



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 2019, there was a total of 1,403 respondents to the survey, for a response rate of 11%.

Overall, student feedback 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	65.92%	439
Satisfied	23.72%	158
Dissatisfied	5.56%	37
Very Dissatisfied	4.8%	32

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 (93%), being well informed about campus support services available to students (93%), discussing relevant academic requirements of student majors (92%), responding to phone and email messages (91%), recalling or recording content of previous meetings (91%), and keeping students aware of program requirements (90%),

Table 2: Strongest Attributes of EKU Advisors

My EKU Academic Advisor...	Strongly Disagree	N	Disagree	N	Agree	N	Strongly Agree	N	Total
is knowledgeable about my program of study.	3.96%	24	2.64%	16	19.47%	118	73.93%	448	606
is well informed about campus support services that are available to help me succeed.	4.94%	28	2.47%	14	25.22%	143	67.37%	382	567
discusses with me the relevant academic requirements of the major(s) I am in or considering.	4.95%	30	3.14%	19	22.94%	139	68.98%	418	606
responds to my email/phone messages.	6.29%	38	2.48%	15	19.70%	119	71.52%	432	604
recalls or has record of what we discussed in our previous meetings.	5.65%	32	3.71%	21	24.38%	138	66.25%	375	566
keeps me aware of the requirements for completing my program.	6.05%	37	3.92%	24	19.61%	120	70.42%	431	612

Additional areas advisors were evaluated on include helping students achieve a realistic understanding of the program options available (89%), discussing with students their academic abilities and interests (88%), helping students understand their Degree Works Audit (88%), and discussing career options with students (84%).

Table 3: Other Highly Rated Attributes

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.	5.60%	34	5.11%	31	22.57%	137	66.72%	405	607
discusses with me my academic abilities and interests.	6.31%	38	5.65%	34	23.75%	143	64.29%	387	602
helps me understand my DegreeWorks audit.	6.67%	40	5.33%	32	22.83%	137	65.17%	391	600
discusses career options, including the experiences and education needed to work in my field.	8.15%	47	7.45%	43	22.70%	131	61.70%	356	577

Areas for possible improvement include advisors discussing alternative majors that students might also consider (75%).

Table 4: Areas for Improvement

My EKU Academic Advisor...	Strongly Disagree	N	Disagree	N	Agree	N	Strongly Agree	N	Total
discusses with me alternative majors that I might also consider.	9.78%	54	15.58%	86	20.47%	113	54.17%	299	552