



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 Business and Technology, there was a total of 401 respondents to the survey, for a response rate of 19%.

Overall, student feedback was positive with 88% 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	54.07%	186
Satisfied	33.43%	115
Dissatisfied	6.40%	22
Very Dissatisfied	6.10%	21

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 (92%), responding to phone and email messages (90%), and discussing relevant academic requirements of student majors (90%).

*Table 2: Strongest Attributes of EKU 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.	70.19%	219	22.12%	69	2.88%	9	4.81%	15	312
responds to my email/phone messages.	63.37%	192	26.40%	80	3.96%	12	6.27%	19	303
discusses with me the relevant academic requirements of the major(s) I am in or considering.	61.01%	194	28.62%	91	4.40%	14	5.97%	19	318

Additional areas advisors were evaluated on include helping students achieve a realistic understanding of the program options available (89%), being well informed about campus support services available to students (88%), keeping students aware of program requirements (88%), helping students understand their Degree Works Audit (88%).

*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>
helps me achieve a realistic understanding of the program options available to me.	60.95%	192	27.94%	88	5.40%	17	5.71%	18	315
is well informed about campus support services that are available to help me succeed.	56.27%	166	32.20%	95	5.76%	17	5.76%	17	295
keeps me aware of the requirements for completing my program.	62.97%	199	25.00%	79	6.33%	20	5.70%	18	316
helps me understand my DegreeWorks audit.	57.28%	181	29.75%	94	7.28%	23	5.70%	18	316

Areas for possible improvement could include advisors discussing academic abilities and interests (86%), recalling or recording content of previous meetings (85%), 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 (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.	56.43%	180	29.47%	94	7.52%	24	6.58%	21	319
recalls or has record of what we discussed in our previous meetings.	57.89%	165	27.37%	78	6.67%	19	8.07%	23	285
discusses career options, including the experiences and education needed to work in my field.	55.66%	172	23.95%	74	11.65%	36	8.74%	27	309
discusses with me alternative majors that I might also consider.	40.40%	120	26.94%	80	19.87%	59	12.79%	38	297

Seniors (students with 90+ hours) were the most represented class of respondents with 34%. Juniors, sophomores, and freshmen were more equally represented, with 23%, 22%, and 21%, respectively. Sophomores were the most satisfied with their advising experience (93%), followed by freshmen (92%), seniors (85%), and juniors (84%).