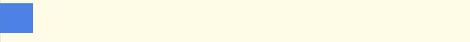


About this Survey

- 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.
- 579 students took the survey in the winter 2013.

Service and Advisor Delivery Outcomes Questions

1. Your Grade Level

| # | Answer | | Response | % |
|---|------------|--|----------|------|
| 1 | First Year |  | 333 | 58% |
| 2 | Sophomore |  | 191 | 33% |
| 3 | Junior |  | 41 | 7% |
| 4 | Senior |  | 14 | 2% |
| | Total | | 579 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 4 |
| Mean | 1.54 |
| Variance | 0.54 |
| Standard Deviation | 0.73 |
| Total Responses | 579 |

2. How many different advisors have you seen in UESP?

| # | Answer | | Response | % |
|---|--------------|--|----------|------|
| 1 | One | | 432 | 75% |
| 2 | Two | | 129 | 22% |
| 3 | Three | | 15 | 3% |
| 4 | Four or More | | 3 | 1% |
| | Total | | 579 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 4 |
| Mean | 1.29 |
| Variance | 0.29 |
| Standard Deviation | 0.54 |
| Total Responses | 579 |

3. How many terms have you been in UESP?

| # | Answer | | Response | % |
|---|--------------|--|----------|------|
| 1 | One | | 120 | 21% |
| 2 | Two | | 293 | 51% |
| 3 | Three | | 48 | 8% |
| 4 | Four or More | | 118 | 20% |
| | Total | | 579 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 4 |
| Mean | 2.28 |
| Variance | 1.03 |
| Standard Deviation | 1.01 |
| Total Responses | 579 |

4. The level of assistance at the front desk was...

| # | Answer | | Response | % |
|---|----------------|--|----------|------|
| 1 | Very Good | | 352 | 61% |
| 2 | Good | | 196 | 34% |
| 3 | Acceptable | | 30 | 5% |
| 4 | Not Acceptable | | 0 | 0% |
| | Total | | 578 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 3 |
| Mean | 1.44 |
| Variance | 0.35 |
| Standard Deviation | 0.59 |
| Total Responses | 578 |

5. My advisor(s) was easy to talk with and approachable.

| # | Answer | | Response | % |
|---|----------------|--|----------|------|
| 1 | Strongly Agree | | 398 | 69% |
| 2 | Agree | | 170 | 29% |
| 3 | Somewhat Agree | | 10 | 2% |
| 4 | Disagree | | 0 | 0% |
| | Total | | 578 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 3 |
| Mean | 1.33 |
| Variance | 0.26 |
| Standard Deviation | 0.51 |
| Total Responses | 578 |

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

| # | Answer | | Response | % |
|---|----------------|---|----------|------|
| 1 | Strongly Agree |  | 384 | 66% |
| 2 | Agree |  | 178 | 31% |
| 3 | Somewhat Agree |  | 16 | 3% |
| 4 | Disagree | | 0 | 0% |
| | Total | | 578 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 3 |
| Mean | 1.36 |
| Variance | 0.29 |
| Standard Deviation | 0.54 |
| Total Responses | 578 |

7. My advisor(s) understood and effectively explained core requirements.

| # | Answer | | Response | % |
|---|----------------|---|----------|------|
| 1 | Strongly Agree |  | 302 | 52% |
| 2 | Agree |  | 246 | 43% |
| 3 | Somewhat Agree |  | 28 | 5% |
| 4 | Disagree | | 2 | 0% |
| | Total | | 578 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 4 |
| Mean | 1.53 |
| Variance | 0.37 |
| Standard Deviation | 0.61 |
| Total Responses | 578 |

8. My advisor(s) demonstrated online tools that have helped me.

| # | Answer | Response | % |
|---|----------------|----------|------|
| 1 | Strongly Agree | 256 | 44% |
| 2 | Agree | 254 | 44% |
| 3 | Somewhat Agree | 63 | 11% |
| 4 | Disagree | 5 | 1% |
| | Total | 578 | 100% |

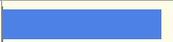
| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 4 |
| Mean | 1.68 |
| Variance | 0.49 |
| Standard Deviation | 0.70 |
| Total Responses | 578 |

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

| # | Answer | | Response | % |
|---|----------------|---|----------|------|
| 1 | Strongly Agree |  | 279 | 48% |
| 2 | Agree |  | 235 | 41% |
| 3 | Somewhat Agree |  | 58 | 10% |
| 4 | Disagree |  | 6 | 1% |
| | Total | | 578 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 4 |
| Mean | 1.64 |
| Variance | 0.49 |
| Standard Deviation | 0.70 |
| Total Responses | 578 |

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

| # | Answer | | Response | % |
|---|----------------|---|----------|------|
| 1 | Strongly Agree |  | 193 | 33% |
| 2 | Agree |  | 250 | 43% |
| 3 | Somewhat Agree |  | 111 | 19% |
| 4 | Disagree |  | 24 | 4% |
| | Total | | 578 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 4 |
| Mean | 1.94 |
| Variance | 0.69 |
| Standard Deviation | 0.83 |
| Total Responses | 578 |

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

| # | Answer | Response | % |
|---|----------------|----------|------|
| 1 | Strongly Agree | 186 | 32% |
| 2 | Agree | 248 | 43% |
| 3 | Somewhat Agree | 112 | 19% |
| 4 | Disagree | 32 | 6% |
| | Total | 578 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 4 |
| Mean | 1.98 |
| Variance | 0.74 |
| Standard Deviation | 0.86 |
| Total Responses | 578 |

12. Overall, my experience with UESP has been...

| # | Answer | | Response | % |
|---|----------------|--|----------|------|
| 1 | Very good |  | 334 | 58% |
| 2 | Good |  | 212 | 37% |
| 3 | Acceptable |  | 31 | 5% |
| 4 | Non Acceptable | | 1 | 0% |
| | Total | | 578 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 4 |
| Mean | 1.48 |
| Variance | 0.37 |
| Standard Deviation | 0.61 |
| Total Responses | 578 |

Qualitative Questions

Selected comments (and our responses)

13. Comment on a positive experience or interaction you've had in UESP.

Text Response

Really fast responses to any questions I have and helpful suggestions

I really liked how whenever I had a question about what classes I should take, my advisor really helped me through it and helped me choose classes that explored what I possibly wanted to go into.

The friendliness of everyone involved with UESP is amazing! Every time I come in to schedule an appointment, or ask a question, or some other task, I am always greeted very happily and everything gets done very efficiently.

Whenever I call to make appointments, the front desk has been very helpful and polite.

Even though I'm a junior, I was allowed to take the career explorations class, which was pretty helpful. Also, I like the emails they send out.

I came in way after registration opened up and I have a lot of my schedule that is blocked because I have soccer practice and my advisor really helped me to find a full load of classes that would still help me progress toward a major, and also gave me a lot of contacts for how to get into classes that would be even better for me but i would need overrides for

My advisor does more than just set me up in classes that I need, but he goes the extra mile by finding classes that might interest me and keep me an active learner.

I enjoy the fact that the advisors and Staff are not judgmental, about the fact that I am a Junior and am not sure what I want to do. With all of the negative comments and interactions that I go through everywhere else, it was nice to know that I would not be judged here, and that I can be honest about my fears and indecisions.

During connect week I was a little nervous not having a major but UESP was very welcoming and that helped a lot.

Very helpful with explaining the classes I must take as a Freshman.

14. Comment on how UESP might improve to better meet your major-decision making needs.

Text Response

Make a better or easier to access online websites. – Assuming that you mean our UESP website, it is always a work in progress. We try to strike a balance – offer something that shares our philosophy and resources and is at the same time accessible to all users. Specific ideas and feedback for additions and changes are always welcome. Just email our head advisor at Kerry.Kincanon@oregonstate.edu

Make sure to not misplace information on students. There was no record of my first visit and it made me feel like I was not important to the program. Sincere apologies! No system, electronic or otherwise is infallible. Any misplaced files are not intentional, and we do our best to keep good records of our interactions with our students.

Try not to narrow down decisions too quickly, start more broadly when helping someone choose a major. Every student is unique, as is every academic option at OSU. The broad approach is certainly called for in many instances. If you expressed a certain interest in an academic area, there may be very compelling reasons for you to aggressively explore that area. Your UESP advisor will generally be aware of situations where targeted verses a broad approach is best. No one wants you to feel pressured, but we will try to make sure you're aware of all of the parameters and nuances that come with majors you're considering.

An idea might be to have a survey for students that might possibly help them decide what majors or areas of study to focus on. There are a lot of things like that for jobs, but being a freshman in college I'm focused on surviving college...not on getting a job right now.

UESP could offer a career survey that students can take that shows them what careers are best suited for their interests. Interest surveys and inventories can be a great way to hone in how your interests fit with different academic and career areas. In our ALS 114 class, students have the opportunity to take the Strong Interest Inventory© which compares your likes and dislikes to those of individuals in a variety of different careers. It is build off of the validated premise that if you share likes and dislikes with those individuals; you might also enjoy their profession. You can also take this test individual through the Career Services office for small fee. As an OSU student, you also have access to free interest and skills inventories through the Sigi3, a web-based career exploration program (see this [site](#) for more info). Remember, these inventories are simply tools to help you get information. Be prepared to reflect upon and dig into your result, and don't just look for a quick fix answer. Students who try to use them just to get an easy answer usually end up being disappointed.

I'd like it if it were easier to attend meetings with advisers in different majors. OSU is not a small school. Sometimes it can be a challenge to connect with office on campus. If you're having trouble connecting with another office, let your UESP advisor know, and we'll see what we can do to help.

Longer appointments I love to have in depth conversations and I feel we always just scratch the surface. Understood! We often wish we had more time with students. If you feel like you have residual questions, don't shy away from asking your advisor for a follow-up appointment or if you can continue the conversation over email. You also are welcome to request a longer appointment with an advisor if you need one. We won't always be able to accommodate due to student demand, but we'll try our best.

Have more resources which list all possible introductory classes which I can take that will help me explore a major. Check out the [“How to Explore” section](#) of our web site. We have a link to a list of

exploratory/introductory classes there.

Give me a schedule of guest speakers who are coming in who talk about stuff i have expressed interest in. We send out a weekly email almost every week that highlights exploration activities on campus. This often includes speaker and experts from a variety of fields who are coming to campus. Be diligent about checking your ONID account each week. You can also follow us on [Facebook](#) and/or [Twitter](#), where we try to post this information as we learn about it.

Student Learning Outcomes Questions

- 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.

15. 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.

| # | Answer | | Response | % |
|---|--------|---|----------|------|
| 1 | Yes |  | 419 | 73% |
| 2 | No |  | 158 | 27% |
| | Total | | 577 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 2 |
| Mean | 1.27 |
| Variance | 0.20 |
| Standard Deviation | 0.45 |
| Total Responses | 577 |

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

| # | Answer | Response | % |
|---|--------|----------|------|
| 1 | Yes | 521 | 90% |
| 2 | No | 56 | 10% |
| | Total | 577 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 2 |
| Mean | 1.10 |
| Variance | 0.09 |
| Standard Deviation | 0.30 |
| Total Responses | 577 |

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

| # | Answer | Response | % |
|---|--------|----------|------|
| 1 | Yes | 528 | 92% |
| 2 | No | 49 | 8% |
| | Total | 577 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 2 |
| Mean | 1.08 |
| Variance | 0.08 |
| Standard Deviation | 0.28 |
| Total Responses | 577 |

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

| # | Answer | Response | % |
|---|--------|----------|------|
| 1 | Yes | 495 | 86% |
| 2 | No | 82 | 14% |
| | Total | 577 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 2 |
| Mean | 1.14 |
| Variance | 0.12 |
| Standard Deviation | 0.35 |
| Total Responses | 577 |

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

| # | Answer | Response | % |
|---|--------|----------|------|
| 1 | Yes | 524 | 91% |
| 2 | No | 53 | 9% |
| | Total | 577 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 2 |
| Mean | 1.09 |
| Variance | 0.08 |
| Standard Deviation | 0.29 |
| Total Responses | 577 |

20. Since starting at OSU, I have taken more responsibility for my own learning.

| # | Answer | Response | % |
|---|--------|----------|------|
| 1 | Yes | 556 | 96% |
| 2 | No | 21 | 4% |
| | Total | 577 | 100% |

| Statistic | Value |
|--------------------|-------|
| Min Value | 1 |
| Max Value | 2 |
| Mean | 1.04 |
| Variance | 0.04 |
| Standard Deviation | 0.19 |
| Total Responses | 577 |

21. Comments or clarifications on any of the student learning outcomes questions

Text Response

I am still searching where my interests are going to take me. I have found a couple of interesting subjects but will need a couple of terms to find which path i am going to choose

I have yet to find my niche in the university-sponsored extra-curricular activities. I would be more than happy to play on an intramural team, for example, but I do not like the competitive nature of all of them. I need to find a group of people that meet frequently to occasionally, are there to have fun, and there's nothing serious about it.

taking different kinds of classes helps me realize what type of classes i do better in
I've become more serious in my studies

I have not started any activities because I am still trying to learn where everything is located. It takes a full term just to sort of understand campus layout. I also do not know where to find that information.

Mostly I have considered myself to do all of these things before becoming an OSU student

Maybe delve a little more into what the student wants to do, not what the BACC requires.

I feel like I kinda fell off the wagon a bit with my actual learning. Although I do learn a lot, I still sometimes find myself right on the edge of pass/fail. I have not participated in anything outside the classroom besides my cooperative house, but I plan to look into GEO Club, yay rocks!

Is all the information on majors available online?

I am still trying out different classes, and need some more help in time management.

I am currently enrolled in ALS 116 and I believe that if I wasn't advised to enroll in this course upon my return that I would possibly still not be doing as well in classes.

Since starting at OSU, I have claimed my education instead of taking for granted, like high school. This is why I would really like to find a major.

Taking a variety of different classes has allowed me to find what types of classes work best for my learning style and which majors offer classes that are a good fit for me.

Since starting OSU, It has not been clear to me how to join the career of my choice. I'm not even quite sure about how the program works, even though I've tried to find out how, I keep getting pointed in several different directions, and most of it I learn from the students. Also I understand the skills and abilities that I have, though I still have not found out how any of my skills can go to any certain major in particular.

I already knew what I was coming to school to do. I am UESP because when I first registered I didn't know what degree to use. I was advised to stay there initially and haven't finished transferring from UESP to liberal arts.

I haven't learned how to find info on majors that interest me through UESP or OSU specifically. But I know how to google things. So it could be a yes or a no.

I forgot how to find information about majors that interest me, and how to find their requirements.

I came to OSU with a set path of what I thought I wanted to do. But I was wrong, and thanks to OSU I've been able to decide on what I actually want to do and found a major that would get me to my end goal.

I'm learning what I'm not and am interested in.

there are still some confusing on what i want to and not want to do

Be better at managing social relationships and school work

Might want to change answers from "Yes/No" to more of a scalar grading (like using 1-5).

If I have difficulty in a class advising what can help?

My previous advisor was not helpful at all, I have been more successful working with advising at UESP.

22. Please indicate below the various ways that you have utilized MyDegrees (OSU's Degree Audit and Advising system)-- Check all that apply.

| # | Answer | | Response | % |
|---|--|---|----------|-----|
| 1 | Worked with my UESP advisor to create or adjust a plan in the planner |  | 480 | 83% |
| 2 | Created or adjusted a plan on my own |  | 249 | 43% |
| 3 | Looked at the Degree Checklist to see how my classes fit into the Bacc Core requirements |  | 448 | 78% |
| 4 | Used the "What If" scenario to learn more about major options |  | 348 | 60% |
| 5 | Accessed one of the GPA calculators |  | 225 | 39% |
| 6 | Other -- Please Specify in the box below |  | 9 | 2% |

| Other -- Please Specify in the box below |
|--|
| checked my grades |
| Used it to look up specific areas of the course catalog before I knew how to look it up other ways. Used it to plan out my Liberal Studies build your own major. |
| Haven't used the program |
| Used to help plan Army ROTC scholarship requirements |
| nothing |
| checked my grades and how many credits I have. |
| Looked at my academic standing. |
| Have not been able to access MyDegrees |
| I have not been introduced to MyDegrees |

| Statistic | Value |
|-----------------|-------|
| Min Value | 1 |
| Max Value | 6 |
| Total Responses | 576 |