

Attachment A

Summary of Contacts

Academic Advising & Exploration Center

	Spring 2003	Fall 2003	Spring 2004	Fall 2004	Totals
Appointments	4507	4182	4122	4791	17602
Walk-Ins	NA	626	453	637	1716
Email In	NA	870	796	1059	2725
Email Out	NA	972	958	1426	3356
Phone In	NA	801	729	787	2317
Phone Out	NA	649	662	741	2052
Referrals	558	334	880	580	2352
Non-Clientele	NA	308	494	608	1410
Major Change	487	573	381	478	1919

*major changes do not include undeclared students with 24 or more units

*phone calls do not include those made by the Program Assistant and/or student employees

*emails do not include mass or group emails commonly sent to communicate general announcements or information

**"NA" in the spring 2003 indicates that particular data was not specifically recorded and is "not available"