



**2012 Academic Advisor Survey**  
**Detailed analysis by the office of Institutional Research**

Survey conducted from 12/5/12 till 1/7/13

Response rate 29% (N=1663) (Sent to 5674)

Excluding opt-outs: Response rate 23% (N=1299) (Sent to 5674)

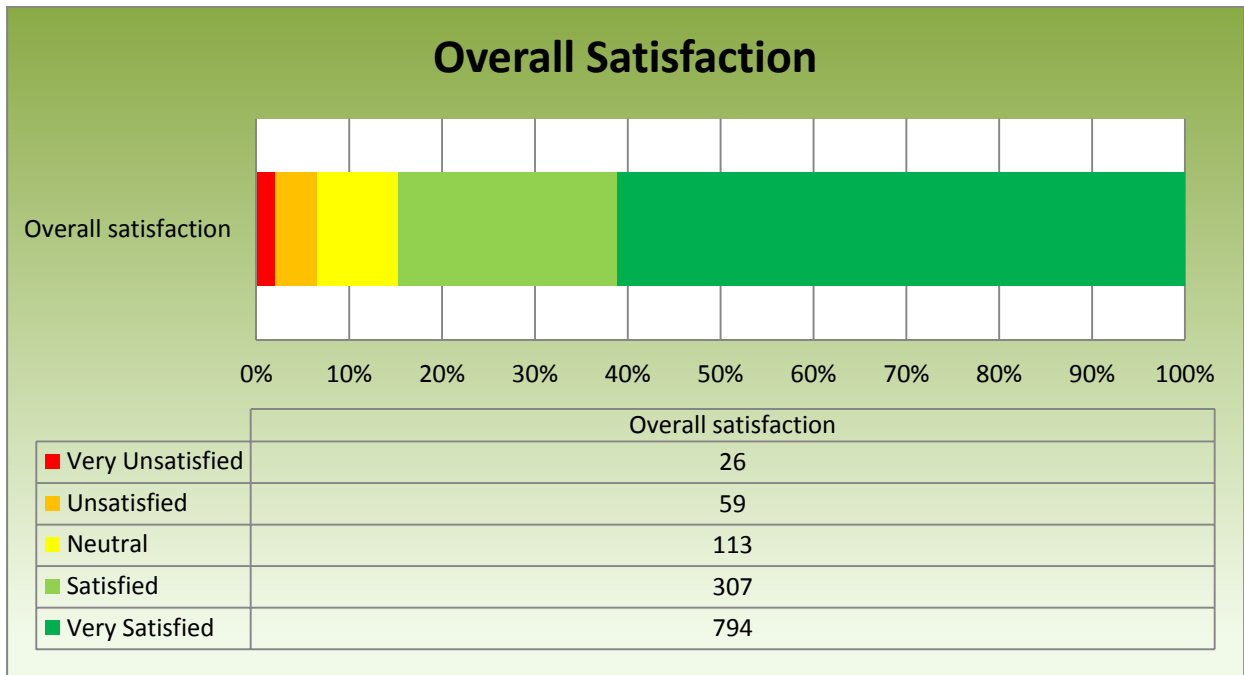
## Key Driver Analysis

The key driver analysis tries to identify which measures influenced the overall satisfaction the most. The chart only indicates which measures predict overall satisfaction the best, and are no indication of how well students responded to each measure. You will be able to find those results later on in the distribution analysis. General helpfulness/efficacy was the best predictor of overall satisfaction while response to email/phone had the least impact on the overall satisfaction.

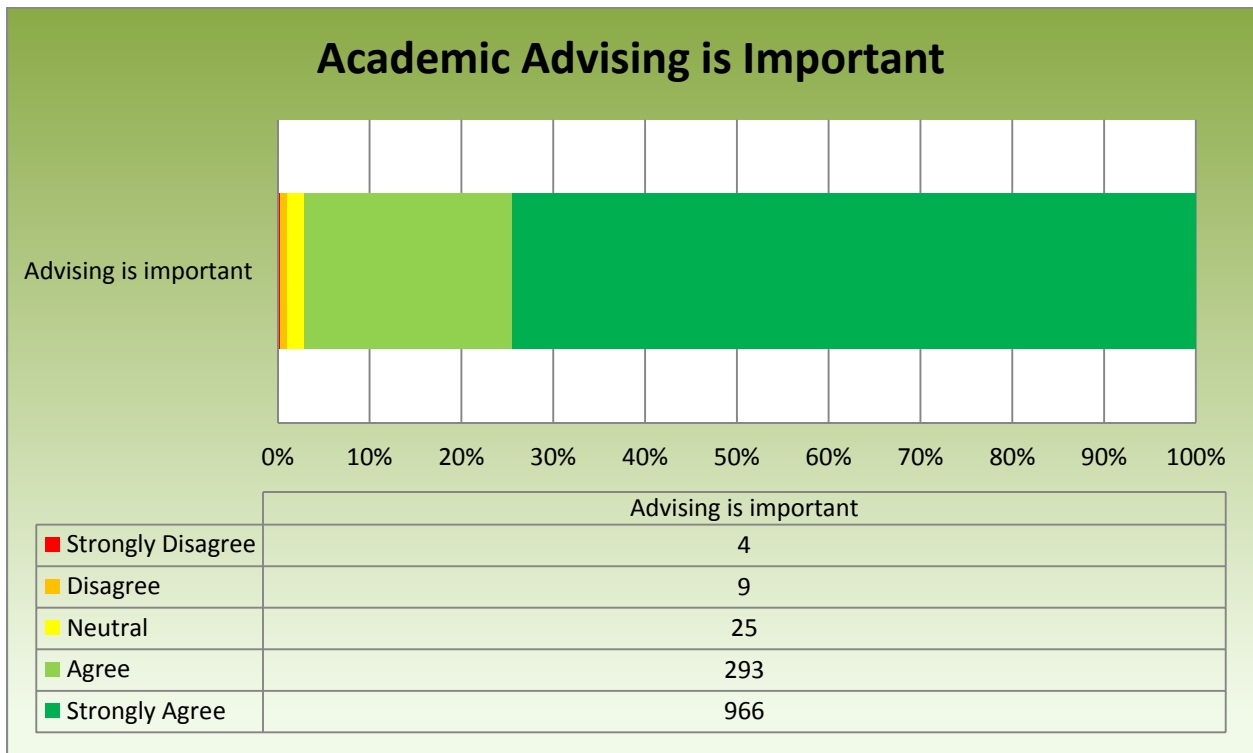


## Overall satisfaction and importance

The chart below indicates how students responded to the overall satisfaction with academic advising, 85% of the students indicated that they are either satisfied or very satisfied with academic advising.

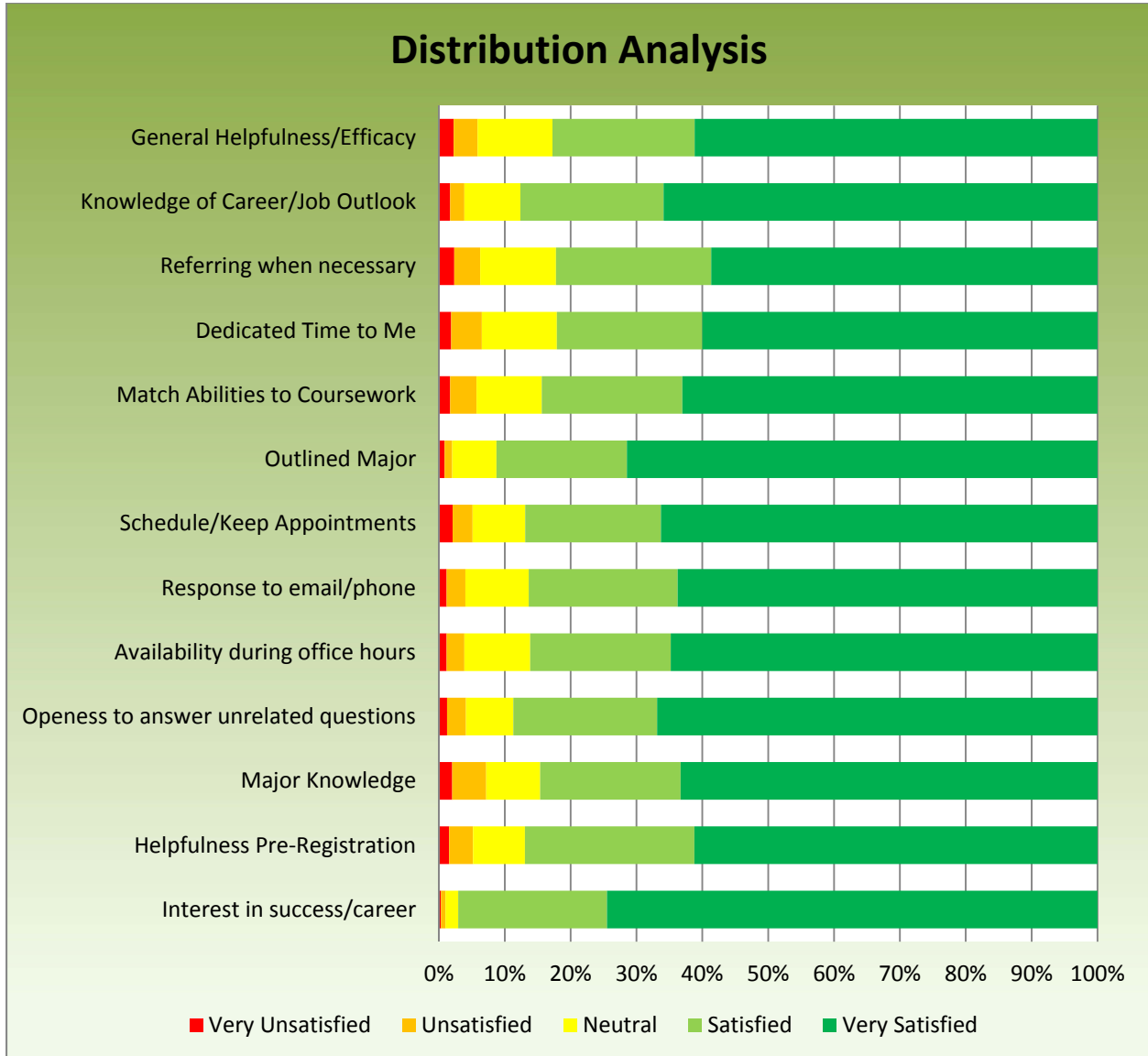


The second question on the survey asked the students how important academic advising is to them, 96% of the students indicated that academic advising is important.



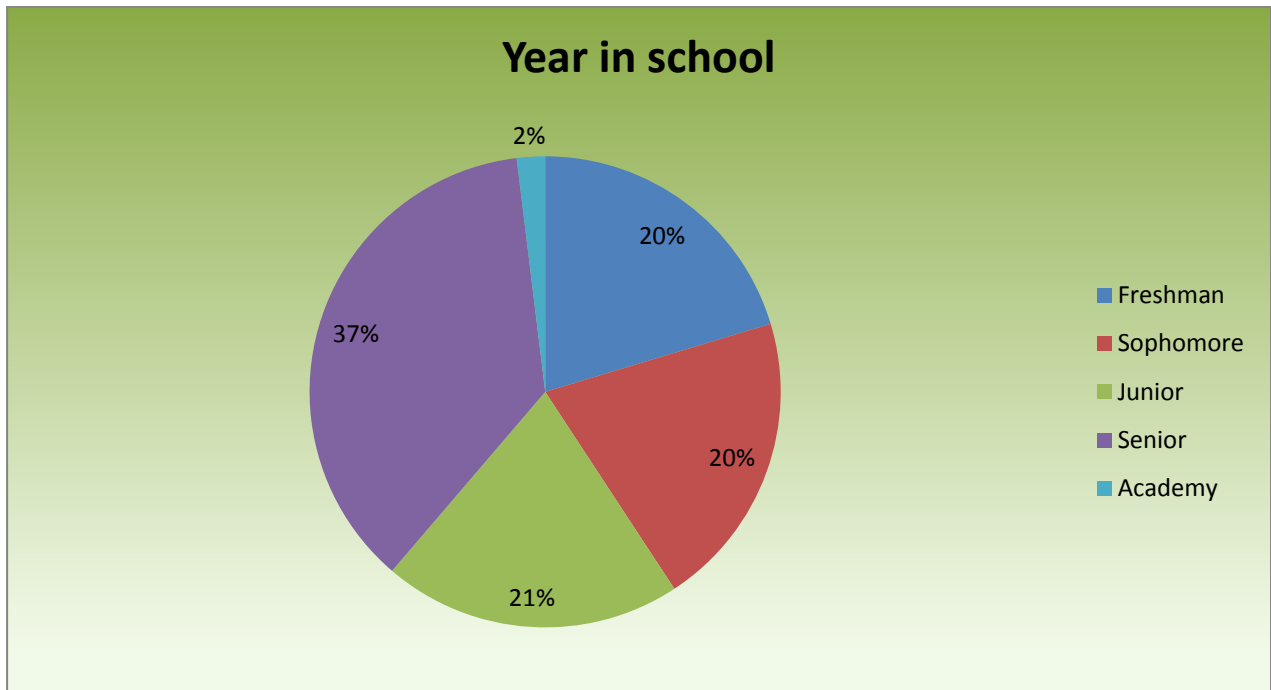
## Distribution Analysis

The distribution analysis below shows which measures people were most and least satisfied with and what the distribution per measure is. The best scoring measure is interest in success/career and the worst scoring measure is referring when necessary. Please keep in mind that this last measure was also the highest predictor of overall satisfaction.



## Demographics

The pie chart shows the student distribution between freshman, sophomores, juniors, seniors, and academy students.



## Trend Analysis, 2011-2012

This section indicates the difference in average scores for each item between 2011 and 2012.

Question	2011 Average Response	2012 Average Response	Change in Academic Advisor Survey Participant Response 2011-2012
Overall satisfaction	4.27	4.37	2.49%
Advising is important	4.67	4.70	0.73%
Interest in success/career	4.31	4.41	2.34%
Helpfulness Pre-Registration	4.28	4.39	2.46%
Major Knowledge	4.49	4.50	0.26%
Openness to answer unrelated questions	4.33	4.46	3.02%
Availability during office hours	4.32	4.45	2.95%
Response to email/phone	4.36	4.46	2.33%
Schedule/Keep Appointments	4.52	4.60	1.70%
Outlined Major	4.32	4.40	1.96%
Match Abilities to Coursework	4.24	4.34	2.25%
Dedicated Time to Me	4.18	4.32	3.50%
Referring when necessary	4.39	4.48	2.00%
Knowledge of Career/Job Outlook	4.28	4.36	1.83%
General Helpfulness/Efficacy	4.31	4.42	2.57%