

THE CENTER FOR ACADEMIC ADVISEMENT AND STUDENT SUCCESS SURVEY

Spring 2012

Question 1: Why did you seek out assistance from a CAASS advisor today?

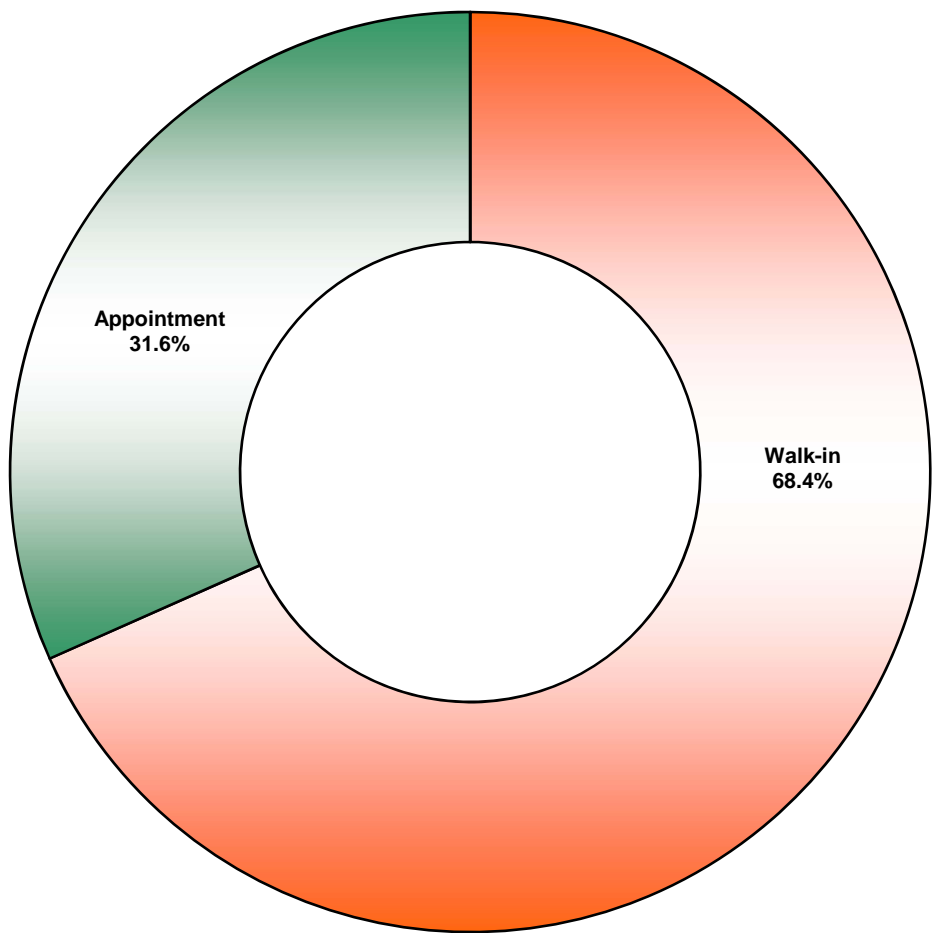
| <i>Reason(s)</i> | <i>No.</i> |
|--|-------------------|
| ABS Grade | 7 |
| Academic Probation | 30 |
| Academic Stop | 4 |
| Add/drop Class | 82 |
| Add/drop Class, Confusion Regarding Exemptions & Minors | 1 |
| Admission to Brooklyn College | 1 |
| Alternatives to Language Requirement, Upper Core Exemption | 1 |
| Appeal | 3 |
| Brooklyn College Passport | 14 |
| Brooklyn College Passport, Advisement | 1 |
| Bursar Issue | 1 |
| Class Schedule | 10 |
| Credits, Core Classes | 1 |
| Credits, Core Classes, Graduation Date | 1 |
| CUNY BA E-permit | 1 |
| Degree Requirement Information | 1 |
| Discuss my Re-admission | 8 |
| Discuss Upcoming Semester | 7 |
| Discuss Upcoming Semester, Core Classes | 1 |
| Dismissal from College | 1 |
| Domestic Conflicts | 1 |
| Drop Class, Future Academics | 1 |
| Email | 1 |
| Evaluate my Audit | 1 |
| Final Exam Dates | 1 |
| Financial Aid, Course Load | 1 |
| Financial Aid, Drop Course | 1 |
| Find out about the "W" Policy | 1 |
| Find out about the Pre-Med Program | 1 |
| Foreign Language | 3 |
| F-replacement | 1 |
| Future Classes, Re-admission | 1 |
| General Advisement, Graduate Information | 1 |
| General Information, Review Degree Progress | 1 |
| General Information/Questions | 20 |
| Get Approval to take Finals I missed last Spring | 1 |
| Get Course Sheet | 1 |
| Get WU Grade Change, Check Degree Requirements | 1 |
| GPA | 1 |
| GPA Questions, Petition Information | 1 |
| Grade Change | 3 |
| Graduate School | 4 |
| Graduation Information | 34 |
| Help with Schedule & GPA | 1 |
| Improve GPA, Major Advisement | 1 |
| INC Grade | 2 |

| <i>Reason(s)</i> | <i>No.</i> |
|---|-------------------|
| INC, ABS, General Advisement | 1 |
| Information about Core Classes | 12 |
| Information about Program | 2 |
| Issues with my Transcript Online, Questions about Declaring Major | 1 |
| Major & Credit Advisement | 3 |
| Major, Career, Future Plans | 1 |
| Need Academic Advisement | 35 |
| Pass/Fail Option | 3 |
| Pay for a Make-up Exam | 1 |
| Personal Reasons | 2 |
| Petition Information | 2 |
| Problem with Registration of Classes | 1 |
| Questions about Classes & BC Passport | 1 |
| Questions about Classes & Graduation | 3 |
| Questions about Credits | 15 |
| Questions about Major & Classes | 1 |
| Questions about OSS | 1 |
| Questions about Transcript | 3 |
| Questions Regarding Classes | 26 |
| Questions Regarding Evaluation of Diplomas | 1 |
| Questions Regarding Major | 18 |
| Questions Regarding Study Abroad | 1 |
| Resume Help | 1 |
| Review Degree Progress | 26 |
| Review Degree Progress, Graduation Information | 1 |
| See if I have any Electives Available | 1 |
| Senior Check | 1 |
| Sign Academic Visa | 1 |
| Tap Waiver | 7 |
| Tap Waiver, Advisement | 1 |
| TOCA, Drop a Class | 1 |
| Transfer Evaluation, General Questions | 1 |
| Transfer, Graduation | 1 |
| Transferring | 1 |
| WebCentral Advised me | 1 |
| Withdrawal from Class | 40 |
| WU on my Transcript | 1 |

* Responses from The Center for Academic Advisement and Student Success Survey - Spring 2012

Question 2: On which of the following days did you see a CAASS advisor?

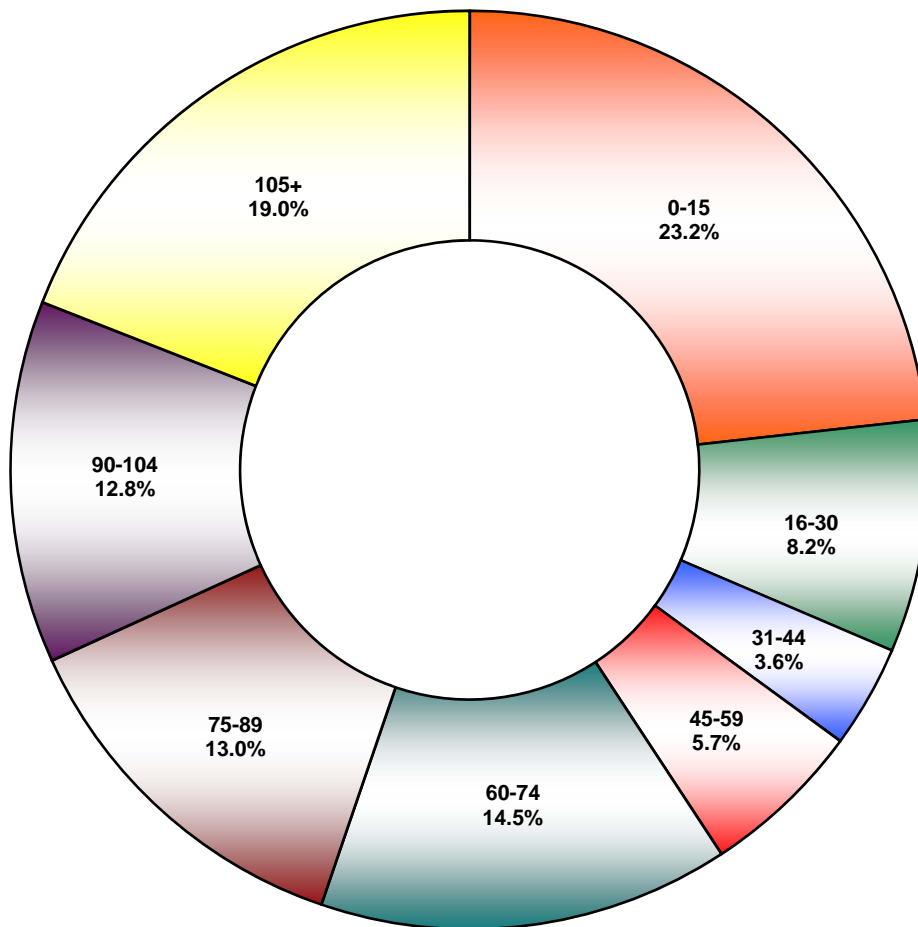
| Total Responses | Walk-in | Appointment | No Response |
|-----------------|---------|-------------|-------------|
| 545 | 365 | 169 | 11 |
| 100% | 68.4% | 31.6% | |



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Question 3: How many credits have you attained?

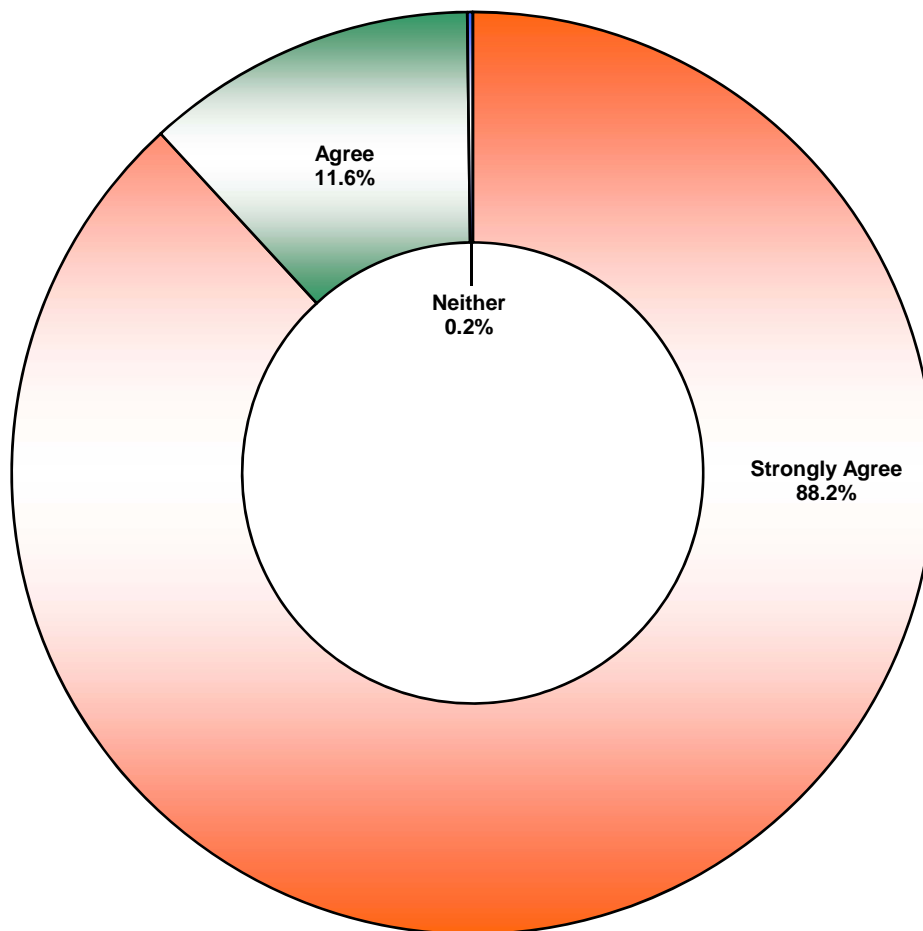
| Total Responses | 0-15 | 16-30 | 31-44 | 45-59 | 60-74 | 75-89 | 90-104 | 105+ | No Response |
|-----------------|-------|-------|-------|-------|-------|-------|--------|-------|-------------|
| 545 | 122 | 43 | 19 | 30 | 76 | 68 | 67 | 100 | 20 |
| 100% | 23.2% | 8.2% | 3.6% | 5.7% | 14.5% | 13.0% | 12.8% | 19.0% | |



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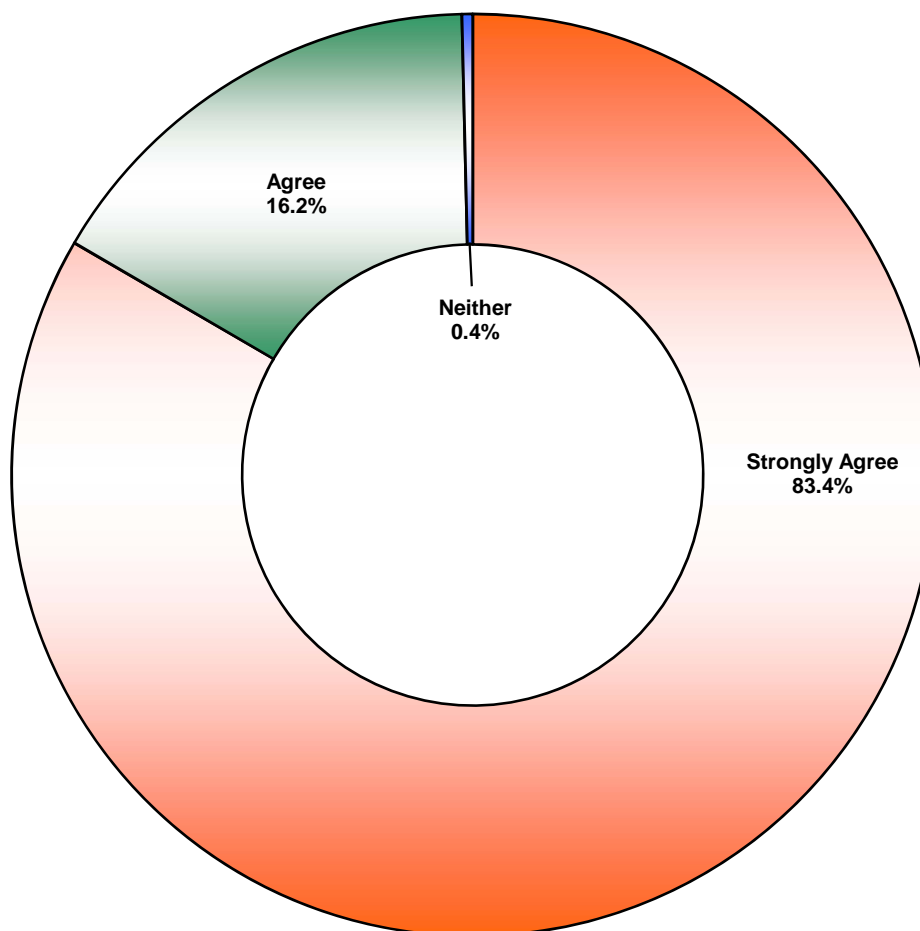
Question 4: The reception staff was courteous and respectful:

| Total Responses | Strongly Agree | Agree | Neither | Disagree | Strongly Disagree | No Response |
|-----------------|----------------|-------|---------|----------|-------------------|-------------|
| 545 | 477 | 63 | 1 | 0 | 0 | 4 |
| 100% | 88.2% | 11.6% | 0.2% | 0.0% | 0.0% | |



Question 5: My CAASS advisor was approachable:

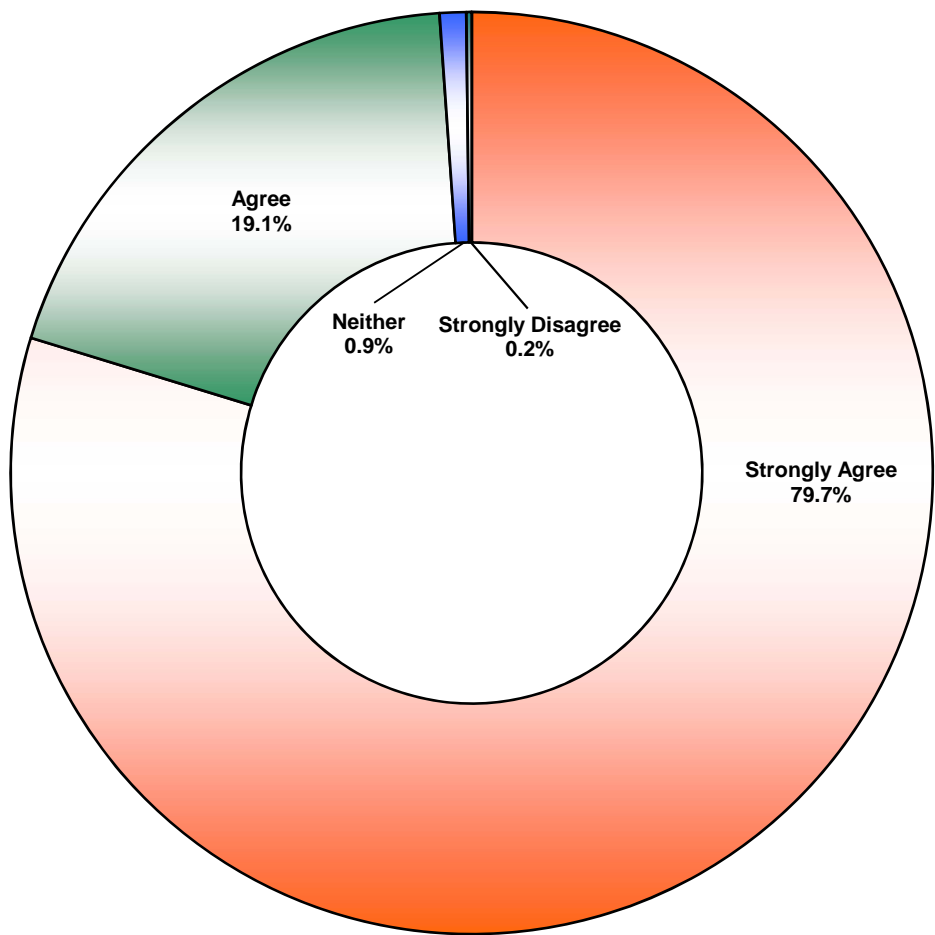
| Total Responses | Strongly Agree | Agree | Neither | Disagree | Strongly Disagree | No Response |
|-----------------|----------------|-------|---------|----------|-------------------|-------------|
| 545 | 447 | 87 | 2 | 0 | 0 | 9 |
| 100% | 83.4% | 16.2% | 0.4% | 0.0% | 0.0% | |



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Question 6: My CAASS advisor helped me find the answers to my questions:

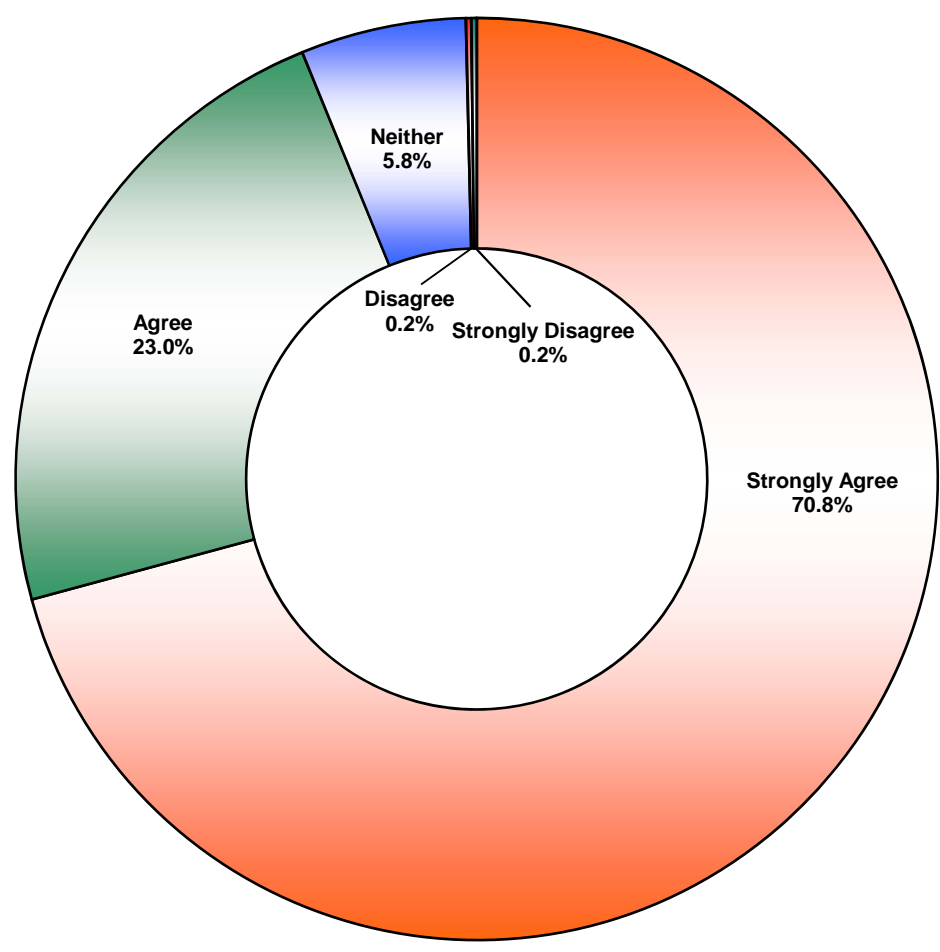
| Total Responses | Strongly Agree | Agree | Neither | Disagree | Strongly Disagree | No Response |
|-----------------|----------------|-------|---------|----------|-------------------|-------------|
| 545 | 429 | 103 | 5 | 0 | 1 | 7 |
| 100% | 79.7% | 19.1% | 0.9% | 0.0% | 0.2% | |



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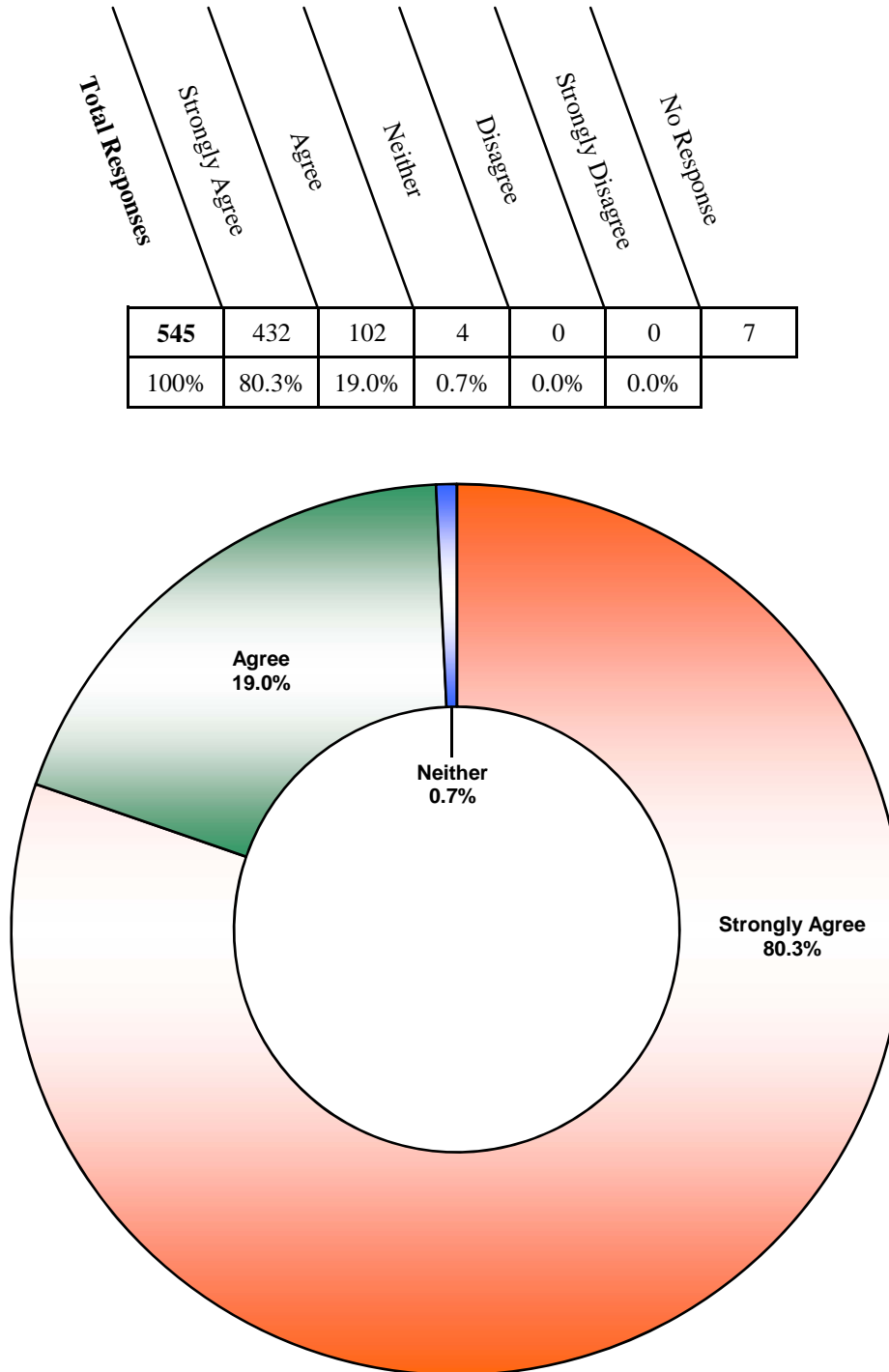
Question 7: My CAASS advisor helped me connect with other resources and offices on campus:

| Total Responses | Strongly Agree | Agree | Neither | Disagree | Strongly Disagree | No Response |
|-----------------|----------------|-------|---------|----------|-------------------|-------------|
| 545 | 378 | 123 | 31 | 1 | 1 | 11 |
| 100% | 70.8% | 23.0% | 5.8% | 0.2% | 0.2% | |



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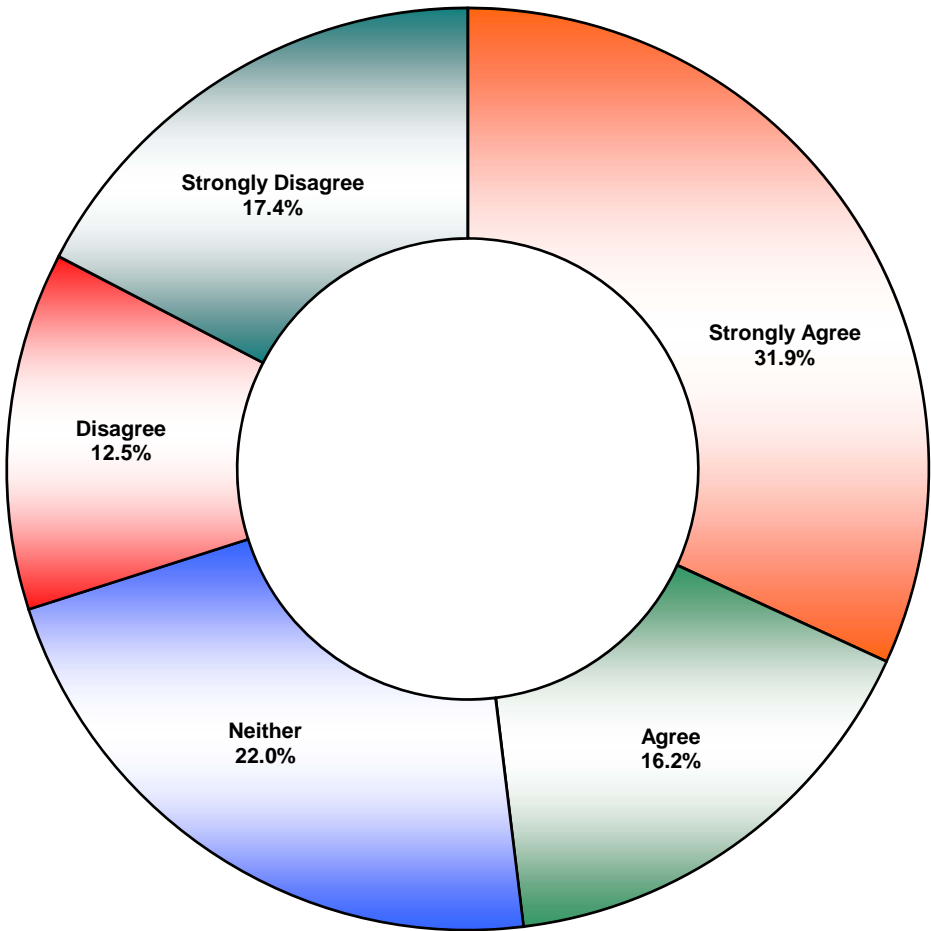
Question 8: I am satisfied with my overall experience with my CAASS advisor today:



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Question 9: My CAASS advisor was unable to answer my question but did refer me to the appropriate office or staff member to resolve my issue:

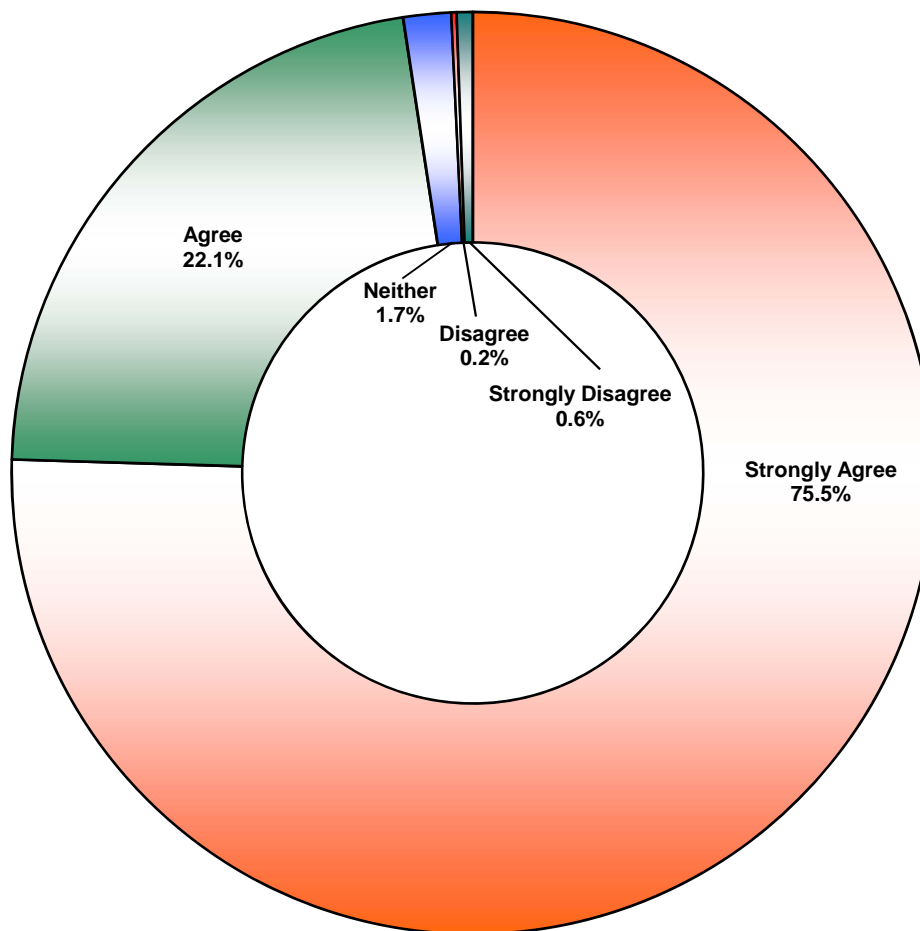
| Total Responses | Strongly Agree | Agree | Neither | Disagree | Strongly Disagree | No Response |
|-----------------|----------------|-------|---------|----------|-------------------|-------------|
| 545 | 165 | 84 | 114 | 65 | 90 | 27 |
| 100% | 31.9% | 16.2% | 22.0% | 12.5% | 17.4% | |



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Question 10: I am likely to return to CAASS for assistance in the future:

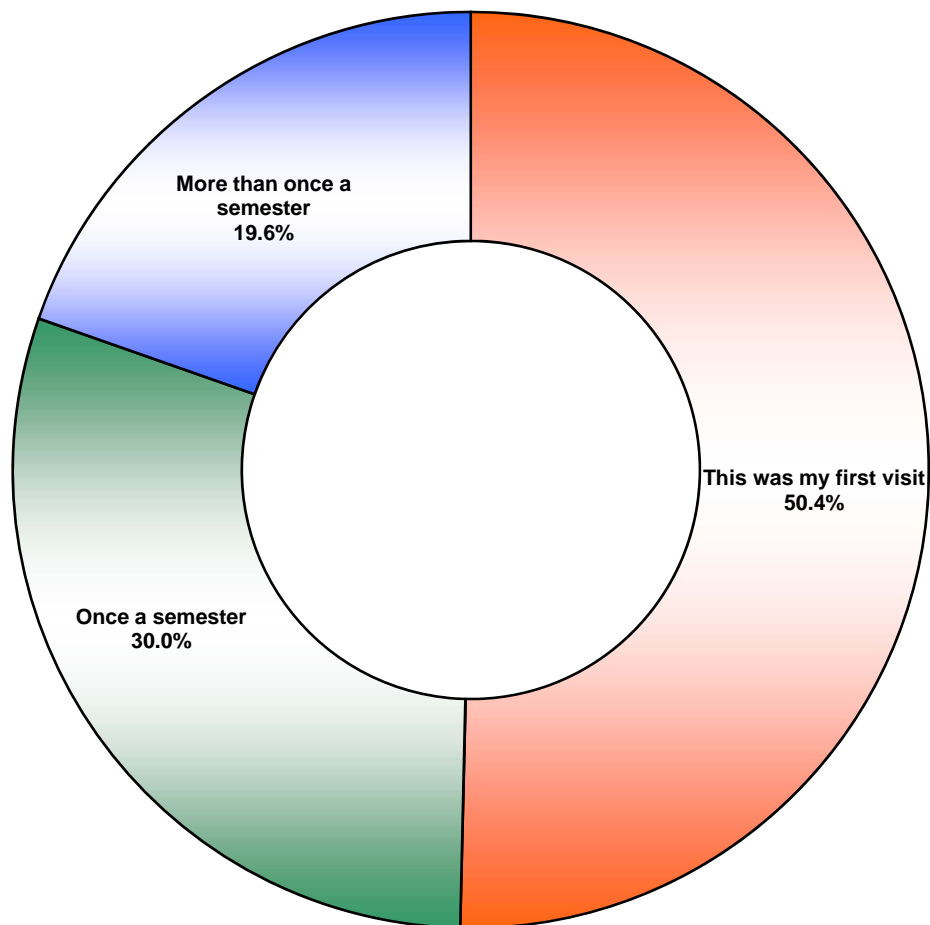
| Total Responses | Strongly Agree | Agree | Neither | Disagree | Strongly Disagree | No Response |
|-----------------|----------------|-------|---------|----------|-------------------|-------------|
| 545 | 406 | 119 | 9 | 1 | 3 | 7 |
| 100% | 75.5% | 22.1% | 1.7% | 0.2% | 0.6% | |



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Question 11: How frequently do you visit CAASS for assistance?

| Total Responses | This was my first visit | Once a semester | More than once a semester | No Response |
|-----------------|-------------------------|-----------------|---------------------------|-------------|
| 545 | 272 | 162 | 106 | 5 |
| 100% | 50.4% | 30.0% | 19.6% | |



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