



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%.

Overall, student feedback was positive with 88% 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 | 60.83% | 820 |
| Satisfied | 27.37% | 369 |
| Dissatisfied | 6.45% | 87 |
| Very Dissatisfied | 5.34% | 72 |

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 (90%), 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. | 69.12% | 837 | 21.97% | 266 | 3.30% | 40 | 5.62% | 68 | 1211 |
| responds to my email/phone messages. | 66.50% | 800 | 24.02% | 289 | 3.16% | 38 | 6.32% | 76 | 1203 |
| discusses with me the relevant academic requirements of the major(s) I am in or considering. | 65.13% | 803 | 24.82% | 306 | 4.62% | 57 | 5.43% | 67 | 1233 |
| is well informed about campus support services that are available to help me succeed. | 61.04% | 702 | 28.70% | 330 | 4.26% | 49 | 6.00% | 69 | 1150 |

Additional areas advisors were evaluated on include keeping students aware of program requirements (88%), helping students achieve a realistic understanding of the program options available (88%), 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 |
|--|-----------------------|----------|--------------|----------|-----------------|----------|--------------------------|----------|--------------|
| helps me achieve a realistic understanding of the program options available to me. | 61.99% | 768 | 25.91% | 321 | 6.21% | 77 | 5.89% | 73 | 1239 |
| helps me understand my Degree Works Audit. | 59.08% | 722 | 28.81% | 352 | 5.81% | 71 | 6.30% | 77 | 1222 |
| keeps me aware of the requirements for completing my program. | 63.98% | 787 | 23.90% | 294 | 5.12% | 63 | 6.99% | 86 | 1230 |
| recalls or has record of what we discussed in our previous meetings. | 59.43% | 693 | 27.19% | 317 | 6.60% | 77 | 6.78% | 79 | 1166 |

Areas for possible improvement could include advisors discussing academic abilities and interests (86%), 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

| My EKU Academic Advisor... | Strongly Agree | N | Agree | N | Disagree | N | Strongly Disagree | N | Total |
|---|-----------------------|----------|--------------|----------|-----------------|----------|--------------------------|----------|--------------|
| discusses with me my academic abilities and interests. | 57.55% | 709 | 28.25% | 348 | 8.04% | 99 | 6.17% | 76 | 1232 |
| discusses career options, including the experiences and education needed to work in my field. | 53.14% | 635 | 26.69% | 319 | 12.72% | 152 | 7.45% | 89 | 1195 |
| discusses with me alternative majors that I might also consider. | 42.97% | 486 | 24.31% | 275 | 22.37% | 253 | 10.34% | 117 | 1131 |