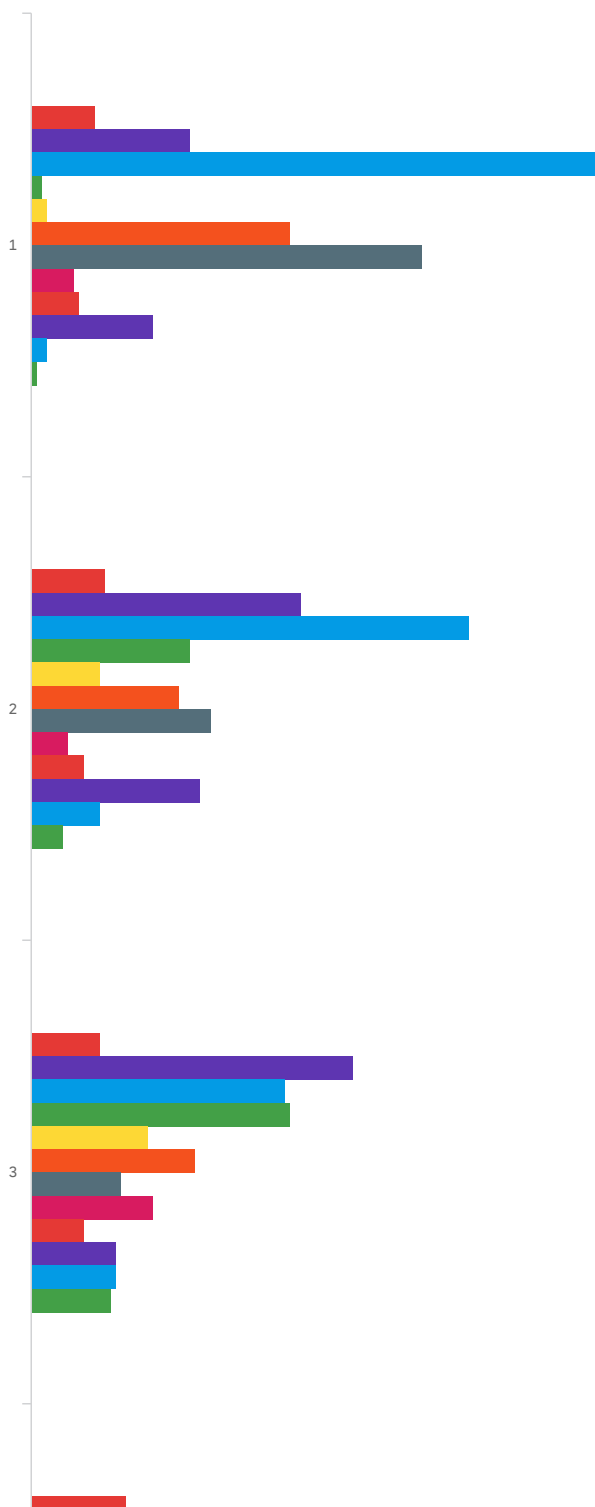


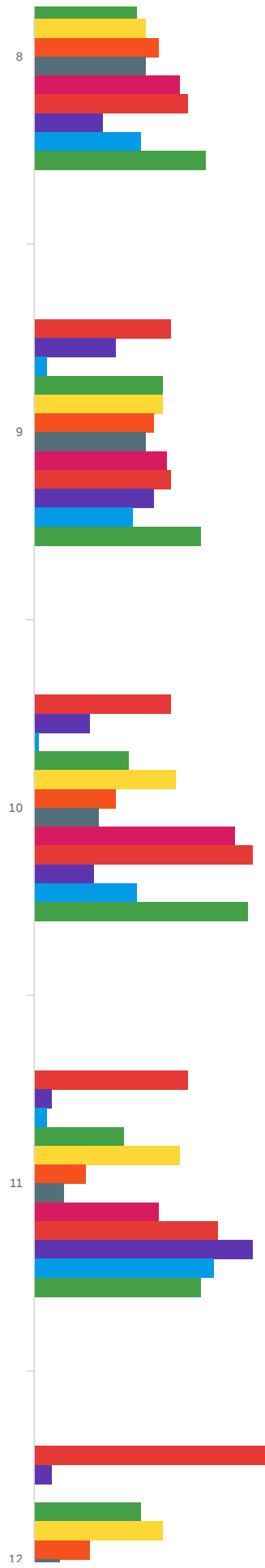
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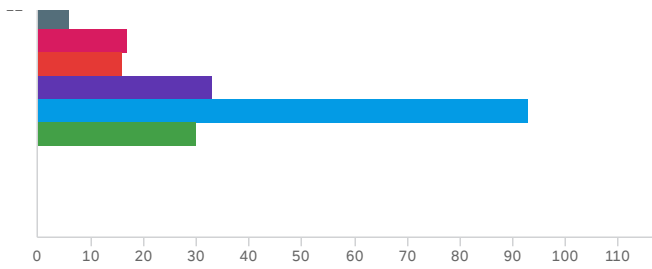
Advising Survey

February 10, 2022 1:49 PM MST

Q1 - Rank the following preferred advisor qualities in order of importance by clicking and dragging the statements.







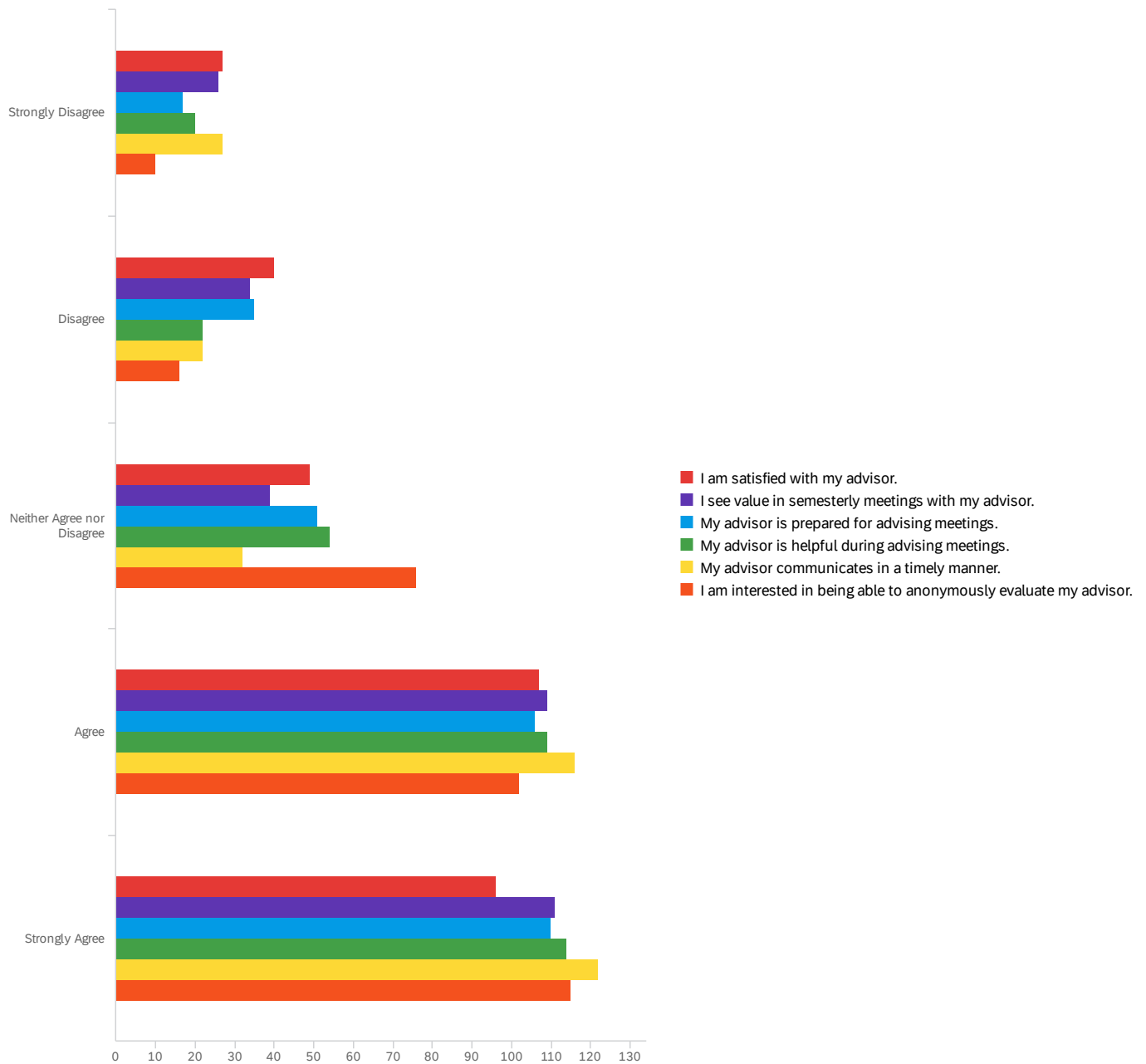
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Technology proficiency	1.00	12.00	7.95	3.22	10.39	321
2	Career advising	1.00	12.00	5.56	3.29	10.82	321
3	Knowledge of general education requirements	1.00	12.00	4.59	2.74	7.53	321
4	Knowledge of requirements for my major of graduation	1.00	11.00	2.71	1.99	3.96	321
5	Knowledge of requirements for my minor of graduation	1.00	12.00	6.39	3.19	10.15	321
6	Knowledge of professional and graduate school	1.00	12.00	7.35	3.01	9.09	321
7	Knowledge of professional opportunities on campus	1.00	12.00	8.19	2.61	6.79	321
8	Communication skills / accessibility	1.00	12.00	4.86	3.19	10.20	321
9	Knowledge of academic deadlines	1.00	12.00	7.23	2.93	8.56	321
10	Refers me to appropriate people or offices	1.00	12.00	7.66	2.87	8.22	321
11	Individualizes feedback	1.00	12.00	6.87	3.59	12.92	321
12	Gives appropriate time to answer questions during advising session	1.00	12.00	8.64	3.24	10.48	321

#	Field	1	2	3	4	5	6	7	8
1	Technology proficiency	3.74% 12	4.36% 14	4.05% 13	5.61% 18	5.30% 17	8.10% 26	8.41% 27	12.46%
2	Knowledge of general education requirements	9.35% 30	15.89% 51	19.00% 61	14.95% 48	9.35% 30	7.17% 23	5.92% 19	5.92%
3	Knowledge of requirements for my major of graduation	33.33% 107	25.86% 83	14.95% 48	10.59% 34	6.54% 21	3.12% 10	1.56% 5	1.87%

#	Field	1	2	3	4	5	6	7	8
4	Knowledge of requirements for my minor of graduation	0.62% 2	9.35% 30	15.26% 49	10.90% 35	9.66% 31	9.66% 31	6.54% 21	7.48%
5	Knowledge of professional and graduate school	0.93% 3	4.05% 13	6.85% 22	9.35% 30	9.97% 32	10.90% 35	10.28% 33	8.10%
6	Career advising	15.26% 49	8.72% 28	9.66% 31	5.92% 19	11.53% 37	8.41% 27	9.03% 29	9.03%
7	Communication skills / accessibility	23.05% 74	10.59% 34	5.30% 17	9.97% 32	9.03% 29	10.28% 33	6.85% 22	8.10%
8	Knowledge of academic deadlines	2.49% 8	2.18% 7	7.17% 23	11.21% 36	9.03% 29	7.48% 24	11.21% 36	10.59%
9	Refers me to appropriate people or offices	2.80% 9	3.12% 10	3.12% 10	6.54% 21	8.72% 28	9.66% 31	10.59% 34	11.21%
10	Individualizes feedback	7.17% 23	9.97% 32	4.98% 16	8.10% 26	8.72% 28	9.03% 29	7.79% 25	4.98%
11	Gives appropriate time to answer questions during advising session	0.93% 3	4.05% 13	4.98% 16	3.74% 12	6.54% 21	7.17% 23	8.10% 26	7.79%
12	Knowledge of professional opportunities on campus	0.31% 1	1.87% 6	4.67% 15	3.12% 10	5.61% 18	9.03% 29	13.71% 44	12.46%

Showing rows 1 - 12 of 12

Q2 - Answer the following questions using the scale below.



#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	I am satisfied with my advisor.	1.00	5.00	3.64	1.26	1.59	319
2	I see value in semesterly meetings with my advisor.	1.00	5.00	3.77	1.26	1.58	319
3	My advisor is prepared for advising meetings.	1.00	5.00	3.81	1.18	1.39	319
4	My advisor is helpful during advising meetings.	1.00	5.00	3.86	1.16	1.35	319

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
5	My advisor communicates in a timely manner.	1.00	5.00	3.89	1.23	1.51	319
6	I am interested in being able to anonymously evaluate my advisor.	1.00	5.00	3.93	1.04	1.08	319

#	Field	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
1	I am satisfied with my advisor.	8.46% 27	12.54% 40	15.36% 49	33.54% 107	30.09% 96	319
2	I see value in semesterly meetings with my advisor.	8.15% 26	10.66% 34	12.23% 39	34.17% 109	34.80% 111	319
3	My advisor is prepared for advising meetings.	5.33% 17	10.97% 35	15.99% 51	33.23% 106	34.48% 110	319
4	My advisor is helpful during advising meetings.	6.27% 20	6.90% 22	16.93% 54	34.17% 109	35.74% 114	319
5	My advisor communicates in a timely manner.	8.46% 27	6.90% 22	10.03% 32	36.36% 116	38.24% 122	319
6	I am interested in being able to anonymously evaluate my advisor.	3.13% 10	5.02% 16	23.82% 76	31.97% 102	36.05% 115	319

Showing rows 1 - 6 of 6

Q3 - What additional comments would you like to give about academic advising?

What additional comments would you like to give about academic advising?

I don't think I've actually met my advisor in person, the group advising was confusing for me and the person I met with wasn't my assigned advisor so I can't truly reflect upon her.

Advising sessions should be required each semester.

My advisor is great, I don't know what I would do without her sometimes.

I pretty much self-sufficiently made my schedule for this semester due to schedule conflicts

Advisers should be correctly educated on all topics and if they don't know the correct answer they should be more open about it and refer students to the correct office for a quick answer

I think it's important to evaluate advising to ensure that it is being improved for the benefit of students

Earlier in my WKU experience, I had issues with my academic advisor. However, since receiving a new advisor this past academic year I have had nothing but great experiences!

Keep up the good work

The faster you can get a student into advising that is specific to a department, the better! This really helped me be confident in what I wanted to pursue my degree in

It takes way too long to set up a meeting

None

I have had the worst experiences at WKU due to advisor changes and it seems the ability to meet with a counselor for signing up for classes. The advisor I was assigned to my first semester canceled our appointment the morning of and then told me later through email she didn't have the time to talk with me over the phone for a couple of minutes so I would know what classes to sign up for! That is unacceptable in my opinion. If a school is willing to accept my tuition they should also be prepared to provide counsel throughout the semester in order to insure students are on the right path.

My advisor has changed 3 times since I've been here, and I feel like I have not received any help at all

I think that it would be helpful for advisors to be assigned to students based on common major/interests, this, therefore would help clear up confusion in students later on when it comes to graduation requirements. This would also benefit students by allowing them to connect with someone who is also familiar with the things we would potentially be going through and making sure we were taking the best possible classes that would be of use to us.

I've had 3 academic advisors so far, and they have all been extremely helpful in scheduling and advice for my major.

My advisor was very helpful in getting me scheduled so late and teaching me how to work some of WKU's online tools.

I called the advising office asking why I wasn't signed up for classes online that included books that were online and not my advisor but another person said they could not tell if the online classes had books included or not. HMM..Last semester I explained what I need, and the advisor delivered. Not this semester...

What additional comments would you like to give about academic advising?

My MHC advisor seems more knowledgeable and emails me back in a more timely manner than my regular advisor, but both are helpful.

I have never met my advisor nor spoke with her. When I had questions I emailed her and she appointed me to Ashley Garrett. Who has been very helpful.

There needs to be more advisors for specific majors. I have a general business advisor, but they aren't able to answer any of my accounting questions. There needs to be advisors for each major specifically. If that makes sense.

While the current advisor I have now is wonderful, prior to her I had several issues with academic advising in the Ogden College of Science and Engineering. With my advisor prior to her I felt like I was being ushered in and out and none of my concerns were being met. I really felt like I was put at a disadvantage as a freshman biology major and first generation college student because I was placed my first semester in extremely difficult coursework and had no chance to acclimate to college life and little to no help from the department. Many in that area are very clinical and not understanding of student circumstances or needs. With one of my advisors I tried discussing study abroad and she told me "We need to worry about your classes first then study abroad second." And I thought that was extremely dismissive and rude for a university that prides itself on our opportunities abroad. I think advising here is very hit or miss and if you have a good one you're in great shape but if not you could end up in bad shape. I feel for the advisors as well because I feel as if they have too many students and not enough time to dedicate with them.

N/A

Not to be harsh, but I have only ever had ONE advisor to actually help me. Since then, mine have all missed appointments without notice, not provided any help, and not emailed back in a timely manner.

Most meeting times are during prime class times. So it becomes hard to schedule meetings when needed

Advisors need to be more available to office hours or open to zoom calls.

Destinee Greer is the best advisor I could have

Give students an advisor in their major when they start their first semester. If no major is declared, then put them with a general advisor

I think their job is important and I respect them for that and the two advisors I've had seemed to have cared

N/A

My advisor is AMAZING now that I am in the CSD program. As an undecided major my first 2 years of college, all the advisors I spoke with were extremely below satisfactory. I felt as though I needed to do all the class planning and research requirements myself and that I knew more than they did. I also tried the career coaching and that did not help one bit. All of the above answers would be changed to "strongly disagree" if asking about my first 2 advisors.

Giving students false information should be unacceptable. Whatever they share with students should be correct information and if they don't know for sure it should be on the advisor to figure out the student's question.

None

I think that advisors could be more knowledgeable about the classes that I actually need. I have taken many classes that it turns out I did not need.

It is pretty bad

I have never met with an advisor face to face during my four years at WKU. CHHS advising is terrible, personally I have had to register for classes late for the past three semesters because my advisor would not respond to my emails.

What additional comments would you like to give about academic advising?

n/a

I understand the my advisor is not going to know everything, but when they don't know the answer to a question I have I want to be pointed to a specific person that will be able to help me next not just told to contact "someone else" also if it weren't for the fact that I look at my own iCap I would have been short classes and unable to graduate on time

I wish my advisor did not talk for an hour about things I already know when scheduling for classes. Like, I know what grades I have made, let's just get to what I need to sign up for and what I need to do to get into whatever program.

The Academic advising department has been neglected by ways of funding and management. The turnover is outrageous and leads to new advisors being thrown to the wolves and students getting tossed around to multiple people. The leaders of this department should be heavily evaluated on their performance and appropriate action should be taken to address this bleeding wound of our campus.

My advisor took over 5 days to respond to an email I labeled "URGENT"

Department/Program chairs should not be advisors or the automatic advisor for all the students in the program

This semester was the most poor advising I have ever received at this university.

It is on both the student and advisor to be successful. Most students will blame advisors for things that they should have done themselves.

Having dedicated advisors instead of having faculty be advisors is truly a game-changer in the quality of advising and communication. I wish all students could have the same opportunities and quality of advising (even short-handed!) that we get in the GFCB.

Nothing really

Often it can be hard to find time to meet with my advisor due to class times during office hours, making it hard for me to prepare for when they will be available.

My advisor is a great professor but he is an awful advisor, if I didn't know a lot about iCap I'd be totally clueless.

It's easier to get ahold of them if you are in a small major. Additionally, if you are a double major having to coordinate with both advisors is so difficult for no reason. It feels like a weird monkey in the middle game and I struggle to figure out how to deal with both on my own, because they don't talk to each other and know nothing about the other major... it's just confusing.

I do not know a single one of my friends who really likes their advisor. I can never get in contact with her.

none

I feel they don't focus enough on telling you what you need to graduate. I had to teach myself what I needed and now will be graduating a whole semester early when my advisor almost had me staying extra.

It's terrible. They just want to give you a list of classes and send you on your way. They do not take the time to even read my email fully about what classes I'm interested in. I feel as though my advisor knows my 800 number but that's all I am to her a number, not a student to connect with or help.

I believe there should be a way I should be able to send an evaluations to the university about my advisors as we do with our professors.

I think that Advising is incredibly valuable, especially your first few semesters, but by the time I got into upper level course work, the meetings were not useful to me personally. But how much each person needs an advisor is unique to that person, so I understand why we err on the side of making everyone go every semester.

What additional comments would you like to give about academic advising?

They need to assist you with life after your degree. (give career options, what salaries you should look for, maybe a few contacts for advice)

The ENG requirements for undergraduates are unclear in terms of ACT score, previous coursework, and AP - I know a number of students including myself who were enrolled in an English class they did not need due to prior credit coming in late.

Until you have choice in your advisor and/or are given an advisor in your specific college, you are basically out of luck. Every "advisor" that is given to freshmen has no idea how to do their job. My freshman year I, individually, walked all of my friends through topnet and made schedules for them. They had no idea how to because of how unproductive the advisors are in DSU.

Ability to change advisors more easily, ability to give feedback about advisors, requirements for advisors to respond in a timely manner

Advisors are better the longer they have been at the university. Also, it is confusing for everyone when advisors are switched around often. Advising a specific major should be a long-term role.

I feel that though are academic advisors, they often put more emphasis on the academic aspect and less on the advising part. I think they should put a little more effort into getting to know the students they advise. The way I see it, their advise can literally shape the way someone's life can go. So to ensure the advise best fits the students and their passions, likes, and abilities, advisors should meet more often with students, not just when scheduling classes.

I was placed in a class I had credit for once.

I am grateful to student government for giving academic advising attention. this is my second year here and i dont even know who my advisor is; i have never had an advising meeting or been invited to have an advising meeting.

I got more help from a walk in meeting than MY advisor. She is useless!

i have gone through 4 different advisors and my current one is the only one that seemed to have a solid knowledge of what classes i need to take to remain on track

i wish i felt like i had more of a friendship with my advisor

I don't think you should be made to have an advisement every semester.

I know many advisors need to do a better job about making sure students are taking the classes that they need for their major and to graduate and are put into these classes before they fill up. Overall, my advisor has been really helpful, but I have caught a few things on my own in my iCap that she should have caught and told me to be taking a different class.

The CIT program needs advisors so they have someone with knowledge of the program they can go to.

None

One issue Ive had with academic advising in the past and what I've seen with other people is that advisors seem to try and make students not take certain classes at the same time which can seriously put them behind. This is aggravating as advisors do not know our capabilities.

Every advisory should know how iCap works and explain it clearly. A surprising and alarming number of advisors do not explain iCap well and take what they see in the system at face value. It's confusing and discouraging to students who have a change of major/minor.

What additional comments would you like to give about academic advising?

I have had a no-so-good experience with WKU advising. Luckily, I am not a first-generation college student so I have knowledge from my family members on how to double check everything. When I came into college I had to convince my advisor to let me complete my gen eds before I started taking classes for my major. Later into my freshman year, I was advised to register for courses that I was not eligible to take and I had to figure it out on my own at 5:00 am. Last year, I was advised to take two classes that were for the same credit. Last semester, I was advised to register for another class that completes that same credit I have already received twice. There is an advising problem at WKU and I hope this survey can help. I understand it is not my advisor's fault as there is a lack of advisors here and they are simply overwhelmed. I was one credit behind being a full year ahead and now I am only a semester ahead.

Some advisors are fantastic! However, some are seriously lacking.

Having an advisor that is in my major's department has helped tremendously in gaining more information about the program and my career interest.

I have had 3 advisors and they have all been helpful. I don't really understand why my account had a hold every semester and I had to go through an advisor to schedule classes. Sometimes it is hard to get ahold of advisors and classes fill quickly.

I love the advisor I have now. HOWEVER, my past advisor was the absolute worst. He is 100% responsible for me not graduating on time. I hated him. I wish SGA could implement an advisor evaluation so that I could have tanked him.

I have had numerous advisors and academic advising is all across the board. It is weird that we require advising but advisors don't seem prepared and there is no avenue for students to express that the person in charge of ensuring they graduate on time is succeeding or falling behind on their responsibilities. WKU has so many opportunities to improve this process but it is unclear if they actually care about advisors or are simply doing it to say they do it. I have had to go to multiple people to get what I need from my advisor because they are not knowledgeable.

According to other student's experiences and my own, the advising for my major is very poor. The majority of our students go to two faculty members that actually know what's going on. I was told by my friend that the ACDC refused to help with her advising because our major is too complex.

na

I check iCAP frequently. I just do academic advising solely to lift the hold from my account.

I think that students should be taught how to use their iCAP/ know what classes they need. You all often assume we know that, when you need to assume that we know nothing.

The academic advising at WKU anywhere other than GFCB is a waste of time. I've never been told anything by my advisor or in a required meeting with my advisor that my iCAP couldn't tell me. Any conflicts, issues, etc. I have taken time to find and point out to both my advisors. I've never been instructed in what order to take classes or what classes would be best, I show up and my advisor signs off on whatever I say I'd like to take.

Advisers should do everything in their power to make sure you are set to graduate on time. They should ensure that you have satisfied all requirements on the iCAP.

It would be beneficial to know which advisors were first-generation students, so first-gen students can build community around them that understands their unique needs and perspectives.

I am on my second advisor here at WKU. Only because my previous opted for the VSIP. Both my Advisors have been supremely helpful, but most of all had great communication and volunteered explaining concepts, processes, or requirements I didn't understand. I have been thoroughly encouraged by my advisors.

I have always had trouble meeting with my advisor during peak times when it is time to begin thinking about registration. She has always had an issue come up and takes days or weeks to respond to an email or doesn't respond at all. I had an entire program requirements change and was not notified of the change of the requirements so I now have to stay an additional semester to finish my masters.

Im just confused what advisors do all day.

What additional comments would you like to give about academic advising?

On the graduate level, I expect prompt communication and follow through. My advisor does not do this consistently.

I think my professor did not fully understand the path in which i wanted to change to. My professor and i had to sit down and change my schedule to stay on track with graduation.

As a graduate student, we have only conversed once per semester about getting into classes.

My current advisor constantly tells me to reach out to other people because she isn't proficient in my major and was placed as an advisor for my major because they are short staffed. Glad she can admit it but wku really needs to better train their advisors and not place ones who don't know anything about a certain major

During undergrad, too many times my advisory was NOT on top of my specific situation...I feel like there is a need for advisors to NOT be advising more than maybe 5-6 students.

The student workers are a great help in the offices

While my academic advisor is wonderful and amazing at what they do, the career development center is very lackluster in their assistance. When I, female, met with a career advisor in fall 2021, I was given a lot of advice that seemed very outdate. Definitely not something they would have told a man. I was extremely disappointed with that experience and have not returned since despite me still wanting assistance.

Took forever to register for classes last semester. Left multiple emails within a span of two months before response. I understand that they'll not always be there or may have issues but they should've given me to another advisor if they were going to be gone during the beginning of registrations

Some advisors are absolutely terrible

although my advisor has been very helpful and i can tell they are doing the best they can, i think some additional training would help just to understand topnet and the majors that they advise for better

it routinely takes 1+ months to hear back from my advisor. Their workload is too high.

I, and MANY other students, have great difficulty getting my advisor to respond to my emails, regardless of how many I send. I have had to go to the department head for advising before as I could not find my advisor and contact them. It is an extremely frustrating process trying to meet with my advisor. I find the actual appointment to be helpful, but it seems nearly impossible to get a meeting scheduled in a decent amount of time before I have to register for classes.

They often tell you the wrong thing. The semesterly visits are annoying. When you have a course outline it's annoying to have to meet your advisor when they don't tell you anything new. I've heard so many horror stories of "my advisor told me I was good to graduate on time and then halfway through the semester they told me I'm missing a class and won't graduate on time". So what's the point of meeting them.

n/a

majority of advisors i have had do not know much about the program or about what to do after graduation. there's a lack of care and he is very hard to schedule around. last meeting he didn't even look at my iCap.

n/a

I love Dr. Trini Stickle! She is a great professor and advisor!

need more advisors for some majors, its obvious there are certain advisors who have way too many students to advise to offer actual personalized info.

End of Report