

Unit: Academic Advising, Information Center, and Welcome Center	I#	FY 11	FY 12	FY 13
❖ Unduplicated number of students served by advisors	<u>#7</u>	5,432	5,391	5,487
❖ First-time entering fall students still enrolled or completed by the subsequent fall semester (does not account for transfers out)	<u>#655</u>			
▪ Full-time (HCC)		63%	64%	62%
▪ Full-time (MD CC statewide average)		60%	61%	n/a
▪ Part-time (HCC)		51%	49%	43%
▪ Part-time (MD CC statewide average)		44%	45%	n/a
❖ First-time students enrolled in the fall semester who return in the subsequent spring semester (does not exclude graduates or transfers out)	<u>#656</u>			
▪ All first-time, degree-seeking students		73%	74%	73%
▪ All first-time, full-time degree-seeking students		78%	79%	76%
▪ All first-time students (including "undeclared")		73%	73%	73%
❖ Number of visits per student on annual basis	<u>#2</u>	1.75	1.75	1.67
❖ Median wait time per visit (minutes)	<u>#1</u>	19.25	15.70	16.15
❖ Median visit length (minutes)	<u>#3</u>			
▪ Overall		22.98	22.60	22.45
▪ Academic advisors		24.50	24.07	23.57
▪ Student workers		14.71	12.23	15.34
❖ Advising visits handled by students	<u>#481</u>			
▪ Student workers		899	129	212
▪ Student advisors		547	910	1,014
▪ Scheduling lab		479	567	530
❖ Number of virtual advising contacts	<u>#389</u>	n/v	n/v	n/n
❖ Student to advisor ratios	<u>#6</u>	1,181.0	932.7	870.9
❖ Number of students completing career inventories	<u>#64</u>	244	175	609
❖ Number of phone calls received by Information Center	<u>#244</u>	36,146	30,714	25,475
❖ Dispatching of phone calls received by Information Center	<u>#482</u>			
▪ Completely answered		52%	58%	66%
▪ Partially answered/transferred		8%	16%	19%
▪ Completely transferred		40%	26%	15%

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❖ Undecided students who remain undecided	<u>#38</u>			
▪ First-time fall students undecided in spring		80%	88%	72%
▪ First-time fall students undecided in subsequent fall		57%	63%	n/a
▪ First-time fall developmental students undecided in spring		80%	88%	75%
▪ First-time fall developmental students undecided in subsequent fall		60%	61%	n/a
▪ First-time spring students undecided in fall		57%	50%	77%
▪ First-time spring students undecided in subsequent spring		57%	44%	40%
▪ First-time spring developmental students undecided in fall		50%	50%	70%
▪ First-time spring developmental students undecided in subsequent spring		40%	50%	50%
❖ Student satisfaction with Academic Advising (based on a 5-point scale)	<u>#5</u>	4.07	n/v	3.85
❖ Student satisfaction with Information Center (telephone services) (based on a 5-point scale)	<u>#243</u>	4.03	n/v	3.99
❖ Student satisfaction with career counseling (CCSSE based on a 3-point scale)	<u>#372</u>	n/v	n/v	2.12
❖ Employee Satisfaction with Academic Advising (based on a 5-point scale)	<u>#361</u>	3.98	n/v	4.10
❖ Employee satisfaction with Information Center (Call Center) (based on a 5-point scale)	<u>#431</u>	3.75	n/v	3.74
❖ Student satisfaction with transfer credit assistance (CCSSE based on a 3-point scale)	<u>#376</u>	n/v	n/v	2.13
❖ Student satisfaction with academic advising (CCSSE based on a 3-point scale)	<u>#443</u>	n/v	n/v	2.31