ABOUT

STUDENT ACADEMIC SERVICES

SAS provides Loyola students opportunities for learning, growth, and reflection to increase self-awareness and develop the ways they perceive, think, and act in our global society.

Prior to students’ first semester and continuing beyond commencement, Student Academic Services provides support, resources, and guidance to help students navigate changes and challenges, achieve academic success, and find their unique paths.

Whatever the individual circumstances and needs—whether a student is the first in their family to attend a university, is balancing the demands of being a student-athlete, or is seeking a diverse and accessible learning environment—SAS helps prepare and empower all Loyola students to learn, grow, and lead extraordinary lives. Students can work with us to explore academic programs, meet the challenges of Loyola’s rigorous coursework, and discern and develop a career path.
MISSION

Student Academic Services supports students’ successful transitions throughout their Loyola Experience by providing instruction, coordinated guidance, and personalized support for all. Our programs, services, resources, and spaces focus on helping students build their capacities for progress and success in and out of the classroom. We embody Loyola’s commitment to social justice by tailoring support for the underserved.

VISION

All LUC students will engage with appropriate SAS programs, services, courses, and staff to make successful transitions into and through the university toward a fulfilled post-graduate future.

All LUC students will graduate with a first destination in sight and an emerging commitment to values developed out of an authentic sense of self.

SAS will be an exemplar division among Jesuit institutions, contributing significantly as scholar-practitioners on the national level.

VALUES

We believe that, enriched by a Loyola education, our students have the power to change lives and create a more just world. Our work is built on a foundation of:

- The pursuit of a more just society through service to others
- Professional excellence and a commitment to talent development
- The Ignatian heritage of caring for the whole person – *cura personalis* – in an environment of critical reflection and sustained discernment
- Mutual, active engagement with students for their growth and potential
- Collaborative relationships with colleagues built on inclusion, respect, and integrity
- Curiosity, innovation, and creativity in finding enduring solutions
UNITS WITHIN SAS

CAREER SERVICES

• Career Advising and Education, Business Career Services, and Employer Engagement p. 6
• Fellowship Office p. 7
• Pre-Health Professions Program p. 8
• Pre-Law Advising p. 9

LEARNING AND STUDENT SUCCESS

• The Hub p. 10
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• Student Accessibility Center p. 12
• Tutoring Center p. 13

SIGNATURE SERVICES

• Career Development Advising
• Business Career Coaching
• Pre-Health and Pre-Law Advising
• Fellowship Advising
• Career Fairs and Events
• On Campus Interviews
• Career Self-Assessment Workshops (C-SAW)
• Career Exploration and Preparation Courses

SIGNATURE SERVICES

• Accommodations for students with disabilities
• Advocacy for students with disabilities
• Supplemental Instruction
• Peer Tutoring
• Success Coaching
• UNIV 112 Strategies for Learning course
• Advocacy and support of military-affiliated students
• VA education benefit certification
• VA work study
• Placement test administration
• Retention outreach and support
NEW STUDENT PROGRAMS

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UNIVERSITY ADVISING

- Achieving College Excellence p. 16
- Athlete Advising p. 17
- First and Second Year Advising p. 18

SIGNATURE SERVICES

- New Student Orientation
- Pre-College Summer Scholars
- First-Year Seminars (UNIV 101, 102, 201) and Magis Sections
- New Student Convocation
- Learning Communities
- First-Year Text
- Targeted scholarship programs
- Retention Outreach and Support
- Transition Newsletters (for both new students and families)
- Student Leadership Positions

SIGNATURE SERVICES

- Academic Advising
- Policy and Resource Education
- Rambler Success Program
- First-Year Seminar Instruction
- Student outreach and intervention
- Summer Transition Program
- Enrichment Workshops
- Continue to Dream Retreat
- Peer Mentoring
- Graduate School Mentoring
CAREER SERVICES

CAREER ADVISING AND EDUCATION, BUSINESS CAREER SERVICES, AND EMPLOYER ENGAGEMENT, FELLOWSHIP OFFICE, PRE-HEALTH PROFESSIONS, AND PRE-LAW ADVISING

CAREER ADVISING AND EDUCATION, BUSINESS CAREER SERVICES, AND EMPLOYER ENGAGEMENT

GOALS

1. Create a Career Competency campaign to promote critical career learning across the institution
2. Deploy a new diversity and inclusion strategy
3. Revise student engagement model
4. Form student and employer advisory boards

SELECTED DATA

- Approximately **3,000** individual career advising and coaching sessions conducted, and approximately **7,000** students, parents, and alumni reached at more than **160** events throughout the year
- **96%** of students who met with Career Services agreed that they would recommend Career Services to a friend, a **6%** increase compared to 2017-2018 academic year
- A total of **3,000** students and **580** employers attended at least one of **13** career fairs hosted by the Employer Relations Team. In addition, hundreds of students participated in the On-Campus Interviewing Program and Employer Information Events.
- **2,419** students and **562** alumni participated in LUConnect; **153** Quinlan undergraduate students and **138** Champions (alumni and friends of Quinlan) participated in the Q Mentorship Program, a supplement to Loyola’s BSAD 220 Career Preparation course

HIGHLIGHTS

- New Career Services unit combined the Career Development Center, Business Career Services, and added dedicated Employer Relations roles
- First annual combined Marketing, Communications, and Media Career Fair with 28 employers and 303 students attending
- 25 students completed UNIV 102: EPIC Life (one credit course) and 65 students completed UNIV 224: Career and Life Planning (3 credit course); this year, Business Career Services offered BSAD career education courses (1-3 credit hours) to 663 undergraduate and graduate students
- 98% of graduates are employed or pursuing graduate education three months post-graduation
- “The More You Know” program introduced more than 300 pre-health students to resources for pursuing health professions, as well as broader career exploration

Career Advising and Education, Business Career Services, and Employer Engagement help students facilitate meaningful career discernment, career readiness, engagement with professional life, and post-graduation success.
The Fellowship Office assists students at all levels across the University in applying successfully for major fellowships, including awards for undergraduate study, study abroad, graduate study, and research internships. In cooperation with Loyola faculty and staff, the Fellowship Office works with qualified students to identify awards best suited to their goals and to navigate the application process to produce the most competitive proposals possible.

**FELLOWSHIP OFFICE**

**GOALS**
1. Develop our partnership with the University Library
2. Establish a Faculty Advisory Council
3. Build on connections with student organizations
4. Host a Fellowship Office reception during the Weekend of Excellence.

**SELECTED DATA**

- **16** students won awards, including five firsts, out of 70 student applications
- **608** students registered for info sessions and **100** students participated in meetings outside of group sessions
- **160%** increase in the number of students registering to attend a fellowship information session
- **20** faculty served on scholarship review committees

**HIGHLIGHTS**

- New Student Ambassadors program for the NIH post baccalaureate IRTA
- Winner in the inaugural cohort of the new Lead for America fellowship program
- The first woman winner of the Pickering International Affairs Fellowship
- The first winner of the Goldwater Scholarship since 2004, and first winner of the Humanities Without Walls Fellowship
- One Fulbright award, one Boren Award, and one Critical Language Scholarship
The Pre-Health Professions Program delivers one-on-one advising, workshops, mock interviews, coursework and administers a range of specialized initiatives and programs. PHPP serves any Loyola student or alumni interested in applying to a health professions program, including medical, dental, physician assistant, optometry, podiatry, and more.

**GOALS**

1. Continue to lead a large yet responsive Pre-Health Professions Advisory Committee (PHPAC) Process, supporting students and alumni preparing to apply to medical and dental schools
2. Continue to provide informative, timely advising to all Pre-Health students
3. Continued support of students through UNIV 101 and 102 course sections tailored to Pre-Health students

**SELECTED DATA**

- Approximately **300** initial registrants for the PHPAC cycle for entrance Fall 2020 (medical and dental school)
- Top **15%** nationally among Committee Letters produced annually, according to NAAHP Survey
- Over **75%** acceptance rate for U.S. medical and dental school for PHPAC cohorts over the past 10 years
- **94%** success rate for completion of Committee Letters in a timely manner
- **2000** Pre-Health students served through advising and information sessions

**HIGHLIGHTS**

- Over 400 active students in LUC Mentors, which facilitates interaction between Pre-Health students at the Lake Shore Campus and Medical Students at the Health Sciences campus
- Helped lead 2019 Central Association of Advisors for the Health Professions (CAAHP) Conference
- Provided regular satellite Pre-Health advising to SDMA, ACE, and Athletic Academic Advising
- Provided support and guidance in establishing a chapter of student group Minority Association of Pre-Health Students (MAPS) to better serve under-represented Pre-Health students
- The More You Know introduced more than 300 Pre-Health students to the Pre-Health Professions Program
PRE-LAW ADVISING

GOALS

1. Support students and alumni interested in the legal profession through individual advising
2. Increase engagement with the Pre-Law Newsletter to make students aware of relevant job and internship opportunities, as well as pertinent trends and information from the legal field
3. Engage parents and prospective students through Loyola Weekend programming to increase their understanding of Pre-Law at Loyola University Chicago

SELECTED DATA

• 175 individual advising appointments
• Subscription to the Pre-Law Newsletter increased by 30% during the 2018-2019 academic year.
• Presented to more than 200 prospective students and their families during Loyola Weekend

HIGHLIGHTS

• Partnered with the History Department to deliver a workshop on resume writing and law school personal statement writing to more than 40 history majors in Spring 2019
• Attended the AccessLex Regional Workshop for Pre-Law Administrators to build understanding of access to the legal profession for diverse candidates, including learning new tools for financial access and education for Pre-Law students
LEARNING AND STUDENT SUCCESS

HUB, MILITARY STUDENT SERVICES, STUDENT ACCESSIBILITY CENTER, AND THE TUTORING CENTER

The mission of the Learning and Student Success unit is to foster student success utilizing a collaborative, student-centered approach to provide an accessible learning environment through academic support and programming.

We believe in empowering students to be self-advocates on their path to achieving holistic wellness and academic independence.

THE HUB

GOALS

1. Track the use of services and assess successful outcomes by utilizing the Contact Log in LOCUS and HUB Notes in LOCUS
2. Engage in professional development around Appreciative Advising
3. Work with SAS-wide staff on a “Hub Sub” program, so that staff will learn more about SAS services in addition to their main activities

SELECTED DATA

- Over 2,500 contact points with students
- Over 1,000 emails sent to campus constituents in reply to questions

HIGHLIGHTS

- Certified Senior Hub Advisors as official notaries
- Over 200 students attended the 2018 Majors and Minors Fair with almost 50 departments represented at the fair. 91.1% of students rate their satisfaction with the fair as excellent or good.
- 1,285 Math Placement Assessments proctored on-campus

The Student Services Hub (HUB) answers inquiries and provides referrals to relevant campus offices and services for students, parents, guests, faculty, staff, and other members of the Loyola community. The HUB Advisors provide a high level of customer support, emphasizing student experience while addressing and resolving inquiries and acting as a point of referral to other student-service units within LUC.
Military Veterans Student Services (MVSS) certifies, supports, and empowers military-affiliated students, from active duty members to veterans or dependents/spouses.

MILITARY VETERAN
STUDENT SERVICES

GOALS

1. Continue to foster the relationship with Loyola Army ROTC
2. Re-establish Loyola’s Student Veterans of America (SVA) chapter
3. Partner with Veterans Administration hospitals and local veteran centers to offer Loyola military-affiliated students the benefits they need, and develop relationships with Illinois Department of Veterans’ Affairs

SELECTED DATA

• Over 100 military-affiliated students, student-athletes, faculty, and staff, attended September 11 5K, in partnership with ROTC
• Established the Loyola Salute to Service program with Athletics, honoring our military-affiliated students, veterans, active duty, and others, at a men’s basketball game with almost 100 students in attendance

HIGHLIGHTS

• Three student veterans participated in Student Veterans Leadership Day at the Illinois state capitol in Springfield
• Streamlined the veteran benefit certification process with the assistance of the Business Intelligence team, Registration and Records, School of Law and School of Medicine Registration and Records, and Financial Aid
• Assisted with admission events on military bases (Navy, Air Force, and Coast Guard), expanding our reach to active duty and reserve service members from across the country
• Military Friendly Silver ranking
The Student Accessibility Center (SAC) supports and empowers Loyola students with disabilities through innovative services, programs, and partnerships. If individuals encounter academic, physical, technological, or other barriers on campus, SAC staff is available to help implement reasonable accommodations or partner to find solutions.

**STUDENT ACCESSIBILITY CENTER**

**GOALS**

1. Purchase and implement case management software
2. Launch strength-based rebranding of office as the Student Accessibility Center
3. Evaluate office and testing space to expand capacity

**SELECTED DATA**

- **13%** increase in students served from 2017-18 year
- **5,453** exams proctored (4% increase from 2017-18), including 1,729 final exams
- **1,405** students registered for services with SAC at the end of Spring 2019
- **1,200** student accommodation letters created

**HIGHLIGHTS**

- Implemented Accommodate, a case management software system
- Hired and onboarded four new staff members in varying roles within the office
- SAC’s student workers, the Student Access Team, won the Ignatian Spirit Award through the Student Employment Program for their contributions, service, and commitment to the mission of Loyola.
The Tutoring Center empowers students to grow as learners and achieve academic success at Loyola. The Tutoring Center offers the following services: Supplemental Instruction, Peer Tutoring, Success Coaching, and UNIV 112/114: Strategies for Learning.

**TUTORING CENTER**

**GOALS**

1. Overhaul student staff positions, including job descriptions, recruitment, applications, hiring, training, scheduling, and evaluation
2. Overhaul Tutoring Center operations for all programs, including policies, procedures, TutorTrac integration, timeline, marketing, and communications to students and faculty
3. Establish new campus partnerships across Loyola
4. Create new assessment plan, including mid-semester and end-of-semester program evaluations for SI, point-of-service survey for Success Coaching, and enhanced appointment tracking
5. Overhaul UNIV 112/114: Strategies for Learning, including curriculum, learning outcomes, assignments, job descriptions, recruitment, applications, hiring, and training

**SELECTED DATA**

- **56%** increase in Supplemental Instruction and Peer Tutoring visits from 2017-18 year (9,435 to 14,704 visits)
- **2,858** visits to the STEM Center, including 908 individual students served
- **260%** increase in Success Coaching visits from 2017-18 (145 to 522 appointments)
- Students who attended Success Coaching in Spring 2019 improved their semester GPA by **two-thirds of a letter grade** on average (C- in Fall 2018 to C+ in Spring 2019)
- UNIV 112 students who earned a C- or better in the course in Spring 2019 improved their semester GPA by **a full letter grade** on average (D+ in Fall 2018 to C+ in Spring 2019)

**HIGHLIGHTS**

- Earned CRLA Level 2 Certification for Tutoring Center
- Created STEM Center in collaboration with Center for Science and Math Education
- Increased WTC Tutoring Center presence in collaboration with SAC
- Continued to enhance partnerships with SAC, RSP, ACE, Student-Athlete Advising, LLRC, FSYA, and academic departments
First-Year Experience (FYE) provides new students and their families the information, resources, and support that they need, when they need it, to make a successful transition to academic and student life at Loyola University Chicago. The FYE team works with partners across campus to ensure a positive experience for students. FYE hosts New Student Orientation, Convocation, First-Year Seminars, and First-Year Text. This unit was established during AY 2018-19.

SELECTED DATA

- 2,763 students enrolled in UNIV 101, with 133 sections taught by 49 instructors
- 63.2% of students rated UNIV 101 as an excellent course
- 83.9% of students rated their instructor as an excellent teacher
- 91.4% of students rated their Peer Advisors as excellent

HIGHLIGHTS

- FYE was established in October 2018 and fully staffed in January 2019
- Revised first-year and transfer orientation programs for new students and families
- Expanded advising appointment availability during transfer orientation
Special Populations serves new and continuing students and their families by offering wraparound support for students in underrepresented identity groups and other uniquely identified specialized groups on Loyola’s campuses. This unit was established in January 2019.

**SPECIAL POPULATIONS**

**SELECTED DATA**

- **Special Populations** was established and staffed in January 2019
- **98%** retention of Special Populations scholarship program participants
- **87.5%** of students in the Scholars section rated UNIV 101 as an excellent course, compared to 62.8% of students overall

**HIGHLIGHTS**

- Cristo Rey Scholarship Recipients earned a combined average GPA of 3.25 in Fall 2018, and an increase combined average GPA of 3.49 in spring 2019
- The inaugural Greer Scholarship cohort maintained above average academic standing during fall and spring semester, averaging a 2.90 GPA for the academic year
- The Senn Scholar graduating class of 2019 earned GPAs of 3.50 or better in their final academic semester
- Special Populations welcomed the preexisting Riversville Scholarship cohort, bringing supervision of all mission inclusive, special population-based scholarship programs under one functional area
ACHIEVING COLLEGE EXCELLENCE

GOALS

1. Increase attendance at events throughout the academic year
2. Educate the campus community regarding civic engagement and legislative items via Achieving Professional and Academic Excellence Student Leaders
3. Increase meetings between Master’s Mentor mentors and mentees, to more thoroughly educate students in how to seek funding options for graduate school
4. Conduct outreach to alumni to provide career mentoring for current students

SELECTED DATA

- 100% persistence, 99.6% good academic standing, and 87% six-year bachelor’s degree attainment for ACE Scholars
- 646 academic advising appointments completed with ACE Scholars
- 1,109 advising appointments completed with ACE Scholars for non-academic needs
- 41 new Scholars in first-year cohort, the largest first-year class the program has hosted in its history

HIGHLIGHTS

- The annual performance report to the Department of Education was submitted in March 2019
- ACE hosted a Weekend of Excellence academic awards banquet with 140 guests in attendance celebrating 95 academic awards given
- ACE Scholars hosted a precollege Student Summit in April 2019, for 50-75 TRIO high school students
- ACE was a featured program at a forum hosted by the Council for Opportunity in Education, an event focused on sharing model programs and practices with fellow colleagues from across the nation

Achieving College Excellence (ACE) is devoted to engaging motivated Scholars who are first-generation, high financial need, and/or have a documented disability as they discern meaning and find direction in their academic, personal, social, spiritual, and professional journeys. As a TRIO Student Support Services program, ACE guides its Scholars to navigate the challenges of their unique, transformative post-secondary experience.
ATHLETE ADVISING

GOALS

1. Enhance student development experience with emphasis on life skills provided by GamePlan
2. Implement assessment plan and data tracking
3. Expand upon campus partnerships
4. Increase office efficiency through technology and software updates

SELECTED DATA

- **0.11** increase in student-athlete GPA from 2017-2018 to 2018-2019 year (3.36 to 3.47)
- **88%** of student-athletes earned GPA of 3.0 or higher, compared to a national average of 2.38
- **430%** increase in study hall attendance from 2017-2018 to 2018-2019
- **1,092** academic advising meetings held with student-athletes
- **639** GamePlan modules completed, with a **10.6%** increase in completion rate from fall to spring

HIGHLIGHTS

- Hosted the second annual student-athlete award ceremony, The GOLDIES, with over 187 student-athletes recognized for their academic, athletic and/or community service excellence
- Held 18 student-athlete programming events for student-athlete development, and all 214 student-athletes attended at least one such event in 2018-2019
- Maintained and grew social media presence as a communications platform via @rambleracademics, which 90% of current student-athletes follow
- Partnered with the Wellness Center for the #SameHere campaign, with 88% of student-athletes attending
- Partnered with Military Veteran Student Services, Financial Aid, Career Services, Writing Center, and Student Government of Loyola Chicago for tutoring, advising, and community service initiatives

Athlete Advising provides academic support services for NCAA Division I student-athletes, which assists in balancing academic priorities, athletic success, personal commitments, and the pursuit of faith, knowledge, and justice. The unit provides holistic programs to facilitate the development of self-sufficient student-athletes and enable them to excel in academics while fostering a successful transition into and through their college experience.
First and Second Year Advising (FSYA) serves the academic advising and support needs of all first and second year undergraduate students. In line with Loyola's Jesuit, Catholic mission and in tandem with campus partners, FSYA provides academic advising that assists students’ holistic development as persons for others. We support and challenge our students in their pursuit of excellence, and guide them toward the completion of their academic goals and attainment of a degree in a timely manner.

**GOALS**

1. Enhance student access to and satisfaction with academic advising
2. Deliver high-quality University 101, Peer Advisor, and Rambler Success Program experiences
3. Expand campus partnerships to support student success
4. Continue to develop internal office culture, communication, and efficiency/effectiveness of processes

**SELECTED DATA**

- Advised and registered **largest freshman class** in Loyola’s history
- Recorded **4,497** academic advising appointments; a **38%** increase from 2017-2018 year
- Recorded **5,472** drop-in advising contacts; comparable (within 10) to 2017-2018
- Taught **95** of the 134 offered sections of UNIV 101 in 2018-2019
- **92%** of the students who provided feedback were satisfied with the quality of academic advising they received from FSYA, up from 89% in 2017-2018

**HIGHLIGHTS**

- Implemented online appointment scheduling for all advisors to reduce barriers to accessibility
- The first cohort of the Rambler Success Program completed their fall semester with a higher average GPA and the lowest percentage of D, F, and/or W grades than the last three Bridge to Loyola cohorts, and **88%** of UNIV 114 students in the spring rated the course as excellent.
- Received Staff Council's Team Spirit Award, “in recognition of embracing the Loyola spirit and demonstrating continuous improvement to Loyola University Chicago”
- Senior Advisor Hanna Ricketson won the academic advisor professional association NACADA's New Advisor Award
### Career Services

**Career Advising**
- Business Career Advising
- Pre-Health Advising
- Pre-Law Advising
- Fellowship Advising

**Employer Engagement**
- Career Fairs + Events
- On Campus Interviews
- Career Workshops
- Career Exploration
- Preparation Courses

### Learning and Student Success

**Hub**
- Accommodations
- Advocacy
- Supplemental Instruction
- Peer Tutoring
- Success Coaching
- UNIV 112

**Military Veteran Student Services**
- VA Benefit Certification
- VA Work Study
- Student Veterans of America
- Placement Tests
- Outreach and Support
- Retention Initiatives

**Student Accessibility Center**
- New Student Orientation
- First-Year Seminars
- New Student Convocation
- Learning Communities
- Pre-College Programs
- Peer Mentoring

**Tutoring Center**
- First-Year Test
- Transition Newsletters
- Student Leadership
- Scholarship Programs
- First-Gen Initiatives

### New Student Programs

**First Year Experience**
- New Student Orientation
- First-Year Seminars
- New Student Convocation
- Learning Communities
- Pre-College Programs
- Peer Mentoring

**Special Populations**
- Academic Advising
- Policy Education
- Resource Education
- Rambler Success Program
- Outreach and Intervention

### University Advising

**Achieving College Excellence**
- Transition Support
- Enrichment Workshops & Retreats
- Sophomore Initiatives

**Athlete Advising**
- Accommodations
- Advocacy
- Supplemental Instruction
- Peer Tutoring
- Success Coaching
- UNIV 112

**First and Second Year Advising**
- First-Year Test
- Transition Newsletters
- Student Leadership
- Scholarship Programs
- First-Gen Initiatives

### Mission Statement

Student Academic Services supports students' successful transitions throughout their Loyola Experience by providing instruction, coordinated guidance, and personalized support for all. We embody Loyola's social justice commitment to working with the underserved. Our programs, services, resources and spaces focus on helping students build their capacities for progress and success in and out of the classroom.

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All LUC students will engage with appropriate SAS programs, services, courses and interactions to make successful transitions into and through the university toward a fulfilled post-graduate future. All LUC students will graduate with a first destination in sight and an emerging commitment to values developed out of an authentic sense of self. SAS will be an exemplar division among Jesuit institutions, contributing significantly as scholar practitioners on the national level.
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LOYOLA UNIVERSITY CHICAGO

Preparing people to lead extraordinary lives