



Preparing people to lead extraordinary lives

Satisfaction with Academic Advising

Prepared by the Office of Institutional Research

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This report looks at student satisfaction with academic advising, by class and over time. Advising is something students care about very much. The quality of advising they receive affects their college careers and even their lives after college, and it is also an area in which students perceive whether or not the University cares about them.

In the first two sections, data are presented from the Loyola Undergraduate Survey, 2006-09, from two questions. One question asks about level of satisfaction with the Office of Undergraduate Advising (OUA) and the other asks about satisfaction with advising in the major.¹ Only freshmen and sophomores are included in the analysis of the former question, as they are the ones currently using the OUA, while only juniors and seniors are included in the analysis of the latter question, as they are the ones receiving advising in their major department. Responses to both questions were on a scale from 0 (very low satisfaction) to 4 (very high satisfaction)

In the third section, data are presented from the National Survey of Student Engagement, 2001-09, from a question that asks for an evaluation of the overall quality of academic advising (which, presumably, includes the OUA and, at least for seniors, advising in their major department).² Only freshmen and seniors are included, as the NSSE surveys those two classes only. Responses were on a scale from 0 (poor) to 3 (excellent).

Key findings

Office of Undergraduate Advising

- Freshmen were slightly more satisfied with the OUA than were sophomores (see Figure 1 and Table 1).
- Among freshmen, the level of satisfaction with the OUA hovered around 2.6 (on a scale from 0 to 4), with no real meaningful change between 2006 and 2009.
- Among sophomores, the level of satisfaction with the OUA went from 2.2 in 2006 to 2.4 in 2008 and 2009. In substantive terms, however, this difference is so

¹ See Appendix A for respondent information.

² See Appendix B for respondent information.

small that it is not meaningful.

Advising in major

- There were essentially no differences between juniors and seniors in their satisfaction with advising in their major (see Figure 2).
- Satisfaction levels with advising in their major for both juniors and seniors averaged around 2.4.

Satisfaction with academic advising overall

- Since 2005, freshmen have been slightly more satisfied with academic advising overall than have seniors (see Figure 3 and Table 2). It is problematic, however, to compare directly the satisfaction with academic advising of freshmen to that of seniors in NSSE, because freshmen have experienced only general undergraduate advising, while seniors have also had advising in their major department. In interpreting the NSSE results, it is difficult to know whether any small differences between classes are because students become less satisfied over time with academic advising in general, or are because students tend to be more satisfied with advising in the OUA than they are with advising in their major.
- Freshman satisfaction with academic advising overall rose from a low of 1.6 (on a scale from 0 to 3) in 2002 to a high of 2.0 in 2005. It dropped very slightly to 1.8 in 2006, and stayed steady after that.
- Senior satisfaction with academic advising overall rose to a high of 1.8 in 2002 and 2003, then dropped to a low of 1.4 in 2008. It was 1.5 in 2009.

Conclusions

- Freshmen report very slightly higher satisfaction with the OUA than do sophomores. Otherwise, there are no differences by class in satisfaction with academic advising that can be meaningfully interpreted.
- NSSE results on senior satisfaction with academic advising show a small net increase over time. Otherwise, neither the Undergraduate Survey nor the NSSE results show any meaningful net changes over time in satisfaction with academic advising of any type.

Table 1 Satisfaction with the Office of Undergraduate Advising and Advising in Major, by Class				
	Freshman	Sophomore	Junior	Senior
Office of Undergraduate Advising				
2006	2.5	2.2	---	---
2007	2.6	2.3	---	---
2008	2.7	2.4	---	---
2009	2.6	2.4	---	---
Academic advising in major				
2006	---	---	2.3	2.3
2007	---	---	2.5	2.3
2008	---	---	2.5	2.3
2009	---	---	2.5	2.4

Source: Undergraduate Survey, 2006-09

Table 2 Satisfaction with Academic Advising, by Class		
	Freshman	Senior
2001	1.7	1.7
2002	1.7	1.8
2003	1.6	1.8
2004	1.8	1.6
2005	2.0	1.6
2006	1.8	1.5
2007	1.8	1.5
2008	1.8	1.4
2009	1.8	1.5

Source: National Survey of Student
Engagement, 2001-09

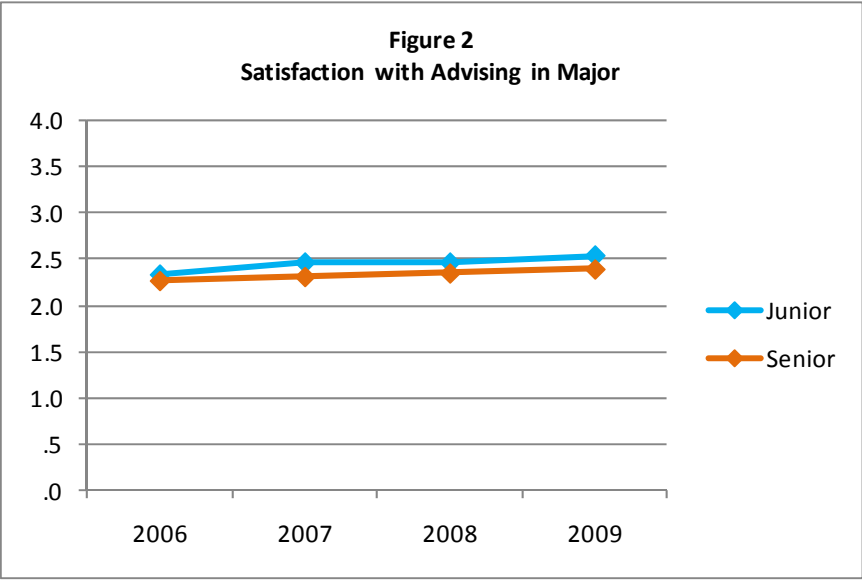
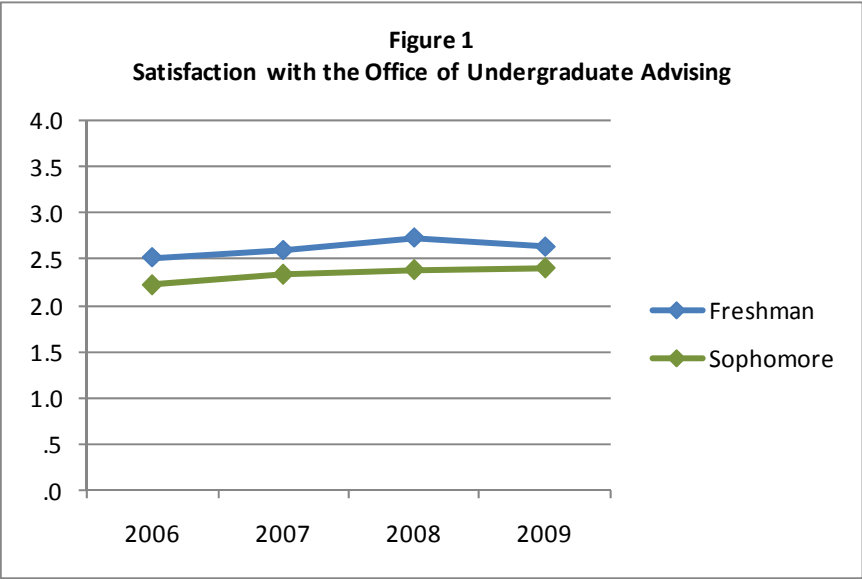
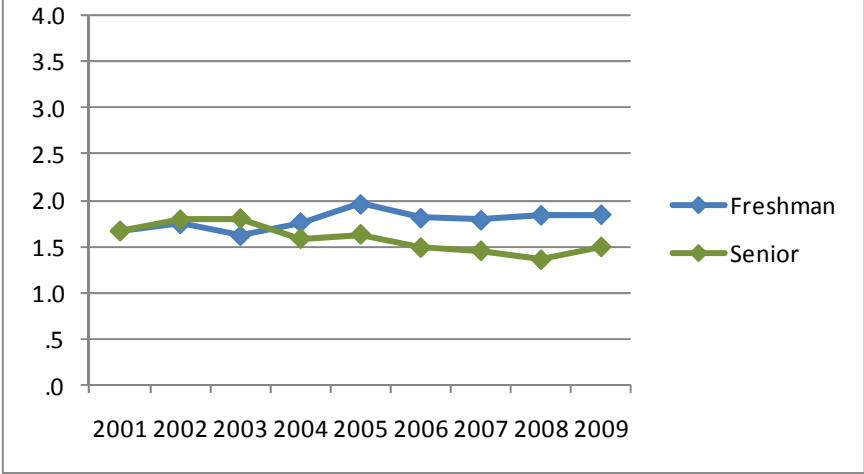


Figure 3
Satisfaction with the Academic Advising



Appendix A Undergraduate Survey Respondents, by Class				
		Freshman	Sophomore	Total N
2006	%	50.7	49.3	1431
2007	%	50.8	49.2	1738
2008	%	49.6	50.4	1434
2009	%	49.2	50.8	1596

Source: Undergraduate Survey, 2006-09

Appendix B NSSE Respondents, by Class				
		Freshman	Senior	Total N
2001	%	49.6	50.4	244
2002	%	43.3	56.7	268
2003	%	46.0	54.0	363
2004	%	44.4	55.6	277
2005	%	50.8	49.2	297
2006	%	59.7	40.3	1190
2007	%	58.7	41.3	1470
2008	%	55.3	44.7	1901
2009	%	45.6	54.4	1300

Source: National Survey of Student Engagement, 2001-09