



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, there was a total of 2,513 respondents to the survey, for a response rate of 21%.

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

Table 1: Overall Advising Satisfaction

Overall, how satisfied are you with your advising experience?	%	N
Very Satisfied	59.40%	1336
Satisfied	29.26%	658
Dissatisfied	5.38%	121
Very Dissatisfied	5.96%	134

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 (91%), responding to phone and email messages (91%), discussing relevant academic requirements of student majors (90%), and being well informed about campus support services available to students (90%).

Table 2: Strongest Attributes of EKU Advisors

My EKU Academic Advisor...	Strongly Agree	N	Agree	N	Disagree	N	Strongly Disagree	N	Total
is knowledgeable about my program of study.	70.23%	1406	21.23%	425	3.60%	72	4.95%	99	2002
responds to my email/phone messages.	66.40%	1312	24.39%	482	3.49%	69	5.72%	113	1976
discusses with me the relevant academic requirements of the major(s) I am in or considering.	65.28%	1329	25.10%	511	4.32%	88	5.30%	108	2036
is well informed about campus support services that are available to help me succeed.	61.65%	1164	28.07%	530	4.45%	84	5.83%	110	1888

Additional areas advisors were evaluated on include keeping students aware of program requirements (89%), helping students achieve a realistic understanding of the program options available (89%), helping students understand their Degree Works Audit (88%), and recalling or recording content of previous meetings (87%).

Table 3: Other Highly Rated Attributes

My EKU Academic Advisor...	Strongly Agree	N	Agree	N	Disagree	N	Strongly Disagree	N	Total
keeps me aware of the requirements for completing my program.	65.17%	1321	23.93%	485	5.28%	107	5.62%	114	2027
helps me achieve a realistic understanding of the program options available to me.	62.97%	1284	25.90%	528	5.30%	108	5.84%	119	2039
helps me understand my Degree Works Audit.	60.71%	1233	27.67%	562	6.06%	123	5.56%	113	2031
recalls or has record of what we discussed in our previous meetings.	60.21%	1135	26.53%	500	6.90%	130	6.37%	120	1885

Areas for possible improvement could include advisors discussing academic abilities and interests (87%), advisors discussing career options with students, including the experiences and education needed to work in a particular field (80%), and discussing alternative majors that students might also consider (68%).

Table 4: Areas for Improvement

My EKU Academic Advisor...	Strongly Agree	N	Agree	N	Disagree	N	Strongly Disagree	N	Total
discusses with me my academic abilities and interests.	59.24%	1205	27.38%	557	7.42%	151	5.95%	121	2034
discusses career options, including the experiences and education needed to work in my field.	53.87%	1072	25.78%	513	12.61%	251	7.74%	154	1990
discusses with me alternative majors that I might also consider.	43.08%	831	24.47%	472	21.46%	414	10.99%	212	1929

Seniors (students with 90+ hours) were the most represented class of respondents with 35%. Juniors, sophomores, and freshmen were more equally represented, with 23%, 22%, and 21%, respectively. Sophomores were the most satisfied with their advising experience (92%), followed by freshmen (89%), seniors (88%), and juniors (87%).

Across colleges, Arts and Sciences represented 30% of respondents, Business and Technology represented 16%, Health Sciences represented 32%, and Justice and Safety represented 18%. Undeclared students made up 4% of the students responding to the survey. The College of Education participates in a separate advising survey.