

2022

Advising & Orientation Caseloading/Reg Check-In Evaluation

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Caseloading/Registration Check-In Summary Report

June 2022 - October 2022

Executive Summary

First-Year Programs hosts Advising & Orientation for all the incoming new students (including freshman, transfer, and international). During this time, students meet with an advisor and register for class, meet with an orientation leader, and learn from campus partners about how to succeed as a student at the University of Washington. At the conclusion of their session, they are asked to complete the A&O Check-In/Advising Knowledge Check Form. This form asked students if they registered for classes, major concerns as the school year approaches, and what courses they're planning to take to satisfy university requirements. The last question in the form asked students if they wanted a peer leader to reach out and answer any unresolved questions or concerns. If students indicated they wanted a peer leader to reach out, Orientation Leaders were assigned to connect with that student over email or text.

The goal of caseloading was to connect with students that weren't able to register or still had questions after their A&O. This data is compiled and used by First Year Programs staff to evaluate and revise the current structure used for Caseloading for future A&O sessions. Below you will find a summary of survey responses and reflections about next steps in the program.

Key Data Points

16% of students who completed the survey indicated that they wanted a peer leader to connect with them after their A&O session.

- International students had the least amount of form submissions (32%), transfer students had the highest percentage (68%). (Table 1)
- International students had the highest percentage of follow up request (Table 2)
- 13% of those students seeking additional help were Underrepresented Minority Students. (Table 4)
- 20% of those students seeking additional help were First-Generation college students. (Table 4)
- One of the most selected areas of concern for all types of students (Freshman: U.S, Freshman: International and Transfer) was future class schedules. (Chart 3)
- Transfer students had the greatest percentage (20%) of not registering for any classes during A&O, but indicated that they knew how to register themselves.
- 87% of Freshman U.S. and 82% of Freshman International Students registered for at least one class and did not need further help with registering.

Next Steps .

- Want to increase the response rate for all populations to **70%** to ensure that students are meeting goals.
- Incorporate more information about future class scheduling into Connection Groups.
- Track data sooner on the number of outreach per OLs and observe those with higher and lower students who asked for outreach than the average

Participants

A&O Summer 2022 included a total of 8,662 (1,275 Transfers, 1,089 Freshman International, 6,298 Freshman US) student reservations (via VZ). At the conclusion of their A&O session, 5,597 (65%) students completed and submitted the A&O Check-In/Advising Knowledge Check Form. This form asked students if they registered for classes, major concerns as the school year approaches, and what courses they're planning to take to satisfy university requirements.

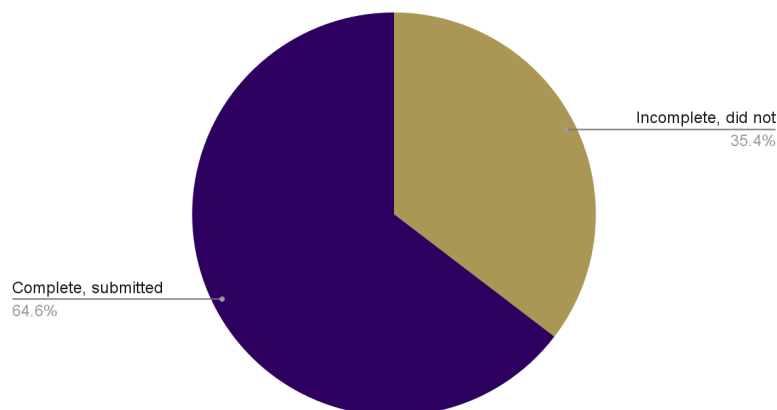
Tabel 1: Form Submission

| <i>Form Submission</i> | Freshman: U.S. 2022 | Freshman: INT 2022 | Transfer 2022 | Total 2022 | Freshman: U.S. 2021 | Freshman: INT 2021 | Transfer 2021 | Total 2021 |
|---------------------------------|---------------------|--------------------|---------------|--------------|---------------------|--------------------|---------------|--------------|
| Incomplete, did not submit form | 1,950 (31%) | 744 (68%) | 371 (29%) | 3,065 (35%) | 2019 (32%) | 584 (62%) | 424 (28%) | 3027 (34%) |
| Complete, submitted form | 4348 (69%) | 345 (32%) | 904 (71%) | 5,597 (65%) | 4349 (68%) | 360 (38%) | 1109 (72%) | 5818 (66%) |
| Grand Total | 6,408 | 944 | 1,533 | 8,845 | 6,298 | 1,089 | 1,275 | 8,662 |

The last question in the form asked students if they wanted a peer leader to reach out and answer any unresolved questions or concerns. Of the students that completed the form, 866 wanted a peer leader to reach out and offer additional support.

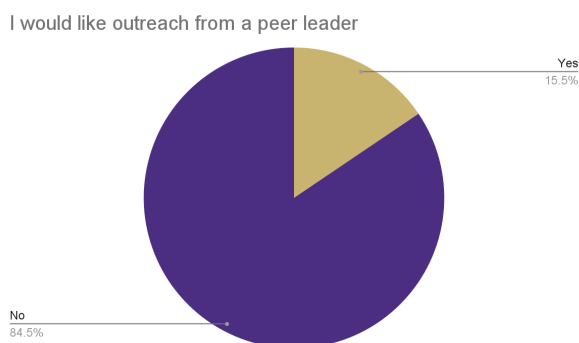
Chart 1: Form Submissions

Form Submission



The last question in the form asked students if they wanted a peer leader to reach out and answer any unresolved questions or concerns. Of the students that completed the form, 866 wanted a peer leader to reach out and offer additional support.

Chart 2: Seeking Additional Help



Demographics of Students Seeking Additional Help

Table 2: Additional Help by Student Type

Students were asked the following question: *Would you like additional help with registration, transition, or preparing for your first quarter at UW? A peer leader will reach out and connect with you.* Responses of 'yes' vs. 'no' by admission type is reflected in table 2.

| | Freshman: U.S. 2022 | Freshman: INT 2022 | Transfer 2022 | Total 2022 | Freshman: U.S. 2021 | Freshman: INT 2021 | Transfer 2021 | Total 2021 |
|--------------|------------------------|-----------------------|------------------|-------------------|------------------------|-----------------------|------------------|--------------|
| No | 3495 (80%) | 245 (68%) | 785 (71%) | 4525 (78%) | 3736 (86%) | 266 (77%) | 702 (80%) | 4704 (84%) |
| Yes | 854 (20%) | 115 (32%) | 324 (29%) | 1293 (22%) | 612 (14%) | 79 (23%) | 175 (20%) | 866 (16%) |
| Total | 4,349 | 360 | 1,109 | 5,818 | 4,348 | 345 | 877 | 5,570 |

Table 3: Additional Help by Student Identification

Would you like additional help with registration, transition, or preparing for your first quarter at UW? A peer leader will reach out and connect with you.

| | URM 2022 | International/ Non-URM 2022 | First-Generation 2022 | URM 2021 | International / Non-URM 2021 | First-Generation 2021 |
|--------------|------------|-----------------------------------|--------------------------|------------|------------------------------------|--------------------------|
| No | 785 (82%) | 3715 (84%) | 735 (74%) | 643 (74%) | 3784 (79%) | 1122 (72%) |
| Yes | 167 (18%) | 685 (16%) | 259 (26%) | 230 (26%) | 1030 (21%) | 438 (28%) |
| Total | 952 | 4400 | 994 | 873 | 4814 | 1560 |

Table 4: Additional Help by Student Demographics

| <i>Yes, to Outreach from a Peer</i> | 2022 Count n= 1293 | 2021 Count n= 1698 |
|-------------------------------------|-----------------------|-----------------------|
| URM | 167 (13%) | 230 (18%) |
| International/ Non-URM | 685 (53%) | 1030 (79%) |
| First-Generation | 259 (20%) | 438 (34%) |

Table 5: Student Reported Lingering Area of Concerns 2021

Table 5 shows the top three areas in which students still had lingering concerns.

| <i>Which of the following areas do you have lingering concerns? (choose all that apply)</i> | Freshman U.S . | | Freshman International | | Transfer | | All Populations | |
|---|----------------|--------|------------------------|--------|-------------|--------|-----------------|--------|
| Academic coursework (managing workload) | 2305 | 53.00% | 129 | 35.83% | 458 | 41.30% | 2892 | 49.71% |
| Time management | 2374 | 54.59% | 175 | 48.61% | 487 | 43.91% | 3036 | 52.18% |
| Study skills | 2385 | 54.84% | 168 | 46.67% | 429 | 38.68% | 2982 | 51.25% |
| Total Response | 4349 | | 360 | | 1109 | | 5818 | |

Chart 3: Student Reported Question Type 2022

Chart 3 shows the main areas in which students had remaining questions after attending A&O.

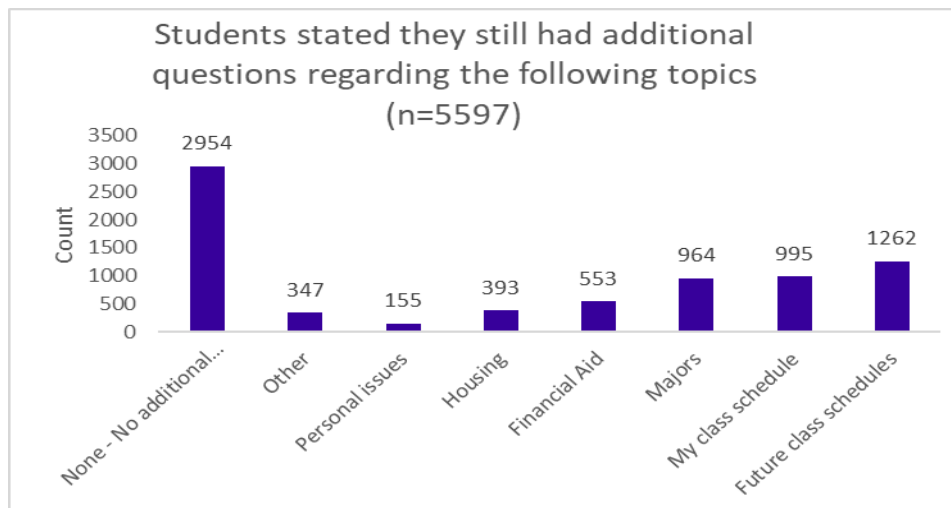
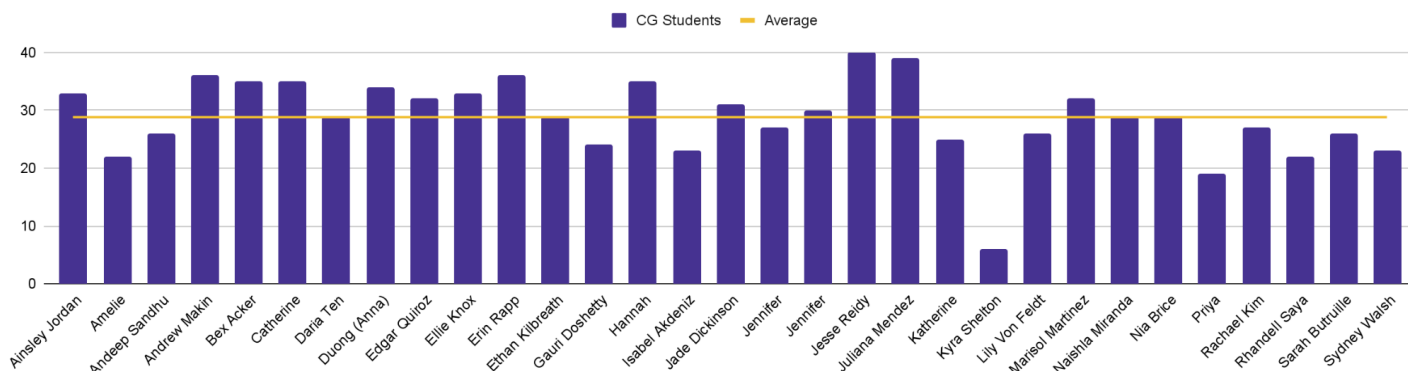


Chart 4: Student Assignment by Orientation Leader

CG Students and Average



Orientation Leader Outreach

Students who filled out the form selected which orientation led their Connection Groups (CG). If a student requested additional help, the OL who let their CG reached out to the student via call, text, and email to answer their questions. The average number of students per OL that requested outreach was 28.8 in 2022, and 42.9 in 2021, meaning that students were able to answer most of their questions during A&O or knew where to find the appropriate resources.

Advising Appointment Information

Table 5: Self Reported Registration Data

| Registration status | Freshman U.S . | | Freshman International | | Transfer | | All Populations | |
|--|----------------|-----|------------------------|-----|----------|-----|-----------------|-----|
| Registered for all classes | 2459 | 57% | 215 | 62% | 333 | 37% | 3007 | 56% |
| Registered for at least one class - no help | 1291 | 30% | 71 | 20% | 257 | 28% | 1619 | 30% |
| Registered, need help | 286 | 7% | 24 | 7% | 78 | 9% | 388 | 7% |
| Not registered, no help - I know how to register | 240 | 6% | 26 | 7% | 178 | 20% | 283 | 5% |
| Not registered, need help - did not register for any classes | 72 | 2% | 9 | 3% | 57 | 6% | 138 | 3% |
| Total Response | 4348 | | 348 | | 903 | | 5354 | |

Table 6: Self Reported Registration Data 2021

| | Registered for at least one class (FR/In) or All of Classes (TR) | | Have an Understanding of what to Register For | | Knows How to Register | |
|---------------------------------------|--|-----|---|-----|-----------------------|----|
| | Yes | No | Yes | No | Yes | No |
| Freshman International (n=360) | 327 | 33 | 32 | 1 | 32 | 1 |
| % | 91% | | | 3% | | 3% |
| Freshman U.S. (n=4422) | 4106 | 316 | 282 | 34 | 291 | 25 |
| % | 93% | | | 11% | | 8% |
| Transfer (n=1109) | 660 | 449 | 399 | 50 | 420 | 29 |
| % | 60% | | | 11% | | 6% |