



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 2017, there was a total of 1,551 respondents to the survey, for a response rate of 14%. In the College of Education, there were 171 respondents, for a response rate of 23%.

Overall, College of Education student feedback was positive with 82% 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	54.89%	73
Satisfied	27.07%	36
Dissatisfied	9.02%	12
Very Dissatisfied	9.02%	12

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 responding to phone and email messages (89%), discussing relevant academic requirements of student majors (86%), and being knowledgeable about a student's program of study (84%).

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.	61.79%	76	21.95%	27	6.50%	8	9.76%	12	123
responds to my email/phone messages.	57.14%	68	31.93%	38	2.52%	3	8.40%	10	119
discusses with me the relevant academic requirements of the major(s) I am in or considering.	59.50%	72	26.45%	32	6.61%	8	7.44%	9	121

Additional areas advisors were evaluated on include keeping students aware of program requirements (81%), helping students achieve a realistic understanding of the program options available (82%), helping students understand their Degree Works Audit (81%), and recalling or recording content of previous meetings (83%). being well informed about campus support services available to students (86%)

Table 3: Other Highly Rated Attributes

My EKU Academic Advisor...	Strongly Agree	N	Agree	N	Disagree	N	Strongly Disagree	N	Total
helps me achieve a realistic understanding of the program options available to me.	56.10%	69	26.02%	32	8.94%	11	8.94%	11	123
is well informed about campus support services that are available to help me succeed.	57.52%	65	28.32%	32	6.19%	7	7.96%	9	113
keeps me aware of the requirements for completing my program.	56.10%	69	25.20%	31	7.32%	9	11.38%	14	123
helps me understand my DegreeWorks audit.	56.30%	67	24.37%	29	8.40%	10	10.92%	13	119
recalls or has record of what we discussed in our previous meetings.	55.00%	66	27.50%	33	7.50%	9	10.00%	12	120

Areas for possible improvement could include advisors discussing academic abilities and interests (80%), 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 (57%).

Table 4: Areas for Improvement

My ECU Academic Advisor...	Strongly Agree	N	Agree	N	Disagree	N	Strongly Disagree	N	Total
discusses with me my academic abilities and interests.	48.78%	60	31.71%	39	11.38%	14	8.13%	10	123
discusses career options, including the experiences and education needed to work in my field.	45.45%	55	33.06%	40	11.57%	14	9.92%	12	121
discusses with me alternative majors that I might also consider.	33.63%	38	23.89%	27	26.55%	30	15.93%	18	113