



The 2012 Report on Academic Advising: Selected Survey Results

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<http://www.uky.edu/IRPE/>

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Executive Summary

The quality of academic advising at the University of Kentucky is assessed regularly by surveys administered at strategic points in students' college careers. This report is based on the annual results of the Spring Survey of First-Year Experiences and the Graduating Senior Survey from the five most recent academic years (2007-08 to 2011-12). In addition, results are presented from the three most recent administrations of the National Survey of Student Engagement (NSSE 2007, 2009 and 2012). NSSE contains only one question on academic advising, but it allows for comparisons to samples of students who attend other Research Universities with very high research activity.

Highlights

- First-year students' evaluations of academic advising showed significant improvement over time.
 - From 2007-08 to 2011-12, the percent of students who *Agreed* or *Strongly Agreed* increased by at least 12 percentage-points on all three items evaluating the quality of academic advising: "Spent sufficient time with me," "Was accessible when I needed help," and "Is someone I would recommend to other students." (Table 1)
 - From 2007 to 2012, the percent of freshman students who selected *Good* or *Excellent* on the NSSE advising question increased from 73% to 85% ("Overall, how would you evaluate the quality of academic advising you have received at your institution?", Table 3)
 - In 2009 and 2012, UK freshmen gave significantly higher marks to the quality of advising than students in a sample of Research Universities with very high research activity. (Table 3)
- Graduating seniors' ratings of academic advising also improved over the years, but the gain was smaller than the increase in first-year students' evaluations and not as consistent over time.
 - The percent of seniors who chose *Agree* or *Strongly Agree* on the advising questions in the Graduating Senior Survey declined from 2007-08 to 2008-09. Seniors' ratings then rebounded in a small but steady increase, amounting to an overall increase of roughly three percentage-points on all four questions. (Table 2)

- From 2007 to 2012, the percent of seniors who selected *Good* or *Excellent* on the NSSE advising question increased from 60% to 69%. Most of the increase (7 percentage-points) happened between 2009 and 2012. (Table 3)
- UK seniors' NSSE ratings were lower than their Carnegie peers (Research Universities—very high research activity) for 2007 and 2009, but were no different from their counterparts' mean rating at like institutions in 2012. (Table 3)
- Freshman students gave higher evaluations to academic advising than seniors. The difference between the average freshman and senior evaluations increased over the years (Table 1 and Table 2).
- First-year students and seniors assigned their highest marks to the accessibility of advisors, followed by the amount of time advisors spent with them. Students in both classifications gave their lowest ratings to the question on whether to “recommend their advisor to another student.” (Table 1 and Table 2)

Survey of First-Year Experiences

Freshmen assess the quality of academic advising on three items appearing on the Survey of First-Year Experiences: “Spent sufficient time with me”, “Was accessible when I needed help”, and “Is someone I would recommend to other students.” Ratings were made on a five-point scale: 1-Strongly Disagree, 2- Disagree, 3-Not Sure, 4-Agree, 5-Strongly Agree.

The graphs and tables below depict the last five years of mean ratings and the percents of freshmen who *Agree* or *Strongly Agree* with the three advising items. The sample sizes used in the computations are presented in Appendix A, and the mean ratings disaggregated by college are presented in Appendix B.

- During the past five years, from 2007-2008 to 2011-2012, the evaluations of academic advising have shown steady improvements on each of the three items. The mean ratings as well as the percent of students who selected “Agree” or “Strongly Agree”, increased significantly. The change from 2007-08 to 2011-12 was statistically significant for all questions (p-values <0.001).

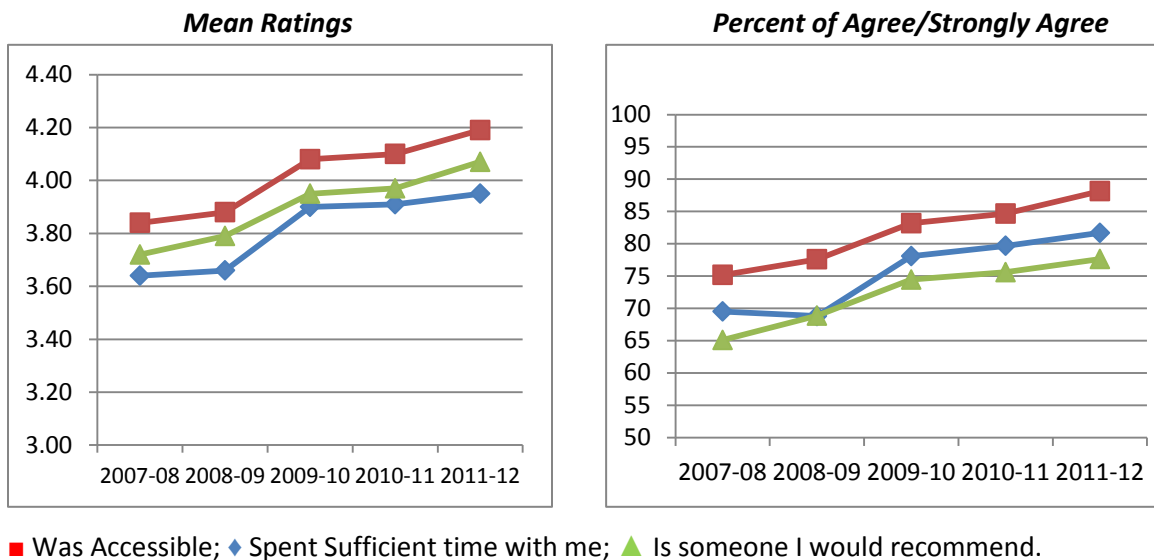


Figure 1. Freshman Experience Survey: Mean Ratings and Percent of Agree/Strongly Agree

- First-year students generally reported being satisfied with the academic advising received during their first two semesters at UK. In 2011-12, average ratings were well above the mid-point of the scale and the percents of *Agree/Strongly Agree* were between 77.6 and 88.1.

- The *accessibility* of advisors was consistently rated the most highly of the three items over the past five years.

Table 1. Freshman Experience Survey: Mean Ratings and Percent of Agree/Strongly Agree

Advising-related Items		Academic Year				
		2007-08	2008-09	2009-10	2010-11	2011-12
Spent sufficient time with me	Mean	3.64	3.66	3.90	3.91	3.95
Was accessible when I needed help	Mean	3.84	3.88	4.08	4.10	4.19
Is someone I would recommend to other students	Mean	3.72	3.79	3.95	3.97	4.07
Spent sufficient time with me	Prct Agree / Strongly Agree	69.5%	68.8%	78.1%	79.7%	81.7%
Was accessible when I needed help	Prct Agree / Strongly Agree	75.2%	77.6%	83.2%	84.7%	88.1%
Is someone I would recommend to other students	Prct Agree / Strongly Agree	65.1%	68.9%	74.4%	75.6%	77.6%

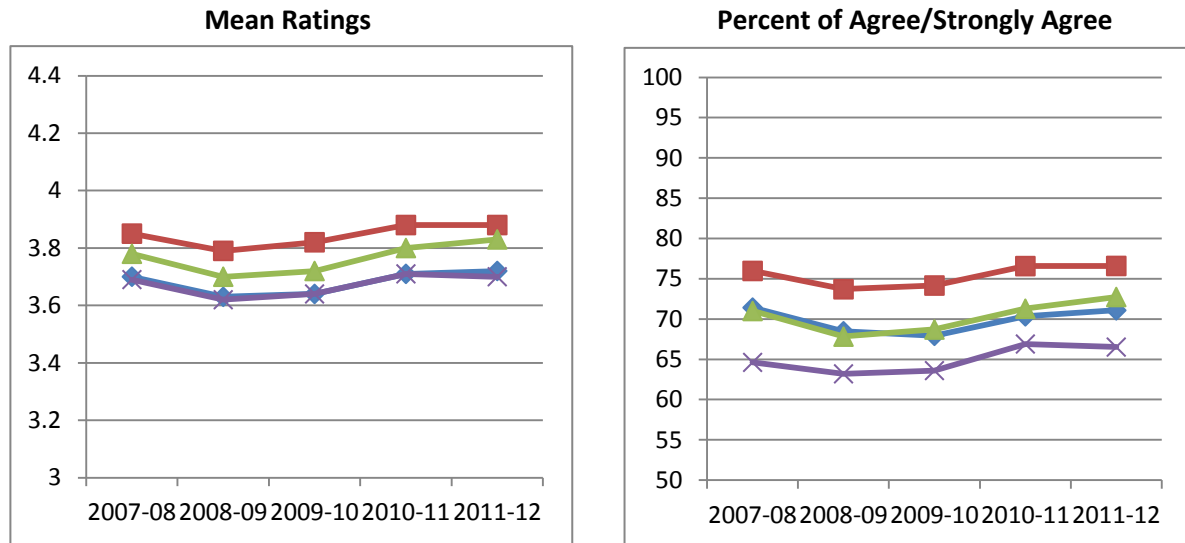
Graduating Senior Survey

The quality of academic advising was assessed by the following four items on the Graduating Senior Survey: “Spent sufficient time with me”, “Was accessible when I needed help”, “Reviewed my academic record prior to giving advice” and “Is someone I would recommend to other students”. The first two items and the last one were identical to the three advising items on the freshman survey. Ratings were made on a five-point scale: 1-Strongly Disagree, 2- Disagree, 3-Not Sure, 4-Agree, 5-Strongly Agree.

The graphs and tables below depict the mean ratings and the percents of *Agree* to *Strongly Agree* responses on the four advising items over the last five years. The sample sizes used in the computations are presented in Appendix A, and the mean ratings disaggregated by college are presented in Appendix B.

- The academic advising ratings of UK seniors were consistently lower than the ratings of the same items by freshman students. Mean differences between the average freshman and senior evaluations increased over the years, from (-0.06, -0.01, 0.03) to (0.23, 0.31, 0.37) for the three common items.

- Mean ratings and the percent of *Agree* or *Strongly Agree* responses first declined in 2008-2009, but then steadily increased by roughly three percentage-points on all four questions. The change from 2008-09 to 2011-12 was statistically significant at the .05 level for all items except the last one: "Is someone I would recommend to other students" (p-value = 0.065).



■ Was accessible ◆ Spent Sufficient time with me ▲ Reviewed my academic record prior to giving advice ✕ Is someone I would recommend

Figure 2. Graduating Senior Survey: Mean Ratings and Percent of Agree/Strongly Agree

Table 2. Graduating Senior Survey: Mean Ratings and Percent of Agree/Strongly Agree

Advising-related Items		Academic Year				
		2007-08	2008-09	2009-10	2010-11	2011-12
Spent sufficient time with me	Mean	3.70	3.63	3.64	3.71	3.72
Was accessible when I needed help	Mean	3.85	3.79	3.82	3.88	3.88
Reviewed my academic record prior to giving advice	Mean	3.78	3.70	3.72	3.80	3.83
Is someone I would recommend to other students	Mean	3.69	3.62	3.64	3.71	3.70
Spent sufficient time with me	Prct Agree / Strongly Agree	71.4	68.5	67.9	70.4	71.1
Was accessible when I needed help	Prct Agree / Strongly Agree	76.0	73.7	74.2	76.6	76.6
Reviewed my academic record prior to giving advice	Prct Agree / Strongly Agree	71.0	67.8	68.7	71.3	72.8
Is someone I would recommend to other students	Prct Agree / Strongly Agree	64.6	63.2	63.6	66.9	66.5

National Survey of Student Engagement

Since it was first piloted in 2000, the National Survey of Student Engagement (NSSE) has been administered annually to first-year students and seniors at more than 1,500 colleges and universities in the United States and Canada. The University of Kentucky participated in 2001, 2003, 2005, 2007, 2009 and 2012. This review covers the past five academic years and, therefore, includes only the results of the last three administrations of the survey (2007, 2009 and 2012). The sample sizes for freshmen and for seniors are provided separately in Appendix A. The disaggregation of NSSE results by college is provided in Appendix B.

One of the survey items asked students to evaluate the overall quality of academic advising at their institution on a four-point scale: 1-‘Poor’, 2-‘Fair’, 3-‘Good’ and 4-‘Excellent’. The mean ratings and the percent of *Good* or *Excellent* responses on that question were compared across years and between UK and its Carnegie classification peers (Research Universities—very high research activity).

- From 2007 to 2012, the evaluations of academic advising, by UK freshmen and seniors, have shown steady improvements. The mean ratings, as well as the percent of students who selected “Agree” or “Strongly Agree”, increased significantly. The average ratings of first-year students increased more and were consistently higher than the average ratings of UK seniors.
- In 2009 and 2012, UK freshmen gave significantly higher marks to the quality of advising than students in a sample of Research Universities—very high research activity. UK seniors rated the quality of advising lower than their Carnegie peers in 2007 and 2009, but their evaluations did not differ significantly in 2012.

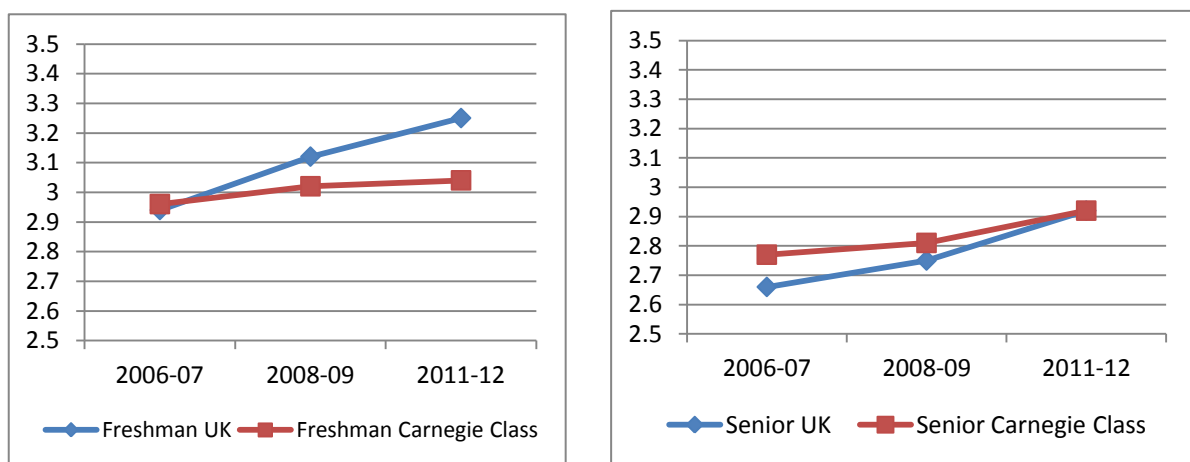


Figure 3. NSSE 2012: Mean Ratings by Class for UK Students and their Carnegie Class Peers

- From 2007 to 2012, the percent of UK freshman students who selected “Good” or “Excellent” on the NSSE advising question increased from 73.0% to 85.2%, an increase of roughly 12 percentage-points.
- From 2007 to 2012, the percent of seniors who selected “Good” or “Excellent” on the NSSE advising question increased from 60.5% to 69.7%. Most of the increase (7.3 percentage-points) occurred between 2009 and 2012.

Table 3. NSSE 2012: Mean Ratings and Percent of Good/Excellent

Advising-related Items			Academic Year		
			2006-07	2008-09	2011-12
Overall, how would you evaluate the quality of academic advising you have received at your institution?	UK Freshman	Mean	2.94	3.12	3.25
	Freshman Carnegie Class	Mean	2.96	3.02	3.04
	UK Senior	Mean	2.66	2.75	2.92
	Senior Carnegie Class	Mean	2.77	2.81	2.92
Overall, how would you evaluate the quality of academic advising you have received at your institution?	UK Freshman	Percent Good/Excellent	73.0	81.2	85.2
	Freshman Carnegie Class	Percent Good/Excellent	74.2	77.8	77.5
	UK Senior	Percent Good/Excellent	60.5	62.4	69.7
	Senior Carnegie Class	Percent Good/Excellent	64.4	66.0	70.3

Appendix A: Sample Sizes

Freshman Experience Survey Sample Sizes

Freshman Experience Sample Sizes by Academic Year					
College	2007-08	2008-09	2009-10	2010-11	2011-12
AG	69	94	71	84	44
AS	220	171	263	239	80
BE	73	141	124	93	28
CO	40	32	26	32	18
DS	16	14	16	16	7
ED	58	57	55	59	12
EN	100	65	121	125	53
FA	28	33	37	22	9
HS	39	37	8	10	1
NU	62	65	68	50	23
SW	5	1	2	3	2
US	406	248	175	202	98
Total UK	1116	958	966	935	375

Graduating Senior Survey Sample Sizes

Graduating Senior Sample Sizes by Academic Year					
College	2007-08	2008-09	2009-10	2010-11	2011-12
AG	409	182	246	265	233
AS	1073	676	536	549	432
BE	175	291	250	272	189
CO	288	194	244	187	132
DS	93	37	22	32	38
ED	288	202	212	135	150
EN	212	170	211	191	181
FA	48	68	84	77	52
HS	3	36	34	25	13
NU	73	72	124	132	133
SW	40	38	46	33	39
Total UK	2702	1966	2009	1898	1592

NSSE Survey Sample Sizes

NSSE Sample Sizes by Class and Academic Year						
	Freshman Sample Sizes			Senior Sample Sizes		
College	2006-07	2008-09	2011-12	2006-07	2008-09	2011-12
AG	61	97	78	91	158	144
AS	174	245	189	234	376	287
BE	63	123	54	85	151	111
CO	33	43	24	58	92	53
DS	13	22	14	20	24	30
ED	35	50	35	82	125	76
EN	67	124	98	90	155	150
FA	25	31	13	25	53	30
HS	32	38	10	22	13	17
NU	42	57	49	30	47	68
SW	5	4	3	9	21	18
US	159	234	224			
Total UK	709	1068	791	746	1215	984

Appendix B: Survey Results by College

Freshman Experience Survey Advising Questions (Means) 1-Strongly Disagree, 2- Disagree, 3-Not Sure, 4-Agree, 5-Strongly Agree

		Academic Year				
		2007-08	2008-09	2009-10	2010-11	2011-12
AG	Spent sufficient time with me	3.56	3.88	4.16	3.66	3.98
	Was accessible when I needed help	3.84	4.10	4.16	3.86	4.05
	Is someone I would recommend to other students	3.67	3.91	4.07	3.74	4.12
AS	Spent sufficient time with me	3.75	3.86	3.97	3.69	3.92
	Was accessible when I needed help	3.93	3.94	4.13	3.92	4.06
	Is someone I would recommend to other students	3.76	3.86	3.95	3.74	3.96
BE	Spent sufficient time with me	2.94	3.32	3.55	3.91	3.86
	Was accessible when I needed help	3.32	3.63	3.94	4.14	4.29
	Is someone I would recommend to other students	3.24	3.54	3.71	3.90	3.93
CO	Spent sufficient time with me	3.77	3.79	4.17	4.33	3.50
	Was accessible when I needed help	3.95	4.00	4.22	4.41	4.00
	Is someone I would recommend to other students	3.85	4.03	4.35	4.44	3.56
DS	Spent sufficient time with me	3.38	2.93	3.36	4.07	4.17
	Was accessible when I needed help	3.62	3.14	3.29	4.20	4.50
	Is someone I would recommend to other students	3.31	2.86	3.57	4.00	4.33
ED	Spent sufficient time with me	3.51	3.26	3.48	4.12	3.50
	Was accessible when I needed help	3.67	3.55	3.65	4.29	3.92
	Is someone I would recommend to other students	3.56	3.32	3.48	4.27	3.75
EN	Spent sufficient time with me	3.84	4.02	4.15	4.32	4.09
	Was accessible when I needed help	3.91	4.03	4.25	4.38	4.36
	Is someone I would recommend to other students	3.86	4.16	4.38	4.54	4.40
FA	Spent sufficient time with me	3.23	3.33	3.85	3.50	4.67
	Was accessible when I needed help	3.65	3.59	3.97	3.77	4.67
	Is someone I would recommend to other students	3.42	3.45	3.88	3.55	4.56
HS	Spent sufficient time with me	3.44	3.86	3.75	3.63	5.00
	Was accessible when I needed help	3.64	3.80	4.00	3.75	4.00
	Is someone I would recommend to other students	3.51	3.71	3.75	3.88	5.00
NU	Spent sufficient time with me	3.43	3.51	3.34	3.50	3.35
	Was accessible when I needed help	3.82	3.86	3.86	3.81	3.74
	Is someone I would recommend to other students	3.55	3.56	3.36	3.39	3.17

			Academic Year				
			2007-08	2008-09	2009-10	2010-11	2011-12
SW	Spent sufficient time with me		3.80	5.00	3.50	2.00	5.00
	Was accessible when I needed help		3.40	5.00	3.50	4.00	5.00
	Is someone I would recommend to other students		3.80	5.00	3.00	4.00	5.00
US	Spent sufficient time with me		3.77	3.78	4.13	4.06	4.09
	Was accessible when I needed help		3.92	4.05	4.25	4.24	4.32
	Is someone I would recommend to other students		3.84	3.91	4.13	4.03	4.25

Graduating Senior Survey Advising Questions (Means)
1-Strongly Disagree, 2- Disagree, 3-Not Sure, 4-Agree, 5-Strongly Agree

			Academic Year				
			2007-08	2008-09	2009-10	2010-11	2011-12
AG	Spent sufficient time with me		3.91	3.72	3.92	3.90	3.88
	Was accessible when I needed help		4.08	3.94	4.11	4.09	4.05
	Reviewed my academic record prior to giving advice		3.83	3.81	3.95	3.92	3.98
	Is someone I would recommend to other students		3.82	3.70	3.86	3.89	3.78
AS	Spent sufficient time with me		3.78	4.02	3.88	3.95	3.79
	Was accessible when I needed help		3.94	4.15	4.05	4.11	3.95
	Reviewed my academic record prior to giving advice		3.86	4.09	3.92	4.01	3.83
	Is someone I would recommend to other students		3.79	4.02	3.83	3.89	3.73
BE	Spent sufficient time with me		2.98	2.79	2.84	3.07	3.61
	Was accessible when I needed help		3.17	3.02	3.07	3.35	3.79
	Reviewed my academic record prior to giving advice		3.45	3.01	3.08	3.34	3.89
	Is someone I would recommend to other students		3.15	2.84	2.94	3.16	3.65
CO	Spent sufficient time with me		3.90	3.68	3.88	3.66	3.73
	Was accessible when I needed help		4.04	3.83	4.06	3.88	3.75
	Reviewed my academic record prior to giving advice		3.98	3.72	3.87	3.77	3.85
	Is someone I would recommend to other students		3.93	3.63	3.81	3.68	3.71
DS	Spent sufficient time with me		3.10	3.59	3.00	4.03	4.09
	Was accessible when I needed help		3.05	3.59	2.95	4.00	4.20
	Reviewed my academic record prior to giving advice		2.99	3.43	3.32	4.09	4.03
	Is someone I would recommend to other students		2.88	3.30	2.91	3.97	4.11

		Academic Year				
		2007-08	2008-09	2009-10	2010-11	2011-12
ED	Spent sufficient time with me	3.31	3.43	3.42	3.27	3.21
	Was accessible when I needed help	3.51	3.57	3.72	3.44	3.45
	Reviewed my academic record prior to giving advice	3.48	3.49	3.49	3.37	3.44
	Is someone I would recommend to other students	3.29	3.47	3.48	3.28	3.32
EN	Spent sufficient time with me	3.87	3.87	3.60	3.97	3.87
	Was accessible when I needed help	4.01	3.96	3.69	3.94	3.98
	Reviewed my academic record prior to giving advice	3.98	3.79	3.71	3.93	3.93
	Is someone I would recommend to other students	3.91	3.77	3.68	3.92	3.88
FA	Spent sufficient time with me	3.78	3.31	3.52	3.62	3.53
	Was accessible when I needed help	3.87	3.54	3.68	3.74	3.82
	Reviewed my academic record prior to giving advice	3.69	3.32	3.57	3.58	3.49
	Is someone I would recommend to other students	3.80	3.28	3.58	3.51	3.40
HS	Spent sufficient time with me	3.67	3.39	3.85	3.36	4.00
	Was accessible when I needed help	3.33	3.58	4.00	3.64	4.18
	Reviewed my academic record prior to giving advice	3.00	3.39	3.88	3.68	4.36
	Is someone I would recommend to other students	2.67	3.33	3.94	3.44	4.18
NU	Spent sufficient time with me	4.15	3.45	3.68	3.82	3.66
	Was accessible when I needed help	4.23	3.71	3.92	4.04	3.89
	Reviewed my academic record prior to giving advice	4.12	3.66	3.84	3.98	3.85
	Is someone I would recommend to other students	4.12	3.46	3.79	3.98	3.67
SW	Spent sufficient time with me	3.20	3.58	3.63	3.48	3.67
	Was accessible when I needed help	3.48	3.69	3.80	3.82	3.64
	Reviewed my academic record prior to giving advice	3.55	3.72	3.80	3.79	3.81
	Is someone I would recommend to other students	3.25	3.60	3.72	3.67	3.69

NSSE Survey Advising Question (Means)

(Scale: 1-Poor, 2-Fair, 3-Good, 4-Excellent)

			Academic Year		
			2006-07	2008-09	2011-12
AG	Overall, how would you evaluate the quality of academic advising you have received at your institution?	Freshman	2.94	3.00	3.25
		Senior	3.01	2.85	2.98
AS	Overall, how would you evaluate the quality of academic advising you have received at your institution?	Freshman	2.89	3.10	3.01
		Senior	2.63	2.80	2.84
BE	Overall, how would you evaluate the quality of academic advising you have received at your institution?	Freshman	2.57	2.88	3.44
		Senior	2.38	2.45	2.96
CO	Overall, how would you evaluate the quality of academic advising you have received at your institution?	Freshman	3.08	3.30	3.41
		Senior	2.92	2.79	2.89
DS	Overall, how would you evaluate the quality of academic advising you have received at your institution?	Freshman	2.38	3.10	3.27
		Senior	2.13	2.43	2.79
ED	Overall, how would you evaluate the quality of academic advising you have received at your institution?	Freshman	2.73	3.04	3.10
		Senior	2.24	2.41	2.68
EN	Overall, how would you evaluate the quality of academic advising you have received at your institution?	Freshman	3.30	3.30	3.41
		Senior	2.86	3.08	3.14
FA	Overall, how would you evaluate the quality of academic advising you have received at your institution?	Freshman	2.82	3.04	3.45
		Senior	2.52	2.57	2.64
HS	Overall, how would you evaluate the quality of academic advising you have received at your institution?	Freshman	2.96	3.18	3.29
		Senior	2.84	2.67	3.12
NU	Overall, how would you evaluate the quality of academic advising you have received at your institution?	Freshman	2.70	3.02	3.15
		Senior	2.96	2.95	2.88
SW	Overall, how would you evaluate the quality of academic advising you have received at your institution?	Freshman	2.25	3.50	3.50
		Senior	2.50	2.70	2.88
US	Overall, how would you evaluate the quality of academic advising you have received at your institution?	Freshman	2.99	3.21	3.33
		Senior	.	.	.