

Summary report of the Campus Advisement Survey

(Collected September 2010)

The Assessment Committee affiliated with AAAC conducted a survey of the undergraduate student body in September 2010. The entire undergraduate student body was invited (approximately 18,000) to respond to an online Select Survey assessment regarding the process of academic advisement at Illinois State University. There were 1032 respondents, but only 784 provided usable data as the remaining respondents only answered the demographic questions. The focus of this survey was to see the status of the academic advising process. It is a perception survey to begin to understand what student's value about the advising process. At this time, the Assessment Committee recommends collecting responses at the beginning of the spring semester 2011, and comparing data in a longitudinal study would be helpful. Additionally, it will be helpful to compare data from fall to fall, and spring to spring.

At the conclusion of the Likert-scale items, we asked 2 open ended questions:

- 1) What works well within academic advising at Illinois State University?
- 2) What suggestions do you have for improving academic advising at Illinois State University?

These questions resulted in 27 pages of responses. University Assessment Services is conducting a content-analysis to determine trends in the qualitative responses, so these findings will be shared in the near future. The complete data set will also be available to campus in the near future.

Demographic Overview:

- 65.7% of respondents indicated they expect to utilize advisement services 1-2 times in a typical semester
- Native students and transfer students expect to use advisement services the same number of times in a typical semester.
- 74.2% of respondents were female, 25.8% responded male
- There was not a significant difference in the satisfaction with academic advisement between men and women.
 - Women did indicate significantly higher level of agreement with the following: 1) I come prepared to my academic advisement appointments; 2) I think there should be a University policy requiring students to see their assigned academic advisor(s); 3) I schedule meetings in advance (not same day or walk in) with my advisor(s) at Illinois State University.
- 91.2% of respondents indicated they are in a major
- There was not a significant difference in the satisfaction with academic advisement between students in a major and students not in a major.
 - Students in a major indicated a higher level of agreement on the item stating 'I can locate a complete list of all coursework required for graduation in my plan of study.'
 - Students not in a major indicated a higher level of agreement on the following items: 1) My academic advisor(s) at Illinois State University are available for a meeting within a

reasonable period of time; and 2) My academic advisor(s) at Illinois State give me sufficient time during our meetings to address my questions.

- It is noteworthy that as the number of credit hours earned increases, the level of trust in the information from academic advisor(s) decreases.

To compare assessment items, “agree” and “strongly agree” responses were combined and reported as a single number. Below the assessment items are categorized with the “no basis for response” option excluded. These responses were excluded, because at the time of the survey students may have been new to campus and had limited time to judge the items appropriately. We provided this choice to allow students’ a neutral response; therefore, it is not appropriate to consider those responses. The assessment items are listed in descending order with the combined “agree” and “strongly agree” responses listed in parenthesis.

90% or higher of respondents “agree” or “strongly agree”

- a) I come prepared to my academic advising appointments. (97.7%)
- b) I schedule meetings in advance (not same day or walk in) with my academic advisor(s) at Illinois State University. (91.1%)

80% to 89.9% of respondents “agree” or “strongly agree”

- a) My academic advisor(s) at Illinois State University give me sufficient time during our meetings to address my questions. (89.7%)
- b) My academic advisor(s) at Illinois State University provide a comfortable physical setting for our meetings. (89%)
- c) My academic advisor(s) at Illinois State University are knowledgeable about campus resources and services. (88.6%)
- d) My academic advisor(s) at Illinois State University are knowledgeable about my plan of study. (87.5%)
- e) I trust the information provided by my academic advisor(s) at Illinois State University. (87.1%)
- f) I can locate a complete list of all coursework required for graduation in my plan of study. (86.9%)
- g) I take advantage of campus resources suggested or recommended by my academic advisor(s) at Illinois State University. (86.2%)
- h) My academic advisor(s) at Illinois State University are prepared when appointments are scheduled in advance. (85.8%)
- i) My academic advisor(s) at Illinois State University are available for a meeting within a reasonable period of time. (84.6%)
- j) My academic advisor(s) at Illinois State University respond to my email/telephone calls within a reasonable period of time. (84.5%)
- k) My academic advisor(s) at Illinois State University have good communication skills. (83.5%)
- l) My academic advisor(s) at Illinois State University are interested in my success. (83.1%)
- m) I leave my advising sessions with a clear idea of classes for which I should register. (82.8%)

- n) My academic advisor(s) at Illinois State University makes me feel I have been helped when we communicate. (80.4%)

70% to 79.9% of respondents “agree” or “strongly agree”

- a) I am collaborating with my academic advisor(s) at Illinois State University on a long-term plan for graduation. (77.6%)
- b) My work with academic advisor(s) at Illinois State University results in positive thoughts about advising services. (75.2%)
- c) I experienced a smooth transition between University College Academic Advising/Honors and Department/School Advising. (75.1%)
- d) My academic advisor(s) at Illinois State University encourage involvement in campus activities. (74.9%)
- e) I think there should be a University policy requiring students to see their assigned academic advisor(s). (74.3%)

69.9% or lower of respondents “agree” or “strongly agree”

- a) I leave advising meetings with a clear idea of my next steps for personal improvements beyond course registration. (66.9%)
- b) I have access to an academic advisor in my minor program. (65%)
- c) I have discussed topics other than course planning that are important to me with my academic advisor(s) at Illinois State University. (64.6%)
- d) When my personal concerns affect my academic work, I am able to communicate them to my academic advisor(s) at Illinois State University. (61.3%)

The complete assessment results are submitted to AAAC in their entirety, and available in pdf format from the AAAC website for review.

Respectfully submitted,

Assessment Committee of AAAC

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