



AVC-CFO – Office of
Planning & Analysis

UCUES Responses on Academic & Co-curricular Advising Experiences

Overview

In 2011 the Advising Council was established as an Operational Excellence Student Services project to improve advising effectiveness at UC Berkeley. The 2012 UCUES Wild Card module was designed to go beyond student satisfaction and provide information on student-centered advising *outcomes* and more information on both curricular and co-curricular advising. Detailed responses are provided below.

Academic Advising

4. As you think about the range of academic advising that you have received in your department and/or college, please indicate how much you agree with the following statements:

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Somewhat disagree</i>	<i>Somewhat agree</i>	<i>Agree</i>	<i>Strongly agree</i>
Academic advisors provided the encouragement and guidance needed to persist and succeed during my transition to Cal	5%	9%	15%	33%	28%	11%
Academic advisors provided the encouragement and guidance needed to persist and succeed during my time of deciding on or declaring a major	5%	8%	14%	34%	28%	11%
Academic advisors have helped me connect with enrichment opportunities (e.g., study abroad, research opportunities, service learning)	6%	14%	19%	31%	22%	9%
As a result of academic advising, I am more likely to reach my full academic potential	7%	13%	20%	31%	22%	8%
Academic advisors have provided me with strategies to improve my time management	9%	19%	23%	28%	16%	5%
Academic advisors have provided me with strategies to manage my financial resources	12%	24%	23%	23%	14%	4%
Academic advising is coordinated across campus in ways that make it easy to get things done	11%	15%	21%	30%	18%	5%
Planning my schedule with an academic advisor has been beneficial to my academic progress	7%	11%	15%	30%	26%	11%
I am confident in the accuracy of the information I receive from academic advisors	5%	6%	11%	30%	34%	15%
I have been provided with advising services that are sensitive to my unique characteristics as an individual (e.g., gender identity, ethnic/racial identity)	10%	15%	17%	29%	21%	8%
I am aware of which classes are required to declare and/or successfully complete my desired major	1%	2%	4%	17%	42%	34%

5. During this academic year, how often have you ...

	<i>Never</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Somewhat often</i>	<i>Often</i>	<i>Very often</i>
received consistent information from academic advisors across campus	8%	15%	22%	21%	25%	9%
left advising sessions confused and/or with unanswered questions	23%	32%	23%	12%	7%	3%
been treated with respect during an advising session	4%	3%	9%	15%	41%	28%

6. During this academic year, how often has ...

	<i>Never</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Somewhat often</i>	<i>Often</i>	<i>Very often</i>
meeting with an academic advisor helped you develop strategies for balancing your schoolwork with other competing obligations/activities	25%	22%	20%	17%	12%	4%
meeting with an academic advisor prompted you to seek out an opportunity that you would not have otherwise considered	26%	19%	21%	16%	13%	5%
meeting with an academic advisor helped you clarify your career/"life after Cal" goals	30%	21%	19%	16%	10%	4%
meeting with an academic advisor helped you better understand your academic interests and goals	23%	18%	21%	18%	14%	6%
meeting with an academic advisor helped you to make timely progress to your degree	17%	13%	21%	20%	20%	9%

Student Support Services Advising

7. There are many places on campus where a student might receive advising or counseling, outside of the academic departments and colleges. Below is a list of some of these student support services. For each of the following advising/student support resources, please indicate whether or not you have used the service, and how satisfied you've been.

	<i>Have not heard about until now</i>	<i>Have heard about but had no need to use</i>	<i>Had the need, but did not use</i>	<i>Used and found the service helpful</i>	<i>Used, but found the service not that helpful</i>
Career Center	3%	30%	21%	37%	9%
New Student Services (CalSO, Welcome Activities)	6%	24%	7%	50%	13%
Recreational Sports Facility (Wellness Advising)	18%	29%	11%	40%	3%
Student Learning Center	3%	36%	12%	42%	6%
Tang Center (Counseling Services)	5%	43%	13%	33%	7%
Academic Achievement Program (Includes SSS Scholars Academy, McNair Scholars Program, & Miller Scholars Program)	60%	26%	8%	5%	1%
Academic Services in the Residential Halls (Includes Tutoring, Peer Advising)	18%	51%	11%	17%	4%
Athletic Study Center	57%	36%	4%	4%	1%
Berkeley International Office	52%	36%	4%	7%	1%
Berkeley Study Abroad Office	21%	51%	9%	17%	3%
Cal Corps Public Service Center	48%	38%	6%	8%	1%
Center for Student Leadership (Includes Student Organization, fraternities & sororities, Leadership Program, & Cal Debate)	38%	41%	6%	13%	3%
Disabled Students' Program	19%	68%	5%	7%	1%
Fall Program for Freshmen (UC Extension)	21%	63%	5%	10%	2%
Freshmen Edge Program (Summer Sessions)	44%	48%	4%	3%	1%
Gender Equity Resource Center (LGBT, Women, Sexual/Relationship Violence Advocacy)	38%	51%	5%	6%	1%

	<i>Have not heard about until now</i>	<i>Have heard about but had no need to use</i>	<i>Had the need, but did not use</i>	<i>Used and found the service helpful</i>	<i>Used, but found the service not that helpful</i>
Multicultural Student Development (African American Student Development, Asian Pacific American Student Development, Chicano/Latino Student Development, Cross-Cultural Student Development, Multicultural Community Center, Multicultural Immigrant Student Program, & Native American Advisory Council)	41%	44%	5%	9%	1%
Office of Undergraduate Research/ Undergraduate Research Apprentice Program	27%	35%	17%	16%	5%
Professional Development Program	68%	23%	5%	3%	1%
Residence Hall Staff (Resident Directors, Program Assistants, Resident Assistants, Theme Program Advisors)	15%	46%	6%	27%	7%
Scholarship Connection	64%	21%	7%	6%	2%
SLAS/EOP (Services for first-generation/low-income students)	59%	25%	6%	8%	2%
Transfer, Re-entry & Student Parent Center	48%	36%	5%	10%	2%
Transfer Edge Program (Summer Sessions)	62%	30%	4%	3%	1%

8. As you continue to think about the range of student support services that you receive outside of your department and/or college, please indicate how much you agree with the following statements.

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Somewhat disagree</i>	<i>Somewhat agree</i>	<i>Agree</i>	<i>Strongly agree</i>
Student services staff provided the encouragement and guidance needed to persist and succeed during my transition to Cal	6%	11%	12%	45%	22%	4%
Student services staff provided the encouragement and guidance needed to persist and succeed during my time of deciding on or declaring a major	6%	13%	14%	42%	21%	4%
Student services staff have helped me connect with enrichment opportunities (e.g., study abroad, research opportunities, service learning)	7%	15%	19%	37%	19%	4%

	<i>Strongly disagree</i>	<i>Disagree</i>	<i>Somewhat disagree</i>	<i>Somewhat agree</i>	<i>Agree</i>	<i>Strongly agree</i>
As a result of student services staff, I am more likely to reach my full academic potential	7%	14%	19%	37%	18%	4%
Student services staff have provided me with strategies to improve my time management	8%	18%	21%	35%	16%	3%
Student services staff have provided me with strategies to manage my financial resources	9%	22%	21%	32%	14%	3%
Student services are coordinated across campus in ways that make it easy to get things done	8%	15%	20%	38%	16%	3%
Planning my schedule with a student services staff has been beneficial to my academic progress	8%	17%	18%	37%	17%	4%
I am confident in the accuracy of the information I receive from student services staff	6%	9%	14%	40%	26%	5%
I have been provided with student advising services that are sensitive to my unique characteristics as an individual (e.g., gender identity, ethnic/racial identity)	8%	15%	16%	37%	19%	5%

9. During this academic year, how often have you ...

	<i>Never</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Somewhat often</i>	<i>Often</i>	<i>Very often</i>
received consistent information from student services staff across campus	20%	16%	21%	22%	18%	4%
left a meeting with student services staff confused and/or with unanswered questions	31%	29%	19%	12%	7%	2%
been treated with respect during a meeting with student services staff	17%	6%	12%	19%	33%	14%

10. During this academic year, how often has ...

	<i>Never</i>	<i>Rarely</i>	<i>Occasionally</i>	<i>Somewhat often</i>	<i>Often</i>	<i>Very often</i>
meeting with student services staff helped you develop strategies for balancing your schoolwork with other competing obligations/activities	32%	18%	20%	17%	11%	3%
meeting with student services staff prompted you to seek out an opportunity that you would not have otherwise considered	31%	18%	22%	16%	10%	3%
meeting with student services staff helped you clarify your career/"life after Cal" goals	34%	20%	20%	15%	9%	3%
meeting with student services staff helped you better understand your academic interests and goals	32%	17%	20%	17%	11%	3%
meeting with student services staff helped you to make timely progress to your degree	31%	15%	21%	17%	13%	3%