

## Advising Centers Services Assessment

*(NOTE: The first report due from all centers is December 7, 2016)*

### **Goals of the Annual Undergraduate Student Perception Survey to be included in Advising Center Assessment Reports:**

- Assess current student's perception of access to academic advising appointments in advising centers.
- Assess current student's perception of quality of academic advising during appointments in advising centers.
- Assess the extent to which students use academic advising resources

### **Process to Administer the Annual Undergraduate Student Perception Survey**

- Survey is to be distributed to students once a week beginning October 1 each year
- Annual academic year reporting dates will include data collected October 1 through May 1
- Spring/Summer reporting dates will include data collected May 2 through August 20
- Centers will use Survey Monkey as the tool to collect data
  
- Reports must include findings from the seven University-wide required questions related to undergraduate student perceptions of access to and quality of advising appointments in the advising centers. (See below).
- Additional advising center-specific questions may be added to the Advising Center's Assessment report.

### **Report Format**

The report must be submitted as a PDF and will include the following sections in the report:

- a. Summary of Findings
- b. Conclusions and Summary of Actions to be taken based on the findings
- c. Findings for Each Required Question with Written Analysis

### **Seven University-wide Required Questions:**

1. Please describe your current student status at GVSU:
  - a) Freshman
  - b) Sophomore
  - c) Junior
  - d) Senior
  - e) Post Baccalaureate Certification
  - f) Graduate Degree
  - g) Prospective student
  - h) Non-degree student
  - i) Guest student
  - j) Other – with text box to fill in

2. In what time frame did you expect to receive an advising appointment?
  - a) Walk in/Same day
  - b) 1-2 days
  - c) 3-5 days
  - d) More than 5 days
3. In what time frame did you receive an advising appointment?
  - a) Walk in/Same day
  - b) 1-2 days
  - c) 3-5 days
  - d) More than 5 days
4. The time frame for getting an advising appointment met my expectations
  - a) Strongly agree
  - b) Agree
  - c) Disagree
  - d) Strongly disagree
5. Please rate the academic advisor you met with today on the following criteria:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
The advisor was knowledgeable about my academic questions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The advisor referred me to appropriate campus resources as needed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The advisor clearly communicated what is my responsibility and what s/he can do for me	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I feel confident that the advisor will follow up on any unresolved issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, the advisor is a good source for academic advice	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. As a result of my advising appointment, I gained a better understanding of the following: (choose all that apply)
  - a) Degree requirements
  - b) How to read My Path
  - c) Student Support Resources (Tutoring, Math/Statistics lab, Writing Center, Speech Lab, Science Success Center, etc.)
  - d) Academic and Major Options
  - e) Career and or Graduate School options
  - f) My role in the advising relationship/process
  - g) Questions to ask my faculty advisor
  - h) Next steps to take in pursuing academic and career goals
  - i) Study abroad options

- j) Information about undergraduate research
  - k) Information about possible internships
  - l) Information about opportunities for leadership development
7. In what ways did you prepare for today's advising appointment? (Choose all that apply)
- a) Followed through on referrals made in previous appointments
  - b) Planned a tentative course schedule or plan
  - c) Reviewed My Path
  - d) Reviewed notes from previous appointments
  - e) Reviewed information in the GVSU catalog
  - f) Wrote down a list of questions to ask
  - g) Other (Please Specify)
  - h) None of the Above

### **Presenting the Survey Findings**

- Present the findings for each question presenting the total N for each question and the percent response for each response category per question.
- Present the findings once per year that includes data from Fall, Winter and Spring/summer semesters
- Present a written analysis of the findings for each question

### **Use of the Annual Survey Findings**

- Advising center administrators are to use survey findings to continue best practices and to implement changes to make enhancements in the access and quality of advising services provided in the centers.

### **Process to Report Annual Student Perception Survey Findings**

- Advising Center administrators are to report the annual findings to the respective Appointing Officer who will then forward the report to the Chair of the University Assessment Committee by December 7<sup>th</sup> of that year.