



2013 Academic Advisor Survey
Detailed analysis by the office of Institutional Research

Survey conducted from 12/3/13 till 1/21/13

Response rate 29% (N=1576) (Sent to 5510)

Excluding opt-outs: Response rate 23% (N=1277) (Sent to 5510)

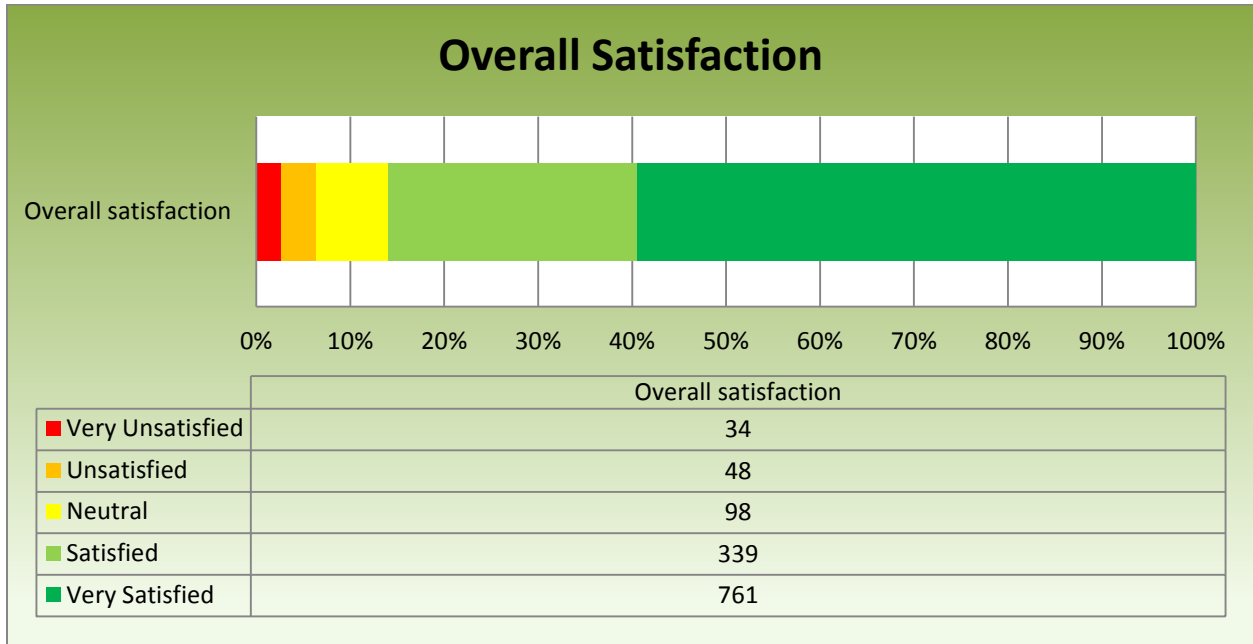
Key Driver Analysis

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.

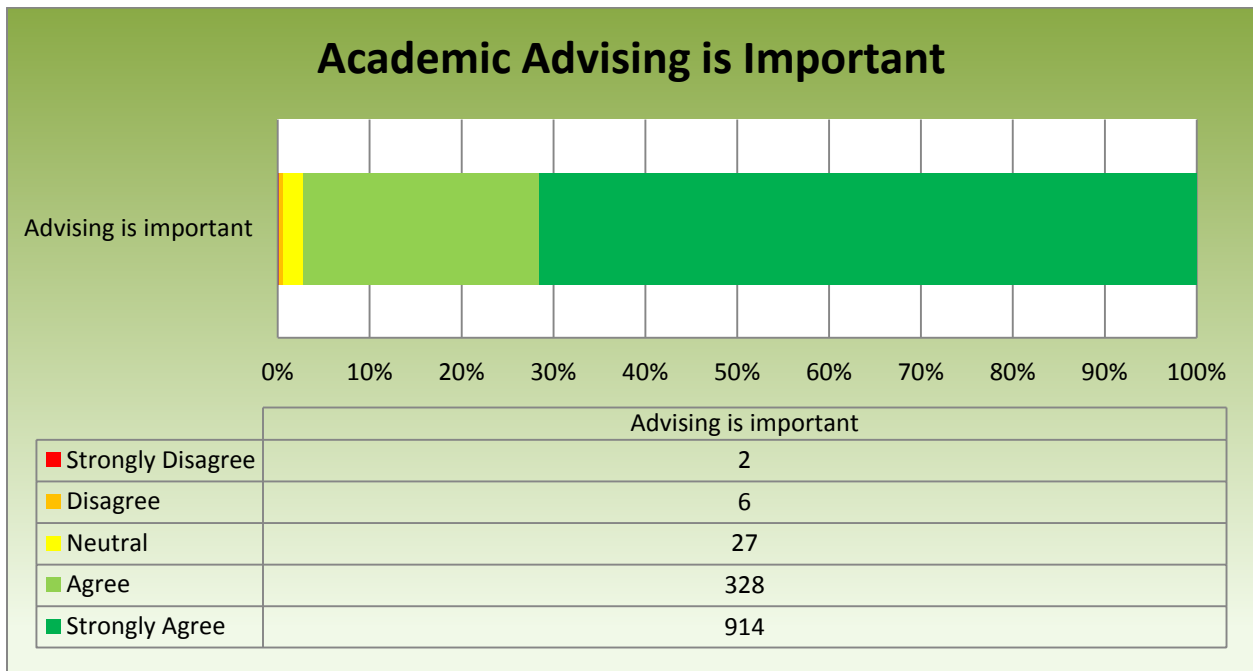


Overall satisfaction and importance

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.

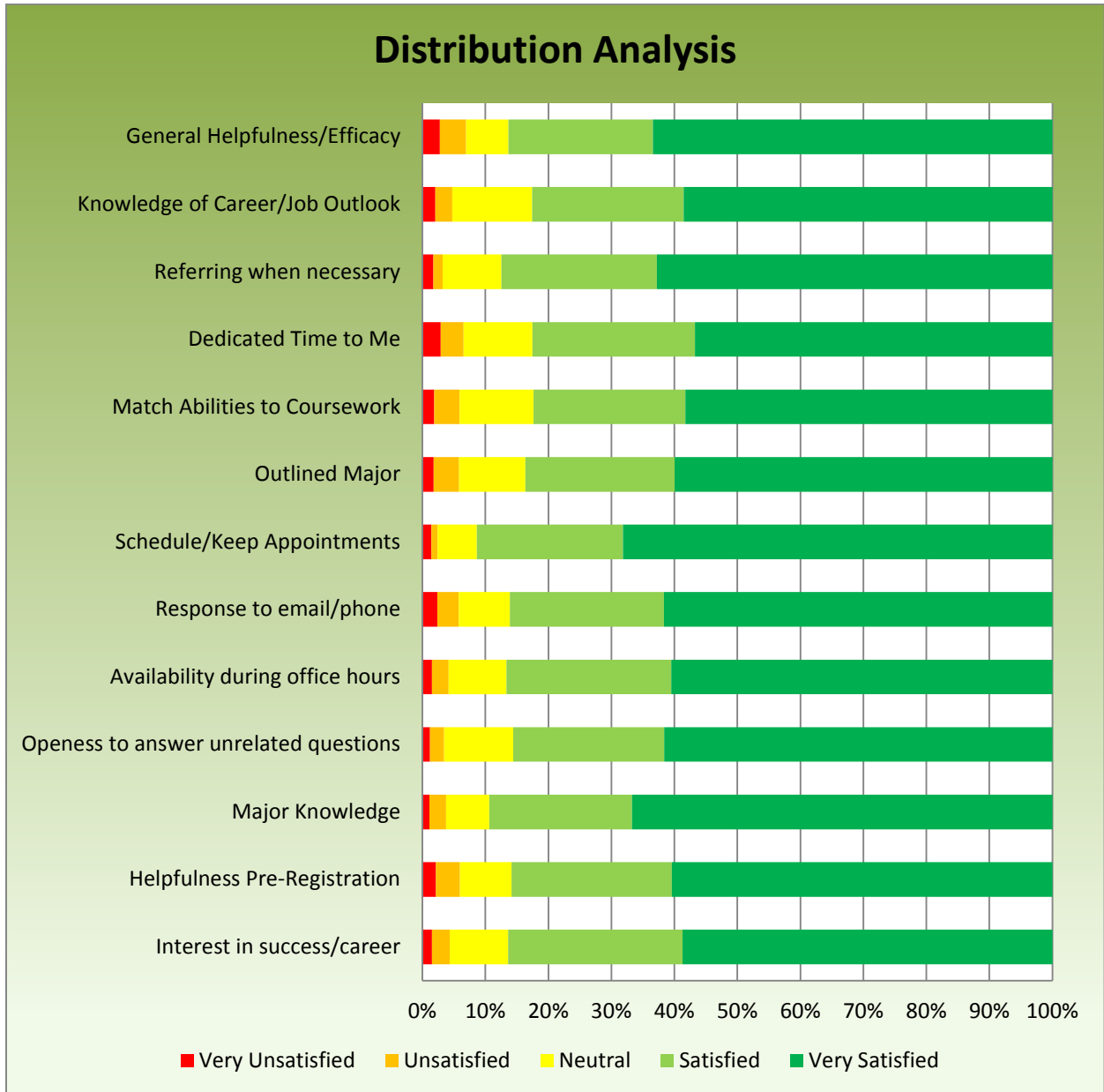


The second question on the survey asked the students how important academic advising is to them, 97% of the students indicated that academic advising are important.



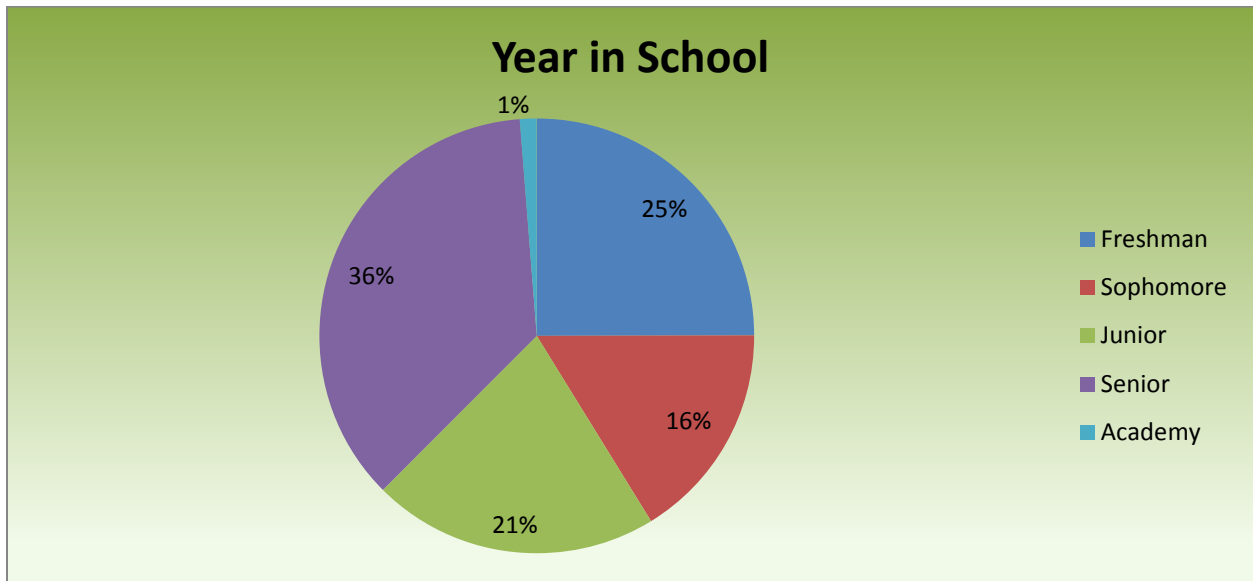
Distribution Analysis

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 schedule/keep appointments and the worst scoring measure is dedicated time to me. Please keep in mind that the lowest scoring measure is the third highest key driver to overall satisfaction, while the highest scoring measure is among the bottom four key drivers.



Demographics

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



Trend Analysis, 2011-2013

This section indicates the difference in average scores for each item between 2011-2012 and 2012-2013

Question	Average Response			Change in Average Response	
	2011	2012	2013	2011-2012	2012-2013
Overall satisfaction	4.27	4.37	4.36	2.49%	-0.23%
Advising is important	4.67	4.70	4.68	0.73%	-0.47%
Interest in success/career	4.31	4.41	4.39	2.34%	-0.49%
Helpfulness Pre-Registration	4.28	4.39	4.38	2.46%	-0.12%
Major Knowledge	4.49	4.50	4.51	0.26%	0.22%
Openness to answer unrelated questions	4.33	4.46	4.43	3.02%	-0.75%
Availability during office hours	4.32	4.45	4.41	2.95%	-0.78%
Response to email/phone	4.36	4.46	4.40	2.33%	-1.43%
Schedule/Keep Appointments	4.52	4.60	4.56	1.70%	-0.91%
Outlined Major	4.32	4.40	4.36	1.96%	-0.91%
Match Abilities to Coursework	4.24	4.34	4.33	2.25%	-0.21%
Dedicated Time to Me	4.18	4.32	4.30	3.50%	-0.57%
Referring when necessary	4.39	4.48	4.45	2.00%	-0.59%
Knowledge of Career/Job Outlook	4.28	4.36	4.34	1.83%	-0.33%
General Helpfulness/Efficacy	4.31	4.42	4.40	2.57%	-0.54%