



# **Improving Advisement Efficiency:**

**How D'Youville University Moved  
to a 32-Hour Work Week while  
Maintaining Student Satisfaction**

# Introductions and Outline

- **Bailey Hornung** – *Assistant Director of Academic Advisement*
- **Belinda Penque** – *Undergraduate Academic Advisor*
- **Julie Byrne** – *Graduate Academic Advisor*

## **Outline:**

- **D'Youville – Who are we?**
- **Advisement at D'Youville**
- **Introduction of the 32-hour work week**
- **Challenges and Benefits**
- **What's working!**

# Who are we?

- Small, private, Catholic heritage
- Located in the West Side of Buffalo, NY
- 50+ academic programs in Associates, Baccalaureates, Masters, and Doctoral degrees
- 90% of students are seeking degrees in a health sciences field
- Fall 2022: 2,522 students enrolled total
- Received University designation early 2022

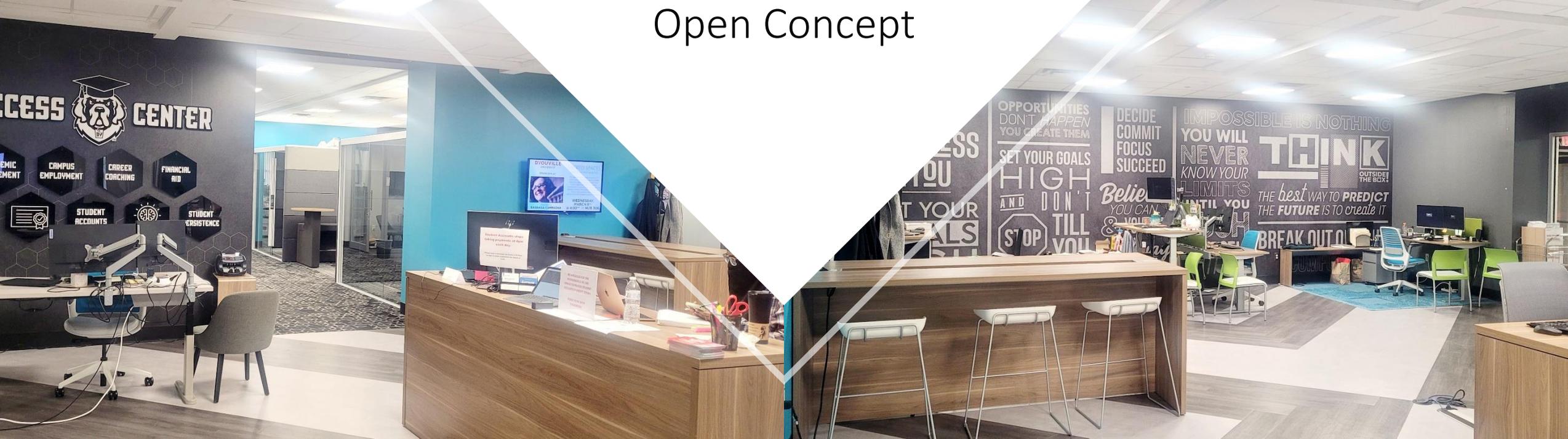


# Student Success Center

- Goal: for every student to have a “Success Team”
  - Then 2018: SSC opened with just a few Professional Advisors & Career and Professional Engagement staff
  - Now 2022: Registrar, Financial Aid, and Student Accounts joined to further improve efficiency
  - Layout of office- open floor plan helps communication and cohesiveness
  - Since 2016, student retention metrics have risen from 81% to 85%, and 6-year graduation rates have risen 45% to 66%
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# Student Success Center Open Concept



# Advising at DYU

- Director, Assistant Director, 5 Academic Advisors, 1 Student Navigator, 1 Athletic Success Coach + unique population advising (AA, HEOP, Pharmacy, Online advising)
- Between everyone: 1,311 students advised in SSC currently (does not include unique populations)
- Each have a caseload of approx. 200 students, some have a mix of 5-year combined programs and Graduate NUR students
- Expectations of having a “smaller” caseload
- EAB
- Annual advisement cycle every March/April
- New students register in April for the entire academic year

# **Introduction of the 32-Hour Work Week**

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# Why the 32-Hour Work Week?

## COVID-19

- National shift in workplace norms
- Need for flexibility
- Prioritizing well-being

## Attract staff

## Transportation savings

### Turning the 4-day week dream into a reality

BY REGAN STEPHENS  
September 22, 2022 at 2:00 PM EDT

NEWS > LOCAL NEWS

### D'Youville College announces shift to 32-hour workweek

"Our employees will be happier. Our employees will be more rested."

FORBES > LEADERSHIP > CAREERS

### Could The Four-Day Workweek Become The New Global Standard?

Jack Kelly Senior Contributor @  
I write actionable interview, career and salary advice.

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### Newsweek

### NEWS

### Every U.S. Company With a 4-Day Workweek—List

BY GIULIA CARONARO ON 4/20/22 AT 8:00 AM EDT

### California Could Become First State With A 4-Day Workweek: What To Know

EDUCATION

### D'Youville College shifting to 32-hour work week

Moving toward the post-COVID era of flexible work, D'Youville adjusted the employee work week to be four eight-hour days without changing their pay or benefits.



FORBES > LEADERSHIP > CAREERS

### 4-Day Workweek Catching On In The United States

Bryan Robinson, Ph.D. Contributor @

Oct 27, 2022, 06:46am EDT

MARKETS

### How the four-day workweek gained momentum — and could change the future of work

### Want a Four-Day Work Week? Show This Research to Your Boss

Revenue rose 8% at companies in study, with positive impacts on productivity, employee well being and carbon emissions.



### INSIDER

### A college in upstate New York is shortening the work week to 32 hours, but pay and benefits are staying the same



D'Youville College shifts to a four-day, 32-hour workweek for staff and administrators—reduction in pay or benefits.



# Timeline

**March 2020**

NYS Pause Act mandates that employees work from home → D'Youville experiments with 4-day work week as a cost reduction measure

Positive feedback

**January 2022**

DYU moves to second pilot of 32-hour workweek, referencing it as a technology driven health and wellness initiative

Positive feedback

**Today**

32-hour work week has continued to be renewed, to date

# 32-Hour Work Week Specifics

- 32 hr. work week, not 40 hours expected in 4 days
- No impact to PTO or Holiday time
  - If there is a holiday observed that week that is your day
- Flexible day off – can change day, take two half days, etc.
- Days off are staggered – office remains open M-F
- Not all campus offices participate (advisement, career services, registrar)

# Benefits

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Prioritize health and wellness →  
boost office productivity

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Increase family and personal time

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Flexibility for outside responsibilities  
(appointments, school, etc.)

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Less congestion on campus (e.g.  
parking)

# Challenges

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Pilot experiment – pressure to be efficient

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Meeting goals and maintaining student success within less time

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Determining a practical means of communication

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Helping a student whose advisor is absent

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Emails not being answered for multiple days due to advisor having long weekend

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Mandated IT Trainings

# **Benefits and Concerns: Personal Examples**

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# **Addressing the Challenges and What's Working**



# 1. Maintain communication with students and response time to email inquiries and concerns

Out-of-office  
email automated  
messages

Student Success  
inbox  
(effective often immediate  
response)

EAB texting  
option

Online forms  
(add/drop, major change,  
transcript request, etc.)

## 2. Maintain office coverage and address the newly increased office hours (8:30 – 4:30 to 7:30 to 5pm)

Staggared office hours - alternating

Holidays – are your day

PTO – shared calendar

### 3. “Staying in the loop” with other offices on campus, program changes, and other administrative information

Physical relocation of offices

Open floor plan/consistent communication

Teams chat

IT training

Advisement meeting  
(in-office and all advisor)

# 4. No interruption with advisement services and effective academic advisement

Leaving detailed notes in Self-Service/EAB

Cross-training

Black out days

First day of school/last day to add/last day to drop - make sure everyone is here

Again, office coverage, student success email, quick communication with registrar and financial aid



# Assessment

- Most recent NSSE survey results show no decrease to student satisfaction with academic advisement, some categories showing above average satisfaction
  - First Year Student Success (examples)
    - ↑ Discussing academic plans with an academic advisor
    - ↑ Advisor reaching out about progress and recommendations
    - ↑ Advisor reaching out about well-being
    - ↑ Advisor helped develop goals and future plans
  - Seniors (examples)
    - ↑ Advisors available when needed
    - ↑ Advisor provided prompt and accurate information
    - ↑ Provided information about learning support services
    - ↑ Advisor reaching out about progress and recommendations

**First Year student:**  
“My academic advisor helps me with motivation and future plans”

**6 month pilot extended, began 1/22**

**Senior student:** “My academic advisors have been the most helpful with making sure that I am on track to graduate and with meeting my academic goals.”

**Senior student:** “my advisor has been very helpful for me. She recommends what classes I should take and gives very quick responses to my emails. She just makes everything very easy and helpful.”

**First Year student:** “My academic advisor, I can ask her questions and she's is always willing to help guide me in the right direction”

# Questions and Discussion

