2011 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.
- 413 students took the survey in the winter 2011.
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

First Year: 56%
Sophomore: 32%
Junior: 10%
Senior: 2%
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.

Strongly Agree: 70%
Agree: 26%
Somewhat Agree: 4%
Disagree: 0%
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.

- Strongly Agree: 37%
- Agree: 46%
- Somewhat Agree: 14%
- Disagree: 3%
Q9: My advisor(s) suggested courses to help me explore my interests and abilities.

- Strongly Agree: 46%
- Agree: 42%
- Somewhat Agree: 10%
- Disagree: 2%
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 achievement of these outcomes.
- 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

Yes 96%

No 4%
Written Comments
Q13: Comment on a positive experience or interaction you’ve had in UESP (A brief sampling of responses)

- I really value that this is a program about exploring instead of the somewhat degrading term of undeclared. UESP has helped me to realize what my interests are and what would be a fitting career for myself.
- The bureaucracy was manageable and simple, and the advisor I met seemed to understand the position I was in and helped me make informed decisions, giving the info I needed rather than wanted to hear.
- My advisor recommended I take a Personal Leadership Development class (which I had never heard of) and it has turned out to be one of my favorite classes thus far.
- I am always greeted right when I walk in by friendly people, and I haven't once felt uncomfortable here.
- I like that my advisor knows exactly what she's talking about, if she ever says something about going online and looking at something she'll go online and show me how to do it, or where it is.
- UESP led me to taking a Career decision making class that has really helped me to explore what I might want to do in my future.
- Being a sophomore and a transfer student I was worried about my progress at Oregon State and was concerned also about what major to choose and how to go about taking classes when I wasn't sure what I even wanted to do. My advisor was very helpful in reassuring me that everything was transferred over fine and that I should be too concerned with directly choosing a major if I at least was taking my core classes. Then she suggested different classes that I could take to figure out what my passions are and to discover what it is I would like to do with the rest of my life.
- I have nothing but good things to say about this program. UESP has really helped me to explore my options, and figure out what I want to do with my life.
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).

- I understand that this is beyond UESP, but it would be really helpful if all colleges would let undeclared students try their lower level classes. It is really hard to decide when all the introductory classes are closed to that major and it is especially frustrating because I personally wouldn't be there to mess around and distract committed students which I assume is the colleges potential fear.

  This has been raised by students in previous surveys we’ve given. Like we’ve said in the past, departments don’t do this to be exclusive or malicious. Space can at times be at a premium at OSU, and they are simply assuring that they hold space for their majors. Remember your options. You can always consult with the department and see if you can get an override. You can always declare to explore the major and come back if it is not the right fit. You can also work with your UESP advisor to look for other ways outside of the classroom to explore.

- Maybe go more in depth on the types of careers you can have with different majors.

  Most majors don’t have direct affiliation with a specific career path, but rather prepare you to go towards a variety of careers. Career Services has a really cool resource that allows one to consider options affiliated with different majors: [http://oregonstate.edu/career/what-can-i-do-major-0](http://oregonstate.edu/career/what-can-i-do-major-0). Don’t shy away for information gathering. If you’re wondering about a specific major and career options, ask your UESP advisor or pay a visit to an advisor or professor in the major to get his/her feedback.
Q14: Comment on how UESP might improve to better meet your major-decision making needs (with our responses in italics).

- Explain a little more in depth about the different classes you have to take for your major and how long it will take for you to receive a degree for that specific area. 

  *We can certainly go into more detail if needed. Just ask! Remember that you now have the MyDegrees degree audit system with its "What If" function at your disposal. This will help you visualize yourself as any major. Then it is just a matter of doing the math. How many credits do you have remaining? How many credits are you comfortable taking each term. Dividing the former by the latter can help you approximate how long it will take.*

- More than one regular meeting per term. Establish goals in the first meeting and then follow up in the second meeting. 

  *Love this idea. We don’t mandate this, but we have many students who schedule a meeting in week 2 or 3 and then schedule another for week 7 or 8, and they organize the agenda just as you describe it. The onus will fall of you as the student to schedule like this, and we’d welcome this if you want it.*

- It would be easier on me if there was an outreach program for students who live out of town and are able to get things done without having to drive 50 miles to take care of business. 

  *You should dialogue with your advisor about the best ways to accommodate your commuter schedule. If you are taking classes on campus, calling early in week 5 can guarantee that you will situate that appointment when you are already on campus. While advising is important, it shouldn’t require you to make an extra trip. We do have Skype appointments available for our students pursuing online degrees. That may be an option if working in a 30 minute appointment once a term is truly a hardship.*
Q14: Comment on how UESP might improve to better meet your major-decision making needs (with our responses in italics).

- If UESP checked in on my grades and attendance more I believe my grades will improve greatly. I need a little more guidance as to how I'm going to finish college.
  
  *We have no means of tracking your attendance or your grades during the term. Honestly, that falls on you to be on top of those two things. What we will say is that we will gladly help you set up systems of accountability to help you regulate if you find that your struggling to do it yourself. For example, many UESP students utilize weekly coaching appointments in the Academic Success Center to help themselves stay on track.*

- Both terms I have ended up changing my schedule after talking to my advisor because I signed up for a class and then realize it's the wrong class. Not all of the information that is given about certain classes is accurate.
  
  *Sorry to hear that you had this experience. Obviously, we never intentionally give erroneous information. Make sure that you provide that feedback directly to your advisor in the event that you feel you were misled about the nature or relevance of a particular class.*

- Just give the PIN number to students if they already know what classes to take.
  
  *Advising in UESP goes way beyond course selection and registration. The primary intent of our program is to help students make meaning of their experiences in ways that help them select the major that fits the best. Meeting with an advisor is an essential part of that process. If you feel you don't need that, then you must be ready to declare!*

- Maybe handout free cotton candy at every appointment?
  
  *We'll work on that. 8-)*