



Spring 2016 Omnibus Student Survey  
'Advising' block: results

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## Omnibus Student Opinion Survey, Spring 2016

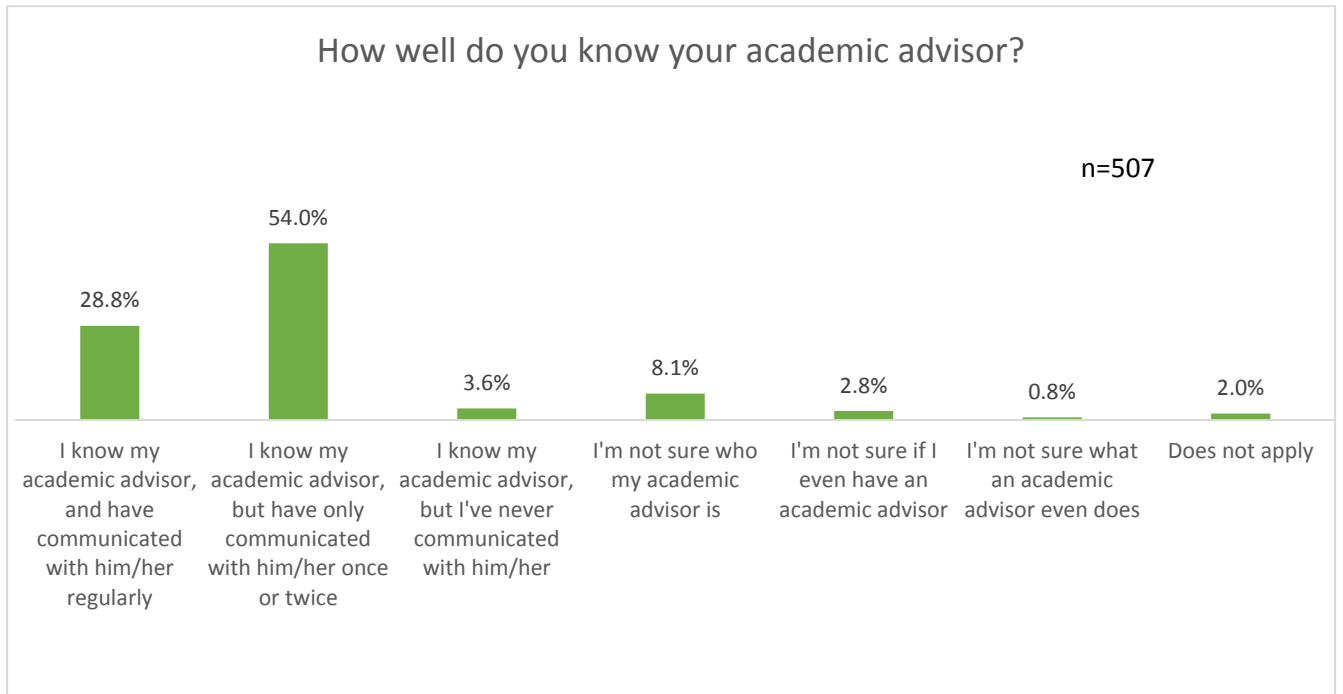
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Utah Valley University's office of Institutional Research & Information conducts a general survey of UVU students during Fall and Spring semesters. During Spring semester 2016, twelve thousand randomly selected UVU students were invited to participate. The survey was administered online and ran from 25 March, 2016 to 10 April, 2016. One thousand two hundred and forty-eight students started the survey and 984 completed it (response rate of 10.4%). The margin of error is +/- 2.72%.

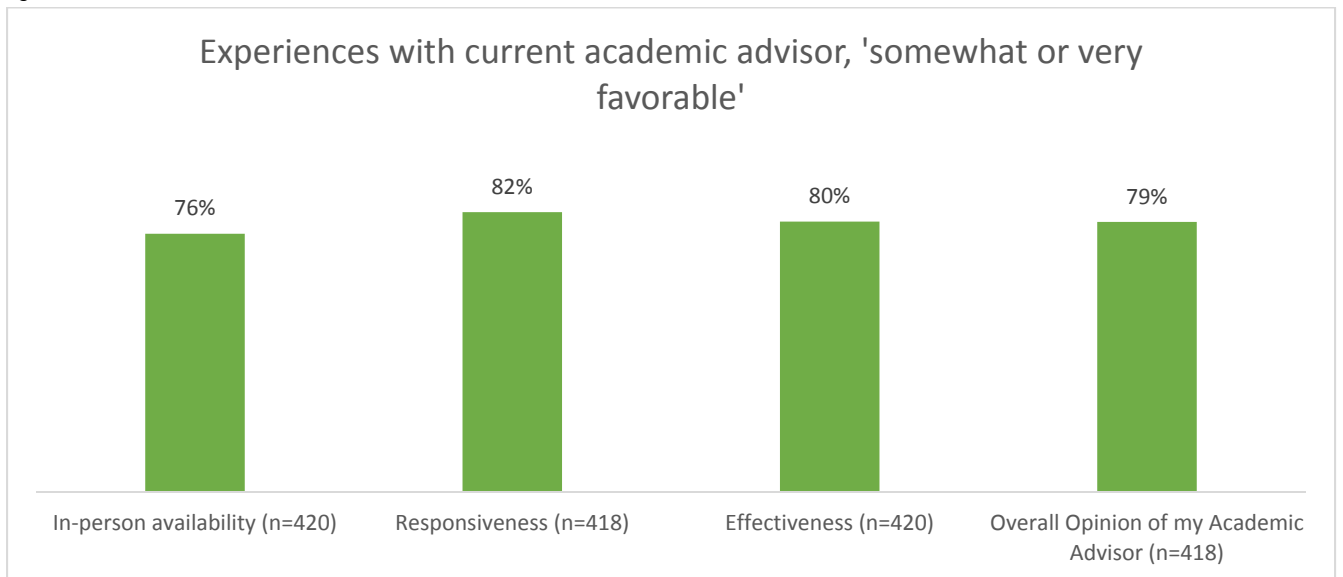
### 'Advising' block (for Tom) (Spring 16 Omnibus Survey, questions 34 – 46)

**REMEMBER:** this report is for administrative use only. Please **DO NOT** make public any verbatim responses that could potentially identify an individual.

**Q34**



**Q35**



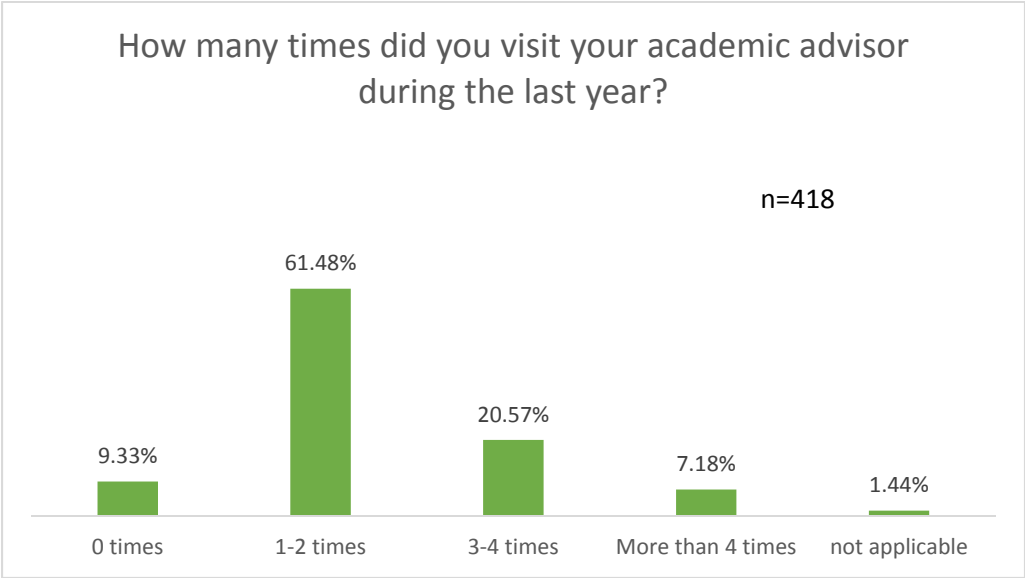
Experiences	Very Favorable	Somewhat Favorable	Neutral	Somewhat Unfavorable	Very Unfavorable	Total
In-person availability	214	105	71	22	8	420

Responsiveness	249	95	45	24	5	418
Effectiveness	247	87	56	17	13	420
Overall Opinion of my Academic Advisor	250	82	51	25	10	418

**Q36** You stated that some of your experiences with your academic advisor have been favorable. Please explain... (FAVORABLE, open end responses found in appendix)

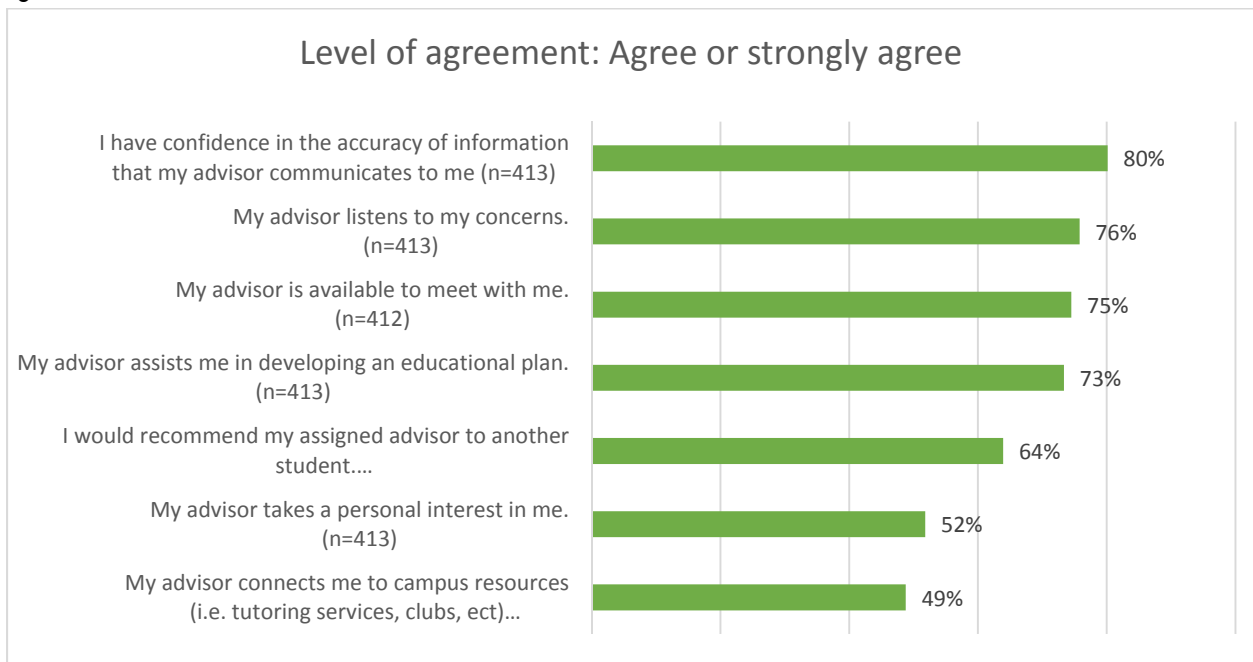
**Q37** You stated that some of your experiences with your academic advisor have been unfavorable. Please explain. (UNFAVORABLE, open end responses in appendix)

**Q38** How many times did you visit your academic advisor during the last year?



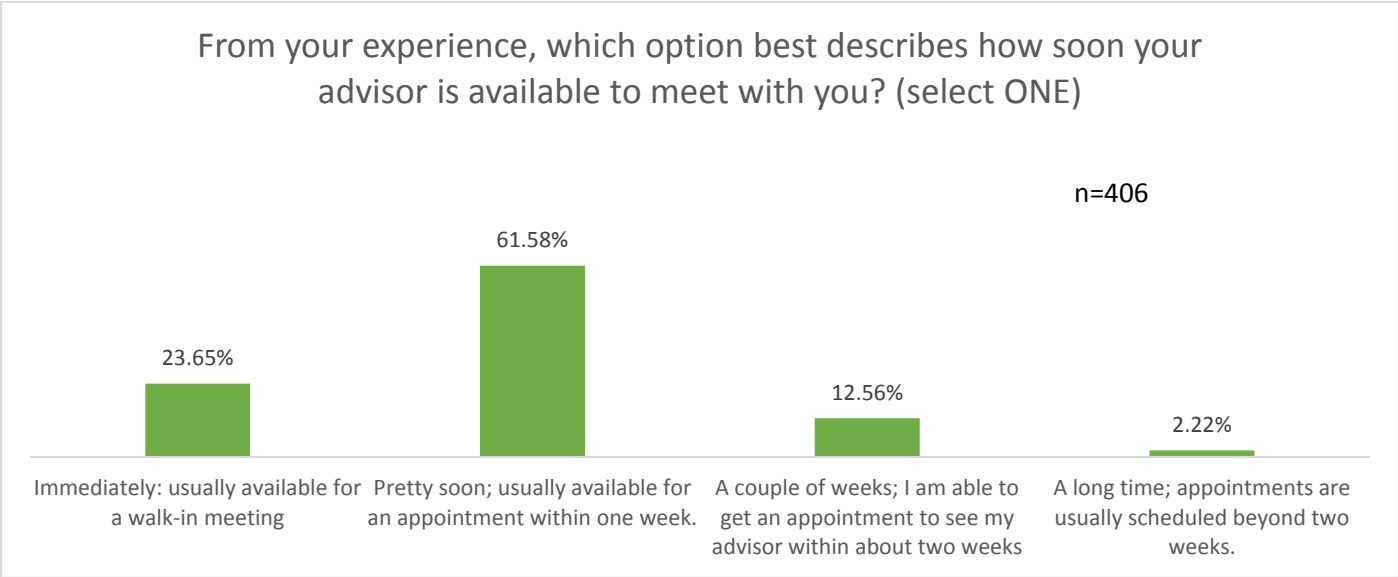
	Senior	Freshman	Junior	Graduate	Sophomore	Total
<b>0 times</b>	10	9	9	1	10	39
	26%	23%	23%	3%	26%	100%
<b>1-2 times</b>	77	70	54	1	55	257
	30%	27%	21%	0%	21%	100%
<b>3-4 times</b>	37	6	25	0	18	86
	43%	7%	29%	0%	21%	100%
<b>More than 4 times</b>	19	3	5	0	3	30
	63%	10%	17%	0%	10%	100%
<b>not applicable</b>	2	2	2	0	0	6
	33%	33%	33%	0%	0%	100%
<b>Total</b>	145	90	95	2	86	418
	35%	22%	23%	0%	21%	100%

### Q39

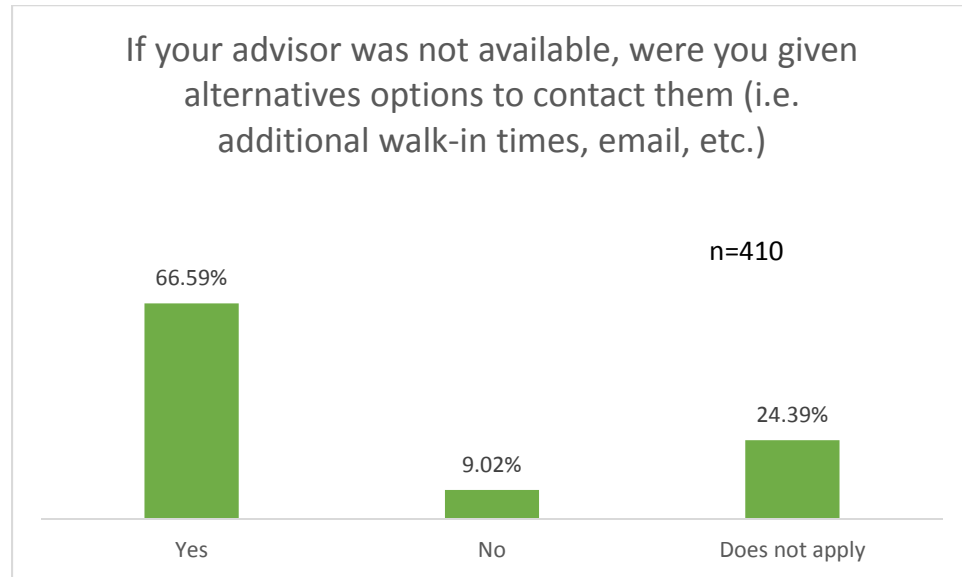


Level of agreement	Strongly Dis.	Dis.	Neither Agree nor Disagree	Agree	Strongly Agree	Total
I have confidence in the accuracy of information that my advisor communicat...	24	17	41	168	163	413
My advisor connects me to campus resources (i.e. tutoring services, clubs,...	30	42	139	120	81	412
My advisor listens to my concerns.	19	19	62	160	153	413
My advisor assists me in developing an educational plan.	28	23	59	133	170	413
My advisor takes a personal interest in me.	35	41	123	119	95	413
I would recommend my assigned advisor to another student.	33	30	86	120	144	413
My advisor is available to meet with me.	15	21	69	171	136	412

**Q40**



**Q41**





**Q42** Please rank your method of interacting with your advisor from most preferred to least preferred.

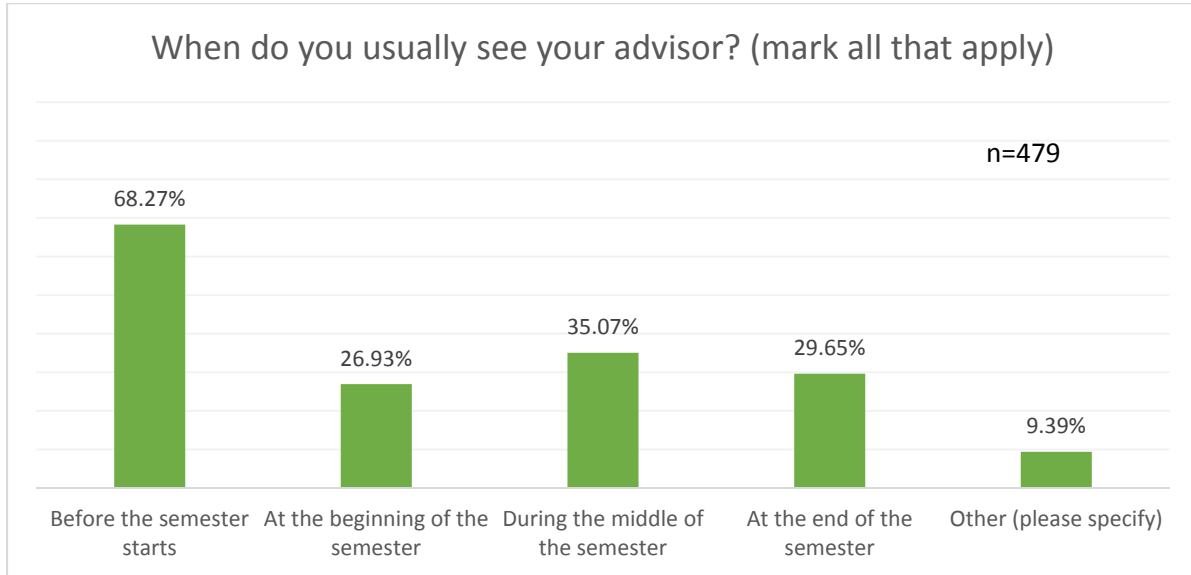
- Responses: Top 3 most preferred methods (in order)
  - 1- In person
  - 2- Email
  - 3- Phone

<b>Most preferred method of interaction</b>	<b>1</b>	<b>Frequency</b>	<b>2</b>	<b>F</b>	<b>3</b>	<b>F</b>	<b>4</b>	<b>F</b>	<b>5</b>	<b>F</b>	<b>6</b>	<b>F</b>	<b>Total</b>
In person	64.7%	194	23.0%	69	7.7%	23	2.3%	7	2.0%	6	0.3%	1	300
E-mail	30.7%	92	42.0%	126	17.7%	53	8.7%	26	1.0%	3	0.0%	0	300
Phone	2.7%	8	24.0%	72	42.0%	126	28.7%	86	2.3%	7	0.3%	1	300
Text	1.0%	3	8.3%	25	27.0%	81	49.7%	149	13.3%	40	0.7%	2	300
Video conferencing	0.3%	1	2.3%	7	5.0%	15	10.3%	31	75.0%	225	7.0%	21	300
Other (please specify)	0.7%	2	0.3%	1	0.7%	2	0.3%	1	6.3%	19	91.7%	275	300

‘other’ methods (n=6) were non-constructive/silly responses

**Q43** For what reasons would you visit with an academic advisor? (n=351) open end response, (see appendix)

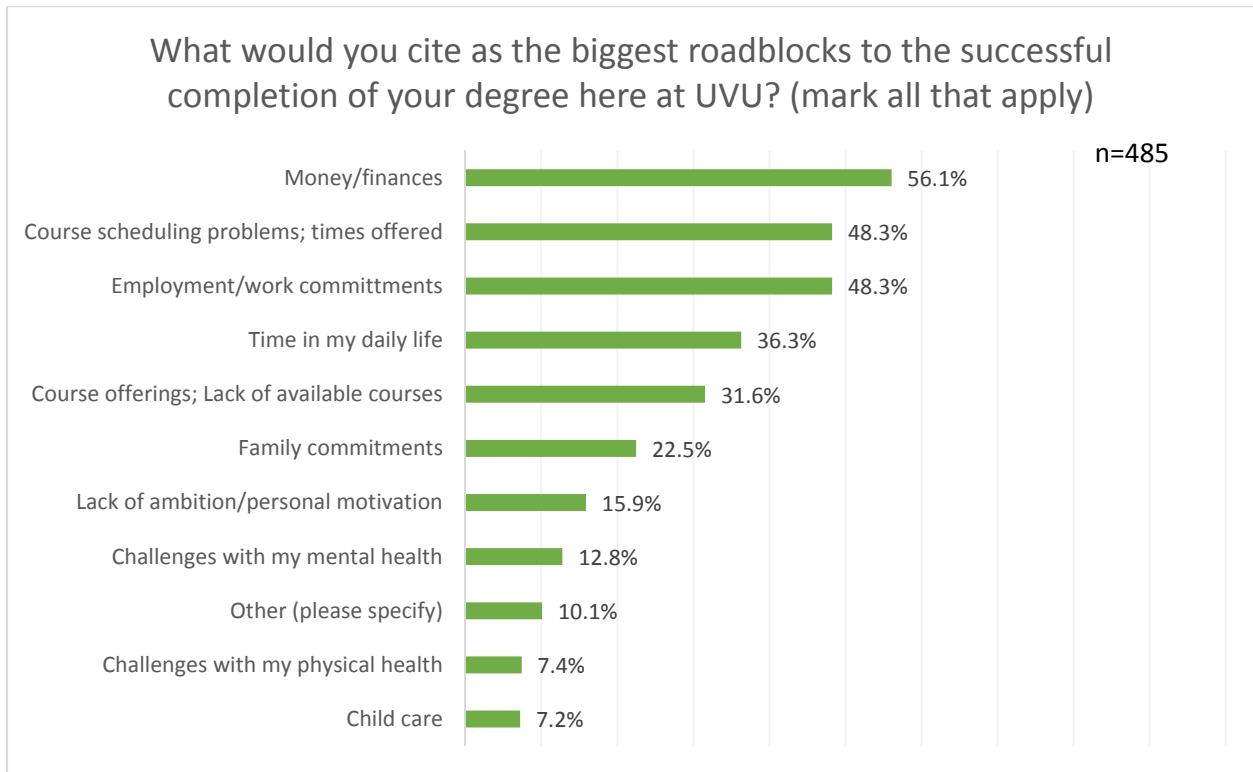
**Q44**



Q44_5. When? – ‘Other’ (please specify)	Response (raw, verbatim)
response #	
1	All of the above.
2	As needed
3	As needed
4	At the beginning, middle, and end of the semester.
5	Before registering for classes, or when my schedule needs serious overhaul...
6	Before registration usually
7	Beginning and ends entire program
8	close to graduation
9	don't see advisor
10	Emailed and requested an exemption, so we didn't have to meet.
11	I do not know
12	I dont
13	I have never met my advisor, only other advisors in WB
14	I have never met with an advisor.

15	I have not seen my advisor.
16	I have only met with her once before
17	I never really do
18	I stopped visiting my advisor
19	I tend to e-mail her quite a bit when I have questions.
20	I would not need to do so.
21	Just sometime before or during the semester
22	LOA
23	More often than once a semester
24	never
25	never
26	Never
27	Never
28	Never
29	Never
30	not a lot
31	Only when I first started schooling and when I changed my major.
32	Only when I need to. They are nearly useless at UVU often not knowing exactly what degree requirements are.
33	Prior to registration
34	We just email because it's easy and effective
35	When ever I feel I can't answer the question on my own or I am confused.
36	when I first enrolled. Never after that. That was 3 semesters ago.
37	When I first registered as a student.
38	When I have questions
39	when I have questions
40	When I have questions or concerns
41	When I need her.
42	When needed
43	Whenever I feel I need to...
44	Whenever it's time to schedule next semester's classes, if I have problems getting the classes I need

**Q45**

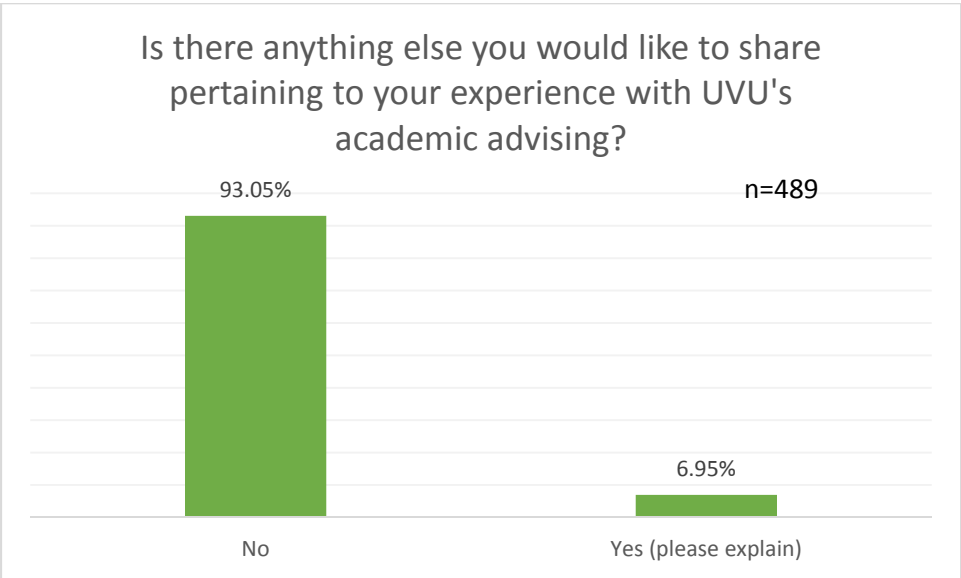


Q45_11- 'Other' (please specify)	
<b>response #</b>	<b>"Roadblock" responses (raw, verbatim)</b>
1	required courses (ie Math 1050)
2	Generals
3	Fatigue and possible learning disorder
4	none
5	Lack of teachers that I would be willing to spend thousands of dollars to learn from. Specifically taking Dr kuddus was the most unbelievably horrific teacher to ever set foot in a classroom
6	Too many unnecessary general classes
7	Lack of professionalism within my program.
8	I am undecided about my major.
9	Competitive Degree
10	Doesn't apply. I'm not a degree-seeking student.
11	math!!!

12	very expensive
13	Parking is a nightmare
14	Transfer to BYU
15	Dear heaven, The Professors. Their egos, demands, reputation. The influence they are under. I cannot believe that isn't an option. You are looking in the wrong place. The professors. The instructors. The lack of passion. The written replication of non relevant material and inability to hear reason and sound correction. They take offense at good suggestions, and are offended by those they should love to teach. It saddens me that you think the above stops people from learning. It is the Prison Wardens that crush the students.
16	I can handle it
17	I feel that in the Economics department, I have to teach myself all of the material because the professors, while extremely smart and respected in their fields, are incompetent instructors of the material. Love Economics and wouldn't study something else, but teachers could be better!!
18	Instructors and Deans who are aware of problem courses but fail to act.
19	Not sure what to do/don't know what I want to go into.
20	want to go somewhere else
21	Not looking to finish a degree
22	military (national guard) obligations
23	Trying to pick a major.
24	I already have a degree. I'm just taking classes for recreation.
25	Time before acceptance into nursing program
26	My family has a lot of challenges and it is hard to keep my focus when things at home worry me and impact my ability to learn and perform.
27	Frustrations with UVU
28	...at Wasatch campus
29	ridiculous instructors
30	family emergency
31	There have been classes in the past that I would have liked to have taken, however there was not an online class available. Living and working in the salt lake valley this is preferred and for the most part essential.
32	Keep changing the requirements for my major so I'm taking more classes than I need.
33	I'm 19 and I have a year and a half left.
34	I'm moving out of state
35	having a fulfilling social life, exercising, and a million other things that are not challenges to physical or mental well being but certainly make me more depressed in general
36	Verity of the things that are taught.
37	Traveling to UVU and back is not the easiest thing. Trains come every hour, when they should come every half and hour
38	parking

39	Don't accept many transfer credits. It's kind of a joke
40	Sheer boredom with the academics taught at UVU.
41	Transfer BYU
42	Not having ANY desirable professors teaching the classes I'm required to take.
43	none
44	The financial aid process is very disheartening every time I go through the hoops. My situation hasn't changed, and I'm really getting tired of having to prove to the school that I need help.
45	none
46	Definitely finances, because I cannot get a tuition break (neither am I eligible for any scholarships) even though I am an A student, but already have a Bachelor's degree. So Summer is limited with higher level CS courses, when tuition is cheaper.
47	Testing issues, Learning disability.
48	teachers that actually teach
49	being required to take classes that are not a part of my comfort zone or that are subjects that I have always struggled with.

**Q46**



Responses listed in the appendix

## Appendix

**Q36** You stated that some of your experiences with your academic advisor.... FAVORABLE  
(raw, verbatim responses) n=281

1	advice and responding quickly
2	She was nice and was good at explaining the major and requirements for it. She was helpful.
3	My academic advisor for the honors program is phenomenal at what she does. I really appreciate how Tiff has put in the time to make each student happy and successful.
4	Acknowledged me. Very friendly and provided great information. I go to Travis Reynolds even though he isn't my assigned advisor
5	He listens and is willing to help you to the best of his abilities.
6	She is down-to-business. She always responds to my emails and questions in a timely manner. However, sometimes I have to wait for a while to see her even though I have an appointment.
7	She had all the info I needed and made sure that I understood all of my options and all requirements i needed to meet in class.
8	They provide me with good information about my options and help me to plan out what course I need to take in order to finish school and end up where I want to end up.
9	They seem to care about my personal accomplishment and understanding of my academic progress.
10	He always trying to find some solution for me
11	She is makes time if I need to see her. She always responds to emails.
12	Gives good fee back on what combination of classes I should do for next semester.
13	I told her some of my academic concerns and she did give me some helpful tips, and she gave me a pamphlet on getting good grades in college.
14	She know's her stuff and provides multiple views of what I could do.
15	I have only met with my assigned academic adviser once, but i have met with most of the advisers in the business school. they are always helpful and they respond quickly to my emails.
16	I had a phone interview, at first I wasn't looking forward to it because I did not few my advisor favorably. But It turned out a lot better than I thought. We even joke around a bet on the phone. Because of the phone call I was more inclined to seek her advise.
17	She is very caring and supportive. Always gives great suggestions of classes to take to not be overloaded
18	She was very helpful
19	Worked with my specific situation with making classes work and giving advise on when to take classes.
20	genuine desire to help me succeed in my courses
21	My Advisor is always on top of my studies and is aware of my interests. She sits down with me and explains to me so that I can understand why she wishes for me to take

	certain classes. She is continually advising me on ways that I can stay on top of my studies and what I must do to get the experience I need for the future.
22	I have not met with my assigned advisor, but I did meet with Lisa, she was very helpful and responsive.
23	Very responsive to questions and inquiries.
24	They didn't seem put out when I asked lots of questions
25	My academic advisor is open and honest. I know I can go to her for advice and that she wants what's best for me. Leslie for the El Ed program is a fantastic advisor.
26	John McFarlane has always been available when I have needed his help or advice. He is quick to respond to emails or phone calls and you can tell he really cares about his students.
27	Changed a course
28	The one time I did talk to her, she seemed to know her business.
29	I just felt like I walk away confused sometimes
30	My academic advisor is always helpful, knowledgeable, ready for every scheduled appointment, takes time to answer all my questions and guides me through the educational process based on my specific needs. His responsiveness to emails is outstanding!
31	He emailed me back when I emailed him and gave me the info I needed.
32	When I first met with him, he looked at what classes I had taken and which ones I still needed to take and then made an effective plan on how to best go about completing the classes in the most effective way.
33	Always have an answer to my questions
34	She was available and helped me sign up for internships and other classes needed. Gave me good, helpful advice when I was trying to nail down my major. Was aware I had earned my associate degree and advised me to apply for graduation to receive my associate degree.
35	N/a
36	She has been very good at responding by e-mail and has been very helpful which I appreciate.
37	Approachable and reliable
38	The first time I was to meet with my counselor he cancelled 15 mins before my appointment and I had to drive from salt lake on my day off it was somewhat inconvenient but I was able to meet with another advisor that same day and get things situated.
39	Anytime I have questions she responds to my emails within a few hours during the day, or within a few hours the next morning if I send it late. She takes care off things through email as much as possible which is helpful because I live a ways from campus. When I do need to meet with her, she has good availability. She seems to be on my side trying to help me out as much as possible.
40	Very knowledgeable
41	Bonnie is a great advisor and all interactions I have had with her have been great!
42	Scott Childs is the best academic counselor out there. Scott is knowledgeable, helpful, and caring. He has helped me not only with getting into classes, but also with navigating



	the program, as well as with struggles I've had in classes. He really cares about who I am and what I'm doing and is excited for me when I succeed!
43	Easy to talk to and they know the answers to all my questions that apply to my path to graduation
44	I feel good coming out of a meeting with him.
45	John does a good job, knows his stuff, is quick to respond, and is easy to talk to.
46	My academic advisor has an automatic email response system that lets you know she has received your email and will be responding soon. I like this.
47	every time i have schedule an appointment she has always been available
48	She made a point to do what she could to help me graduate as soon as possible as far as overriding pre-requisites, talking to professors to get me into classes, etc.
49	Always willing to assist me with signing up for classes, and making sure I am making progress and have a plan of action in place for the future semesters.
50	My advisor is knowledgeable about the requirements for my major, and she is very prompt about getting information I need, answering questions, and helping me get into the classes that I need.
51	They have helped me get into classes that I wasn't technically able to be in.
52	There are always available for advice and care about our success
53	I met with him once and he helped me figure out what I'm doing and what process I'll be going through.
54	Natalie is an efficient advisor who will help me know what classes to register for.
55	helped me know what classes I need to take
56	When I have an issue, I email my advisor and he typically fixes the problem.
57	She was very responsive, and helped me get my major rolling and actually declare a major. Very helpful.
58	When they have been out of town or busy they always have gotten back to me as soon as possible making sure my questions or concerns have been answered when I left a voicemail or email.
59	Promptly and thoroughly answered questions I've sent her through email.
60	She gave me the needed information to register for some classes. But I feel like she went so fast I didn't have time to ask many questions,
61	He is very helpful and attentive. Guides me towards optional routes
62	She helped me plan my classes and told me exactly what I need to do to succeed in my program.
63	She explained what I need classes I need to take and to make sure I'm on the right track.
64	Effective, answered questions.
65	She was very nice and kind despite all of my dumb questions. She explained things well and gave me all the options I had.
66	My advisor laid out my program perfectly and gave me great information regarding opportunities , instructors , and ways to succeed in the degree. She also gave me clear information regarding where graduates from the program go. She is enthusiastic and

	very helpful with all my questions. I know for a surety that my degree plan is secure because of the help she has given me.
67	Helpful and available
68	My advisor is quick to respond to any emails that I send her, prepared when I schedule appointments, aware of my situation when I drop by during walk-in hours, and extremely helpful in scheduling and completing my graduation plan.
69	She helps me plan my educational future, listens to what I have to say, is easily accessible, and works with me instead of making decisions for me.
70	Helping me plan my future and what schools to apply for after graduating from UVU
71	He was very knowledgeable about the various courses involved in my Major, and helped me make educated decisions about what courses I should and should not take.
72	Angela Chavez has been very responsive and is always willing to explain how I am doing in school and how my progress is. She has helped me in getting my minor.
73	Super nice. Super efficient
74	Fred Orchard is very knowledgeable concerning all of the offerings of the Computer Science department and what order classes should be taken to fulfill the prerequisite requirements of future classes. He is also a valuable resource in career path planning; being able to suggest specific course paths to fulfill students' differing goals.
75	My advisor is blunt and to the point which allows me to know what I really need to do.
76	My academic advisor helped me understand what classes I needed to take and in what order I needed to take them for my major.
77	I did not have a hard time making an appointment to see my adviser when I was very confused about some things with my requirements. and after our meeting I completely understood
78	For the most part my adviser was always very responsive to emails and getting answers to me.
79	I want my advisor know how to communicate to me with ASL (American Sign Language) because it's hard for us to communicate but lucky my advisor knows how to write back and forth which is good communication though and seems like a nice person too.
80	She responded back to me in a timely manner, I just haven't used my adviser as much as I should.
81	She was late and met with two of us at the same time - which worked out fine for me but I felt bad for the other student because they needed to get back to work.
82	try's
83	Very positive about my ability to be successful in my classes, and let's me know events that are going on or around campus that may be of interest to me.
84	Every time I emailed Travis Reynolds he got back to me very quickly. He is very personable and approachable. I felt that he genuinely cared for me and my future.
85	I have a new advisor that I have never met. I did meet with Travis Reynolds (?) recently and he was great!
86	She seemed annoyed when we talked and a little judgmental of my unique situation.
87	very knowledgeable about most things

88	Always available, has appointments for days I am available. Helping to get me to the classes I need to graduate.
89	She doesn't hear me as well as I like sometimes, or she just expects me to do her first wishes web it comes to signing up for classes.
90	She was very kind, friendly, efficient, and helpful.
91	She responds to emails in a reasonable amount of time with acceptable information
92	She was incredibly helpful, and offered valuable insights and advice about my future profession.
93	He always gets the things that I need done in a timely manner
94	My advisor is very good at her job and of informing me about what classes I should take for my major. She seems to care about me and my success as as student at UVU.
95	When I have had questions, she has answered them promptly
96	My academic advisor is always available by appointment whenever I need to schedule a meeting with her. She is very friendly and helpful, she has helped me with any question I have asked and is always willing to answer them. I have never had a bad experience or even felt like she had something more important to do when she meets with me.
97	Communication has been solid throughout each interaction
98	Quick to respond to emails.
99	Kindra is awesome! I really have enjoyed working with her. She always has the answer to any question I ask. Very knowledgeable, kind, respectful, and takes the time to do what you need to do with her.
100	She responds promptly, understand my questions, and understands my personal problems involving class.
101	He is quick to respond to any questions that I email him.
102	Availability
103	I just met her once because she is brand new. She did a good job but still was unsure about some things.
104	My academic advisor has been very good at keeping me updated on what classes in am in need to take so I can be closer to graduating
105	Terrell always knows what he's doing. The new chuck didn't have a clue when I went in to see her. That was the most worthless meeting of my life. I knew 1000 times more than her. Probably just because she was new though.
106	He gave me a list of classes I'd need to take for my major.
107	She understands the plan and action I need to take to prepare to graduate.
108	He gave me some good suggestions and referred me to someone who had more expertise than him in my area of degree I want to get
109	My one time meeting her was quite nice and formal.
110	His office hours are usually convenient.
111	I've just met with him a lot and I have a better relationship than probably any other UVU staff member or classmate. He's really nice and helpful. Seems like he wants to see me succeed.

112	I was able to easily make an appointment to meet with her. When we met, she had prepared by pulling up my information and filling out a form before hand. She addressed my concerns and answered my questions.
113	She was very helpful in encouraging me to take great classes and fulfil requirements needed for my major.
114	They informed me of the availability of a new major that I was interested in.
115	My advisor was very efficient in helping me figure out my class schedule and future plan. He was also sensitive to which classes could be paired together so that I wouldn't be overwhelmed during my semester with too many difficult classes.
116	<p>Patti Miner is prepared, knows all the courses by memorization, works extremely hard to find the best schedule for every student no matter who they are. She is wonderful, if the professors maintained her attitude the university would improve 1000% as a whole. Sadly one in ten professors have any passion, and the others are but machines that demand respect and force age old curriculum without adjustment or relevance upon all who enter their kingdom.</p> <p>Let's judge our students skills by having them write programs on paper and the mark them for syntax errors, which has nothing at all to do with the real world, current job application, or anything to do with the matter of Computer Science. But that is how we send them off, writing tons and tons of code on paper, and there is your final grade. Maybe you can create anything on a computer, but if you can memorize it, and write it on paper, you fail. Is this the stone age?</p>
117	My advisor is very friendly and can start up a conversation with me about almost anything. We actually started talking about a mutual hobby we both did, which made me like him even more.
118	discussing my desired major and encouraging me in that field
119	I loved that she was very responsive when I emailed her even during registration times.
120	She knew what she was talking about and has set me on the right path to graduate
121	My theater advisor has been prompt and informative.
122	He is very prompt and straight forward and replies quickly to all communication.
123	Becca is always available to help, very knowledgeable and encouraging. I feel like she is always looking for the best interest of the student.
124	She gave me much needed information and guidance for me to continue on at UVU.
125	She responded in a very timely manner with respect for me as a student.
126	She was helpful and open when it came to advising me what classes to register for and helped me understand what was expected of me in them
127	My advisor has really tried to relate to me and has been very personable, which I appreciate.
128	Caring, efficient, knowledgeable
129	They do what I ask them to do when it comes to scheduling needs and overrides.
130	She helps me with picking the courses to take each semester so that my work load isn't too big all at once.

131	My advisor was very friendly and willing to help me out.
132	I feel like he understands how it is to be a non-traditional student and has helped me feel more comfortable.
133	They have given me information that I was not aware of before
134	she helped me map out the next two semesters to be able to apply for nursing school.
135	Wasnt there when i had come in, but everyone needs a day off.
136	I got right into her office and she was clear in helping me know what classes would be best with my current situations and what classes would be good to take together.
137	They're always available quickly and always answer my questions and give great advice.
138	helped me get all my stuff done but seemed to be really quick in doing it-just another appt.
139	My previous advisors in the biology department were very helpful. My current advisor has been polite and helpful.
140	The times to meet with her are very hard to integrate into my already busy schedule. I usually have to get to class late or leave a class early to be able to meet at a time she has available.
141	I recently initiated a military LOA, and worked directly with my advisers to get everything organized. My adviser, Bonnie Lamb, took extra steps that weren't required by her to get everything straightened out so I could get all my tuition refunded despite being past the withdrawal date and she helped me with my Pell Grant reimbursement process. Her professionalism and personal care in getting my needs met were a great reflection on the staff here at UVU.
142	People are helpful, but I honestly don't know what I'm actually going to major in so I haven't really spent a lot of time with any adviser.
143	She was quick to respond to my email and when I met with her in person, she gave me a real idea of where I was going and how much I had to finish. She made me feel like the classes I'd be taking and my experience mattered. As a transfer student, this was one of the most impressive things to me about UVU and exceeded my expectations.
144	They have explained what needed to be expected in the class.
145	She listens to what I want and responds effectively. She also has helped understand certain aspects of my major I didn't know previously.
146	She gets back to me very quickly through email, I'm always able to schedule an appointment within a day or two, and I feel great about my schedule and semester plan whenever I meet with her. She's very positive and helpful. She doesn't know everything, but she does everything she can to get me the info I need.
147	When she was unable to answer a question, she got help to get it answered.
148	She was very open and proactive making sure I understood what I need to do to have a successful experience at UVU.
149	She has always been supportive. I've stopped by her office several times with or without appointments and she's always prompt to answer emails and patient to work with me.
150	I already have a degree from another university, and I only wanted to sign up for a dance class for fun. There was a hold on my account because I didn't attend (or watch) orientation, so I left my advisor a voicemail asking if this was necessary for me. She left me a voicemail the next day, saying that she had removed the hold. It was very

	convenient, and she didn't try to put me through a bunch of formalities that I really don't need. :)
151	My instructor helped me to make a very good graduation plan and helped me to understand my educational options.
152	She was quick to respond to my email. When I went in person to talk about grad school, she knew just about as much as I researched, so I didn't really get more information, it felt more like, good luck!
153	Quickly responds to my emails. Solves all of my questions and concerns. He really takes the time to help me plan my education/schedule so that I will be successful. He has been very helpful answering my questions and resolving problems for me when registering for classes. He gives good advice and feedback. I really like that he sends out emails relating to my major I might be interested in, like job opportunities, possible scholarship and grant opportunities, and seminars relating to my major.
154	Hard to get a hold of because back up with students seeing her, also at home for pregnancy and baby. Can't help that though :)
155	They helped me plan my schedule for my first semester as a freshman. I haven't talked to them or met them in person though
156	Typically he responds to my emails within a certain and desirable amount of time.
157	helpful, knowledgable, kind, could do better at creating a well defined graduation path for students.
158	She has bent over backward to help me and made it easier to meet with her when she normally couldn't. Her availability is small because she is the only advisor for the department.
159	Scott Childs is my advisor. He is the ONLY good advisor for the business school. He is the only one who knows anything about the legal studies program and he has been extremely helpful to me in planning my classes so that I can graduate when I want to.
160	I have received feedback promptly when needed. I feel that when I have met with her she has addressed my concerns and even informed me about things I was unaware of that greatly benefited me. She takes her time when she helps me I don't feel like she is rushing to get rid of me.
161	It was just the end of the semester, she was really busy, so it was hard to get into see her.
162	She really knows what she is talking about and is willing to help me get my degree quickly.
163	Was just a great help after returning to school after many many years!
164	He was very helpful when explaining to me what major and courses would be suit me. However, I just found out he's no longer an advisor at UVU, so this is kind of pointless.
165	She's been easy to get an appointment with.
166	She made changing my major fairly easy and helped guide me on picking the best courses to graduate.
167	Accommodative, responsive and knowledgeable
168	Was told I only had to take 16 credits this semester in order to graduate but the advisor "forgot" about 2 other classes. So I'm taking a total of 22 credits and I feel angry every time I walk into the school.
169	She was very professional and got to the point



170	He really listens to me. He also helps guide me through the registration process--what classes I need and when they are offered. Plus, he is friendly and professional.
171	She helped me figure out how to get a hold off of my account quickly and made sure I knew what to do. She emails me opportunities within the major I am going into
172	Well when I tried to talk to him he was there even without an appointment.
173	My adviser has met with me once and has given me great academic advice. My adviser typically responds to my emails with great answers and in a timely manner, but one time when I really needed my adviser to respond and help me, I never got a response. I went into the advisement department for my major and had someone else help me so I could make an important dead line. Besides that instance, mine has been great and I feel like I can go to them with any questions and I will get help.
174	She has helped me every time I have gone in. I get the answers I was looking for, and she has helped me to enviro orate into UVU effectively and in the best way possible. She has helped me plan my courses and even suggests what courses are harder for students in the past to complete alongside other courses, thus she has saved me stress from being overworked in school.
175	She has told me exactly where I need to go and what I need to do to get into my future program of dental hygiene here at UVU.
176	She is always available when I stop by and has a pleasant demeanor.
177	Nothing major. Just some disagreements about what classes I thought would be best for me
178	My advisor gave me a clear plan of classes to take before entering my nursing program. As long as I'm getting good grades I don't need to go see her because I know what is required.
179	She replied my emails fast and understood my concerns.
180	Been available for academic assistance and knowledgable.
181	Options were explained clearly. Enjoyed visiting with them.
182	When I first met with him he clearly explained what classes would be best to take. When I emailed him about changing my major he quickly emailed back and gave me all the information I needed.
183	I am considering business or nursing. Both advisors tried their best to accommodate me.
184	Prompt responses, availability to meet, helpful guidance, encouraging attitude.
185	She gave me good advice
186	He has given me the information that I need, a good amount of the time.
187	She is pleasant, helpful, and quick to respond.
188	Quick email response
189	There was a mistake made a previous semester by the graduation office and the result was my inability to sign up for my final semester's worth of classes. My advisor did literally everything in her power to fix the problem right there so I could sign up for the quickly filling classes that I needed. She was also very understanding and comforting in my time of stress.

190	I don't believe that I have ever meet my advisor in person, or if I have I don't remember, that said, it is relatively easy to schedule a phone conference. I would almost prefer to do that anyway as I am an exclusive online student, do not have a parking permit and am not familiar with my way around campus. In general she has been extremely helpful and has answered any questions I have had. She has a extremely poor review on ratemyprofessor however I have found that poor rating to be unfounded and undeserved.
191	She gave me resources not only to graduate, but how to properly stack my case load and prepare effectively for grad school
192	Patti Miner has always made the time I spent with her worthwhile. She is a great adviser and helped me figure out my current graduation plan. She is helpful, prompt, and deserves each and every accolade she has gotten thus far.
193	In first transferring to UVU, my adviser was very helpful in helping me set up my first semester and beginning the basic outline of my graduation plan.
194	She was always able to help me and did so quickly
195	She understood what I wanted and gave me plenty of resources to get what I wanted.
196	Very friendly, available, responsive
197	Super nice and great at explaining what I need to do on my part to graduate and on what she is going to do to help me with graduation.
198	I've had multiple appointments that my advisor has been late to.
199	Always happy to help and meet with me!
200	Very helpful with the process of picking which classes I should take.
201	My advisor (of nursing, Denise Fullmer) was easy to get a hold of and she provided me with a very clear roadmap towards the goals I had in mind. She was exceptionally knowledgable and I felt very confident in putting my future academic choices in her hands.
202	She is available when i need to talk to her and she gives good advice
203	She was helpful in planning my schedule and helping me outline my whole UVU career.
204	Quick to email back knowledgable and helpful. Also very friendly and approachable
205	I've been able to get any help that I've needed. My adviser has always been very helpful.
206	Great help in finding needed courses
207	When I asked her to help me figure out future education plans and ideas for finishing school because I am having a baby. She was so willing to work with me and very reassuring.
208	I have only done the minimum requirement in regards to my academic advisor but I know a lot of people who have used and needed them regularly. I am glad we have this resource and I think they are doing a good job.
209	She is very knowledgable about my majors and can answer my questions
210	My advisor is always helpful when I contact them, and are knowledgeable about my degree
211	She is not very helpful
212	The advisors that I have met with have been very helpful, I just don't always know what to ask to provide the best information to me. I think even though I may not be very far in my degree I could have some direction on important things I may want to look into.



213	My advisor, Terrel Wyche, knew what he was doing. He's helping me work out a bureaucratic snafu that makes me feel like Gregor Samsa - the honors program wants me to take multiple philosophy courses, but I am a BIOCHEM major, which is rigorous and I cannot afford to take extra stuff I do not need. Luckily he's working with me on that so I can graduate in 4 years.
214	Very knowledgeable and incredibly helpful, Doug Watson
215	Her availability was great, she was very kind and she knew what she was talking about. She also helped me get a clear idea of how major was going to work out and what classes would be good for me
216	I went to an advisor that was not assigned to me and he was fantastic and helped me through school.
217	Dawn is just on point. She's always there to help me with everything I've ever needed help with.
218	She was very understanding and helpful and made me understand certain situations of the questions I had. She's also very approachable.
219	She's been able to help me know which classes I need to take and has made suggestions. Natalie's great :).
220	He is one of my professors at the moment, so it makes it a lot easier to communicate with him and get advice.
221	I know that I don't have many advisors in my degree, so it is hard to schedule and appointment that isn't two weeks in advance
222	very quick to respond to any immediate needs, regardless of being busy.
223	She is willing to help me with my stressful situations outside of school that will help me succeed in school more, once they were taken care of. She is helpful and responsive.
224	She is just really kind and answers all my questions in a timely manner
225	He set up my wolverine track and made my path to graduation an easy transition.
226	He's always available to answer questions by email and gives me extra info that I didn't know I needed.
227	She is always available for me to talk to her. And she gives great insight.
228	I really like that my academic advisor tells me stuff the way it is.
229	Easy to communicate with, works hard to give me many class options, personable.
230	Sometimes it is hard to get a hold of her and to get a response via email/phone.
231	Great guy to talk and plan with.
232	Hard to get time with her.
233	She use rally understanding and gets things figured out and fixed while I meet with her.
234	She has helped me set up a schedule for my classes and was very helpful
235	Worked well with my life plan and school. Supportive of all my choices and decisions I make as a student.
236	He actually cares about what I am doing and has given me advice with my upcoming baby. As well as just being a friendly guy that wants me to succeed.
237	Great at getting back to e-mail within in hour and also getting back to phone calls. Scott Child's is the best.

238	He was very friendly. He was knowledgeable and very understanding of a "older" student.
239	She is helping me to utilize the tools provided yet still is there for me to answer my questions. She helps me to head in the best direction.
240	I only met with her once but she was very thorough and helpful in making sure I understood how Canvas worked as well as Wolverine track and everything related to my chosen major.
241	She is always available for drop in questions and always takes time to make sure the students feel important.
242	My academic advisor has always answered all of the questions I've had quickly. She's been of great assistance throughout my first semester.
243	She cares about my education
244	Quality assistance when mapping out my academic career
245	She is very helpful and informative when I need to talk to her. She is very personable.
246	She was very helpful and kind
247	Scott Child is very responsive and helpful. He understands my specific goals and remembers who I am.
248	Our meetings were quick and efficient. When I had a question about my classes she was able to answer it and solve problems effectively.
249	Most advisors have been very responsive and respectful to my needs.
250	She is readily available and is quick to answer emails, but I do not feel she really cares about me or my future.
251	When I email her with questions, I don't think I've ever had to wait longer than a day for her to respond and her answers are clear and understandable. When I'm overwhelmed with what classes I should get for the upcoming semester, she has a list that I can go by if I'd like.
252	They knew who I was, knew my goals and offered advice on how to get there.
253	She knows what she is doing and how to help me get to where i am going.
254	Uvu track is highly confusing, I have had a hard time settling down a permanent game plan. I don't like how we switch advisors every time I come in I would rather stay with just one advisor. It is easiest when I meet with one advisor multiple times.
255	Dawn Chase knows me personally, and I have spoken in her class, especially about being an older student and how we work together to manage my schooling so that I can complete it successfully. I would consider her a friend.
256	I've been able to get advice on what classes I should take and how to best use my time effectively by taking certain classes together.
257	Very prompt and knowledgable. Helps me get done what I need done to be on track.
258	choose courses.
259	Readily available, always willing to help me get the classes I need to complete my degree in a timely fashion.

260	She responds to my emails quickly and listens to what I have to say and adjusts accordingly.
261	Jeannine has been very helpful with a lot of my track-specific questions, and very caring when it comes to my existential crisis (as I had a lot of problems my Freshman year, housing, religion, and other problems). She took care of the process and was sensitive when I had a problem with a professor and complained to the department about it.
262	I think she is very helpful and answers all of my questions.
263	I have been treated respectfully by my advisor, and when I spoke to the advisor in person (or emailed), he was usually quite quick in responding.
264	The advising department was very easy to get in touch with and was very helpful.
265	I needed to change my major and plan some courses to take. He was very helpful in helping me pick a major/courses based on my goals and we got everything done that I wanted.
266	She has been very quick to respond to my emails and to get me the correct information or get me in touch with the person/department that can answer/handle the issue.
267	Kyle is always personable, easy to talk to, joke with and take council from. He even goes the extra mile to send information that he feels may benefit the student. He is easy to make friends with.
268	Quick response to email
269	It seems as though the available appointments with my advisor are limited, but I have never scheduled appointments more than a week or two in advance. Even though appointments seem limited my advisor is wonderful.
270	Ease of access, quickness of meetings, direct dialogue, helpful advice on what classes could be taken in order to also count towards minors.
271	They had to cancel and appointment which put off the answer to my question for awhile. Overall they were extremely helpful and kind.
272	My advisor was able to respond quickly and effectively to assist me in actions that needed to be taken when there was a delay in registration.
273	Paluine Clauson helped me to create a plan that laid out every semesters classes until I graduated. I think all students should be required to do the same.
274	Easy access and always communicates if she will be out of the office during regular week days
275	I have always received informative answers to my questions and help when needed choosing classes
276	My advisor was very knowledgeable about the pre-reqs for my program and helped create a schedule for the next year to help open up as many class options for me as possible.
277	Very quick to respond back to my emails and is very open to meet with me when needed.
278	She always returns my calls and answers my questions. She is friendly and helpful.
279	I don't really have the chance to go to the advisor assigned to le, but the two I usually end up with have always been nice and even recognize me sometimes. They are very knowledgeable and put any worries I have to rest. The advisor I am assigned to always emails me back within a day or two and is very helpful and informative.

280	She is always available when I go to see her. If she doesn't know the answer, she takes notes on what I need, and she helps me find the answer so she knows how to help.
281	She was very quick to respond to my request to change majors and went above and beyond to ensure all of my previously taken courses were applied and substituted correctly.

**Q37** You stated that some of your experiences with your academic advisor.... UNfavorable (raw, verbatim responses) n=49

<b>Q37 - You stated that your some of experiences with your academic advisor have be...</b>	
1	Had a difficult time reaching her in person. Granted I did not set up a specific time with her because my schedule is unpredictable. I went when I could at various times of the day and was not able to get her. May have been just bad luck.
2	I don't have one person I work with. They don't remember me. I get different directions every time I meet with someone because they don't communicate the last actions taken. Very little helpful direction comes from this office.
3	Every time I went to her, I felt that she didn't care about me and anything I had to do. I went another time and met with a different advisor who seemed like she actually cared about my success, unlike my designated advisor. I feel like when I go in, not knowing much about what class I need to take, or how to get something done, that I have someone who can answer the question and actually care about who I am and my success at UVU.
4	She will often not respond to emails or take weeks to respond. She commits to updating something on your profile but you won't see if take place until weeks after the fact. I feel like I have to follow up with her on her commitments to get anything done. Meeting with her in person makes you feel like you are putting her out. She doesn't seem interested in you as a person, only to see you graduate.
5	it seemed like the advisor did not care. was not that very helpful. did not know some of my questions.
6	When I meet my advisor in person I was somewhat late due to lack of parking. I am a mother and I had to bring my son so it took longer to get to my meeting with my advisor. When I meet her she was very stand offish and was rude. I didn't feel like she helped me at all. I almost wanted to change my advisor to someone I could relate better too, and treated me better. I was asking for career advise and she just told me to look on the internet and see which paid more. I felt like my time was wasted and felt less incline to seek her out.
7	My advisor was extremely difficult to get a hold of during the summer while I was prepping for the program. Other than that, I have not had any real use for her. I do recall various excuses being made as to why she was never available and they did not

	correspond with the other excuses. I later found out she was not at the school at all because she was traveling with her grandkids baseball team.
8	She was new and didn't really know how to help me. I feel like I could have done everything by myself and just wasted my time.
9	Not experienced, not the best listener, not aware of how to help me
10	He is really busy so sometimes meeting with him in person is difficult.
11	Not as interested in my success as I would have hoped, did not offer all info that could have been offered.
12	Stayed up for registration for more credit hours but not mine. While this may seem fine there is only 3 chem1210 classes which the class or lab needs approval which no one told me meaning I couldn't get the instructor or time I needed/wanted now I had to get Ming wu who singles me out in front of the class and grades on things not related to chem like excel
13	lack of knowledge, slow response and lack of follow up
14	Not punctual lost track of meeting dates, not informed about my specific major, thought I was in a different major than I am, virtually unaware of the current requirements for my major, not helpful in deciding on courses, unable to make use of credits I have earned at other colleges
15	It was very hard to get an appointment with her, because her schedule tends to get filled up weeks in advance.
16	She often makes me feel like I'm wasting her time by asking her to do her job. She also talks down to me and treats me like I'm dumb.
17	He's not always the most approachable person and I feel that sometimes I have to push him to get the information that I need.
18	The only complaint I have is that when I go to make an appointment with her, they're usually two-three weeks out. That's super frustrating. But I learned just this week that there is a new advisor for my major and so the wait time shouldn't be nearly as bad. Other than that, I have no complaints with Kindra at all. She's great!
19	He upfront tells me I don't need to come in and talk to him. Making it sound like email is preferred. Yet takes usually a week to respond to my email if at all.
20	I feel like a number, like I'm not a person to my advisor because I'm bothering them. It's as if I'm a nuisance to be dealt with as quickly as possible so that the real work can get done. I get the impression I'm not worth talking with, either because there are more important things to be done, or because I'm not far enough in my academic career to need advising, or something. My advisor doesn't know what I want to do with my degree, disagreed with the classes I had already registered for which I needed to take for my career, has never asked me a personal question, ends every meeting with "come back when _____ has happened' and we will plan then." I went in early to get advising so that I would be prepared, and was told "come back when ____" twice, and then got told "I wish you had come in to see me earlier." I even went in and saw a different advisor and while I didn't feel as much 'like a number' in that appointment, it wasn't exactly a successful appointment either. I don't think all of this is necessarily the advisor's fault, but if we had set up a timeline when we had first met it would have saved me a lot of trouble, and I would have felt more confident in the direction of my academic progress.

21	I was able to schedule an appointment, but my advisor seemed to have no interest in my needs or my scheduling. She was willing to do so little more than hand me instructions and tell me to figure it out on my own. She would not help me register and did not effectively plan my classes. I have wasted over a semester of full time classes and tuition on courses that did not help complete my major because I didn't have the necessary information to plan my schedule effectively.
22	I don't feel like I got much help or useful advice. I'm not sure he understands much about my major and the related job fields.
23	I felt at times she told me the bare minimum information that I was asking. Meaning if I ask a question of concern she would answer it but that I would later in my own research that she didn't tell some important information that was needed and that would of help me with my efforts and time.
24	I feel like they know nothing about my industry and have no practical advice, other than navigating UVU policy.
25	She did not let me know the i was on the right track and taking the right classes for my major which has now set me behind one year when i wanted to graduate next year. I had to figure out myself that there were classes i didn't need a required math class for and that is not ok an advisor is suppose to help me.
26	My academic advisor changed and the new one just isn't as helpful or caring as the last one.
27	She told me what classes to take for my major but I feel she wants me to fail because she put all the hard classes in one semester. She's not friendly at all. Doesn't even crack a smile.
28	I feel that when I do meet with her she doesn't really do much. From my experience, I feel that I could do better on my own. I dont see a point in meeting with my advisor. I will hear one thing from her about my program, art education. Then when I talk to the education department, I will find out that she is misinformed. There's this disconnect between the two departments that I have to deal with, and it is just easier to handle it on my own.
29	Every time I've met with an advisor, I had more questions when I left than when I came in.
30	They made me feel as if I disrupted their day somehow so they worked to get me out as soon as possible.
31	No advisor I have ever had has ever helped me in any way. They've always led me down wrong roads and because of those advisors, a four year Bachelor's degree became a five year Bachelor's degree. I have been very disappointed with the academic advising.
32	Takes a LONG time to answer emails. Over a month
33	I have not been aware of upcoming deadlines in my major until right before time.
34	Since our first meeting, my adviser has been less than helpful. I have met with her a few times but each time I have gone in with questions that she wasn't able to answer. She also has not helped me prepare my graduation plan beyond the bare bones.
35	She has limited walk-in hours, which can be frustrating when I want to come in, but she will make appointments



36	I changed my major recently and my new advisor just doesn't seem to care about me as a person or student like my last advisor did.
37	I've had multiple appointments that my advisor has been late to.
38	Complains about having to many emails.
39	Not helpful
40	<p>I felt like my academic counselor didn't care very much, she called me 45 mins late for my scheduled phone appt, so I had to step outside of my math class. She seemed very rushed and put out the whole time. She yawned a few times and was very abrupt and dry. Everybody has their bad days, but this has been the case that past three times within the three semesters I have met with her. Honestly I would love to trade advisors because I don't like feeling like i'm annoying someone that should be wanting to help me. I called just for a timeline of my academic progress, to update my planner and to see if I'm taking the appropriate classes, etc. I ended up feeling just dumb and awkward and even more confused after.</p> <p>And the fact that meeting with an advisor is nearly impossible is a little ridiculous... and even if you can meet with them, it ends up having to be 3-4 weeks later for the only open slot..which is 30 mins. Definitely need some improvement in the Academic Advising Center.</p>
41	I was unaware of how to get help with a problem I had with the online math program used to turn in assignments. I e-mailed my advisor about it and never got a response. I came in to see her personally and she was not available so I saw a different advisor who referred me to a math advisor. It would have been much easier had my advisor just e-mailed me back letting me know I had to speak with a math advisor. It was a waste of my time.
42	I have had my academic advisor change almost every semester that I've been here so I don't have someone I fell I can lean on.
43	She seems fine, hard to contact and so far I haven't met an academic advisor at this school that caught my attention or made me feel like they were on my side. All of them just give you the facts and try to get you out of their office as soon as possible.
44	Because I have changed my major, I probably have a different counselor now. My ratings were about the last counselor I spoke with. When I transfered to UVU I was required to meet with a counselor before registering for classes which was not helpful because I emailed the counselor about five times and never got a response so I was late registering. I finally got an appointment to come meet with her and she told me that I would not get in to the program I have worked for years to get into. She said I could apply but they would not accept me. I had a 3.7 gpa at the time but she told me that was not good enough. She basically made me feel like a failure despite all of my hard work. I changed majors, but I have since struggled with depression and anxiety after giving up my life dream. My grades have also suffered since then because I feel a lack of motivation and I honestly have no time. I work 80-100 hour work weeks in order to get by.
45	I don't feel that they are helping me to find a major to pursue.
46	They weren't very helpful and made me feel stupid because of how little classes I was taking

47	I went in looking for help and guidance since my major is not 100% set. And I was told he could not help me until I decided for sure.
48	I've shown up for two scheduled appointments, where they had been gone due to "being sick". There was no warning, call, email from them or secretary to reschedule. This is frustrating, being a mother, student.
49	Is new; however, continues to use the fact that he is new as an excuse not to know anything (6 months later). Won't see you unless you make an appt.

**Q43** For what reasons would you visit with an academic advisor? (raw, verbatim responses)  
n=351

1	To help with scheduling - this University does not offer a lot of courses in the evening or online and it is very difficult to complete a degree while working full time and living in Wasatch County.
2	to remove a hold and to go over some questions about the major
3	Schedule or personal things. Anything really.
4	academic holds
5	class scheduling, information about major
6	Schedule planning.
7	Advice on professors that would work out best for me, scheduling classes, and educational opportunities.
8	Planning classes
9	To remove registration holds.
10	To plan out my schedule, hear recommendations for what classes/path to take for a desired occupation.
11	Planning for next semesters classes
12	If I had a question about transfer credits, what classes I needed to take, and a rough sketch of what classes to take when.
13	To see what classes I need to talk and make a grad plan.
14	Question about credits or graduation
15	academic problem, school life
16	For holds on my accounts.
17	Question about my Wolverine Tracker.
18	For advise on academic concerns, and when I don't understand something academic/degree related.
19	I dont have a reason to.
20	to see where I'm at in the major. what classes I should be taking, making a plan, some guidance
21	Scheduling questions and scholarship information
22	any reason/question I have about classes or my degree
23	Classes, academic advise, career direction



24	Class planning
25	To keep track on my education and course plan.
26	To make sure I am on track.
27	made sure the classes that I take are the required for my degree
28	I visit so that I know if I am on track with the classes that are required of me. I also see her so that I can receive advice on what type of outside/ hands on experience I need for the future.
29	guidance in what classes to take, guidance in degree direction, help in getting signed up for classes.
30	Graduation planning
31	Uncertainty of what classes to take. Needing advice on what to do with situations between classmates or instructors. Needing advice on what and how to plan for the future. Support or a listening ear.
32	help with planning my schedule, questions about specific classes or my program.
33	Classes/graduation
34	Career advice
35	To counsel about what degree I am pursuing. To better understand how the school system works. To get advice. To explore other degrees and options. To answer other questions.
36	Class planning
37	During undergrad, I met with Vegor Peterson and he was usually available by appointment only and it was for class scheduling and work-arounds because I worked full-time 8-5 during undergrad. In grad program, I have not really needed an adviser as everything is pretty laid out and repetitive. When I did need her as I was prepping for the program during the summer before it started, she was no where to be found and it has left a bad taste in my mouth every since.
38	Curriculum, options for additional courses useful for my major.
39	Graduate planning
40	To get the hold taken off my account.
41	Course planning
42	mainly to see what classes I needed to take and to develop a plan on how to best complete them.
43	Class scheduling
44	If there are classes I'm worried about taking. To sign up for internship. Make sure I am taking courses needed for graduation
45	Required
46	To get my schedule worked out and to make sure that I am meeting all the right criteria to graduate.
47	Career path advisement, course planning, research and internship opportunities
48	I would meet with them to figure out my schedule and maybe potential jobs to get during school to further my career.
49	To make sure I am on track to graduate. To change my catalog year.

50	Ensure on track to finish as soon as possibel
51	To discuss classes to take, to update them on my professional progress, to share exciting news about classes or school, or for a quick chat about life.
52	Graduation path and how I stand academically
53	Scheduling issues and setting up a plan
54	1) Class requirements not yet met. 2) Figuring out my schedule. 3) Details about my major.
55	Questions related to my education
56	I find my course path confusing more than a couple semesters out.
57	help with schedule and how i am doing overall
58	To figure out scheduling
59	Verifying and planning out wolverine track. verify the correct courses are being taken. unlocking certain courses that need approval to sign up for.
60	Registration holds Questions regarding graduation status
61	Holds, getting into a class, graduation plan, and course/career concerns.
62	To plan graduation track
63	Help with scheduling or changing major/minor
64	advice in scheduling, and hopefully they have insight on teachers
65	see where I'm at with school
66	Help scheduling classes to meet degree requirements
67	I was not communicated on this issue
68	Signing up for classes, registration holds
69	Help with next semester's classes. How to get help with all of these classes.
70	To see what classes they recommended, and finally when I decided on my major so I went to change it.
71	To discuss: best plans of action, options, etc.
72	At the start of the semester to look at which classes I should take.
73	making sure on track, GPA calculations, recommendation on classes that I should take
74	to pick classes and prep for graduation
75	class choosing help, career options, ways to graduate sooner
76	Problems with courses, teachers
77	If i need my education plan changed or I need help registering for good classes or I have questions about graduation.
78	Reviewing my graduation plan to check for requirements
79	Plan schedule, see other academic options in my future.
80	Career advice
81	To discuss and change in Major or courses that I would like to take that weren't in our original plan.
82	To check on what classes I should take within the upcoming semester. I also discussed getting an internship at the state capitol as well as Washington DC.
83	For help in planning/transferring

84	I've met with them several times. To help me with my major and help schedule semesters.
85	Schedule planning, changes, information about specific new course offerings and schedule times, Wolverine Track planning.
86	Career counseling
87	to make an educational plan
88	Mostly regarding what my options on classes are when it comes to being primarily an online student
89	Ask questions about my degree progress, help with financial aid.
90	Checking validity of academic plan
91	Registration holds, career counseling, education planning
92	I really like how i feel like to go when I have time. Also I want my advisor get communication in ASL with me or write back and forth both are great to me, I noticed that my advisor know that I am Deaf.
93	To make sure I am on track for graduation
94	To figure out my schedule
95	get the correct classes scheduled
96	Council on what classes to take.
97	Only if required to. I'm taking a class for personal enrichment. I already have a BA and MA.
98	Planning my semester, career planning, questions about my major and grad school.
99	class scheduling
100	Ask about specific requirements that need to be filled and how i can fill them
101	Remove holds
102	academic planning
103	questions when trying to apply or if there are hold on my finacal aid, BECAUSE THEY ARE ALWAYS THERE
104	Plan my schedule for the next semester.
105	To determine courses to take, to suggest alternative courses, to speed up graduation through specialty courses
106	I would visit my academic advisor in order to get help planning my schedule, or if I had academic issues.
107	To figure out how to graduate quickly.
108	Scheduling, academic progress reports
109	To see what I need to do to complete my degree and any other questions about school
110	To discuss internships, the idea of adding a minor or to ensure I was still on track for graduation.
111	To determine which classes I should enroll in for the coming semester.
112	Ask for advice on what classes to take, if I can sub one class for another class, exit survey and graduation requirements, scholarship stuff.
113	Questions, finding direction in my educational plans
114	To plan which classes to take during future semesters.

115	If I had questions about classes I was looking into taking or questions about grad school and career questions.
116	Scheduling, transfer questions
117	to see which classes transfer to University of Utah for my degree.
118	make a plan for my classes for the next semester
119	Academic planning - making sure I'm on the right path and am taking the right classes.
120	Class problems, scheduling problems, planning, etc
121	To set up the best classes to finish college as fast as I can.
122	Program help?
123	I'm close to graduation, but my major made major changes and no longer offers the courses I needed. He said they would work with me to get me graduated, but it seems like some of the information was not correct and has now made me worry that I will not graduate when i thought.
124	Graduation expectancy, classes I need to take.
125	Scheduling, questions about major
126	Advice about courses, registration, scheduling. I would visit for anything related to my academic success if I felt welcome.
127	Hold on account when registering for following semester. Advice on what classes to take. Questions on my major.
128	Registration for classes, graduating follow up, etc.
129	To know which classes to take.
130	Plan out which classes I need to take, changing major, override for registration
131	If I have to
132	To see if they have suggestions which course to take at the time that could most benefit me
133	help with classes? idk i talk to tom mellvile in heber. I dont prefer the ones on the main campus
134	Class scheduling
135	The only reason to date was to get me started at UVU.
136	For help understanding what major is best for my career path, what classes I have to take, planning a schedule and goals to complete my degree the shortest and cheapest way possible.
137	For advice on which classes will be most useful for me. For problems with the requirements for my major.
138	Questions about my major, asking about internships.
139	Ask for specifications about which capstone class to take. To override prerequisites.
140	Class scheduling.
141	Academic Advising
142	To be informed about what classes I need to take to graduate, discuss what I should take next semester, and get information about classes.
143	To figure out class scheduling and discussing opportunities in my current major.

144	To determine the best path to finish my education. To ask which professors are passionate and adjust with current relevant knowledge to inspire their students, not walk them through a prison sentence, where only 10% and only 10% can and will get an A, because they are a good professor with material crafted over ten years of trickery to product the expected grades they deem appropriate, not what the student earns.
145	To plan classes for my academic future.
146	changing major, questions about major
147	To have a better form of communication.
148	Questions about classes
149	Make sure my course load isn't too heavy and to find out information on what to expect from the courses I need to take
150	To make sure I'm taking the right classes.
151	Registration questions.
152	Holds and advice on what classes I should take.
153	Substitute classes, registration, guidance on pre-reqs for grad school, etc.
154	So far, to ask about class logistics of certain upcoming courses and how they may be presented.
155	To make sure I can graduate as soon as possible.
156	Class schedule
157	Get holds off account
158	Acedemic holds and advice on registration
159	To get information about required classes, talk about majors, change major, etc.
160	Change major Recommend courses
161	to talk about remaining degree classes
162	To make sure I'm on track to graduate. Usually a stress reliever.
163	Class over-rides, scheduling confirmation
164	Discuss graduation requirements
165	To figure out where to go with my education, what classes to take and what I need to do to succeed.
166	Clear academic hold and ask questions about possible majors. Get advice on classes to help me decide a major.
167	Need help deciding what class would be best to take, how I'm doing academically
168	to plan out my classes.
169	Help deciding what classes i could take with my schedule
170	when you need help
171	To know what classes i should take which semesters. To know how i'm doing and if i'm on track to graduation.
172	Questions about what classes I need to take.
173	Scheduling and planning my education
174	To remove an academic hold or to review my schedule.

175	To figure out changes in my education plan, adding emphasis' etc. Also to make sure I'm on track to graduate on time.
176	I had to speak to someone when I first registered as a student at UVU. I'm not planning on going for a degree right now so I had to clarify that with him.
177	I had to for a military LOA (on more than one occasion), but I have also contacted them discussing my degree major/minor options as well. In the past I have also worked with them to go over my class schedule and program plan to make sure that it's not only feasible, but within my expectations for the courses. I'm certain I could meet with them about any concerns I have about a program or classes I need to take.
178	Trying to pick a major.
179	To be able to sign up for classes (required as a transfer student) and to know which classes I should take, when I should apply for my program, etc.
180	To see about concerns that I would have with an assignment or test.
181	To make sure i was on track with my classes for graduation.
182	Plan my future classes
183	Major advising, class questions, and major switching
184	To set a graduation plan, to get information on program or degree changes, to get required documents in applying for my program, etc.
185	Scheduling for the next semester.
186	Remove holds. Understanding what kind of track I need to be on to get to where I want to be.
187	to plan for the future
188	To make sure I'm on track to graduate. I've also run into her outside meeting in her office and we've been able to get to know each other.
189	registration holds/problems
190	To set up my classes. There has been some confusion with who my advisor is, and I don't think I have officially met with her before. I was directed instead to a different advisor.
191	Pam out the best classes for my semesters and to make sure I am up to date on everything that I need to do for my major.
192	to discuss grad school options.
193	No idea
194	School schedule planning, questions regarding my major, how to obtain internship or job opportunities and what to do now to best be successful in the career world after graduation.
195	Plan schedule and talk about prerequisites for medical school.
196	Questions about class
197	For help with your class schedule or to change majors
198	To ask for help with scheduling and I needed help understanding what I needed to do when I enrolled in more than 18 credits.
199	graduation planning and planning what courses I need to take to graduate.
200	Help with registering for classes, graduation plan
201	To map out what courses I need to take to graduate, or to remove holds from my account.

202	planning class schedule, graduation
203	Advice on my major and I am also pre-med I visit my premed advisor to get advice and to track how I am doing and where I need to be.
204	info on requirements for my program
205	Scheduling classes, making sure I am on track.
206	Help with graduating, class availability, scheduling..
207	Advice
208	Planning future classes
209	I wouldn't.
210	Hopefully to figure out what else I need to graduate. What classes are available. Wolverine Track.
211	Questions and advice
212	Get on track for graduation, plan out my semesters more clearly. The issue is I work 9-5 and so do the advisors so I can never meet with them face to face. Totally understandable, they work normal working hours it just makes it tough to get in contact with them face to face.
213	When I need guidance in what classes to take.
214	To get cleared for classes
215	Classes
216	I have no idea. They seem pointless. I have gone a whole semester without seeing or knowing who my Advisor is.
217	To know which classes to take in order to graduate.
218	To know what classes I need to take and when they are offered.
219	class scheduling, figuring out needs and requirements for graduation, ideas on what can be used in this major or career
220	To apply to my program, get information on state tests I needed to take, and to make sure I am on track to graduate in my program.
221	To schedule the upcoming semester and to make sure I am on track.
222	Help knowing what classes I should take to optimize my opportunities in my major.
223	Questions about what classes I need to take
224	Change or declare major, important question about classes to take based on major
225	make sure I'm on track, figure out what classes I need to take next, fix a hold on my account
226	To get ideas of my major and transfer.
227	Semester advice for classes. Academic assistance.
228	Questions about class options. Needing to drop a class or change schedule.
229	Class decisions
230	Looking into grad school.
231	As a nontraditional student it is important to me to really connect and ask for resources.
232	Scheduling questions, class recommendations.
233	Planning out schedule, preparing for medical school applications.



234	when a stupid hold gets put on my account because i WANT my major to be university studies
235	To register for classes and make sure that I am on track for graduation, when something is wrong with my schedule, when I have a question about future semesters, when I have a question about internship credits.
236	Get answers about classes, transferring, credits needed, how to graduate, how to apply for graduation, etc.
237	Make sure my classes are correct, and tests I have to take are scheduled.
238	Required/remove hold, questions, make sure I am on track to graduate
239	Advice, to double check I am still following my education plan, if I have a question.
240	The majority of my meetings have dealt with semester scheduling, and questions/corrections with wolverine track. Issues with classes from other institutions being transferred and accepted. Discussions about classes at other institutions that may transfer over to the UVU program. Confirming my understanding about what the minimum classes are for my specific program and any certificates that I may be interested in obtaining such as Six Sigma green belt. Issues such as academic holds that are preventing me from registering for classes. Understanding the absence/leave process as this was something new to me, and really not clearly communicated to me.
241	talk about registration and grad school
242	Mostly career concerns, how to achieve those goals, and class scheduling/planning
243	To discuss upcoming semesters prior to registration as well as to receive guidance as to the best plan for graduation.
244	Questions about classes, needing to talk
245	Plan out my educational path and classes.
246	To verify my schedule has the classes I need
247	Degree planning, semester planning, progress towards degree
248	Graduation plan, holds, questions about the program
249	Education planning
250	Find out info about the program
251	Scheduling, going over Wolverine Track, discussing possible options outside of UVU (internships and study abroad)
252	To ask questions about which classes will suit me and my major goal best.
253	scheduling classes, path to graduation, or help with internship.
254	I feel it more effective to meet with my Pre Health advisor. I dont see the need to meet with two different advisors.
255	Class scheduling, graduation
256	What classes I should take
257	To plan a minor, schedules, class questions, etc.
258	class scheduling
259	Class schedules
260	Questions about what courses to take, to help receive more credits.
261	Asking about class options
262	Class schedules, overrides, academic planning



263	About graduation
264	Timeline for graduation, taking appropriate classes for nursing program, etc.
265	To get his advis
266	Wolverine Track.
267	Difficulties with a teacher. Finding information about who to contact for certain needs/projects.
268	to get approved for a class change
269	If I did not know what I needed to do to graduate.
270	Academic planning, bureaucratic junk, etc.
271	I probably wouldn't.
272	I would rather not meet with one.
273	To make sure I'm on the right path and to assure that I'm taking the correct classes for my degree so my degree will be correct so I can go to a graduate school.
274	I have no reason to anymore.
275	To make sure I was on track for graduation before every registration period.
276	Questions about classes or scheduling.
277	Change my major. Register for classes
278	Council on classes, needing a specific class.
279	Figure out what I still need to get done.
280	Academic questions or scheduling problems
281	graduation
282	Class changes, major questions, and internship.
283	For class info and schedule
284	In order to schedule classes and stay on plan.
285	scheduling and requirements
286	To help me see what classes would be the best for me to take that semester
287	Class options for upcoming semesters.
288	Graduation planning
289	When I need help choosing my classes and to make sure I am on the up to date on my graduation plan.
290	Class or schedule planning
291	Class schedule, internship reporting or questions.
292	Credit issues. Planning. Class recommendations
293	Class planning
294	Checking in to see if I should be able to graduate on time
295	Class scheduling and future career in dance.
296	To see what classes are best for me to register in.
297	Scheduling and arranging my class schedule.
298	Advise on what classes should be taken. Questions about the overall understanding of what my degree entailed
299	changing classes, complaints, making sure I'm on track

300	What classes to take
301	If I didn't know what I was doing and I needed help planning out my classes and looking for career opportunities related to my major.
302	Questions, comments and concerns with classes.
303	To touch base and identify areas of concern and create plans to continue having college success.
304	holds
305	Plan out a semester or to discuss grad school prep
306	Scholarship signatures, scheduling, graduation check up.
307	Input on educational plans
308	Advice on academic decisions.
309	To determine which classes I should take and to change my major
310	Preparing for class registration
311	Help planning what classes to take next.
312	Make sure I am taking classes consistent with my degree and credit requirements. Assist with determination of major. Explain and help overcome registration errors.
313	To make sure I'm on track to graduate.
314	Choosing courses, questions regarding major, help with anything involving my major!
315	Course overwrite and questions about my major.
316	Scheduling my classes for the next semester.
317	Advice on classes, problems registering, internship advice
318	When I'm not sure what courses I should take on for the next semester and to talk about future education plans since UVU only has a Bachelor's degree in Psychology and I'm wanting a Ph.D.
319	Hold
320	Make sure I am ready to graduate, plan courses and try to substitute courses
321	Class he;[ and to make sure i am on track fpr my program
322	Internship, class scheduling, speaking in her class and making sure that I have met all graduation requirements.
323	To plan classes or ask academic questions
324	Figure out which classes I need to sign up for to graduate.
325	To figure out what major I want to go into and to get help with classes.
326	choose courses
327	Make sure I'm on track for graduation, pre-req overrides
328	Making my schedule for future semesters
329	Scheduling, class pre-req's, dispute with professor
330	Figure out what classes are best to take- help with wolverine track
331	To speed up my class plan and to graduate sooner. to see if there are any classes that may be taken concurrently or to get waiver to sign up for higher level classes together with prerequisites. To seek help in finding off-campus internship.
332	To determine which classes I need to sign up for.

333	Plan courses and discuss internships.
334	To find direction in the career I am pursuing, and the necessary steps needed to meet my goals.
335	Plan my schedule
336	Preparing for graduation.
337	Stay on track for graduation, looking into different minors.
338	To change my major and set up a plan to stay on track for graduation.
339	When there is some delay with my ability to register for my classes.
340	To plan next semesters classes or to get an override for scheduling.
341	To ensure that a class I that I want to take satisfies elective requirements for my major (since Wolverine Track is not kept up to date and is therefore worthless).
342	questions about applying to my program, or questions about retaking classes or what classes I need to take.
343	when I need questions answered concerning my degree and the classes he/she advises.
344	Usually to understand why I can't register for a class.
345	Check to see if I am on track and what classes I can take and when.
346	Help with selecting classes and requirements of the major
347	If I didn't know what classes I needed for my major.
348	For registration questions. What classes are best to take together and what the work load might look like depending on how many credits. I also ask them any questions about a program or new course that comes up. I recently talked about my major and what minors might work best with it.
349	Coarse registration
350	questions about progress to graduation. Questions about classes.
351	Schedule planning, change of major

**Q46** Is there anything else you would like to share with us pertaining to your experience with UVU's academic advising? ('Yes,' raw, verbatim responses) n=34

Q46_2_TEXT - Yes (please explain) n=34	
response #	
1	The last visit I had with Ms. Chelsie Jensen was awesome. She was very welcoming and kind. I wish I met her sooner! Tell her she's awesome!!
2	The El Ed advisors are remarkable!
3	I wish I better understood what the advisor's expectations were. I don't feel like I have a good relationship with them. I don't know what they are for really.
4	In the past I have found that the information I receive is sometimes outdated or unhelpful. I usually have to have whatever I am told re-checked several times in order to get accurate information. As I have been more prepared my experience has been better.

5	The academic advising department was amazing. I attended the University of Utah before attending UVU and the advisors at UVU are more helpful by far. Angela took the time to explain multiple classes and encouraging me to participate in activities and internships.
6	I don't understand the purpose of having a specific counselor. Because when I go in the counseling office they just schedule me with the next available person.
7	I have found they are very available, but it's up to me to let them know my needs.
8	Even though this is my second year and I have had three different advisors, my third is my favorite and I hope it doesn't change.
9	Have tried to communicate with my advisor, but he never responds.
10	The academic affairs office itself was a very welcoming place to visit.
11	The advising is awesome. The professors need to be interviewed one by one, and fired. All you need to do is open up a survey for each professor and allow every student to answer simple questions like, do you feel the professor is passionate about their subject? Do you feel the professor uses up to date and current methods of imparting knowledge to the students? Do you feel the professors care about if the students are learning or not? Do you feel the exams are crafted to produce expected outcomes of scores, or ascertain the understanding of the student? But I know this survey is written by a professor, because it doesn't address any of the real concerns students have had since the inception of any university. The oppression of the professors. It's dark I know, but oh oh oh so true. Try one survey that would address simple questions that you think all professors do already. They don't, and you can hear the students complain about the whole process every class period. But the professor silences them, and move on to the next semester prey. Open the eyes.
12	I went to do a personality test with my academic advisor and she was helpful in describing and explaining what my personality type was, but I still didn't know what career/degree I wanted to go into. I wasn't any closer (I felt like) to figuring out what I wanted to do.
13	In addition to working with my direct adviser, I've used other instructors and adviser from other points during my time at UVU to get great advice and direction. I've worked irregularly with Mike Walker, who I met from my time at the Wasatch campus, and he has been a great resource at UVU to assist me in furthering my education.
14	I do not wish to say who, but one the advisors for the DGM department is kind, but not very helpful. Because of a misunderstanding I ended up making a portfolio website that was unneeded because I was told to by that advisor. Please take care to select better advisors. (Note* I doubt that any more than few are like that. Just a heads up that your DGM department could use some reworking.)
15	I would like better teachers
16	They were good when I went I just need to be more proactive
17	I have only had one advisor who I feel was genuinely interested in me and my future. The other 4 advisors I have had, I felt like I was just a number when meeting with them. I think there need to be more performance review for advisors.
18	I have met with several advisors in the business school and all of them (except Scott Childs) have been extremely unhelpful, rude, and incompetent.

19	I work for the multicultural center and I have noticed that a lot of times the demand for aid is greater than the advisors available or of sufficient knowledge to assist students. Specifically there are a lot of Spanish speaking students or potential students that come in with questions and there are advisors and the Latino Initiative but there isn't always someone there to assist with their question or one advisor in particular is super over booked and making an appointment to speak with her takes a while. I think having more than just one Spanish advisor to meet with students would be helpful. There are other staff that speak Spanish but people want a one on one meeting to discuss their questions and for that only one advisor deals with those appointments. I am not sure how to fix that but maybe having someone specifically on hand to assist in case that advisor isn't there. I try but I have limited knowledge as I am obviously not an advisor.
20	Offer all the classes in my major so I can actually graduate. I have classes that have never been offered and its my third year.
21	My first academic advisor told me that I would never be able to get into graduate school because I wasn't good enough. Very poor advising to me.
22	I appreciated my adviser helped me decided which courses to take before school starts
23	One time I planned my whole schedule around a certain professor and then they changed the professor. That bugged me
24	Pls abandon hard copy turn in assignments in favor of total Canvas. It would be much less confusing and efficient for grade feedback.
25	Please help visual arts!!
26	UVU is a great school! I have never felt more welcome. There is plenty of diversity and I feel that students are genuinely encouraged to succeed. I could not be happier with my education experience thus far.
27	Students face many problems every day. Students need to know exactly what advisers can do for them and which problems can be fixed.
28	I think the points for attendance is futile
29	I changed my name after the first two semesters I attended UVU, and that suddenly put me with a new advisor who I had never talked to before--it was a bit weird that I couldn't still see the advisor I had spoken with initially.
30	I would not like my answers to reflect upon any academic counselor I may currently be assigned to, these answers were given based on my experience with the last counselor I met with.
31	UVU student body is a joke
32	My current adviser is great, but I have tried to change my major, and it was a hassle to meet with multiple other advisers to determine which major I want to change to. I would love to do a phone conference or email chain with multiple advisers to figure out which would be a good fit for me.
33	A larger offering of online courses would be fantastic.
34	Some of the advisors are not friendly or very helpful. It turns off a lot of students to going and getting help.

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