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Student Academic Advising Center Spring 2009 SAAC Advisee Exit Survey Summary of Results

Total Response: 15.88% (74/466)

DEMOGRAPHICS:

I am currently classified as a:

Class	#	%
Freshman	22	31.9
Sophomore	31	44.9
Junior	12	17.4
Senior	4	5.8

I first came to the Student Academic Advising Center:

Class	#	%
As an undeclared New Freshman	49	72.1
As an undeclared New Transfer student (from another university)	10	14.7
As an undeclared Re-entry student (after being away a semester or more)	1	1.5
From another UWSP major/department, and decided to go "undeclared"	8	11.8

How many semesters were you advised by your SAAC Advisor (before declaring your major)?

Semesters	#	%
One semester	33	50.0
Two semesters	22	33.3
Three semesters	8	12.1
Four or more semesters	3	4.5

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SURVEY QUESTIONS RESULTS AND COMMENTS

I. By the time I declared my major, I:		Average Rating**
1	Came to my advising meetings prepared (e.g. with a list of questions, course choices, copy of my DPR).	3.68
2	Knew how to use my Degree Progress Report (DPR) for academic planning.	3.53
3	Was familiar with UWSP's General Degree Requirements (GDRs).	3.50
4	Understood the purpose of the General Degree Requirements as a foundation of a liberal arts education.	3.32
5	Knew how to use myPoint to find information that relates to my academic success (e.g. registration, UWSP catalog, policies, and procedures, etc.)	3.59
6	Was familiar with campus resources available to me (e.g. Tutoring Learning Center, Counseling Center, Career Services Office).	3.23
7	Was familiar with the requirements for majors and/or minors I declared.	3.38
8	Felt the major I chose reflects my personal interest, skills and abilities.	3.52
9	Understood the importance of taking part in experiences outside of the classroom (e.g. career exploration workshops, student organizations, sports, work/volunteer activities).	3.42
10	Felt that academic advising plays an important role in my college experiences.	3.55

** Average of responses based on a 4 point Likert Scale: Strongly Agree (4); Agree (3); Disagree (2); Strongly Disagree (1); Not applicable

Comments (5):

- *** was awesome!

- My advisor was more than helpful and took the time to really go over things with me and refer me to further resources that helped me decide what my major was. She was enthusiastic about her job and was very encouraging.

- The receptionists at the SAAC desk are sometimes less than friendly.

- I had *** as my advisor and I can't say enough about how great she was. She gave me every resource possible to help me get to where I am today!

- The advising center was very professional in helping me find a major to complete my interests. I especially found my advisor, ***, to be very helpful. She was so kind hearted and helped me find a major that would fit me.

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II. When I was undeclared, I felt my SAAC Advisor:

		Average Rating**
1	Helped me to understand General Degree Requirements (GDRs).	3.53
2	Was knowledgeable about requirements for majors/minors I was considering.	3.50
3	Made me aware of other campus resources (for example: Career Services Office, Academic Departments, Tutoring Learning Center, Student Organizations, etc.).	3.42
4	Assisted me in making realistic academic choices consistent with my abilities and interests.	3.53
5	Was available if I had questions or concerns (via appointments, email, phone).	3.61
6	Provided an open and welcoming environment.	3.73
7	Took a genuine interest in my success at UWSP.	3.65
8	Offered helpful suggestions but left final decisions to me.	3.67

** Average of responses based on a 4 point Likert Scale: Strongly Agree (4); Agree (3); Disagree (2); Strongly Disagree (1); Not applicable

Comments (1):

*** was by far the best advisor i have EVER had. I want to go back to her still, because she was so much more helpful than the one i have now

III. Overall Summary:

		Average Rating**
1	I felt the time I had with my SAAC Advisor was sufficient to address my questions/concerns.	3.60
2	I would recommend my SAAC Advisor to other students.	3.66
3	I was satisfied with the advising I received from my SAAC Advisor.	3.63

** Average of responses based on a 4 point Likert Scale: Strongly Agree (4); Agree (3); Disagree (2); Strongly Disagree (1); Not applicable

Comments (4):

- These are the only advisers who know what they are doing. Seriously, they are the only advisers on campus that are worth your time.
- My adviser was great!!!
- *** was a great advisor and was extremely helpful with giving me advice on any minor or major decisions about my schooling. Thank you!
- *** was an awesome advisor!!!

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IV. What did you feel were your SAAC Advisor's strengths (49)?

- Knowledge and kindness.
- S/he was very understanding and helpful, s/he really helped me with any problem that I had.
- They knew exactly what they were doing and how to help you. No BS, just answers and respect.
- Everything
- Personability
- Really understanding when I didn't know what my major was yet.
- [Non-SAAC Advisor] as very knowledgeable and helpful.
- Simply the overall understanding of all areas of the university and the great assistance provided.
- helpful and knowledgeable
- openness, organization, concerned about our success and decision making, kind-hearted
- S/he was really caring and made me feel like I was the only person she advised. S/he always found extras ways to help me and made sure to answer any and every question i had. I never left her/his office feeling unsure and I was always happy to go back for a visit.
- *** was extremely available and personable.
- Knowing majors and things I was interested in
- S/he was so enthusiastic about my success at college. S/he really wants me to succeed and she really cares about what I want.
- Her/his depth of experience with the professors. The classes that s/he preferred to me were very helpful. S/he had contacts and was very helpful and informative. S/he was very easy to communicate with.
- very helpful, mindful of major/minor requirements
- Knew much of the requirements and outside resources for the majors and minors I was considering
- very opening to seeing me, very nice, had a good list of GDR's I needed to take
- All three of them were very generous and helpful with their genuine concern with my education. They were good at recommending classes and helping to find classes for me
- Very helpful and informative
- Having information on just about any major and career.
- I felt my SAAC advisor was very knowledgeable about the requirements for majors at UWSP.
- Organization, caring, taking time, working hard with me, accessing resources...
- Knowledgeable, very very very friendly, let me know exactly what was going on, introduced me to people who could help me, easy to contact
- was very knowledgeable of the DPR and how to search for courses online and relayed this to me, also helped me to determine which way i should weigh my credits in one area due to my interests
- *** KNOWS EVERYTHING!!!!!! S/he rarely had to look up answers to my questions and always was willing to help me no matter what. THANK YOU ***!
- My advisor was a genuinely good person and was really nice whenever I went in for an appointment.
- Understanding, welcoming, knowledgeable, willing to help
- *** went out of her/his way to make sure I knew about every available resource, and was unusually kind and caring. S/he genuinely wanted to help me, and cleared up a lot of confusion for me.

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- S/he knew the ins and outs of how things work on this campus and was friendly and encouraging.
- willing to help in any way possible and interested in helping me understand GDRs and what I need to do to graduate.
- Everything I left feeling like I had a great understanding of what I had ahead of me.
- Knowledgeable on the various requirements for majors.
- S/he was a very good communicator and really tried to get what everybody needed.
- S/he definitely helped me with planning classes that would prepare me for any major that I went into.
- s/he was good with people and good at understanding the typical problems/questions i had as a first-year.
- S/he knew which degree requirements would be most beneficial to me, and was very knowledgeable about basic classes.
- S/he knew what his job was about--helping others. S/he gets to the point.
- S/he was very supportive of my decisions to take certain classes, yet still suggested (rightfully so) that I take introductory courses to open my mind to the variety of majors offered here at UWSP.
- S/he was very helpful in getting information about other schools that i am possibly looking at, and making sure that if i do transfer that all of my credits will transfer as well.
- S/he would always give her/his input, but would never pressure me into taking classes I did not want to; s/he always left the final say up to me.
- S/he definitely showed that s/he was caring
- knowledgeable, kind, caring, fun
- guidance
- Recommending which general courses I should take that would work with the majors I was considering. Was very friendly and helpful.
- Her /his ability to understand what i was going through and to relate her/his previous experience to help my needs.
- Patience, friendliness, openness
- My advisor was a very welcoming person. S/he always listened to what I was planning on doing, and s/he offered great advice. S/he was always upbeat and had a great personality. This helped with the stress of registration.
- Communicating what classes I would be interested in.

V. What could your SAAC Advisor do to improve the quality of his/her advising? (37):

- Maybe provide more direction or options - if i could decide all on my own i wouldn't have a Saac advisor
- Not too much I thought s/he did a really great job!
- Have more of them and have them available to all people on campus.
- Nothing
- Focus more on topic at hand
- Her/his advising was wonderful and I wouldn't change anything right now.
- N/A

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- Nothing
- N/A
- Recommend classes that would help us realize our true interests
- Nothing
- Help with more class selection
- Nothing
- Honestly, I don't think that I could've asked for a better advisor. There wasn't anything that was wrong or that really needed improvement.
- Offer longer advising appointment times
- Nothing comes to mind.
- More knowledge about different majors, didn't have a lot of information on the career services and how they could help me out
- Nothing. Great job
- Become my advisor, even though I'm out of the SAAC :)
- Sometimes felt like the meetings were drawn out and didn't have to be as long, but s/he was providing me all the options available to me so it was justifiable
- ABSOLUTELY NOTHING!
- All of the advisors I've ever had have never really helped me figure out what I wanted to do or how to put together my schedule. For example: I went to see my advisor and said, "I'm thinking about becoming a Biology major, but I'm not sure...what classes do you think I should begin taking?" Her/his response, "What do you think you want to take?" -- I don't know what classes to take...that's why I'm coming to see an advisor! My advice for advisors is to give your opinion on matters such as the one above, but leave final decisions up to me. My advisor also pushed me into a math class that I didn't even need to take, which I ended up doing terrible in, and now it's stuck on my GPA. (very unfortunate) As a first semester freshman I didn't realize that I should've just dropped the class...
- Not seem so rushed during the advising
- Nothing
- I suppose talk more about grants and professional development opportunities.
- Don't know of anything, did everything very well
- I don't think there is anything. I very pleased with my advisor.
- None, perfect.
- To be honest nothing comes to mind. *** was great and gave me more than I needed.
- Nothing, s/he was awesome.
- S/he did everything very well, s/he knew me by name and even remembered smaller details we had talked about previously.
- S/he had me take a class that I didn't need, but other than that, s/he's good.
- Answer e-mails on a daily basis
- Nothing - she did GREAT!
- give out candy? not much really, she was wonderful
- Nothing...she was great!!
- N/A

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VI. During my visit to the SAAC Office:

		Average Rating**
1	I was treated courteously by the SAAC Front Office Staff.	3.51
2	The SAAC Front Office Staff answered my questions accurately.	3.46

** Average of responses based on a 4 point Likert Scale: Strongly Agree (4); Agree (3); Disagree (2); Strongly Disagree (1); Not applicable

Comments (3):

- Receptionists could be nicer.
- They always seemed overwhelmed, too busy.
- Sometimes the lady at the desk seemed almost too busy for me and I felt like I was interrupting her work.