

**SPRING 2016 ADVISEMENT SURVEY
QUALITATIVE DATA SUMMARY**

TRENDS

- Advisor care, attitude & disposition
- Technology – CS & Appointment Manager
- Caseload

F = FTIC; C = Continuing/Longitudinal; T = Transfer

1. Where is ISU lacking in the area of academic advisement?

- *Advisor care, attitude & disposition*

C: Actually believe in the students you receive, not just the ones who look like you.

F: During my first meeting with my advisor, he was very rude and I didn't feel like he wanted to help me at all. It felt like he just wanted to hurry through my meeting and get to the next.

T: I feel Like I am not able to talk to my adviser whenever I have a problem.

C: I usually leave the advising office confused and discouraged. My advisor only understand what classes I need to take and what I need to do to graduate, not the stresses that students experience or the difficulty of the classes.

F: ISU lacks in the personal connection department. I feel like everyone just does enough to do their job, no one that I have come in contact with has attempted to click with me on a personal level. I feel like this is important because it builds a trust system and having someone away from home to trust feels good.

F: It would be nice if our adviser would reach out randomly and just ask us how things were going.

F: More reassurance to the students and emotional support

- *Technology – CS & Appointment Manager*

F: i believe that they are lacking on being up date with requirements, for example i was told i need to take a class that i found out later that was not necessary.

T: I feel there are many unnecessary miscommunications between advisors and students. I hear this from friends and have experienced this myself.

T: Making sure I am in the right classes and the pre requisite classes I am supposed to be in

C: Making sure students know graduation requirements (and gateway requirements for education majors) they have accomplished

F: I think that they are lacking the full background knowledge of everything that comes a long with a major.

T: I transferred and my advisor messed up my plan because she did not look at my previous transcripts to see that I had already taken a class, I will now be here an extra semester because of that.

T: Location to find page to schedule appointment with counselor.

T: Making sure I am in the right classes and the pre requisite classes I am supposed to be in

- *Caseload*

C: There are not nearly enough [major] advisors. In the fall, at a [major-related] meeting, we were told that if we were juniors who were not transfer students we should not schedule an advising appointment because they just didn't have time to see us. This was absolutely ridiculous considering the amount of money we pay to go here and the limited class availability at such a crucial part of our education.

F: They are lacking in [academic unit] advising. A lot of kids still don't know how to register and/or what to sign up for.

F: ISU lacks availability for the Advisor

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2. Is there anything further you wish to share about your academic advising experience?

T: I am a transfer student and my adviser helped me with everything I needed at the other university. The adviser I am assigned to here does not meet my standards. I do not feel the need to be switched because I have heard rumors that other advisers are similar to mine. Hope my input helps Illinois State University in improving the academic advising department/

C: I am trying to change my major and it is difficult for me to figure out what classes to take next. My current advisor does not know what type of classes to have me enroll into and told me to speak with the advisor for the major I wish to go into. I emailed that advisor and cannot speak with them until it is for sure that I am accepted into that specific major. I am unsure now who to talk to about scheduling classes. I have not met with my advisor since I scheduled to finish my general education classes Spring Semester 2016.

F: Staff needs to be more polite.

F: Start talking about future career choices more, and what we can do.

Where is ISU excelling in the area of academic advisement?

Our all-time favorite response for the 2016 survey:

C: Oh my lord, they're so helpful and they're so sweet! They're generosity and helpfulness is beyond anything I could ask for!