STUDY OVERVIEW

INTRODUCTION
AUC is invested in ensuring it provides the most effective services in a way that enhances students’ academic experiences. A survey was launched this Spring 2019 to help improve the academic process of advising through targeting faculty and staff advisors.

METHODOLOGY
This survey was designed and conducted by the Office of Strategy Management and Institutional Effectiveness in collaboration with the Office of Strategic Academic Services.

SMIE sent invitations to 175 advisors (faculty and staff) on the 14th of May upon end of the Advising period for next Fall 2019. Four reminders were sent to those who had not yet completed the survey every two to four days before it was closed on the 30th of May.

REPORT STRUCTURE
This report is divided into the following sections:

01 – Executive Summary

02 – Report of Findings
An evaluation of the current advising process from the advisor perspective, upon conclusion of the advising period for Fall 2019, with special focus on DegreeWorks
01 – Executive Summary

Overview
Sessions reportedly lasted for ~15 minutes, where the majority of sessions use DegreeWorks (82% reported 10 – 15 minutes). Only 58% of faculty advisors find DW user-friendly. Advisors usually suffer from technical difficulties from the system, such as catalog changes and complicated cases such as double-major, repeated courses, etc.

Still, 62% of advisors are satisfied with DW, while 54% feel the process has been enhanced since the last semester.

Recommendations
- Provide trainings that teach advisors how to better utilize DW, if not possible to change the system
2.1 – Advisor Evaluation

Response rate: 98 total responses/175 total invitations = 28%
Margin of error: ±12%

Administrative Data
94% of advisors are faculty, most of which belong to the Computer Science and Engineering, Psychology, and Mechanical Engineering departments.

Top 10 Majors Advising

- Computer Engineering: 14%
- Computer Science: 12%
- Psychology: 10%
- Mechanical Engineering: 10%
- Sociology: 8%
- Physics: 6%
- Multimedia Journalism: 6%
- Other: 4%
- Mathematics: 4%
- Integrated Marketing Communication: 4%

Advising Session

Tool Used During Session

- Both: 41%
- Pen and paper: 82%
- Degreeworks SEP (advising plan): 2%

Time Spent at Advising Session

- < 10 min, 14%
- 10 - 15 min, 45%
- 16 - 20 min, 18%
- > 20 min, 22%

Average Time Spent: 15 min

Average # of students advised: 28

Years advising: ~6
**DegreeWorks Evaluation**

- **Ease of finding information on DW**: 63%
- **Satisfaction with DW**: 62%
- **Think process has been enhanced**: 54%

**The DegreeWorks Student Educational Planner is friendly**

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**Overall Agreement Level**: 58%

**Evaluation of Advising Process**

- **Advising about the CORE Courses is one of the most challenging part in advising students**
  
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  **Overall Agreement Level**: 70%

- **Students do not follow the advised plan**
  
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  **Overall Agreement Level**: 69%

- **I think advising is overloading me**
  
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  **Overall Agreement Level**: 64%

- **I think advising should be done by a staff advisor**
  
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  **Overall Agreement Level**: 60%