

Advising Metrics (Updated 07/08/2019)

The following survey conducted in 2014 led to the Advising Re-envisioning report and funding of the University Advising Center, 25 First-Year Advisors, an advisor training and certification program, and implementation of new advising technologies. This same survey was conducted in 2017 and again in 2019. Comparison data is included below. Percentages shown indicate the number of undergraduate students who “agree” or “strongly agree” with the statement.

Topic	2014	2017	2019
% of assigned academic advisors to all undergraduate students	30%	67%	95%
Total survey responses	1448	1445	1289
I know who my academic advisor is and/or how to get advised in my college or school	81% (n = 1175) agree/strongly agree *54% strongly agree	93% (n=1350) agree/strongly agree *70% strongly agree	84% (n=1107) agree/strongly agree *60% strongly agree
As a result of academic advising, I understand the requirements of my major.	68% (n=988)	85% (n= 1238)	N/A
2014 and 2017: My academic advisor provides me accurate information about courses, programs, and major requirements	65% (n=947)	81% (n=1181)	N/A
2019: I receive accurate information about courses, programs, and requirements through academic advising.	N/A	N/A	77% (n=859)
My advisor and I discuss the purpose and expectations of academic advising.	42% (n=609)	74% (n=1069)	71% (n=795)
My academic advisor explains the purpose and requirements of the Carolina Core.	55% (n=802)	75% (n=1089)	82% (n=921)
My advisor helps me choose a major that is best for me.	39% (n=573)	72% (n=988)	68% (n=765)
My academic advisor recommends beyond-the-classroom /co-curricular opportunities such as study abroad, internships, peer leadership positions, graduation with leadership distinction, etc.	42% (n=614)	59% (n= 862)	65% (n=726)

Topic	2014	2017	2019
My academic advisor refers me to campus resources (such as the Student Success Center, Career Center, Counseling Center, Student Disability Services, etc.)	43% (n=633)	64% (n=922)	67% (n=755)
My academic advisor and I talk about career opportunities and/or graduate school .	42% (n=605)	57% (n=827)	61% (n=684)
I prepare for advising prior to meeting with my academic advisor.	74% (n=1085)	86% (n=1244)	92% (n=1027)
My academic advisor is available when I needed to meet with him/her.	72% (n=1045)	79% (n=1142)	84% (n=910)
Approximately how much time do you spend with your Academic Advisor in your college/school?	58% = 15 minutes or less 33% = 16-30 minutes 7% = 31-45 minutes 1.3% = 46-60 minutes 0.6% = 1 hour or more	36% = 15 minutes or less 44% = 16-30 minutes 13% = 31-45 minutes 4% = 46-60 minutes 2.5% = 1 hour or more	41% = 15 minutes or less 42% = 16-30 minutes 13% = 31-45 minutes 3% = 46-60 minutes 1% = 1 hour or more
Overall, how satisfied are you with academic advising at USC?	14% = extremely dissatisfied 20% = dissatisfied 47% = satisfied 19% = extremely satisfied	11% = extremely dissatisfied 15% = dissatisfied 43% = satisfied 31% = extremely satisfied	13% = Extremely dissatisfied 16% = Dissatisfied 37% = Satisfied 34% = Extremely satisfied

Themes from Student Responses	2014	2017	2019
Advising experience/advisor has been great	N/A	59	85
No Relationship/Rapport		71	66
Multiple/Different Advisors		62	59
Rushed Advisement/Not Enough Time		37	34
Poor advising experience with faculty advisor		24	31
Lack of Communication/miscommunication		50	26
Mis-advisement		46	25
Advisors Not Prepared/Ready for Appointments		44	24
Lack of Transfer Articulation & Support		23	18
More support for advisement of academic minors		8	17
Lack of Advisor Expectations/Accountability		18	16
Need for Co-Curricular Advisement (Study Abroad; GLD; Career; NSE; ROTC; etc.)		16	15
Not enough seats in classes		0	12
Students should not be required to meet with an advisor		0	12
Degree Works Issues		15	9
Advisors (UG) should Advise for Graduate School		4	8
Carolina Core Confusion		12	3
Varying Sources for Course Progression Information (Advisor; Bulletin; USC Website; Students/Upperclassmen)		7	2
Advisors Set Registration Time Tickets		5	0