



Departmental Student Advising Survey

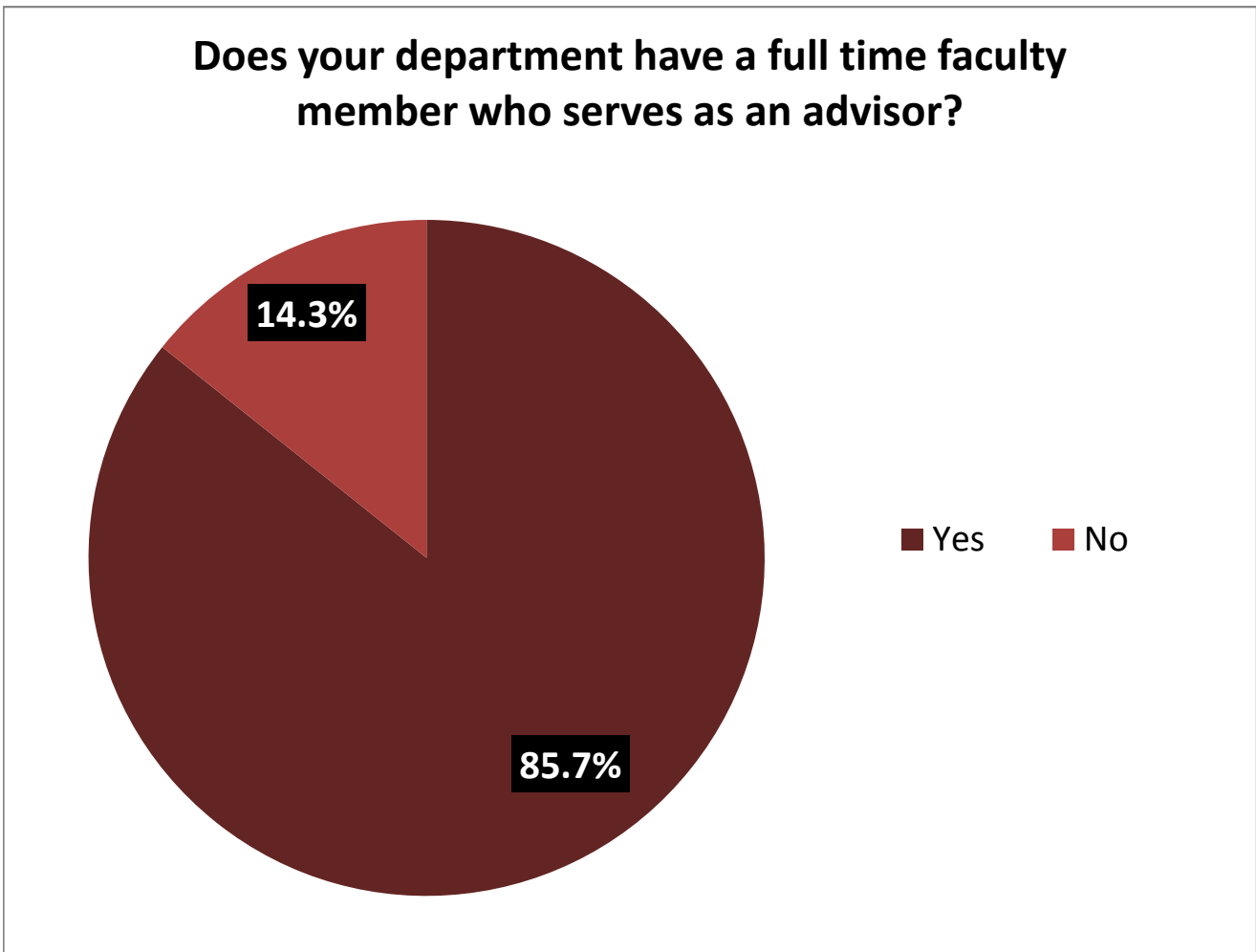
Office of the Associate Provost for Academic
Programs

Office of Institutional Research and Data Analysis
Administered November 2016

Brooklyn College of the City University of New York

1. Does your department have a full time faculty member who serves as an advisor?

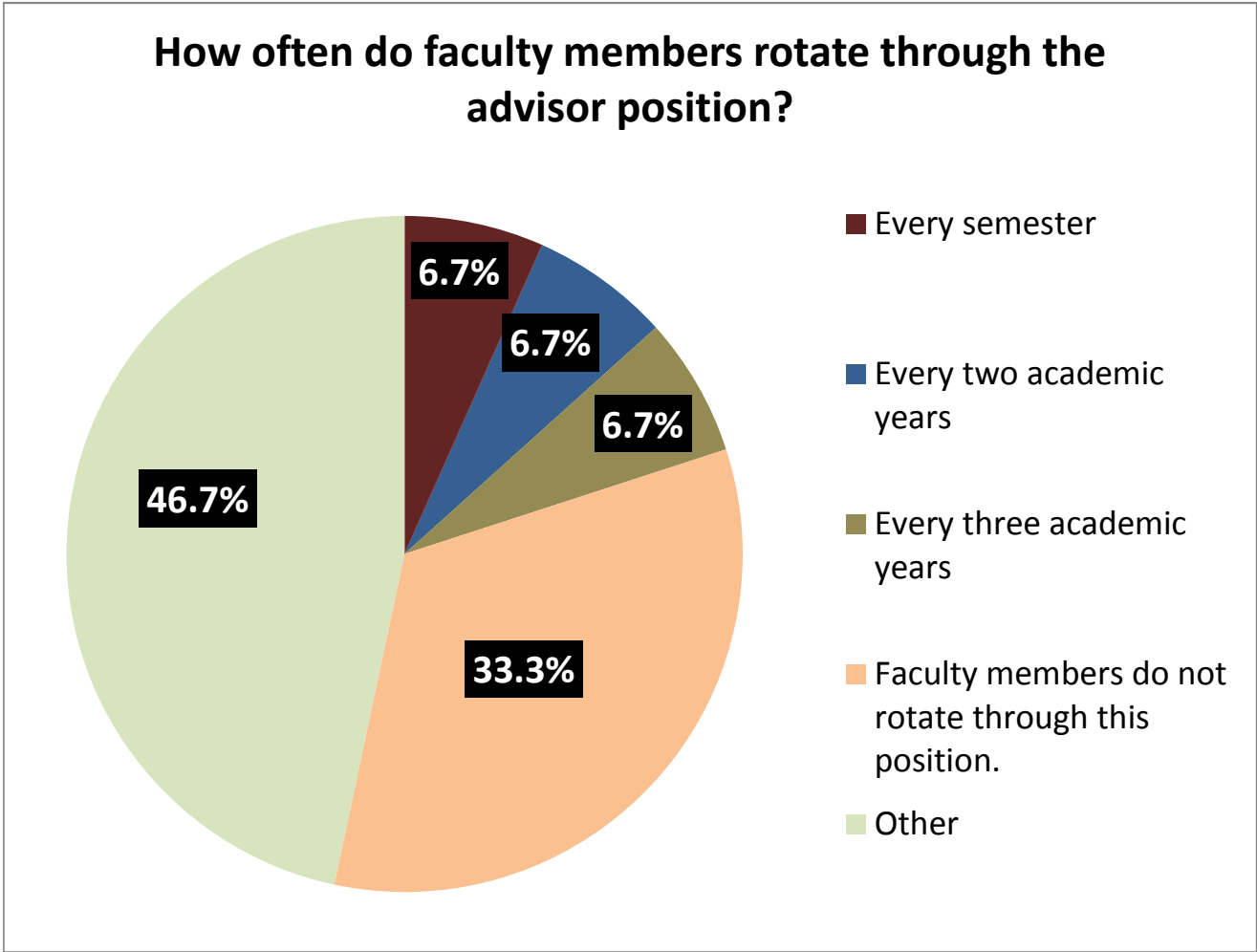
Response	Count	%
Yes	12	85.7%
No	2	14.3%
Total	14	100.0%



Number of Cases Missing: 1

2. How often do faculty members rotate through the advisor position?

Response	Count	%
Every semester	1	6.7%
Every academic year	0	0.0%
Every two academic years	1	6.7%
Every three academic years	1	6.7%
Faculty members do not rotate through this position.	5	33.3%
Other	7	46.7%
Total	15	100.0%



Number of Cases Missing: 0

3. If you answered "Other" for item 2, please specify the length a faculty member typically serves as an advisor in your department.

current advisor is serving for 6 years

The Deputy Chairs (3) serve as Faculty Advisor for as long as they remain Deputy Chair as does the Chair.

We haven't had a written rule about this. Generally it has been 1-2 years, but we would like to more systematically move to 3 year rotations.

We share the load. The deputies assigns students to individual faculty members, and we strive to keep the load balanced and fair.

It is not fixed. The current advisors have been there for a couple of years. Others advise as well.

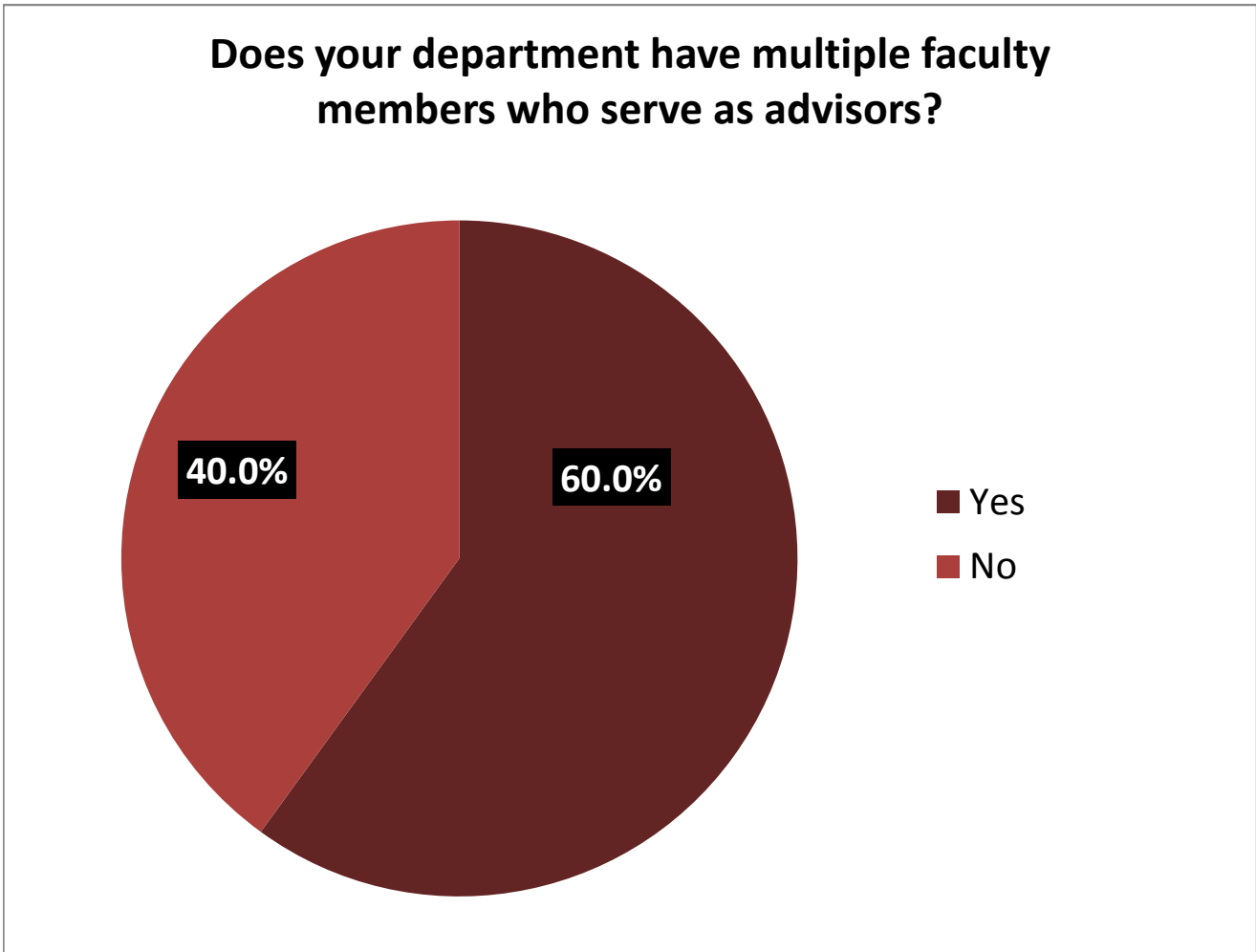
It depends. Usually 2-3 years at a time, but there is no set term.

We have one Deputy Chair for advisement for 3 years, and also our faculty help advise students during their office hours since we have so many.

Usually for a term of at least 2 years, but advisors can serve for greater or lesser periods of time based upon other departmental factors

4. Does your department have multiple faculty members who serve as advisors?

Response	Count	%
Yes	9	60.0%
No	6	40.0%
Total	15	100.0%



Number of Cases Missing: 0

5. What, would you say, is this average ratio of majors per faculty advisor in your department? (E.g., if there are 150 students majoring in your department, and 10 faculty members, the ratio would be 15:1)

It depends on what you consider faculty advisor. We do a ton of informal mentoring in the department. Are you looking only at undergrads or grad students also?

we have 1 faculty member for each of 2 programs

12:1

15:1

17:1

20:1

25:1

30:1

300:1

40:1

73:1

Around 15:1

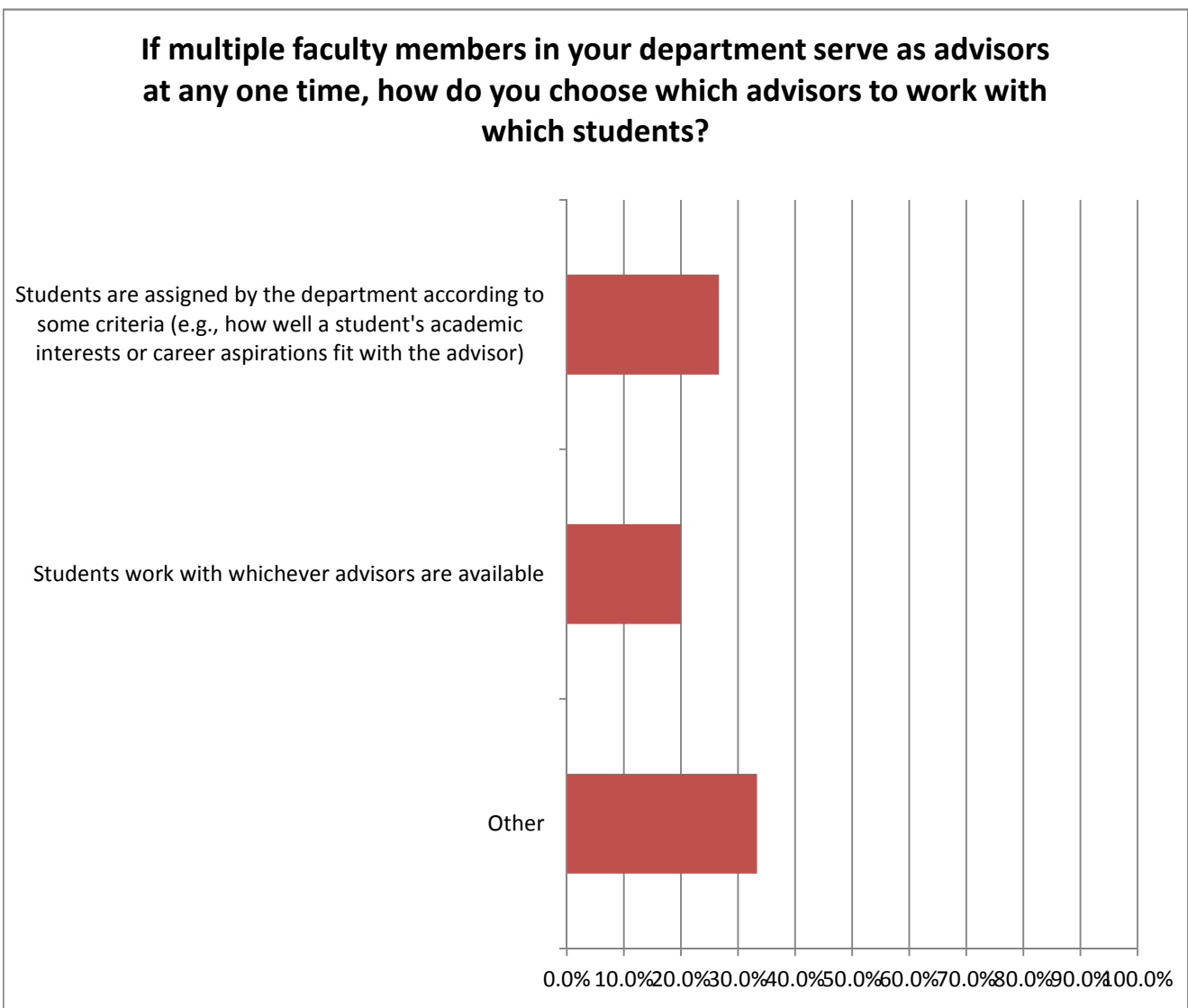
best guess- 30:1

Good number.

6. If multiple faculty members in your department serve as advisors at any one time, how do you choose which advisors to work with which students? (Please select all that apply)

Response	Count	%
Students choose their advisors	0	0.0%
Students are assigned by the department according to some criteria (e.g., how well a student's academic interests or career aspirations fit with the advisor)	4	26.7%
Students work with whichever advisors are available	3	20.0%
Other	5	33.3%
Total	15	n/a

NOTE: although this is a multi-choice item, no one chose more than one item.



Number of Cases Missing: 3

7. If you selected "Other" to item 6, please specify:

3 Undergrad programs, each program has its own head. head advises their own students.

Students work with whoever is the advisor but all faculty advise students when asked.

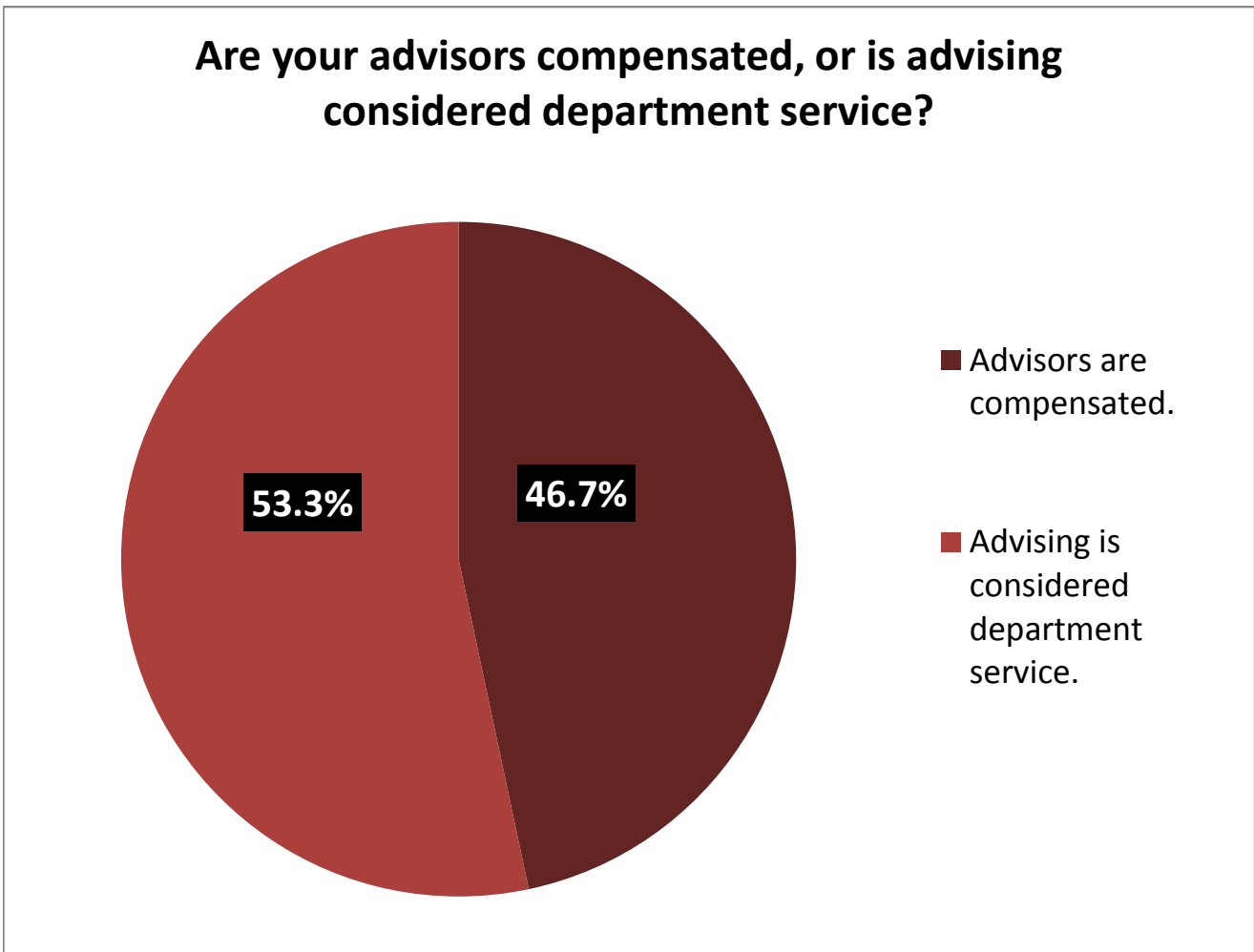
Alphabetically by last name, and divided evenly among advisers. Still the Deputy Chair has the heaviest load, as they are in the Dept Office for set hours and students know that.

We have a full time staff person, our Program Coordinator, that serves as the primary advisor to the students. Students will sometime seek out individual faculty members for guidance but not often.

We have two undergraduate programs, and each has a faculty advisor that advises the students in the program.

8. Are your advisors compensated, or is advising considered department service?

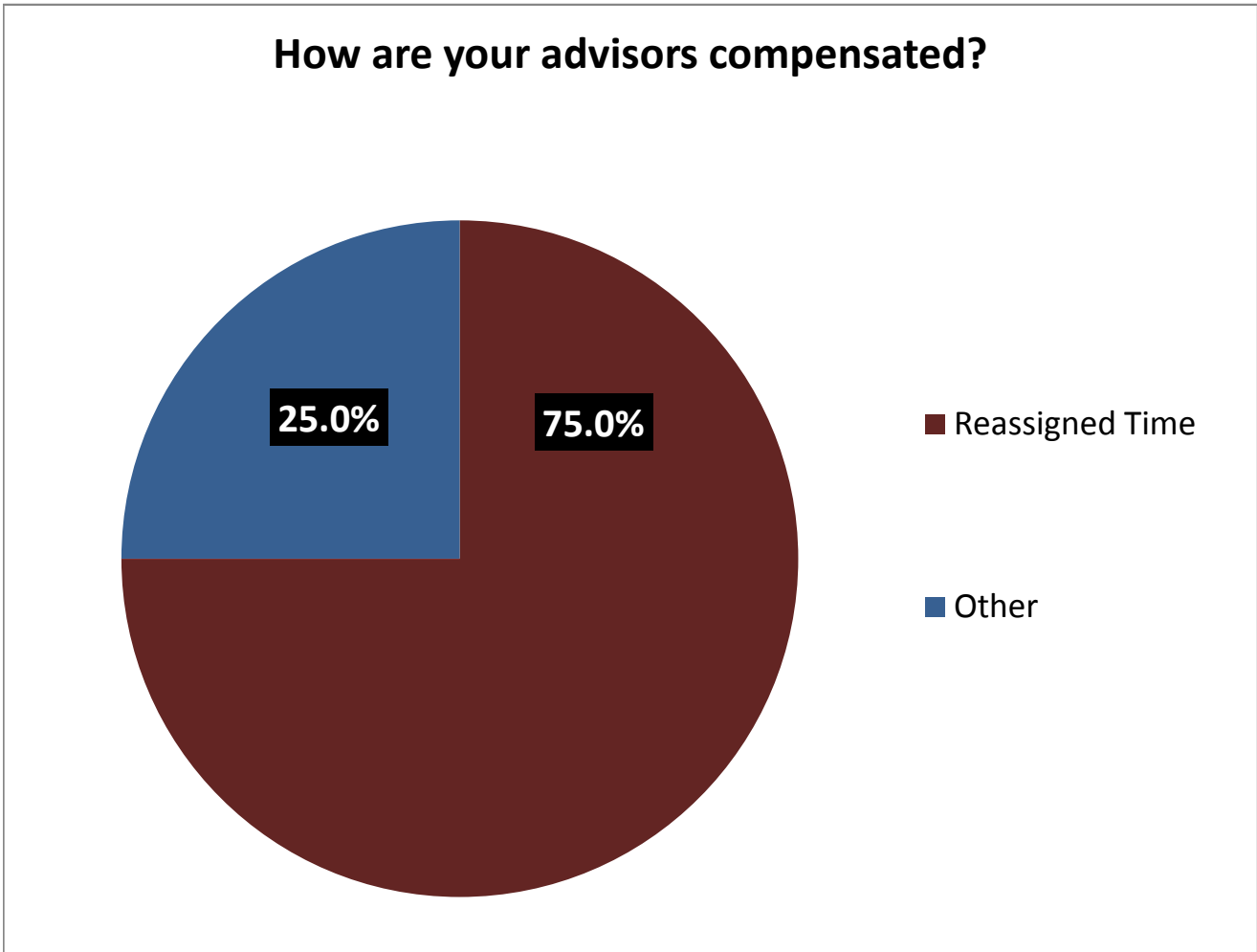
Response	Count	%
Advisors are compensated.	7	46.7%
Advising is considered department service.	8	53.3%
Total	15	100.0%



Number of Cases Missing: 0

9. How are your advisors compensated?

Response	Count	%
Reassigned Time	6	75.0%
Travel Funds	0	0.0%
Other	2	25.0%
Total	8	100.0%



Number of Cases Missing: 7

10. If you selected "Other" to item 9, please specify:

Deputy Chair gets reassigned time, as they hold multiple hours and field hundreds of emails. Faculty advisers are using their office hours so it is service.

they are not compensated - 3 full-time faculty serve as advisors - no reassigned time, no nothing

This is a complicated question. The department does a ton of informal advising. However the grad and undergrad deputy get reassigned time.

11. How many hours of reassigned time are given per semester?

three Deputy Chairs receive a total of 8 hours per semester. We also have a program director who receives 1 hours per semester

it is folded into the Undergraduate Deputy and Chair's tasks

0

1

1.5

1.5 hours

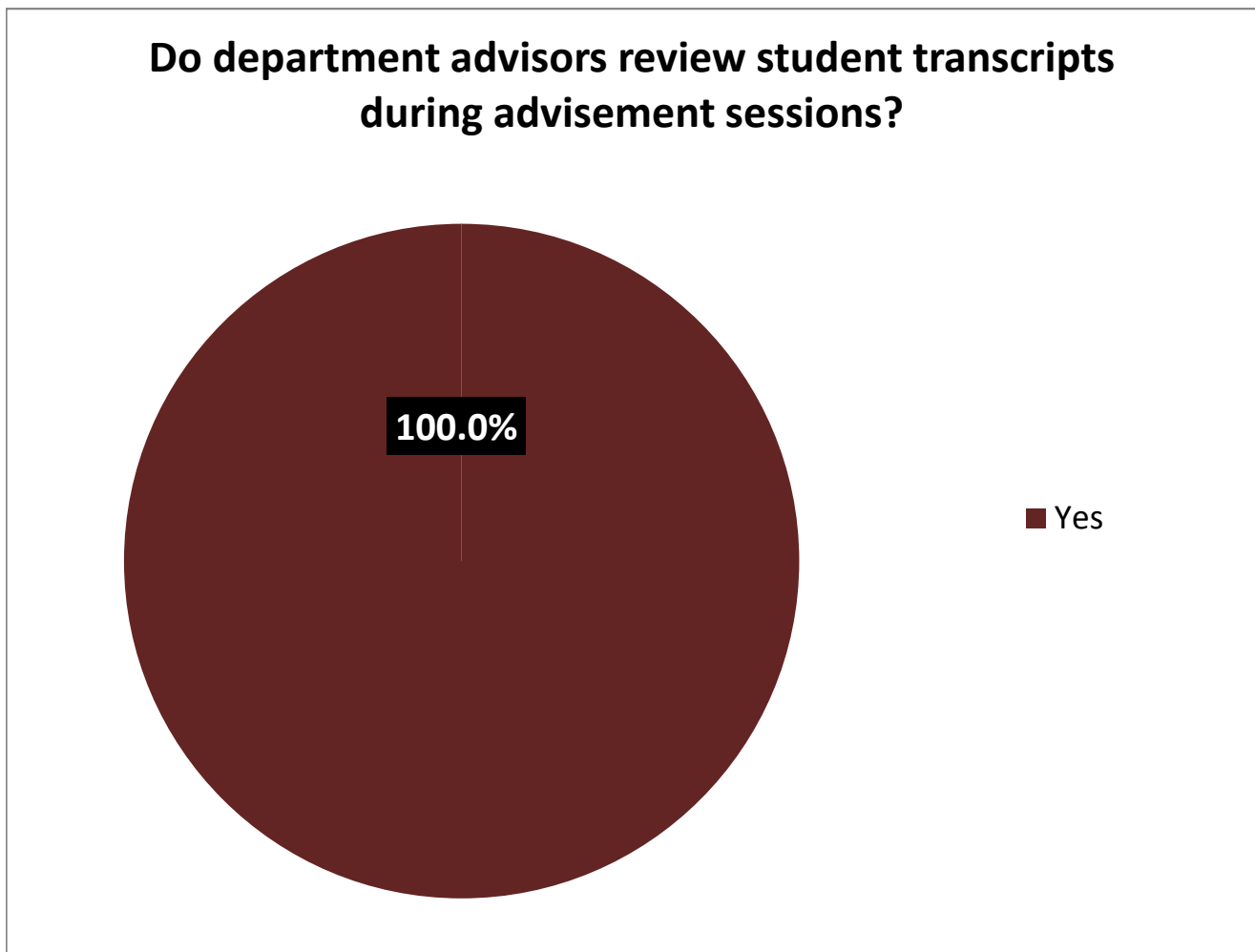
1.5 to each (grad and undergrad)

3

3 credits

12. Do department advisors review student transcripts during advisement sessions?

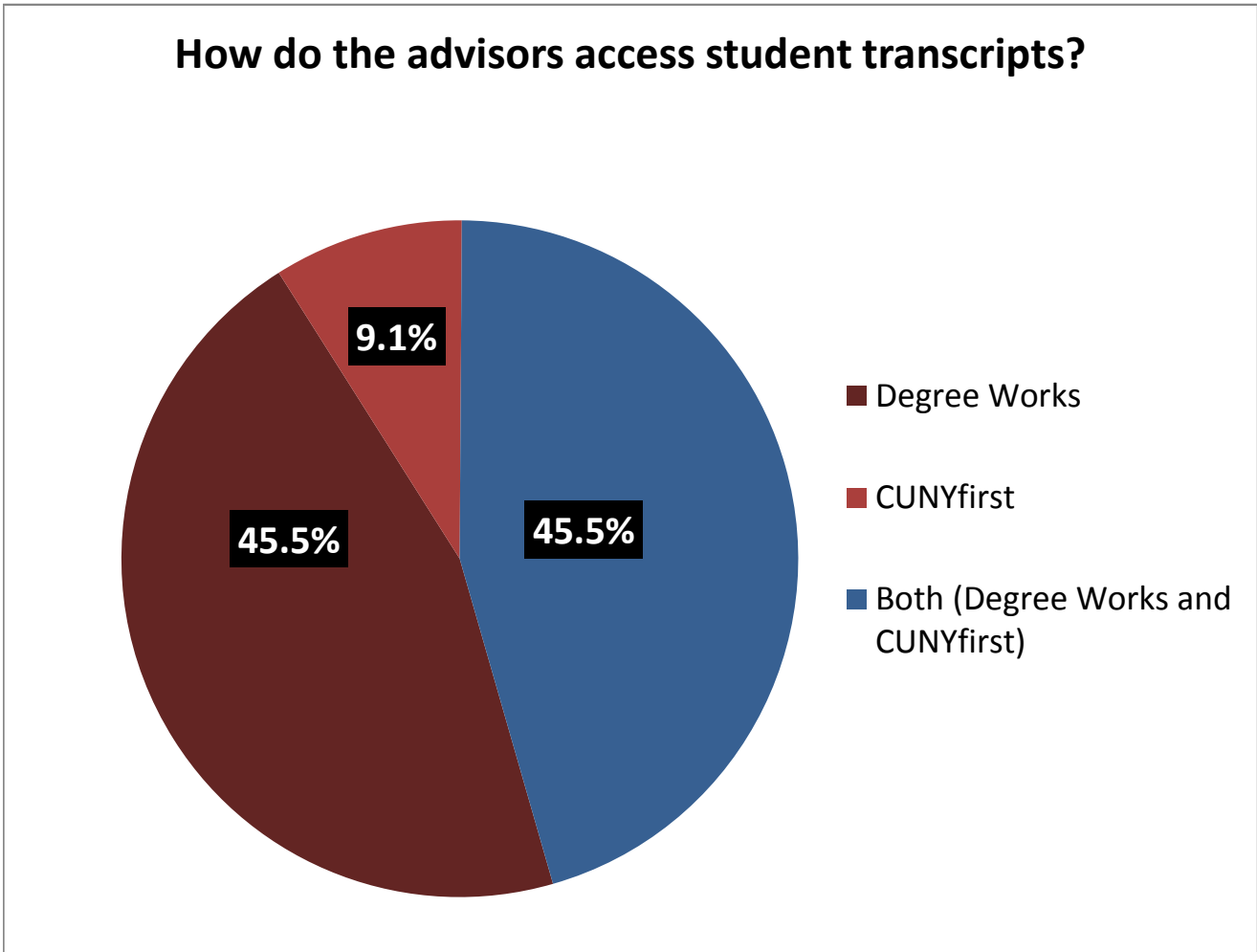
Response	Count	%
Yes	15	100.0%
No	0	0.0%
Total	15	100.0%



Number of Cases Missing: 0

13. How do the advisors access student transcripts? (Please select all that apply)

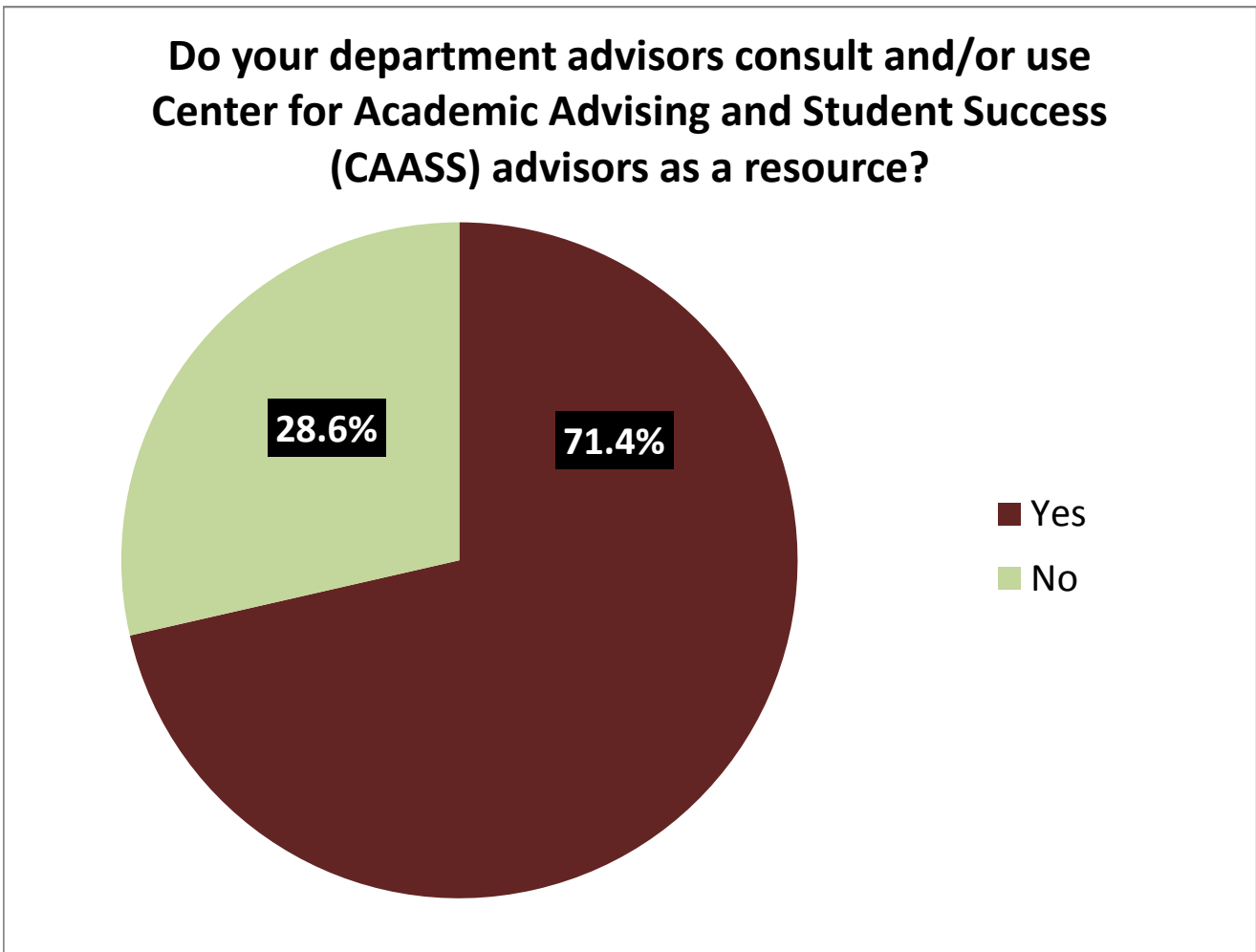
Response	Count	%
Degree Works	5	45.5%
CUNYfirst	1	9.1%
Both (Degree Works and CUNYfirst)	5	45.5%
Total	11	100.0%



Number of Cases Missing: 4

14. Do your department advisors consult and/or use Center for Academic Advising and Student Success (CAASS) advisors as a resource?

Response	Count	%
Yes	10	71.4%
No	4	28.6%
Total	14	100.0%

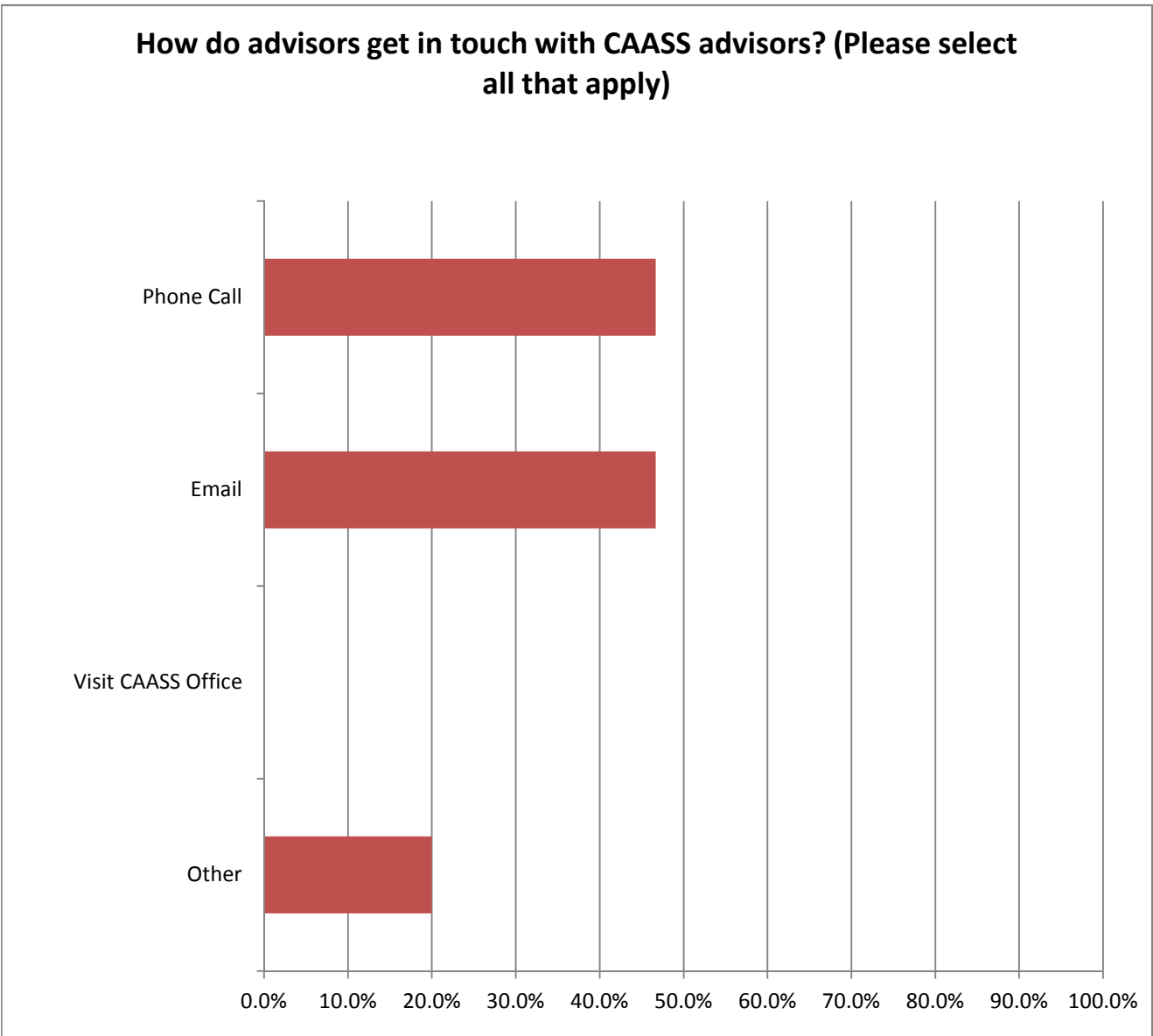


Number of Cases Missing: 1

15. How do advisors get in touch with CAASS advisors? (Please select all that apply)

Response	Count	%
Phone Call	7	46.7%
Email	7	46.7%
Visit CAASS Office	0	0.0%
Other	3	20.0%
Total Respondents	15	n/a

(NOTE: This is a multi-choice element so the percentages may add up to more than 100%)



Number of Cases Missing: 0

16. If your replied "Other" to item 15, please specify:

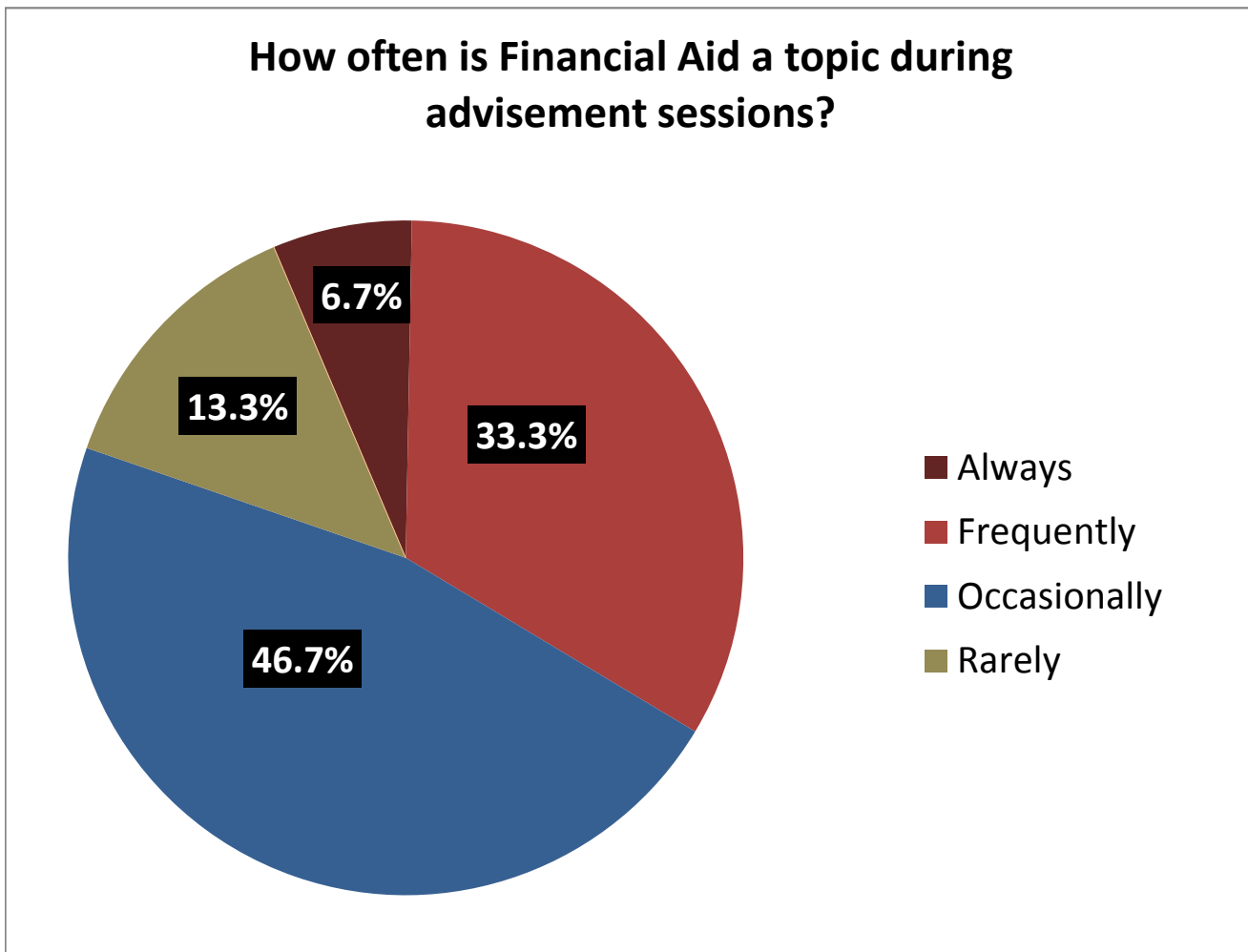
We often contact Jesus Perez directly as we get different answers from different CAASS advisers. We also have one faculty member dedicated to Transfer Evaluations, though other faculty and especially the Deputy evaluate as well.

I don't know.

I tend to redirect students to CAASS for items that are not related to the major. Mostly these are items that I believe CAASS is better prepared to handle anyway.

17. How often is Financial Aid a topic during advisement sessions?

Response	Count	%
Always	1	6.7%
Frequently	5	33.3%
Occasionally	7	46.7%
Rarely	2	13.3%
Never	0	0.0%
Total	15	100.0%



Number of Cases Missing: 0

18. What are the advising hours in your department?

2-4 hours per advisor each week. hours change by semester

25

Determined by each faculty member.

Each advisor posts about 3-5 advising hours per week in person. One of them offers skype hours in addition.

Each student makes an appointment to meet with the advisor.

It is determined by the advisor. Most of the time appointment is made by email to meet.

Mon, Wed, Fri 10:30am - 12:30pm and Tues, Thurs 2:30pm - 4:30pm

Mondays 3-4 PM Thursdays 10-11 AM or by appointment

MWTH two to three hours

The hours depend on the individual faculty member.

The main advisors have weekly office hours. The chair and office staff are available most of the week to help. All faculty do some advising.

They are set by the departmental advisor each semester

Varies. Some advisers have set hours weekly, some have hours by appointment. All have extended hours during registration period.

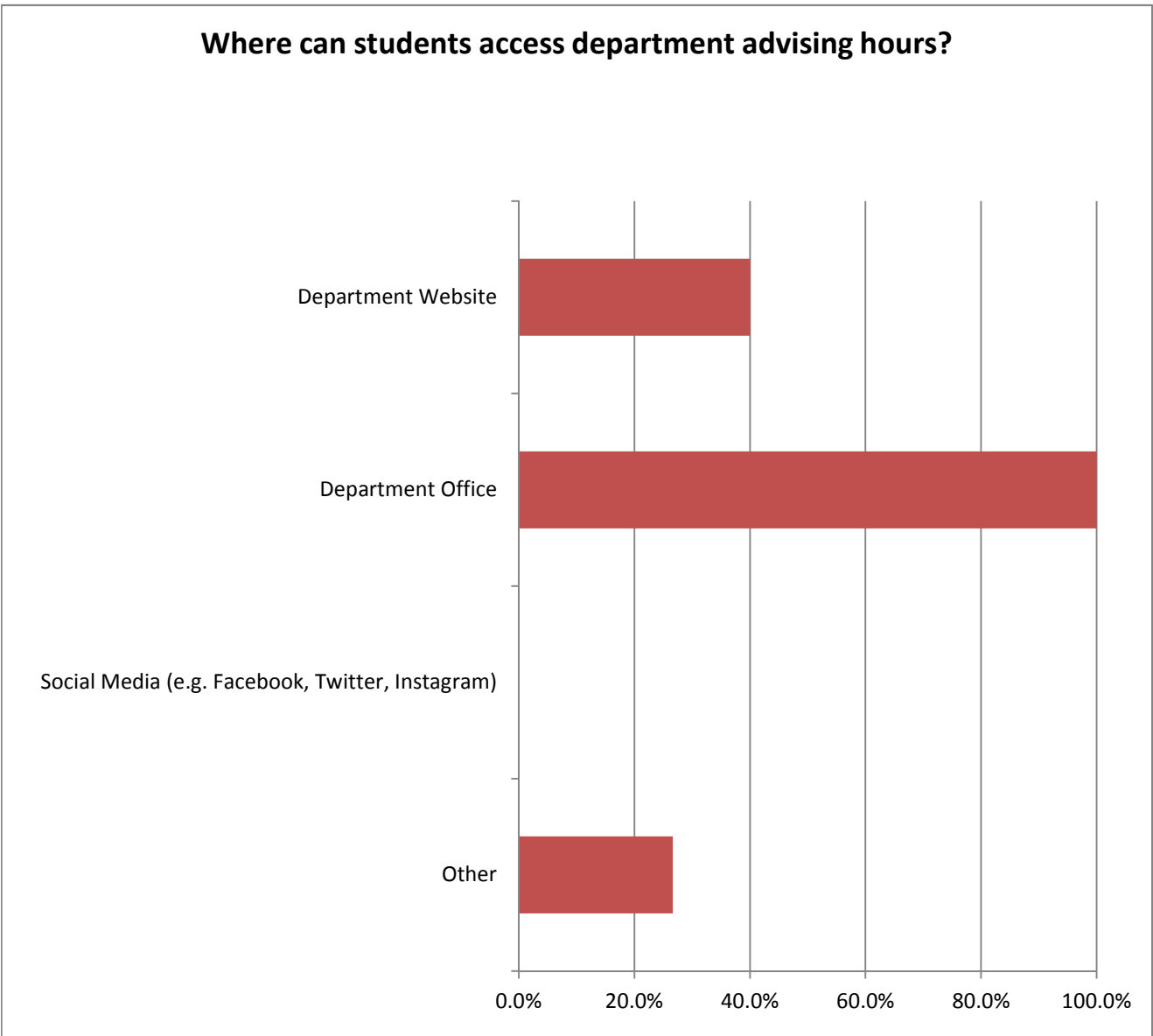
varying. We have hours by day as well as in the evening.

We have at least 1-2 faculty available each day, The chair is available 3h a week, and Deputy 3h a week.

19. Where can students access department advising hours? (Please select all that apply)

Response	Count	%
Department Website	6	40.0%
Department Office	15	100.0%
Social Media (e.g. Facebook, Twitter, Instagram)	0	0.0%
Other	4	26.7%
Total Respondents	15	n/a

(NOTE: This is a multi-choice element so the percentages may add up to more than 100%)



Number of Cases Missing: 0

20. If you answered "Other" to item 19, please specify:

Calling the department

Right on the door to the Biology Office.

They email the chair and make an appointment.

Posted outside the office door of the program coordinator. Included in department e-balsts to student body.

21. Please provide any additional insight on how advising within academic departments may be improved.

A brief training session, mostly to point to campus resources and administrative services, would be helpful to newly appointed advisers, I think. The CAASS information session organized recently was very interesting. I wish I had the opportunity to attend something like that before my first semester as an academic adviser. Also, there is quite a bit of documentation (appeals, course transfers, communications to the Registrar, etc.) that currently are being shuttled around by students. In a number of occasions I felt it would be simpler, safer, and quicker if there was a more direct line a communication between myself and administrative offices and other departments.

Advising details could be more interactive via each Department's website, much like the system for interacting with reference librarians via BC library site. This would cut down on advisor's duplication of simple advising tasks. Better communication between registrar and advisers. For instance, we found out that graduating with Honors had migrated online, only because a stack of the old forms was sent back. WE had to enter them by hand ASAP before graduation. Half way through registration last year, they changed how permissions were added, and we were not told. A list of 'how to do honors, how to do permissions for e-permits, how to make exceptions, etc'' would be helpful. We only learn when someone says it was done improperly, and that also depends on the person at the registrar. It results in a run-around for the student and adviser. I would say this consumes half the time we spend advising.

Other faculty should also do advising and get compensated or reassigned time for it.

Our department is severely affected by the advisement before they come to see department. Students who are interested to major in our department do not contact early enough. Most of the time students find our major late or advised to go later. By the time they come to see the advisor they are late to stay in the track. Because there are some prerequisite course that must be completed before they can start major courses. That forces them to stay longer or change to other major. I think if there is a separate 'Science Advisor' it will solve lots of problems.

Students often have questions about general education requirement including total credits required to obtain a BA. Students should be required to attend academic advisement sessions annually to check in about these issues - possibly?
