STUDENT ACADEMIC SERVICES EVALUATION

SPRING 2019

THE OFFICE OF STRATEGY MANAGEMENT AND INSTITUTIONAL EFFECTIVENESS
STUDY OVERVIEW

INTRODUCTION
The 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 processes of declaration, advising, and registration. Faculty and staff advisors were also asked to assess the advising process.

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 all 4,558 continuing students and 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. Response rates for each service are presented in the corresponding section.

REPORT STRUCTURE
This report is divided into the following sections:

01 – Executive Summary

02 – Report of Findings
Divided into the following sub-sections:

2.1 Advising
An evaluation of the current advising process upon conclusion of the advising period for Fall 2019, with special focus on DegreeWorks

2.2 Registration
An evaluation of the course registration process for Spring 2019

2.3 Major Declaration
An evaluation of the major declaration process for Spring 2019

2.4 Appendix
An overview of sample classifications (major, class)
01 – Executive Summary

Overview
This report evaluates three core academic services: advising, registration, and major declaration. Among the three, registration is the most problematic for students, largely due to inadequate course and section offerings, which hinders students from registering for their intended courses for the semester. This surely impacts advising as well, as course plans may not be followed, which causes frustrations from both students and advisors. The declaration process seems to be the smoothest, with a 73% overall satisfaction with the process.

Advising
Despite the fact that the advising duration had ended at the time of survey administration, only 75% of students reported that they had completed their advising.

Sessions reportedly lasted for 10 – 15 minutes, where the majority of sessions use DegreeWorks (63% reported by students and 82% reported by advisors). While around 80% of students find DW informative, only 58% of faculty advisors find it user-friendly. Advisors usually suffer from technical difficulties from the system, such as catalog changes, complicated cases such as double-major, repeated courses, etc. Additionally, while 78% of students reported the hold has been removed automatically, the rest have needed to contact the department, which once again raises the usefulness of DW.

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
- Consider making advising optional for older classes or for exceptions and special cases

Registration
Less than half of students have successfully registered their intended courses, 83% of which were unable to register due to sections being closed. Satisfaction with the overall process is rather average at 57%, where availability of courses is the most problematic aspect (55%).

Recommendations
- Improve Banner servers to withstand registration load
- Consider revisiting the priority system based on credit hours earned (as per student-given feedback)
- Increase course and sections offered to allow all students to follow their course plans

Major Declaration
Most declarations this semester were first-timers (79%), and the process was largely successful, where 83% reportedly declared their intended majors. Unsuccessful declarations were due to lack of fulfilment of academic and non-academic requirements. Overall satisfaction with the overall process stands at 73%. Most student-provided feedback regarding declaration were department-specific regarding requirements or address at-the-gate declaration.
2.1 Advising Process

Students

Response rate: 330 total responses/4,558 total invitations = 7.2%
Margin of error: ±5%

Most of those who had done their advising reported their holds have been automatically removed.

Advising Completed
n=330
75%

Advising Session

Most students found their advisors were prepared for their sessions, and spent an average of 11 minutes.

Advisor Prepared for Session
83%

Average Time Spent
11 min

Advising Tools

DW is the most popular tool used, and is equally used for students’ personalized plans. Nevertheless, still around a third still use manual methods.

Tool Used During Session
n=235

- 34%
- 63%

- Both
- Pen and paper
- Degreeworks SEP (advising plan)

Used DW for personalized plans
66%
DegreeWorks Evaluation
Overall, most students find DW informative and useful.

79% Find DW informative
67% Find DW useful
Advisors

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

<table>
<thead>
<tr>
<th>Major</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Computer Engineering</td>
<td>14%</td>
</tr>
<tr>
<td>Computer Science</td>
<td>12%</td>
</tr>
<tr>
<td>Psychology</td>
<td>10%</td>
</tr>
<tr>
<td>Mechanical Engineering</td>
<td>10%</td>
</tr>
<tr>
<td>Sociology</td>
<td>8%</td>
</tr>
<tr>
<td>Physics</td>
<td>6%</td>
</tr>
<tr>
<td>Multimedia Journalism</td>
<td>6%</td>
</tr>
<tr>
<td>Other</td>
<td>4%</td>
</tr>
<tr>
<td>Mathematics</td>
<td>4%</td>
</tr>
<tr>
<td>Integrated Marketing Communication</td>
<td>4%</td>
</tr>
</tbody>
</table>

Advising Session

Tool Used During Session

- Both: 41%
- Pen and paper: 82%
- Degreeworks SEP (advising plan): 4%

Time Spent at Advising Session

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

Average Time Spent: 15 min
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:

- Strongly agree: 14%
- Agree: 24%
- Neutral: 19%
- Disagree: 24%
- Strongly disagree: 19%

Overall Agreement Level: 58%

Evaluation of Advising Process

Advising about the CORE Courses is one of the most challenging part in advising students:

- Strongly agree: 11%
- Agree: 41%
- Neutral: 33%
- Disagree: 15%
- Strongly disagree: 7%

Overall Agreement Level: 70%

Students do not follow the advised plan:

- Strongly agree: 17%
- Agree: 33%
- Neutral: 28%
- Disagree: 20%
- Strongly disagree: 2%

Overall Agreement Level: 69%

I think advising is overloading me:

- Strongly agree: 22%
- Agree: 20%
- Neutral: 24%
- Disagree: 28%
- Strongly disagree: 7%

Overall Agreement Level: 64%

I think advising should be done by a staff advisor:

- Strongly agree: 21%
- Agree: 14%
- Neutral: 21%
- Disagree: 30%
- Strongly disagree: 14%

Overall Agreement Level: 60%
### 2.2 Registration

**Response rate:** 325 total responses/4,558 total invitations = 7.1%  
**Margin of error:** ±5%

Less than half of sampled students were able to register all their intended courses for the spring semester, mostly due to full or closed sections.

![Pie chart showing successful registration of courses](chart)

#### Top Three Reasons for Unsuccessful Registration

<table>
<thead>
<tr>
<th>Reason</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sections were full/closed</td>
<td>83</td>
</tr>
<tr>
<td>Section timings clashed with other courses I was registered in</td>
<td>47</td>
</tr>
<tr>
<td>Banner/online portal was not working properly</td>
<td>38</td>
</tr>
</tbody>
</table>

#### Satisfaction with Process

Satisfaction with registration is quite average (2.88/5) on a 5-point satisfaction scale\(^1\), where department staff is highest rated (3.25/5), whereas availability of courses rated the lowest on average (2.73/5). Around 22% have not had any exposure to Banner staff and were not able to rate them.

![Bar chart showing overall satisfaction level](chart)

1. Satisfaction scale from 1-5, where 5-Very satisfied, 4-Satisfied, 3-Neutral, 2-Dissatisfied, 1-Very dissatisfied
2.3 Major Declaration

**Response rate:** 312 total responses/4,558 total invitations = 6.8%

**Margin of error:** ±5%

Most students were able to declare the major they intended this spring. Those who were unable to do so have reported having not fulfilled declaration requirements. Out of students who have declared, 65% reported that this is their first try to declare, whereas it’s the second try for 22%.

### Successful Declaration of Intended Major

<table>
<thead>
<tr>
<th>Count</th>
<th>BASE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Did not fulfill academic requirements</td>
<td>10</td>
</tr>
<tr>
<td>Did not fulfill non-academic requirements</td>
<td>7</td>
</tr>
<tr>
<td>Requirements to declare were unclear</td>
<td>3</td>
</tr>
<tr>
<td>Total</td>
<td>20</td>
</tr>
</tbody>
</table>

### Top Three Reasons for not Declaring Intended Major

- Did not fulfill academic requirements: 79%
- Did not fulfill non-academic requirements: 15%
- Requirements to declare were unclear: 6%

### Satisfaction with Process

Students are largely satisfied with the process of major declaration, with no significant differences in satisfaction for each parameter.

<table>
<thead>
<tr>
<th>Overall Process</th>
<th>Very satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Process</td>
<td>20%</td>
<td>45%</td>
<td>22%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>Ease with which deadline to submit application is met</td>
<td>23%</td>
<td>37%</td>
<td>34%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Helpfulness of department/concerned office with any questions</td>
<td>23%</td>
<td>34%</td>
<td>35%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Clarity of information on declaration process</td>
<td>22%</td>
<td>38%</td>
<td>28%</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td>Transparency of policies and procedures to accept/reject declaration</td>
<td>23%</td>
<td>20%</td>
<td>49%</td>
<td>5%</td>
<td></td>
</tr>
</tbody>
</table>

**Overall Satisfaction Level**

- 73% overall satisfaction
- 75% satisfaction with ease of submitting application
- 74% satisfaction with helpfulness of department
- 73% satisfaction with clarity of information
- 71% satisfaction with transparency of policies and procedures
Demographics & Classification

Class Standing

- Freshman: 52%
- Sophomore: 24%
- Junior: 15%
- Senior: 9%
- Expected to Graduate: 1%

Major

- Declared: 53%
- Undeclared: 47%

Top 10 Majors

<table>
<thead>
<tr>
<th>Major</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction Engineering</td>
<td>7%</td>
</tr>
<tr>
<td>Mechanical Engineering</td>
<td>5%</td>
</tr>
<tr>
<td>Political Science</td>
<td>4%</td>
</tr>
<tr>
<td>Business Administration</td>
<td>4%</td>
</tr>
<tr>
<td>Computer Engineering</td>
<td>4%</td>
</tr>
<tr>
<td>Integrated Marketing Communication</td>
<td>3%</td>
</tr>
<tr>
<td>Economics</td>
<td>3%</td>
</tr>
<tr>
<td>Computer Science</td>
<td>3%</td>
</tr>
<tr>
<td>Petroleum &amp; Energy Engineering</td>
<td>2%</td>
</tr>
<tr>
<td>Electronics &amp; Communications Engineering</td>
<td>2%</td>
</tr>
</tbody>
</table>