

ACADEMIC SUPPORT & ENGAGEMENT





HELLO!

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Western  Student Experience



OUR STORY

Let's talk about how we got to where we are today.

Western  Student Experience

OUR HISTORY



Student Development Centre

- Learning Skills Services
- Psychological Services
- Services for Students with Disabilities
- Volunteers in Progress
- Writing Support Centre

Student Success Centre

- Career Counselling
- Employer Relations
- Experiential Learning
- Transition, Leadership, & Enrichment

Academic Support & Engagement

- Accessible Education
- Learning Development & Success
- Transition, Leadership, & Enrichment
- Writing Support Centre

OUR PURPOSE & VISION



- Discover
- Establish
- Engage
- Thrive

GOALS AND KPIs



Goals

- Strengths-based programming
- Universal design
- New and graduate student experience

KPIs

- Focus on peer leaders, patterns of usage within department including referrals, and usage of staff time.

2019-2020 CAS External Review

- What is a CAS Program Review?

Reflective, evidence-informed evaluation process

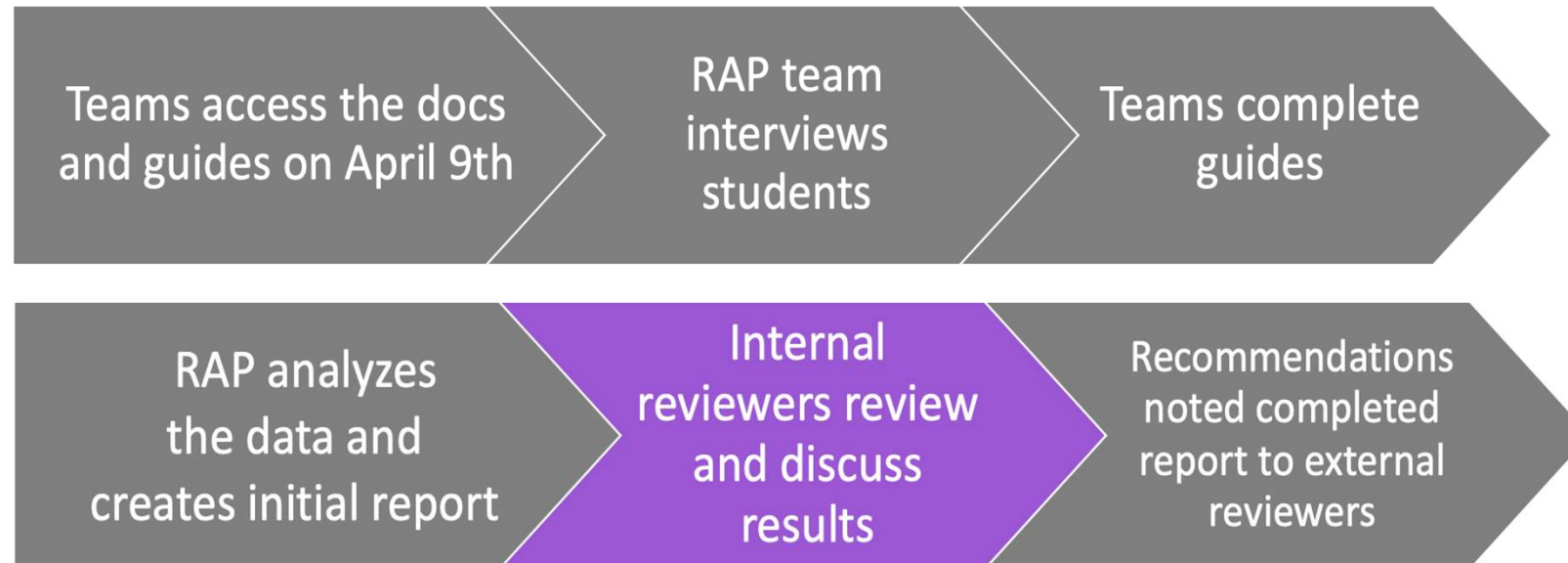
Celebrates strengths and identifies areas of improvement

Aligns the program with WSE and pillar strategic plans

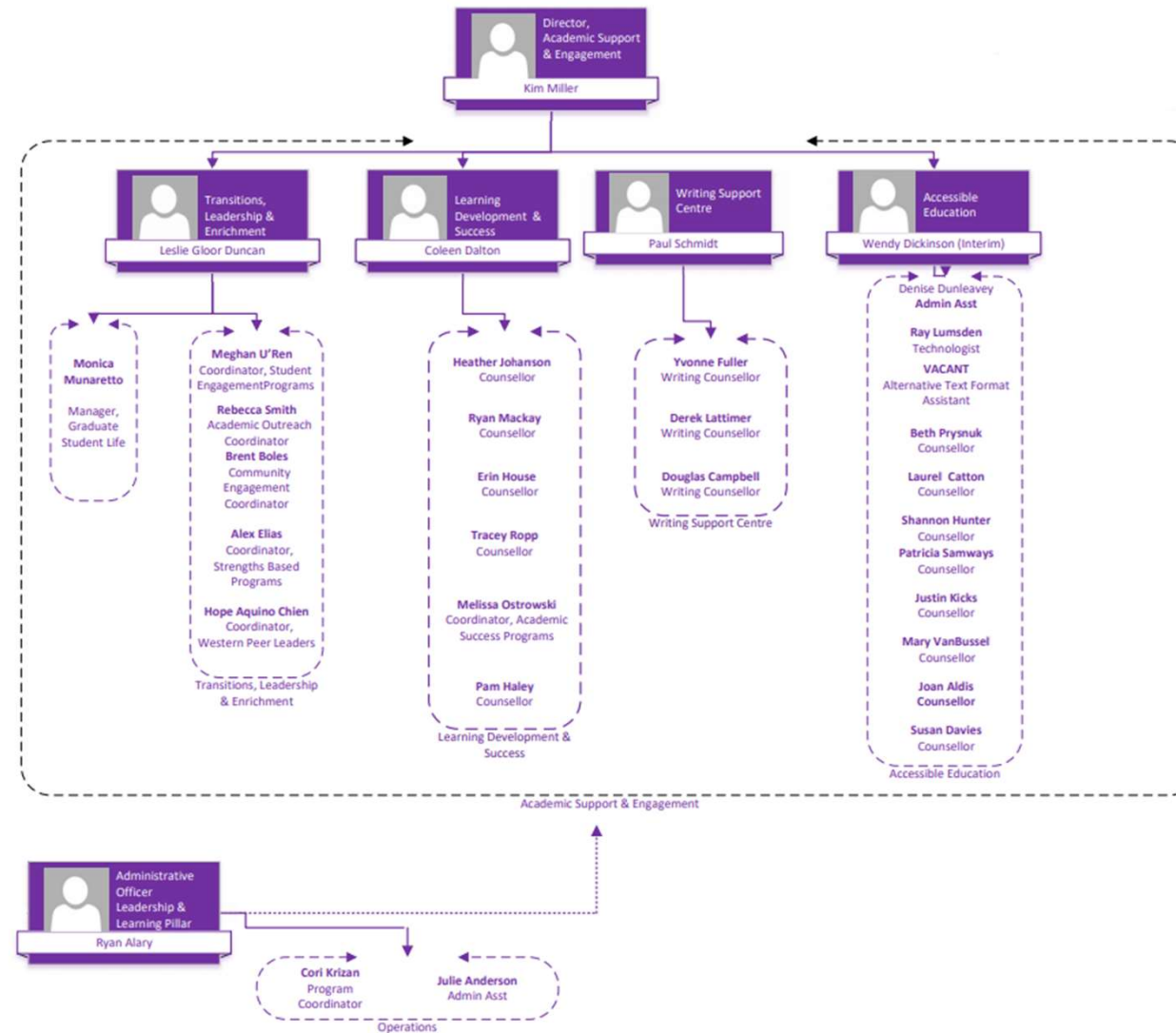
Helps us better meet the needs of our communities

Develops program recommendations, strategies, and future goals

Steps in the Process 2019-2020



DEPARTMENT ORGANIZATION





THE JOURNEY

How do students make their way through our supports and programs?

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PRE-ENROLLMENT



- Prospective or newly matriculated student engagement
- Niche populations



Meet Erin

- Graduating student
- Multiple touchpoints with ASE

FIRST YEAR EXPERIENCE



Summer
Academic
Orientation



First class



First Year
Transition
Programming

ONGOING: ACADEMIC SUPPORTS



Learning Development & Success

Individual counselling

Peer support

Workshops

Mindfulness



Accessible Education

Accommodations

Accessible transportation

Documentation

Learning strategies



Writing Support

Individual advising

Peer support

Workshops

GradWrite

Summer Academic

Writing Clinic



ONGOING: LEADERSHIP & ENGAGEMENT



- Leadership Education Program
- Western Peer Leaders
- Society of Mature Students
- Western Scholars



WHAT WAS DIFFERENT IN 2019-2020



- Learn2Thrive Program was piloted in-person (final 3 sessions moved virtual after March 2020).
- All Academic Support programming and support pivoted to virtual (online resources, workshops, and virtual appointments) in March 2020.
- All Transition, Leadership & Enrichment programming and support pivoted to be virtual (online resources, workshops, and virtual appointments) in March 2020.

THRIVING FOUNDATIONS



Status: Completed

SmartStart: Learning

- Design and deliver web-based, zero-credit learning series for summer 2020 to support the academic transition of new students to Western.

Status: Completed

Community Connections

- Design and plan optional one-day, on-campus intensive event
- Give new students opportunity to create connections and meet their Western community while introducing them to the rich campus supports available to them

Status: Ongoing

Academic Success Program

- Curriculum design and planning of the faculty and course-based online peer program.
- Focus on mentorship, wayfinding, and academic skills development



THE BUDGET

How expenditures translate into outputs.

KEY BUDGET TAKEAWAYS



New Student Experience
• Ongoing



Graduate Student Life
• Ongoing



Academic Supports
• Currently under review through CAS



THE IMPACT

What difference is made by our work?

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WHAT DIFFERENCE DO WE MAKE?



- We give students strategies to help them succeed personally and academically.
- New assessment plan for 2020

The blending of support & enrichment embodies a thriving approach.

2018-19 DATA

2019-20 DATA

Attendance at ASE presentations, workshops & programs.

21,831

34,513*

*Includes new programming (i.e. Learn2Thrive, graduate student life programming, Strengths)

Students that held student leadership positions.

721

1,011

Western Peer Leader volunteer hours.

20,000

31,574



Meet Mahdi

- Former Grad Student
- Ongoing relationship with Writing Support



2018-19 Data

2019-20 Data

Writing Support

Attendance at WS presentations, workshops & retreats.

4,132

8,263

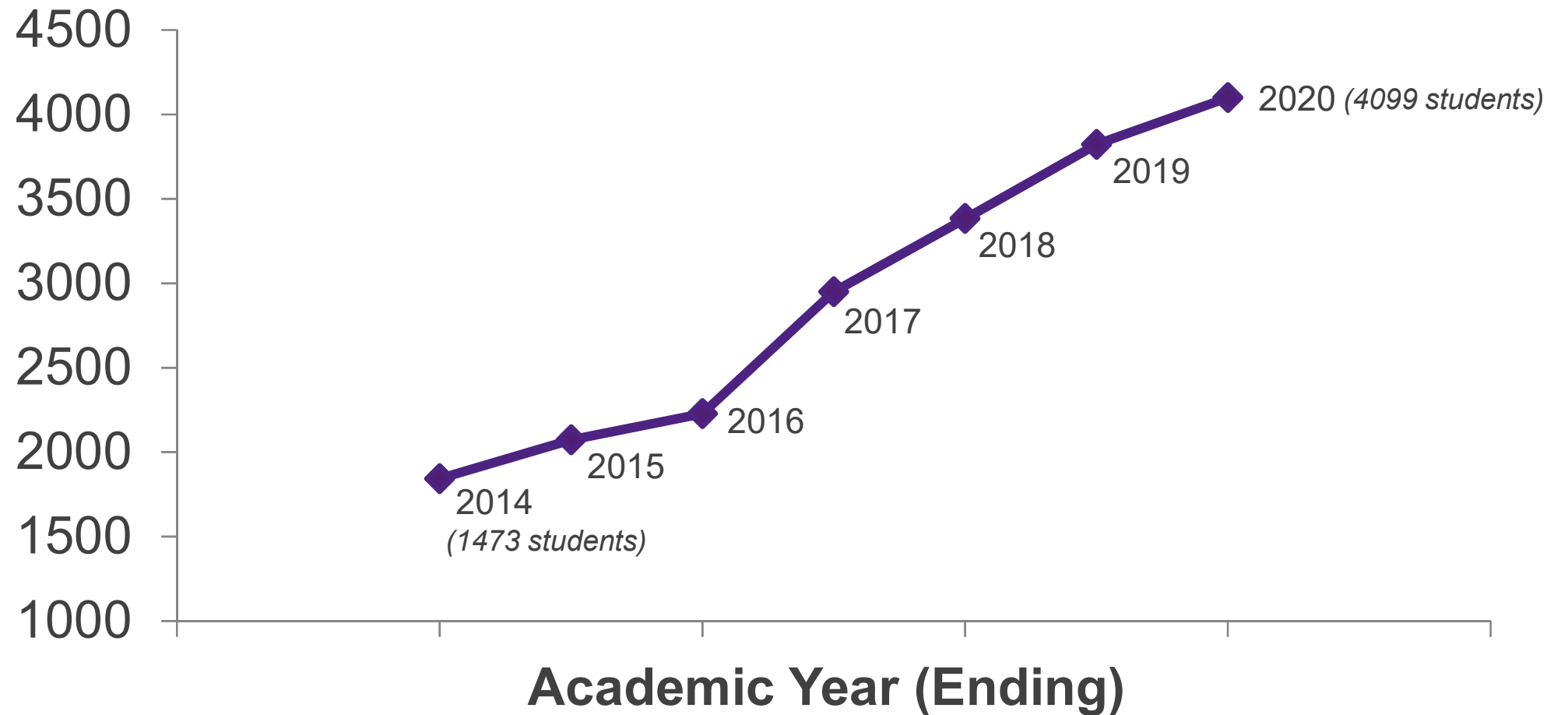
1:1 student appointments

5,131

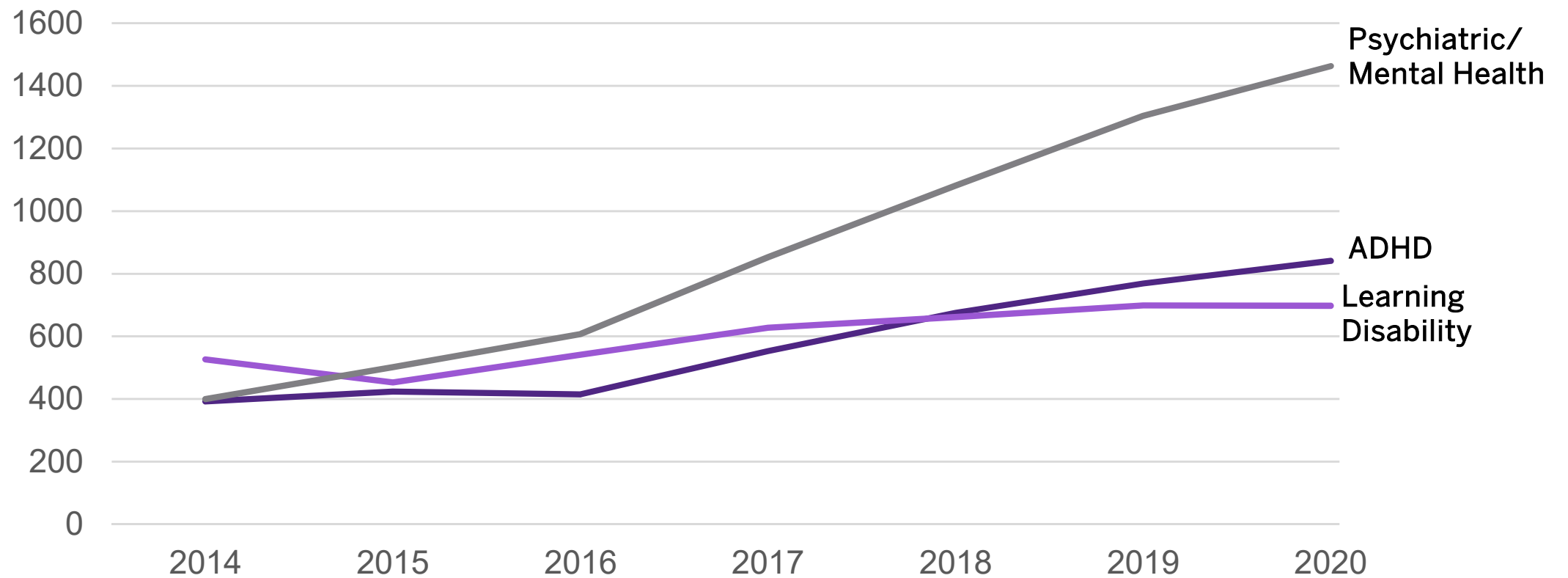
4,801

The shift of operations during COVID-19 resulted in higher attendance at workshops and a temporary reduction in 1:1 appointments.

Number of students seeking support through Accessible Education.



Trends over time in 3 most common principal disabilities registered with Accessible Education.



“

I didn't have a lot of support from family, so your nurturing, consistent approach to our support sessions gave me the confidence, strength and courage to keep going despite how overwhelming the entire university experience felt at times. You provided me with safe space, someone I could always turn to.

IMPACT OF FEE CHANGES



Strengths

2019-2020 Activities	Status	2020–2021 Activities
<ul style="list-style-type: none">Executive Committee and draft vision statement	Completed	Embed Strengths programming into Community Connections and Academic Success Program
<ul style="list-style-type: none">Gallup Strengths Coach certification	Completed	Develop partnership with Housing to integrate strengths training for staff
<ul style="list-style-type: none">Strengths workshops	Ongoing	Invest in Gallup portal

IMPACT OF FEE CHANGES



Academic Success Program: Sport

2019-2020 Activities	Status	2020–2021 Activities
<ul style="list-style-type: none">• 2019-2020 launch	Completed	Introduce virtual study hall hours, recruit more grad mentors and more learning peers
<ul style="list-style-type: none">• Athlete check-ins	Completed	Ongoing athlete check-ins
<ul style="list-style-type: none">• Research project – evaluating program components	Completed	Implementing suggestions from CEL report: embedded SAMPs, communication with coaches, etc.
<ul style="list-style-type: none">• Scaling	ASP-course based program introduced	ongoing
<ul style="list-style-type: none">• Course Development	deferred	Begin discussions with SGPS

Student Experience Learning Goals



Adaptable Problem-solver

1-1 appointments, Dissertation Writers' Retreat, Learn2Thrive



Community Builder

Society of Off-Campus Students, Western Peer Leaders, Peer Mentors



Global Learner

Scholar's Electives Impact Experience, Accessible Education notetakers, LEP Tier 3

Student Experience Learning Goals



Future-focused Planner

Mustang Maps, GradWrite, LEP,
Own Your Future



Critical Thinker

Scholar's Electives, Peer Mentors



Innovative Leader

Western Peer Leaders, SAO, Academic
Success Program Graduate Student
Mentors

FUTURE VISION AND FUNDING NEEDS



These priorities were identified in 2018-2019 and continue to be a focus of funding needs moving forward:

- Manager, Graduate Student Life
- Academic Support units
- New Student Experience

THANKS!

Any questions?

You can find me at:

- @kdmiller1
- kdmiller@uwo.ca



APPENDICES

Takeaways to refer to.

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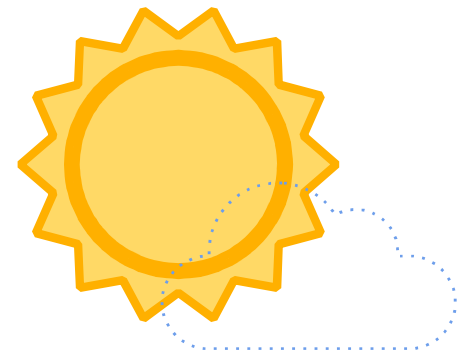
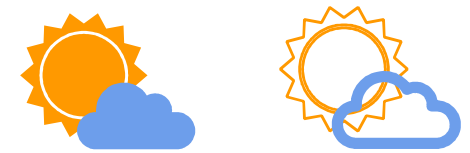
SlidesCarnival icons are editable shapes.

This means that you can:

- Resize them without losing quality.
- Change fill color and opacity.
- Change line color, width and style.

Isn't that nice? :)

Examples:



	2018 - 19	2019 - 20
Number of undergraduate and graduate students that attended presentations, workshops and programs across ASE:	21,831 students	34, 513 students Lesley: I think we need to maybe do an * on this and suggest that the difference includes, amongst other things, new programs (Learn2Thrive, grad student programming, and Strengths). I can't find my notes to tell me what I included in last year's numbers, but in addition to what I noted above, this may also be attributed to me including some programming that maybe we chose not to capture last year.
Number of students that held student leadership positions within the department:	721 students	612 students Lesley: I have a message into LGD to see if we can pinpoint why this is lower (I.e. did we need fewer LAMP leaders, have fewer requests for Western Peer Leaders, etc). Once I hear from her I will update you.
Number of volunteer support provided:	20,000 hours Lesley: we think this only captured VIP roles (now WPL) last year which will explain why the 2019-2020 is so much higher	31 574 If we only report on WPL (which would be akin to what we reported on last year). If I add in other things, then this balloons to over 66 000 which I worry will raise eyebrows and questions that I don't want to try to

Updated numbers coming from Kim, create visualization with colour bars for different years on slide 23,