

Quality Assessment of Academic Advising

A survey study at the Faculty of Science and Engineering

Background

In 2013 the faculty-wide Education Support Center was set up, centralizing the academic support services. This has facilitate exchange of experiences and best-practices. A general feeling amongst the FSE academic advisors was that the quality of academic advising had improved significantly since the start of the ESC, and that students were generally satisfied with the offered services. In order to check the validity of this feeling, and to have a good reference point for additional future quality assessments, the ESC conducted a survey regarding student satisfaction of academic advising services.

Aims

1. Assessing the overall student satisfaction with the academic advising services.
2. Gaining more insights on the preferred modes of contact and reasons for seeking contact with academic advisors.
3. Identifying possible growth options and areas of improvement.

Method

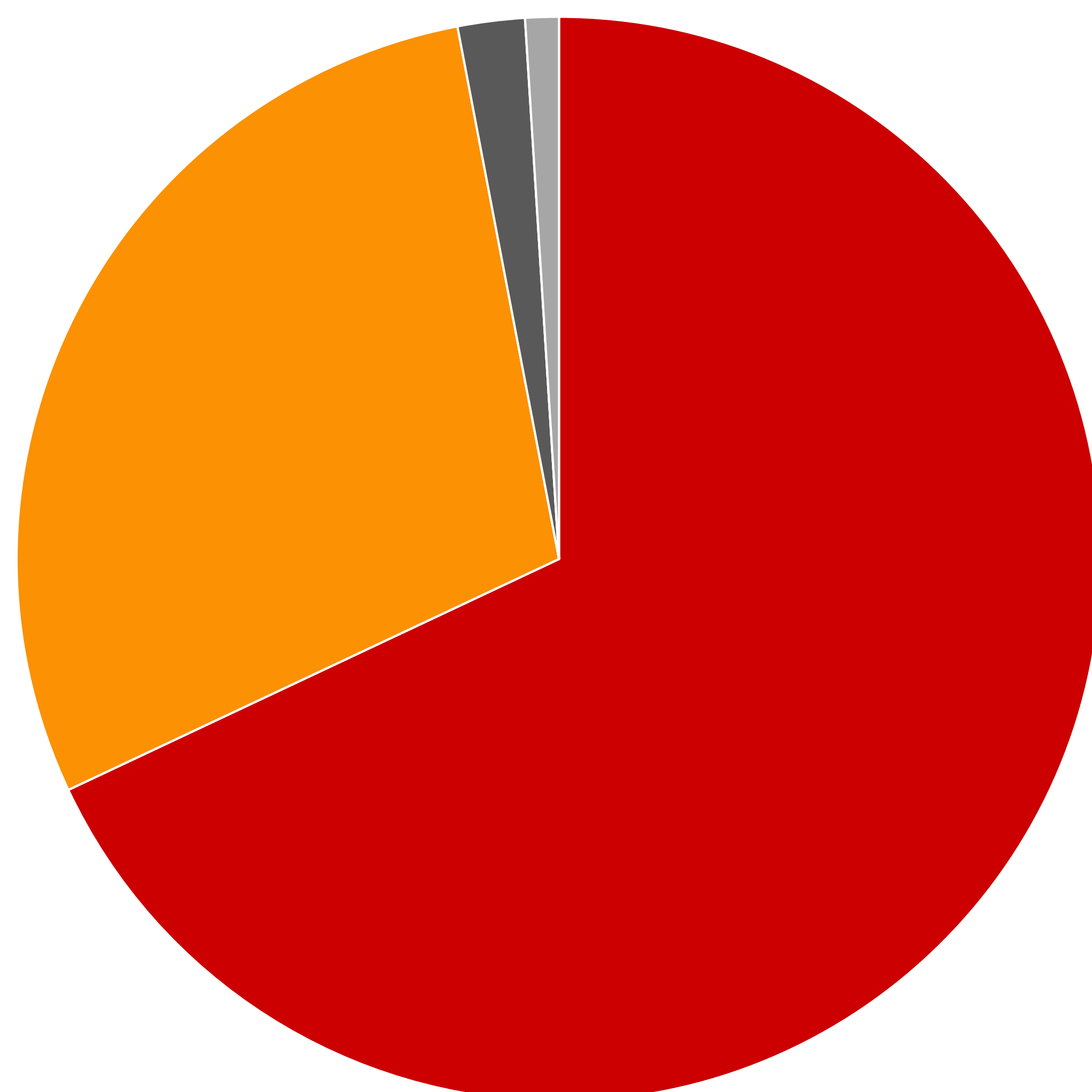
- **Online** questionnaire
- The questionnaire was sent out to students who contacted the FSE academic advisors within a **3 month period**.
- Invitational e-mail containing the link to the questionnaire in the same week after their contact moment
- **Qualtrics** was used to create and distribute the survey.
- **14 questions**, of which some depended on the answers given to previous questions.
- The survey was **anonymous**, to ensure that students could not be identified by their answers.
- A total of **282 students** responded to the survey at least partially.

Results

Questionnaire rubrics

1. Reasons for contact
2. Contact and Availability
3. Quality of advising
4. General Comments

Satisfaction about provided advice



■ Very satisfied ■ Satisfied ■ Not (dis)satisfied ■ Dissatisfied ■ Very dissatisfied

Reason for contact	Students (# and %)
Study planning	154 (23%)
Study choice	108 (16%)
Specific courses, a specific study programme	59 (9%)
General problems with study progress	51 (8%)
Report another extraordinary circumstance	50 (8%)
Regulations not related to personal circumstances	30 (5%)
Course unit / examination enrollments	30 (5%)
Planning of extracurricular activities	29 (4%)
(Improvement of) study method; study skills	23 (3%)
Studying abroad	22 (3%)
Report a disability	10 (2%)

Discussion & Conclusion

- Overall **results positive**: >90% of the students rate the availability of the academic advisors for personal contact as good or very good, >90% of the students rate the availability of the academic advisors for personal contact as good or very good
- Staff changes among academic advisors are less valued, consistency is important. Building a stable academic advising unit.
- **Limited scope** (282 respondents), small set of questions, but a good starting point for further research
- Surveys like this can be useful to **identify strengths and points of improvement** in your academic advising unit and highlight differences between preferences of students among different programmes.
- Results can be used to **inform stakeholders** (e.g. faculty board) and emphasize the importance of the academic advising services.

Altogether, the survey results indicate that students highly appreciate the system of academic advising at the Faculty of Science and Engineering. Surveys likes these also can serve as a good reference point for further quality assessments and can help to improve the academic advising system in the future.