

# **2010 UESP Advising Survey**

**Results**

# About the Survey

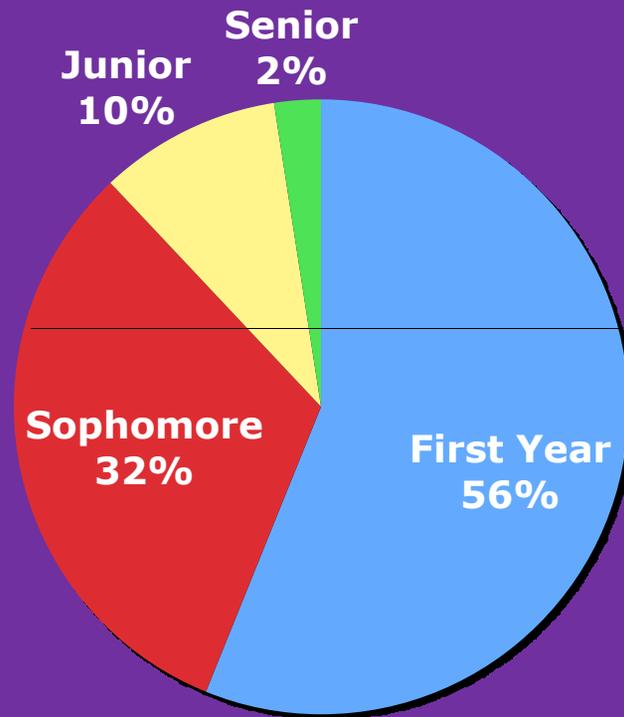
- UESP administers this survey during winter term to students who have had at least one appointment with a UESP advisor.
- The survey is predicated on our belief in giving students a voice and perpetuating a culture of continuous improvement
- Students take the web survey in our lobby prior to their winter term advising appointment.
- 449 students took the survey in the winter 2010.

# About the Results

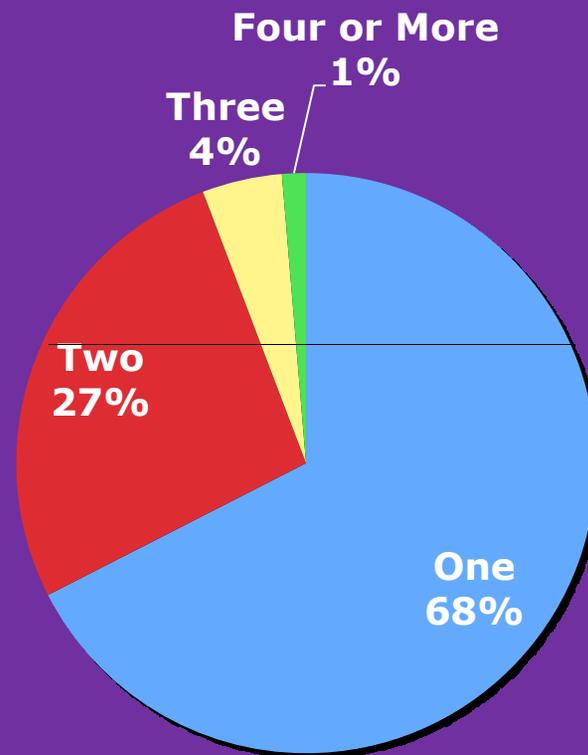
- The subsequent pie charts reflect responses to questions about service and delivery outcomes and student learning outcomes.
- The final few slides show a sampling of responses to qualitative questions and comments on the feedback.

# Service and Delivery Outcomes

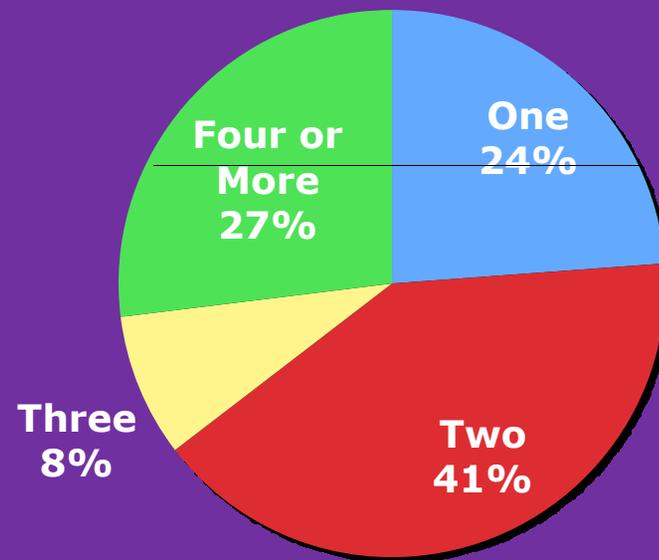
## Q1 -- Your Grade Level



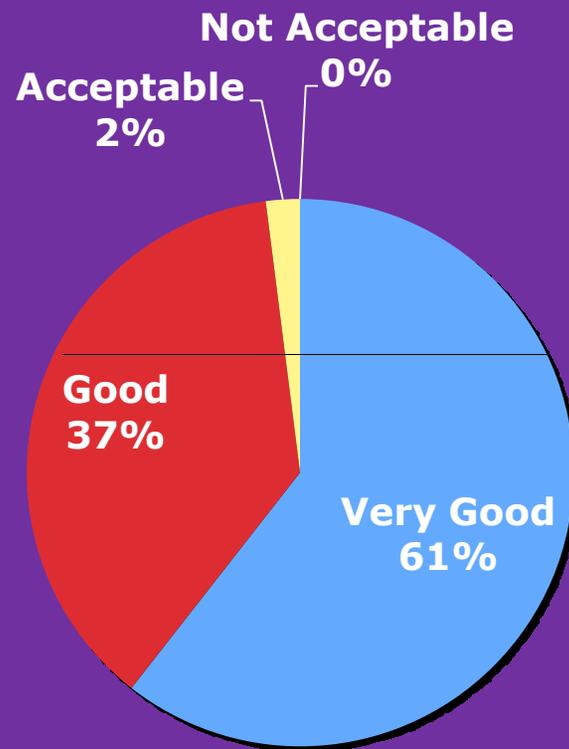
**Q2: How many different advisors have you seen in UESP?**



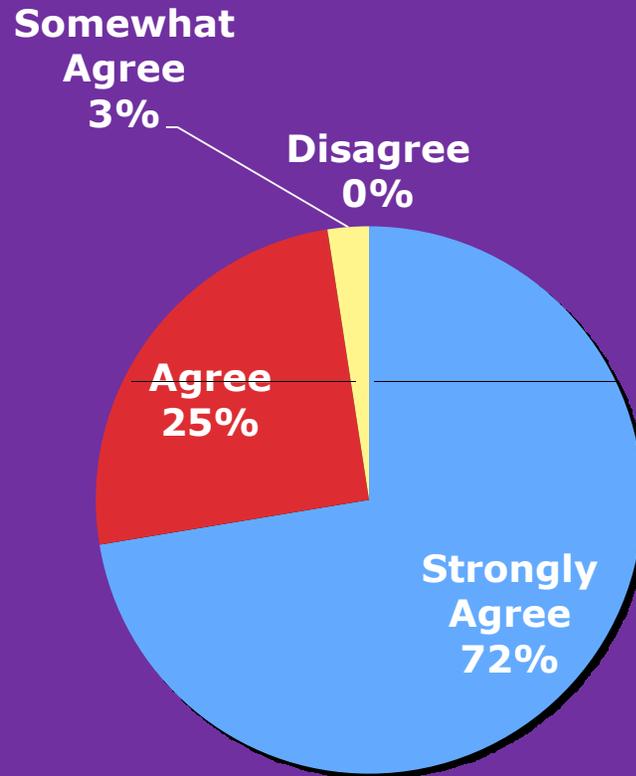
### Q3: How many terms have you been in UESP?



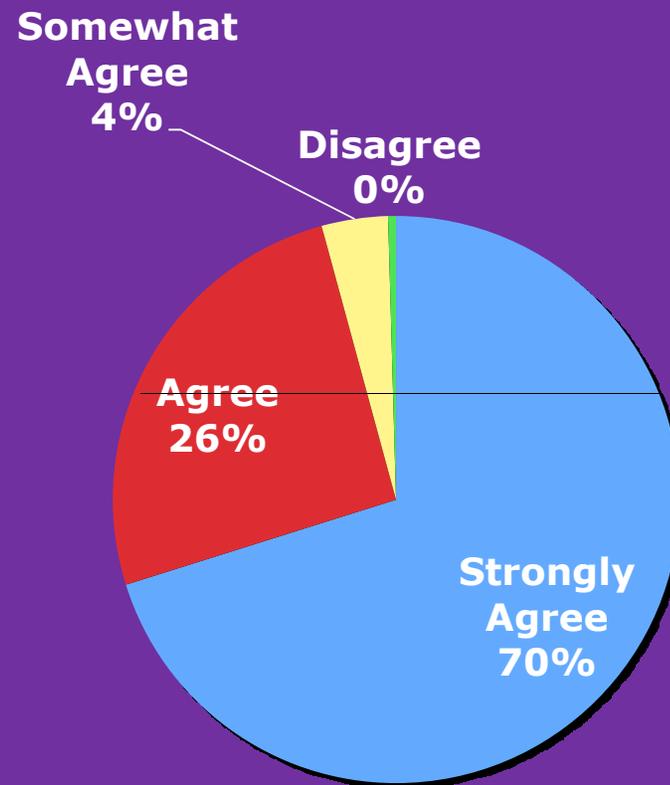
## Q4: The level of assistance at the front desk was...



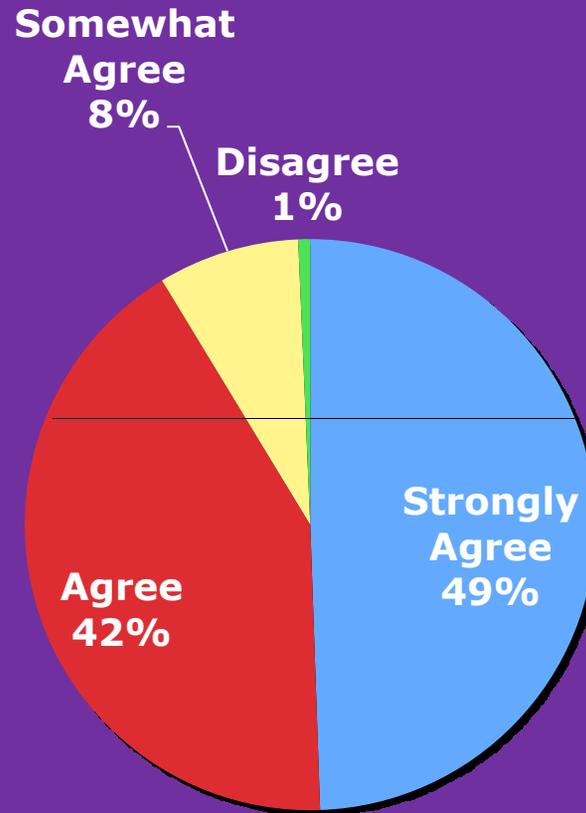
**Q5: My advisor(s) was easy to talk with and approachable.**



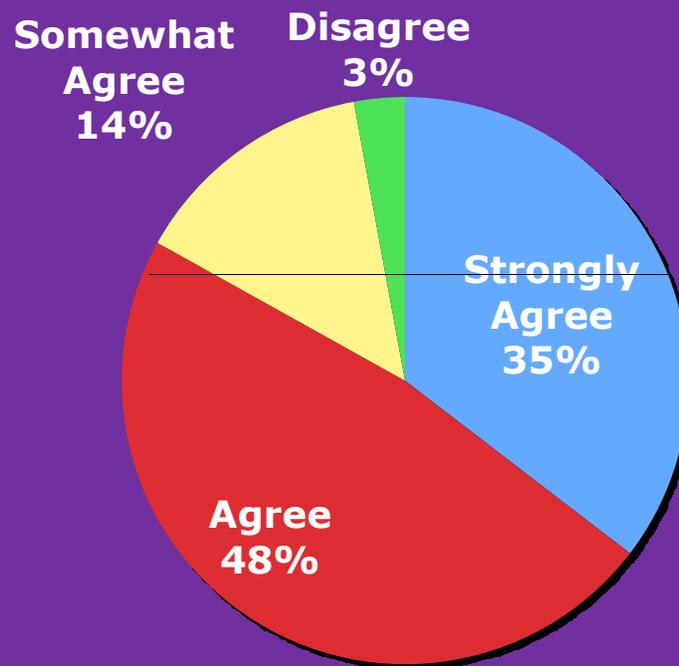
**Q6: My advisor(s) listened to what I had to say and was attentive to my questions.**



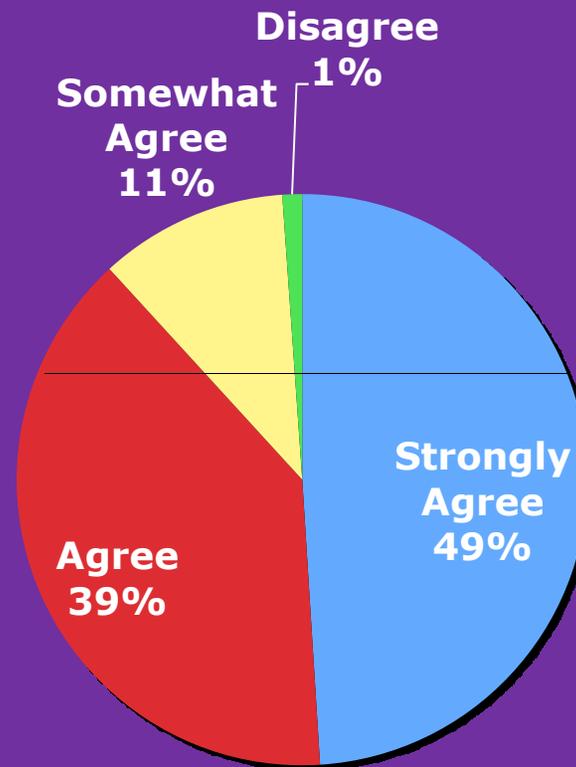
**Q7: My advisor(s) understood and effectively explained core requirements.**



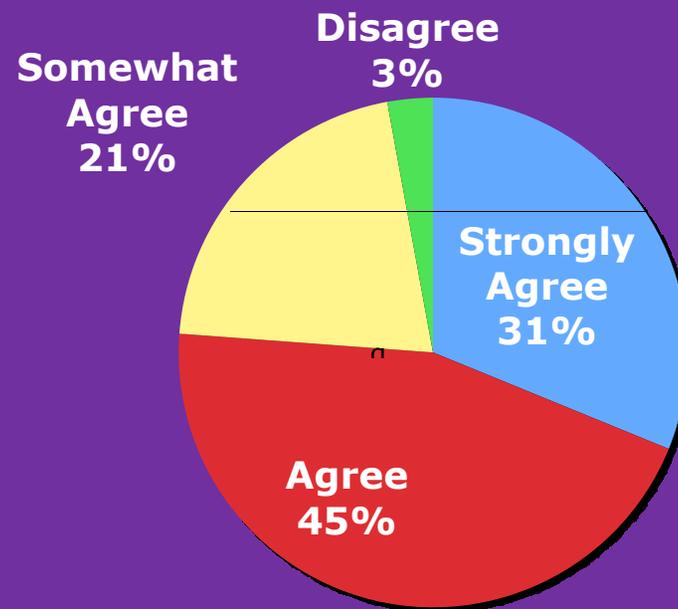
**Q8: My advisor(s) has demonstrated online tools that have helped me.**



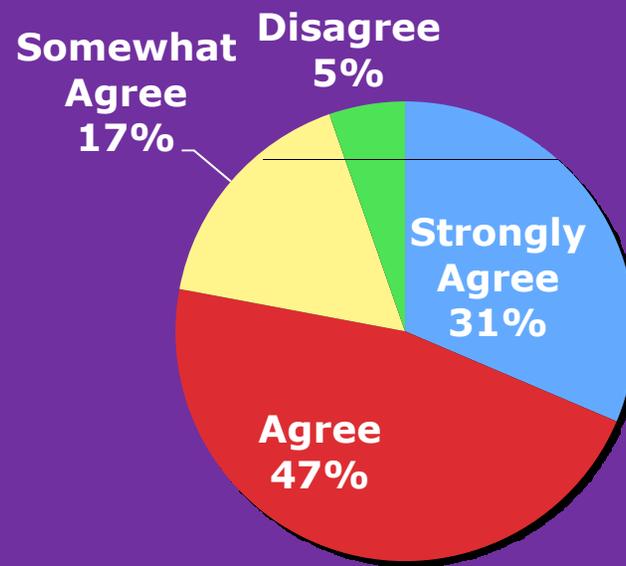
**Q9: My advisor(s) suggested courses to help me explore my interests and abilities.**



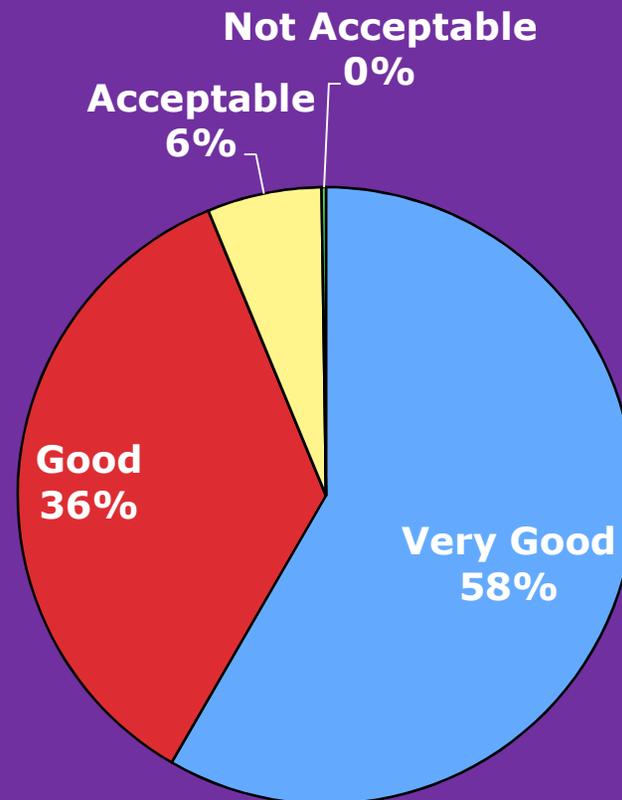
**Q10: My advisor(s) suggested specific tasks for me to complete to help work towards deciding on a major.**



**Q11: My advisor(s) referred me to resources or individuals who can help me with my major decision making process and/or my academic success.**



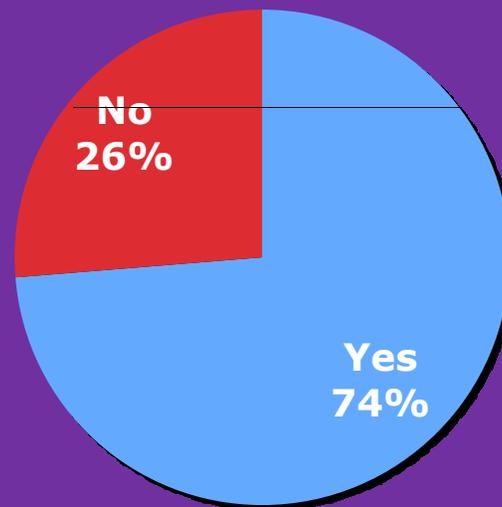
## Q12: Overall, my experience at UESP has been...



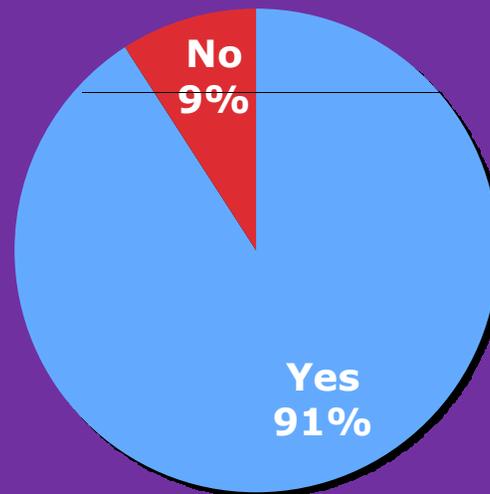
# Student Learning Outcomes

- The next 6 questions were based on defined learning outcomes for OSU students.
- These are experiences/outcomes that OSU hopes students achieve as a result of the totality of their OSU experience. Interaction with an advisor may be part of what helps facilitate.
- If you are a current UESP student and answered “no” on these questions and need help figuring out how to move forward with them, be sure to chat with your advisor.

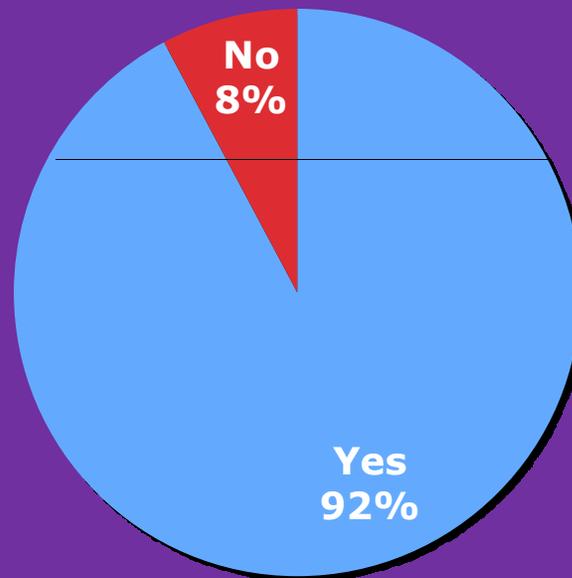
**Q15: Since starting at OSU, I have participated in university opportunities outside of the classroom (clubs, activities, lectures, residence hall functions, events) that have helped me grow as an individual.**



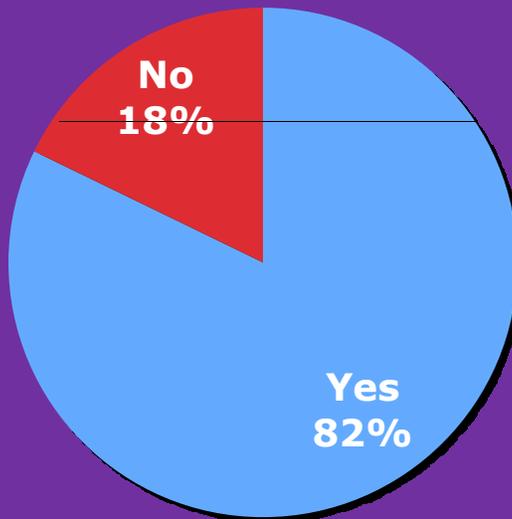
**Q16: Since starting at OSU, I have gained a better understanding of my interests and abilities.**



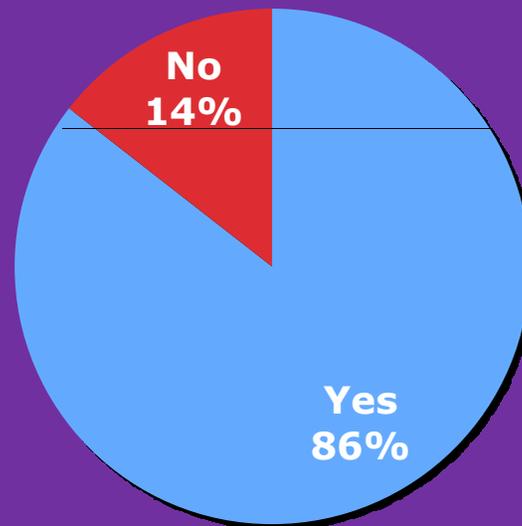
**Q17: Since starting at OSU, I have gained a better understanding of how my personal values relate to my educational and life goals**



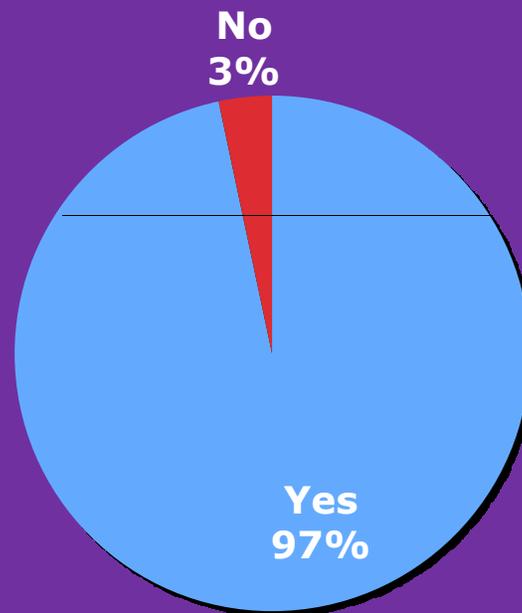
**Q18: Since starting at OSU, I have learned how to find information about majors that interest me.**



**Q19: Since starting at OSU, I have considered how my interests and abilities might fit with the requirements of certain OSU majors.**



**Q20: Since starting at OSU, I have taken more responsibility for my own learning**



# Written Comments

## Q13: Comment on a positive experience or interaction you've had in UESP (A brief sampling of responses)

- Very helpful and understanding, don't pressure you to make a decision for a major but rather help you decide what routes to take in order to make that decision.
- My advisor made me feel like he actually knew who I was every time I walked in. I felt that I was not just another one of his advisees.
- I have found UESP very helpful for me. I took the ALS 114 Career Decision Class and found that very beneficial for me to better see my options and explore the different careers and majors I can choose from. I have recommended it to several of my friends in UESP.
- I just like the fact that I can walk into the UESP center and not feel uncomfortable. Everyone is so easy to get along with, which is cool.
- I had to change my schedule fall term, and I was very stressed about trying to figure out what to do. When I came in it was very calm and easy to deal with, and I felt a lot better about the classes I was taking.
- I was very impressed with UESP when I first arrived. I was distraught and upset. My advisor listened intently and gave me options and advice about how to succeed
- I took Career Decision Making through the advice of my advisor, and I loved the course. It really helped me narrow down some of my choices.
- My advisor is very friendly and patient. He always remembers my interests and does his best to assign me classes and suggest extracurriculars that will relate to them.
- Very easy to talk to and was not pushy about making decisions.
- The advisors are all really great, I am glad that I went undeclared in my first year at school rather than jump into a major. Also the career decision making class was great.
- My advisor has been a fantastic help and the enthusiasm in UESP is always high. Liked information about extracurriculars and study abroad.

Q14: Comment on how UESP might improve to better meet your major-decision making needs (The comments on the next few pages were selected as they encompass much of the feedback we received. Our responses are included in italics).

- **A deeper understanding on what courses go over would probably be better... I'm thinking of going into genetics so I was put right into the 200 level series of biology. However, there is a biology class in the 100 level that goes over genetics for about 70% of the class. I think taking this course would have better helped me know if I would want to focus on a biology major focusing on genetics than the current class I am enrolled in which, true enough, does follow a biology major but does not go over genetics at all.** *This is a very specific, yet legitimate concern. The advisor's logic is for you to take a class that will cover multiple bases. It is true that BI 102 covers Genetics and 212 covers Animal and Plant Physiology. If you stick with the 200 level Biology, you'll cover Genetics in the BI 213 class spring term. Even if you pursue the Genetics option in Biology, you'll still be required to take a broad base of Biology classes. In fact, you won't even be able to take BI 311 Genetics without having whole year of 200 level Biology.*
- **Have a clear print out of the requirements I'll need for my potential major.** *Some majors are very transparent with requirements and actually have checklists on their department web page. If you're interested in something like this, ask your advisor and we'll see if something is available.*
- **It would be a lot easier if there were more advisors so I wouldn't have to wait for a few weeks before meeting.** *You'll get no argument from us about having more advisors! It would be nice if we had the staff to be available on demand, but that is not realistic. We're in the same boat as your doctor or dentist or any appointment based service; we do get booked. However, if you call or stop by as soon as you hear from us in week 5, you should have no problem getting an appointment in a timely manner.*

## Q14: Comment on how UESP might improve to better meet your major-decision making needs (with our responses in italics).

- **Not have to come in for pin each term!** *Sorry, this is a non-negotiable. The pin change and our mandatory appointments are not meant to be an inconvenience to you. They are intertwined in the exploration philosophy and process that is essential to UESP. Every major out there has major requirements – things that you have to do or classes that you have to take to complete the major. Since UESP functions as a de factor major, think of this as a major requirement while you are a UESP major. The university wants to guarantee that we have regular contact with you while you're exploring to make sure you are getting accurate information to help you make an informed decision about a major*
- **Possibly have more required advising sessions.** *We're only in a position to have one mandatory meeting a meeting a term, but please know that you are able to schedule an appointment with an advisor whenever you need help or support.*
- **Provide access to interest and character assessment tools (SII etc.) outside of the career decision making class .** *Again, logistically, we're not in a position to offer individual assessments. However, Career Services, located down in the basement of Kerr offers this service for a small fee. The career counselors there are wonderful, and they often partner with Counseling and Psychological Services to offer 3 week Career Exploration workshops that include these assessments. If you take a test through either setting and need input or advice on your results, you're always welcome to consult with one of our full-time advisors.*

## Q14: Comment on how UESP might improve to better meet your major-decision making needs (with our responses in italics).

- **The one experience I didn't like was signing up for classes at START. The presentation was good, but when it came to actually signing up I was very flustered and confused as to what I was taking when I left.** *So sorry you had this experience. We do everything we can to mitigate the stress of START, but we recognize that it can be confusing and intimidating the first time you dive into advising and registration. For any future START participants reading this, know that if you leave START confused, we absolutely welcome and encourage you to call or e-mail us with questions. We want to make sure that you enter fall term not only knowing what you are taking but why you are taking it.*
- **UESP students should be able to take courses that are major-restricted, because then they would be able to explore better.** *If we had a magic wand, this might be our first wave! Most of the departments on campus are really good about making at least their introductory classes available to exploring students. Please know that those who don't do this aren't trying to be possessive or malicious. Space is often at a premium at OSU, and the major restrictions ensure that those on a defined major path have access to classes. Imagine how frustrated you would be if you were in declared major and couldn't get classes you needed because the seats were taken by non-majors. The best solution we have to this issue that we have is for our advisors to be aware of those restricted majors, and for you as a student, to know , that you can always declare to explore. If you don't like the experience, you can always come back to UESP.*
- ... Make history and English viable career paths for someone who'd make a terrible teacher.

## Q14: Comment on how UESP might improve to better meet your major-decision making needs (with our responses in italics).

- **Make history and English viable career paths for someone who'd make a terrible teacher.** *This is something we hear often from students. They have academic areas that they would love to study, but they are afraid to commit because of the job prospects. There is a strong cultural perception (often framed in the form of a joke) that majors like History and English have no relevance to the world of work. In terms of the marketplace, it's true that your understanding of intricacies of postmodern American literature or the residual impact of the Cold War on geopolitics may not play out in the day-to-day activities of most work environments, but employers will value the skills you develop in these majors – critical thinking, writing, analytical, organizational, teamwork – these are skills that are highly privileged in the workplace. The truth about the world of work is that most employers are equally concerned with the person as they are with the degree the person has. They want to know that you're dependable and capable of coming through in the workplace. Just getting a specific degree is not a golden ticket to career path. These days, it is pretty much imperative that college students supplement their academic work with practical experiences – leadership, internships, study abroad, research, community service – these activities demonstrate capacity to "do". While we can't disavow the fact that some majors have one-to-one relationships with certain careers, most don't, and for as many college grads out there who purport to wishing they had studied something more "marketable", there are just as many who forced themselves to major in something they hated and are miserable. Every major can be marketable if you are strategic. Here is a really helpful web site on OSU's Career Services web page that can help you consider how different majors intersect with the world of work - <http://oregonstate.edu/career/what-can-i-do-major>*