



2024–2025 UW BOTHELL ACADEMIC ADVISING ASSESSMENT REPORT

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INTRODUCTION

The UW Bothell Academic Advising office moved to its central organizational unit in summer of 2024, with its first academic year completed in summer 2025. In an effort to continue to improve the student experience and implement the principles of organizational change used to guide the creation of the new unit, we intend to provide a yearly assessment with data that will be used to evaluate performance and opportunities for growth.

As this is the first year for a centralized advising assessment, comparison data is limited. For many metrics, this report will serve as the first collection of this data and will be used to track progress in future years.

Data presented will include both quantitative and qualitative metrics, followed by other collected feedback that may provide insights into the work of UWB AA.

ADVISING APPOINTMENT DATA

The data below outlines the general number of advising appointments advisors completed during the stated timeframe. Advising work goes far beyond appointments, but appointments serve as a strong quantitative indicator of the work being done by the unit. The data below was gathered from reports in Navigate360.

Appointments scheduled 9/23/24 through 7/31/25

Total advising appointments: 11,559

Scheduled: 9,656

Drop in: 1,903

Unique Students: 4,151

By service:

Academic Planning & Registration	8635
Academic Difficulty/Probation/Drop	793
Graduation Application	454
Change of Major/Minor	397
Major Application	339
Capstone/Fieldwork/Practicum Advising	265
First Year Registration Advising	120
Transferring Credit	110
Petitions	84

Midterm check-in	80
Request an Appointment	65
Leave of Absence/Time Off/Withdraw	54
Transfer Orientation	44
Sophomore Registration Advising	37
Internship & CPT/OPT	30
First-Year Orientation	29
Priority Registration Advising	28
Denied to Major	27
Graduate School Advising	20
Workshops & Programs	4

Note: Students can mark more than one service per appointment.

Meeting Type (scheduled appointments only):

In-Person	1051	10.9%
Phone	464	4.8%
Video Chat	8141	84.3%

REGISTRATION & ENROLLMENT NUMBERS

Census day registration numbers indicate enrollment and retention success, partially impacted by the work of the advising office. Weekly enrollment reports by quarter indicate the number of new and continuing registered students. Advising works to not only increase the overall FTE registrations, but to also reduce the number of students who are eligible but not registered for courses.

The data below shows enrollment data over the last 5 years on census day, with the start of centralized advising in the 2024-2025 academic year.

Unduplicated Undergraduate Headcounts						
	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025	2025/2026
AUT	5603	5435	5176	5213	5442	5723
WIN	5474	5249	4941	5088	5326	
SPR	5288	4930	4745	4906	5140	

Eligible but not Registered Headcounts						
	2020/2021	2021/2022	2022/2023	2023/2024	2024/2025	2025/2026
AUT	339	458	420	391	378	405
WIN	458	566	477	444	439	
SPR	401	450	355	385	247	

Overall, there is a continued increase in undergraduate registrations by quarter. There are also some declines in eligible but not registered students, although autumn quarters often pose a challenge due to the onboarding process of new students.

ORIENTATION & GRADUATION

Orientation Data

Every quarter academic advising meets with incoming students to help them enroll in courses and prepare for their time at UW Bothell. The number of students we on-board is a result of the work done by admissions and the orientation office and then handed off to us. The data below shows the general number of students advising worked to on-board for each quarter.

- Fall 2024: 1,763 students
- Winter 2025: 253 students
- Spring 2025: 146 students
- Summer 2025: 12 students
- Fall 2025: 1,870 students

Graduation Data

Every quarter, graduating students must have met with academic advising to formally apply for graduation (can be done up to one year in advance), and advisors must clear their degree audits each quarter before a student's degree will post. The data below shows how many of these were processed in a given quarter.

- Fall 2024: 229 students
- Winter 2025: 210 students
- Spring 2025: 739 students
- Summer 2025: 414 students

QUALITATIVE FEEDBACK & COMMENTS

Throughout the first year of the centralized advising unit, leadership and advisors have collected comments and feedback from students in advising appointments, marketing events, and solicited feedback from student employees. Common threads heard include the following:

- Students appreciate the central advising unit as it allows them to get more timely responses to their questions.
- Students appreciate the ability to stay with their advisor for a longer period of time given the new structure.
- Some students voiced concerns about working with new advising staff, who were still learning content related to their academic programs.
- Students mentioned ongoing concerns about access to courses, including registration restrictions and a lack of available seats.

Advising leadership has also listened to advisor feedback in individual meetings, team meetings, performance reviews, and other venues. Some common advisor comment themes include:

- The new advising unit provides security in each advisor knowing they have backup help, leading them to feel more comfortable taking time off.
- The structure of UWBA allows for opportunities to try new things, including working with different program and student types, and professional development opportunities.
- The unity of a centralized unit has helped advocate for and enact change across campus and has been able to provide a voice with significant weight when providing feedback to others.

In the summer of 2024, a tri-campus advising union was filed, and that process required that changes not be made to advisor jobs until a later date. We have now moved into the collective bargaining process and anticipate that we will be able to make some minor changes to advisor jobs, and to promote advisors per the defined career ladder. The outcome of collective bargaining may mean other changes will need to be made in 2026.

UWB AA continues to solicit feedback on the advising unit through regular interactions and meetings with the advising liaisons, a group of academic staff within each school that work to help coordinate the advising process for their students. Many advising liaisons meet weekly with advising unit leadership, and all liaisons meet as a group with the unit's

Assistant Dean and the Associate Vice Chancellor of the Office of Student Academic Success on a quarterly basis.

Faculty and Dean feedback has also been solicited via school-specific initiatives, work with the General Faculty Organizations, and other faculty committees. Both the staff and faculty feedback mechanisms will continue while advising continues to develop its centralized processes and procedures. Some of the themes heard via faculty and staff feedback include:

- Concerns about equity among schools/programs and advisor time/workloads
- Need for communication and coordination between units of campus wide initiatives and events
- Managing best practices around communicating curricular updates and the training of new advisors or new programs
- Concerns about the orientation process and the use of Meta-Majors
- Appreciation for the responsiveness of advisors to changes and issues, including a commitment to be flexible while still prioritizing students

ACCOMPLISHMENTS

Below is a general list of major milestone accomplishments for UWB AA, as a unit:

- Complete reorganization of 26 full-time employees including cross-training, hiring, and onboarding of new employees.
- Relocation into a new office space, including shared offices for all advisors and a refreshed, welcoming advising office that provides community space for students.
- Created and revised shared policies, procedures, and culture for the unit, setting the stage for future growth.
- Set standards around the UW Bothell Advising experience, including norms around advising work timeframes, communication standards, Navigate 360 standards, and issue escalation.
- Create a repository via SharePoint for documentation resulting in a new shared history of UWB advising.
- Developed training program for new and continuing advisors, including regular annual programming and ad hoc events in response to advisor requests for training and development.
- Designed and implemented a new central advising website that provides basic resources to students, staff, and faculty.

- Redeveloped the FYPP petition and reinstatement committee, staffed by advisors, to address Pre-Major petitions and issues.
- Brought together the advising liaisons and academic directors for regular communication and meetings about advising issues.

ANALYSIS & 2026 GOALS

The 2024-2025 academic year was a difficult but highly successful year for the new centralized advising unit. Most initial goals set for the unit were made during the year, and the unit now has a strong foundation in place which will allow for additional growth in our strategic priorities and further development of resources and support paths for students. Changes to advising processes and procedures made this academic year have generally been well-received by students, staff, and faculty, but the unit will continue to evaluate the success of its programs and other changes made in the coming years.

There are a few items UWBAAs had hoped to institute in this assessment report but were unable to due to bandwidth and timing. We aim to implement these items in the 2025-2026 academic year, and report on them in the next assessment report.

- The development of an Advising Syllabus with Learning Objectives per student class
- Student satisfaction surveys
- Data presented by cluster and program in ways that provide helpful unique student progression information

The University of Washington is currently working on implementing a tri-campus assessment program, which will include the deployment of the NSSE academic advising module. We hope to include this data in future reports.

If you have any questions or future recommendations for UWB Academic Advising Assessment, please reach out to Suzanne Yates at sbyates@uw.edu.