Center for Student Advising
Assessment Results – 2014-15

Summary of Preliminary Findings for 2014–15
The results indicate the CSA’s continued commitment to serving as a model of advising excellence and ensuring that each Columbia student is offered a superb advising experience.

Roles & Offerings
Do students know what we do?
Students still consider the Center for Student Advising (CSA) their “first stop” in getting help with administrative aspects of their academic experience, and students understand the CSA’s core functions, short- and long-term planning, non-major advising, registration, and referrals to other sources of advising.

Accessibility
Do students perceive their advisers to be available to them?
Almost all students meet and email with their adviser at least once per semester. The average number of appointments per student per year is 5. Email communication is as frequent if not more frequent than in-person meetings.

Students say advisers...
Are approachable 91.4% Are supportive 87%

Care
Do students know that we care about them as individuals?
The overwhelming majority of students indicate that the CSA is meetings their needs and they would recommend their adviser to others.

Students who say the CSA meets their academic advising needs 78.2%
Students who would recommend their adviser to others 78.2%
Knowledge
Do students perceive their advisers as knowledgeable?

Students speak highly of the CSA’s ability to provide general information.

<table>
<thead>
<tr>
<th>Students who find their adviser to be knowledgeable about the core curriculum</th>
<th>Students who say their adviser has referred them to other sources when necessary</th>
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<tbody>
<tr>
<td>89.2%</td>
<td>81.6%</td>
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Responsiveness
Do students perceive their advisers as responsive?

Overall, students find advisers to be overwhelmingly responsive.

<table>
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<th>Students say that their advisers...</th>
<th>Are responsive</th>
<th>Follow up promptly</th>
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<tbody>
<tr>
<td></td>
<td>88.7%</td>
<td>81.8%</td>
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2015 Survey Winners

Yichen Wang, CC’16, won a pair of Broadway show tickets of his choice after he filled out the 2014-15 CSA assessment survey! And Anshul Kumar Gupta (SEAS’17), Emily Katherine Song (SEAS’18), and Rohan Mark Jennings (CC’18) won Flex Dollars! They were four of the over 1,600 CC and SEAS students who provided feedback.

Additional assessment highlights include the following:

- In 2014-15, the CSA held more than 30,000 advising appointments in a 10-month period.
- On average, more than 130 students visit the CSA each day.
- Over 90% of CC and SEAS undergraduates come to the CSA annually.
- The average number of visits per year per student = 5.
- Advisers conduct thousands more consultations over email and by phone.
- During New Student Orientation, advisers meet with almost 100% of the incoming class.
- Annually, the CSA offers more than 150 programs for undergraduates and alumni, including the CUSP Speaker Series, Midterm Prep, Managing Your Time, CSA Talks, Connecting With Faculty, Doctor in the House, Apply for the Degree, and many more.