

FSCUE Ad Hoc Subcommittee on Advising Feedback
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On February 3, 2015, the Undergraduate Student Government (USG) passed a resolution (attached) requesting the creation of a system by which students can provide anonymous feedback on their experience with academic advising. FSCUE discussed this resolution during the 2015-2016 academic year and created an *ad hoc* subcommittee in Fall 2016 to propose a plan for implementing such a system. The subcommittee (Robin Dubin, Prince Ghosh, Jeff Wolcowitz, Bill Yu) started by outlining a set of parameters for such a system and then moved on to developing a set of questions to be included.

1. Who should be evaluated?

Students should evaluate their current (as of a date prior to the opening of the evaluation system) academic advisor(s) who has (have) authority to lift their registration advising holds, i.e. their major advisor(s) or their First Seminar instructor/advisor(s). If a student has more than one advisor, he or she should be asked to evaluate each of them separately.

2. When should students complete advising evaluations?

All undergraduates should be asked to complete advisor evaluations as part of spring semester course evaluations each year.

In addition, in order to get feedback on advising by First Seminar instructors/advisors, first-year students should be asked to evaluate these advisors as part of fall semester course evaluations.

3. Who should receive the results of advising evaluations?

Each advisor should receive his or her feedback, provided that the advisor has at least three potential respondents; this matches the procedures for course evaluations.

The people responsible for overseeing advising for the specific program (department chair or program director, academic representative, Associate Dean of Undergraduate Studies for First-Year Students) should also receive this feedback, identified by advisor. Those responsible for overseeing advising should also receive an overall statistical summary for the program that includes the data for advisors who do not qualify for individual feedback.

The CWRU community should have access to composite statistics about advising in each major.

4. What should the questions be?

We started by setting some parameters:

- There should be no more (preferably fewer) than 10 rating questions for each advisor.
- The rating questions should ask about both student and advisor behaviors.
- There should be no more than two free response questions about advising in the program or the individual advisor.
- Each program should be allowed to add additional questions about advising in the program and/or the individual advisor, as is currently allowed for course evaluation.

The following set of questions come close to meeting these parameters.

ADVISING FEEDBACK

I have not worked with this advisor this year because another advisor lifts my advising hold.

I work with this advisor, but choose not to respond to this survey.

Each of the following questions would appear with the following options:

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Not Applicable

1. My advisor is available and accessible in person, by email, or by some other means when needed.
2. When I interact with my advisor either in person, by email, or by some other means, I am well-prepared with questions, ideas, and/or a proposed set of courses for the next semester.
3. My advisor treats me as an individual and listens closely to my concerns and questions..
4. My advisor is knowledgeable about the requirements of my major.
5. My advisor reviews my courses for the next semester before lifting my advising hold.
6. My advisor helps me obtain information about CWRU policies, procedures, and resources.
7. My advisor helps me develop a long-term plan of courses and other opportunities to meet my academic goals.
8. When I face a difficult decision, my advisor assists me in identifying alternatives and in considering the consequences of choosing each alternative.
9. Overall, I have been satisfied with this person as an academic advisor.
10. How often did you interact with your advisor in person, by email, or by some other means in an advising capacity over the last semester?
 - Never
 - Only to lift my advising hold
 - 2-4 times
 - More than 4 times

What are your advisor's major strengths?

What could your advisor do to improve the quality of his/her advising?

What can you do to get more out of working with your advisor?