

College Academic Adviser Evaluation Rubric

Criteria	Excellent (4)	Good (3)	Satisfactory (2)	Needs Improvement (1)	Unsatisfactory (0)	Score
1. Communication Skills	Consistently communicates clearly and professionally; actively listens to students' concerns and needs; responds promptly to emails and inquiries.	Communicates well; listens to students' concerns; generally responds in a timely manner.	Communication is sometimes unclear or incomplete; responses are occasionally delayed.	Communication is unclear or unprofessional; often difficult to reach.	Fails to communicate effectively; does not respond in a timely manner.	



<p>2. Knowledge of Academic Policies and Procedures</p>	<p>Demonstrates thorough understanding of academic policies, procedures, and degree requirements; provides accurate and comprehensive guidance.</p>	<p>Good understanding of academic policies and procedures; provides mostly accurate guidance.</p>	<p>Basic understanding of policies; occasional inaccuracies in advice given.</p>	<p>Limited understanding of policies and procedures; often provides incorrect or incomplete information.</p>	<p>Lacks knowledge of academic policies and procedures; regularly gives incorrect or misleading advice.</p>
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<p>3. Advising Effectiveness</p>	<p>Advises students strategically, helping them meet both short-term and long-term academic and career goals; provides tailored advice.</p>	<p>Advises students with an emphasis on academic success; provides good general advice.</p>	<p>Advising is mostly generic; offers some guidance but may not consider individual student needs.</p>	<p>Advising is not helpful; offers vague or irrelevant advice.</p>	<p>Advising is ineffective; fails to provide meaningful guidance.</p>
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4. Availability & Accessibility	<p>Highly available for appointments; flexible in accommodating students' schedules; consistently accessible via email or phone.</p>	<p>Available for scheduled appointments; usually accessible for follow-up.</p>	<p>Availability is limited; difficult to schedule meetings or contact.</p>	<p>Rarely available for appointments; difficult to contact.</p>	<p>Not available for advising; hard to reach; often unresponsive.</p>
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<p>5. Support for Personal & Academic Development</p>	<p>Actively helps students connect academic goals with personal and professional development; refers students to appropriate resources (e.g., counseling, internships, etc.).</p>	<p>Provides support for academic development and occasionally offers referrals to other resources.</p>	<p>Some effort to support personal and academic development but limited follow-up or resources.</p>	<p>Rarely addresses students' personal development or external resources.</p>	<p>Does not support or guide students in their personal or academic development.</p>
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6. Empathy & Student Rapport	<p>Demonstrates a high level of empathy; builds strong rapport with students; makes students feel heard, valued, and understood.</p>	<p>Shows empathy and builds rapport with most students; generally makes students feel comfortable.</p>	<p>Shows some empathy but may not engage with students on a personal level.</p>	<p>Limited empathy; may make students feel uncomfortable or undervalued.</p>	<p>No empathy; does not engage with students on a personal level.</p>	
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7. Follow-through & Accountability	Always follows up on advising sessions; ensures students are on track with their academic plans; holds students accountable for their progress.	Follows up on most advising sessions; encourages students to stay on track.	Limited follow-up after advising; sometimes fails to ensure students are following through.	Rarely follows up or checks in with students; lacks accountability.	Fails to follow through on advising sessions; does not hold students accountable.
8. Overall Student Satisfaction	Consistently receives positive feedback from students; highly regarded by advisees.	Receives generally positive feedback; students are mostly satisfied with the ad ↓ g.	Receives mixed feedback from students; overall satisfaction is moderate.	Frequently receives negative feedback; many students express dissatisfaction.	Consistently receives negative feedback; students report poor experiences.

Scoring Instructions:

- **Total Score:** Add up the points from each section (maximum score = 32).
 - **Evaluation Scale:**
 - 28–32: Exceptional Adviser
 - 21–27: Effective Adviser
 - 14–20: Developing Adviser
 - 8–13: Needs Improvement
 - 0–7: Unsatisfactory
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Additional Comments:

- Provide any specific feedback or examples that highlight strengths, weaknesses, or areas for improvement.

