Center for Student Advising  
Assessment Results Summary 2010-2011

CSA Assessment History

- Community conversations on advising – 2009-10
- Vision & mission statements – May 2010
- Expectations of advisers/advisees – Summer 2010
- Assessment plan – Fall 2010
- CSA survey of students – 2010-11
- Focus groups – May 2011
- Data analysis – 2011-12
- Roll-out – Spring 2012

Summary of Key Findings

Roles & Offerings

Students consider the CSA their “first stop” in getting help with administrative aspects of their academic experience, and students understand the CSA’s core functions

- 73% say the CSA meets their advising needs
- 78% would recommend their adviser to others
- CSA is the go-to place for...
  - Registration issues – 89%
  - Academic issues – 67%
  - Graduate school advising – 69%
  - Preprofessional school advising – 71%
  - Study abroad advising – 80%
  - Non-major advising – 78%
  - Major advising – 59%

Summary of Key Findings

Knowledge

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

- 85% find their adviser to be knowledgeable about the curriculum
- 86% say their adviser has referred them to other resources, when necessary
- 75% say their adviser assists them in long- and short-term goal-setting
- 69% say their adviser helped them learn ways to research answers to questions
- 71% say their adviser challenged them to set realistic academic and life goals

Challenges

- Although it is not part of CSA’s core mission, students would like advisers to be more knowledgeable about some aspects of major advising
- Students feel the quality of CSA advising varies
- Perceptions of overall CSA quality can also vary by each advising partnership

Accessibility

Most 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...
  - Are approachable – 92%
  - Are responsive – 89%
  - Are supportive – 88%
  - Follow up promptly – 79%
- 96% rated the new Center positively, especially the physical space and central location

Challenges

- Some students expect quicker responses to emails

Connectivity

“Connectivity” refers to a strong advising partnership between adviser and student

- Students valued advisers most highly who showed genuine care by “going above and beyond”
- Students’ experience with advisers who go above and beyond is a primary measure of their adviser’s overall quality and reflects directly on how students see the CSA

Challenges

- Students get discouraged if they feel their adviser is not supporting them in a proactive way

Changes Implemented & Planned

- Summer advising session agenda
- CSA peer advising pilot program
- Adviser assignmentswitches protocol
- CSA-wide communication plan
- Office signage re adviser availability
- Revised new student welcome letter
- Increased time with advisers during NSOP
- Enhanced professional development