



The University Advising Survey is administered in the spring semester of the academic year to all undergraduate students registered for classes. The survey is distributed via student email in the first week of April and is left open through the end of the advising period, typically four to five weeks later. In Spring 2016, for the College of Arts and Sciences, there was a total of 744 respondents to the survey, for a response rate of 23%.

Overall, student feedback was positive with 89% of respondents being satisfied or very satisfied with their advising experience.

*Table 1: Overall Advising Satisfaction*

<b>Overall, how satisfied are you with your advising experience?</b>	<b>%</b>	<b>N</b>
Very Satisfied	58.96%	398
Satisfied	30.07%	203
Dissatisfied	5.93%	40
Very Dissatisfied	5.04%	34

Students were also asked to rate their agreement with statements about their advisor and their specific skills, knowledge, and services. The majority of this feedback was also positive, with 80-90% of respondents agreeing with most statements.

The strongest attributes of advisors were being knowledgeable about a student’s program of study (93%), responding to phone and email messages (93%), discussing relevant academic requirements of student majors (92%), and being well informed about campus support services available to students (90%).

*Table 2: Strongest Attributes of A&S Advisors*

<b>My EKU Academic Advisor...</b>	<b>Strongly Agree</b>	<b>N</b>	<b>Agree</b>	<b>N</b>	<b>Disagree</b>	<b>N</b>	<b>Strongly Disagree</b>	<b>N</b>	<b>Total</b>
is knowledgeable about my program of study.	71.48%	426	21.14%	126	3.52%	21	3.86%	23	596
responds to my email/phone messages.	67.46%	396	25.38%	149	2.56%	15	4.60%	27	587
discusses with me the relevant academic requirements of the major(s) I am in or considering.	66.56%	408	25.45%	156	4.89%	30	3.10%	19	613
is well informed about campus support services that are available to help me succeed.	61.52%	347	28.55%	161	5.32%	30	4.61%	26	564

Additional areas advisors were evaluated on include keeping students aware of program requirements (90%), helping students achieve a realistic understanding of the program options available (90%), and helping students understand their Degree Works Audit (89%).

*Table 3: Other Highly Rated Attributes*

<b>My EKU Academic Advisor...</b>	<b>Strongly Agree</b>	<b>N</b>	<b>Agree</b>	<b>N</b>	<b>Disagree</b>	<b>N</b>	<b>Strongly Disagree</b>	<b>N</b>	<b>Total</b>
keeps me aware of the requirements for completing my program.	63.88%	389	25.94%	158	6.08%	37	4.11%	25	609
helps me achieve a realistic understanding of the program options available to me.	63.18%	386	26.35%	161	5.40%	33	5.07%	31	611
helps me understand my DegreeWorks audit.	60.20%	366	29.28%	178	6.25%	38	4.28%	26	608

Areas for possible improvement could include advisors discussing academic abilities and interests (86%), recalling previous conversations/appointments (86%), advisors discussing career options with students, including the experiences and education needed to work in a particular field (79%), and discussing alternative majors that students might also consider (67%).

*Table 4: Areas for Improvement*

<b>My EKU Academic Advisor...</b>	<b>Strongly Agree</b>	<b>N</b>	<b>Agree</b>	<b>N</b>	<b>Disagree</b>	<b>N</b>	<b>Strongly Disagree</b>	<b>N</b>	<b>Total</b>
discusses with me my academic abilities and interests.	59.93%	365	26.44%	161	9.20%	56	4.43%	27	609
recalls or has record of what we discussed in our previous meetings.	60.29%	334	25.99%	144	8.84%	49	4.87%	27	554
discusses career options, including the experiences and education needed to work in my field.	53.08%	319	25.96%	156	14.64%	88	6.32%	38	601
discusses with me alternative majors that I might also consider.	41.45%	240	25.91%	150	21.93%	127	10.71%	62	579

Seniors (students with 90+ hours) were the most represented class of respondents with 32%. Juniors, sophomores, and freshmen were more equally represented, with 26%, 23%, and 19%, respectively. Sophomores were the most satisfied with their advising experience (93%), followed by juniors (89%), freshmen (88%), and seniors (87%).