



AUC Advising Experience Survey Report Spring 18

Prepared by: Office of Data Analytics and Institutional Research (DAIR)

AUC Advising Experience Survey Report- Spring 18

Executive Summary

Introduction

The Advising Experience Survey is sponsored by the Business Process Improvement Unit- Office of Strategic Academic Services. The Survey is designed to assess AUC students advising experience in order to measure student satisfaction and to serve the problem definition stage of the Business Process Improvement project for declared/ undeclared student advising processes.

The data resulting from this survey will be used to validate the findings from an exploratory research that took place in collaboration with students representing the two different populations and faculty advisors and to enhance the advising business process with the objective of providing better advising services and support for our students.

Methodology

This survey was developed by the Business Process Improvement Unit in collaboration with the Office of Data Analytics and Institutional Research (DAIR).

The Office of Data Analytics and Institutional Research (DAIR) emailed 1956 survey invitations to AUC targeted population (Newly admitted students in the spring of 2018, Juniors and Sophomores) on Feb 4th, 2018, followed by two consecutive reminders to those who had not responded to the surveys on Sunday the 11th and Sunday the 18th of Feb. From the total number of all targeted population, 297 responded to the survey for a response rate of 15.18%.

This report consists of three parts:

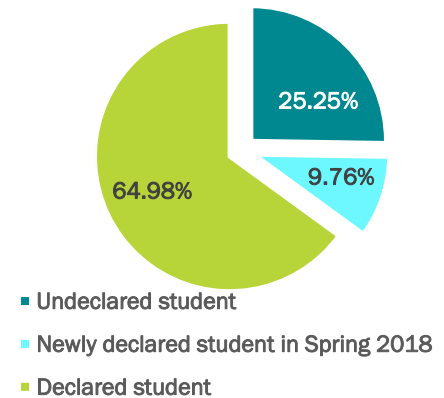
- Close-ended Questions: This includes all close-ended questions regarding ratings, rankings and feedback presented as frequencies and charts.
- Open-ended Questions: This includes lists of all answers for the questions requesting suggestions and/or recommendations organized by themes.
- Cross-tabulated results by population.

Limitations

Although the survey was targeting both undeclared and declared students, yet more than 60% of the responses are for declared students and thus the survey results cannot be generalized. The results of this survey will be collaborated with NSSE Survey results with focus on advising in order to provide further details and benchmarks as it is also administered outside of AUC to around 1000 universities world-wide.

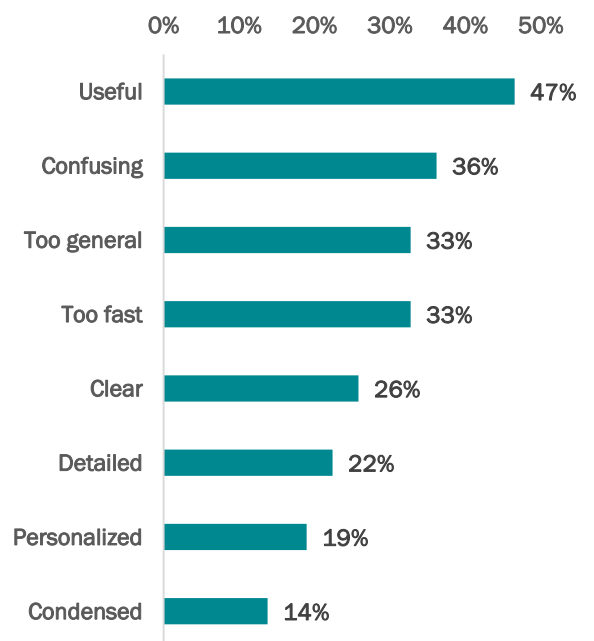
Q1- Please indicate your current standing:

Answer choices	Percentage	Number of responses
Undeclared student	25.25%	75
Newly declared student in Spring 2018	9.76%	29
Declared student	64.98%	193
Answered		297
Skipped		7



Q2- Please select all the terms that describe the advising course orientation and the first advising session (Check all that apply.)

Answer choices	Percentage	Number of responses
Useful	46.55%	27
Clear	25.86%	15
Detailed	22.41%	13
Personalized	18.97%	11
Too general	32.76%	19
Condensed	13.79%	8
Too fast	32.76%	19
Confusing	36.21%	21
Other (please specify)	6.90%	4
Answered		58
Skipped		246

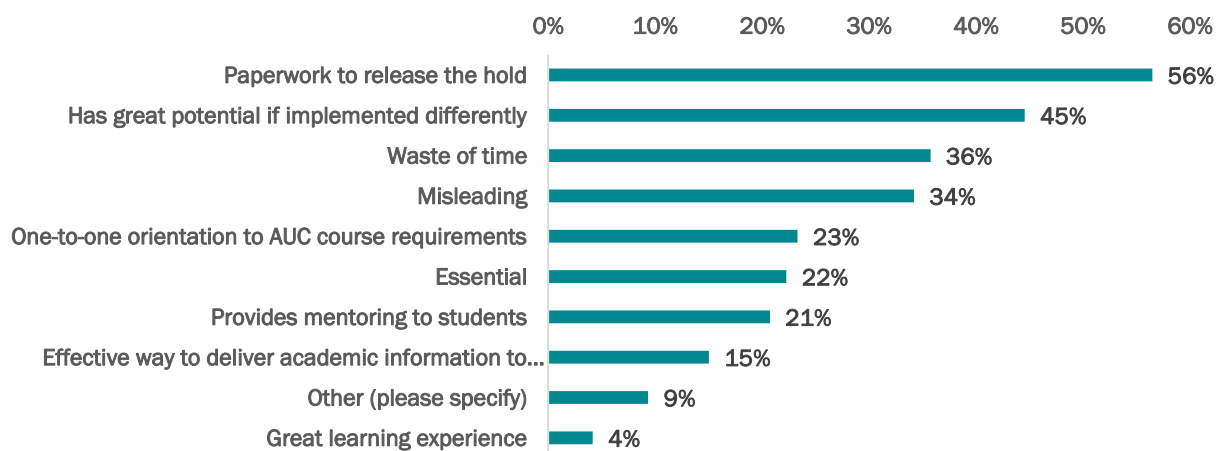


Other (4)

Responses	Frequency
It is somehow useful	1
unproductive	1
really bad and un-useful	1
Un-useful	1

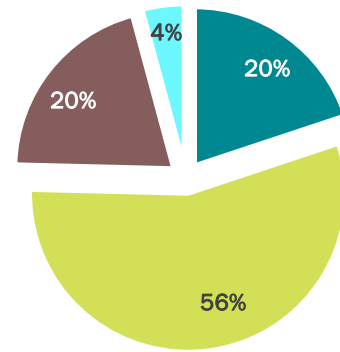
Q3- Please select all terms that describe the current advising process (Check all that apply)

Answer choices	Percentage	Number of responses
Paperwork to release the hold	56.48%	109
Has great potential if implemented differently	44.56%	86
Waste of time	35.75%	69
Misleading	34.20%	66
One-to-one orientation to AUC course requirements	23.32%	45
Essential	22.28%	43
Provides mentoring to students	20.73%	40
Effective way to deliver academic information to students	15.03%	29
Others	9.33%	18
Great learning experience	4.15%	8
Answered		193
Skipped		111



Q4- Who currently handles your advising sessions?

Answer choices	Percentage	Number of responses
Faculty advisor	55.50%	106
Department assistant	20.42%	39
Core Academic Advising Center	19.90%	38
Other (please specify)	4.19%	8
Answered		191
Skipped		113



- Core Academic Advising Center
- Faculty advisor
- Department assistant
- Other (please specify)

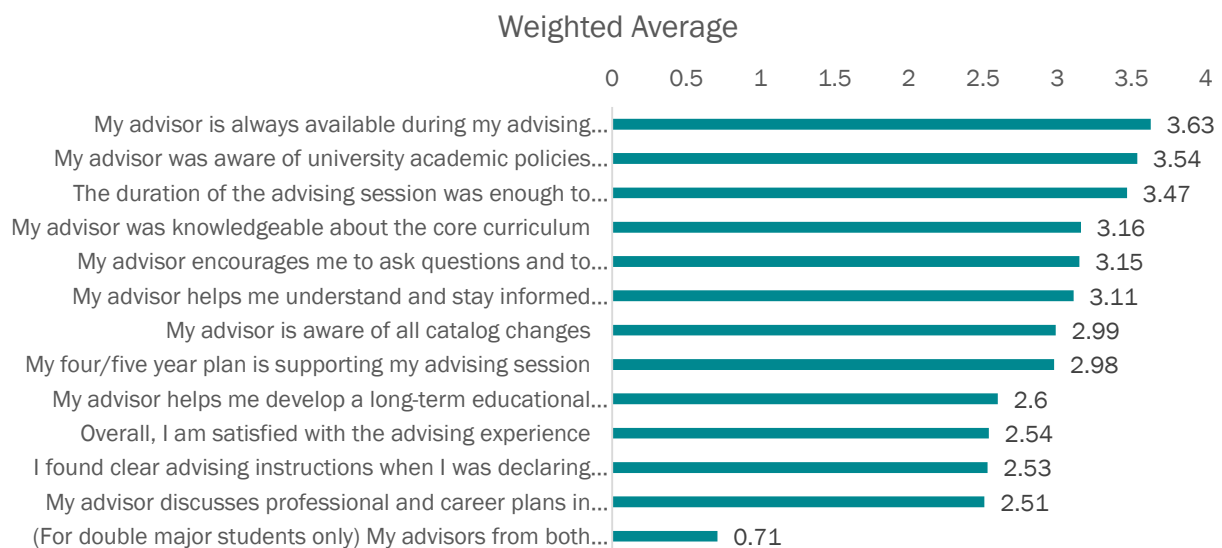
Other (8)

Responses	Frequency
I still don't know	1
Me	1
Department Head	1
The professor	1
department professor	1
Department Chair	1
Don't have an idea yet	1
A professor in the Mass com. department	1

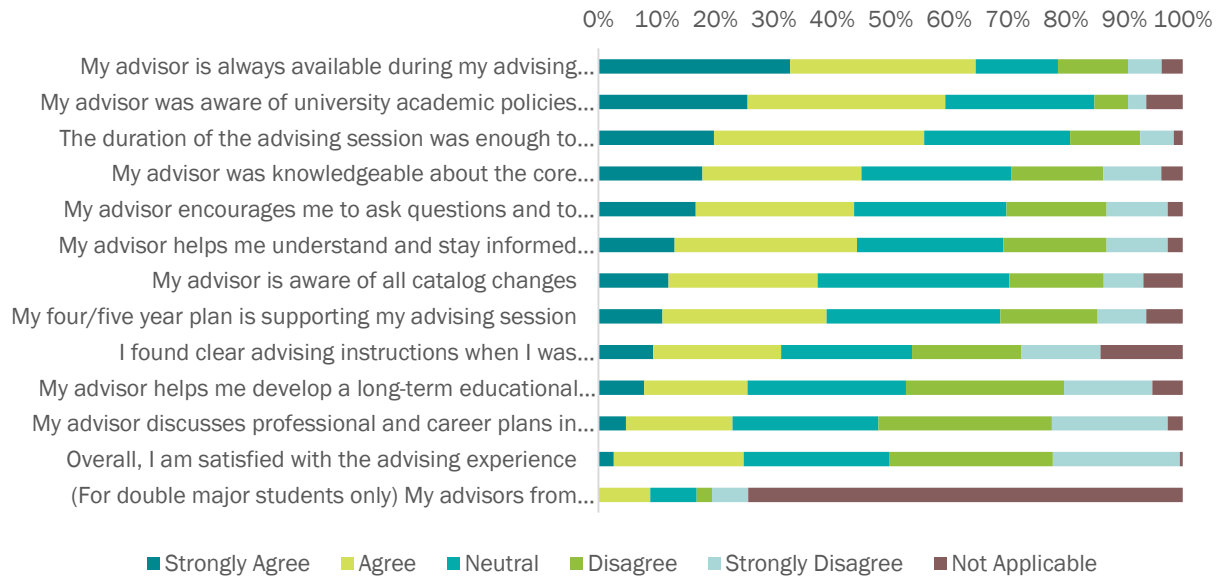
Q5- Based on your previous advising experience, please rate the following:

Answer choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Weighted Average
My advisor is always available during my advising appointment	32.81%	31.77%	14.06%	11.98%	5.73%	3.65%	3.63
My advisor was aware of university academic policies and deadlines	25.52%	33.85%	25.52%	5.73%	3.13%	6.25%	3.54
The duration of the advising session was enough to discuss all my concerns	19.79%	35.94%	25.00%	11.98%	5.73%	1.56%	3.47
My advisor was knowledgeable about the core curriculum	17.80%	27.23%	25.65%	15.71%	9.95%	3.66%	3.16
My advisor encourages me to ask questions and to discuss my concerns	16.67%	27.08%	26.04%	17.19%	10.42%	2.60%	3.15
My advisor helps me understand and stay informed about declaration / major requirements	13.02%	31.25%	25.00%	17.71%	10.42%	2.60%	3.11

Answer choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable	Weighted Average
My advisor is aware of all catalog changes	11.98%	25.52%	32.81%	16.15%	6.77%	6.77%	2.99
My four/five year plan is supporting my advising session	10.94%	28.13%	29.69%	16.67%	8.33%	6.25%	2.98
My advisor helps me develop a long-term educational plan/ alternative declaration plan based on my interest and academic status	7.81%	17.71%	27.08%	27.08%	15.10%	5.21%	2.6
I found clear advising instructions when I was declaring my major	9.38%	21.88%	22.40%	18.75%	13.54%	14.06%	2.53
My advisor discusses professional and career plans in conjunction with course requirements	4.69%	18.23%	25.00%	29.69%	19.79%	2.60%	2.51
Overall, I am satisfied with the advising experience	2.65%	22.22%	24.87%	28.04%	21.69%	0.53%	2.54
(For double major students only) My advisors from both of my majors help me in balancing my load and exploring possible double count opportunities	0.00%	8.85%	7.96%	2.65%	6.19%	74.34%	0.71
Answered							192
Skipped							112

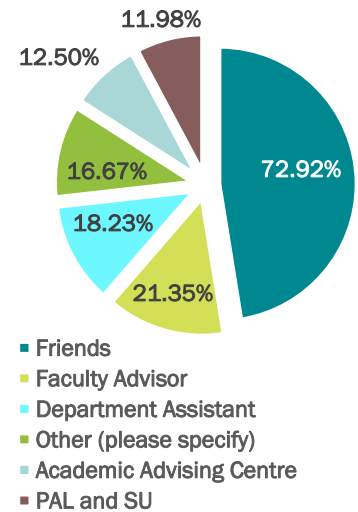


Based on your previous advising experience, please rate the following:



Q6- Who helps you the most with your academic advising? (Check all that applies)

Answer choices	Percentage	No of responses
Academic Advising Centre	12.50%	24
Faculty Advisor	21.35%	41
Department Assistant	18.23%	35
Friends	72.92%	140
PAL and SU	11.98%	23
Other (please specify)	16.67%	32
Answered		192
Skipped		112

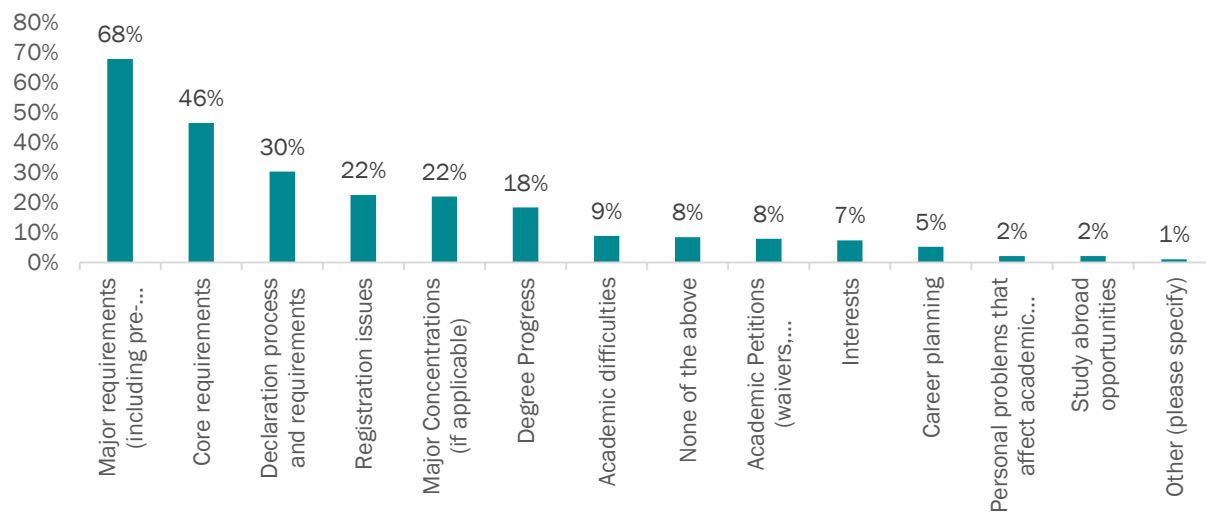


Other (20)

Responses	Frequency
AUC Online Catalog	9
Colleagues/graduates with the same major	4
Family/ eldest brother	2
Banner (Degree works) and AUC Online Catalog	1
Degree Audit	1
My preferred advisors	2
My four year plan	1

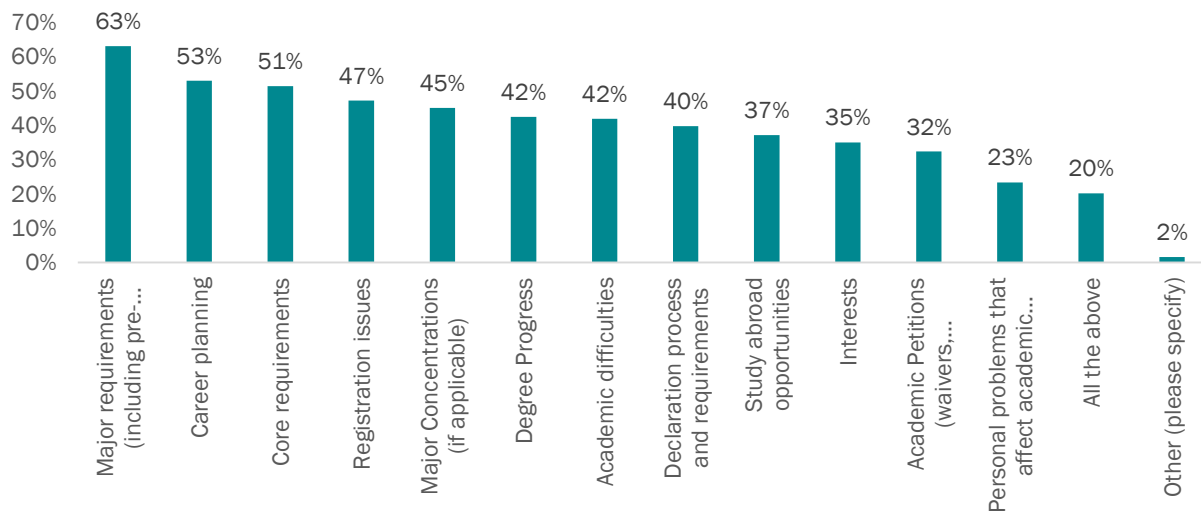
Q7- What is currently covered by your advisor during the advising session? (check all that applies)

Answer choices	Percentage	Number of responses
Major requirements (including pre-requisites, co-requisites, chains ...etc)	67.71%	130
Core requirements	46.35%	89
Declaration process and requirements	30.21%	58
Registration issues	22.40%	43
Major Concentrations (if applicable)	21.88%	42
Degree Progress	18.23%	35
Academic difficulties	8.85%	17
None of the above	8.33%	16
Academic Petitions (waivers, substitutions, double counts....etc.)	7.81%	15
Interests	7.29%	14
Career planning	5.21%	10
Personal problems that affect academic performance	2.08%	4
Study abroad opportunities	2.08%	4
Others	1.04%	2
Answered		192
Skipped		112



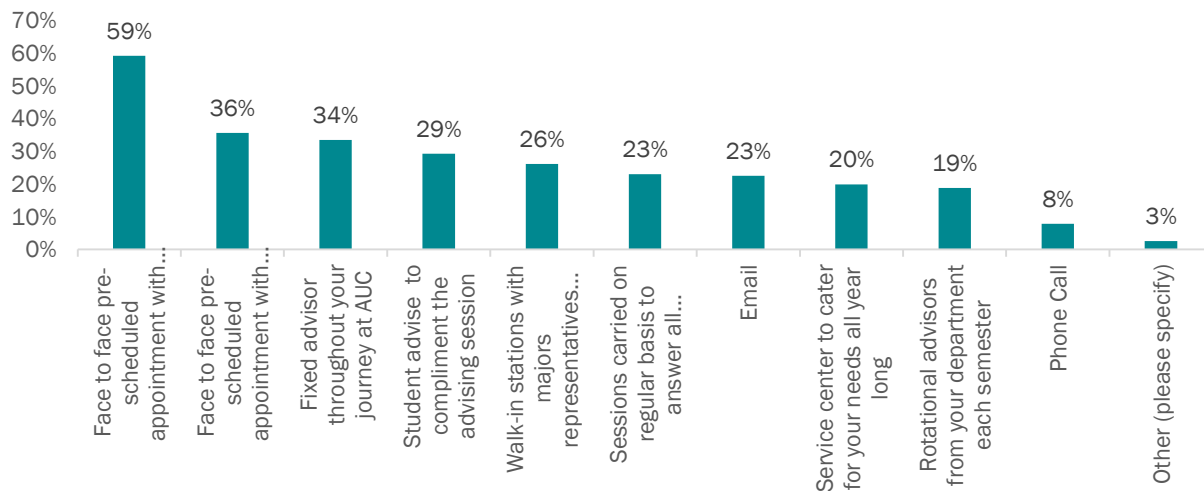
Q8- What do you expect your advisor to cover during the advising session? (check all that applies)

Answer choices	Percentage	Number of responses
Major requirements (including pre-requisites, co-requisites, chains ...etc)	62.96%	119
Career planning	52.91%	100
Core requirements	51.32%	97
Registration issues	47.09%	89
Major Concentrations (if applicable)	44.97%	85
Degree Progress	42.33%	80
Academic difficulties	41.80%	79
Declaration process and requirements	39.68%	75
Study abroad opportunities	37.04%	70
Interests	34.92%	66
Academic Petitions (waivers, substitutions, double counts....etc.)	32.28%	61
Personal problems that affect academic performance	23.28%	44
None of the above	20.11%	38
Others	1.59%	3
Answered		189
Skipped		115



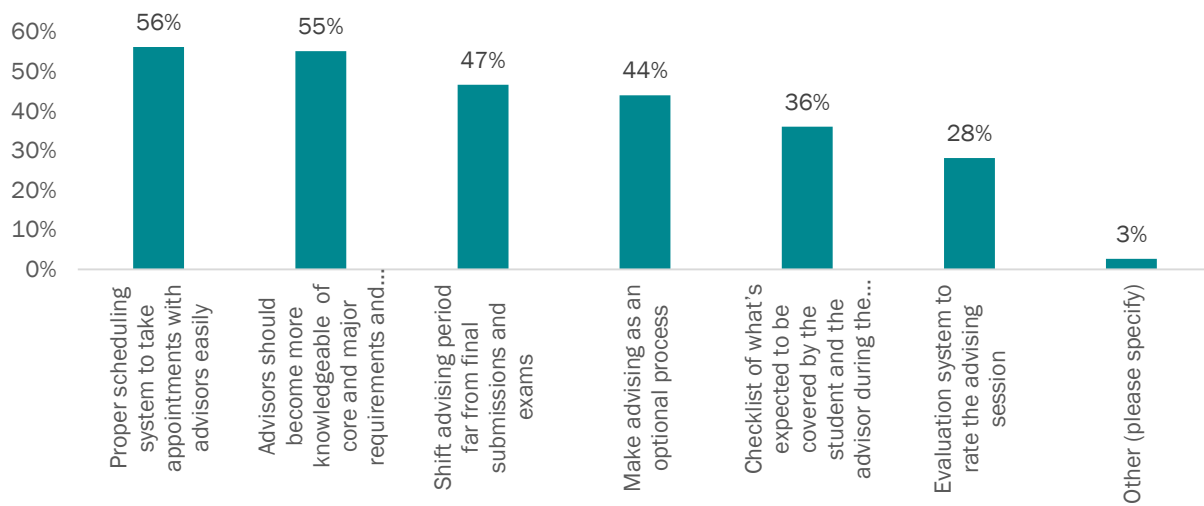
Q9- Please select your preferred advising experience (check all that applies)

Answer choices	Percentage	Number of responses
Face to face pre-scheduled appointment with faculty advisor	59.16%	113
Face to face pre-scheduled appointment with staff advisor	35.60%	68
Fixed advisor throughout your journey at AUC	33.51%	64
Student advise to compliment the advising session	29.32%	56
Walk-in stations with majors representatives during advising period	26.18%	50
Sessions carried on regular basis to answer all advising/declaration related information	23.04%	44
Email	22.51%	43
Service center to cater for your needs all year long	19.90%	38
Rotational advisors from your department each semester	18.85%	36
Phone Call	7.85%	15
Others	2.62%	5
Answered		191
Skipped		113

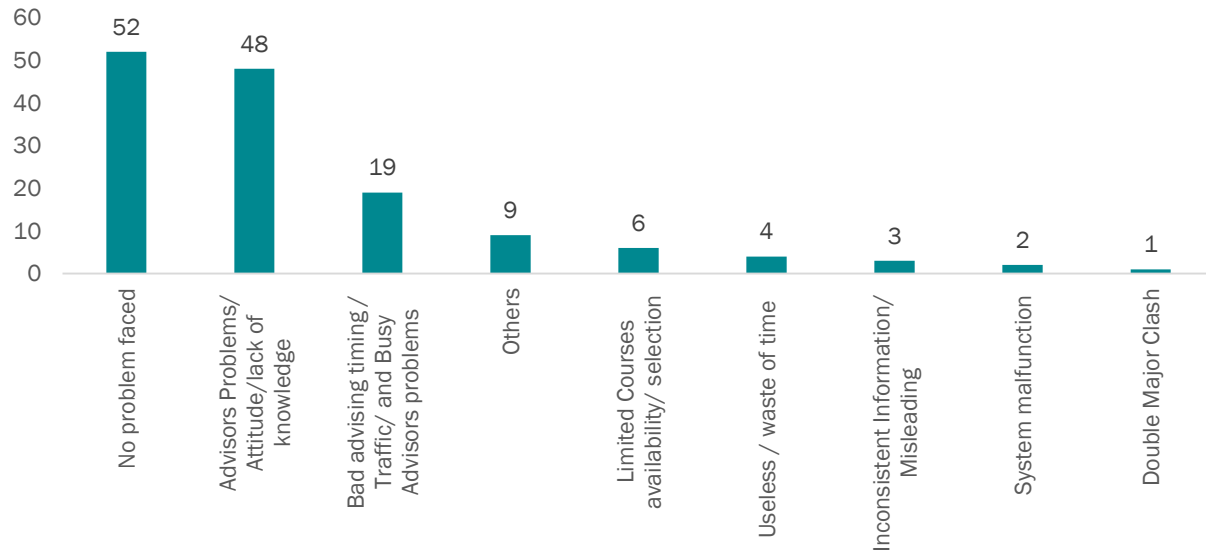


Q10- What would encourage you most to attend advising? (Check all that applies)

Answer choices	Percentage	Number of responses
Proper scheduling system to take appointments with advisors easily	56.08%	106
Advisors should become more knowledgeable of core and major requirements and policies	55.03%	104
Shift advising period far from final submissions and exams	46.56%	88
Make advising as an optional process	43.92%	83
Checklist of what's expected to be covered by the student and the advisor during the advising session	35.98%	68
Evaluation system to rate the advising session	28.04%	53
Others	2.65%	5
Answered		189
Skipped		115



Q11- Have you encountered any problems during advising? Please specify.



Q12- Do you have any suggestions on how to improve the advising process at AUC? Please specify.

