Undergraduate Satisfaction with Advising Services

2012 UCUES Survey
UCUES 2012

- System wide survey of undergraduates
- April-June 2012
- 10,519 UC Davis undergraduates responded
- 44.5% response rate
- 62,499 undergraduates at all UCs responded
- 36.2% system wide response rate
UCUES 2012: ADVISING

How satisfied are you with each of the following aspects of your educational experience (in the major)?

• Advising by faculty on academic matters
• Advising by departmental staff on academic matters
• Advising by student peer advisors on academic matters
• Advising by school or college staff on academic matters
Undergraduate Satisfaction with Academic Advising at UC Davis: 2012

<table>
<thead>
<tr>
<th>Role</th>
<th>Mean Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>4.46</td>
</tr>
<tr>
<td>Departmental Staff</td>
<td>4.44</td>
</tr>
<tr>
<td>College Staff</td>
<td>4.38</td>
</tr>
<tr>
<td>Peer Advisors</td>
<td>4.29</td>
</tr>
</tbody>
</table>

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)
Undergraduate Satisfaction with Academic Advising: UC Comparisons

- **Faculty**: UC Davis - 4.46, Other UCs (excluding Merced) - 4.39
- **Departmental Staff**: UC Davis - 4.44, Other UCs (excluding Merced) - 4.36
- **College Staff**: UC Davis - 4.38, Other UCs (excluding Merced) - 4.29
- **Peer Advisors**: UC Davis - 4.29, Other UCs (excluding Merced) - 4.24

Source: 2012 UCUES

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)
UCUES 2012: AAU Participants

- University of Minnesota
- Rutgers University
- University of Pittsburgh
- University of Southern California
- Texas A&M
- University of Virginia
Undergraduate Satisfaction with Academic Advising
UCUES 2012: AAU Comparisons

- **Faculty**
  - UC Davis: 4.46
  - Other UCs (excluding Merced): 4.39
  - 6 AAU Institutions: 4.46

- **Departmental Staff**
  - UC Davis: 4.44
  - Other UCs (excluding Merced): 4.36
  - 6 AAU Institutions: 4.42

- **College Staff**
  - UC Davis: 4.38
  - Other UCs (excluding Merced): 4.29
  - 6 AAU Institutions: 4.32

- **Peer Advisors**
  - UC Davis: 4.29
  - Other UCs (excluding Merced): 4.24
  - 6 AAU Institutions: 4.20

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)
Undergraduate Satisfaction with Academic Advising at UC Davis by FACULTY

- CAES: 4.48
- CBS: 4.30
- CLAS: 4.52
- COE: 4.52

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)

Source: 2012 UCUES
Undergraduate Satisfaction with Academic Advising at UC Davis by Division: FACULTY

<table>
<thead>
<tr>
<th>Division</th>
<th>Mean Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGSCI</td>
<td>4.59</td>
</tr>
<tr>
<td>ENVSCI</td>
<td>4.54</td>
</tr>
<tr>
<td>HUMANSCI</td>
<td>4.38</td>
</tr>
<tr>
<td>HArCS</td>
<td>4.73</td>
</tr>
<tr>
<td>MPS</td>
<td>4.48</td>
</tr>
<tr>
<td>SOCSCI</td>
<td>4.44</td>
</tr>
</tbody>
</table>

Source: 2012 UCUES

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)
Undergraduate Satisfaction with Academic Advising at UC Davis by FACULTY

<table>
<thead>
<tr>
<th>FACULTY</th>
<th>2006</th>
<th>2008</th>
<th>2010</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAES</td>
<td>4.41</td>
<td>4.47</td>
<td>4.48</td>
<td>4.48</td>
</tr>
<tr>
<td>CBS</td>
<td>4.31</td>
<td>4.30</td>
<td>4.29</td>
<td>4.30</td>
</tr>
<tr>
<td>CLAS</td>
<td>4.28</td>
<td>4.43</td>
<td>4.44</td>
<td>4.52</td>
</tr>
<tr>
<td>COE</td>
<td>4.43</td>
<td>4.33</td>
<td>4.45</td>
<td>4.52</td>
</tr>
</tbody>
</table>

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)
Undergraduate Satisfaction with Academic Advising at UC Davis by DEPARTMENTAL STAFF

- CAES: 4.44
- CBS: 4.29
- CLAS: 4.49
- COE: 4.56

Source: 2012 UCUES

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)
Undergraduate Satisfaction with Academic Advising at UC Davis by Division: DEPARTMENTAL STAFF

- AGSCI: 4.56
- ENVSCI: 4.54
- HUMANSCI: 4.32
- HArCS: 4.68
- MPS: 4.51
- SOCSCI: 4.4

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)

Source: 2012 UCUES
Undergraduate Satisfaction with Academic Advising at UC Davis by DEPARTMENTAL STAFF

<table>
<thead>
<tr>
<th>Department</th>
<th>2006</th>
<th>2008</th>
<th>2010</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAES</td>
<td>4.33</td>
<td>4.44</td>
<td>4.44</td>
<td>4.44</td>
</tr>
<tr>
<td>CBS</td>
<td>4.25</td>
<td>4.30</td>
<td>4.25</td>
<td>4.29</td>
</tr>
<tr>
<td>CLAS</td>
<td>4.32</td>
<td>4.38</td>
<td>4.39</td>
<td>4.49</td>
</tr>
<tr>
<td>COE</td>
<td>4.33</td>
<td>4.29</td>
<td>4.40</td>
<td>4.56</td>
</tr>
</tbody>
</table>

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)
Undergraduate Satisfaction with Academic Advising at UC Davis by COLLEGE STAFF

CAES: 4.40
CBS: 4.27
CLAS: 4.40
COE: 4.47

Source: 2012 UCUES
Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)
Undergraduate Satisfaction with Academic Advising at UC Davis by Division: COLLEGE STAFF

<table>
<thead>
<tr>
<th>Division</th>
<th>Mean Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGSCI</td>
<td>4.51</td>
</tr>
<tr>
<td>ENVSCI</td>
<td>4.41</td>
</tr>
<tr>
<td>HUMANSCI</td>
<td>4.33</td>
</tr>
<tr>
<td>HArCS</td>
<td>4.48</td>
</tr>
<tr>
<td>MPS</td>
<td>4.37</td>
</tr>
<tr>
<td>SOCSCI</td>
<td>4.37</td>
</tr>
</tbody>
</table>

Source: 2012 UCUES
Undergraduate Satisfaction with Academic Advising at UC Davis by COLLEGE STAFF

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)
Undergraduate Satisfaction with Academic Advising at UC Davis by PEER ADVISORS

<table>
<thead>
<tr>
<th>Department</th>
<th>Mean Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAES</td>
<td>4.36</td>
</tr>
<tr>
<td>CBS</td>
<td>4.24</td>
</tr>
<tr>
<td>CLAS</td>
<td>4.28</td>
</tr>
<tr>
<td>COE</td>
<td>4.30</td>
</tr>
</tbody>
</table>

Source: 2012 UCUES

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)
Undergraduate Satisfaction with Academic Advising at UC Davis by Division: PEER ADVISORS

<table>
<thead>
<tr>
<th>Division</th>
<th>Mean Satisfaction</th>
</tr>
</thead>
<tbody>
<tr>
<td>AGSCI</td>
<td>4.38</td>
</tr>
<tr>
<td>ENVSCI</td>
<td>4.41</td>
</tr>
<tr>
<td>HUMANSCI</td>
<td>4.32</td>
</tr>
<tr>
<td>HArCS</td>
<td>4.41</td>
</tr>
<tr>
<td>MPS</td>
<td>4.27</td>
</tr>
<tr>
<td>SOCSCI</td>
<td>4.24</td>
</tr>
</tbody>
</table>

Source: 2012 UCUES

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)
Undergraduate Satisfaction with Academic Advising at UC Davis by PEER ADVISORS

- CAES
  - 2006: 4.14
  - 2008: 4.27
  - 2010: 4.31
  - 2012: 4.36

- CBS
  - 2006: 4.04
  - 2008: 4.12
  - 2010: 4.18
  - 2012: 4.24

- CLAS
  - 2006: 4.13
  - 2008: 4.12
  - 2010: 4.15
  - 2012: 4.28

- COE
  - 2006: 4.06
  - 2008: 4.03
  - 2010: 4.17
  - 2012: 4.30

Mean Satisfaction (1=Very dissatisfied, 6=Very satisfied)
Open-ended Responses

• What is the SINGLE, MOST IMPORTANT thing that your institution could realistically do to create a better undergraduate experience for students like you?

Of the 6004 students who answered this question, about 3% (178) wrote about advising.
THEMES

• Do it early
• Make it better
  – More available
  – More accurate
  – More coordinated
  – Less confusing
• Make it mandatory
• Make it more personal