2018 ACADEMIC ADVISING SURVEY

During the spring 2018 semester, the Assessment Committee of the Academic Advising Council administered its Academic Advising Survey to all undergraduate students enrolled at Illinois State University (n = 984). Analyses of the responses to the closed-ended items (e.g., rating scale-based responses) were provided in a previous report, but nine of the items on the questionnaire included textboxes for students to respond. The analyses of the responses to eight of these items are presented in the tables below [analysis of the ninth item ('What is your major?') was included in the previous report].

These text responses first were separated into their individual components that then were coded as to the nature of the component (student's response). These codes became categories if there were at least three of the same code across all respondents; if there were two or less codes, then they were categorized as 'Other.' Thus the 'TOTAL' row in each table may not match the number of responses to the item because the responses first were separated into individual components before being coded and categorized.

2. **What topics were covered at your advising appointment(s)? – Other, please specify**

Category	Frequency	Percent
Academic courses/Program changes	3	5.0
Academic support programs	3	5.0
Academic withdrawal/probation	3	5.0
Adding/Changing major or minor	7	11.7
Clinical/Internship experiences	10	16.7
Graduate/professional school	7	11.7
Graduation/Planning	3	5.0
Study abroad	12	20.0
Summer Session	3	5.0
No appointment	1	1.7
Not applicable	1	1.7
Other	7	11.7
TOTAL	60	100.0

Note. n = 56 (87.5% of the 64 students who selected 'Other, please specify').

5. **To what resources were you referred?**

Category	Frequency	Percent
Activities/Organizations	8	0.9
Advisor, major	15	1.7
Advisor, minor	11	1.3
Advisor, pre-professional	11	1.3
Advisor, study abroad	3	0.3
Advisor, non-specific	22	2.5
Career Center	58	6.7
Career-related	10	1.1
Center for Community Engagement and Service Learning	3	0.3
Clubs (on-campus)	9	1.0
Community colleges	14	1.6
Contact information (e.g., phone, email)	15	1.7
Course-related	18	2.1
Department/School/College	27	3.1
Documents	5	0.6
Events (on-campus)	6	0.7
Faculty	34	3.9
Fairs (on-campus)	5	0.6
Financial Aid	12	1.4

Note. Table continues on page 2.

Category	Frequency	Percent
go.illinoisstate.edu OR my.ilstu.edu	5	0.6
Graduate/professional schools	11	1.3
Graduation	7	0.8
Honors Program	5	0.6
Independent study-related	4	0.5
Internship-related	31	3.6
Major-related	11	1.3
Milner Library	7	0.8
Minor-related	4	0.5
Other colleges/universities (non-community college)	6	0.7
Places (on-campus)	4	0.5
Plan of study	6	0.7
Professionals	9	1.0
Program-related	7	0.8
ReggieNet sites	9	1.0
Registrar	9	1.0
Resources, on-campus	5	0.6
Resources, non-specific	4	0.5
Registered Student Organizations (RSO)	16	1.8
Student Access and Accommodation Services (SAAS)	5	0.6
Scholarship-related	7	0.8
Services (non-specific)	3	0.3
Student Accounts	4	0.5
Student Counseling Services	13	1.5
Student Health Services	7	0.8
Student Services Building	3	0.3
Students	6	0.7
Study Abroad	20	2.3
Summer Session-related	3	0.3
Support programs (e.g., Academic Success Coaching, TRiO)	5	0.6
Testing, certification/licensure	5	0.6
Testing, graduate/professional school	8	0.9
Testing, placement	5	0.6
Testing, non-specific	3	0.3
Transfer-related	8	0.9
Tutoring, math	9	1.0
Tutoring, Visor Center	21	2.4
Tutoring, non-specific	62	7.1
Undergraduate catalog	17	1.9
Visor Center	84	9.6
Volunteer-related	5	0.6
Website, career-related	4	0.5
Website, CourseFinder	5	0.6
Website, department/school/college	14	1.6
Website, Illinois State University	15	1.7
Website, major-related	7	0.8
Website, transfer-related	4	0.5
Website, non-specific	25	2.9
Workshops (e.g., at the Visor Center)	4	0.5
Writing-related	3	0.3
Many/Etc.	17	1.9
Cannot remember/Not applicable	3	0.3
Compliment (of advisors' help with resources)	11	1.3
Other	11	1.3
TOTAL	872	100.0

Note. n = 531 (82.1% of the 647 students who indicated that their advisors made referrals to additional resources).

7. **With whom/where have you discussed career choices? – Other, please specify**

Category	Frequency	Percent
Advisor	3	5.5
Career/Internship fair	3	5.5
Faculty	3	5.5
Family members	14	25.5
Friends	8	14.5
Peers	3	5.5
Professionals	4	7.3
Registered Student Organizations (RSO)	4	7.3
Not applicable	7	12.7
None	4	7.3
Other	2	3.6
TOTAL	55	100.0

Note. n = 44 (67.7% of the 65 students who selected 'Other, please specify').

8. **Who was your most helpful contact concerning career choices? – Other, please specify**

Category	Frequency	Percent
Advisor, major	5	5.3
Advisor, University College	3	3.2
Advisor, non-specific	6	6.3
External (to Illinois State University)	3	3.2
Faculty	4	4.2
Fairs	3	3.2
Family members	15	15.8
Friends	5	5.3
Peers	3	3.2
Professionals	10	10.5
Registered Student Organizations (RSO)	7	7.4
Self	7	7.4
Not applicable	8	8.4
None	9	9.5
Other	7	7.4
TOTAL	95	100.0

Note. n = 83 (78.3% of the 106 students who selected 'Other, please specify').

10. **Which of the following co-curricular activities were you encouraged to attend by your academic advisor? – Other, please specify**

Category	Frequency	Percent
Campus activities/events	8	15.7
Greek life	3	5.9
Not applicable	4	7.8
None	36	70.6
TOTAL	51	100.0

Note. n = 51 (82.3% of the 62 students who selected 'Other, please specify').

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

Category	Frequency	Percent
Advising appointment frequency	14	1.2
Advising appointment length	20	1.6
Advising appointment scheduling	17	1.4
Advising appointment, non-specified	7	0.6
Advisor/person	23	1.9
Availability of academic advisors	120	9.9
Care about/interest in students	107	8.8
Career advising	13	1.1
Communication among advisors	23	1.9
Communication with students	13	1.1
Communication, non-specified	9	0.7
Contacting students (e.g., deadlines)	30	2.5
Continuity of advisors across years/during transitions	29	2.4
Course registration (e.g., overrides)	31	2.6
Friendly	39	3.2
Helpful	55	4.5
Knowledge of campus resources	19	1.6
Knowledge of courses	61	5.0
Knowledge of graduate/professional school	3	0.2
Knowledge of graduation requirements	28	2.3
Knowledge of out-of-class experiences (e.g., internships)	7	0.6
Knowledge of programs of study (i.e., majors, minors)	65	5.4
Knowledge of study abroad programs	5	0.4
Knowledge of transfer/transition concerns	16	1.3
Knowledge, non-specified	63	5.2
Online advising resources	4	0.3
Organization/preparation of advisors	8	0.7
Ratio of students to advisors	42	3.5
Responding to students (e.g., email)	33	2.7
Unsure	6	0.5
Not applicable	55	4.5
Not relevant (e.g., concern with faculty)	34	2.8
None	99	8.2
Compliment	93	7.7
Other	23	1.9
TOTAL	1,214	100.0

Note. n = 619 (62.9% of respondents).

15. **Where is ISU excelling in the area of academic advisement?**

Category	Frequency	Percent
Advising appointment frequency	4	0.3
Advising appointment length	6	0.5
Advising appointment scheduling	37	2.9
Advising appointment, non-specified	15	1.2
Advisor, first-year	7	0.5
Advisor, program-specific	18	1.4
Advisor/person	69	5.3
Availability of academic advisors	74	5.7
Care about/interest in students	224	17.3
Career advising	7	0.5
Communication	27	2.1
Contacting students (e.g., deadlines)	28	2.2
Friendly	89	6.9
Helpful	111	8.6
Knowledge of campus resources	50	3.9
Knowledge of courses	68	5.2
Knowledge of graduation requirements	47	3.6
Knowledge of out-of-class experiences (e.g., internships)	6	0.5
Knowledge of programs of study (i.e., majors, minors)	40	3.1
Knowledge, non-specified	167	12.9
Organization/preparation of advisors	22	1.7
Responding to students (e.g., email)	32	2.5
Everything	14	1.1
Unsure	4	0.3
Not applicable	12	0.9
Not relevant (e.g., concern with faculty)	32	2.5
None	11	0.8
Complaint	38	2.9
Other	39	3.0
TOTAL	1,298	100.0

Note. n = 623 (63.3% of respondents).

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

Category	Frequency	Percent
Negatively-toned		
• Advising appointment frequency	4	0.4
• Advising appointment length	6	0.7
• Advisor/person	8	0.9
• Availability of academic advisors	25	2.7
• Care about/interest in students	51	5.5
• Career advising	4	0.4
• Communication among advisors	3	0.3
• Communication, non-specified	12	1.3
• Contacting students (e.g., deadlines)	6	0.7
• Continuity of advisors across years/during transitions	13	1.4
• Course registration (e.g., overrides)	5	0.5
• Friendly	31	3.4
• Helpful	30	3.3
• Knowledge of courses	16	1.7
• Knowledge of graduation requirements	5	0.5
• Knowledge of programs of study (i.e., majors, minors)	26	2.8
• Knowledge of campus resources	5	0.5
• Knowledge, non-specified	30	3.3
• Not necessary	13	1.4
• Organization/preparation of advisors	7	0.8
• Ratio of students to advisors	20	2.2
• Responding to students (e.g., email)	6	0.7
• Non-specified	56	6.1
Subtotal	382	41.4
Positively-toned		
• Advising appointment, non-specified	7	0.8
• Advisor/person	56	6.1
• Availability of academic advisors	3	0.3
• Care about/interest in students	59	6.4
• Career advising	4	0.4
• Friendly	14	1.5
• Helpful	58	6.3
• Knowledge of courses	8	0.9
• Knowledge of graduation requirements	8	0.9
• Knowledge of programs of study (i.e., majors, minors)	3	0.3
• Knowledge of campus resources	11	1.2
• Knowledge, non-specified	17	1.8
• Responding to students (e.g., email)	5	0.5
• Thankful	15	1.6
• Non-specified	71	7.7
Subtotal	339	36.8
Not applicable	47	5.1
Not relevant (e.g., concern with faculty)	50	5.4
None	104	11.3
TOTAL	922	100.0

Note. n = 395 (40.1% of respondents).