Why a report on the CSA? Over the course of the past four years, the Center for Student Advising (CSA) has conducted intensive assessments. We have written a report on the changes as a way of taking stock of the distance we have traveled so that we may guide our future direction as well as possible. These are the signposts of our journey thus far:

**Vision:** We will be a trusted and indispensable source of knowledge and support for all students and a widely emulated model of advising excellence across the nation and around the globe.

**Mission:** We strive to guide and support students at Columbia College and Columbia Engineering in their journey within and beyond Columbia University.

**Advising & Programmatic Goals**

We will assess, analyze, and evaluate our work continuously to determine ways to grow along with our constituent population through the following:

1. Helping students recognize and pursue their passions;
2. Challenging students to set realistic academic and life goals to ensure personal success;
3. Empowering students to think and act creatively and independently;
4. Helping students understand their role in all of their advising relationships to enable them to form productive advising partnerships.

“In short, it is our mission to help students become the best possible versions of themselves.”
Advisers are...
Approachable 94% (up from 92% in 2011)
Supportive 91% (up from 88% in 2011)
Responsive 92% (up from 89% in 2011)
Knowledgeable 95% (up from 86% in 2011)

Assessment Highlights
We have focused a great deal not only on assessment but on gaining assessment expertise within the CSA so that we can continue to evaluate our progress. Over the course of the three years of assessment, from spring 2011 to spring 2013, the results have shown a statistically significant positive trend in all categories identified by students as being crucial to the advising experience.

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 in-person visits, advisers conduct thousands of consultations over email, phone, and Skype.
• Prior to the arrival of each incoming class, advisers reach out to students in a myriad of ways.
• More than 60% of the incoming class is advised during COLUMBIA 101. We connect with many more over email, phone, and online chat sessions.
• Advisers meet with 100% of new students during NSOP.
• Annually, the CSA offers more than 150 programs for undergraduates and alumni.
Academic Resources in Support of Excellence
The CSA has developed a new concept and initial structure for enhanced academic support called ARISE, which contains three related areas of support:

1. One-on-one tutoring at no cost
2. Academic skill-building (e.g., note-taking, time management, studying for exams, presentations)
3. Workshops on preparing students to approach faculty about research opportunities

Alumni Served
One of the things that distinguishes Columbia from its peers is the CSA’s service to alumni.

1. Law school advising
2. MBA advising
3. Medical school/health professions advising
4. Graduate school admissions advising

What’s Next for the CSA?
1. Assessment initiatives have identified two further areas for development:
   - Academic support
   - First-generation college student support
2. Enhance adviser retention
3. Reduce adviser/advisee ratios
4. Increase the number of science advisers
5. Continue developing academic and non-academic partnerships

Adviser/Advisee Ratio
A main area of focus has been the reduction of the number of advisees per adviser. The goal is 240 advisees per adviser, on the idea that an adviser can get to know 60 new students per year. While some progress was made from 2008 to 2012, budget cuts reversed the trend in fall 2013.

<table>
<thead>
<tr>
<th>Fall Term</th>
<th>Students Per Adviser (on Average)</th>
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<tr>
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