

## **ADVISING EFFECTIVENESS**

One important faculty activity related to teaching and learning is advising students. For each promotion and tenure dossier there should be a listing of the number of advisees and their majors by semester. The “Orange Divider” also encourages the inclusion of evaluations of the effectiveness of the advising by the faculty member. These evaluations may be conducted by peers, administrators and students.

Some campuses routinely survey students who have had the faculty member as an advisor. These surveys are administered over several years, with particular attention to the results in the 4<sup>th</sup>- and 6<sup>th</sup>-year (promotion and tenure), tenure-only, and promotion-only reviews.

This section provides a sample cover letter and three examples of Advising Evaluation Forms used at our campuses which may be used for student feedback on the advising effectiveness of a faculty member. However, there is no requirement that campuses use one of these forms.

Sample cover letter based on letter used at Penn State Brandywine (6/2006).

June 30, 200X

Dear Penn Stater,

While you were at the Penn State XXXX, you were an **advisee** of Professor YYY ZZZZ. Professor ZZZZ is being reviewed by faculty peers and administrators for continuation on the tenure track based on his/her performance in teaching, research, scholarship, and service.

I am asking that you take a few minutes to respond to the enclosed questionnaire which is designed to examine your impression of the quality of education you received while you were an **advisee** of Professor ZZZZ.

The University requires that the performance of each faculty member be evaluated on a regular basis. The quality of academic life which the University provides is directly related to the quality of the faculty. The XXXX Campus takes great pride in its faculty. Your response to these questions will assure the continuation of this quality into the future.

We appreciate the effort that you will put into this evaluation and your response will be anonymous. This information is needed so that it can be compiled before **August 1, 200X**.

Sincerely,

(name)

Director of Academic Affairs

Enclosure

**Example 1:** Advising Evaluation Form used at Penn State Brandywine (7/2004).

### ACADEMIC ADVISOR EVALUATION

#### ACADEMIC ADVISOR:

Academic advising is a major part of a faculty member's responsibility at Penn State, and his or her performance affects students directly. This is an anonymous student evaluation of advising at the Delaware County Campus. Please consider carefully and thoughtfully these questions about your advisor.

1. Was your advisor available for personal conferences during posted office hours?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
2. Was your advisor available during posted hours for pre-registration?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
3. Was your advisor available for appointments at other times if you were not able to meet during office hours?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
4. Was your advisor on time for scheduled appointments?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
5. Did your advisor give you adequate time during your meeting?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
6. Did your advisor assist you with course selection?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
7. Did your advisor discuss the requirements of your major with you?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
8. Did your advisor discuss the requirements of your college with you?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
9. Did your advisor discuss graduation requirements with you?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
10. Did your advisor discuss your personal educational plans and goals?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY

**Please complete reverse side**

**Example 1:** Advising Evaluation Form used at Penn State Brandywine (7/2004).

11. Did your advisor help to evaluate your academic abilities?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
12. Did your advisor discuss career opportunities with you?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
13. Did your advisor discuss the meaning of higher education with you?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
14. Did your advisor discuss general education and the use of the baccalaureate degree requirements?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
15. Did your advisor explain the University catalog to you?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
16. Was information given to your by your advisor accurate?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
17. Was your advisor willing to obtain additional information if he/she did not have it at hand?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
18. Was your advisor able to obtain the additional information for you in a reasonable amount of time?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
19. If consultation with another person was necessary, did your advisor refer you to the appropriate office?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY
20. In general, did your advisor make you feel comfortable and at ease during your meeting(s)?  
ALWAYS      SOMETIMES      NEVER      DOES NOT APPLY

**Example 2:** Advising Evaluation Form was used at the Penn State DuBois and Penn State Brandywine campuses (5/2007).

**ACADEMIC ADVISING SURVEY**

This survey has been designed to evaluate the effectiveness of academic advising. Please answer each question as openly and honestly as possible. Your responses will help us assess the advising process. Thank you for your assistance.

**Semester Standing:** \_\_\_\_\_ **Major** \_\_\_\_\_

**Advisor:**

How many times have you met with your advisor in the past two semesters? \_\_\_\_\_

Please circle the appropriate answer to each of the questions below. Use one of the following responses as your answer:

- Strongly Agree (SA) 5
- Agree (A) 4
- Neither Agree Nor Disagree (N) 3
- Disagree (D) 2
- Strongly Disagree (SD) 1

<b><u>Availability of Advisor</u></b>	<b><u>SA</u></b>	<b><u>A</u></b>	<b><u>N</u></b>	<b><u>D</u></b>	<b><u>SD</u></b>
Available during posted office hours	5	4	3	2	1
Available during pre-registration	5	4	3	2	1
Available for appointments	5	4	3	2	1

**Information and Guidance** (the first two questions pertain to four-year students only)

Answered my questions about Gen. Ed. requirements	5	4	3	2	1
Answered my questions about College requirements	5	4	3	2	1
Answered my questions about Major requirements	5	4	3	2	1
Gave me accurate advice about course content/suitability	5	4	3	2	1
Gave me correct information about academic regulations	5	4	3	2	1
Provided me with information I desired or directed me to others who could do so	5	4	3	2	1

**Attitude of Advisor**

Encouraged open discussion	5	4	3	2	1
Listened to my concerns	5	4	3	2	1
Took sufficient time during scheduled meetings to assist me	5	4	3	2	1
Showed interest in helping me	5	4	3	2	1

**General**

I am satisfied with my advisor	5	4	3	2	1
The advising process has helped me to understand the requirements and procedures of this institution	5	4	3	2	1

**Additional Comments** (continue on back if necessary)

**Example 3:** Advising Evaluation Form was used at Penn State Mont Alto (current).

### EVALUATION OF ADVISING EFFECTIVENESS

Penn State **XXXX** is considering \_\_\_\_\_ for continuation on the tenure track. This is extremely important for **his/her** career. Our records indicate that you were an advisee of \_\_\_\_\_. Student evaluations are an important part of this process. The Director of Academic Affairs has chosen to ask students who were advisees of \_\_\_\_\_ to evaluate **his/her** advising helpfulness and knowledge. We would very much appreciate you taking the time to complete this form.

Please rate each item below by circling the appropriate response. Your evaluation will remain anonymous. We would appreciate any comments that you could provide. You may add comments to the back of this sheet or on a separate sheet of paper. A reply by \_\_\_\_\_ would be greatly appreciated. Please return the form to Academic Affairs, (**office location**). If you have any questions, please call (**name**) at (**tel. no.**). *Thank you very much for taking the time to complete and return this form.*

ADVISOR: _____	Strongly Agree				Strongly Disagree
1. Available during posted hours	5	4	3	2	1
2. Available during pre-registration	5	4	3	2	1
3. Available for appointments	5	4	3	2	1
4. Encouraged open discussion	5	4	3	2	1
5. Listened to my concerns	5	4	3	2	1
6. Took sufficient time to assist me	5	4	3	2	1
7. Showed interest in helping me	5	4	3	2	1
8. Answered questions about Gen Ed requirements	5	4	3	2	1
9. Answered questions about college requirements	5	4	3	2	1
10. Answered questions about major requirements	5	4	3	2	1
11. Gave accurate advice about course suitability	5	4	3	2	1
12. Gave correct information about academic regulations	5	4	3	2	1
13. Provided me with information I desired	5	4	3	2	1
14. Directed me to others who could help if advisor could not assist	5	4	3	2	1
15. I am satisfied with my advisor	5	4	3	2	1
16. How many times have you met with your advisor?	_____				

Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_