, and health or personal issues. This also includes the discussion of any issues impacting their academic experience at UMSI.

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 consistently each week throughout the academic year.

BSI Academic Advising Statistics

With a fully-staffed academic advising team consisting of one full-time advisor and one part-time graduate intern, the BSI academic advising team was able to support a record number of 1:1 scheduled academic advising appointments. The launch of two UMSI undergraduate minors added more appointments to the team's roster. Finally, the BSI Advising Team decided to begin supporting 1:1 appointments for incoming students following their March academic orientation session, which also led to a general increase in numbers.

461

**1:1 Scheduled
Appointments**

369

Drop-In Appointments

90

**Incoming Student
Appointments**

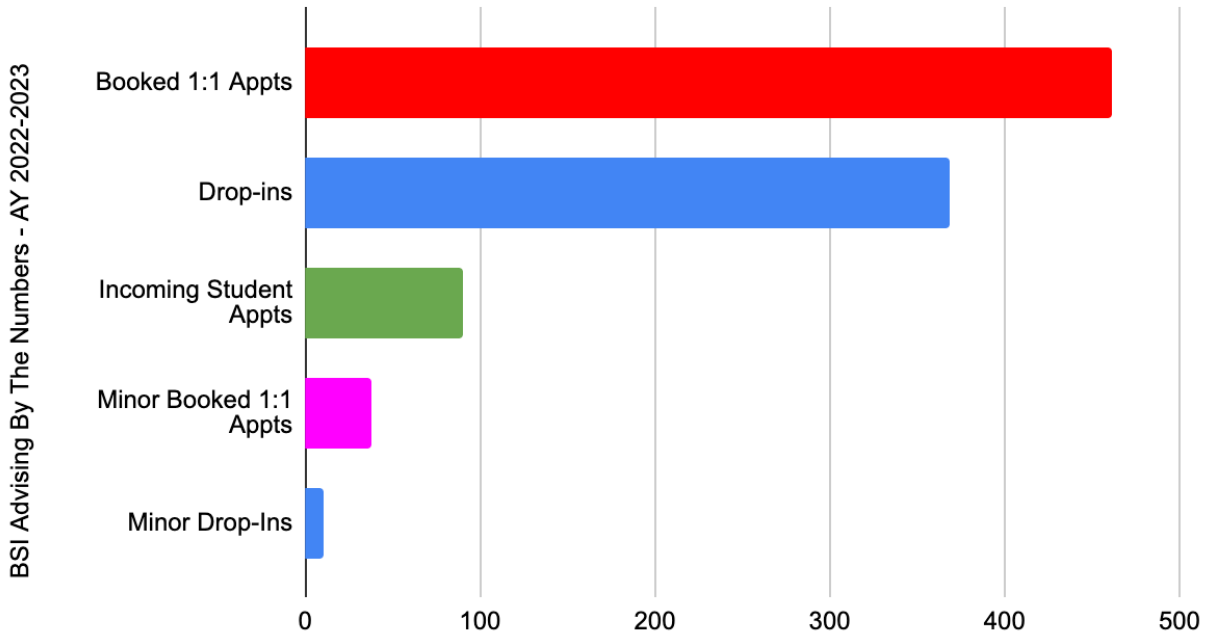
38

1:1 Scheduled Minor Appointments

10

Minor Drop-in Appointments

BSI Advising By The Numbers - AY 2022-2023



MSI/MHI Academic Advising Statistics

The MSI/MHI Academic Advising Team saw a significant amount of staff turnover during AY 2022-2023, with the departure of the Assistant Director for Residential Graduate Programs and the Academic Advisor for the two programs both turning over to new individuals. While working in an expanded coverage capacity for the second half of AY 2022-2023, the MSI/MHI Academic Advising team still saw a record number of scheduled 1:1 appointments, and a significant increase in drop-in advising traffic. The MSI/MHI Academic Advising team also decided to support incoming student appointments - this data is still being collected, as incoming students engage with our team throughout the summer months.

543

1:1 Scheduled Appointments

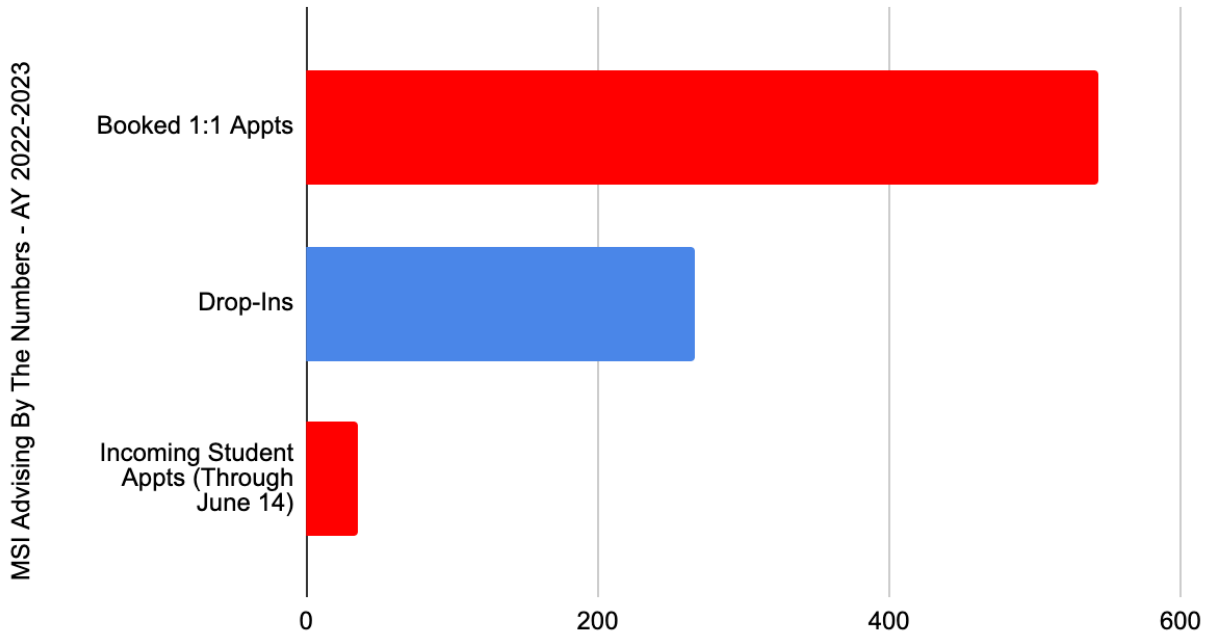
267

Drop-In Appointments

36

Incoming Student Appointments

MSI/MHI Advising By The Numbers - AY 2022-2023



Advising Programs, 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, academic cohort orientations, course registration overview). Additionally, the advising teams offer academic advising support via email and other online platforms such as Canvas.

4

**BSI Academic
Advising Orientation
Sessions**

3

**BSI New Transfer
Academic Advising
Orientation Sessions**

2

**BSI Group Advising
Sessions**

1

**BSI New Transfer Fall Group
Advising Session**

2,897

Emails sent from BSI Advising Inbox

6

**MSI/MHI
Pre-Registration
Advising Sessions**

3

AMDP Info Sessions

1

**AMDP Group Advising
Session**

2

**MSI/MHI Virtual Academic Advising
Orientation Sessions**

3,689

Emails sent from MSI/MHI Inboxes

Advising Platforms and Tools

Historically, the BSI, MSI, and MHI Academic Advising Teams have utilized Canvas as a repository of information and advising resources/tools. The 2022-2023 AY saw the teams conduct a complete overhaul of all three residential advising Canvas shells, as well as the specific advising tools housed in those shells. These changes added significantly more visual

cues, increased usability, and improved clarity of policies, processes, and requirements. Screenshot examples are displayed below.

OLD CANVAS SAMPLE

The screenshot shows a Canvas LMS page for a course titled "MSI Academic Advising - Archived". The page layout includes a left-hand navigation menu, a main content area, and a right-hand sidebar.

Navigation Menu (Left): Home, Announcements, Modules, Discussions, Media Gallery, Canvas Course Manager, Files, Rubrics, Assignments, Quizzes, Pages, People, Grades, Syllabus, Outcomes, BigBlueButton, Collaborations, Settings.

Course Header (Top): MSI Academic Advising - Archived. Buttons for "Student View" and "Immersive Reader".

Main Content Area:

MSI Academic Advising - Archived [Edit] [More]

Hello and welcome to the MSI Academic Advising Canvas site! This site serves as a hub of resources for MSI students related to academic advising, course registration, academic planning, student support, and more. Most information is organized into modules, which are categorized lists of information with helpful resources. You can navigate to the modules section using the menu on the left-hand side.

Quick Links:

- [Schedule an Academic Advising Appointment](#)
- [MSI Academic Advising Calendar](#) (drop-in academic advising schedule)
- [MSI Student Handbook](#)
- [UMSI Faculty Office Hours](#)
- [UMSI Course Catalog](#)
- [UMSI Career Development Office \(CDO\) Canvas Site](#)
- [UMSI Tutoring Information for Programming Courses](#)
- [UMSI Student Tutor Directory](#)

Upcoming Events/Deadlines:

----2023----

- Wednesday, Jan. 4th:** Winter 2023 Classes Begin
- Monday, Jan. 16th:** Martin Luther King Jr. Day (no regular classes)
- Tuesday, Jan. 17th:** Drop/Add Deadline for First Seven-Week Session Classes for Winter 2023 Semester
- Tuesday, Jan. 24th:** Drop/Add Deadline for Full-Term Winter 2023 Classes
- Monday, Feb. 27th - Friday, March 3rd:** Spring Break (no classes)
- Wednesday, March 15th:** Backpacking Opens for Fall 2023 Classes
- Wednesday, March 22nd - Friday, March 24th:** Registration for Fall 2023 Classes
- Monday, March 20th:** Drop/Add Deadline for Second Seven-Week Session Classes for Winter 2023 Semester
- Tuesday, April 18th:** Last Day of Classes for Winter 2023
- Thursday, April 27th:** UMSI Commencement Ceremony

Please reference the [U-M Central Registrar's Winter 2023 calendar](#) for the full academic calendar and detailed list of registration deadlines. Check the [UMSI Student Events calendar](#) for upcoming student life events. All current student events will be color-coded in yellow.

Questions?

If you have problems using this site, would like to report broken links, or have ideas for topics you would like to see, please email umsi.advising.msi@umich.edu.

NEW CANVAS SAMPLE

MSI Academic Advising

M
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**MSI Canvas for
Academic Advising**

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.

WELCOME
to the MSI Advising Canvas!

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

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 be 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 ✓
- Accelerated Master's Degree Program (AMDP) ✓
- Dual Degree & Graduate Certificates ✓
- Degree Progress & Registration ✓
- Course Waivers ✓
- Academic Policies & Forms ✓
- Career Development, Engaged Learning & Student Resources ✓

Academic Success and Student 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 72 student petitions for academic plan modifications, waivers, and substitutions.

This past academic year, two positions were created to further UMSI's commitment to student support: The Assistant Director of Academic Success and the Student Support Manager role. The Assistant Director of Academic Success started in December 2023 and our Student Support Manager started in June 2023. The Academic Success team is dedicated to serving students holistically, both academically and personally. We are dedicated to supporting students through academic skill development, tutoring, and critical student case management.

Critical Student Support

Starting in the Winter 2023 semester, our team combined both the Student Support Inbox and Academic Difficulty Reporting form into a single form that any member of the UMSI community could submit to the APSL team on behalf of a student, including both academic and personal concerns. The CARE Report form was launched in March 2023 to faculty and staff and was adopted as the main form of communication to the team to alert the team of student concerns. In an effort to manage critical student cases amongst the APSL team, our team also utilized critical student case tracking documents to keep broader student case notes/information. The below data represents the critical work we did with students of concern and outreach we did with faculty related to critical student cases during the 2022-2023 AY.

21

**UMSI CARE Report
submissions**

63

**Student Support Inbox
student reports**

31

**Academic Difficulty
Report submissions**

10

**North Quad Faculty
Office Hours
(in-person and virtual)**

37

**Critical student cases
tracked in BSI**

35

**Critical student cases
tracked in MSI/MHI**

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, the death of a family member, or other personal circumstances. In these instances, the advising team and/or the academic success team follow up with the student's course instructors and coordinate among those involved until the student is able to return. The below data includes how many academic notification emails were sent during the 2022-2023 AY. Please note that due to staff transitions in Academic Success and the MSI/MHI academic advising space, this data was compiled to the best of our ability:

MSI/MHI Notifications:

- Notifications were sent for a total of 7 students
- Total notification emails: 26 emails

BSI Notifications:

- Notifications were sent for a total 3 students
- Total Notification emails: 7

Academic Success* Notifications:

- Notifications were sent for a total of 7 students (6 MSI, 1 MHI)
- Total Notification emails: 31

**Note that the Academic Success number is based on Winter 2023 semester data only*

Student Success Partner Meetings

In addition to supporting students, the Academic Success Team also focused on establishing partnerships with internal and external partners to help support students and our work. Below is a breakdown of team meetings we and partners we met with to help establish relationships and collaborate on student support best practices:

- Maize & Blue Cupboard
- CEW+
- Services for Students with Disabilities (SSD)
- Dean of Students
- Engineering Academic Success Center
- UMSI DEI Office
- CAPS
- Purdue University Academic Success Center
- UMSI Programming Peer Tutors

Programming Peer Tutoring

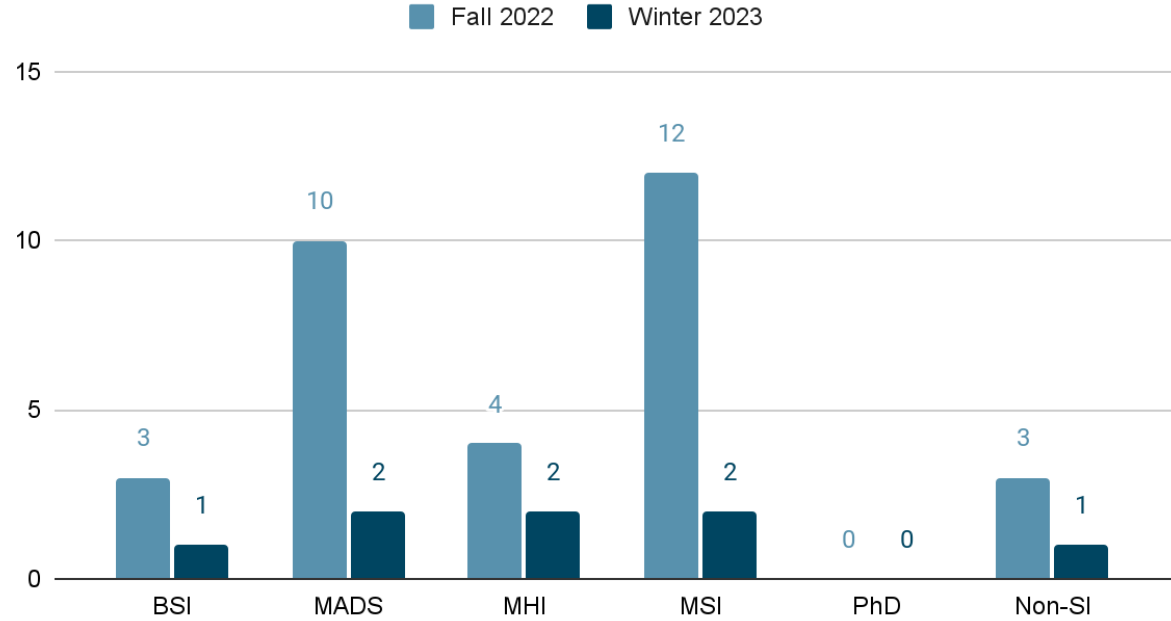
In partnership with Professor Anthony Whyte, the Academic Success Team also worked to connect students with peer tutoring opportunities, specifically focused on programming support and programming courses. Courses that students received tutoring support this year include SI 106, SI 206, SI 330, SI 506, SI 507, SIADS 502, and SIADS 505. Below are the numbers for tutoring appointments for the 2022-2023 AY:

- Total students that utilized tutoring services: 97 students
- Total tutor appointments: 447 appointments
- Total hours of tutoring received: 518.75 hours
- Total tutors hired: 4 tutors

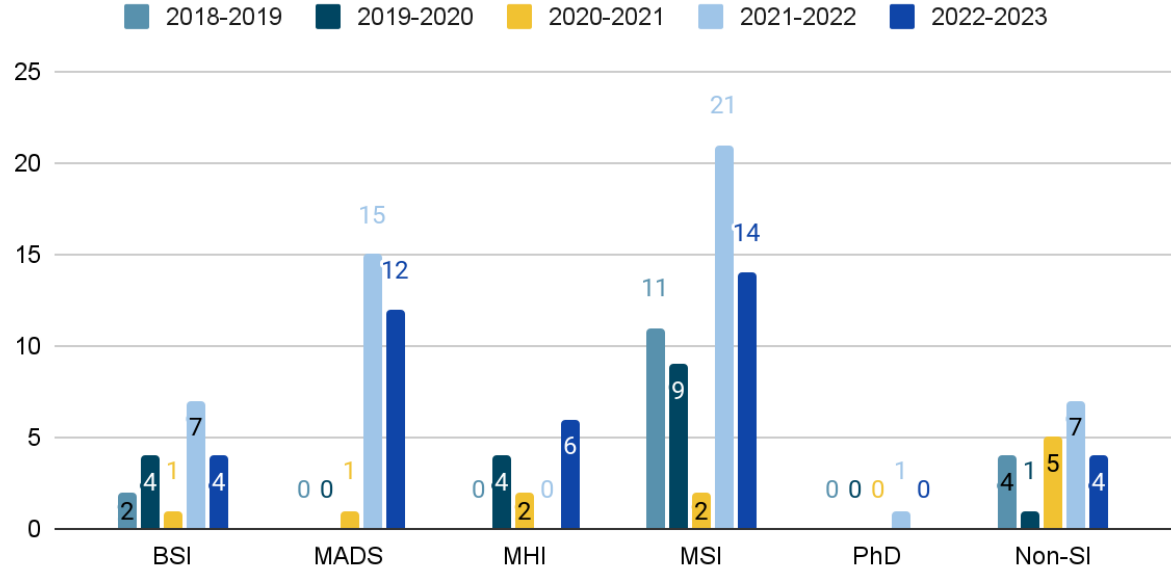
Academic Integrity

This academic year, we saw a decrease in academic integrity cases across most programs. About 80% 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. It is hard to find trends in the year-over-year data at this point, except to point out that the increase in some programs 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 Associate Director of Academic Programs and Student Life, assigned readings, and completing a training/assessment.

UMSI Academic Integrity Cases by Program for 2022-2023



5-Year Comparison: UMSI Academic Integrity Cases by Program from 2018-19AY to 2022-23AY



New Transfer Student Success

This year started with new energy as UMSI welcomed 20 New Transfer juniors and welcomed back 24 New Transfer seniors. As we prepared for the new cohort, we carefully considered the feedback from our senior students, who expressed the need for enhanced peer communication and camaraderie following the challenges posed by the COVID-19 pandemic. In response, we emphasized our cohort model, assigning the juniors the designation of NT22. The junior group started in May with cohort meetings and virtual advising sessions. With the new students came invigorated programs and outreach to support them. Below highlights a few key summary points from the full [2022-2023 UMSI New Transfer Student Annual Report](#), including recruitment and admissions work, and current student initiatives.

The Relaunch of iSuccess and TSAB

The transition into the first year following the COVID-19 pandemic brought about the opportunity to reintroduce two vital components of the transfer student experience in UMSI: iSuccess and the Transfer Student Advisory Board (TSAB).

New Transfer Student Success Initiatives Summary Highlights

10

iSuccess Events

64

Individual Coaching Meetings

8

Transfer Student Advisory Board Meetings

Other Academic Success Facts

227

Emails sent from Academic Success Inbox

63

Emails sent related to Academic Integrity Cases

Student Life

This year in Student Life, we watched our team grow. We hired an intern, who will be continuing with us next year, and we also hired a part-time staff member, as our Student Life Program Assistant. Our hope is to add additional student staff help to our team in the 2023-2024 AY. We are excited to continue to watch our team grow and better serve the UMSI community.

We are one year into our [five-year student life strategic plan](#) and hitting many objectives. We are proud of the work we have done, and we strive to continue to improve our program offerings and connections with UMSI students, staff, and faculty.

New Student Orientation

This year, incoming students were able to participate in a week-long virtual orientation the week of August 15th, 2022. During this week-long program, students heard from a variety of UMSI functional areas. Students learned the importance of academic integrity, the services the English Language Institute provides, how the UMSI Career Development Office can support them in their professional journey, the importance UMSI places on diversity, equity, and inclusion, and more. Some of these sessions were mandatory for students while others were not required.

According to student feedback, these were the most helpful online Orientation Canvas Modules:

- **Career Development Office (CDO)**
- **Orientation Action Items**
- **Course Preparation and Academic Success**
- **Orientation Virtual Session Recordings**

Incoming students also had the option to attend a two-day, in-person orientation program on August 24th and 25th, 2022. Various sessions were offered during these two days, including a Meet & Greet with the DEI Office, Lunch & Learn with Faculty, a Student Panel, Teambuilding Sessions, Campus Tours, and more. Below is a breakdown of students' in-person orientation experience:

According to student feedback, these were the most helpful in-person orientation sessions:

- **Career Development Office (CDO) sessions**
- **Student Panel**
- **Sessions involving meeting/socializing with students (teambuilding sessions, BBQ, social activities, check-ins, etc)**
- **Lunch & Learn with Faculty/meeting faculty**
- **Meeting Academic Advisors**

84%

Of students had an excellent/good orientation experience

Student Organizations

UMSI has a total of 18 student organizations. To better serve these student organizations, our staff partnered with the Career Development Office (CDO), Engaged Learning Office (ELO), the

Center for Campus Involvement (CCI), UMSI Facilities, and Marketing & Communications to revamp our Student Organization Handbook.

We also reached out to our student organizations to request their participation in Coffee Chats with our Student Life intern. We were interested in how much funding student organizations thought they might need for the next academic year, what has gone well/not gone well for them this academic year, what they would like to see in student organization training, and more.

We worked closely with our sponsored organizations to rebuild some of the momentum that had been lost during the pandemic. We now have five highly functioning sponsored organizations that are providing great leadership and opportunities for our students. Additionally, we closely supported voluntary student organizations like Black@SI and SINQ, to be a great resource for community building among UMSI students.

For the 2023-2024 school year, we hope to use our Student Leadership Retreat (see below) to provide more formal student organization training, and we also hope to provide additional student organization training sessions throughout the academic year.

Student Leadership

This fall, Student Life hosted our first annual Student Leadership Retreat in October 2022 with 13 students attending (15 registered). During this day-long retreat at the Radrick Adventure Center, student leaders participated in teambuilding activities hosted by Adventure Leadership staff, heard from keynote speaker Jeff Bates, and learned about conflict resolution and leadership styles from the staff at the Center for Campus Involvement (CCI). This retreat was funded through the Student Leadership Initiative.

Student Life also hosted the following Leadership and Activism programs this year:

- **Bagels and Ballots** - 10/12/22
- **Student Leadership Lunch** - 12/8/22 (21 registered, 18 attended)
- **Conflict Resolution Workshop** - 2/21/23 (41 registered, 13 attended)

Student Wellness

In Student Life, we prioritize and place value on Wellness. This year, we offered a variety of Wellness programming in order for students to understand the importance of wellness in their success at UMSI:

- **Puppies and Positivity** - 11/10/22 (approximately 150 attended)
- **Welcome Back Hot Chocolate Social** - 1/17/23 (approximately 50 attended)
- **Valentine Cookie/Coffee Event** - 2/14/23 (approximately 35 attended)
- **Bagels and Brainstorm** - 3/8/23 (partnership with UMSI CAPS and UMSI Academic Success - 11 registered, 8 attended)

- **UMSI Playday** - 3/29/23 (partnership with UMSI CAPS and UMSI Academic Success - approximately 100 attended)

Community Building

Community building is an essential component of Student Life's program offerings. Our goal is to provide programs that not only connect students with one another but also help them feel more connected to UMSI. Below are a few examples of the community-building programming offered by Student Life this year:

- **MHI Movie Night** - 11/14/22 (17 registered, 10 attended)
- **MHI Movie Night** - 1/26/23 (10 registered, 8 attended)
- **iConnect Winter Meeting** - 1/31/23 (78 registered, 15 attended)
- **Group Lunch Series: Non-Traditional Students** - 2/4/23 (20 registered, 8 attended)
- **MHI Elevator Pitch Lunch** - 2/8/23 (18 registered, 20 attended)
- **MADS Community Gathering** - 3/11/23 (12 attended)
- **MHI Stroll & Lunch** - 4/5/23 (22 registered, 10 attended)

Student Success

This year, Student Life has continued to partner with a variety of functional areas to help UMSI students be successful in the classroom. Whether exploring time management strategies or helping students connect with various departments on campus, these program offerings aimed to help students achieve academic success. With the addition of the new Academic Success staff to the APSL team, Student Life will collaborate closely with these new academic success staff on programs and initiatives moving forward.

- **Managing Burnout** - 10/25/22 (partnership with the School of Public Health, and College of Engineering - 71 registered, 20 attended)
- **Time Management Strategies** - 1/24/23 (partnership with the School of Public Health and College of Engineering- 25 attended)
- **Public Service Loan Forgiveness (PSLF) Program Information Session** - 3/7/23 (partnership with the School of Public Health - 53 registered, 26 attended)
- **Recognizing and Understanding Imposter Syndrome** - 3/21/23 (partnership with the School of Public Health & College of Engineering- 22 registered, 21 attended)
- **Cross Campus Connections Resource Fair** - 3/22/23 (17 attended)

UMSI Commencement

Student Life hosted a record number of graduates (approximately 500!) and close to 2000 guests during the [Commencement Ceremony](#) held on April 27th, 2023. Because of the increased size of our graduating class, our ceremony was held at the Crisler Center for the first time in UMSI history. We also recognized graduates participating via live stream for the first time to make the ceremony more inclusive. Student Life oversaw 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. Overall, it was a very successful event!

Other Student Life Facts

594

**Emails sent from
Student Life Inbox**

7

**Student Life
Newsletters sent**

21

**Total Student Life
Events**

558+

**Approximate total student participation in Student Life activities
(not including orientation/commencement)**