



# Student Voice- Spring Presentation 2018

## ASUCR

*"United We are Heard"*

Board of Directors

Chair- Jeffrey Ramos

Director of Operations- Malcolm Tran

Director of Personnel- Denis Turan

Director of Data Analytics- Mirella Rodriguez

For follow up questions or comments contact Jeffrey Ramos, ([jeffrey.ramos@email.ucr.edu](mailto:jeffrey.ramos@email.ucr.edu))

# Introduction:

The following documents are brought to you by Student Voice. You will find in this packet our sampling plan, surveying protocols, and the overall studies of this quarter. These materials are aimed to support ASUCR and provide further evidence on what to focus on. The following studies of Spring Quarter are:

- Campus Safety
- Textbook Prices
- Healthy Food Options
- Academic Advising

Each studies has the following

- Infographic
- Rationale/Questions
- Proposed Solution/s

The following information has been compiled, analyzed, and written by Student Voice.

## Student Voice Assembly

Chair: Jeffrey Ramos (4th Year, Business Administration)

Director of Operations: Malcolm Tran (3rd Year, Microbiology)

Director of Personnel: Denis Turan (3rd Year, Business Administration)

Director of Data Analytics: Mirella Rodriguez (3rd Year, Statistics)

Delegates:

Noor Abd-Allah

(4th Year, Psychology)

Eric Huey

(4th Year, Business Administration)

Laura Pullen

(3rd Year, Economics)

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Jessie Arellano

(1st Year, Pre-Business)

Laura Kollmorgen

(1st Year, Biology)

Lesslie Real

(3rd Year, Pre-Business)

Natalie Hernandez

(1st Year, Cellular Molecular Developmental Biology)

Kim Lee

(4th Year, Media and Cultural Studies)

Sawanee Zadey

(1st Year, Pre-Business)

**Delegate-** The Delegate provides valuable input for Student Voice. Make recommendations on initiatives. Creates the bond with the overall campus at large.

**Board of Directors-** The Board creates strategic decisions to propel forward Student Voice. They work to make ASUCR more efficient and sponsor better understanding/action from the Student Government

**Chair-** Oversees the direction of the organization



**STUDENT  
VOICE**

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**Dear Reader,**

This past quarter has been filled with interesting positive developments. With the newest additions to our team, we've focused on building team harmony, improving company operations, and expanding responsibilities.

In order to comply with the request of ASUCR to be present in a variety of more capacities, we've grown from a 4 person team to a 13 person team. We've spent a variety of time and resources to gather the right people and are happy to report that we have an incredibly dedicated team. Attending team meetings is not a chore; we are happy to come together and work better to further advance student voices. Our primary job is to influence leadership on campus, something we have been doing quite successfully.

This quarter we've delved into some interesting topics, now polling over 100+ students a week; some topics including: Campus Security, Textbook prices, Healthy food options, and Academic Advising. We've noticed an increasing trend with the campus attempting to create similar polls. Thus speaking to how we've been able to influence more parties on campus. Our team has also met with a variety of ASUCR officials and Campus Administration in order to move forward on student issues this quarter. We have been described as being able to ".. connect with peers on a personal level and act as our voice" (UCR Student)

Student Voice is proud to present our quarterly data findings. Ultimately it is United that We are Heard.

Sincerely,

**Jeffrey Ramos**  
**Chair of Student Voice**

**"United We are Heard"**

# Sampling Plan and Polling Protocols

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## Sampling Plan

Used Slovin's formula used to calculate the sample size (n) given the population size (N) and a margin of error (e). Used a population size of 20,004 total students gathered from the enrollment facts on the official UCR website.  
(<http://ir.ucr.edu/stats.html>)

n = unknown sample size

N = 20,004 total undergraduate students

$e = 0.10$  margin of error

$$n = \frac{20004}{1+(20004)(0.1)^2} = 99.50259 \approx 100 \text{ students}$$

Therefore, based on Slovin's formula a sample size of 100 students should be used which would include a confidence level of 90% and a margin of error of 0.1.

A stratified sampling procedure will be used to ensure that the sample is representative of the target population. Created strata based on the College data provided by on the official UCR website.

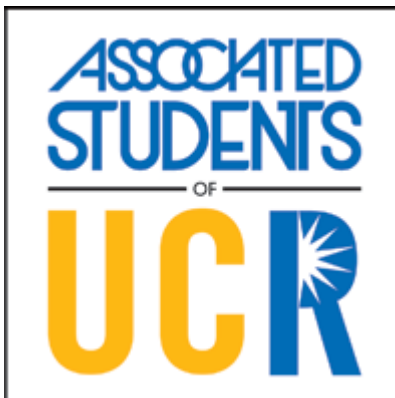
College	Percentage of Population	Sample Size
SOBA	5.30%	5
BCOE	12.95%	13
CNAS	28.5%	29
CHASS	53.25%	53

# Step-By-Step Guide on How to Survey

1. Prepare a pen and paper to record responses from students.
2. Observe students in an area, and decide who looks like they would answer your questions.
3. Walk up to the selected person with a smile and introduce yourself: "Hello my name is \_\_\_\_\_ and I am with the Student Voice Committee. Can you answer a few questions for me?"
4. If they say yes, go on to step #5. If they say no, wish them a nice day and go back to step #2.
5. Ask the first question and make sure you are speaking clearly.
6. Record their response, and if they say something of interest, ask a follow up question.
7. When done with one question, move on to the next question and repeat steps 5 and 6 until you're finished with the survey.
8. Thank them for their time.
9. Repeat steps 2-8 until you finish compiling all necessary data.

## Do's

- Be confident and friendly
- Speak clearly and concisely
- Have a conversation with people rather than simply questioning them
- Use a pen and paper when surveying students
- Pick the people you survey carefully to not inconvenience anybody
- Ask questions in a consistent manner
- Survey at times and locations where people will be available to respond.
- Thank participants for their time



## Don'ts

- Pressure people to answer your questions
- Survey at the library
- Be Timid or disrespectful
- Exclude select individuals of a group

# Campus Safety

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# 6 Campus Safety Results That Impact Everyone

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1

Student Safety is an ever present concern. We took to the campus and asked students how they felt.

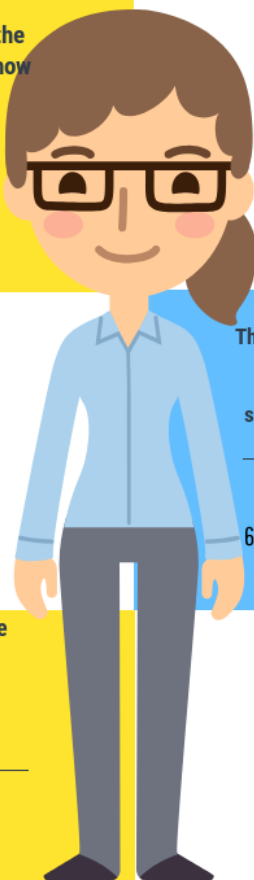
*Who was surveyed?:*

BCOE 17

CHASS 79

CNAS 44

SoBA 2



These results indicate that students do not utilize safety resources. Initiatives on safety resources should focus on maximizing usage rather than introducing more.

*Are there enough safety resources at UCR?:*

68% of Students feel we have *enough* resources on campus.

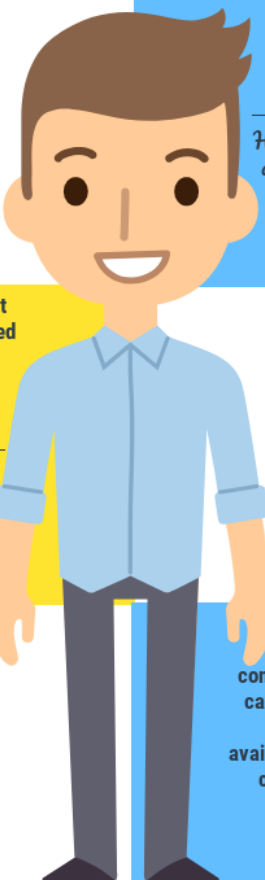
2

3

"Work Hours" (8am to 6pm) are the most productive time on campus. Students will not be able to perform their best if they do not feel safe.

*Between what times do you feel safest at UCR if ever?*

Only 47% of Students feel safest during "Work Hours"



Incidents impact a small number of students, but the fear is clearly present amongst the student body.

*Have you or anyone you know been approached by someone suspicious?*

70% of Students said they have never been approached by anyone suspicious

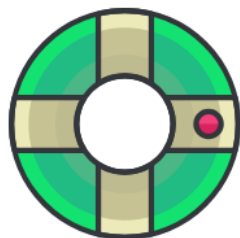
4

5

Students are aware of the escort service but have repeatedly noted the long wait times for safety escorts. These inefficiencies discourage students from using the resource at all.

*How often do you utilize the campus escort or UCPD?*

89% of Students said they have *Never* utilized the campus escort of UCPD



Campus Safety is an issue that concerns us all. In order to improve campus safety, we must maximize the usage of currently available resources. This will reduce cost. The addition of more safety resources was found to be unnecessary by our study.

6



# **Campus Security**

## **Topic:**

To find out more information on whether students feel safe on campus and if there are enough campus safety resources.

## **Introduction:**

Campus security is more important than ever, especially with all the recent school shootings that have occurred in the past year alone. It is necessary for campuses to have the appropriate security in place to proactively prevent any crimes from occurring, as well as to give students a sense of security. We took this time to engage with students on their opinions on the specific times they do feel safe and if they feel there is enough resources on campus.

We asked students:

- Are there enough campus safety resources at UCR?
- Between what times do you feel safest at UCR if ever?
- Between what times do you feel least safest at UCR if ever?
- Have you or anyone you know have been approached by someone suspicious?
- How often do you utilize the campus escort or UCPD?

## **Results:**

A majority of the UCR students concluded they wished to see more lighting especially in lot 27 where it is completely dark in the lot. Many students wanted the escort services to be on campus already in the evening (after 7pm). It was also taken note that a large number of students that complained about not knowing where the emergency call boxes are.

## **Conclusion:**

In conclusion, we found that **68%** of students feel there is enough safety resources on campus. We also found that **70%** of students have been approached by someone suspicious and **89%** have never utilized the campus escort of UCPD. Campus safety is a topic that should not be taken lightly and the Student Voice Committee advises ASUCR to take the necessary action steps needed to adhere to the voice of the students.

# **Solution Page: Campus Security**

## **Approaches and Modifications:**

- One solution that will contribute to creating a more secure campus is installing more lighting in places that are dimly lit. Another issue addressed dealt with the minimal to no usage of campus escort. This can be immediately solved by having UCPD (University of California Police Department) already walking around on campus when it becomes dark out.

## **Cost:**

- The average to install a new lamp is \$800.
  - There are an estimated 10-15 lamps that should be installed or replaced.
  - The total estimated cost: \$8,000-\$12,000

## **Contacts:**

- UCR Police
  - Chief of Police: Mike Lane
  - Email: [ucpdgeneralmail@ucr.edu](mailto:ucpdgeneralmail@ucr.edu)
  - Phone: (951) 827-6350
- Campus Security Escort Service (CSES)
  - (951) 827-3722

## **Comparable Resolutions:**

- The Police Department at University of California, Davis has conducted a review of campus lighting and reported all malfunctioning lights to their Facilities Management which will expedite repairs.
- University of California, Santa Barbara implemented a lighting retrofit consisting of advanced wireless controls and over 700 LED kits representing the most comprehensive lighting installation on campus to date.

# Textbook Prices

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# Textbook Prices

The Student Voice Committee at UCR

A whopping 77% of students at the University of California, Riverside feel that textbooks are overpriced and/or expensive. It's time to change that.

## 1. How Many Textbooks?

When we asked how many textbooks students need per-quarter, 40% of students say they need 3 to 4 textbooks, while 38% of students need 1 to 2 textbooks. 15% of students need five or more textbooks a quarter, and 7% do not need textbooks.

## 2. What Matters Most?

We discovered that 72% of students feel that price is the most important factor when they buy a textbook.

## 3. Where Do You Buy?

When asked where students buy their textbooks, 70% say they purchase textbooks from a 3rd party seller - not from the UCR Bookstore. Many students noted the cheaper textbook prices of Amazon and Chegg Study.

## 4. How Much Do You Spend?

When we asked students how much they normally spend a quarter on textbooks, this is what we found:

- 28% spend between \$50 to \$100
- 26% spend between \$150 to \$200
- 21% spend more than \$200
- 14% spend between \$100 and \$150
- 9% spend between \$0 and \$50

## 5. Is Your Textbook Required?

We found that 64% of students who purchase a required course textbook find that the textbook is generally not necessary for their course over 50% of the time.

## 6. What Are Your Thoughts?

We discovered that 77% of students feel that textbooks are overpriced and/or expensive.



# Textbook Prices

## Introduction:

The subject concerning textbook prices has been an issue for several years for college students throughout the nation. Whether some professors indicate a textbook is required (when it truly isn't) or whether they require students to purchase multiple textbooks, many students find themselves struggling to pay the ridiculously expensive prices for their textbooks. When surveying students, it was quite obvious that the majority would like to see the school provide an alternative for textbooks regardless of whether a student can afford them or not. By alleviating the stress of textbook prices for students, they will be able to use that money to fund their living expenses, rent, tuition, etc. In order to gauge a better idea of student's opinions regarding this topic, we asked students:

1. *How many textbooks do you typically need per quarter?*
2. *When you do buy textbooks, how much do you normally spend?*
3. *If money were not a factor, do you prefer electronic or physical copies of books?*
4. *Where do you normally buy your textbooks?*
5. *What aspect is most important to you when buying a textbook?*
6. *How often is a textbook required for a course but is generally not necessary for that course?*
7. *What are your general thoughts about textbook prices*

## Results:

- **64% of students think their books are often unnecessary for class**
- **77% of students think that textbooks are overpriced**

Throughout our intensive surveying process, we found that many students often overspent on textbooks only to realize that they didn't actually need them weeks into the quarter. Furthermore, students also reflected on the idea that in many cases, electronic copies of a textbook are far more convenient rather than tangible ones as it allows them to take it with them anywhere with no hassle. This brings up the idea that professors perhaps start to move away from rather traditional styles of teaching to more innovative and technical based ones. Overall, there was a general consensus that textbook prices were far too high and that they needed to be significantly lowered.

## Conclusion:

To conclude, we found that around **77%** of students would prefer if textbook prices were lowered for further convenience and affordability for students and their families. While some students are technically able to afford textbook, by no means is it a transaction that makes no impact on their future spending. Therefore, the Student Voice Committee advises ASUCR to discuss the issue of textbook prices and take the necessary actions to better cater to UCR's students.

## **Solution Page: Textbook Prices**

Through our intensive research and surveying process, we ultimately believe that there are potential solutions in order to solve the issue of textbook prices. Some suggestions that we, the Student Voice Committee have are:

1. Communication with professors
  - a. To elaborate, many professors require a textbook, but don't necessarily use them significantly. By reaching out to professors and gaining a general idea on how often they plan on using the textbook and for what purposes/conditions they would require it for, students would have a far better understanding as to whether they need to purchase a textbook or not. This would greatly help students cut down on their financial transactions as they could possibly collaborate with other students in the class in order to gain the same information that is included in the textbook.
2. Campus bookstore
  - a. Another way that the burden of textbook prices could be significantly lowered, is if the UCR bookstore held some sort of program or event in which students would be able to resell their textbooks to the bookstore and then the bookstore resold it to students. By hosting such a program at least once or twice throughout a quarter, students will be able to resell their old textbooks and use that money in order to purchase new ones..
3. Open textbooks
  - a. The university should be more proactive on gaining access to open textbooks and providing that tool/resource for students to use in order to significantly lower the costs of textbook prices. Not only would this be beneficial for students, but this would also pose as a long term solution for students as this could be something that could last for years to come.
4. E-books
  - a. If all professors were required to use only e-books, then the price of textbooks would drop significantly. As prices for e-books are usually much less than those of hard copies, students would be able to allocate the money that they would normally use for textbooks, for another financial aspect in their life.
5. Textbook price in tuition
  - a. While the cost of textbook prices is included in the total cost of attendance for a student, it isn't in their tuition. If tuition were to cover textbook prices, students would most likely spend less than \$400 a quarter for their textbooks.

While the issue of textbook prices goes beyond the control of the university staff and faculty, it is certainly an issue that needs to be more proactively addressed. There are many different solutions and paths that the university can take to even slightly reduce the cost of textbook prices. While this issue requires lots of time, consideration, and steps, it is imperative that administration begins to effectively bring this issue to light by taking the first few steps necessary to alleviate this situation.

# Healthy Food Options

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# Student Voice Healthy Food at UCR

*Based on Hundreds of Students  
across All Four Colleges*

kcal

## Student Diets

The Majority of Students do not have any major dietary restrictions but feel vegan options are lacking.

Students with Dietary Restrictions:

16%

## Food Options

Many students criticize the high price of healthy items over junk food. The Habit was also repeatedly mentioned to not promote healthy eating.

Students that want More Food Variety:

49%

Decrease Healthy Food Prices

Increase Variety of Healthy Options

Provide more Microwaves for Home Meals

kcal

Students that Believe they Make Healthy Choices:

27%

Students report that they believe they make healthy eating choices. However due to price and availability, they generally bring food from home

Students that Bring Food from Home:

45.9%

Students report that they believe they make healthy eating choices. However due to price and availability, they generally bring food from home

kcal

## Healthy Choices

## In House Dining



# **Healthy Food Options**

## **Introduction:**

The Student Voice Committee surveyed UC Riverside's students' opinions about Healthy Food Options on Campus. The students voiced their concerns, and there is much to be said about the healthy food options on campus such as their noticeably higher price range, smaller variety, good enough selection, insensitivity to special food needs, or no comments.

We asked students:

- Do you have any dietary restrictions or special needs?
- Where do you eat ?
- What time of day do you eat?
- Do you feel you're making healthy eating choices?
- How can the university encourage students to eat healthier foods?
- Do you feel you have sufficient healthy items/dietary restrictions choose from at UCR?

## **Results:**

**45.9%** of students reported preferring to bring packed meals from home, citing cheaper prices and packed schedules as primary reasons.

**60%** of students feel that there are adequate healthy options on campus, this is confusing because **41.7%** of students recommend more healthy options on campus.

Noteworthy responses stated that prices of healthy options were far too high compared to their unhealthy counterparts, as one student put it, "Why do I pay \$3 for a fruit cup when I pay a dollar for a bag of chips?" As well as a lack of promotion for healthier choices, including but limited to purchasing said options, suggestions for cooking classes or just general nutritional information may help students be more health-conscious.

## **Conclusion:**

Ultimately, this study found that UCR students have wide and varied opinions when it comes to healthy food options on campus: **45.9%** of sampled students preferred to bring meals from home (or eat at home altogether) due to campus pricing and packed schedules. While **60%** of students felt they had adequate healthy options on campus (Q6), **41.7%** of students requested more healthy options when asked about recommendations for the campus (Q5). If someone desired to push for healthier options, investigation into food prices should be made as well as additional healthy restaurant options. At this time Student Voice does not make any recommendation to continue investigating this topic due to how there is no overwhelming majority on either side.

## **Solutions Page: Healthy Foods**

### **Approaches and Modifications:**

Throughout the survey process, the Committee came to notice a few common and recurring responses among the students. Some of these responses included the lack of knowledge involving what is meant by healthy eating. Therefore a possible solution to can be connecting students with the appropriate resources.

For one student, eating healthy means not eating fries along with a hamburger and for others it means counting calories with every meal consumed. Therefore, as a direct solution to that we have included some links to resources that may come in handy.

For those who want more information on nutrition and foods that are nutritious, UC Riverside has Karen Fiorenza. She is a certified nutritionist who can answer general and specific questions about what one should be eating. She can also help those who are not sure what they can be eating if they have special food or dietary needs. One can send her an email at [karen.fiorenza@ucr.edu](mailto:karen.fiorenza@ucr.edu) or give her a call at (951) 827-5170. If you are dining within the HUB, it can be helpful to take a look at the PDF labeled “How to Eat Healthy in the Hub” below. It offers tips such as having sauce placed on the side rather than inside the food.

For those vegans and vegetarians who felt that they too did not know where or what else to eat on campus, there is a handy PDF for you as well. It lists the different dishes served as well as which locations serve them. For the students who live on campus and frequently visit the Residence Halls, there is a PDF with tips on healthy eating such as not lingering there for too long because then one will be tempted to eat more. If one is wondering where to look for all this information on nutrition, be sure to check out the UCR Dining Home Page and open up the tab labeled Nutrition to find all of the available PDFs including the ones not mentioned here such as the healthy eating guides for athletes.

- Further action can be taken if desired by contacting:
  - UCR Nutritionist : Karen K. Fiorenza who will help anyone further with any questions about special food or dietary needs.
  - The UCR Dining Home Page for Nutrition:  
<http://dining.ucr.edu/resources/nutrition.html>
  - Vegan and Vegetarian dining options:  
<http://dining.ucr.edu/docs/vegan-veggie-brochure.pdf>
  - 10 Tips for Healthy Eating in Residence Halls:  
<http://dining.ucr.edu/docs/chooseyinthedininghall.pdf>
  - How to eat healthy in the Hub:  
<http://dining.ucr.edu/docs/hub-eat-healthy-brochure.pdf>
  - The US Department of Agriculture (USDA): <https://www.choosemyplate.gov/>

# Academic Advising

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# Academic Advising

by Student Voice at UCR



X/10

## Average Rating of Advisors by College

BCOE: 7.87

CHASS: 7.63

CNAS: 8.87

SOBA: Inconclusive

## Reoccurring Issues

- 17.7% of students never see their advisor
- Lack of Availability
- Time Delays
- Appointments were available after deadlines
- Timeliness of Email Responses



## Possible Solution

Examine how CNAS advisers operate differently, as they have a 1 point difference in rating. Potentially model other college's advisers after CNAS's advisers



# **Academic Advising**

## **Introduction:**

Student Voice committed to finding out UC Riverside's undergraduate student body's opinion on academic advising, and their overall experience with academic advisors. With thousands of students coming into the college each year, students tend to find academic advisor availability at critical times – such as when the quarter begins or ends. Some students often feel like their academic advisors aren't available, friendly, or useful, while other students adore their advisors and find them extremely helpful.

We asked students the following questions:

- Have you ever visited your academic advisor (y/n)?
- How many times do you visit your academic advisor per quarter?
- Reason for visiting?
- On a scale from 1 - 10, 10 being above and beyond, how helpful was your visit?
- Why do you choose to rate it that way?
- What would you say is the most concerning issue with the advising center, IF there is one?

## **Results:**

Conclusively, we found that each college had different feelings about their academic advisors, with the rankings as follows: CNAS average rating **8.87**, BCOE average rating **7.87**, CHASS average rating **7.63**. SOB was omitted due to lack of sufficient responses. While the difference between BCOE and CHASS remains negligible, the CNAS average is astoundingly higher by over a full point of satisfaction; a clear indicator of higher satisfaction. An approximate **17.7%** of students do not ever visit their academic advisors, though these students do occasionally engage in email contact with their advisors.

The most prominent issue found with academic advising was the subject of advisor availability, 163 responses included some form of availability and time delays. This included walk-in hours, scheduling appointments, and email response time. All of these responses followed the theme of time delay difficulties, where the student would be waiting for a significant amount of time during walk-in hours to the point that the student wouldn't be able to see the advisor. Or that the appointment scheduling was too late to make a decision (say after class withdrawal time closed). Lastly, some students mentioned never getting a response to an email at all.

## **Conclusion:**

Student Voice Committee's recommendation is to do an internal investigation on how CNAS operates differently to discern the cause for the difference in rating. A long-term academic advisor manager may prove beneficial to set a standard across all colleges. Overall we have concluded that there is a present need to revise and improve our academic advising offices throughout the University.

## **Solution Page: Academic Advising**

### **Approaches and Modifications:**

- Understanding the Academic Advising organizational chart is the most important in order to directly influence new standards. While there is not much public information, currently, into the chain of command. The CNAS public website does indicate if you have a problem with your academic advisor to contact directly the Director of Undergraduate Academic Advising, Barbra Wallace. Jose Beruvides currently runs Academic Advising for CHASS while the BCOE and SOBA manager of Academic Advising remains a mystery. Learning more insight into the current turnover rate of academic advisors will be important knowledge to consider when collaborating with Administration to better improve this situation. With the information we will be setting up new policies/standards for Academic Advisors to better support students.
- The main areas of concern are response time, availability/professionalism, and customer service. There is large gap between optimal satisfaction to downright disapproval of academic advisors according to data.

### **Cost:**

- Potentially Hiring more Academic Advisors
  - Salary is around (\$50,000.00)

### **Contacts:**

- College of Natural and Agricultural Sciences
  - Director of Undergraduate Academic Advising: Barbra Wallace
  - Email: barbra.wallace@ucr.edu
  - Phone: (951) 827-7294
- High Performing Academic Advisor
  - Originally SOBA Academic Advisor- Shannon Esdale (MBA Academic Advisor)
  - Email: shannon.esdale@ucr.edu

### **Comparable Resolutions:**

- At Pepperdine University, Academic Advisors follow up with students within 2 business days, prepare students day 1 on how to graduate, and manage to assist their life goals. While our school populations are generally different it would be good to understand what systems the school has in place in order improve our own, understand what motivates academic advisors, and overall understand what are the best people for the job.

# STATS ON A PAGE:

## Campus Safety:

- Feels Safest during “Work Hours” (8am to 6pm):
  - 47% of Students
- 30% of Students have been approached by *Someone Suspicious*
- 89% of Students have *Never* used the Campus Safety Escort or UCPD

## Textbook Prices:

- **Textbooks needed per quarter:**
  - 0 7% of students
  - 1-2 38% of students
  - 3-4 40% of students
  - 5+ 15%
- **Amount Spent on Books per quarter:**
  - \$0 - \$50 9% of Students
  - \$50 - \$100 28% of Students
  - \$100 - \$150 14% of Students
  - \$150 - \$ 200 26% of Students
  - \$200 + 21% of Students
- **Recurring Trends:**
  - 77% find textbooks *overpriced*
  - 72% find *price* to be the most important factor of a book
  - 70% purchase textbooks from non-UCR source
- **Textbooks prices are detrimental to academic success**

## Healthy Food Options:

- **45.9% of Students Bring Food from Home:**
  - Many Students noted insufficient microwaves
- **Only 27% of Student believe they make *Healthy Choices***
- **49% of Students want more Food variety**
  - Many cite a lack of vegan and halal options
- **Students across the board note healthy foods are *substantially* more expensive**
  - Discourages healthy eating

## Academic Advising:

- **Never Visited Academic Advisor: 17.7%**
- **Reoccurring Issues:**
  - Lack of Availability
  - Time Delays
  - Appointments were passed decision deadlines
  - No E-mail Responses
- **Model CHASS and BCOE advisors to those of CNAS**