

2025

Advising & Orientation Caseloading/Reg Check-In Evaluation

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Caseloading/Registration Check-In Summary Report

June 2025 - October 2025

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, register for classes, 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, their major concerns as the school year approaches, and what courses they're planning to take to satisfy university requirements. The last question on 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, Virtual Orientation Leaders were assigned to connect with that student over email, text, or phone call, with the option to schedule a further meeting via Zoom.

The goal of caseloading was to connect with students who 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 the next steps in the program.

Key Data Points

14% 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 (46%) which has been consistent for the last 3 years (Table 1, Table 1a)
- Freshman U.S. students had the most form submissions at 68% completion (Table 1) which is lower than in 2024 (72%)
- Freshman International students had the highest percentage of follow up requests (Table 2) which is consistent with 2024
- 16% of those students who were seeking additional help were First-Generation college students. (Table 4)
- The percentage of Underrepresented/Minority (URM) seeking help post A&O reduced significantly from 30% in 2024 to 8% in 2025
- In 2023, 75% transfer students were registered for classes after A&O, but in 2024 only 92% were registered for at least one class
- 90% of Freshman U.S. and 90% of Freshman International Students registered for at least one class and did not need further help with registering which is on par with 2024 with both populations sitting at 92%
- Registration, future schedules, and major remain the main topics that students have lingering questions about with 88% of lingering questions being about those 3 topics.

Next Steps

- Considering the rate of international students who are seeking help after A&O combined with the low response rate to the form, we would like to increase the number of responses from international students to at least 50% in 2026
 - We might consider sending the form out again to international students especially to collect their data and ensure that their lingering questions are met
 - Since the overall number of responses was lower this year, perhaps we should send the form again to all students or students who have not responded. This task could be added to the A&O Prep Calendar as a weekly task
- The overall number of students who requested extra help was lower than it has been in 3 years; the new Community Group content could have been answering more of the lingering questions. The team could review information about academic resources or registration further.

Participants

A&O Summer 2025 included a total of 8,825 (6,468 Freshmen U.S., 732 Freshmen International, and 1,625 Transfer) student reservations (Visual Zen). At the conclusion of their A&O session, 5,729 (65%) of students completed and submitted the A&O Check-In/Advising Knowledge Check Form. This form asked students if they registered for classes, their major concerns as the school year approaches, and what courses they’re planning to take to satisfy university requirements.

Table 1: Form Submission 2025

Form Submission	Freshman U.S. 2025	Freshman INT 2025	Transfer 2025	Total 2025
Incomplete, did not submit form	2,097 (32%)	398 (54%)	601 (37%)	3,096 (35%)
Complete, submitted form	4,371 (68%)	334 (46%)	1,024 (63%)	5,729 (65%)
Grand Total	6,468	732	1,625	8,825

Chart 1: Form Submissions 2025

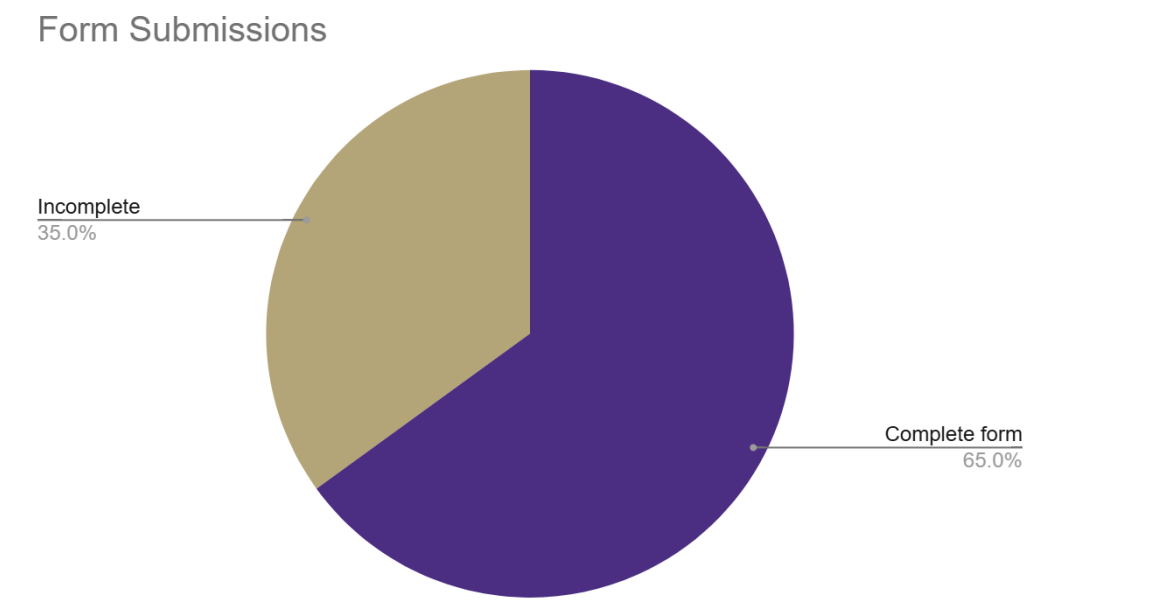


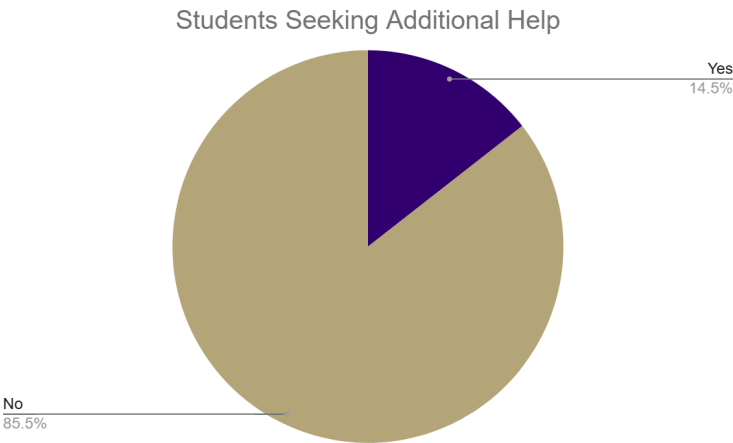
Table 1a: Form Submission 2024 & 2023

<i>Form Submission</i>	Freshman: U.S. 2024	Freshman: INT 2024	Transfer 2024	Total 2024	Freshman: U.S. 2023	Freshman: INT 2023	Transfer 2023	Total 2023
Incomplete, did not submit form	1,809 (28%)	412 (48%)	761 (42%)	2,937 (32%)	2,489 (40%)	511 (54%)	673 (44%)	3,673 (43%)
Complete, submitted form	4,717 (72%)	445 (42%)	1,063 (58%)	6,224 (68%)	3,669 (60%)	431 (46%)	860 (56%)	4,960 (57%)
Grand Total	6,526	857	1,824	9,206	6,158	942	1,533	8,633

Chart 2: Seeking Additional Help 2025

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 829 wanted a peer leader to reach out and offer additional support.

Chart 2 demonstrates the percentage of students who indicated that they would like a peer leader to reach out to them to provide additional support.



Demographics of Students Seeking Additional Help

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.

Table 2: Additional Help by Student Type 2025

	Freshman: U.S. 2025	Freshman: INT 2025	Transfer 2025	Total 2025
No	3,765 (87%)	264 (79%)	829 (82%)	4,858 (85%)
Yes	573 (13%)	70 (21%)	186 (18%)	829 (15%)
Total	4,338	334	1,026	5,687

Table 2a: Additional Help by Student Type 2024 & 2023

	Freshman: U.S. 2024	Freshman: INT 2024	Transfer 2024	Total 2024	Freshman: U.S. 2023	Freshman: INT 2023	Transfer 2023	Total 2023
No	3,490 (75%)	282 (63%)	761 (73%)	4,533 (74%)	3,080 (83%)	351 (79%)	689 (76%)	4,120 (82%)
Yes	1180 (25%)	163 (37%)	285 (27%)	1,628 (26%)	642 (17%)	92 (21%)	200 (24%)	934 (18%)
Total	4,670	445	1046	6,161	3,722	443	889	5,054

Table 3: Additional Help by Student Identification 2025

	URM 2025	International 2025	First-Generation 2025
No	785 (90%)	410 (81%)	863 (84%)
Yes	88 (10%)	94 (19%)	160 (16%)
Total	873	504	1,023

Table 3a: Additional Help by Student Identification 2024 & 2023

	URM 2024	International 2024	First-Generation 2024	URM 2023	International 2023	First-Generation 2023
No	723 (76%)	333 (64%)	646 (67%)	556 (82%)	382 (78%)	654 (76%)
Yes	224 (24%)	186 (36%)	314 (33%)	121 (18%)	108 (22%)	206 (24%)
Total	947	519	960	677	490	860

Table 4: Additional Help by Student Demographics

	2025 Count n= 1006	2024 Count n= 1753	2023 Count n= 934
<i>Yes, to Outreach from a Peer</i>			
URM	85 (8%)	224 (30%)	121 (13%)
International/ Non-URM	761 (76%)	1215 (69%)	798 (85%)

First-Generation	160 (16%)	314 (18%)	206 (22%)
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Chart 3: Student Reported Lingering Area of Concerns 2024

Chart 3 shows the main areas in which students had lingering concerns after attending A&O. The data shows 928 students provided a response for this question while all others left this question blank.

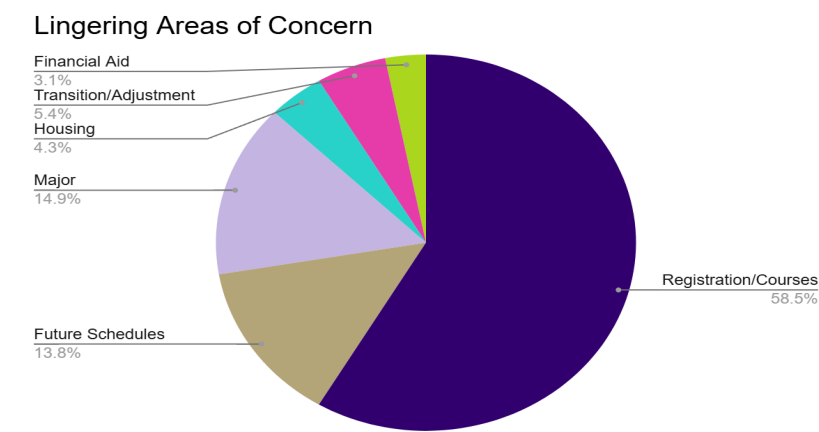
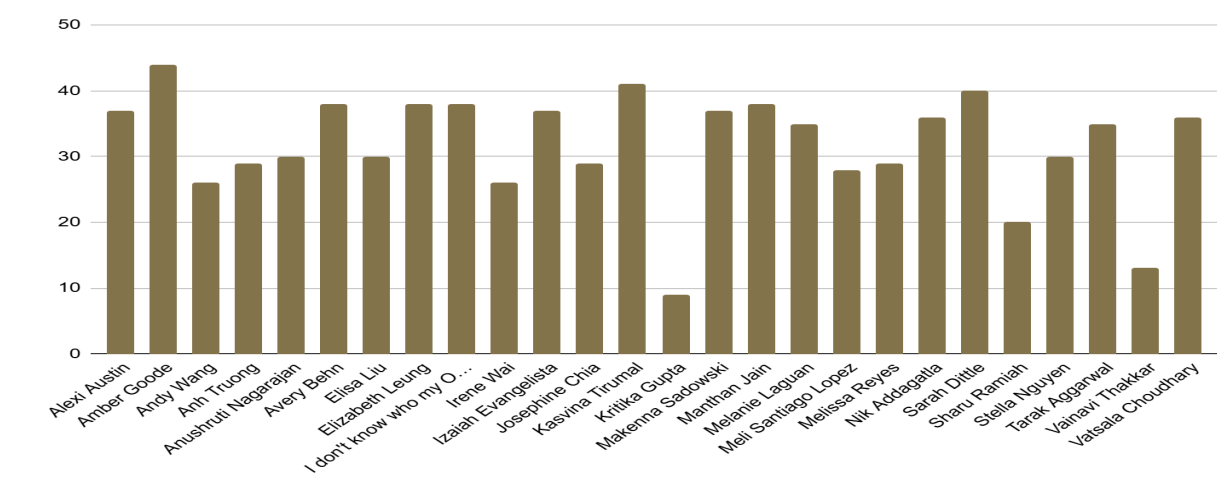


Chart 5: Student Assignment by Orientation Leader

Students who filled out the form selected which virtual orientation led their Community Groups. If a student requested additional help, the VOL let their CG reach out to the student via phone, text, and email to answer their questions. The average number of students per OL that requested outreach was 32, which is fairly distant from the average 52 in 2024. The median number of outreach per orientation leader was 35.



Advising Appointment Information

Table 6: Self Reported Registration Data 2025

Registration status 2023	Freshman U.S .		Freshman International		Transfer		All Populations	
Registered for all classes	2819	65%	184	55%	536	52%	3539	62%
Registered for at least one class - no help	1106	25%	117	35%	247	24%	1470	26%

Registered, need help	243	6%	19	6%	65	6%	327	6%
Not registered, no help - I know how to register	154	4%	6	2%	81	8%	241	4%
Not registered, need help - did not register for any classes	43	1%	8	2%	42	4%	93	2%
Transfer option only: I have made an appointment with my advisor outside of A&O.	n/a	0%	n/a	0%	53	5%	59*	1%
Total Response	4366		334		1024		5729	

*6 Freshman U.S. students when it was not an option for them.

Table 6a: Self Reported Registration Data 2024

<i>Registration status 2024</i>	Freshman U.S .		Freshman International		Transfer		All Populations	
Registered for all classes	2715	58%	209	47%	491	46%	3415	55%
Registered for at least one class - no help	1380	29%	172	39%	271	25%	1823	29%
Registered, need help	344	7%	28	6%	81	8%	453	7%
Not registered, no help - I know how to register	204	4%	26	6%	32	3%	342	5%
Not registered, need help - did not register for any classes	70	1%	10	2%	58	5%	122	2%
Total Response	4713		445		1063		6224	