

2007 UESP Advising Survey

Results

About the Survey

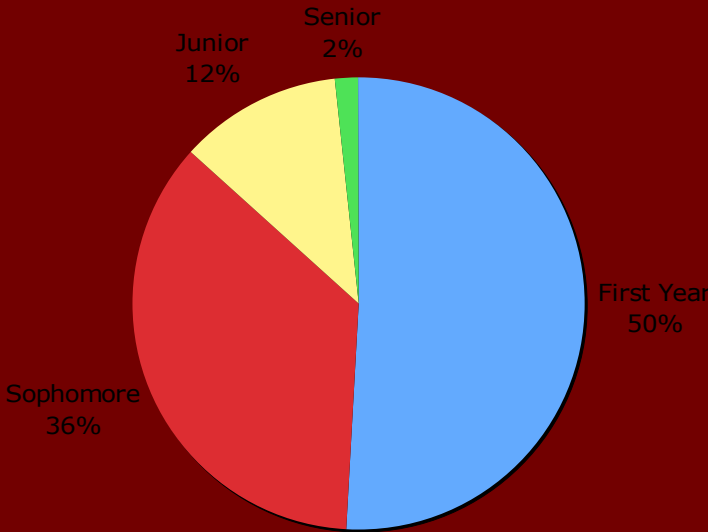
- UESP administers this survey during winter term to students who have had at least one appointment with a UESP advisor.
- Students take the web survey in our lobby prior to their winter term advising appointment.
- 339 students took the survey in the winter 2007.

About the Results

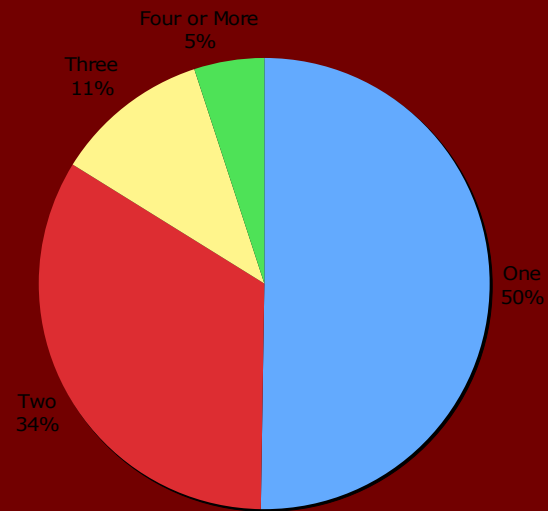
- The subsequent pie charts reflect responses to questions about service and delivery outcomes and student learning outcomes.
- The final few slides show a sampling of responses to qualitative questions and changes implemented as a result of student feedback.

Service and Delivery Outcomes

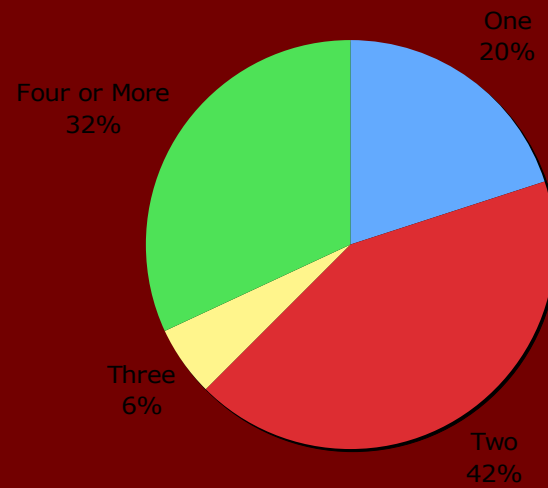
Q1 -- Your Grade Level



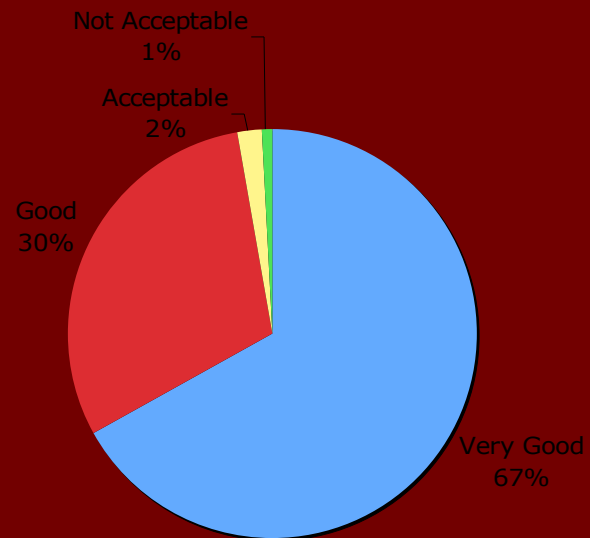
Q2: How many different advisors have you seen in UESP?



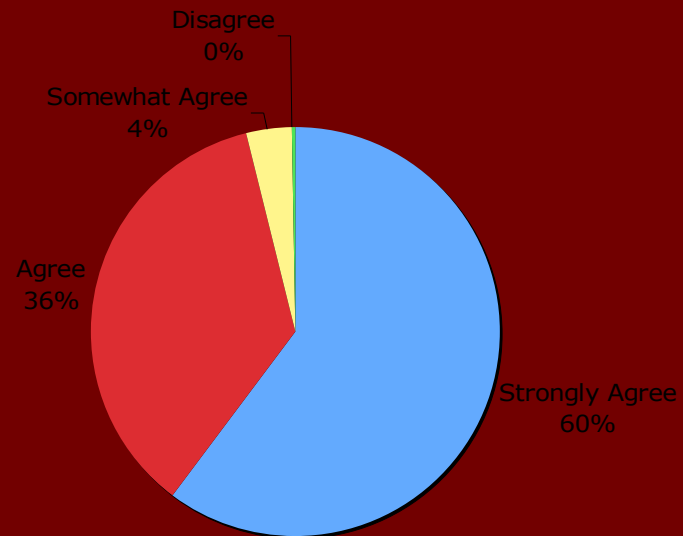
Q3: How many terms have you been in UESP?



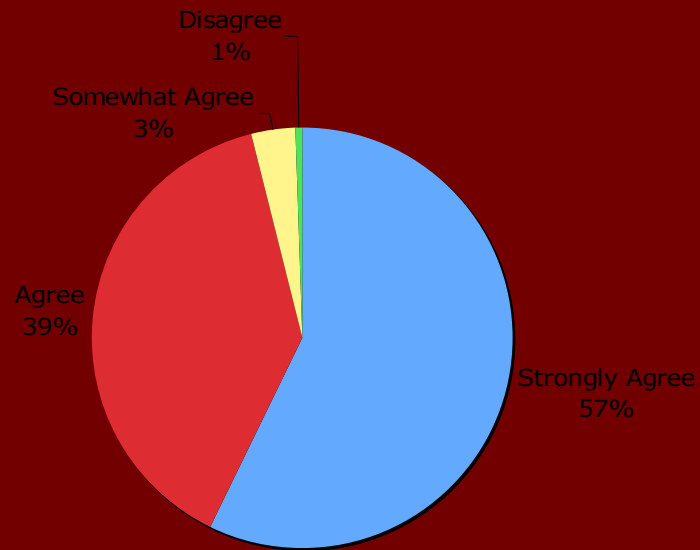
Q4: The level of assistance at the front desk was...



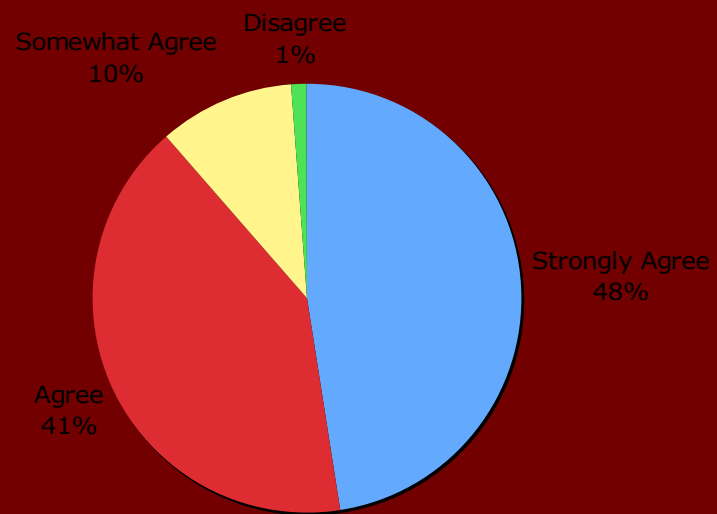
Q5: My advisor(s) was easy to talk with and approachable.



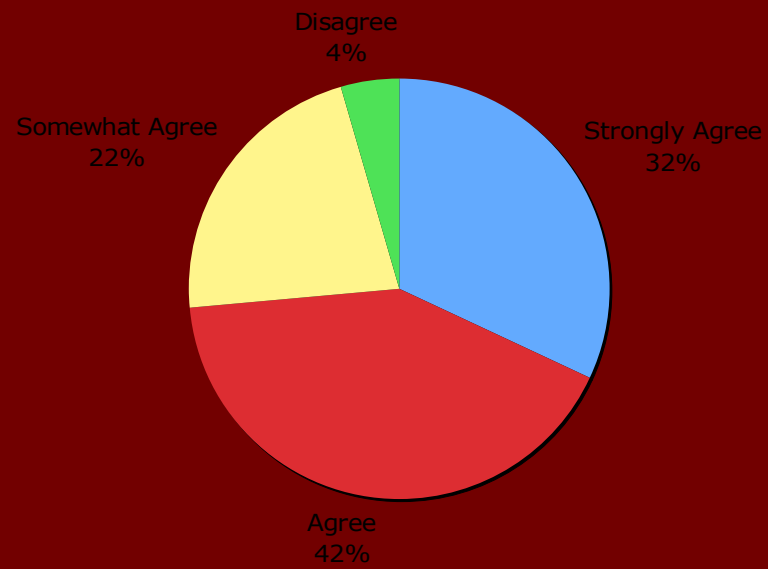
Q6: My advisor(s) listened to what I had to say and was attentive to my questions.



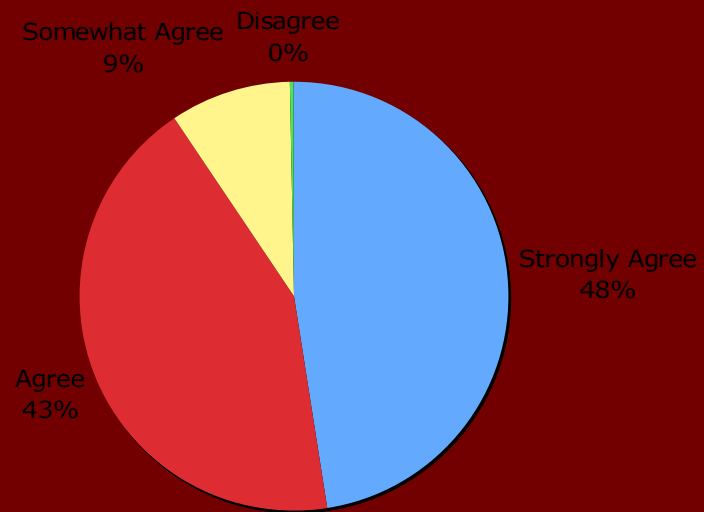
Q7: My advisor(s) understood and effectively explained core requirements.



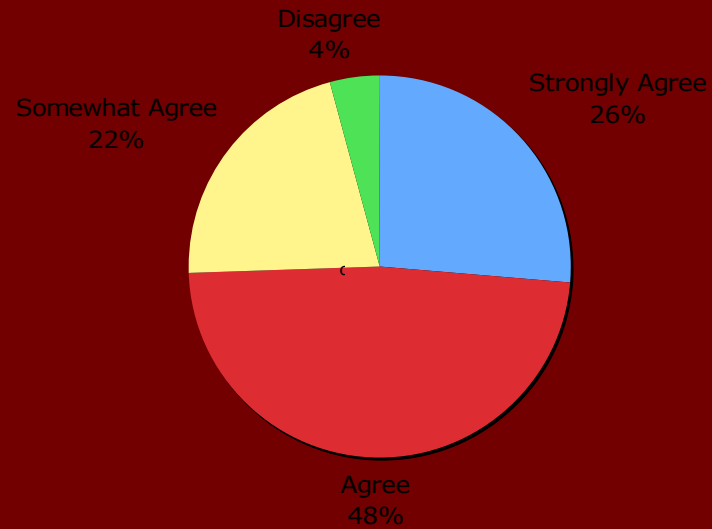
**Q8: My advisor(s) has demonstrated
online tools that have helped me.**



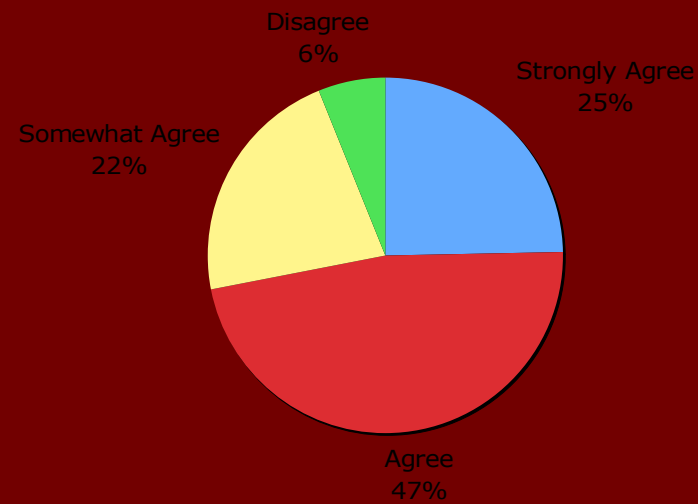
Q9: My advisor(s) suggested courses to help me explore my interests and abilities.



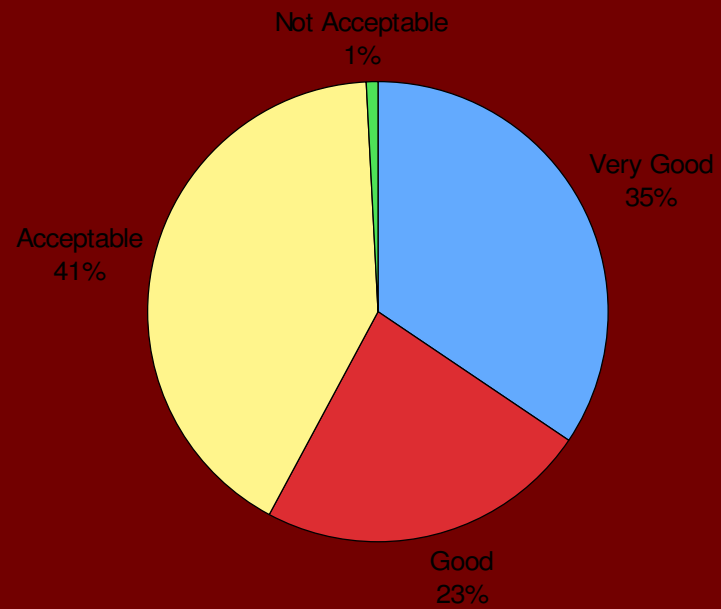
Q10: My advisor(s) suggested specific tasks for me to complete to help work towards deciding on a major.



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.

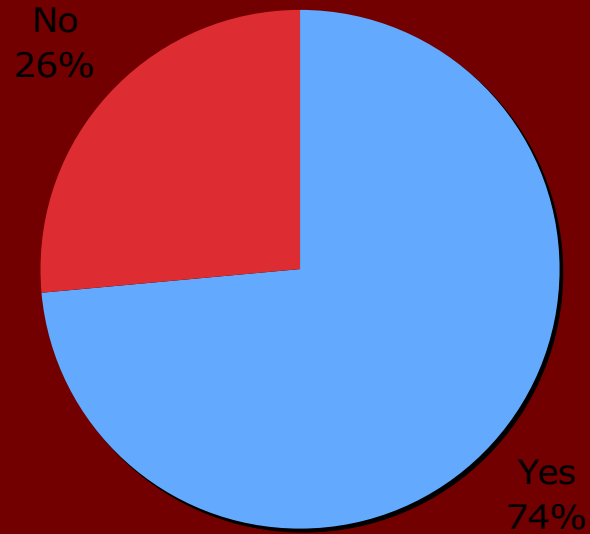


Q12: Overall, my experience at UESP has been...

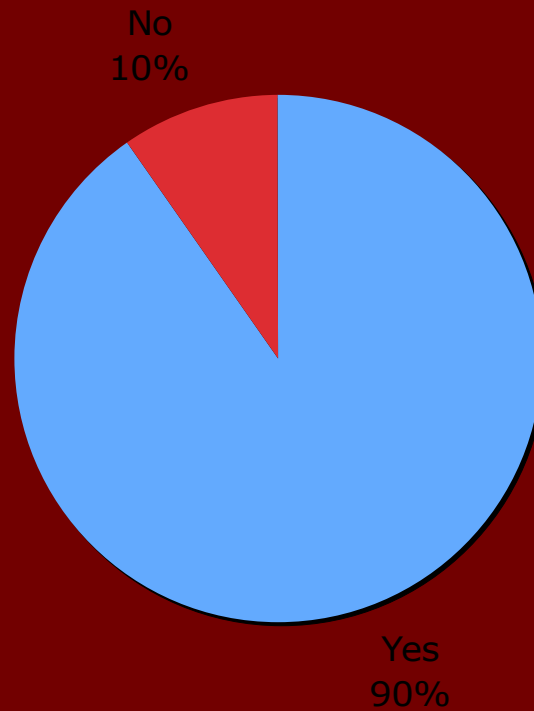


Student Learning Outcomes

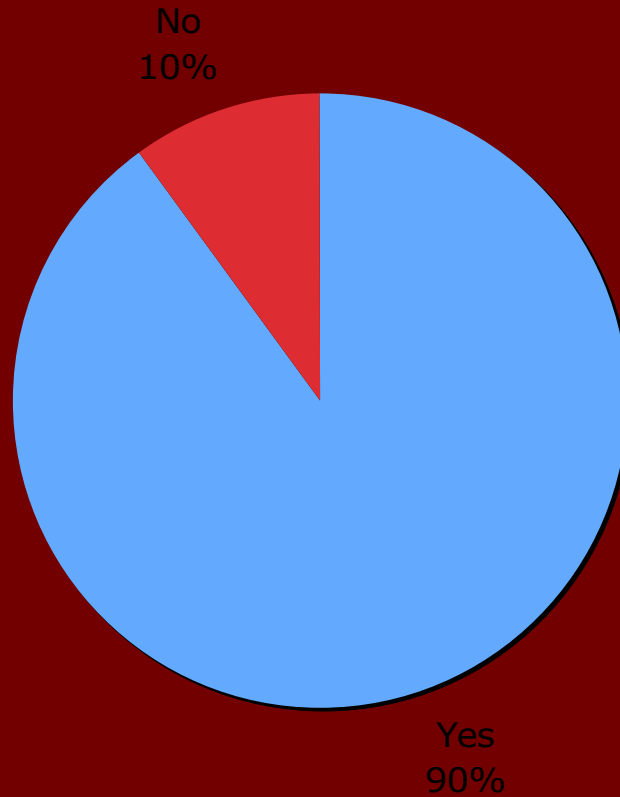
Q15: Since starting at OSU, I have participated in university opportunities outside of the classroom (clubs, activities, lectures, residence hall functions, events) that have helped me grow as an individual.



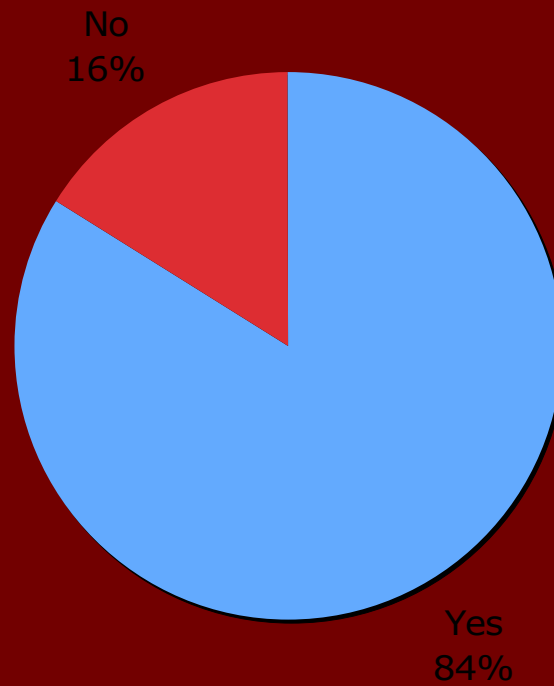
Q16: Since starting at OSU, I have gained a better understanding of my interests and abilities.



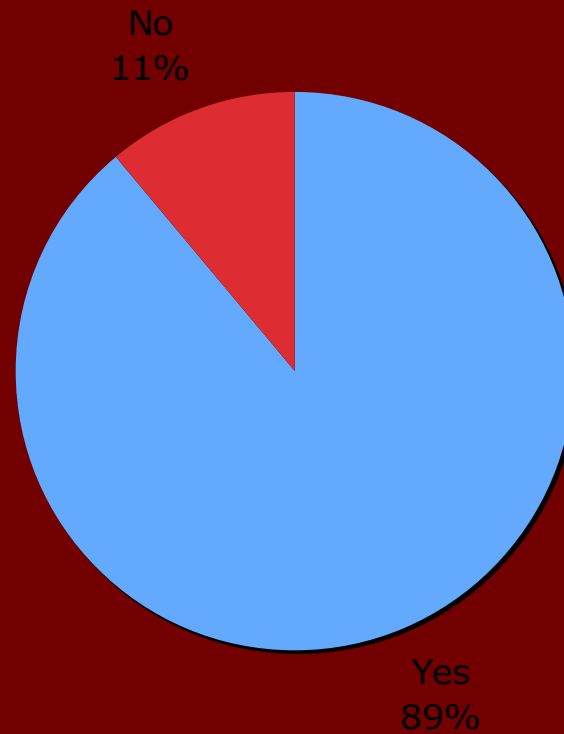
Q17: Since starting at OSU, I have gained a better understanding of how my personal values relate to my educational and life goals



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.



Written Comments

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

- Taking the Career Decision Making class in fall term was a good decision, it helped me make decisions on coming closer to choosing a major.
- My advisor emailed me a day or two after our meeting to suggest another class he had thought of. It was nice to know he was thinking about my situation even when I wasn't there.
- Getting me in to meet with a specific department to better understand job opportunities for an area of interest.
- Very warm environment and the employees have worked with me until I fully understand everything.
- i really enjoyed the career planning class, als 114. If you do the work and do it with the intent to find a career by the end of the course instead of just doing it for the grade, I believe that the class is very helpful.
- After enjoying the Comm 218 class my advisor told me other classes that I would enjoy as well. This lead me to find a possible major for myself.
- Finals week of Fall term of my sophomore year I was a mess. I was spread thinner than I've ever felt, and stressed out. I had just missed two finals due to over-sleeping, and came here for an emergency appointment. I was on the verge of tears, thinking my college life was in shambles, and the advisor here helped me calm down and realize that though this term may have been a little skewed, my college career and subsequent life was definitely not. He helped me outline a plan to get in touch with the instructors, re-take the finals, and plan re-taking some classes themselves to bring up the grades.
- UESP creates a friendly environment that is welcoming and I enjoy coming in to ask questions.

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

- I wasn't sure how to use many of the online tools available to me. *Part of our job is to make sure you understand how to use all the tools available to you. Any time you want to learn how to use an online exploration resource or how to use one better, don't hesitate to ask us!*
- Be more on time with scheduled appointments. Waiting for your advisor 15-20 minutes after your scheduled appointment time is slightly annoying. – *Agreed. We do our best to be on time with our appointments. 15-20 minutes past your scheduled time is unacceptable*
- If more classes were available without being in a major (such as business classes) I think it would be helpful for students to find out if they were interested in that area. *If only this were in our control! Some departments find it necessary to restrict their classes to majors only. If you are pursuing a major interest like this and you feel taking a class is the best way to gather more information, don't hesitate to "declare to explore". You can always come back to UESP if you don't like it. Also, specific to the comment about Business, some students have found that being a part of the Degree Partnership Program with LBCC allows them access to classes that are otherwise restricted here at OSU. You can learn more about this program [here](#).*
- Maybe not just UESP but something on the OSU website that allows you to put in what classes you've taken and cross reference those with what classes you would need for certain majors. In essence you would select your major(s) and it would tell you what classes you still need to take. *Good Idea. There may be something like this in the works. We'll keep you posted!*
- The newer advisors don't seem very knowledgeable. Even though the ones I have met with are nice, they didn't help me much other than giving me my PIN number. *There is a learning curve associated with being a UESP advisor, and newer advisors will not be as knowledgeable as someone who has been here for several years. We do advising as an educational transaction, and if you have unanswered questions, do not hesitate to hold your advisor accountable for helping you answer those questions. You can always schedule an appointment with a different advisor if you feel that would be more helpful.*
- mmmm...more focus on just getting the bacc core out of the way and not so much pressure/push on declaring a major. *The last place you want to be is done with your bacc core and have no idea about a major. What if you decide upon a major that is very sequential and has a lot of courses with prerequisites. You might get stuck filling your schedule with random classes just to get to full time load. It's true that the bacc core is a good anchor because all students are required to complete it, but during your time with us you should balance your course load with bacc core classes and classes that help you explore different major possibilities – sometimes you can do both at the same time!*