



# **Framingham State University**

## **Academic Advising Survey Report 2022-23**

**(Appendix H)**

**Target Population: 2375**

**Total Respondents: 361**

**Response Rate: 15.20%**

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## Executive Summary

- The class standing of respondents was reasonably balanced, with slightly fewer Sophomores and Freshmen.
- **The top three reasons for visiting an advisor:** Selecting courses, Career planning, and Obtaining information about college requirements and procedures.

### Strengths of FSU Advising experience

- **98%** of respondents reported attending one or more advising sessions this academic year.
- **86%** of respondents indicated that information from their advisor helped them select courses.
- **73%** of respondents agreed or strongly agreed that their advisors placed final responsibility for making decisions on them.
- **84%** of respondents indicated that they were able to visit their advisors when needed.
- **70%** of respondents indicated that they could spend as much time with their advisors as needed.
- **75%** of respondents had an extremely positive or positive overall experience with their advisors.

### Areas of Concern

- **19%** of respondents reported receiving little or no input from their advisors regarding career opportunities.
- **15%** of respondents reported receiving little or no information from their advisors regarding resources and services on campus.
- **33%** of respondents spent less than 15 minutes in each advising session. Qualitative data analysis shows that some students were satisfied with this time, and others felt that their sessions were rushed. Further analysis is needed.

**Qualitative Analysis:** Below is a summary of the qualitative data from Question 10.

### What students liked most about the advising experience

- Advisors were extremely helpful and provided much guidance with course selection.
- Advisors were supportive and cared about advisees' concerns.
- Advisors were knowledgeable about college requirements and procedures.

### What students found difficult about the advising experience

- The current advising system allows for frequent advisor changes; respondents reported that this system causes confusion and makes establishing a relationship with advisors difficult.
- Some respondents reported that advisors did not use Starfish or were unresponsive when contacted by email or phone.
- Some respondents reported receiving inaccurate or a lack of information regarding college requirements.

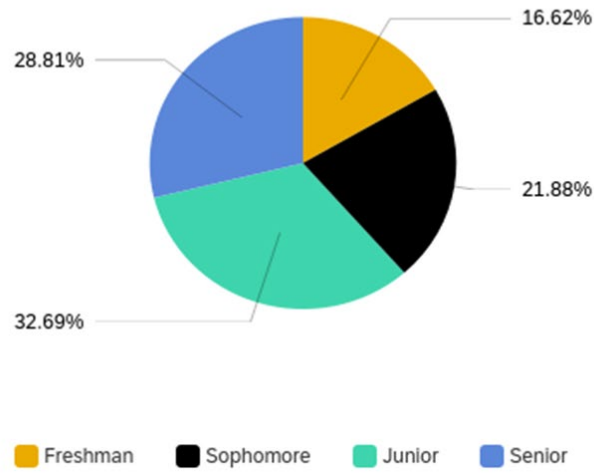
### Key verbatim suggestions for improving the academic advising system at FSU

- "All advisors should be on Starfish. It makes it INCREDIBLY inconvenient to plan a time when they don't respond to emails and aren't on starfish to make an appointment."
- "Advisors should get to know students on a more personal level. I think students can feel intimidated to talk to professors & this could assist in their performance and increase discussion of their capabilities for the future."
- "I believe it would be helpful to do a check-in with all of the advisees of each advisor whenever there is a new semester. Sometimes people are unhappy with their advising sessions or the way the advisor is approaching the sessions but are either too scared or don't know who to reach out to about change."

## Survey Response Report

The following is a detailed analysis of the survey response data.

### Class of Respondents



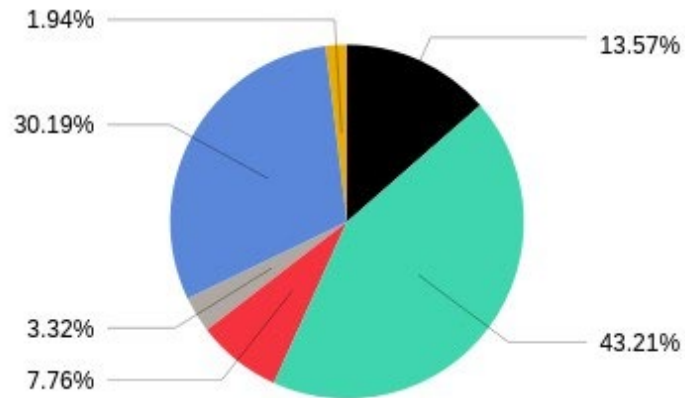
Answer	Response Percent	Response Count
Junior	32.69%	118
Senior	28.81%	104
Sophomore	21.88%	79
Freshman	16.62%	60
<b>Total</b>	<b>100%</b>	<b>361</b>

### Major of Undergraduate Respondents

Major	Response Percent	Response Count
Education - Elementary Education	9.42%	34
Psychology	9.42%	34
Criminology	7.76%	28
Biology	7.20%	26
Computer Science	5.82%	21
English	5.26%	19
Education - Early Childhood Education	4.43%	16
Food and Nutrition	4.16%	15
Fashion Design and Retailing	3.60%	13
Communication Arts	2.77%	10
Management	2.77%	10
Finance	2.77%	10
Accounting	2.49%	9
Sociology	2.22%	8
Liberal Studies	2.22%	8
Business and Information Technology	2.22%	8
Environmental Science and Policy	1.94%	7
Art - Studio Art	1.94%	7
Mathematics	1.94%	7
Biochemistry	1.94%	7
History	1.94%	7
Child and Family Studies	1.66%	6
Marketing	1.66%	6
American Sign Language	1.66%	6
Environmental Studies and Sustainability	1.39%	5
Political Science	1.39%	5
Health and Wellness	1.39%	5
Spanish	1.11%	4
Undeclared	0.83%	3
International Business	0.83%	3
Food Science	0.83%	3
Pre-Engineering	0.83%	3
Hospitality and Tourism Management	0.55%	2
Global Studies	0.28%	1
Nursing	0.28%	1
Chemistry	0.28%	1
Economics	0.28%	1

Geography	0.28%	1
World Languages	0.28%	1
Art - Art History	0.00%	0
Liberal Studies-Interdisciplinary	0.00%	0
Commercial Photography	0.00%	0
Earth Science	0.00%	0
<b>Total</b>	<b>100%</b>	<b>361</b>

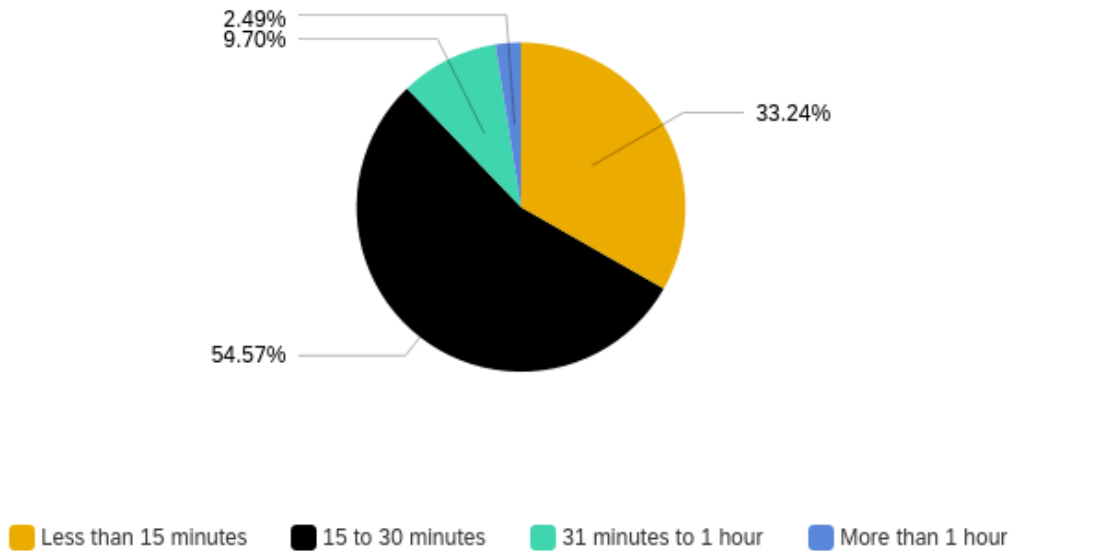
**Question 3: How many advising sessions, including telephone and e-mail contacts, have you had with your advisor during this academic year?**



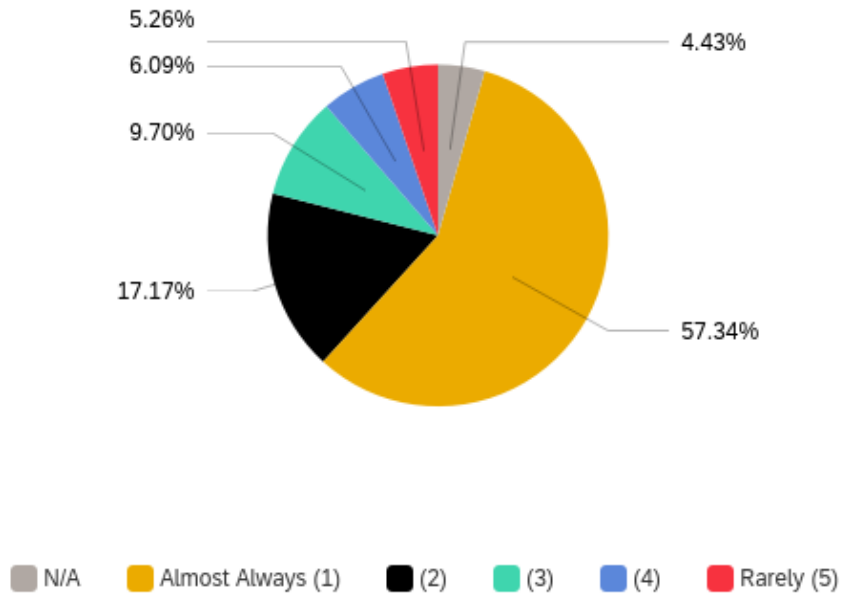
One
  Two
  Six to Ten
  More than Ten
  Three to Five
  None

Answer	Response Percent	Response Count
None	1.94%	7
One	13.57%	49
Two	43.21%	156
Three to Five	30.19%	109
Six to Ten	7.76%	28
More than Ten	3.32%	12
<b>Total</b>	<b>100%</b>	<b>361</b>

**Question 4: How much time did you spend in those sessions on average?**



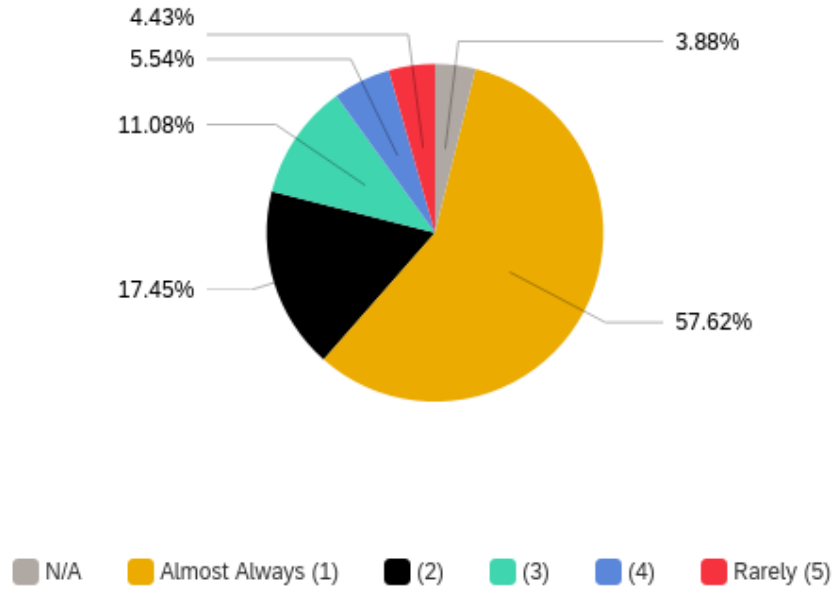
**Question 5 (a): Have you been able to visit your advisor when you need to?**



Question	Almost Always (1)	(2)	(3)	(4)	Rarely (5)	N/A	Total
I have been able to visit my advisor when I needed to.	57.34% 207	17.17% 62	9.70% 35	6.09% 22	5.26% 19	4.43% 16	100% 361



**Question 5 (b): Have you been able to spend as much time with your advisor as needed?**

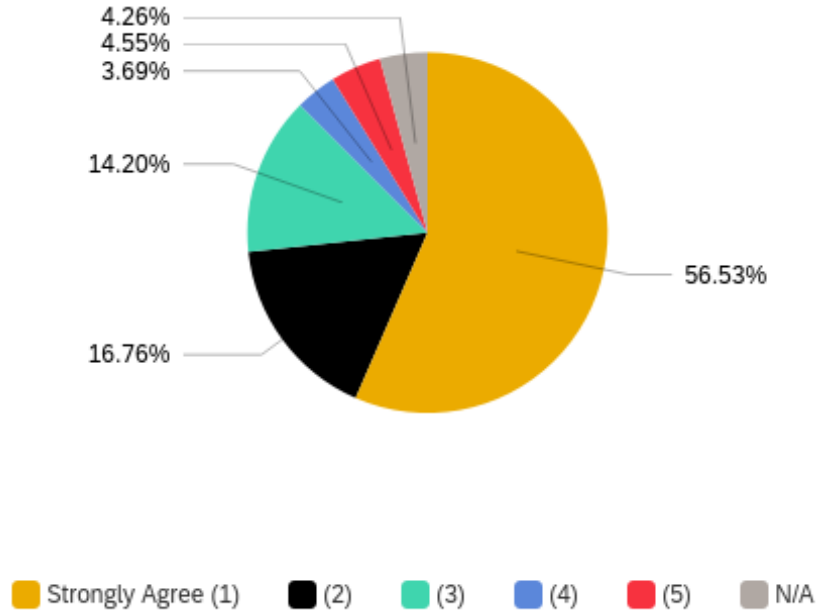


Question	Almost Always (1)	(2)	(3)	(4)	Rarely (5)	N/A	Total
I was able to spend as much time with my advisor as needed.	57.62% 208	17.45% 63	11.08% 40	5.54% 20	4.43% 16	3.88% 14	100% 361

**Question 6: Please describe your experience with your present advisor.**

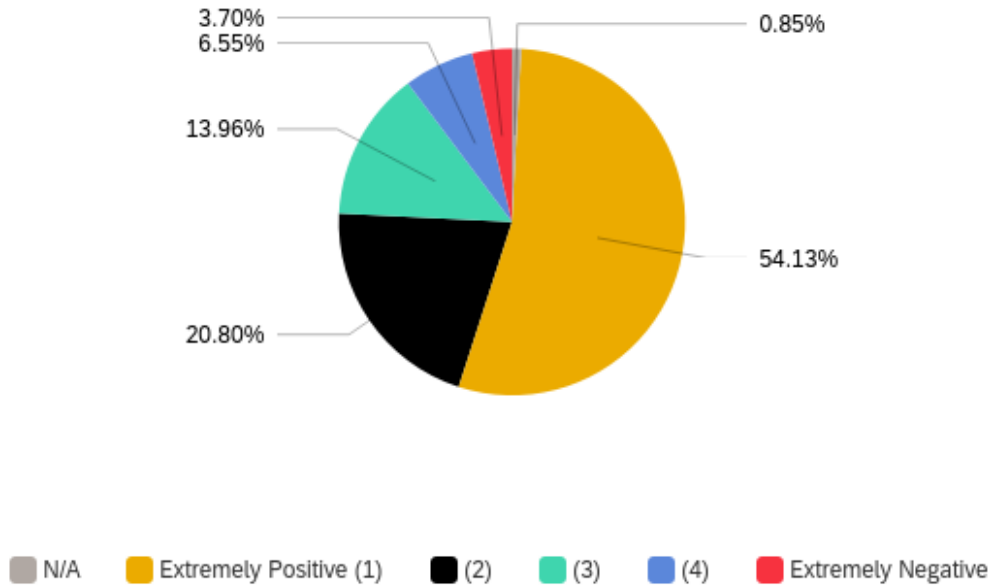
<b>Question</b>	<b>Very Much (1)</b>	<b>(2)</b>	<b>(3)</b>	<b>(4)</b>	<b>Not at All (5)</b>	<b>N/A</b>	<b>Total</b>
Information from my advisor helped me select courses.	<b>56.78%</b> 201	<b>18.08%</b> 64	<b>11.58%</b> 41	<b>6.78%</b> 24	<b>5.93%</b> 21	<b>0.85%</b> 3	<b>100%</b> 354
My advisor's information about programs helped me clarify my college plans.	<b>44.35%</b> 157	<b>19.77%</b> 70	<b>16.38%</b> 58	<b>8.47%</b> 30	<b>7.34%</b> 26	<b>3.67%</b> 13	<b>100%</b> 354
My advisor's information about career opportunities helped me clarify my career goals.	<b>38.14%</b> 135	<b>16.67%</b> 59	<b>14.12%</b> 50	<b>11.30%</b> 40	<b>8.19%</b> 29	<b>11.58%</b> 41	<b>100%</b> 354
Information from my advisor clarified or simplified college requirements or procedures (e.g., degree requirements, drop/add, registration, etc.)	<b>53.11%</b> 188	<b>19.49%</b> 69	<b>11.86%</b> 42	<b>5.93%</b> 21	<b>7.06%</b> 25	<b>2.54%</b> 9	<b>100%</b> 354
I obtained helpful information from my advisor about resources and services on campus (e.g., student services, counseling, financial aid, etc.)	<b>42.37%</b> 150	<b>17.23%</b> 61	<b>17.23%</b> 61	<b>7.06%</b> 25	<b>7.63%</b> 27	<b>8.47%</b> 30	<b>100%</b> 354

**Question 7: Did your advisor place final responsibility on you for decision making?**



Question	Strongly Agree (1)	(2)	(3)	(4)	Strongly Disagree (5)	N/A	Total
As appropriate, my advisor places final responsibility for making decisions on me.	56.53% 199	16.76% 59	14.20% 50	3.69% 13	4.55% 16	4.26% 15	100% 352

**Question 8: How would you rate your overall advising experience with your present advisor?**



Question	Extremely Positive (1)	(2)	(3)	(4)	Extremely Negative (5)	N/A	Total
How would you rate your overall advising experience with your present advisor?	54.13% 190	20.80% 73	13.96% 49	6.55% 23	3.70% 13	0.85% 3	100% 351

**Question 9: Rank the three most important purposes for utilizing your advisor.**

<b>Question</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Total</b>
Selecting courses for your schedule <b>(1<sup>st</sup>)</b>	<b>59.22%</b> 167	<b>28.01%</b> 79	<b>12.77%</b> 36	<b>100%</b> 282
Career Planning <b>(2<sup>nd</sup>)</b>	<b>40.88%</b> 74	<b>28.18%</b> 51	<b>30.94%</b> 56	<b>100%</b> 181
Information about college requirements and/or procedures <b>(3<sup>rd</sup>)</b>	<b>25.57%</b> 45	<b>48.30%</b> 85	<b>26.13%</b> 46	<b>100%</b> 176
Discussing a course you are taking	<b>36.30%</b> 49	<b>32.59%</b> 44	<b>31.11%</b> 42	<b>100%</b> 135
Discussing your grades or academic performance	<b>21.11%</b> 19	<b>33.33%</b> 30	<b>45.56%</b> 41	<b>100%</b> 90
Information about your skills, abilities, potential, etc.	<b>23.88%</b> 16	<b>34.33%</b> 23	<b>41.79%</b> 28	<b>100%</b> 67
Information about college services or resources	<b>22.22%</b> 12	<b>27.78%</b> 15	<b>50.00%</b> 27	<b>100%</b> 54
Personal concerns	<b>15.09%</b> 8	<b>45.28%</b> 24	<b>39.62%</b> 21	<b>100%</b> 53
Choosing a major	<b>37.21%</b> 16	<b>34.88%</b> 15	<b>27.91%</b> 12	<b>100%</b> 43
Getting a signature	<b>28.57%</b> 10	<b>40.00%</b> 14	<b>31.43%</b> 11	<b>100%</b> 35
Other	<b>25.00%</b> 2	<b>12.50%</b> 1	<b>62.50%</b> 5	<b>100%</b> 8