



WILLIAM & MARY
OFFICE OF ACADEMIC ADVISING

Annual Report
2018-19 Academic Year

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Contents

Office Overview.....	3
Mission.....	3
Team Members.....	3
Highlights of the 2018-19 Year.....	3
Summer Registration.....	3
Increases in Efficiency.....	3
Student Data.....	3
Student Services.....	3
Personnel changes.....	3
Incoming Students.....	4
College Studies.....	4
Faculty Advisor Training.....	4
Orientation Activities.....	5
Current Students.....	5
Student Appointments.....	5
Workshops and Presentations.....	5
Transfer Student Support.....	6
Other Projects.....	6
Advisor Matching.....	6
Faculty Advisor of the Year.....	6
Processing Petitions and Forms.....	7
Professional Advisor Training and Development.....	7
Retreats.....	8
Conclusion.....	8
Appendix A: Breakdown of Student Appointments.....	9
Appendix B: COD Report.....	10
Appendix C: 2019-20 Goals.....	11

Office Overview

The Office of Academic Advising (OAA) is a six-person team under the leadership of the Dean of Undergraduate Studies. The office supports and supplements the faculty advisors to undergraduate students in Arts & Sciences. The staff consists of a faculty director, associate director, three academic advisors, and an administrative coordinator. The faculty director is the liaison for all faculty advisors and leads faculty training and development. The associate director manages the day-to-day operations of the office, supervises the advisors and administrative coordinator, and maintains respectful and mutually beneficial relationships with administrative units across campus. The associate director supports the faculty director to provide leadership for academic advising across campus.

Mission

The Office of Academic Advising empowers William & Mary students and faculty by providing academic information, advice, and support.

Team Members

Dean of Undergraduate Studies – Janice Zeman
Faculty Director – Thomas Linneman
Associate Director – Shelly N. Laurenzo
Academic Advisor – Gail Williams
Academic Advisor – Carmen Croswell
Academic Advisor – Dane Pascoe
Administrative Coordinator – Beth Rothenberger

Highlights of the 2018-19 Year

Summer Registration for Incoming Students – The office has taken a leadership position alongside the Office of the First Year Experience and the University Registrar to re-institute a re-vamped and re-envisioned summer registration window for incoming students.

Increases in Efficiency – The first OAA Goal from 2018-19 was to increase efficiency with petitions and forms. This past year the office rolled out an online form for requests for changes to scheduled exams. We received training on uploading petitions and forms into Banner. Beth also oversaw the review of our petitions policies and procedures manual.

Student Data – The second OAA Goal from 2018-19 was to utilize data to identify students with low major GPAs and develop interventions to best serve those students. Dane pulled that data and those students were assigned to one of the three academic advisors to provide coordination of individualized support services.

Student Services – The third OAA Goal from 2018-19 was to pilot different modes of serving students (e.g. drop in hours and online). Gail collaborated with the Dean of Students Office to offer drop-in hours in the Campus Center. The advisors also offered weekly drop-in hours in Swem. In addition to drop-in hours, advisors are now available to meet with students via Zoom.

Personnel changes – The staffing of the OAA was stable for the academic year and was able to have a graduate student intern, Wilson Lam, for summer 2019.

From the time an incoming UG freshman or transfer student is admitted to William & Mary and on through to their graduation, the OAA supports students' academic success.

Incoming Students

Before incoming students arrive on campus, the OAA works collaboratively with the Office of First Year Experience (FYE) to gather data about students. We use that information to:

- Match incoming students to a pre-major advisor (pre-major advisors are instructional faculty).
- Provide supplementary information to pre-major advisors about their assigned advisees (initial faculty advising meetings are scheduled in August and January)

In 2018-19 we matched 1,550 incoming first year students and 232 incoming transfer students and facilitated their first meetings with their pre-major advisors.

College Studies

By the end of June we have assigned incoming students to small groups of Peer Advisors, who assist and advise them in completing Part 1 of College Studies, an online short course designed to introduce incoming students to academic life. Every incoming student is required to complete Parts 1 and 2 of this course as a condition of registering for fall courses. In 2018-19, the majority of incoming students (98%) completed the course successfully in the scheduled time frame.

About College Studies. This collaborative effort is funded through the Center for the Liberal Arts, managed by Lori Jacobson, associate director for the Writing Resource Center, supported by Paul Showalter in Swem Library, and delivered by the OAA, with strong support from the OAA's Peer Advisors.

For the summer 2019 version of the course, many edits and changes were made to include specific information about the new summer registration process. Lori and Shelly created another version of the course specific to the needs of the Joint Degree Programme (JDP) students, in consultation with Liz Barnes, the JDP Faculty Director.

About the Peer Advising Program. Student volunteers in this group serve as instructors for College Studies for incoming students and academic advising mentors for all undergraduate students. Gail serves as the program's coordinator. This is a year-round role, which includes training and student development, working collaboratively with the executive board, and recruiting. In 2018-19, Gail recruited five new executive board members and 50 new student Peer Advisors (PAs). The Peer Advising Program went through multiple shifts as the focus transitioned away from in-person support during Orientation, to increased online support during College Studies. The OAA recruited a summer intern for 2019 to support the PAs. Gail provides both in-person trainings and virtual trainings through Blackboard. She has also expanded the PA program to allow for student appointments during the academic year.

Faculty Advisor Training

During the late summer, the faculty director and associate director planned and developed a training session hosted for the pre-major advisors. In 2018-19 Tom Linneman led two training sessions, with approximately 275 advisors and advising colleagues in attendance. The model shifted from hosting a new and returning training, to instead offering two similar trainings with an optional hands-on

workshop at the end. Carmen also hosted two short training sessions for transfer advisors. In addition to the training right before the start of the fall semester, Tom also led a training in January before the start of the spring semester for 10 of our incoming transfer pre-major advisors.

Throughout the year, the OAA notifies pre-major faculty advisors of timely information related to their advising roles. In September, the OAA worked with VIMS to host a thank you event at the Gloucester campus. Approximately 150 faculty attended.

Orientation Activities

During the fall (and spring) student orientation, the entire OAA team is spread around campus leading presentations, advising in small groups, and sharing information with families. Our academic advisors are on standby to serve students who may need additional support. We also help to smooth and adjust any difficulties that arise with the required initial meetings between students and their pre-major faculty advisor.

Current Students

Student Appointments

Throughout the year, OAA advisors are available assist new and continuing students in their academic planning.

The majority of students requesting appointments have not yet declared a major. Their concerns include adjusting to new academic requirements, support for decision-making, and advice on how to declare a major. OAA advisors play a vital role in serving as back-up and additional support for our faculty advisors, especially in a student's sophomore year (26 percent of total student appointments). Typically students are between advisors during their sophomore years, as they are not required to meet with their pre-major advisor and have not declared their major yet. OAA advisors are available to serve that gap.

About 40 percent of the OAA's student appointments are juniors and seniors consulting on a variety of issues, including graduation requirements.

The data cited above are from July 2018 to June 2019. The dataset is presented and summarized in Appendix A.

Workshops and Presentations

Advisors presented to both the general student population and specific student groups throughout the year. The content and timing of presentations is coordinated with collaborating administrative offices across campus.

In 2018-19 we gave the following presentations:

- PLUS Students, "Academic Strategies" presented by Gail Williams, June 2018.
- Transfer Students, "Choosing a Major" presented by Carmen Crosswell, September 2018.
- Freshmen and Sophomores, two guest presentations on "Choosing a Major" as a part of the Cohen Career Center's MACE program by Shelly Laurenzo, October 2018.
- Freshmen and Sophomores, "Declaring a Major" presented by Dane Pascoe, October 2018.

- Freshmen and Sophomores, “Majors, Milk, and Cookies” co-presented with the Cohen Career Center by Shelly Laurenzo, October 2018.
- Transfer Students, “Choosing a Major” presented by Carmen Crosswell, March 2019.
- Freshmen and Sophomores, “Majors, Careers, and Coffee” co-presented with the Cohen Career Center by Shelly Laurenzo, March 2019.
- Freshmen and Sophomores, “What I Wish I Had Known” panel on Majors vs Careers co-facilitated with the Cohen Career Center by Shelly Laurenzo, March 2019.
- Freshmen and Sophomores, “Undergraduate Research Panel” co-facilitated with the Charles Center by Shelly Laurenzo, March 2019.

Transfer Student Support

The OAA provides additional support to transfer students.

Shelly serves as the academic advising representative on Team Transfer, a university-wide committee focused on coordinating efforts for transfer student services. One of the projects from this group was the creation of a comprehensive transfer website for prospective and current transfer students. In the summer of 2018, Shelly finalized the launch of the site with Kathy Larrieu, the web specialist for Arts & Sciences.

For direct student services, Carmen serves as the main point person for transfer and co-enrolled students. From prospective to continuing students, Carmen collaborates with Admissions, the office of the University Registrar, and First Year Experience. We enrolled 180 transfer students in the fall and 50 in the spring. Carmen also coordinates the orientation for co-enrolled students in the fall and spring, working closely with First Year Experience. This past academic year she implemented mandatory meetings with each co-enrolled student as a means to check in. She presented workshops specifically for transfer students and met with 187 transfers and 54 co-enrolled students during the year. She provided 11 consultations to the Richard Bland College and Thomas Nelson Community College co-enrollment program coordinators.

Other Projects

In addition to our student service and faculty service, the OAA is responsible for a variety of administrative projects.

Advisor Matching

Tom and Dane worked with students and faculty from the math department in the 2017-18 academic year to revisit the algorithm used to make advisor matches. The new process was piloted in the summer of 2018 and found to be successful.

Faculty Advisor of the Year

Janice and Tom oversaw the faculty advisor of the year survey. Dane and Beth provided the administrative support for this project. The award was renamed in August 2018 to the Monica Potkay Advisor of the Year Award and was awarded to Professor Bruce Campbell, an Associate Professor of German Studies in the Department of Modern Languages and Literatures.

Processing Petitions and Forms

The OAA serves the administrative function of processing Committee on Degree petitions as well as Dean of Undergraduate Studies forms. Beth leads this process for the OAA. On average, the OAA processes 400 forms and 300 change of exam forms per academic year. Beth has also aided in updating the processes and procedures for managing forms. The OAA piloted online forms to manage the change of exam requests this year. *(Please refer to Appendix B for the complete COD Report).*

Professional Advisor Training and Development

In order to maintain current advising and academic information, the OAA regularly seeks training and development opportunities. The office participated in the Campus Connect training, William & Mary's suicide prevention program, in February 2019.

All advisors and the associate director are members of NACADA (the National Academic Advising Association). The OAA also has an internal lending library. This year our office coordinated viewings of select NACADA webinars and welcomed members of the campus community to attend as well. Topics included:

- “Academic Advising and First-Year Students: The Power of Purpose and Movement toward Self-Efficacy.” November, 2018.
- “Academic Advising in their Language: Communicating with Today’s Students.” December, 202018.
- “Incorporating Coaching Conversations into Academic Advising Practice.” February, 2019.
- “Academic Advising in an Era of Instant Gratification: The Pathway to Empowerment.” April, 2019.

In addition to the office-wide trainings, individuals also sought out opportunities as well. Below is a listing:

- Carmen Crowell:
 - Attended Developing Your Emotional Intelligence: The Key to Working More Effectively With All Types of People.
 - Attended William & Mary’s Diversity and Inclusion Symposium.
- Shelly Laurenzo:
 - Presented at the Annual Conference on the First-Year Experience.
 - Attended the Commonwealth of Virginia’s Social Mobility Workshop.
- Dane Pascoe:
 - Attended Statistical Analysis System (SAS) training.
 - Attended the First-Generation, Lower-Income Consortium.
 - Attended William & Mary’s Diversity and Inclusion Symposium.
- Beth Rothenberger
 - Attended Excel training.
 - Attended Crucial Conversations training.
 - Attended Frontline Staff: Train Your Staff To Confidently Handle Difficult & Disruptive People.
- Gail Williams:
 - Attended NACADA Annual Conference.
 - Attended Virginia Commonwealth University’s Advising Symposium: VCU Making Advising Real: Steering Student Success.

- Attended the Women's Network of Virginia Annual State Conference.

Retreats

The OAA hosted three retreats:

1. Orientation Debrief: After the fall 2018 orientation the OAA held a two-hour retreat to focus on ideas and strategies to improve our work in August around orientation and advising.
2. Summer Registration Retreat: During spring break 2019, the OAA team held a two-hour retreat to review the new process for summer registration and develop office policies and procedures to support this new initiative.
3. OAA Annual Retreat: In August 2019, the OAA held a full-day retreat, which consisted of two parts: team-building and goal-setting. Shelly lead a morning session to finalize our office goals for 2019-20 and then the office participated in a team-building activity in the afternoon. (listed in Appendix B).

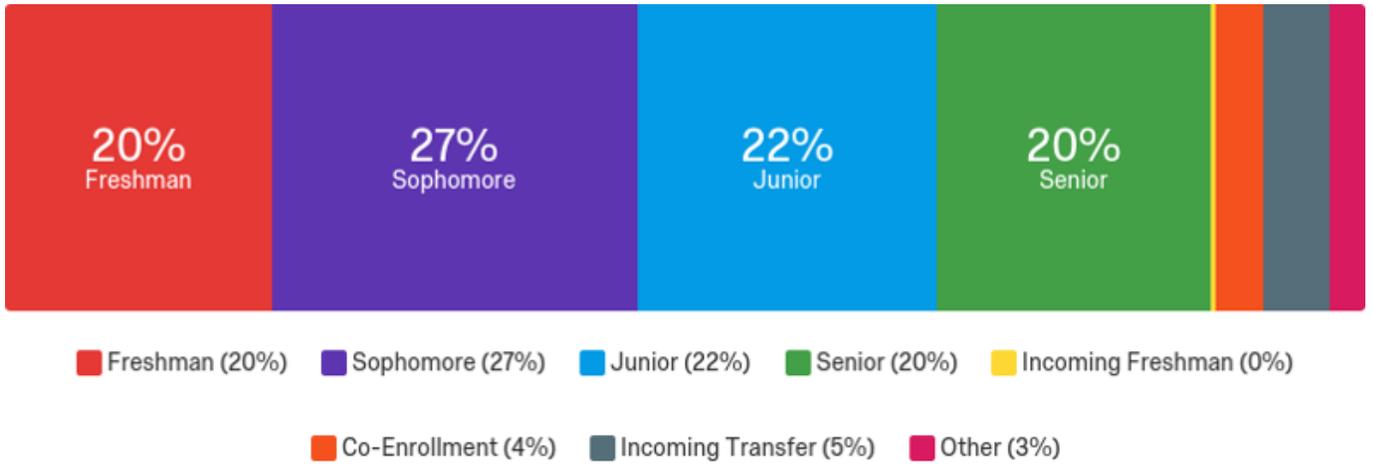
Conclusion

This was a very productive year for the OAA. The office was able to come together and establish office-wide goals for the academic year. The team worked collaboratively to ensure that those goals were met to best serve students and campus colleagues. In addition to the goals the team established in 2018, the office also worked collaboratively with colleagues from around campus to pilot a new summer registration process starting in 2019. The OAA looks forward to another year of serving the William & Mary community.

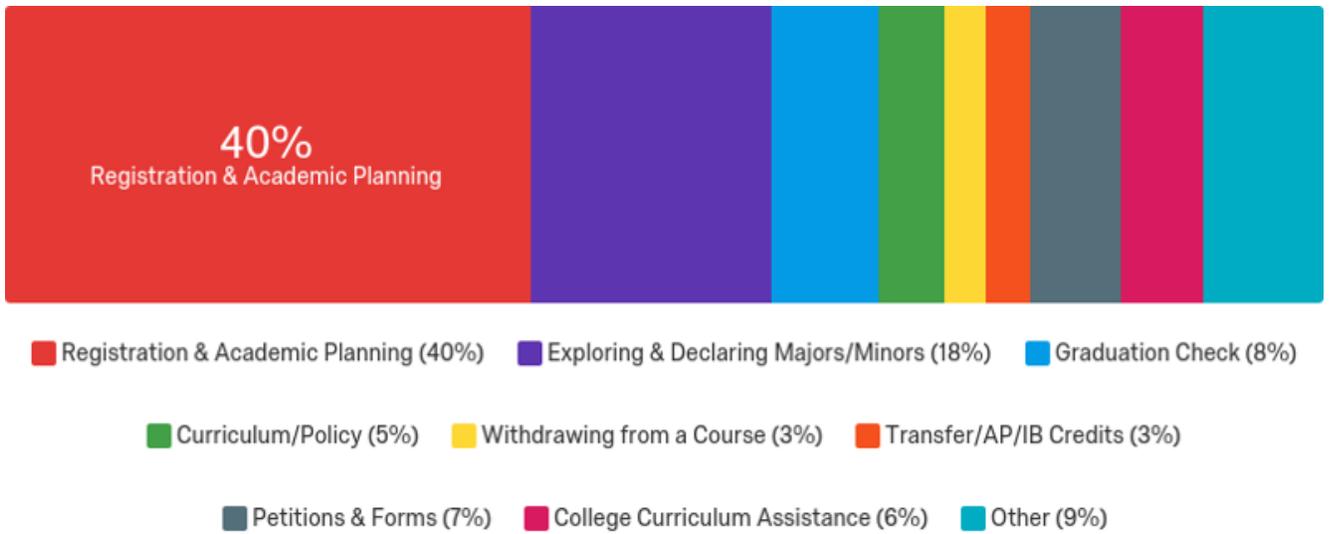
Appendix A: Breakdown of Student Appointments

714 Appointments
 94 walk-ins
 620 scheduled

Breakdown by student type:



Reason for visit:



Appendix B: COD Report



William & Mary Arts & Sciences

OFFICE OF ACADEMIC ADVISING

7/3/19

400 Landrum Drive
Williamsburg, VA 23185

Greetings,

For the academic year 2018-2019, the following faculty served on the Committee on Degrees: J. Zeman, (Chair) D. Dallaire, J. Armstrong, L. Morse, and I. Novikova. Petitions fall into two categories: 1) course substitutions and 2) policy waivers.

For category 1, 230 course substitution petitions were considered and 200 were approved in AY 2018-2019. The most common requests were to:

- Count non-approved courses toward COLL requirements
- Allow transfer credit to satisfy major and minor requirements
- Allow overlapping courses for major and minor
- Allow courses taken abroad to fulfill degree requirements

For category 2, 116 policy waiver petitions were considered and 92 were approved in AY 2018-2019. The most frequent requests were to:

- Retroactively transfer credit from other universities
- Change/exception in major or minor requirements
- Waive senior residency requirement
- Allow final elective credits to be taken elsewhere

Best Regards,

Office of Academic Advising

Appendix C: 2019-20 Goals

Below are the 2019-20 goals, which were elaborated upon at our Annual Retreat in August 2019.

Goal One: Diversity and Inclusion Plan

The OAA will identify and create opportunities to deepen team member's understanding of diversity in our office and in the larger campus community.

Goal Two: Increase campus community engagement

The OAA will identify and create opportunities for team member to be engaged on campus.

Goal Three: Revise Petition Process

The OAA will review and revise the advising and administrative aspects of the petition process to ensure that students are being supported effectively.