

The UEA Advisory System

An interim report on the results of the
2009 survey (undergraduates)

Survey responses



2008

- ✦ 1018 respondents: 846 UG, 68 PGT
- ✦ 29% UGs in their first year of study; 32% in second year

2009

- ✦ 1164 UG, 193 PGT
- ✦ 33 % UGs in their first year of study; 29% in second year

Key sources of advice: academic

	2008	2009
Adviser	60	68
Lecturer	75	53
Seminar leader	61	36
Friends/peers	71	n/a

Key sources of advice: personal

	2008	2009
Adviser	33	40
Lecturer	8	9
Seminar leader	4	6
Friends/peers	71	n/a

Key source of advice: central services

		2008	2009
Academic	DOS	10	17
Personal	DOS	13	13
Academic	COUNS	2	2
Personal	COUNS	15	12
Academic	SU	6	5
Personal	SU	12	11

Adviser availability

	2008	2009
Do you know who your adviser is?	97	98
Have been invited to a meeting?	74	60
Does your Adviser have regular tutorial hours?	41	46
Is your adviser generally available at other times	54	58
Have you independently sought advice from your Adviser this year?	68	64
Do you know who the Senior Adviser is?	-	44

Ratings of advice and support provided by Adviser



	2009
Very good	44
Good	25
Adequate	18
Poor	13

Reasons for not seeing advice:

not required – 56% (69%)

no confidence in my Adviser – 24% (32%)

preferred to seek help elsewhere – 32% (72%)

didn't feel able to ask for help – 16% (41%)

% of those who had not independently sought help; figures for 2008 in brackets

April 15, 2010



Overall satisfaction with support in Schools



	2008		2009	
	Satisfied	Very satisfied	Satisfied	Very satisfied
Academic support	47	27	56	26
Personal support	55	19	63	18



School differences in 2009:

Personal support:

Most highly rated Schools are MUS, AHP, NAM and MTH

Least well rated are CMP, ECO, LIT and MED

Academic support

Most highly rated Schools are MUS, MTH, AHP and NAM

Least well rated are MED, NBS, CMP and LIT

Faculty differences 2009

Personal support

Most highly rated: FoH

Least well rated: SSF

Academic support

Most highly rated: FoH

Least well rated: SSF

Overall support

Most highly rated: HUM

Least well rated: SCI

Differences by student group

The following groups gave significantly lower mean satisfaction levels for personal support than their peers:

22 – 25 year olds

students with disabilities

There were no significant gender differences.

Raising student satisfaction with the advisory system



Key predictors of high student satisfaction:

1. frequency of meetings
2. being invited to a meeting

Timing of meetings is much less important

Matters for discussion

Key issues to be investigated from the School or Faculty perspective

Naming individual Advisers

Feedback to Schools

Extending an Advisory system to PGR students

Frequency of survey