Expected Outcomes : Continuously Improving Advising Services

The College of Agriculture primarily uses faculty members to provide academic advising services to students. The Student Services Office oversees these services. Although it is believed to be effective in promoting faculty-student interaction, the college did not have information on the effectiveness of faculty members in providing this service.

Assessment methods

Method : Student Survey

During spring 2012, students in the College of Agriculture were surveyed about the advising services they received using a seven question survey used to assess staff advisors in other colleges. The survey assessed the advisors’ knowledge of student needs and academic policies, ability to make referrals, concern over student success, and provision of timely information, as well student satisfaction with advising service. A total of 222 undergraduate students completed the survey.

Findings:

Overall, students in the College of Agriculture appear to be generally satisfied with the advising they receive. They also believe that their advisor has thorough knowledge about their academic needs and academic policies. Furthermore, if an advisor cannot answer a question, they are referred to appropriate sources. They feel that their advisor is approachable, concerned, courteous, professional, and provides accurate and timely information. These overall positive results are reassuring and support several important objectives in serving students. However, answers to open-ended questions and evaluation scores for individual faculty members revealed some opportunities for improved service.

How did you use findings for improvement?

The survey results for individual faculty members, as well as department averages, were supplied to department heads. The department heads were encouraged to use this information in making advising assignments and directions to faculty members in improving their advising performance. The Student Services Office has also focused its faculty advising development efforts through additional workshops and seminars.

Additional comments:

None