



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 2018, there was a total of 1,258 respondents to the survey, for a response rate of 11%.

The College of Letters, Arts, and Social Sciences also had an 11% response rate with 217 respondents.

Overall, student feedback from Letters, Arts, and Social Sciences was positive with 90% 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	63.59%	138
Satisfied	26.27%	57
Dissatisfied	5.99%	13
Very Dissatisfied	4.15%	9

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 helping students achieve a realistic understanding of the program options available (93%), discussing alternative majors that students might also consider (92%), and recalling or recording content of previous meetings (92%).

Table 2: Strongest Attributes of EKU Advisors

My EKU Academic Advisor...	Strongly Disagree	N	Disagree	N	Agree	N	Strongly Agree	N	Total
helps me achieve a realistic understanding of the program options available to me.	4.59%	9	2.04%	4	19.90%	39	73.47%	144	196
discusses with me alternative majors that I might also consider.	5.38%	10	2.69%	5	30.65%	57	61.29%	114	186
recalls or has record of what we discussed in our previous meetings.	5.15%	10	3.09%	6	23.20%	45	68.56%	133	194

Additional areas advisors were evaluated on include responding to phone and email messages (90%), being well informed about campus support services available to students (89%), discussing relevant academic requirements of student majors (89%), discussing academic abilities and interests (88%).

Table 3: Other Highly Rated Attributes

My EKU Academic Advisor...	Strongly Disagree	N	Disagree	N	Agree	N	Strongly Agree	N	Total
responds to my email/phone messages.	5.97%	12	4.48%	9	21.39%	43	68.16%	137	201
is well informed about campus support services that are available to help me succeed.	5.08%	10	5.58%	11	30.96%	61	58.38%	115	197
discusses with me the relevant academic requirements of the major(s) I am in or considering.	5.42%	11	5.91%	12	26.60%	54	62.07%	126	203
discusses with me my academic abilities and interests.	6.53%	13	5.03%	10	18.59%	37	69.85%	139	199
discusses career options, including the experiences and education needed to work in my field.	6.49%	12	5.41%	10	29.19%	54	58.92%	109	185

Areas for possible improvement could include advisors keeping students aware of program requirements (63%), helping students understand their Degree Works Audit (78%), and being knowledgeable about the program (87%).

Table 4: Areas for Improvement

My EKU Academic Advisor...	Strongly Disagree	N	Disagree	N	Agree	N	Strongly Agree	N	Total
is knowledgeable about my program of study.	6.50%	13	6.50%	13	26.00%	52	61.00%	122	200
helps me understand my DegreeWorks audit.	8.72%	17	12.82%	25	27.18%	53	51.28%	100	195
keeps me aware of the requirements for completing my program.	8.90%	17	27.75%	53	26.18%	50	37.17%	71	191

Student respondents include 10.3% from Anthropology, Sociology, and Social Work, 5.7% from Art and Design, 9.9% from Communication, 8.7% from English, 11% from Government and Economics, 7.6% from History, Philosophy, and Religious Studies, 2.3% from Languages, Cultures, and Humanities, 38.4% from Psychology, and 6.8% from the School of Music.