Center for Student Advising
Survey Results for Academic Year 2012-13

Summary of Preliminary Findings for 2012–13
These results indicate the Center’s continued commitment to becoming a model of advising excellence and ensuring that each Columbia student enjoys 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. Email communication is as frequent if not more frequent than in-person meetings.

Students say advisers...

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<th>Are approachable</th>
<th>Are supportive</th>
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<td>94.2% up from 93% last year</td>
<td>91.4% up from 90.9% last year</td>
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Care
Do students know that we care about them as individuals?

Many of the survey responses speak to this point, mentioning how approachable, responsive, and supportive advisers are.

Students who say the CSA meets their academic advising needs

Students who would recommend their adviser to others

| 81% up from 73% in 2011 | 83% up from 81% last year |
Knowledge
Do students perceive their advisers as knowledgeable?

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

- Students who find their adviser to be knowledgeable about the core curriculum: 95%
- Students who say their adviser has referred them to other resources when necessary: 89%
  - up from 85% last year

Responsiveness
Do students perceive their advisers as responsive?

Students say that their advisers...

- Are responsive: 91.5%
  - up from 90.2% last year
- Follow up promptly: 84.3%
  - up from 79% in 2011

Additional assessment highlights include the following:

- In 2012-13, the CSA held more than 23,000 advising appointments in a 10-month period.
- On average, more than 100 students visit the CSA each day.
- In addition to these in-person visits, advisers conduct hundreds of consultations over email and by phone.
- Prior to the arrival of each incoming class, advisers reach out to students in a myriad of ways. During the 2012 Summer Advising sessions, advisers met in person with more than 60% of the incoming class and had contact with many more through phone calls, emails, and online chat sessions.
- 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 CSA Talks, Junior’s for Juniors, Doctor in the House, Apply for the Degree, and many more.

2013 iPad Winner

Brian Wagner, CC’13, won this iPad mini after he filled out the 2012–13 CSA assessment survey! He was one of the almost 2,300 CC and SEAS students who provided feedback. Here he is celebrating with his CSA adviser, Associate Dean Andrew Plaa.