



Annual Report 2022-2023

ACADEMIC SUCCESS

academicsuccess.ku.edu



In Academic Success, we support the intellectual engagement and pursuit of learning by KU students throughout their academic career, from orientation to graduation and beyond.

KU Academic Success
academicsuccess.ku.edu



VISION

We envision an inclusive environment in which all students graduate empowered to reach their fullest potential, develop into lifelong learners, and make meaningful contributions to society.



OUR TEAMS AY 2022-2023

Success Initiatives:

Academic Success Navigators
Equity and Success Initiatives
Military-Affiliated Student Center
Student Success Technologies

Centers for Orientation & Academic Advising Programs:

Orientation & Transition Programs
Jayhawk Academic Advising

University Academic Support Centers:

Academic Learning Center
KU Writing Center
Student Access Center

Career & Experiential Learning:

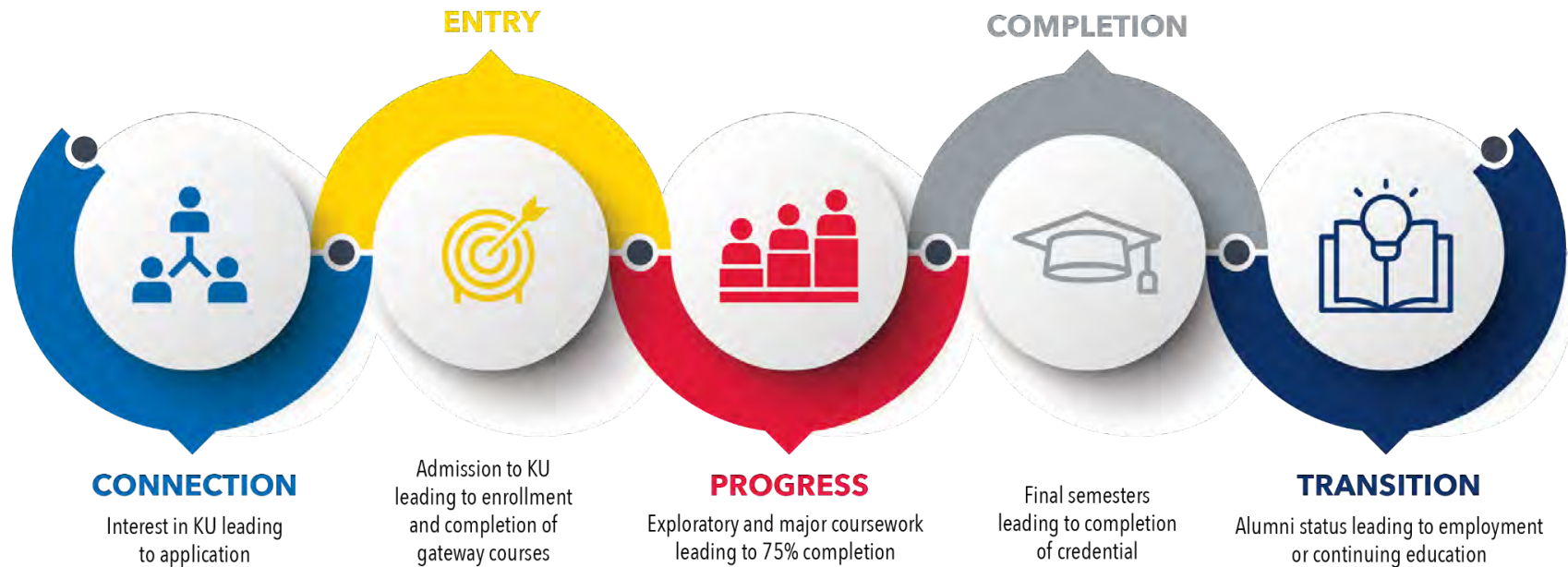
Academic Programs & Experiential Learning
Center for Service Learning
Center for Undergraduate Research
Office of Fellowships
University Career Center
Jayhawk Blueprint



We provide holistic services to support every learner at every stage of their Jayhawk journey.

KU STUDENT SUCCESS MODEL

Adapted from Completion by Design's (2018) Loss-Momentum Framework, the Student Success Model places an emphasis on using data to examine how KU programs, policies, and practices create barriers in the student experience that hinder degree completion (loss) and develop strategies to help retain KU students and propel them towards graduation (momentum).



At the core of the model is embracing a student-centered culture and a collaborative effort to continuously improve the KU experience.

ACADEMIC SUCCESS

This annual report aims to provide visibility into the many services and supports provided to ensure learners succeed at KU. Inside, you will find metrics for our learning outcomes, progress toward our priorities, and highlights that make each unit special in the student success journey.

Whether you review in whole or extract each unit individually, you will find a reflection of the volume of work dedicated to our students' success, retention, and completion.

Our services are rooted in academic research and grounded in evidence-based practice. The following report outlines the learning outcomes, success metrics, and priorities by which we structure and evaluate our work. The unit-level companion reports provide deeper visibility into the expertise of our staff who interact directly with our students on a daily basis.

Data/Assessments Utilized:

- National Survey Student Engagement (NSSE)
- First Destination Survey
- Focus Groups
- Individual Student Interviews
- Individual Student Assignments, Poster Presentations, Projects, etc.
- Unit/Course/Initiative-Specific Pre- and Post-Surveys
- Student Traffic and Engagement Data

INSTITUTIONAL LEARNING GOALS

Students who interact with Academic Success services, programs, and activities will demonstrate awareness and relevant application of each of the KU Institutional Learning Goals as they progress through the Student Success Model. KU's Institutional Learning Goals are intended to create a visible conceptual structure around assessment efforts that are already occurring and are an externalization of the university's values around student learning:

Creative Inquiry & Discovery

Effective
Communication

Analytical Reasoning

Social Awareness and
Cultural Understanding

Ethical and Professional
Responsibility

Leadership and
Collaboration

<https://assessment.ku.edu/institutional-learning-goals>

JAYHAWKS RISING

Jayhawks Rising is KU's Strategic Plan. The three mission-based institutional priorities for Jayhawks Rising guide our efforts, strategies, and action steps to help ensure continuous progress and success toward our vision to be an exceptional learning community that lifts each member and advances society.

Student
Success

Healthy & Vibrant
Communities

Research &
Discovery

<https://jayhawksrising.ku.edu>

STRATEGIC PRIORITIES

Academic Success has established these strategic priorities to guide our collective work toward meeting KU's Strategic Plan, Jayhawks Rising. As key initiatives evolve to standard practice, they will be maintained in our continuous quality improvement efforts. For each priority, the unit-specific reports will identify their annual contributions toward that effort.

Priority #1 Personalize the new student experience and establish foundational campus knowledge for all incoming students.

Priority #2 Coordinate academic support programs and technologies to promote an integrated student services model.

Priority #3 Foster student sense of belonging through coordinated peer and community-based support programs.

Priority #4 Enhance support and clarity for students' major selection, career direction, and pathways to degree completion.

Priority #5 Support the mental, physical, and financial well-being of students through personalized referrals and collaborative programming.

Priority #6 Proactively connect students with career and experiential learning through curricular and co-curricular activities throughout their academic career.

Priority #7 Expand opportunities for Academic Success staff development, growth, and recognition with a focus on fostering a collaborative, student-centered, and equity-minded culture.



STUDENT LEARNING OUTCOMES

Academic Success delivers educational experiences and services rooted in shared student learning outcomes for each stage of the student's academic journey. Detailed annual reports for each unit will provide greater insight on the metrics achieved for each student learning outcome.



University of Kansas Students Will Be Able To...

- Outline the next steps after admission to KU while experiencing a sense of welcome and connection.
- Demonstrate effective use of online systems and resources required for KU student use.
- Identify the services available to them at KU.
- Identify the costs associated with attending KU and make a plan for payment each term.
- Identify where to locate at least one resource on campus.
- Identify the degree requirements of their college/school/department.
- Develop a long-term plan to meet their educational goals.
- Utilize Enroll & Pay to enroll in classes.
- Identify the role of their academic advisor as a resource for academic success.
- Interact with their assigned academic advisor at least one time each year.
- Leave Orientation with at least one student (leader or peer) connection.
- Identify the role of their career advisor as a resource for career success.
- Interact with a career advisor at least one time each year.
- Take appropriate action to remove barriers to re-enrollment.
- Interact with KU places and people to foster belonging and connection on campus and online.
- Identify the benefits of writing as an on-going process that requires preparation and multiple drafts.
- Demonstrate self-determined behavior through using the Access Online portal when following procedures requesting academic accommodations.
- Demonstrate improved understanding of course-specific subject matter.
- Identify the services, experiences and opportunities that connect to their KU Student Pathway.

RISE GOALS AND METRICS 23-24

Academic Success contributes to the RISE Framework which assures that we “Realize Intersectional Standards of Excellence” by contributing to the fulfilment of KU’s mission and vision by ensuring that diversity, equity, inclusion and belonging (DEIB) are integral to every part of our service to students (<https://diversity.ku.edu/RISE>). Academic Success sets three goals every year in alignment with the RISE priorities to integrate these efforts into our day-to-day practice.

- All Academic Success employees have a DEIB-related goal in MyTalent.
 - RISE Priority #2
 - Jayhawks Rising – Student Success
 - Academic Success Priority #7.2
 - Goals set in MyTalent system.
- Implement a coordinated strategy to improve student awareness of and engagement with academic support programming designed for most vulnerable students including first-generation and Pell-eligible populations.
 - RISE Priority #1
 - Jayhawks Rising – Student Success
 - Academic Success Priority #3.1
 - Traffic counts for service, events
 - Navigate (Jayhawk GPS) hand raises
 - Number of staff resource trainings
- Academic Success unit-wide position description review and revision.
 - RISE Priority #3
 - Jayhawks Rising – Healthy and Vibrant Communities
 - Academic Success Priority #7.8
 - Number of position descriptions reviewed and updated per month

ACADEMIC SUCCESS NAVIGATORS

Academic Success Navigators serve prospective and new students at KU by providing personalized service that encompasses the students' needs quickly and holistically by answering students' questions and providing clear next action steps. We serve transfer, degree completion, graduate and online students attending KU Lawrence, KU Edwards, KU at Leavenworth, and both credit and non-credit Jayhawk Global students.

Services

- Immediate personal contact via phone and text
- Referral agent
- Appointment scheduling
- Personalized outreach until student takes action
- Welcome students to KU; reduce student anxiety; build trust

Goals

- Rapid student inquiry response
- High-quality customer service
- Assist students in the program decision-making process
- Provide guidance on next steps after admission
- Remove/ease barriers to entry or barriers to registration
- Increase the number of newly admitted students that enroll and attend first day of classes



"Thank you so much for your excellent and very personalized service." – KU Student

ACADEMIC SUCCESS NAVIGATORS

Portfolio Item 1

Lawrence/Edwards Transfer Students

- 5-day response post admission for new transfers and readmits
- One-on-one tech sessions
- Appointment scheduling/reminders
- Transfer Welcome Advising scheduling/reminders
- Orientation registration/reminders
- Ad hoc service calling campaigns
- Readmit Admission Campaigns
- Systems: Slate + Jayhawk GPS

Portfolio Item 2

Graduate Students

(KU Edwards, KU Leavenworth,
Jayhawk Global)

- 24-hour inquiry phone response
- 45 day follow up to appointment
- 5-day response post admission
- One-on-one tech sessions
- Appointment scheduling
- Transfer Welcome Advising scheduling
- Ad hoc service calling campaigns
- Additional pre-advising for faculty advised programs to increase conversion rates
- Systems: Slate + HubSpot

Portfolio Item 3

Jayhawk Global Non-Credit

- 24-hour or less response to non-credit phone and email inquiries
- Registration processing and payment collection for non-credit programs
- Systems: Enrole + Outlook/Skype

"Thank you for giving me a call; now I feel like I have some steps I can take to make this dream a reality." – KU Student

KU TRANSFER STUDENTS

“It was lovely to meet you today. Thank you so much for going over the tools I’ll need to be successful as a student, as well as following up with important links. I appreciate it!”

-F23 Transfer Admit

1,076

Navigator Tech
Sessions

1,201

Transfer Welcome
Advising sessions
scheduled

98% Admitted Transfers Called

74% Completed Tech Sessions

67.5% Transfer Conversion Rate

“The Navigator helped me
prepare for my academic
advising appointment.”

100%

Agree or Strongly
Agree

81%

Agree or Strongly
Agree

“The Tech Call made me
more comfortable
navigating KU systems.”

Survey Feedback from
Navigator Tech Sessions for
Fall 2023 Admits

KU EDWARDS & KU LEAVENWORTH STUDENTS

The following metrics represent the outreach our Navigators have accomplished with students expressing interest in programs offered at KU Edwards Campus and at KU in Leavenworth through our research-based 6-call sequence including texts and email.

64,999

Student phone calls

28,974

Emails to inquiring
students

1,913

Prospective student
appointments scheduled

11%

Conversion from inquiry



78 Programs Supported

Jayhawk Global Non-Credit & Credit

Jayhawk Global Non-Credit Registration Team

The following metrics represent Registration Team support functions performed by Navigators for Jayhawk Global non-credit programs with emphasis on Osher Lifelong Learning Institute courses, KU Aerospace Short Courses, and Professional Programs.

3,607

Registrations
processed

\$628,891

Transactions
processed

5,664 Student Phone Calls

225

Undergrad apps
submitted

110

Grad apps
submitted

Jayhawk Global Credit/Academic Programs

In October 2022, Navigators began making phone calls to students expressing interest in Jayhawk Global credit programs including six undergraduate programs, two master's degrees, and one doctoral degree.

Academic Success Strategic Priorities

Priority #1 Personalize the new student experience and establish foundational campus knowledge for all incoming students.

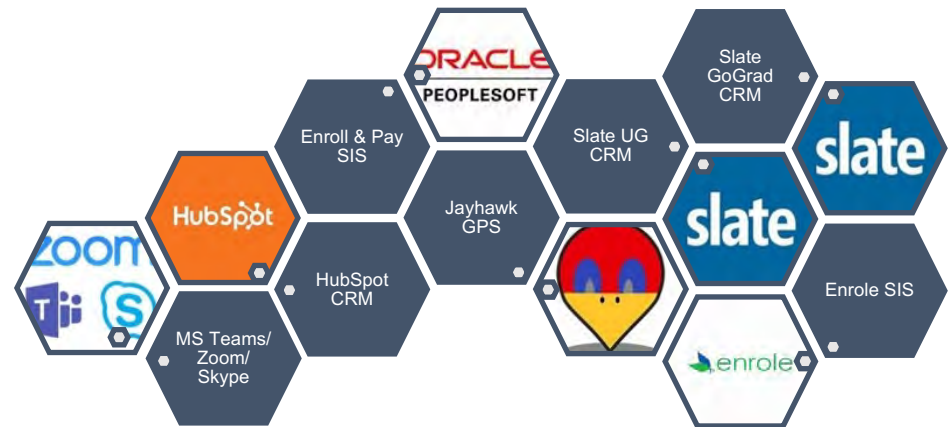
- In addition to the metrics shared above:
 - 127 Graduate Student Welcome Calls
 - 25 Grad Tech Sessions
 - 501 Readmit Calls Summer/Fall 23

Priority #2 Coordinate academic support programs and technologies to promote an integrated student services model.

- 1,200 Current Student Hold Mitigation/Support Phone Calls
- 1,076 Tech Sessions led to Navigate App downloads

Priority #5 Support the mental, physical, and financial well-being of students through personalized referrals and collaborative programming.

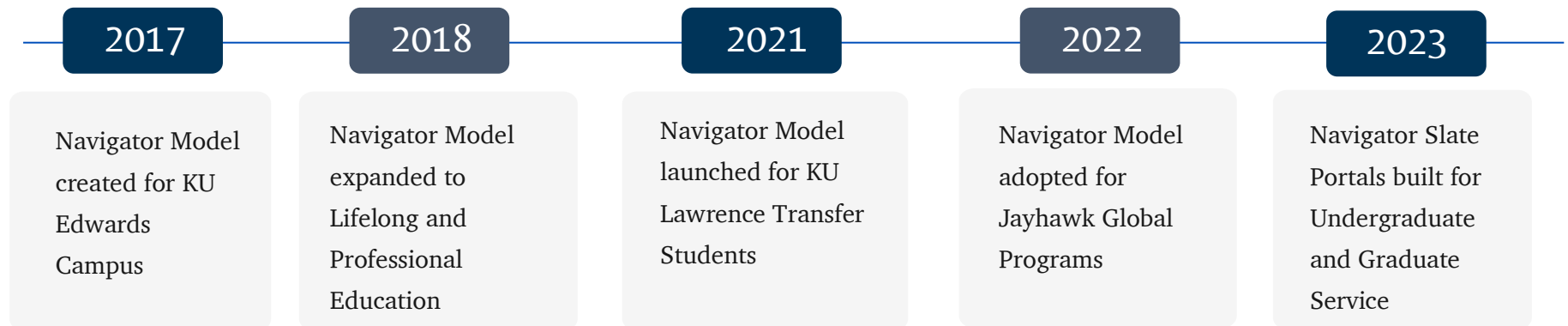
- 2555 Plan to Pay Phone calls to students with \$1,000+ balances in the 6 days prior to fee deadline.



OPERATIONS AND MILESTONES

Navigator Operations: the Difference

1. Listen to the student's story, interests, motivations, and goals. Respond to the individual student and tailor communications to their needs/wants. Personalize the experience.
2. Provide service that is helpful and answers questions while providing education and satisfaction for the student.
3. Deliver service that encompasses customer needs: Friendliness, Empathy, Fairness, and Customer Control with time-sensitive information.
4. Provide next action steps where the student feels confident to continue their academic journey at KU.



EQUITY AND SUCCESS INITIATIVES



Equity and Success Initiatives fosters the academic success and belonging for all Jayhawks while prioritizing initiatives for our first-generation college students and students from underrepresented communities by providing strategically differentiated support and proactive practices to increase access and persistence.



Linking YOU to KU

Hawk Link

Hawk Link supports the development of students by providing custom support and guidance for each individual's educational journey.

Native American Initiatives

Building and supporting a community of care that fosters the well-being of all Jayhawks with an emphasis on Native American Jayhawks.

Multicultural Scholars Program

Supports the recruitment, retention, academic success, and career preparation of diverse populations of undergraduate students.

OPTIONS

OPTIONS is an early move in program that provides students with a FREE on-campus experience to enhance the transition to KU by participating in a series of workshops and activities to meet new people, get comfortable with campus, and learn more about KU resources.

Haskell/KU Exchange Program

The Exchange Program is a fantastic partnership between two historic campuses represents a wonderful opportunity for students from both universities to take classes at either campus while remaining full-time students at their home university.

HAWK LINK

Through one-to-one meetings, connecting to educational opportunities, and linking to resources on campus, Hawk Link works to foster the academic success and belonging for all Jayhawks while prioritizing initiatives for our first-generation college students and students from underrepresented communities.

Student Engagement Highlights

- Hawk Link Ice Cream Social
- Hawk Link Welcome Bash
- Dinner with Strangers
- Mocktails and Mingle: Graduate School
- Chancellors Reception for Hispanic Development Fund Scholars & KC Scholars

Programs by the Numbers July 2022 – May 2023

Program	Number of Students Served
OPTIONS (F22)	243
KC Scholars	163
Hispanic Development Fund Scholars	75
Peer Mentoring	59



OPTIONS 2022 Participants

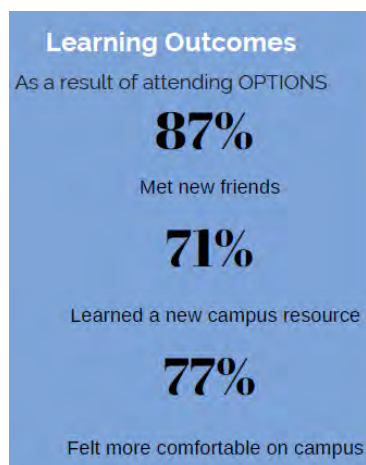
Student Portfolio	Percentage Breakdown
First-Generation	64%
Continuing Generation	36%
Student Identity	Percentage Breakdown
White	33%
Hispanic	22%
Black	17%
Multi Race	15%
Asian	13%

OPTIONS Program

The KU OPTIONS Program (Opening Paths To Individuals aNd Success) offers different ways for students to meet other students, learn more about campus resources, and stay connected through the college experience. All programs and events are free to incoming students that identify as first-generation, low income, or students of color.

One of the major benefits to OPTIONS is the free early move-in that allows for a four-day experience prior to the start of Hawk Week. Students move into their residence hall and participate in daily programming meant to give a glimpse into the real college experience. Students will be connected to peer leaders, as well as get to learn more about being on campus, and meet faculty and staff that will support them through their time at KU.

Note: Options was renamed to Jayhawk Jumpstart for F23. That data will be reflected in next year's annual report.



NATIVE AMERICAN INITIATIVES

Native American Initiatives, in its first full year of 2022-2023 served a 46% increase from the previous year in line with its mission to create an atmosphere of Native American self-determination in partnership with communities that value Native perspectives, while centering Native student success in the broader spectrum of family, tribe, and community.

Student Engagement by the Numbers

Engagements include academic and personal success coaching and planning for KU and Haskell students. Many Haskell students are interested in the Exchange Program or thinking about future pathways to KU degrees.

NAI Student contact

Institution	Number of Students	Number of Appointments/Contacts
KU	64	134
Haskell	98	267



NAI Highlights

- Led 12 Campus Events for students, staff, and faculty engagement.
- Partnered with SNAPP to expose students to the annual SACNAS Advancing Hispanics/Chicanos & Native Americans in Science Conference in Puerto Rico.
- Assisted with the execution and implementation of the Indigenous American Students' Residency Status for Tuition for Tribal Citizens historically connected to the state of Kansas.
- Supported the expansion of the Director of Native American and Indigenous Initiatives role in the Office of Diversity, Equity, Inclusion, and Belonging.
- Led and supported the NAGPRA Committee who then hired the Repatriation Manager regarding repatriation of human remains and funerary objects in university possession.

Haskell•KU exchange program



Haskell/KU Exchange Program

The historical partnership between Haskell Indian Nations University and KU exists to offer academic courses for students at each institution, while students can stay enrolled at their host institution. The exchange program has returned to the current numbers for KU and Haskell students after a decline through the pandemic when Haskell was fully online and KU was hybrid, but mainly in person.

Haskell/KU Exchange Program 2022-2023

Institution	Semester	Number of Participants
University of Kansas	Fall 2022	2
	Spring 2023	2
	Summer 2023	1
	Total	6
Haskell Indian Nations University	Fall 2022	17
	Spring 2023	21
	Summer 2023	8
	Total	46

MULTICULTURAL SCHOLARS PROGRAM

The MSP Scholars Program, founded in 1992, has expanded to provide financial and academic support to over 260 students in the College of Liberal Arts & Sciences and the Schools of Architecture & Design, Business, Education & Human Sciences, Journalism & Mass Communications, Pharmacy, and Music.

The Equity and Success Initiative team, also known as MSP Central, oversees the administration of the MSP Scholars Program and partners with the academic units at KU to provide mentoring, peer-connections, resources, and academic support.

2022 MSP Scholars Retention Rate vs. Overall KU

	MSP	Overall KU	Difference
Retained to Term 2	98.1%	93.7%	+4.4 pp
Retained to Year 2	88.5%	85.1%	+3.4 pp

MSP Scholars Graduation Rate vs. Overall KU

	MSP	Overall KU	Difference
4-year grad rate	57.7%	55.5%	+2.2 pp
6-year grad rate	79.7%	68.7%	+11 pp

MSP Scholars Program 2022-2023

Classification	Fall Count	Spring Count
Freshman	50	26
Sophomore	46	46
Junior	61	57
Senior	82	96
Graduate	8	13
Other-Pharm	9	6
Graduated	7	?
Total	256	244



LT. GEN. WILLIAM K. JONES MILITARY-AFFILIATED STUDENT CENTER

“Thank you for everything. You know, for as large of a school as KU is, I’ve been pleasantly surprised with how personal the service feels and how helpful everyone has been.”

- Military-Affiliated student



MILITARY-AFFILIATED COMMUNITY

About the Center

The Lt. Gen. William K. Jones Military-Affiliated Student Center, or MASC, serves as a centralized resource and location for KU's current and former military, spouses, dependents, ROTC students and allies to find information, services, support and a community of care. We want to ensure all Military-Affiliated students are empowered to achieve their academic and professional goals as they move to, through, and beyond the university. We also strive to create an environment where all feel a sense of belonging while at KU.

The hub of our operations is a nearly 3,000 square-foot center in 345 Summerfield Hall, which features a lounge, study and meeting rooms, a break room, several computers, free printing/copying/scanning services, CAC readers for current military, and headquarters for the KU Student Veterans of America student organization.

Staff offices in the center's footprint provide easy access to answer questions and provide assistance. Staff are also available remotely.

In addition to serving students on the Lawrence campus, we provide information and assistance to faculty and staff who work with Military-Affiliated students at KU's other campuses and sites – including the Edwards Campus, KU Medical Center's campuses, and the Leavenworth education site.

Our Students

Fall 2022 Military-Affiliated Student Numbers

Total Military-Affiliated Students	1,504
Undergraduate Students	1,095
Graduate Students	409
Lawrence Campus Students	1,387

Military-Affiliated students have the option to self-identify on undergraduate applications or are identified if they are using VA or military-related education benefits or if they share their identity with the Military-Affiliated Student Center.

The Military-Affiliated population is comparable in size to KU's international student population (1,707 Fall 2022).

POINTS OF PRIDE



National Veterans Leadership Foundation

National Alliance Member

KU is one of 16 diverse institutions across the country part of NVLF's National Alliance.

NVLF partners with universities to enhance experiences and outcomes for veterans and military-connected students. NVLF's core programs seek to empower students as leaders, engage campus leadership, grow community support, and build career partnerships.



Military Friendly

Tier 1 Research Institution

We were one of just 250 schools to earn the Military Friendly Gold Award designation for leading practices, outcomes, and effective programs. This is the sixth year KU has received the Gold Award. We also ranked:

- 53rd among public schools in *U.S. News & World Report's* 2022-23 "Best Colleges for Veterans," up three spots from last year.
- 2022 "Best for Vets" school in the annual *Military Times* survey.



VA VetSuccess on Campus Program

KU is one of 104 schools nationwide with VA's VSOC program. This program provides a VA Vocational Rehabilitation Counselor to each VSOC School to provide peer-to-peer counseling and referral services. VSOC counselors ensure that veterans receive the support and assistance needed to pursue their educational and employment goals.

Academic Success Strategic Priorities

Priority #1 Personalize the new student experience and establish foundational campus knowledge for all incoming students.

Welcome Letters

We mail welcome letters to military-affiliated students who have been admitted to KU. These letters are signed by students with various military identities to help students know they have at least one other student with whom they share a military-affiliated identity. The letters also contain information about using various military-related benefits and information on the MASC.

We mailed:

- 145 letters to Spring 2023 admitted students – a 98.6% increase from Spring 2022 (73)
- 1,095 letters to Fall 2023 admitted students – a 35.2% increase from Fall 2022 (810)

New Student Orientations

MASC staff participated in the 1.5-hour orientation Opportunities Fair at every new student orientation with several other campus offices and services.

We visited with:

- 13 military-affiliated students during the Spring 2023 orientation in January
- 216 military-affiliated students during 27 orientations June-August – an 11.3% increase from last year (194)



“Thank you so much for explaining everything so well, and I appreciate how clear everything is on your website. I know exactly what I need to do now regarding my (VA) benefits.” – Incoming Military-Affiliated student

Priority #3 Foster student sense of belonging through coordinated peer and community-based support programs.

Prospective and incoming student visits



We partnered with the Visitor Center so prospective and incoming students can schedule appointments to visit with MASC staff and tour the center as part of their on-campus visits/tours.

- 134 requests for visits from Aug. 1, 2022, to July 30, 2023 (up from 68 the previous academic year)

Military-Affiliated Student Center visits

3,542 visits to the MASC from Aug. 1, 2022, to July 31, 2023 – a 13% increase from the previous year (3,200).

The center is open and staffed from 8 a.m. to 5 p.m., Monday through Friday, during the Fall, Spring and Summer semesters, except for breaks (i.e. Fall/Winter/Spring/Summer breaks).

	Fall 22	Spring 23	Summer 23
Total visits per open day	1,895	1,529	107
Average visits per open day	21.29	19.35	3.06

Student employees

- 10 student employees during AY2022-23 (student hires and VA Work Study students)
- 8 VA Work Study students worked 2,236.25 hours in the Military-Affiliated Student Center. Because they are paid directly by the Department of Veterans Affairs a non-taxable income of the equivalent of minimum wage, the VA Work Study program provided the equivalent of **\$16,212.81** worth of student staff support to the university.

Veterans Day Week

Veterans Day Week marks one of our signature series and partnerships with campus units. We advertised 10 activities/events between Nov. 5-13, 2022.

The 2022 KU Vets Day 5K, our featured event and an annual KU tradition, commemorated the 100th anniversary of KU Memorial's Stadium dedication. A record 669 participants signed up – 450 in person and 219 virtual participants from 28 states, Washington, D.C. and nine countries.

All 5K proceeds benefit KU's Military-Affiliated Student Center, Veterans Alumni Network and Student Veterans of America chapter.

Priority #5 Support the mental, physical, and financial well-being of students through personalized referrals and collaborative programming

Student Interactions

Students – and families, staff, etc. reaching out about/on behalf of students – can contact the MASC via email, webform, phone, walk-ins, virtual/in-person appointments, and Skype/Teams/GroupMe.

During the 2022-23 academic year, we saw a 11% increase in student interactions in the MASC from the previous year.

	2021-22	2022-23
Total number of interactions	2,148	2,381

Purpose of interaction	2022-23
Education Benefits (VA, TA, etc.)	56.71%
MASC Program/Event/Service	8.23%
Financial Aid/Scholarships	7.54%
Billing/Accounts	7.09%
Armed Forces Residency Benefit	5.71%
Enrollment	5.57%
Applying/Admissions	2.39%
Campus Resources	2.39%

Armed Forces Residency Emails

We worked with Admissions to generate automatic emails in Slate to all Summer/Fall 23 out-of-state admitted undergraduate military-affiliated students, letting them know about the Armed Forces Residency Benefit and encouraging eligible students to apply.

From April to August 2023, Slate sent 502 emails:

- 501 emails were delivered
- 339 unique opens, 840 total opens

KU Military-Affiliated Scholarships

Thanks to generous donors, KU offers several military-affiliated scholarships. During the 2022-23 academic year:

38

current/former
military students
received \$7,465 in
book scholarships

\$104,123

in other KU Military-
Affiliated
scholarships awarded

SUCCESS TECHNOLOGIES



Success Technologies strategically advances and supports success technologies within Academic Success by partnering with units across campus to enhance the overall KU student digital experience from admission through graduation, and beyond.



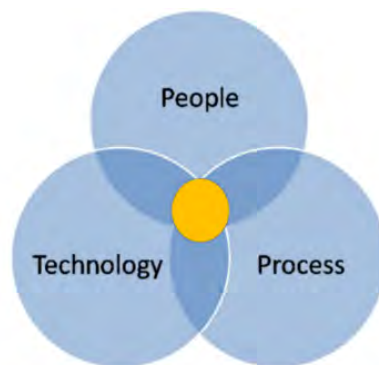
ACADEMIC SUCCESS TECHNOLOGIES

Jayhawk GPS

Jayhawk GPS (Guidance. Persistence. Success.) is KU's student success management system used primarily by Lawrence and Edwards campus undergraduate students and their affiliated academic advising and student support teams. A select cohort of graduate units are continuing to pilot appointment scheduling and appointment tracking as of Spring 2023. This technology continues to provide advisors and student support staff with easy ways to provide wrap around support through an in-person or virtual presence. Usage continues to expand across campus while also seeing a large increase in student engagement with the companion app, Navigate.

Student Digital Experience Advisory Workgroup (SDE)

Initiated in 2021, Success Technologies co-chairs this group in partnership with IT to prioritize key student technology improvement projects, research solutions, and recommend priority rating, timeline, and course of action for each project that results in an improved KU student digital experience for both undergraduate and graduate students.



Coordinated improvements to the myKU portal, overseeing the RFP process for a degree mapping solution, and offering student-focused system demonstrations were identified as priorities for 2022-2023. Ultimately, the Stellic platform was chosen as a result of the RFP with plans for initial implementation taking place by Fall 2024.

QLess

QLess continues to serve as KU's digital check in desk or service kiosk for our largest student-facing appointment and drop-in servicing units. Critical to the work of drop-in advising and Financial Aid help rooms at Orientation, as well as picking up Student ID Cards, this tool has proven to be a vital piece of our technology ecosystem. Academic Success took on the contract management during 2023 and continues to research solutions for a more streamlined approach to appointment check in workflows.



EAB

Expanding use across campus each semester. Staff are finding value in having student interactions display in one place. Students find it helpful to have only one place to go when scheduling appointments with their Success Team.



EAB

The companion app to Jayhawk GPS was intentionally promoted as part of summer orientation by Orientation Assistants, advisors, presenters, tabling teams, and more.



EAB

Jayhawk GPS offers an appointment or drop-in check-in tool, allowing Academic Success to track the number of students attending Supplemental Instruction, write-ins, appointments, Hawk Link events, and more.



Symplicity

University Career Center student appointments and notes. Data feeds into Jayhawk GPS to provide a broader scope of student support.

Staff Users: 95

active users: 9,868



Used by the KU Writing Center and Academic Learning Center to schedule, track, and facilitate tutoring and writing support. Transitioning to Jayhawk GPS



Informs students where they are in the 'virtual' line and their estimated wait time for service.

Staff Users: 149

Checks Ins: 9,868

JAYHAWK GPS / NAVIGATE STUDENT

Growing in popularity, Jayhawk GPS and the Navigate Student App create a streamlined approach to student success. The 2022-2023 Academic Year saw a continuation towards efforts to expanded engagement and coordinated communication. Students, advisors, and support staff continue to find the features to be critical to their work and navigating campus. Students can easily locate and connect with their Student Success Team for support and resources as they navigate their personal journey as a Jayhawk from Orientation through Graduation.



”

“...It was really cool to see the coordination between Navigators, Advisors, and the UNIV 101/105 instructors to communicate with and support these students...”

- Academic Success unit director

Our focused work in Jayhawk GPS demonstrates our commitment to continuous improvement in Academic Success. EAB specifically continues to devote resources to improve re-enrollment efforts, transfer student transition support, improve student adoption, set clear expectations and metrics, define a coordinated training method, and expand progress reporting and campus partnerships, guiding us toward a more coordinated care network approach.



INITIATIVES FOR ENGAGEMENT

22-23 Expansion

- Intentional promotion of Navigate Student app
- Updates to Student Access Center appointment workflow
- Implementation of Math Help Room Drop-in Kiosk
- Inclusion of University Academic Support Centers to progress report workflow and student outreach
- Development of Student Navigator Canvas Training Course
- Addition of MATH 104, 115 and 125 Progress Reports
- Usage of Academic Success Data & Technology Training and Jayhawk GPS User Agreement
- Addition of Jayhawk Jumpstart Technology Training Session

System Support Tickets

- Approximately 320 access requests per year
- Approximately 500 questions and troubleshooting per year
- 83 + group or individual training sessions

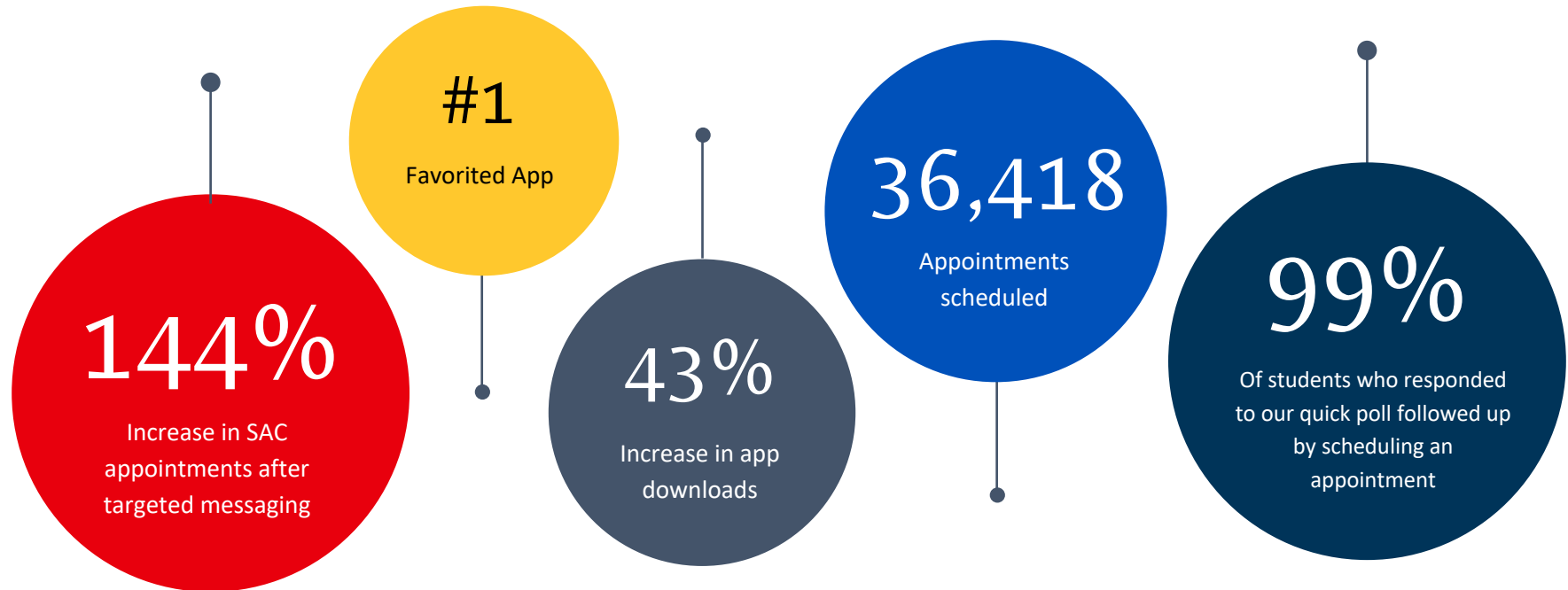
System Efficiencies

- Symplicity (HireJayhawks) appointment information integration project
- System enhancements due to advising alignment

Care Unit Engagement

	F '18	F '19	F '20	F '21	F '22
Academic Advising & Student Support Services	8,251	16,119	21,762	28,408	31,519
Financial Aid & Scholarships	473	608	903	1,011	1,121
Learning Support Services	N/A	2,225	2,160	2,236	2,349
Total	8,724	18,952	24,825	31,655	34,989

BY THE NUMBERS



Efficacy

Students have demonstrated receptiveness and action when messaged through Jayhawk GPS.

High Marks

Students have favorably rated EAB Navigate, as well as the four other apps supported by UASC.

Growth

More students have downloaded the Navigate app this year compared with last year.

Support

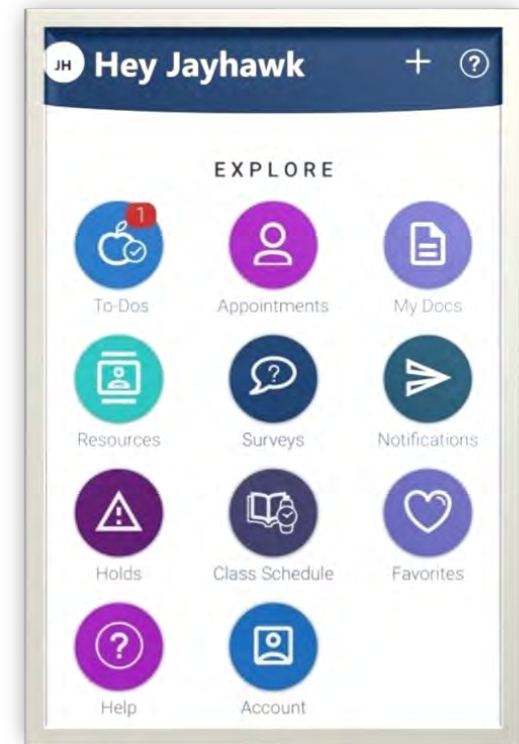
In 2022-2023, more than 36 thousand appointments were scheduled with the Navigate app.

Action

Of the 350 students who answered one of our quick polls, 348 scheduled appointments.

FEATURE USE

Feature Name	Number of Clicks	Purpose
Schedule Appointment	36,418	Schedule Appointments with Departments
Class Schedule	11,605	List or Calendar View of Class Schedule
Reports	11,513	Appointment Summaries, Notes, Progress Reports, Hand Raises
Messages	8,966	Email Messages Sent as Nudges and Reminders
Hold Center	7,950	Hold Notification and How to Clear
Success Team Appointments	7,428	Scheduling Appointments Viewing Success Team Members (<i>Learning Outcome Metric</i>)
Surveys	6,369	Quick Polls and Surveys Launched Through App
Notifications	5,187	Push Notifications Regarding To-Dos, Reminders, Events, and Surveys
Resources	3,731	Exhaustive List of KU Campus Resources
To Dos	3,493	Reminders Regarding Timely Steps to Take



79.1%

Return student logins, a 468% increase from

13,902

Unique students logged in

2,588

First Generation student downloads

2,557

Transfer student downloads

36,418

Appointments scheduled by students

STRATEGIC PRIORITIES

Priority 1: Personalize the new student experience and establish foundational campus knowledge for all incoming students.

Improve advising and enrollment coordination/on-boarding for new students including a comprehensive communications plan that is personalized and available year-round.

- QLess traffic counts = 9,868 students “summoned” by advisors in queue
- JGPS Financial Aid care unit usage rates = 1,121 appts scheduled

Priority 2: Coordinate academic support programs and technologies to promote an integrated student services model.

Develop an outreach plan that results in timely undergraduate student re-enrollment.

- Not Yet enrolled outreach campaign pre-post counts

Establish Jayhawk GPS as the “digital gateway to service” by incorporating all Academic Success appointment access through the app.

- Navigate App downloads = 13,902
- Jayhawk GPS Care Unit traffic (see page 6)
 - Academic Advising & Student Support Services = 31,519; Financial Aid & Scholarships = 1,121; Learning Support Services = 2,349
- Jayhawk GPS Success Team usage data = 7,428 appointments scheduled in app using Success Team
- # of students using the resource section of Navigate = 3,731
- # of card swipes in AS units (kiosk data etc.) = 6,983

Priority 5: Support the mental, physical, and financial well-being of students through personalized referrals and collaborative programming.

Leverage Jayhawk GPS Quick Polls, surveys, and nudges to monitor student needs resulting in timely, personalized referrals and reminders.

- Quick Poll data from SAR related questions in the sequence = 524 total student responses

PEER IMPACT

When asked what they've learned in their role, Student Navigators report,

"...how education is truly a gift and that I have the drive to complete my goals and there are people all around me on this campus...helping me to reach those goals..."

Student Navigators engage directly with students and act as a referral agent to other units and departments as needed. The goal of the position is to ensure students have an advocate and accountability partner to increase student completion in gateway courses at KU.



Student Employee Recognition Ceremony Sp23

“...I’m not afraid to ask questions or ask for help, which I think is a valuable skill to do an effective job.”

“...how much I really do enjoy doing something meaningful with my work. I learned I value having what I spend my time doing, improves other lives whether that be directly with school or just letting them know someone wants and cares that they succeed.”

-Sp23 Student Navigators



PROGRESS REPORTS

Courses with Progress Reporting	# of Opened Cases
Fundamentals Financial Accounting ACCT 200	223
Calculus I MATH 115/125	759
MATH-115	379
MATH-125	380
Precalculus Mathematics MATH 104	62
College Algebra MATH 101	356
Intermediate Mathematics MATH 002	265
Mathematical Workshops MATH 197	13
Jayhawk Success Seminar UNIV 105	4
Orientation Seminar UNIV 101	2
Grand Total Cases	1,684
Unique Students with Cases	1,074
High Fives (Kudo alerts)	460

Student Navigators shortened the time a case is open by an average of 42%. Cases closed on average in 19.4 days, down from an average of 25 days the year prior.

Percentage Point Change in DFW rate from prior academic year:

	+/- DFW rate from F21	+/- DFW rate from Sp22
ACCT 200	9.9 reduction (in DFW rate)	11.0 reduction
MATH 115	1.6 reduction	5.1 increase
MATH 125	3.2 increase	4.5% increase
MATH 104	14.3 reduction	data not yet available
MATH 101	1.0 increase	0.8 decrease
MATH 002	1.3 reduction	0.6% increase
UNIV101	2.1 increase	data not yet available

CENTER FOR ORIENTATION & TRANSITION PROGRAMS



The Center for Orientation & Transition Programs (OTP) is dedicated to creating and curating experiences that promote academic discovery, community engagement, and a sense of belonging.



OUR PURPOSE

We accomplish this with intentional programs that will support and empower students through their Jayhawk journey.

As a team, we utilize the following guiding principles:

1. Curate information so that students can take-in, make meaning, and take timely action.
2. Participation in OTP programs builds the foundation for and provides the opportunities for students to begin to build support networks to other Jayhawks.
3. OTP programs will intentionally create and develop a cohort of student leaders through the OA process.
4. OTP programs strategically reduce the melt of incoming students.

The Center for Orientation and Transition Programs provides a series of experiences that facilitate the transition of undergraduate and graduate students to the University of Kansas.

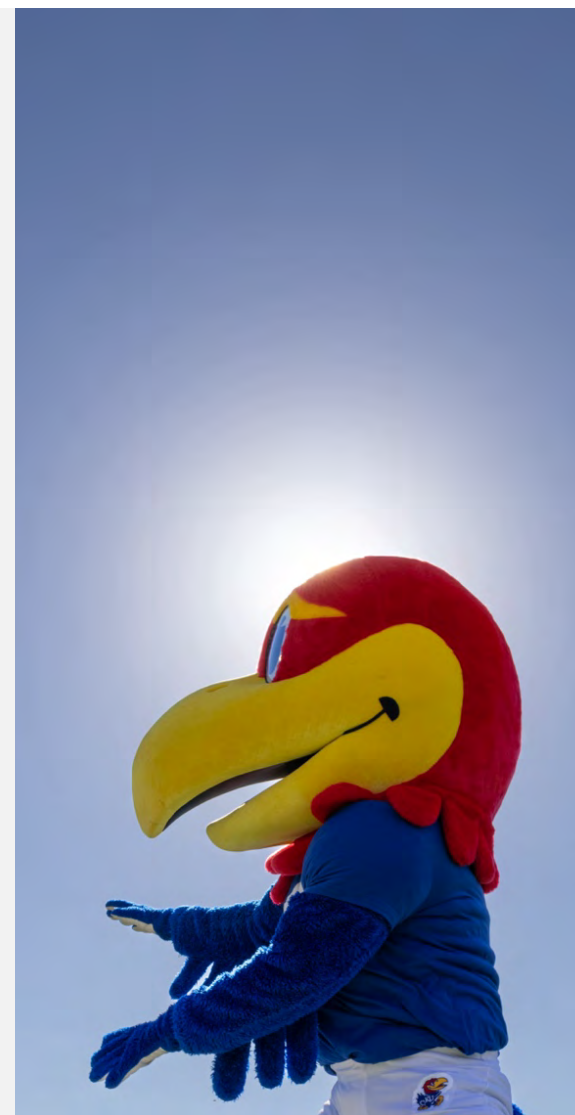
“Orientation was amazing. KU staff, and all of the student assistants were absolutely amazing. I’m so ready to attend KU in the fall and I now feel very confident as I transition to become a Jayhawk this upcoming fall!!”

- F23 New Student

ELEMENTS FOR SUCCESS

Orientation

- **Freshman Orientation** – Freshman Orientation consists of a one-day Orientation session that includes: Welcome, Student-to-Student Groups, Opportunities Fair, Paying for KU Presentation, Advising & Enrollment, and *I am KU* session. Additionally, students are required to complete a pre-orientation online course and Discover KU, a post-orientation online course.
- **Parent & Guest Orientation** – As part of our Freshman Orientation sessions, we also offer a full day Parent & Guest program. This program includes Welcome, Supporting Your Student's Academic Success, Opportunities Fair, Paying for KU Presentation, Well-Being at KU, University Academic Support Centers, and Joining the Jayhawk Family. By attending Orientation, Parents & Guests also receive access to KU Family Connection, a CampusESP online platform.
- **Transfer Onboarding** - The Transfer Onboarding experience includes A welcome call from an Academic Success Navigator, a one-on-one Tech Session, Advising & Enrollment Appointment, and the choice of Onboarding Experiences: Fully online course, synchronous online half-day Onboarding session, in-person half-day Onboarding session, or full-day Freshman Orientation.
- **Jayhawk Global Orientation** – Our Jayhawk Global Orientation is an asynchronous course that serves undergraduate and graduate students admitted into a Jayhawk Global Program.



ELEMENTS FOR SUCCESS



Transition Programs

- **Hawk Week** – KU starts off your bright future with big fun. Hawk Week has so many live and festive events focused on community and inclusivity we couldn't pack it in seven days and have stretched it to 10. Your path to the future is paved with learning, laughing, and a lot of free stuff.
- **Winter Welcome** – Whether newly admitted or returning to KU, every Jayhawk deserves a warm reception. We beat the cold and ring in the spring semester with a campuswide week of programs and events.
- **Rest, Relax, Recharge** – For both the Fall and Spring semester the Center for Orientation & Transition programs curated a week of events during finals week centering around wellbeing and academic preparedness. These weeks also include our marquee event, Late Night Breakfast.

Academic Success Priority #1: Personalize the new student experience and establish foundational campus knowledge for all incoming students.

Refine the multi-modal orientation model to reduce financial and travel barriers to student participation and decrease number of students participating in open enrollment.

Orientation & Transition Programs has created a multi-modal menu of options for Transfer students to complete their Onboarding requirement. We have also created a more robust Orientation Exception process for incoming Freshman students that cannot attend an in-person session which includes the following: Welcoming meeting, meeting with a current KU student, academic advising & enrollment appointment.

Academic Success Priority #3: Foster student sense of belonging through coordinated peer and community-based support programs.

Expand second-layer engagement opportunities for students (e.g., Hawk Link, Hawk Week, SophoMORE September, course offerings).

Orientation & Transition Programs introduced a new event series titled Rest, Relax, Recharge. This event series is meant to provide wellness and academic support for students during finals week in the Fall and Spring semesters. Late Night Breakfast, the marquee event, provides our office and campus partners with a touch point prior to students leaving for break. We also prioritized enrolment efforts at this event as a built-in retention strategy.

ACCOMPLISHMENTS & HIGHLIGHTS

Similar to 2022, Transfer students received an early welcome and personalized tech appointment from the Navigator Team in Strategic Initiatives and advising and enrolling throughout the Spring and Summer of 2023 as well as Fall 2022. We reconfigured Transfer Onboarding to provide students with a menu of options: Fully Online Course, In-Person Half Day Onboarding session, synchronous Half Day Online Onboarding session, and the ability to attend our full-day Freshman session.

Along with our amazing colleagues across all units on campus, we moved through a record- breaking number of students through Freshman Orientation.

In collaboration with KU Public Affairs, KU Marketing, and KU Marching Band and Spirit Squad, Orientation & Transition Programs facilitated KU's first class photo during the kickoff to Hawk Week, Traditions Night.

The University of Kansas introduced a new initiative this year: Jayhawk Global. Jayhawk Global's goal is to create a robust portfolio of engaging, and accessible online programs. Orientation & Transition programs launched fully online orientation programs for all online undergraduates and the Master of Journalism - Digital and Integrated Marketing Communications with six programs currently in development.



BY THE NUMBERS

Freshman Orientation

In more than six weeks and 27 freshman orientation sessions, we served 5,189 incoming Jayhawks and 6,256 of their parents and guests. On the 20th day of the semester, we had 5,259 first-time freshmen enrolled at KU.

11,445

Jayhawks, parents, and
guests welcomed

5,259

First-time Freshmen
enrolled

Transfer Onboarding

On the 20th day of the semester, we had 1,062 transfer students enrolled on the Lawrence and Edwards campuses. We had 588 Transfer students enroll in our fully online Onboarding course, 23 attend a synchronous online half day program, 271 attend an in-person half day program, and 13 that opted into our Freshman program.

27

Orientation Sessions

1,062

Transfer students
enrolled

Jayhawk Global

After our inaugural launch of Jayhawk Global Orientation, we had 55 undergraduate students and 31 graduate students enrolled in their Online Orientation modules in Canvas.

895

Students attended a
Transfer Onboarding

86

Jayhawk Global
students attended
orientation

TRANSITION PROGRAMS

Winter Welcome

Winter Welcome 2023 took place over the first week and weekend of the Spring 2023 semester from January 17th-January 22nd. This year, we had 30 Winter Welcome events hosted by 26 departments at KU.

“I loved the opportunity to come together with the KU community and enjoy our time together before finals week at Late Night Breakfast.”

- KU student



TRANSITION PROGRAMS

Hawk Week

Hawk Week 2023 began on Friday, August 18th and ended on Sunday, August 27th. New Jayhawks were required to complete three programs that were valuable to their academic, social, and personal transition to KU.

Traditions Night: Hawk Week kicked-off in the Kansas Memorial Stadium as students caught the Jayhawk spirit and learned KU traditions with KU Athletics, the marching band, and 7,000 members of our Jayhawk community.

Jayhawks Give A Flock: Students explored intervention tactics to protect themselves and the KU community against sexual assault and violence. Student found their Flock through this training program hosted by the Sexual Assault Prevention and Education Center.

Academic Sunday: Students attended their academic school or unit's welcome event and had opportunities to meet faculty, staff, organizations, and resources to support their academic journey before classes began.



This year, we had 58 Hawk Week events hosted by 45 departments across campus.

OUTCOMES, METRICS, AND ASSESSMENT

Curating attainable outcomes and collecting and analyzing both quantitative and qualitative data points are central to the work that we do in the Center for Orientation & Transition programs. Below are our 2023 outcomes and relevant data points.



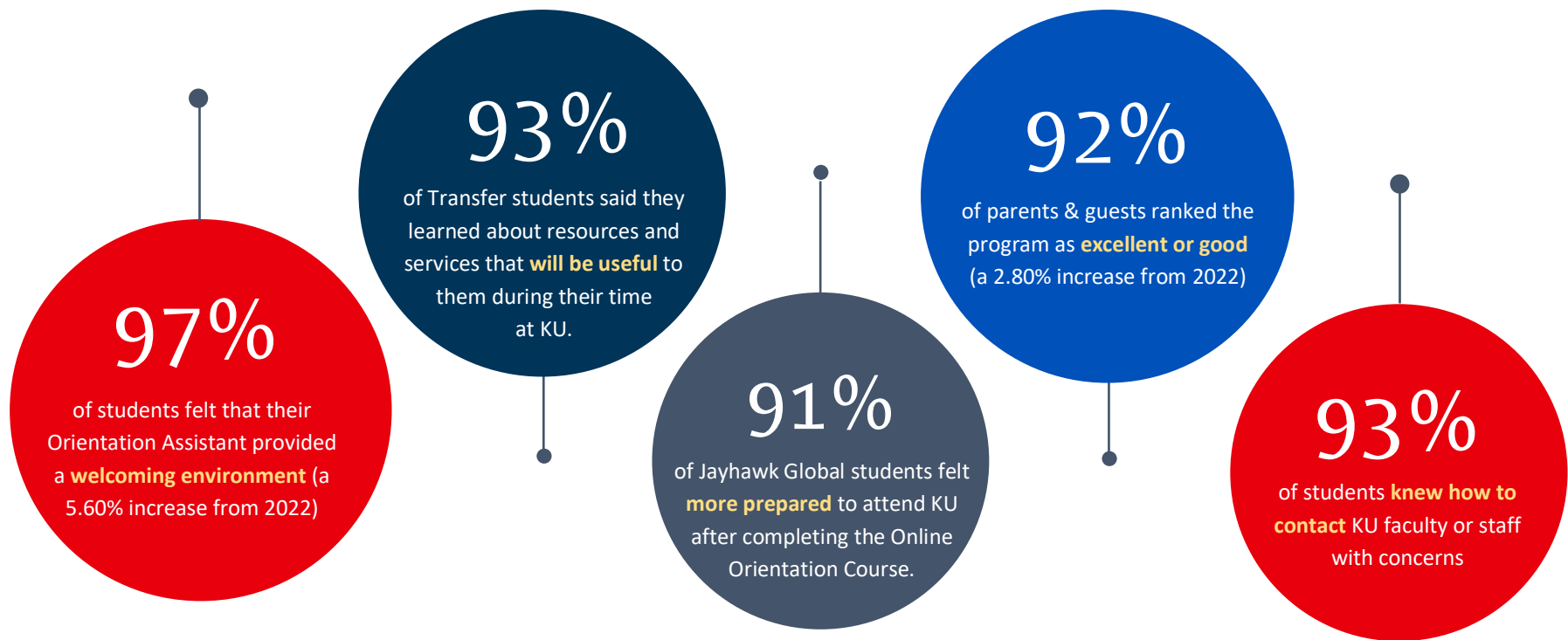
Outcomes for Orientation & Transition Programs

1. Increase individual student awareness of and knowledge of campus resources.
2. Provide opportunities for students to meet one another.
3. Introduce students to and invite students to experience and participate in KU traditions.
4. Provide connection to the physical spaces of KU's campus.
5. Introduce students to affinity and inclusive spaces (physical, emotional and spiritual).
6. Prepare students for academic experiences at the University.
7. Introduce students to KU systems, technology and prepare them for completing the basic day-to-day and transactional functions of student and academic life.
8. Introduce students to student leaders.
9. Introduce and re-introduce students to the Jayhawk community expectations.

“This was really well done. Took the HUGENESS of KU away and made it feel like a community. Also, I heard a lot of rhetoric about there being an expectation of how a KU person acts, and what it means to be a KU person. It sets an expectation that we all want to continue a tradition of being a great community. Nice work.”

- Orientation participant

OUTCOMES



“They nailed it. They described personal experiences that helped the parents & students resonate and understand they are not alone with all of their feelings for this moment.”

- New Jayhawk Parent

ACADEMIC SUCCESS

Priority 1

Personalize the new student experience and establish foundational campus knowledge for all incoming students.

- Create opportunities for students to learn about the roles and responsibilities of their academic advisor, set expectations for advising services, and help students see the value in their advisor early in their academic journey.

Priority 2

Coordinate academic support programs and technologies to promote an integrated student services model.

- Provide training and set expectations for advisors to provide holistic support services and to provide encouragement, support, and resources for student goals beyond academic plans and curricular requirements.

Priority 3

Enhance support and clarity for students' major selection, career direction, and pathway to degree completion.

- Utilize technology and additional training to increase the frequency of proactive advising interventions by academic advisors.
- Develop strategies to strengthen the connections between academic advising and the Institutional Learning Goals.

JAYHAWK ACADEMIC ADVISING



Jayhawk Academic Advising is the advising home for KU students, offering drop-in and appointment-based advising for undergraduate and select graduate students.



BY THE NUMBERS

We ensure high quality academic advising through:

- Providing accurate and timely resources, materials, and information.
- Providing a holistic, seamless student experience from the point of admission through graduation.
- Connecting students to academic advising early in their KU career with a proactive advising approach.
- Increasing student access to personalized support for all students regardless of major.
- Mentoring students as they explore and clarify their values and their educational, career, and life goals.
- Collaborating with students as they make meaning of their experiences, work to actualize their academic interests, and implement their educational plans.
- Providing a team of highly competent academic advisors through:
 - Coordinating staffing, onboarding, and training resulting in consistent, efficient practice.
 - Incorporating inclusive and socially just practices.
 - Providing career ladders, competitive salaries, and increased retention of student success professionals.

18,209
Advised students

<300:1
Advisor to Student
Ratio

63,878
Appointments
created

17,583
Drop-in advising
sessions

A STUDENT CENTERED APPROACH TO ADVISING



BACKGROUND

In June 2022, the academic advising alignment had just been announced as a Jayhawks Rising Strategy and advisors, advising leaders, and campus stakeholders were just beginning to learn what the future of advising at KU might look like. In the summer months of that year, much time was spent making organizational and operational decisions, resources were being planned, and hiring was getting underway.

Beginning in August 2022, Jayhawk Academic Advising (JAA) began its operations. The foundational goals to establish JAA and benchmark future progress were to:

- 1) Make it easier for students to access advisors.
- 2) Strengthen the stability of student-advisor pairings.
- 3) Build a common understanding of the role of academic advisors that prioritizes proactive, collaborative, and holistic advising behaviors.

The data and summary provided in this annual report are provided with these basic foundational goals in mind.

MAKE IT EASIER FOR STUDENTS TO ACCESS ADVISORS

SCALING UP

Our initial understanding of student's perceptions with academic advising, based on the Senior Survey, student leadership feedback to key campus leaders, and stakeholder feedback from across the University is that advising was hard to access, advising was inaccessible at critical points of need, or accessing advisors required long waiting times often after the student was able to take action. JAA's foundational goal in easing the access to academic advising was to ensure students could get timely information and assistance, advisors would be available to capitalize on the moments where advising was "top of mind" for students, and students would learn to view advising as a readily available resource they can turn to at any point they need help. To accomplish this, JAA:

- Increased our service array and provided all students access to in-person advising or virtual advising based on their preference, drop-in advising and advising by scheduled appointment.
- Implemented all-staff drop-in hours twice weekly for on-demand, real-time services for all students.
- Ensured advising caseloads were decreased to at or below 300 students and maintain these ratios.

19

New advisors hired in
August 2022

22

Additional advisors hired
to meet target loads and
ensure accessibility



**77% of students agree or strongly agree
their advisor is available when needed.**

(Academic Advising Survey, SP 2023)

STRENGTHEN STABILITY OF STUDENT-ADVISOR PAIRINGS

In addition to increasing advising capacity and improving access to advising services, it was critical to utilize a student-centered and advisor/advisee relationship driven model of advising. Moving to this type of model would allow students to know who they should contact for help, position the advisor as a trusted and available resource contributing to the student's sense of belonging and student retention, and provide the opportunity for advisors to offer holistic student support and academic advising rather than transactional and prescriptive academic advising. In order to strengthen this stability, JAA had to improve advisor retention and reduce the number of scenarios in which major changes lead to advisor changes.

2022-2023 JAA Highlights

- *Clarified the role of academic advising and provided balanced and appropriately sized caseloads regardless of student population served.*
- *Hired advisors at market mid-range and right-sized existing staff salaries to reflect market mid-range for their position and years of service, creating salary equity across all of JAA.*
- *Provided work-life flexible benefits such as flextime and hybrid work arrangements available to all staff across the unit.*
- *Operationalized a Student Pathways model of advisor assignments, allowing students to retain their assigned advisor despite a change of major whenever possible.*
- *Eliminated advisor transition when pre-professional students were admitted to their major of choice.*

83%

Students agree or strongly agree advisors are knowledgeable about degree options and requirements



79%

Students agree or strongly agree advisors are knowledgeable about institutional policies and procedures

PRIORITIZE PROACTIVE, COLLABORATIVE AND HOLISTIC ADVISING BEHAVIORS

In order to make positive contributions to KU student retention, especially for our most marginalized populations of students, academic advising had to make significant changes. It was critical to move away from the passive, first-come first-served advising approach from our past and move towards modern advising interventions that have been shown to most support the progression of first-generation and Pell-eligible students and students of color.

Hallmarks of modern academic advising include:

- Ensuring all students have access to highly skilled advisors to assist them with their multi-faceted needs.
- Students experiencing a consistent level of support regardless of their major.
- Advisors gaining job satisfaction through skill-building and empowerment to help students in a comprehensive manner.

To realize these goals, JAA:

- Established foundational advising behaviors,
- Provided comprehensive advisor onboarding training and ongoing advisor training,
- Developed operational approaches to put students first, and
- Improved campus partner collaboration and advisor awareness for resources.

Our approach ensures we say “yes” to students and for students.

ADVISOR TRAINING

Formation of Jayhawk Academic Advising Spurs New Advisor Training

The focus for 2022-2023 was on training new academic advisors as the creation of Jayhawk Academic Advising allowed for new additions to bring caseloads to workable levels. A cohort of 19 advisors came on board in August of 2022, another 14 in October, and eight more the following January. Eight more advisors began training in June of 2023. Each of these 49 advisors completed a rigorous five-week training program. In addition, nine summer orientation advisors and three graduate assistants were trained in a 40-hour program in May of 2022. A training team of seven seasoned advisors helped implement sessions based on seven training competencies:

- I. The Advising Program in the JAA Context
- II. Academic Programs
- III. University Policies and Procedures
- IV. Academic Advising Skills
- V. Advising Technology
- VI. Campus Student Resources
- VII. Student Identities, Intersectionality, and Well-Being



85% of students agree or strongly agree their advisor actively listens to their concerns and 80% agree or strongly agree their advisor cares about their overall well-being.

ADVISOR OF THE YEAR



Jerica Burgess was named Advisor of the Year for 2023. She earned her Master of Science in Higher Education Administration from KU. While pursuing that program Jerica was a graduate assistant for First Year Experience and a graduate career coach intern with the University Career Center. Hired as an advisor in the School of Education upon graduation, Jerica later transitioned to the Education and Public Service Advising Team with the formation of Jayhawk Academic Advising.

Rising Star Award Winners

In addition to advisor of the year, Jayhawk Academic Advising recognizes new academic advisors who have demonstrated exceptional enthusiasm and engagement in serving students and collaboration in team initiatives while advancing their own advising practice. Recipients for 2023 were Jake Brillhart, Education and Public Service Advising Team and Cassie Nix, STEM Engineering Advising Team.



Jake
Brillhart



Cassie
Nix

Both the Advisor of the Year and Rising Star Awards are selected from a pool of advisors nominated by students, staff and faculty. There were 22 nominations for 2023.

ACADEMIC SUCCESS

Priority 1

Personalize the new student experience and establish foundational campus knowledge for all incoming students.

- Create opportunities for students to learn about the roles and responsibilities of their academic advisor, set expectations for advising services, and help students see the value in their advisor early in their academic journey.

Priority 2

Coordinate academic support programs and technologies to promote an integrated student services model.

- Provide training and set expectations for advisors to provide holistic support services and to provide encouragement, support, and resources for student goals beyond academic plans and curricular requirements.

Priority 3

Enhance support and clarity for students' major selection, career direction, and pathway to degree completion.

- Utilize technology and additional training to increase the frequency of proactive advising interventions by academic advisors.
- Develop strategies to strengthen the connections between academic advising and the Institutional Learning Goals.

UNIVERSITY ACADEMIC SUPPORT CENTERS

“Ever since my tutor has been helping me, I have gotten an A on my [organic chemistry] exams. He breaks it down and walks through the content with you until you understand it and gives great tips... He is my favorite tutor at the ALC tutoring by far and has made a significant impact on my studies here at KU.”

- KU undergraduate student



STUDENT-CENTERED OFFERINGS



KU Writing Center

Provides writing support to undergraduate and graduate students enrolled at the KU Lawrence and Edwards

3650
Students supported
in AY23
(92% increase)



Academic Learning Center

Provides students with tutoring services, Supplemental Instruction (SI), academic consultations, and workshops.

1,900
Appointments
supporting
49 courses



Student Access Center

Supports students with disabilities by facilitating accommodations that remove barriers to

3,129
Appointments AY23
(23% increase)

HIGHLIGHTS

The KU Writing Center (KUWC) supports students through individual writing consultations, workshops, graduate writing groups, graduate write-ins, and thesis/dissertation accelerators. The KUWC staff includes the Associate Director of Writing and Learning Support, Associate Director of the Writing Center, and Assistant Director of Graduate Writing and Support and averages 16 Undergraduate Writing Consultants, 13 Graduate Writing Consultants, and one Graduate Assistant each semester.

In 2022 – 2023, **the KU Writing Center provided the highest number of consultations to individual writers in three years**, increasing usage by 10% with 1,325 unique students and 3,280 in-person, videoconference and eTutoring appointments.

eTutoring, where students submit papers for feedback, was the most popular appointment modality with 45% of appointments. Appointment form data shows that the Writing Center supported students in 83 different courses on 30 types of assignments.

- Provided **3,280** writing consultations to 1,325 students, a 10% increase from 2021-2022
- **2,966** occupied consulting hours, or 123 full days of student support.
- Conducted **106** workshops (a 100% increase) with approximately 2,937 student interactions (a 139% increase)
- Served an additional **293** graduate students with an increased range of service options



“I was nervous going in, but the staff was super friendly and helpful. [The consultant] helped me better understand the assignment, and she helped me organize my paper. I was worried going in I would be made to feel dumb because of how I did on the paper, but [she] was so kind and offered support and advice in a way that lifted me up.”

- KU undergraduate student

Programs at a Glance

Writing Consultation Totals by Semester, 2022-2023

	Fall 2022	Spring 2023	Summer 2023
Writing Consultations	1,832	1,226	222
Individual Writers	835	617	96

Data Source: WOnline

Writing Consultation Totals 3 Year Comparison

	2020-2021	2021-2022	2022-2023
Writing Consultations	3,225	2,976	3,280
Individual Writers	1,056	1,209	1,325

Data Source: WOnline

88%

of respondents rated their session “Very Helpful,” a 2% increase from 2021-2022

96%

of respondents would recommend the Writing Center to a friend or colleague



“I’d been nervous to talk to the writing center because I worried I would be judged for the challenges I was having. I would definitely recommend the writing center to a friend because the person I worked with was kind, understanding, and very helpful.”

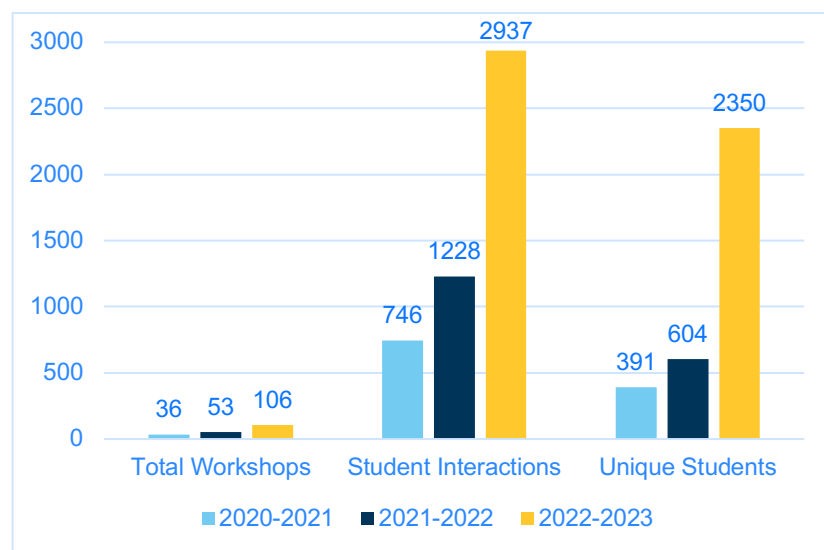
-KU undergraduate student

Workshops

During 2022 – 2023, workshop engagement increased significantly with a 100% increase in total workshops, 139% increase in student interactions, and 289% increase in unique students. The KUWC conducted 37 class visits and 70 writing workshops with approximately 2,937 student interactions. We worked with at least 2,350 unique KU students within their courses and many more through workshops organized by departments and organizations where student IDs were not collected. Of these students, 232 students who participated in a workshop also attended a consultation, accounting for 18% of students who used consulting and 10% of those who workshop attendees.

3-Year Comparison of Workshop Usage

Source: Workshop Request Form



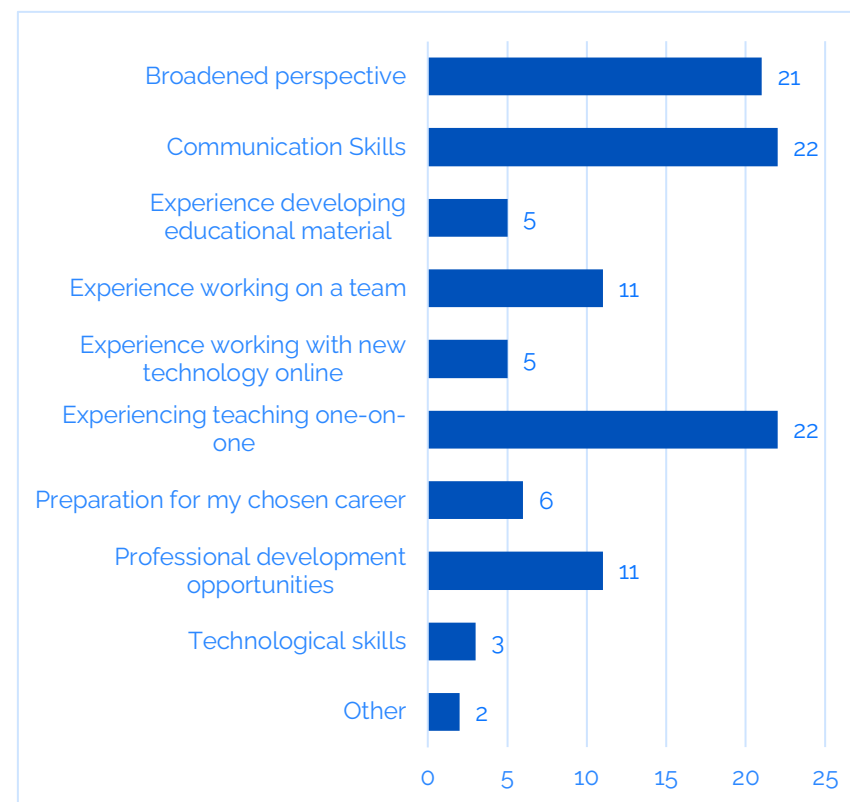
Professional Development

Writing Consultants participated in professional development in multiple ways during 2022-2023:

- Training days and Bi-weekly Consultant Development Groups
- Feedback via observations
- Mid-semester check-ins and trainings
- Self-paced training through online modules and readings

Advantages of Consulting for the KU Writing Center

Source: Spring 2023 End-of-Semester Consultant Survey



Graduate Writing Programs

The goal of graduate writing support programs at the KUWC is to provide sustained support for graduate student writing beyond one-on-one writing consultations.

Accountability Writing Groups

In 2022-2023, we provided 27 Accountability Writing Groups for 207 unique graduate student participants, a 38% increase from 2021-2022. Fifty-seven graduate students participated in more than one semester.

Graduate Student Participants in Writing Groups & Applicants

	Fall 2022	Spring 2023	Summer 2023
Number of groups	10	11	6
Total Registrations	139	197	62
Total Placements	129	137	62
Total Withdrawals	19	25	3

Source: Writing Group Registration Forms

Graduate Research/Write-Ins

The Write-ins are time and space for graduate students to focus on their projects.

- In-person Write-ins in the Fall with 22 students attending
- Virtual Write-ins in the Spring with 27 students attending

Graduate Writing Coaching

These coaching appointments cover the transition to graduate level writing, the thesis/dissertation writing process, writing academic journal articles, and more.

- 2022-2023 = 163 appointments – 29% more than the previous year – with 54 unique students.

“[The writing coach] made clear some aspects that were otherwise obscure and daunting, and she reassured me that I was capable and worthy of continued support.”

-KU graduate student

Thesis/Dissertation Accelerator

We hosted two Thesis/Dissertation Accelerators (TDAs): January 9-12 and May 31-June 2. This program is a 4-day, intensive writing workshop for graduate students looking to make substantial progress on their thesis or dissertation. We offer workshops designed to deconstruct long-form writing projects, and consultations with both research librarians and writing consultants. The cap for participation is 30 students, and we had a waiting list each time.



The Academic Learning Center (ALC) is the unit within UASC that provides students with Tutoring Services, Supplemental Instruction (SI), Academic Consultations, and Workshops. The ALC staff includes the Associate Director of Writing and Learning Support, the Assistant Director of Supplemental Instruction, and the Assistant Director of Tutoring Services. In 2022-2023, the ALC substantially increased its student engagement through expansion of its free individual tutoring service and SI.

Highlights

- Launched a more comprehensive free individual tutoring service that provided 1,900 appointments supporting 49 courses for 349 individual students in Fall 2022 and 281 in Spring 2023
- Increased in courses supported from the Spring 2022 by 717%
- Expanded SI to support 113% more courses and 227% more class sections, allowing SI to triple the number of unique students it served with 846 individual students in Fall 2022 and 877 in Spring 2023
- Supported 210 unique students through small group tutoring, 56 students (a 33% increase) through academic consultations, and 625 students through workshops

Tutoring Staff Professional Development

Throughout 2022 – 2023, Tutoring Services employed 42 students as peer tutors each semester. Tutors participated in many forms of professional development, including a 2-day pre-semester training, mid-semester training, and KU Tutor Training and College Reading & Learning Association (CRLA) Certification.

Tutors Employed by the Academic Learning Center, 2022-2023

	Returning Tutors	New Tutors	Total
Fall 2022	23	19	42
Spring 2023	36	6	42
Summer 2023	4	0	4

“My grade has increased by 9% since starting.”
-KU undergraduate student



KU Tutoring Services

Tutoring Services offers small group and individual course-specific tutoring for a range of undergraduate courses. In 2022 – 2023, the full launch of free individual tutoring was a huge success for student engagement and success: from 135 individual appointments in the Spring 2022 pilot to 1,073 appointments in Fall 2022, **students demonstrated a clear need for this service with a 695% increase in usage**. Engagement with individual tutoring far surpassed small group tutoring, suggesting students prefer individual, free services. Greater engagement with small group tutoring may be possible once it is made free for 2023 – 2024.

Small Group Tutoring

Small group tutoring involves supporting up to five students per group for 90-minute meetings, twice per week. In 2022 – 2023, students paid a \$100 fee per group per semester (\$75 for summer) with fee waivers available for qualifying students. Tutoring Services ran 97 tutor groups, providing tutoring to 210 unique students with enough students enrolling in multiple groups to bring total placements to 242.

Student Placements by Academic Discipline, 2022-2023

	ACCT	BIOL	BSAN	CHEM	EECS	MATH	PHSX	PSYC	Total
FA 2022	7	19	0	29	2	67	12	0	136
SP 2023	6	12	1	17	2	32	17	0	87
SU 2023	0	0	0	0	0	17	1	1	19
Total	13	31	1	46	4	116	30	1	242

66

“My tutor is really great. He listens to what you’re struggling with and clearly explains at the pace you need in ways that relate to everyday life. That’s a really helpful way to teach. He’s really personable so stopping him in the middle of explaining something to ask questions doesn’t make you feel anxious.”

- KU undergraduate student

Individual Tutoring

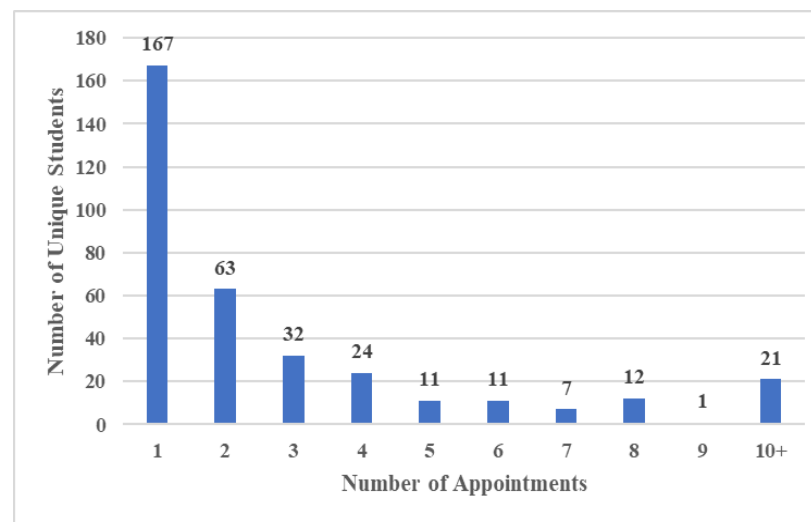
- 1,073 appointments in Fall 2022 supported 349 unique students.
- 827 appointments in Spring 2023 supported 281 unique students. Survey results indicate the service is well received with 52% of students returning for two or more sessions.

Student Feedback

- 86.9% of survey respondents rated their individual tutoring session as “Excellent” or “Very good.”
- 93.2% of survey respondents said they will use individual tutoring in the future.
- 92.8% of survey respondents said they would recommend the service to a friend or classmate.

Number of Unique Students Attending One or More

Appointments, Fall 2022 (Source: WCONLINE)



99

“I used to dread French, but now I actually look forward to it!”

-KU undergraduate student

Supplemental Instruction

The Supplemental Instruction (SI) program provides free, engaging study sessions to students in specific courses each semester. Sessions and office hours start the second week of classes and continue until the last week of classes. Students enrolled in a course with SI can attend as many sessions as offered. Sessions are led by students (SI Leaders) who have recently taken the course, received a strong grade, and received a recommendation from the faculty.

SI Leaders support students in building foundational academic behaviors, habits, and strategies that facilitate and foster student learning by:

- Engaging students in learning course/subject content.
- Modeling and suggesting appropriate study strategies to learn course/subject content.
- Empowering students to take ownership for their learning.
- Creating an inclusive and safe environment for learning.

Throughout the 2022 – 2023 academic year, **the SI program expanded its offerings to support 113% more courses and 227% more class sections than the previous academic year—providing more support than ever before.** During Fall 2022, we partnered with 21 courses with 73 sections and another 28 courses with 94 sections in Spring 2023.

Supplemental Instruction Participants vs. Non-Participants, Spring 2023

Student Type	Attended SI	Did Not Attend SI or Tutoring
Under-represented Minority (URM)	2.90	2.38
Non-URM	3.23	2.92
First-Generation	2.70	2.19
Non-First Generation	3.08	2.67
Pell Eligible	3.07	2.54
Non-Pell Eligible	3.24	2.84
Biological Sex (F/M)	2.79/3.22	2.43/2.75

“[My SI Leader] really helped me to comprehend the material in a way that made sense and allowed me to succeed.”

- KU undergraduate Student

2022 – 2023 SI Program Highlights

- SI Program boasted our **largest attendance numbers ever**, tripling the number of unique students that the program serves in one academic year.
- Demographic groups of historically underrepresented students, first-generation students, women, and Pell-eligible students who attended SI consistently throughout the semester had higher course GPAs and were less likely to receive a final course grade of DFW than their peers who did not attend SI.
- Of unique students who attended SI, 80% from Fall 2022, 76% from Spring 2023, and 88% from Summer 2023 **received a final course grade of a “B” or higher**.
- We expanded to offer new courses, including revitalizing partnerships with previously supported courses with high DFW (non-passing) rates, such as: BSAN 202, EECS 138, EECS 140, GEOL 101, MATH 002, MATH 101, PHSX 114, and PHXS 212.
- The Senior SI Leader position was piloted in Spring 2023 and was a success, allowing for more leadership development, mentorship opportunities, and peer-to-peer support and feedback for SI Leaders.

Supplemental Instruction Participation Numbers, 2022-2023

	Contact Hours	Unique Students
Fall 2022	2,672	846
Spring 2023	2,596	877
Summer 2023	39	10
Total	5,307	1,733

“Attending SI noticeably improved my academic performance by emphasizing which concepts to study.”

-KU undergraduate student



Academic Consultations

The ALC provides free appointments to undergraduate and graduate students for academic consultations with a professional staff member to receive coaching on a variety of topics including time management, test preparation/test-taking strategies, study skills, and more.

In support of Academic Success Priority 2, beginning in 2022 - 2023, academic consultations were tracked via Jayhawk GPS to ensure accurate data collection and provide support staff to easily track their referrals. During that time, ALC staff provided **56 academic consultations**, representing a 33% increase from 2021-2022.

Academic Consultations

	Fall 2022	Spring 2023
Kept Appointments	45	11
Unique Students	32	10

Workshops

ALC professional staff provide academic workshops across campus about similar academic success topics as consultations with time management being the most popular topic in 2022 – 2023. Compared with 2021 – 2022, workshop requests increased slightly with 7 workshops held for 625 attendees.



STUDENT ACCESS CENTER

The Student Access Center is a unit within the University Academic Support Centers (UASC) that supports students with disabilities by facilitating accommodations that remove barriers to academic success. The SAC is staffed by six full-time staff members who carry student caseloads: one Associate Director, one Assistant Director, and four access specialists. We have a full-time testing coordinator who manages our SAC Testing Center, a full-time alternative print coordinator, and an administrative associate to support our unit. We have two new vacant access specialist positions to fill.

SAC Student Achievements

- Two of our students earned undergraduate research awards, and a grad student was a top poster at the Capitol Graduate Research Summit.
- SAC students achieved the following impressive distinctions: Truman Scholarship finalist, Beinecke Scholarship Finalist, Newman Civic Fellow, and US Dept of State Critical Language Scholarship Program.

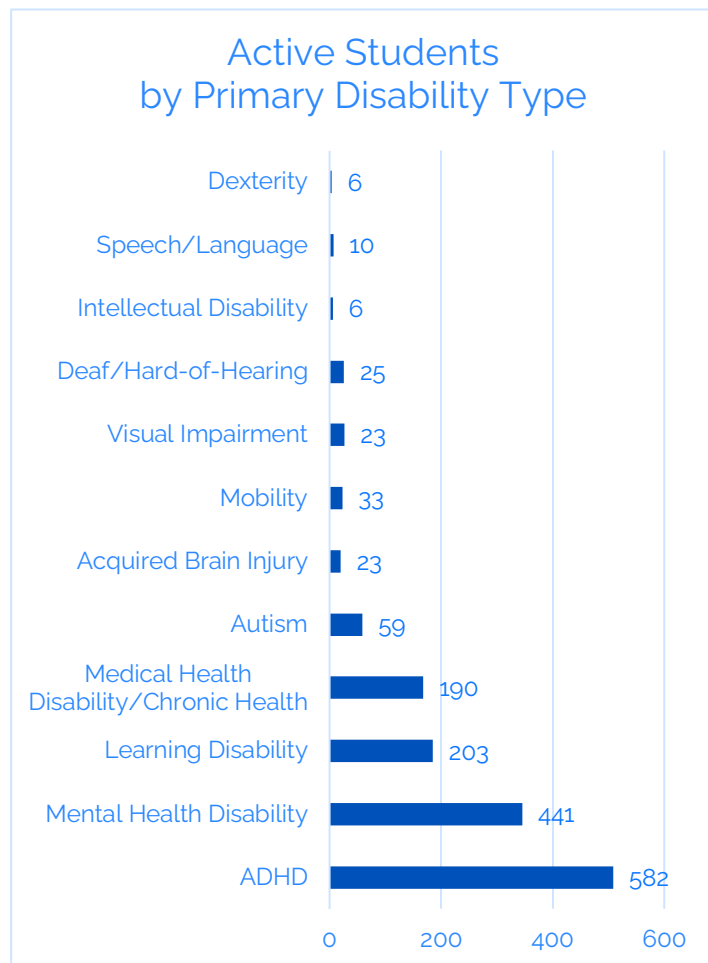
Staff Highlights

- The Student Access Center welcomed one new access specialist toward the end of the 2022-23 academic year. We currently have two new access specialist positions posted which will help lower the caseload sizes of the Access Center staff.
- In support of Academic Success Priority 2, the Student Access Center partnered with Success Initiatives team to allow students with disabilities the ability to schedule follow-up appointment and academic coaching appointments through Jayhawk GPS and the Navigate app. All existing Access students can now connect with their Access Specialist, making it easier for students to schedule with the Center.
- Sarah Wilson Merriman was again invited to serve on the Campus Council for Diversity, Equity, Inclusion and Belonging, an advisory council for the Vice Provost for DEIB. Sarah brings a powerful voice on the inclusion of individuals with disabilities into campus conversations about diversity.
- Over the summer, the Student Access Center collaborated with the ADA Resource Center on Equity and Accessibility to develop an on-line training module for new faculty and graduate teaching assistants. This training should be live in the My Talent portal in early spring 2024.

SAC By-the-Numbers

There are 1,601 students registered with the SAC, broken down by disability type in the graph below.

Active Registered Students by Primary Disability



Appointments

All new students complete an intake, which is an hour-long appointment with the access specialist who reviews disability documentation with the student and engages in the interactive process to determine eligible accommodations. Other appointment types include follow up appointments, general questions about the process, time to discuss explicit accommodations (flexible attendance, etc.), and coaching appointments.

SAC staff conducted a total of **3,129 student appointments during AY 2022-23, a 23% increase from last year.** The number of in-person meetings doubled from last year; however, some students continue to choose virtual appointments due to concerns surrounding COVID, while others felt virtual meetings were more convenient.

Increased focus on prospective student appointments

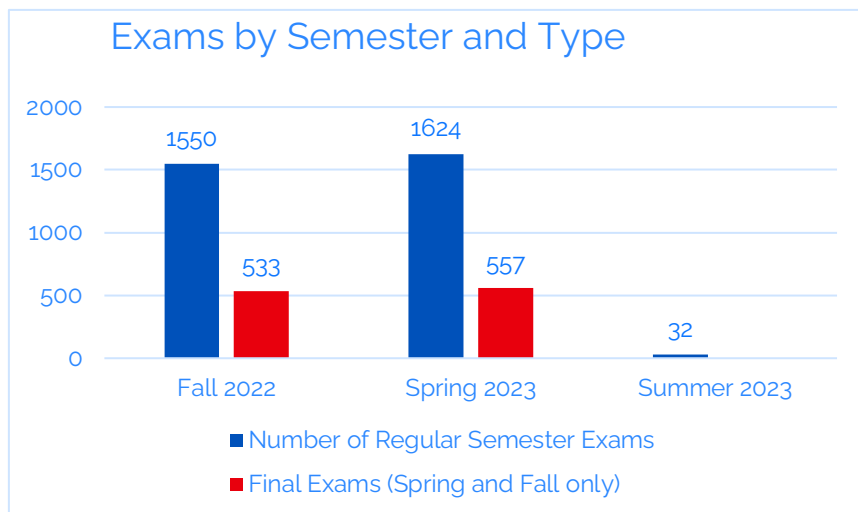
In support of Academic Success Priority 1, the SAC collaborated more closely with the office of Admissions to track the increasing numbers of prospective students with disabilities appointments. Visits with university disability services offices can have a significant impact on a disabled student's college choice.

AY23 = 124 visits with prospective students with disabilities, with 84 appointments during the spring 2023 semester alone.

Next year, we will be using Slate to identify students interested in disability accommodations to communicate earlier and more frequently to ensure students are aware of the services the SAC provides.

SAC Testing Center

The Student Access Center has a Testing Center in Strong Hall. Faculty can send students to our Testing Center to take exams with accommodations if they choose not to provide the testing accommodations directly.

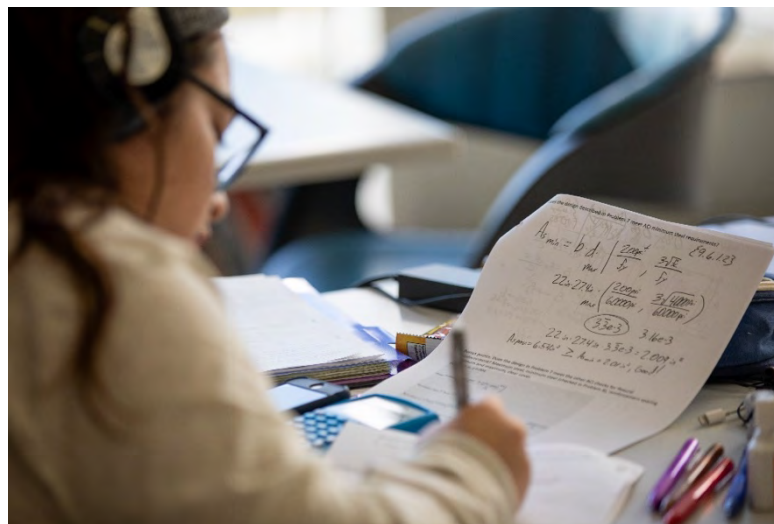


The SAC Testing Center gave a total of 4,296 exams for faculty during the 2022-2023 academic year, representing a 35% increase from last year.

The Testing Center only has 15 seats for students to take exams. As the number of exams increased, our Testing Coordinator had to reserve an additional 88 classrooms across campus to give exams last year.

Improvements in Late Exam Requests

Late exam requests cause a significant administrative burden on the Testing Center staff, and a goal last year was to reduce the number of late exam requests in Access Online, our Disability Accommodations Management system. Through additional outreach by Access Specialists, and targeted communications, we have reduced the number of late exam requests from 32% in the 2021-2022 academic year to 18% during the 2022-2023 academic year. While there is still room for improvement, the 14% drop exceeded our goal of a 12% reduction in late exam requests.



Accessible Print

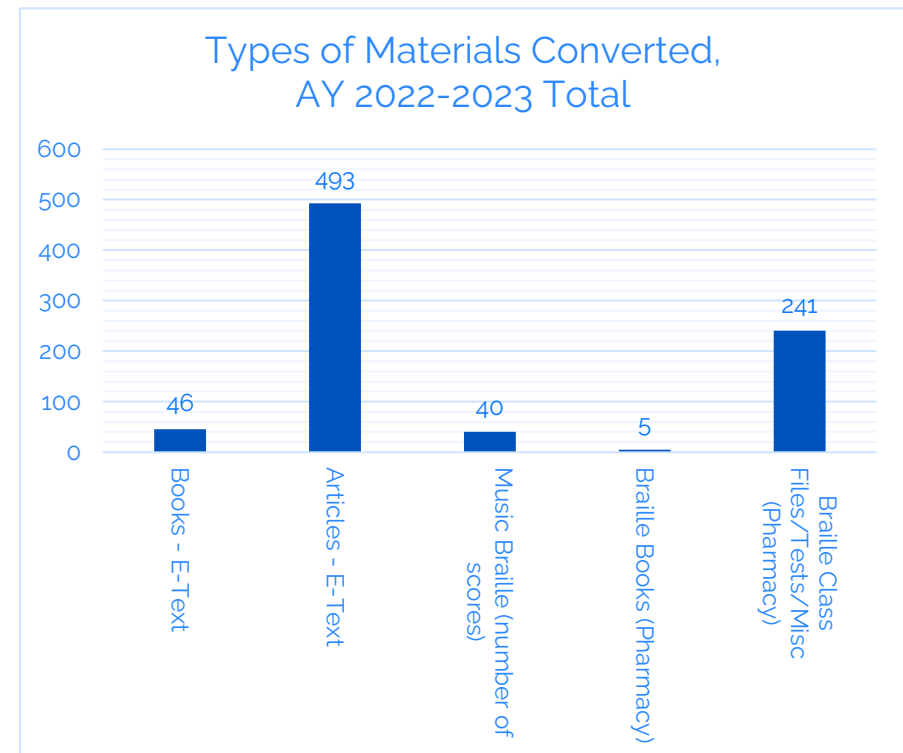
Accessible print accommodations involve providing print materials in a format readable by a computer or refreshable Braille display or converting them into large text or Braille. All these items are referred to as electronic text (e-text) except for hard-copy Braille and tactile graphic materials. Accessible print can also include providing electronic copies of textbooks for students with mobility or dexterity disabilities, so they do not have to manipulate or carry physical materials.

Accessible print can include textbooks, journal articles, class PowerPoint presentations, music scores, or any other visual material required for a class. This accommodation is needed for a variety of reasons, but the most common are visual impairment (low-vision or blindness) and learning disability involving reading (for example, dyslexia).

Accessible print for books is acquired by the Student Access Center's Accessible Print Coordinator from a variety of sources, and a team of editors then make that file fully accessible either by passing it along to a vendor for conversion to Braille or by converting to e-text in-house.

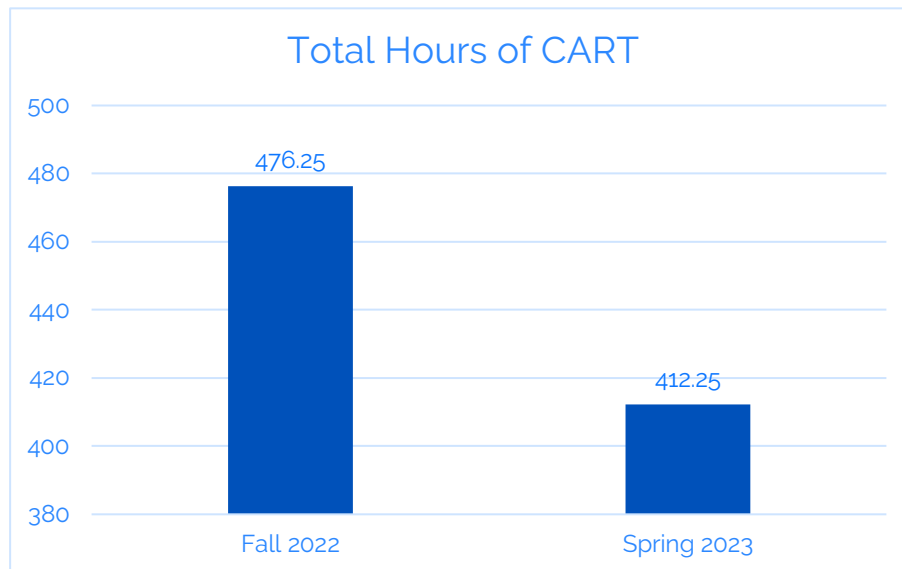
In academic year 2022-23, the editing team converted 15,383 pages of books, articles, and other course materials to e-text in-house.

Types of Materials Converted to Accessible Print



Deaf and Hard-of-Hearing Services

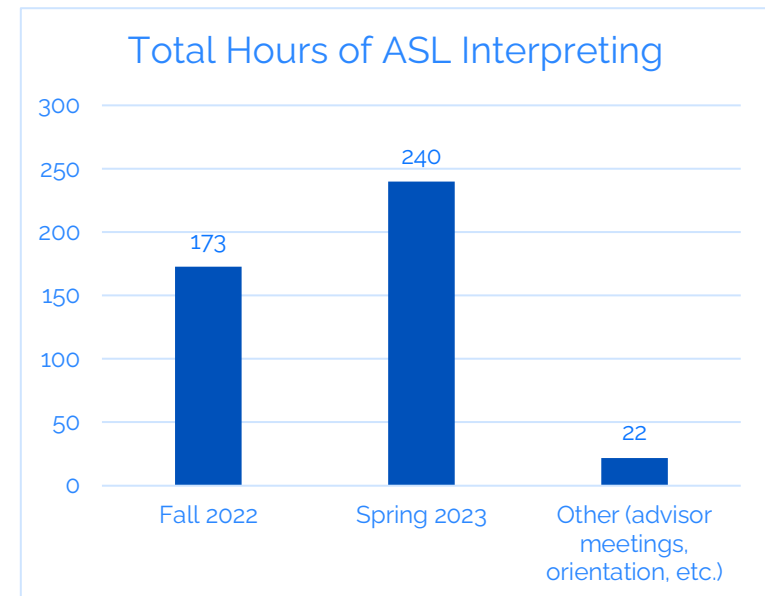
While the population of students who are deaf and hard-of-hearing has decreased over the last few years, the Student Access Center coordinates curricular and co-curricular communication access for students with hearing impairments. We continue to provide both Communication Access Realtime Translation (CART) and sign-language interpreting. We had a 15% drop in the number of hours students used CART.



Interpreting Services

The Student Access Center has three students currently using American Sign Language interpreting in classes. Of the three, only one is a full-time student.

Figure 5: Total Hours of Interpreting



Priority 1: Personalize the new student experience and establish foundational campus knowledge for all incoming students.

- The Student Access Center conducted 124 appointments with prospective students and their families.
- The Academic Learning Center and Writing Center hosted tables at all 2022 Freshman Orientation Opportunities Fairs, provided workshops for all 200 incoming OPTIONS students, and facilitated informational class visits and introductory writing workshops to First Year Seminar classes.
- The Writing Center collaborated with Graduate Studies to start developing online Canvas modules and hybrid workshops for new graduate students to support their transition to graduate study.

Priority 2: Coordinate academic support programs and technologies to promote an integrated student services model.

- Academic consultations, SI sessions, and multiple graduate services in the Writing Center were tracked via Jayhawk GPS to ensure accurate data collection and provide support staff to easily track their referrals.
- The Academic Learning Center saw a 33% increase in academic consultations and a three-fold student usage of Supplemental Instruction from the previous year.
- The Student Access Center began using Jayhawk GPS for follow-up appointments and academic coaching appointments in January 2023.
- Of the 3,129 student appointments last year, 736 coaching appointments were scheduled via Jayhawk GPS between January 2023 and July 2023.

Priority 3: Foster student sense of belonging through coordinated peer and community-based support programs.

- The Academic Learning Center launched individual tutoring as a full peer support service with support for 49 courses, a 717% increase in courses supported from the spring 2022 pilot to mirror student demand.
- In addition to connecting students through their peer-to-peer services, the Academic Learning Center and Writer Center presented at OPTIONS for 20 incoming first-year students regarding services, college studying and writing skills, and time management.
- The Academic Learning Center and Writing Center held Hawk Week, SophoMORE September, and other tabling events to increase awareness of services.
- The Writing Center continued to make community-building one of the core functions of its graduate programming, including writing groups, write-ins, and thesis/dissertation accelerators. The KU Writing Center offered 27 Accountability Writing Groups for 207 graduate student writers, representing a 38% increase from the previous year. Graduate writing coaching appointments grew by 29% from the previous year, supporting 54 unique students.

Priority 4: Enhance support and clarity for students' major selection, career direction, and pathways to degree completion.

- The Writing Center held faculty and job market panels at the thesis/dissertation accelerators, discussing academic and alternative career options, and worked with students on graduate school applications and job materials through consultations and workshops.

Priority 5: Support the mental, physical, and financial well-being of students through personalized referrals and collaborative programming.

- The Writing Center collaborated with CAPS to offer a training on setting boundaries for writing consultants and office assistants and to provide materials regarding CAPS and other resources to students.
- The SAC provided 3,129 student appointments during AY 2022 – 2023, a 23% increase from last year.

Priority 6: Proactively connect students with career and experiential learning through curricular and co-curricular activities throughout their academic career.

- The Academic Learning Center and Writing Center provided job opportunities and on-going, responsive professional development for student employees through multiple positions.

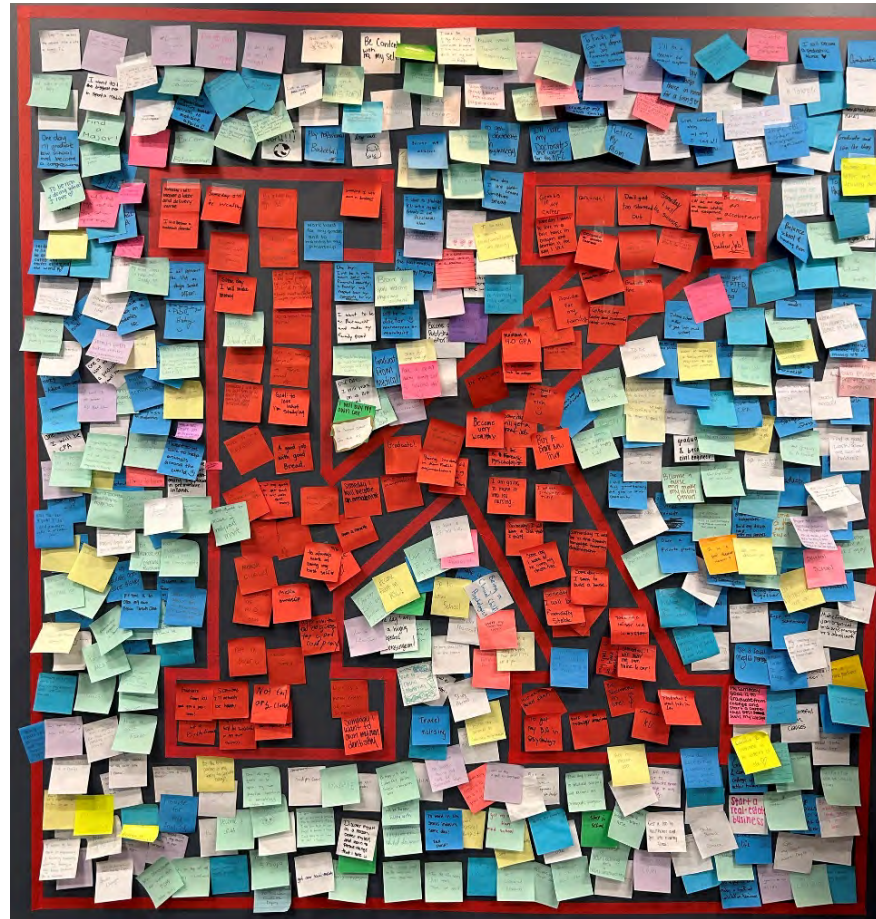
Priority 7: Expand opportunities for Academic Success development, growth, and recognition with a focus on fostering a collaborative, student-centered, and equity-minded culture.

- The Academic Learning Center and Writing Center incorporated the Common Book, *Disability Visibility*, into development group discussions and offered expanded staff trainings, including trainings on accessibility and disability, multilingual writers, empathetic listening, non-traditional students, virtual learning, CAPS, and the Student Access Center.

ACADEMIC PROGRAMS & EXPERIENTIAL LEARNING



Academic Programs & Experiential Learning (APEL) supports the intellectual engagement and pursuit of learning through courses, resources, and programs that enable students to pursue their potential, navigate the university, establish connections, and maximize experiential learning opportunities so students can fully embrace their educational endeavors and prepare for a meaningful career and life.



IMPACT METRICS

1,729

Students enrolled in
UNIV, career courses,
and first-year seminars

1,013

Students completing
experiential learning
certificates

98.4%

Students in UNIV 101*
fall program continued
on to the second
semester

6,051

Unique views of
Jayhawk Ready video
content

*enhanced support sections



SIGNATURE PROGRAMS

- UNIV 105: Jayhawk Success Seminar, a one-credit hour academic recovery course, launched in Spring 2023. This class allows students to reflect on their current academic skills and practices and implement new strategies and habits that will help them achieve their goals.
- APEL led an all-day training event for first-year seminar instructors and faculty from the College of Liberal Arts and Sciences. The event features presenters and discussions surrounding high impact practices, active and experiential learning, and campus collaboration.
- A full-time first-year course instructor and coach was hired to teach specialized sections of UNIV 101 that are dedicated to students enrolling in KU with a GPA under 3.25. This person serves a member of the student success team and works to connect students to resources.
- APEL provided support to the University Core Curriculum Committee (UCCC) as they crafted a plan to align the KU Core Curriculum with the statewide general education framework.



STRATEGIC PRIORITIES

Priority #1 Personalize the new student experience and establish foundational campus knowledge for all incoming students.

Expand and enhance first-year courses (e.g., UNIV, Learning Communities, First-Year Seminars), including a focus on conditional admit students.

- **Enrollment in UNIV 101 by student population**
 - 26.05% Pell Eligible students
 - 37.4% Underrepresented minority groups (URM)
- **Specific student learning outcomes for student supports and services on campus integrated into first-year courses.**

The following learning outcomes were included in UNIV 101 and/or First-Year Seminar:

- Investigate experiential learning and co-curricular activities.
 - 96% of UNIV survey respondents said UNIV 101 was “helpful” or “very helpful” in finding out about experiential learning opportunities at KU (research, internships, service learning, or study abroad).
- Identify available academic, student services, and wellbeing resources available that will ease your transition and help you reach your goals.
 - 98% of UNIV 101 survey respondents said UNIV was “helpful” or “very helpful” in identifying academic support services.
- Interact and develop connections with peers, faculty, and staff with common interests and goals to support and encourage you and connect you to the KU experiences.

Priority #2 Coordinate academic support programs and technologies to promote an integrated student services model.

Empower students to utilize the resources, services, people, courses, and experiences available to them at KU.

- Track resource utilization of students in the Enhanced Academic Skills (EAS) sections of UNIV 101 through Jayhawk GPS.

Priority #3 Foster student sense of belonging through coordinated peer and community-based support programs.

Foster inclusive and supportive communities for students to explore, learn, and grow personally, professionally, and academically.

- Sense of belonging survey question in First-Year Courses compared to KU NSSE data.
 - 89% of UNIV 101 survey respondents “agreed” or “strongly agreed” they feel comfortable being themselves at KU, which was statistically significant when compared to first-year students who responded to the 2021 NSSE survey.

Priority #5 Support the mental, physical, and financial well-being of students through personalized referrals and collaborative programming.

- Specific student learning outcomes for student supports and services on campus integrated into all courses.
- The following learning outcomes were included in UNIV 101 and/or First-Year Seminar:
 - Examine your personal relationship with money, create a realistic budget, and understand financial aid and the costs of college.
 - Identify available academic, student services, and wellbeing resources available that will ease your transition and help you reach your goals.
- 100% of UNIV 101 survey respondents reported UNIV 101 was “helpful” or “very helpful” in creating academic, personal, and wellness goals.

Priority #6 Proactively connect students with career and experiential learning through curricular and co-curricular activities throughout their academic career.

- EPSY 310 students from Spring 2023 noted statistically significant growth in expressing strengths, describing how their interests and values align with career goals, and identifying skills that are important to employers between the start and end of the semester.
- UNIV 120 students demonstrated a statistically significant increase in their interest in completing an internship or service-learning project and working part-time between the start and end of the semester.
- LA&S 172 from Fall 2022 and Spring 2023 students showed a statistically significant increase in their confidence with building a professional network, interviewing, differentiating between medical environments, and recognizing the skills and responsibilities required of health care professionals between the start and end of the semester.

Integrate experiential learning into all Academic Success coordinated courses while ensuring courses are mapped to institutional learning outcomes.

- Pre and/or Post-course survey connected to student learning outcomes.
- 2.87 of 3.0 average APEL instructor rating on the teaching evaluation metric, “The instructor used approaches that encouraged me to participate in class activities (in person or online)”



“We had so many amazing guest speakers that were able to come in and talk to us through the semester and I learned a lot from them! It really widened my view on the healthcare field and the different jobs that are available.”

- LA&S 172 student

CENTER FOR SERVICE LEARNING



“The program is not only a fulfilling experience to have, but also helps you to understand further in-depth about social issues.”

- UNIV 492 student

WHAT WE OFFER

UNIV 492 & 299

The CSL offered UNIV 492: Special Projects in the Community twice during this academic year—once over the Winter Break, once over spring break, and once at the beginning of the summer holiday.

Service-Learning Certificates

Students can earn a service-learning certificate by completing service-learning classes, engaging in volunteer work, and reflecting on service-learning experiences.

Service-Learning Designated Courses

The CSL oversees designation of service-learning courses that provide opportunities for students to volunteer and serve our greater community as part of their educational experience.

Community Service Access

The CSL provides opportunities and resources that supports student access and participation in community service opportunities, including through the Student Community Action Corps and the Community Service Capacity programs.

Student Service Organization Support

The CSL advises five student organizations that provide community service opportunities for students including Alternative Break, Center for Community Outreach, Heal KU, LEAD UP, and Student United Way.

Center for Service-Learning Awards

CSL provides five annual awards that recognize KU faculty, staff, students, and community partners who are doing important work in service-learning and community

GOALS & METRICS

Priority 1: Proactively connect students with career and experiential learning through curricular and co-curricular activities throughout their academic career.

- Broker and maintain strong reciprocal community partnerships and multidisciplinary campus collaborations to address issues of community and societal importance, including for local, state, national, and global impact.
- Facilitate and promote community-engagement that fosters engaged scholarship, provides rich learning opportunities, and is of value to community and campus partners.
- Foster opportunities to enhance student learning and application through service-learning experiences, with communities both domestic and international.
- Promote a campus community that fosters civic and social responsibility through both ethical service and an appreciation for diverse populations and communities.
- Develop, evaluate, and promote innovative approaches that advance service-learning, civic engagement, and community-engaged scholarship through meaningful reciprocal relationships with communities and faculty, staff, and students.

2,899

Direct Student
Interactions

174

Service-Learning
Designated Course
Sections

59

Service-Learning
Certificates Awarded

2,272

Students Enrolled in
CSL Designated
Service-Learning

“[I most enjoyed in this course] learning more about local community service opportunities and feeling like it's a lot easier to get involved and help build community bonds.”

- UNIV 492 student



INITIATIVES AND PROGRAMS



Student Interaction

- The CSL directly interacted with 2,899 students with face-to-face contact including through student organization engagement, class visits, curricular supports, tabling events, or community service program support.
- Technical assistance and advisement in community service was provided to support 330 students involved across the five student organizations advised by the CSL.

Website and Digital Outreach

- 28,287 views on the website in the past academic year.
- 12,284 website visitors, an increase from last year.
- Accessed by individuals in all 50 states, the District of Columbia, and 127 countries.

“I really enjoyed the collaborative aspect of my job, and getting to work with other students on causes that help the community.

- UNIV 492 student

Community Service Capacity Program

- The Community Service Capacity Program helps KU students address barriers and challenges to service participation and engagement. Students who experienced barriers (e.g., transportation, childcare) or hardships (e.g., finances to purchase service project materials, missed days of work for service) in fully participating in service-learning activities are eligible for the Student Community Service Capacity Program through the Center for Service Learning.
- There were seven students served in the program on this year.

CSL Student Community Action Corps Program

- The CSL Student Community Action Corps program supports the engagement of KU students with community non-profit organizations or community-engaged efforts. The CSL student workers who are employed through the program are often eligible for work study and/or as an AmeriCorps service member. Through the program, the CSL provides training and technical support to students who are placed with community partner organizations and/or programs. There were six students who collectively contributed nearly 1,000 hours to community efforts with partner programs through the Student Community Action Corps program.

Service-Learning Certificates

- 59 Center for Service-Learning Certificates awarded in the 2022-23 academic year.



“While I've always loved the idea of helping people, this course and the opportunity provided by Alternative Breaks, helped educate me in a way that I can truly serve in a sustainable and ethical way.”

- UNIV 492 student

Community and Campus Partnerships

- The Center for Service Learning participated with campus partners across the KU-Lawrence, KU Medical Center and KU Edwards campuses to advance community and civic engagement.
- 38 collaborators participating in the Community Engagement Consortium and 29 campus partners involved in either the service learning and civic engagement ambassador programs.

" I enjoyed most [about the Summit] being able to participate with a community of experts whose research, and experiences were grounded in real world application."

- Summit participant

KU Summit on Community-Engaged Learning and Scholarship

- The Center for Service Learning hosted the third annual KU Summit on Community-Engaged Learning and Scholarship. A total of 92 individuals across campuses and including community members participated in this half-day virtual event.



The CSL supports the Community Engagement Tool Box as an online resource for students and other key stakeholders who want to address social change (<https://servicelearning.ctb.ku.edu>).

- The Community Engagement Tool Box was aligned with the KU DEIB Toolbox this year.
- The Tool Box was recognized as one of KU's most visited websites in the KU.edu domain.



Civic Engagement

- The University of Kansas along with the Dole Institute of Politics assists in coordinating the ALL IN Democracy Challenge for KU. The University of Kansas was recognized on the list of ALL IN's Most Engaged Campuses for College Student Voting.

PRIORITIES AND OBJECTIVES

Healthy and Vibrant Communities

Objective 1: Strengthening Service to Local and Global Communities

Proactively connect students with career and experiential learning through curricular and co-curricular activities throughout their academic career.

- Establish and promote a campus-wide definition of experiential learning to increase awareness of opportunities and resources available to expand offerings (e.g., Community Engagement Consortium, Research-Intensive Course Mini-Grants).
- Reduce barriers to participation for first-generation, Pell-eligible, and students of color in career and experiential learning activities (e.g., Rising Scholars, Emerging Scholars).

Foster student sense of belonging through coordinated peer and community-based support programs.

- Implement a coordinated strategy to improve student awareness of and engagement with academic support programming designed for incoming first-generation, Pell-eligible, and students of color.



“[I enjoyed most from the Summit was] learning about what other areas of campus are doing to engage students in voting.”

- Summit participant

OUTCOMES AND METRICS

Students will complete one or more courses at KU that includes a community-based (i.e., service learning) project.

- 2,272 students engaged in 174 CSL designated service-learning class sections in the 2022-2023 academic year (SIS).
- 48% of first-year students and 53% of senior students reported completing a course with service-learning (NSSE 2018)

Data Source:

- Number of students engaged in service-learning courses
- NSSE Question: About how many of your courses at this institution have included a community-based project (service learning)?

Students will participate in an experience that addresses a social issue or community need.

- Number of students reporting completing service through volunteer.ku.edu, service-learning certificate designated courses, CSL student engagements.
- Number of hours service hours completed by students.

Data Source:

- Volunteer.ku.edu; EL Cert, Service-Learning Designated Courses (Registrar)

Students will demonstrate civic engagement participation.

- Voter registration among KU students was 65% in 2014, 77% in 2016 and then 79% in 2018 and 87% in 2020. It also showed overall voter turnout among KU students was 21% in 2014, 51% in 2016, then 45% in 2018 and 71% in 2020, for which KU was recognized.

Data Source:

- National Study of Learning, Voting, and Engagement (NSLVE)

Students will be able to demonstrate the use of at least one principle of ethical service after completing the Service 101 module and/or the Certificate in Service Learning.

- Identification of at least one principle of ethical service from the Service 101 module.

Data Source:

- Service 101 Canvas Module Exam, Certificate for Service Learning application

CENTER FOR UNDERGRADUATE RESEARCH

“My experience in research, the network of people, and the resources I've been able to access through the Emerging Scholars Program continue to help propel me toward the completion of my academic and career goals.”

- Emerging Scholar participant



SIGNATURE PROGRAMS

- Supporting first- and second-year students in paid research positions across the university through Emerging Scholars.
- Expanding Emerging Scholars through grant funds and donations to allow support of some students in their 3rd and 4th years.
- Offering student research showcases and symposia at the end of each semester, with a variety of presentation media, with 100s of students participating each year, with in-class and out of class research.
- Dispensing 75-80 undergraduate research awards each year to support undergraduate research.

281

UG Symposium
Presentations

19

Research-Intensive
UG Courses

32+15

1st Year Emerging
Scholars + 2nd Year
Emerging Scholars

73

UG Research Award
Awardees

Priority #6 Proactively connect students with career and experiential learning through curricular and co-curricular activities throughout their academic career.

Students will understand that research is for everyone, no matter their major.

- Fall 2022: 27 students attended the Getting Started (with Research) Panel Discussion; Spring 2023: 13 students attended.
- 14 students attended 1:1 Getting Started appointments.
- Tabled at New Student Orientations in Summer 2023 and had 59 students sign up for Newsletter.

Students will understand what research looks like in their discipline.

- 5 students accepted to present at Kansas Undergraduate Research Day at the Capital in Topeka, KS.
- 295 students registered for the Fall 2022 Undergraduate Research Showcase.
- 29 participants in the Summer Undergraduate Research Poster Session.
 - 11 participants from the Haskell Environmental Research Studies Program (HERS)



“[Doing research is] completely worth it. It may seem intimidating at first, but as long as you and your mentor set reasonable goals and work to achieve those goals in a systematic and timely manner, it's not too rough at all. It also provides you with great material for when you're looking to apply to graduate programs, so that's a plus.”

- KU Undergraduate Research student

“

“Beyond career preparation, Emerging Scholars was the first group at KU where I truly felt like I fit in and found my place. Whenever I encounter incoming high school seniors attending KU, I always encourage them to apply to the Emerging Scholars program as I truly believe this program changed the trajectory of my time at KU.”

- KU Emerging Scholar



OFFICE OF FELLOWSHIPS

“The Harvard Summer Venture in Management Program that I learned about through the Office of Fellowships has not only provided me with invaluable knowledge and skills, but it has also given me a network of talented individuals and a sense of belonging within the Harvard community. I am grateful for this opportunity, and I am excited to take what I have learned and apply it to my future endeavors.”

- KU junior, business: information systems
2023 Harvard Summer Venture in Management Program participant



ACHIEVEMENTS

- **One Marshall Scholarship finalist**
Mary Severt, chemical engineering
- **One Goldwater Scholarship Award winner**
Kate Wienke, physics
- **One Astronaut Scholarship Award winner**
Audrey Rips-Goodwin, chemistry & mathematics
- **One Newman Civic Fellow**
Cherin Russell, English
- **One Harvard Summer Venture in Management Program participant**
Tae Frazier, business – information systems
- **One DAAD Scholarship winner**
Rachell Orce, global & international studies & political science
- **One Critical Language Scholarship winner**
Rachell Orce, global & international studies & political science

232

Individual student appointments

43

Nominated student applications

97

Rising Scholar event attendees

240%

Increase in Rising Scholar event participation from AY 21-22

420

Presentation/event participants

”

“While I'm lucky to be a part of an amazing Physics and Astronomy department that has supported and celebrated my work throughout my time at KU, it really wasn't until after winning the Goldwater that I experienced that same recognition outside of my department. I have professionals from a range of fields still congratulating me six months after the news was announced. It has been incredibly rewarding and only motivates me to work harder.”

– KU senior, physics & 2023 Goldwater Scholar



STRATEGIC PRIORITIES



Strategic Priority #6 Proactively connect students with career and experiential learning through curricular and co-curricular activities throughout their academic career.

- 131 engagements with Rising Scholars who gained knowledge and access to fellowship, scholarship, and experiential learning opportunities.
- Held one-on-one appointments with 232 students and assisted 43 students with applications for national and international fellowship, scholarship, and experiential learning opportunities.

“Being part of the Astronaut Scholarship Foundation (ASF) is being a part of a community of passionate and driven peers who support you in your endeavors. The Foundation largely focuses on professional development through mentorship and building connections. I left the ASF Innovator’s Week with newfound inspiration and curiosity, confidence in myself as a researcher, and wonderful new friends.”

- KU junior, chemistry & mathematics
2023 Astronaut Scholar

UNIVERSITY CAREER CENTER



“My coach believed in me throughout this whole process, especially at crucial times when I wanted to give up. I am overjoyed to share that I just accepted my dream job.”

- KU senior



“Mocktober Fest was the best experience I’ve had since coming to KU – it made me more confident about networking and interviewing, thank you so much!”

- KU sophomore

For the 2022-2023 year, UCC staff focused on creating new or refreshing old programs to engage students, faculty, and alumni in career readiness initiatives to extend the benefits of career coaching services to students.

2,169

Career coaching appointments

99%

Students would return for another career coaching appointment

7,380

Students signed up for a Hawk Hustle newsletter

44,638

Unique job and internship opportunities posted in HireJayhawks!

2,169 students scheduled career coaching appointments.

- In post-coaching surveys, confidence increased by 1.5 points (1-5 scale). The most common words students used to describe how they felt were **relieved**, **motivated**, and **prepared**.
- 99% of students would recommend this service to someone else (per career coaching evaluations).

3,695 KU students participated in new career readiness programming and workshops.

- Mocktober Fest and Crush the Interview engaged 350 students and 170 alumni in mock interview experiences.
- 98% would recommend a friend to participate.
- 2,225 students participated in new or revamped career readiness workshops; overall, students reported a 1-point increase in confidence in their preparedness with the topic.

7,380 students signed up to receive at least one of the six thematic Hawk Hustle Newsletters written by career coaches, giving career advice and providing jobs, internships, and campus engagement ideas.

- 41% consistent open rate (“good” is considered anything between 25-35%), these newsletters are reaching over 3,000 students throughout the year.
- 70% - workshops were in-person (30% offered virtually)
- 80% of workshop requests came from faculty

STUDENT CONNECTIONS

UCC Staff supported seven career fairs that connect students to internship, volunteer, and full-time job opportunities. Most career fairs saw increased student attendance except for Education events.

2022-2023 Event Attendance

	# students (+/- from last year)	# employers (+/- from last year)
Part Time Job & Volunteer Fair	1256 (+20%)	124 (+52%)
Education Career Fair	91 (-51%)	70 (-41%)
Science Career Fair	135 (+48%)	20 (0%)
Internship Fair	605 (+112%)	55 (-4%)
Career & Internship Expo	728 (+54%)	147 (-2%)
Architecture Fair	285 (+6%)	100 (+10%)
Education Interview Day	79 (-36%)	72 (+14)
Health Careers Expo (new)	86 (+15%)	53 (+26%)

3,287

KU students attended
UCC Career Fairs

670

Employers attended a
UCC Career Fair

STRATEGIC PRIORITIES



Priority #2 Coordinate academic support programs and technologies to promote an integrated student service model.

- University Career Center and Success Initiatives collaborated to integrate HireJayhawks case notes from career coaching appointments into Jayhawk GPS.



Priority #3 Foster student sense of belonging through coordinated peer and community-based support programs.

- UCC staff collaborated with campus service units and student organizations to develop career programming to connect students with alumni and working professionals.
- The International Consult project returned for the 4th year, engaging 24 students from KU and a partnering University in Germany in a week-long problem-based consulting project for the Lawrence Chamber of Commerce.

Priority #4 Enhance support and clarity for students' major selection, career direction, and pathways to degree completion.

- 1,435 new student users signed up for Pathway U account, a self-directed career assessment tool that integrates career information for KU majors.

Priority #6 Proactively connect students with career and experiential learning through curricular and co-curricular activities throughout their academic career.

- UCC staff collaborated with faculty and campus student organizations to integrate career content through workshops and assignments.
- The UCC led 96 workshops by request from faculty and student organization leaders (70 from faculty, 16 from student organizations).
- 23 faculty assigned a UCC coaching appointment, resource, event, or program as an assignment or extra credit, impacting 1,028 students.

STUDENT RETENTION WORK

The UCC staff embarked on the third year of implementing intentional efforts focused on increasing outreach to first generation, underrepresented minority, and low-income students. Compared with the overall KU student population, analysis of disaggregated data of coaching appointments and career fair attendance by race/ethnicity reveals the race/ethnicity of students visiting the career center for student appointments is proportionate to KU student population; all categories are higher than the KU student population (compared to 4/7 the previous year). This is the first year we have disaggregated attendance, providing a benchmark for future years.

Race/Ethnicity of students in UCC appointments and events, compared to total KU student population

	UCC Coaching appointments AY 23, AY 22 (a)(b)	UCC Event Participants (c) AY 23	KU Students(d)
American Indian or Alaska Native	1.7%, 0.6%	.4%	.5%
Asian	7.7%, 5.1%	8.1%	6.2%
Black or African American	4.8%, 4.4%	4.4%	4.3%
Hispanic or Latino	9.6%, 8.5%	11.1%	8.8%
International	10.7%, 7.0%	9.2%	6.8%
Two or more races	6%, 5.2%	5.4%	5.1%
Unspecified	1.1%, 0.8%	.7%	1.9%
White	59.9%, 68.3%	60.8%	66.4%

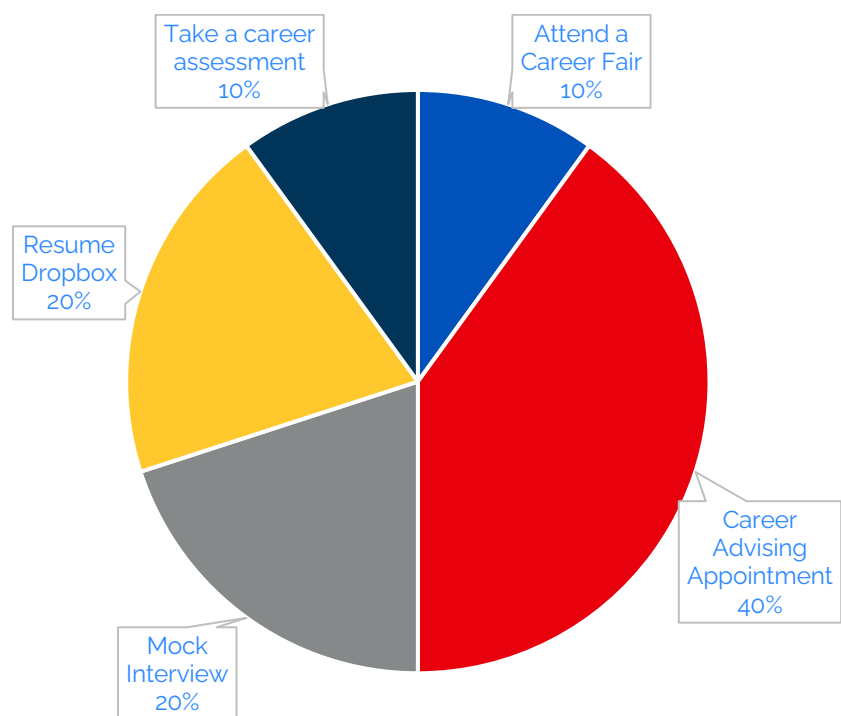
(a) KU University Career Center, Coaching Analytics 2022-2023, (b) 2021-2022

(c) KU University Career Center, Career Fair Kiosk student check-in, 2022-2023, *AY 23 is the first year we have analyzed demographic data of students attending UCC career fairs.

(d) KU Analytics and Institutional Research, Enrollment Dashboard, Fall 2022

CAMPUS PARTNERSHIPS

Embedded Career Readiness Assignments, 2022-2023



Faculty Engagement

- In total, 103 faculty engaged University Career Center services, resources, and events to embed career readiness content into their curriculum, reaching 3,253 students. See Chart, “Embedded Career Readiness assignments, 2022-2023”
- Of the 103, 23 faculty assigned a UCC coaching appointment, resource, event, or program as an assignment or for extra credit, impacting 1,028 students. Seventy faculty invited UCC staff to collaborate on a workshop or presentation in their classroom.

Alumni Engagement

- In partnership with the KU Alumni Association, 175 Alumni participated in UCC educational programming and mock interview events, reaching 1,490 students.
- UCC Career Advising staff guided 1,032 KU students on how to use the Jayhawk Career Network’s flash mentoring tool, KU Mentoring +, to connect with KU alumni.

JAYHAWK BLUEPRINT



High school students who participate in Jayhawk Blueprint gain experience with college-level work and earn transferrable course credits at a discounted rate.



OUR PROGRAM

Jayhawk Blueprint is a partnership between the University of Kansas and the Lawrence Public Schools to offer college courses at a discounted rate in the high schools where college and high school credit is earned simultaneously.

Course Enrollment

	Free State High School	Lawrence High School	Total Enrollment
BIOL 100/102*	25	21	46
COMS 130	48	31	79
ENGL 101	70	74	144
ENGL 102	32	34	66
HIST 128	19	26	45
HIST 129	14	23	37
MATH 101*	105	72	177

314

Students, Fall '22

303

Students, Spring '23

7

Course Offerings

7

Faculty Liaisons

*Metrics include students in MATH 101 & BIOL 100/102, year-long courses

PRIORITIES & OBJECTIVES

Student Success

Objective #1: Increase the number of students through pipeline to completion.

- Maintained formalized Memorandum of Understanding (MOU) with USD 497 high schools, Lawrence High School and Free State High School, to offer concurrent enrollment courses; partnership resulted in 7 course offerings with student participation of 314 in fall 2022 and 303 in spring 2023.
- Maintained formalized partnerships with 6 internal academic departments, resulting in consistent enrollment processes as well as training and guidance from 8 KU faculty liaisons for 18 high school teachers teaching a total of 30 course sections with a total credit enrollment of 1866 across all courses.
- Provided 100% tuition assistance: 18 students in fall 2022, 6 in spring 2023.
- Provided 50% tuition assistance: 3 students in fall 2022, 1 in spring 2023.



PRIORITIES & OBJECTIVES

Healthy and Vibrant Communities

Objective #1: Strengthen Service to Local and Global Communities

- Utilized collaborative Teams space to share resources among USD 497 and KU constituents for easy access to joint student data, procedures, handouts, etc., for improved communications and efficiency.
- Beginning September 2022, held monthly meetings with USD 497 and KU constituents via Zoom to increase and maintain direct communication and collaboratively resolve programmatic challenges.

Objective #2: Improve Diversity, Equity, Inclusion and Belonging.

- Collaborated with USD 497 instructors and administrators to ensure academic accommodation requests are appropriately addressed to promote academic success.
- Partnered with KU's Student Access Center to develop and deliver communication to USD 497 contacts, students, and parents related to in-person and virtual campus academic support services available to Jayhawk Blueprint students.
- USD 497 continued to offer full and partial tuition fee waivers through grant funds provided by Truist Credit Union to support concurrent enrollment participation for students on free and reduced lunch.

PRIORITIES & OBJECTIVES

Successful enrollment

- In AY 22-23, successfully enrolled all interested students by securing all 3 enrollment components:
 - zero financial balance
 - approved non-degree seeking student application
 - Jayhawk Blueprint interest form

Strong cross-departmental and cross-agency communication

- Increased and maintained communication among USD 497 and KU partners
- Held monthly meetings with key stakeholders from both institutions and utilized collaborative Teams space for communication and resource sharing.
- Hosted 5 parent/guardian-focused information sessions at the high schools.

Faculty Liaisons

Our partnerships with academic departments and faculty results in high-quality classes and an assortment of general education course options.

BIOL 100/102: Dr. Mark Mort

COMS 130: Dr. Meggie Mapes

ENGL 101/102: Dr. Sheila Murphy

HIST 128/129: Dr. Jonathan Hagel

MATH 101: Dr. Avantha Kodithuwakku





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