

Fall 2008 Academic Advising Survey Results, WSU Pullman

Executive Summary

In fall 2008, a survey of undergraduate academic advising was administered to 5,000 WSU-Pullman campus students, with 1,722 (34%) responses collected. The results show that:

- 38% of the respondents gave a rating of “very satisfied” while another 36% of the respondents gave a rating of “somewhat satisfied” with the quality of academic advising. The average satisfaction rating has grown from 3.35 to 3.95 in the last two years.
- 55% of the respondents gave an A and 28% gave a B to the most recent advising they had received. The overall grading by all respondents was B⁺.
- 56% of the respondents were advised by departmental academic advisors/coordinators, 23% by faculty advisors, and 14% by the Center for Advising and Career Development (CACD) academic advisors.
- Most respondents had positive advising experiences. They understood the purposes of academic advising, and actively prepared for their advising sessions.
- Over 95% of the respondents said they met their advisors in person, 71% said they had academic advising through email correspondence, and 26% by phone.
- 3 to 1 was the ratio of positive to negative comments about academic advisors. WSU academic advisors are largely described as *helpful, knowledgeable, friendly/nice, good/great, accessible, caring/encouraging, and informative*.
- Responses to open-ended items suggest that advisors were overloaded. Respondents said that they were rushed and did not have enough time to have questions answered.
- The most frequently mentioned suggestions for improving WSU academic advising were to get more advisors and allow more time to meet with advisors.
- Respondents of lower class standing were more satisfied with the quality of advising than respondents of higher class standing. Students not yet certified in a major were more satisfied than students who were certified in a major.