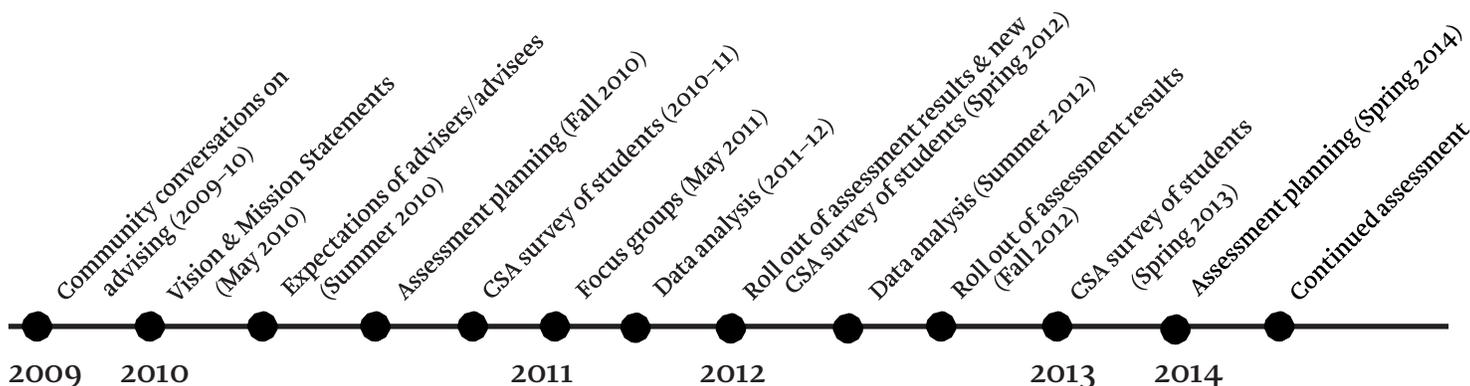


Center for Student Advising

Survey Results for Academic Year 2013-14



Summary of Preliminary Findings for 2013-14

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...

Are approachable

92%

Are supportive

91%

Care

Do students know that we care about them as individuals?

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

Students who say the CSA meets their academic advising needs

82%

Students who would recommend their adviser to others

82%



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 sources when necessary

87%

2014 Survey Winner

Meagan Joann Watkins, CC'16, won a pair of Broadway show tickets of her choice after she filled out the 2013-14 CSA assessment survey! She was one of the almost 1400 CC and SEAS students who provided feedback.

Responsiveness

Do students perceive their advisers as responsive?

Students say that their advisers...

Are responsive

91%

Follow up promptly

87%

Additional assessment highlights include the following:

- In 2013-14, the CSA held more than 24,000 advising appointments in a 10-month period.
- On average, more than 100 students visit the CSA each day.
- Advisers conduct hundreds 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 CSA Talks, Junior's for juniors, Doctor in the House, Apply for the Degree, and many more.

