



# UAA ACADEMIC ADVISING STUDENT EXPERIENCE SURVEY

## METHODOLOGY

Findings are based on the 518 responses to the UAA Academic Advising Student Experience survey (response rate = 12.4%).

The survey was administered to participants of 4,167 academic advising appointments that were recorded through either UOnline iAdvise or Banner between October 26 and December 4, 2015.

The survey was administered in weekly batches during the survey period; if a student met with an advisor multiple times or with multiple advisors during the Monday through Friday week, their most recent advising appointment was referenced for the survey administration.

This project was administered electronically through Campus Labs Baseline by the Office of Student Affairs.

The survey population included all class levels and advising types, but only students whose primary curriculum campus code is the Anchorage campus.

Please direct any questions concerning this report to:

### Whitney Brown

Coordinator of Student Affairs  
Research, Assessment and Staff  
Development

Office of Student Affairs  
wabrown3@uaa.alaska.edu  
907-786-6156

## PURPOSE

The University of Alaska Anchorage is dedicated to supporting student success through quality academic advising. The Anchorage campus has been bolstering advising efforts over the past several years through the hiring of additional academic advisors, establishing a common language and advising framework, and improving advising record keeping systems and communication plans. Furthermore, Academic Affairs and Student Affairs affirmed the formal implementation of academic advising within the colleges and centrally for the spring 2016 registration period which began on November 6, 2015.

The purpose of this survey is to ensure that the student voice is heard throughout this process across all advising centers and to learn more about the advising experience at UAA. This data will be utilized by UAA administrators to enhance the quality and effectiveness of academic advising for all UAA students.

## OVERVIEW

Survey respondents reported an overall positive academic advising experience, with **88.8% of appointments described as being of excellent or good quality**. Respondents indicated the highest agreement to the factor that their advisor communicated with them in a respectful manner. Survey result show:

- **88.8%** of respondents described their academic advising appointment as being of **excellent or good quality**. (Mean on a scale of one to five: 4.52)
- **87.1%** were able to **schedule an appointment** with their advisor with little or no difficulty. (Mean: 4.37)
- **88.0%** said their **questions and concerns were addressed** by their advisor. (Mean: 4.44)
- **87.1%** said their advisor was **knowledgeable about the subject** being discussed. (Mean: 4.42)
- **90.9%** said their advisor **communicated with them in a respectful manner**. (Mean: 4.62)

The following two tables show two different disaggregated views of the survey results. The comparison provides a clear depiction that advising does not necessarily occur through the appropriate advising center in which the UAA advising system designed it to (i.e. students do not always meet with their assigned academic advisor).

*Table 1: Cohort Perceptions* reviews survey results according to the program or college in which the student is enrolled; this view is important to understand how students within a specific college or cohort are experiencing academic advising at UAA. *Table 2: Advising Center Ratings* reviews results according to the advising center that the advisor who recorded the reviewed appointment belongs to; this view is important because it shows the variation in interactions with advisors across advising centers.

Table 1 shows that students enrolled in the **College of Business & Public Policy** reported the highest **overall quality** in advising appointments as well as the most positive rating on three of the five survey criteria. Respondents in the **College of Health** and the **Community & Technical College** both reported **positive scores of 91.5% or higher** on all five survey criteria. Conversely, respondents enrolled in the College of Education report receiving a significantly lower quality advising experience than students in the rest of the colleges; 41.7% of College of Education respondents reported a below average or poor advising experience.

**Table 1: Cohort Perceptions**

	AACD <sup>1</sup>	CAS	CBPP	COE	CoEng	COH	CTC	GE <sup>2</sup>	Average
Described academic advising appointment as being of excellent or good quality.	89.4%	87.8%	95.3%	54.2%	91.5%	94.1%	94.9%	88.2%	88.8%
Able to schedule an appointment with their advisor with little or no difficulty. <sup>3</sup>	83.0%	87.8%	88.4%	66.7%	87.2%	92.2%	91.5%	86.3%	87.1%
Questions and concerns were addressed by their advisor. <sup>3</sup>	87.2%	88.3%	95.3%	50.0%	89.4%	92.2%	94.9%	86.3%	88.0%
Advisor was knowledgeable about the subject being discussed. <sup>3</sup>	85.2%	86.7%	95.3%	50.0%	85.1%	96.1%	93.2%	86.3%	87.1%
Advisor communicated with them in a respectful manner. <sup>3</sup>	91.5%	93.4%	95.3%	66.7%	85.1%	94.1%	94.9%	86.3%	90.9%
<i>Total Respondents</i>	47	196	43	24	47	51	59	51	518
<i>Response rate</i>	11.1%	14.4%	14.2%	20.3%	13.4%	8.3%	11.1%	10.9%	12.4%

When reviewing survey results by the providing advising center, Table 2 shows that students reported the advisors in the College of Business & Public Policy the highest on all the five survey criteria; and conversely advisors in the College of Education the lowest on all five criteria.

**Table 2: Advising Center Ratings**

	AACD	CAS	CBPP	COE	CoEng	COH	CTC	Other <sup>4</sup>	Average
Described academic advising appointment as being of excellent or good quality.	93.0%	86.3%	100%	37.5%	91.7%	92.5%	92.3%	94.4%	88.8%
Able to schedule an appointment with their advisor with little or no difficulty.	81.4%	85.8%	95.3%	56.3%	85.4%	94.3%	93.6%	61.1%	87.1%
Questions and concerns were addressed by their advisor.	90.7%	85.7%	100%	43.8%	89.6%	94.3%	93.2%	77.8%	88.0%
Advisor was knowledgeable about the subject being discussed.	93.0%	84.9%	100%	37.5%	87.5%	94.3%	91.0%	72.2%	87.1%
Advisor communicated with them in a respectful manner.	93.0%	92.2%	100%	56.3%	85.4%	92.5%	92.3%	83.3%	90.9%
<i>Total Respondents</i>	43	219	43	16	48	53	78	18	518
<i>Response rate</i>	10.4%	13.0%	15.6%	21.1%	17.3%	9.6%	11.0%	10.2%	12.4%

<sup>1</sup> Students in the AACD category are either enrolled as associates of arts or degree-seeking bachelor of arts designated as undeclared/exploratory. These students are primarily advised by Academic Advising & Career Development.

<sup>2</sup> Students in the GE (General Education) category are either a non-degree seeking students or hold an admissions pending status. Students in this category are seen by a variety of advising centers.

<sup>3</sup> Descriptive statistics reflect ratings of "agree" or "strongly agree."

<sup>4</sup> This category includes staff who are not academic advisors but who have advising privileges, as well as advisors from other UAA campuses.

## SWOT ANALYSIS OF ADVISING EXPERIENCE

A SWOT analysis is a structured planning method used to create an organized list of a subject's greatest strengths, weaknesses, opportunities, and threats. The SWOT analysis below was created for the academic advising experience using the key themes from student comments<sup>5</sup>.

### STRENGTHS

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- Advisors are personable, knowledgeable, and readily know the answers to students' questions.
- New advisors are proactive in seeking out answers to questions they didn't readily know.
- Advisors demonstrate a culture of care and support long term academic planning with students.

*Rhianna is absolutely the best advisor I have worked with. Within a matter of minutes she can solve issues concerning my degree plan and classes. I've shown up unexpected and she still gives you her best. She knows her job and then some and often goes out of her way to assist students. I've dealt with other advisors in different UAA programs and it was usually a lengthy meeting where the advisor would be researching the catalog and repeating things I already did on my own. Rhianna is the best!!!*

*Rachel was fantastic and had the answers to my questions before I even asked. She helped me pick the most effective path both for my current degree goal and future goals.*

*I have appreciated every phone call with Mr. Stuart and all of my questions were either addressed during that call or deferred to a later date.*

*Dr. Duricka was excellent! I had only meant to review the courses I should take next semester, but she seemed to sense my underlying concerns about my graduation schedule and took the initiative to plan out my next three years of classes on DegreeWorks, which was a huge reassurance to me. She also projected an understanding of and sympathy with my experience as a STEM student, which is highly comforting during the stressful process of signing up for classes.*

*My advising appointment with Meredith McIntire was absolutely what I needed to make my decisions on Spring 2016 semester courses. Also I discussed UAA's My Major Discovery with her since I'm currently undeclared and she really informed me about what courses and how many credits I need to major in business, since that's the only degree I'm moving toward. I'm looking forward to my next advising meeting with Meredith because I know I'll be able to walk out of the appointment knowing an abundant amount of information needed for success.*

### WEAKNESSES

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- The process to schedule an appointment is difficult and the wait to meet with an advisor is lengthy.
- Students report inconsistent experience across advisors and advising centers.
- Students feel rushed and that they receive the same information from advisors that is provided online.

*There were so many issues trying to get my appointment. It took over a week and a half to finally get in. Some of the receptionist can be very rude.*

*The scheduling process was absolutely terrible. I had 7 calls and 2 emails go unanswered. I was treated with disrespect and condescension. The process it took to schedule a meeting and discuss legitimate concerns was extremely lengthy and discouraging.*

*I enjoyed my session with Rhiannon Elliot very much. She really helped me out and took time to explain all that I needed to do. My previous session with [another advisor] was not as great an experience. In my opinion I felt rushed and not warmly welcomed by her.*

*It took 10 or more days to hear back from [my advisor] initially, and several more days to get an appointment set up. She seemed to be bothered by request to sit and talk with her, as if she was too busy.....*

### OPPORTUNITIES

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- Leverage email advising to meet demand; students like that they can access an advisor via email and receive a response quickly.
- Share students' positive stories; students find advising worthwhile, wish they had done it sooner, and frequently return to meet with the same advisor.
- Create consistency in the process to record advising sessions and definitions for those interactions.

*Alyson is always very helpful. She answers questions not only at appointments but also through email.*

*I emailed Holly my questions and she responded immediately!*

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<sup>5</sup> For the purpose of this public document, advisor names have been redacted from the negative comments.

*I've been attending UAA for over two years now and my first and only experience with an advisor thus far was great. I wish I hadn't relied on Degree Works and seen one sooner.*

*The only issue I have ever had with academic advising was in scheduling my visit. It seems there is always a significant wait to see an advisor. That said, the wait is well worth it. I make a point of speaking to an advisor every semester if I possibly can. I have had the infinite good fortune to meet with Martha. Each time I have been impressed by her professionalism, candor, and attention to detail. The next time I meet with an advisor I will make a point of asking for Martha, even if it means I need to wait! Please let her know how much her efforts are appreciated.*

*I did not even have the chance to meet with an advisor, not sure what this is about. IDK who my advisor is.*

## THREATS

- DegreeWorks is often seen as a replacement for meeting with an advisor.
- Students' prior negative advising experiences are discouraging for future support and utilization of advising services.
- Students find it difficult to learn who their advisor is or connect with the appropriate advisor.

*I have been self-advising after four different advisor attempts. I use the 'What ifs' (UAA online) to guide me.*

*Degree Works is much better than an advisor to those who know how to use it. Though advisors are great for technical issues, such as will this class count for this or that.*

*I had a terrible experience with my interactions with [my advisor]. She was extremely difficult to get a hold of on the phone, I was put on hold for almost 15 minutes, and she was unable to answer any of my questions. She did not know any of the necessary information that an advisor should know, and I was very frustrated and extremely disappointed.*

*I could not make an appointment with the correct advisor she kept shuttling my emails to a different advisor however that different advisor even though he wasn't the advisor from my major was totally awesome to me.*

## ADVISING RECORDS

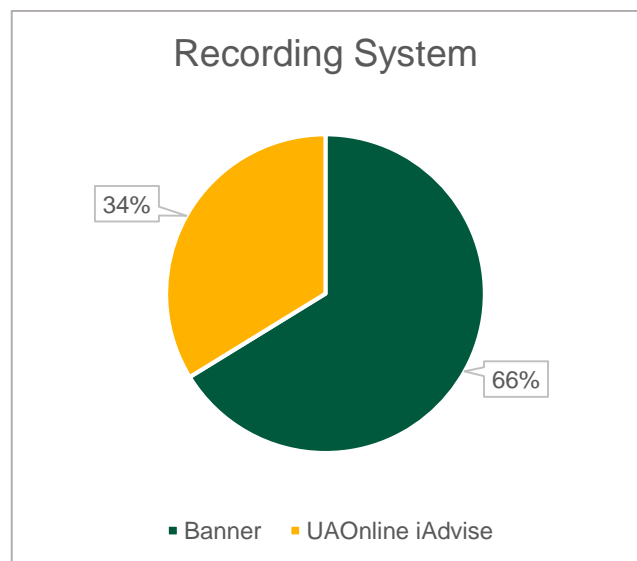
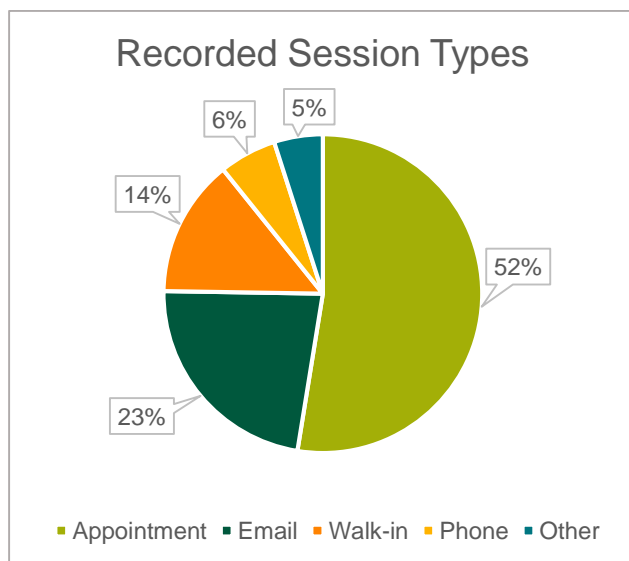
The survey was administered each Monday to the week prior's unique advising appointments that were recorded through either UAOnline iAdvise or Banner over a six week time period between October 26 and December 4, 2015.

Among the 4,167 academic advising records evaluated, the students were predominantly:

- Undergraduate (89% Undergraduate, 8% Non-degree Student, 3% Admission pending).
- Freshman or senior class standing (35% freshman, 18% sophomore, 18% juniors, 29% seniors).
- Full-time taking 12 or more credits (73% full-time, 27% part-time).

Nearly 53% (n= 2,190) of recorded academic advising session types were **scheduled appointments**. Email academic advising was the second most common session type at 23% (n=946) of the recorded sessions.

**Banner was the primary system** used to record advising appointments during this time, documenting over 2,760 sessions (**66.33%**). UAOnline iAdvise was used to record over 1,407 sessions (33.77%).

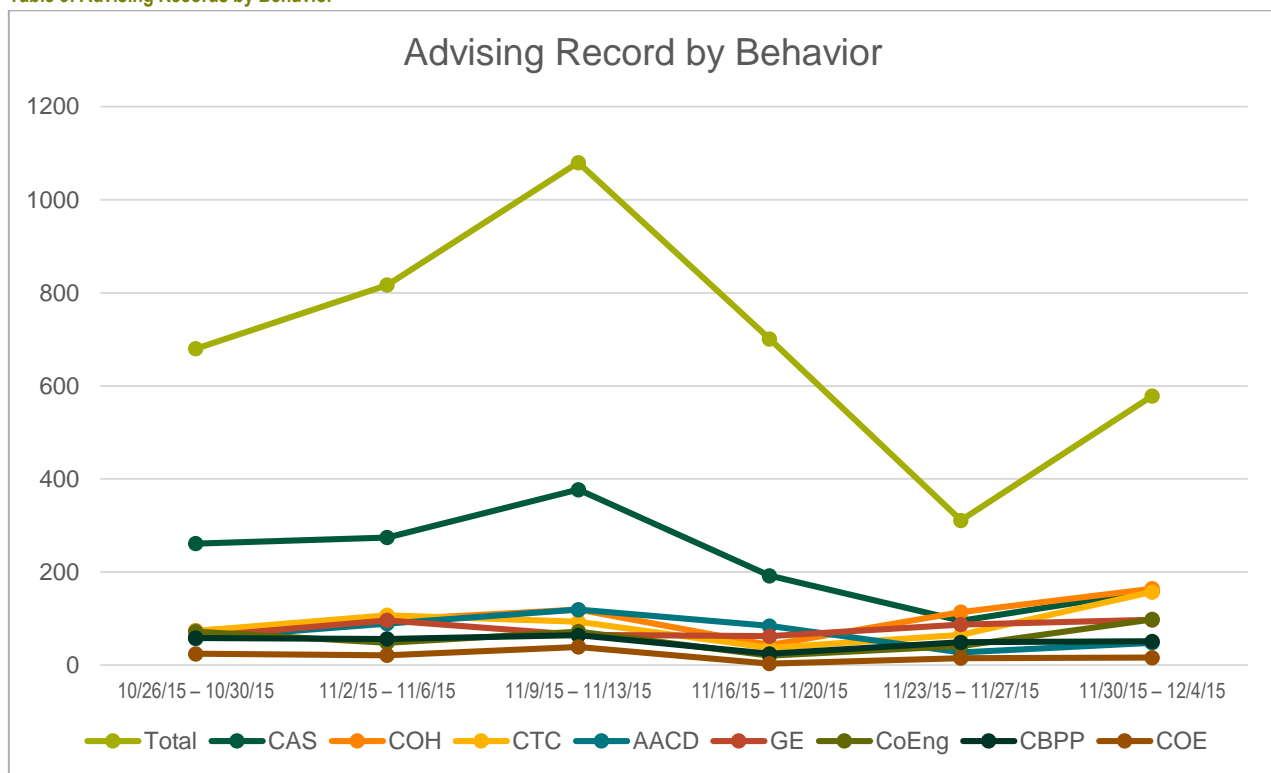


As described in the previous section, students don't always meet with an advisor from their assigned advising center. As such, *Table 3: Advising Records by Behavior* shows unique weekly advising appointments according to the program or college in which the student is enrolled and *Table 4: Advising Records by Advising Center* shows unique weekly advising appointments according to the advising center through which the appointment was recorded.

The data illustrates **significant advising reporting variations across the advising centers** (Table 3 and 4). Advisors in the College of Arts & Sciences recorded over 1,687 advising appointments (Table 4), whereas the other six colleges recorded unique weekly totals between 76 and 708. Further investigation is needed to identify the root causes of this variation. Items to consider include the types of interactions being record and definitions for the types of advising sessions or record descriptions.

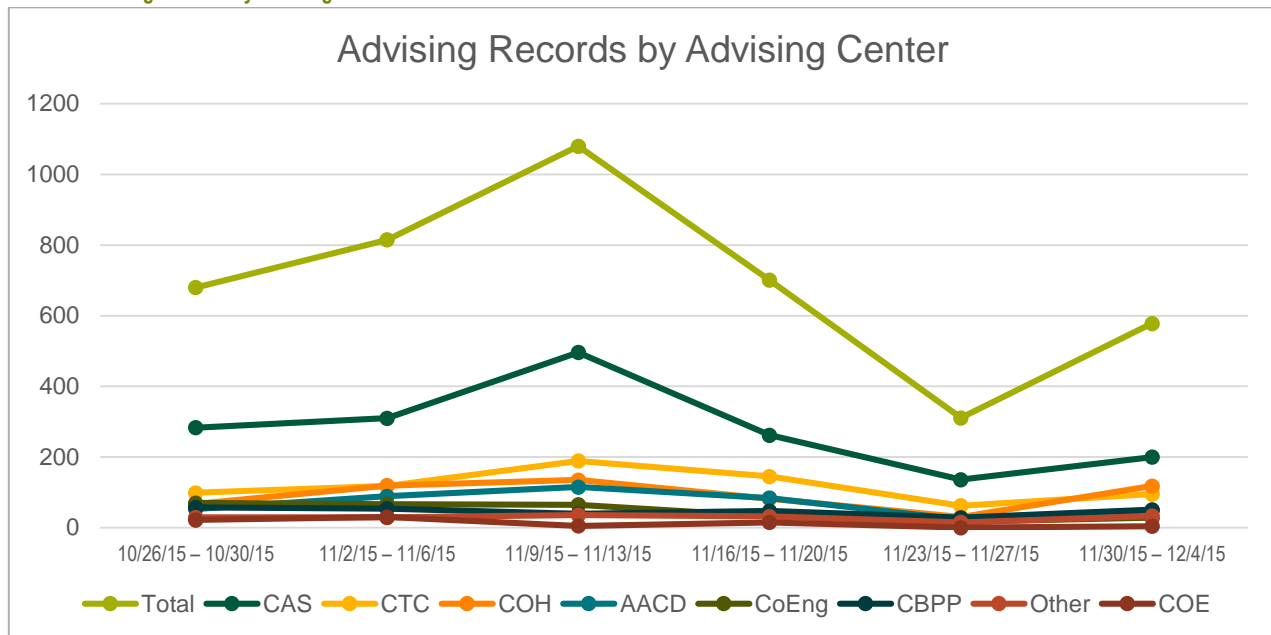
When comparing tables, there is great variation between students' advising behavior and advising activity within advising centers. For example, advisors within the Community & Technical College (CTC) recorded 708 unique appointments during the survey period, while only 532 students enrolled with CTC met with an advisor (not necessarily with CTC advisors). Variation can be a result of student and advisor alignment, repeat visitors, or program trajectory.

**Table 3: Advising Records by Behavior**



	10/26/15 – 10/30/15	11/2/15 – 11/6/15	11/9/15 – 11/13/15	11/16/15 – 11/20/15	11/23/15 – 11/27/15	11/30/15 – 12/4/15	Total
CAS	261	274	377	192	95	159	1358
COH	74	119	164	97	43	114	611
CTC	73	93	157	107	37	65	532
AACD	57	89	119	84	27	48	424
GE	61	65	98	96	62	87	469
CoEng	72	72	98	48	20	41	351
CBPP	58	64	51	56	24	49	302
COE	24	39	16	21	3	15	118
<b>Grand Total</b>	<b>680</b>	<b>815</b>	<b>1080</b>	<b>701</b>	<b>311</b>	<b>578</b>	<b>4165</b>

Table 4: Advising Records by Advising Center



	10/26/15 – 10/30/15	11/2/15 – 11/6/15	11/9/15 – 11/13/15	11/16/15 – 11/20/15	11/23/15 – 11/27/15	11/30/15 – 12/4/15	Grand Total
CAS	283	310	496	262	136	200	1687
CTC	99	118	189	145	62	95	708
COH	67	119	135	82	30	118	551
AACD	53	89	115	84	23	49	413
CoEng	70	66	65	32	17	28	278
CBPP	57	54	39	47	28	51	276
Other	29	29	36	34	15	33	176
COE	22	30	5	15	0	4	76
Grand Total	680	815	1080	701	311	578	4165

Ten students replied to the survey invitation stating that they did not meet with an advisor, though they have record of an advising session in Banner or UAOnline iAdvise. This further illustrates the impact that the variation in reporting and what constitutes an advising session poses confusion to students.

## LIMITATIONS

This section aims to call attention to the limitations of this study.

1. **Complex advising system:** Advising does not necessarily occur through the appropriate advising center in which the UAA advising system has designed it to. As a result, data must be presented from both the student perspective and the advising center perspective. Students often meet with advisors other than their assigned advisor or respective advising center. This makes filtering results by college not a clear process (i.e. looking at the college that the student is enrolled in versus the advising center that the advisor who the student met with belongs to).
2. **Inconsistent reporting practice:** The variance in appointment recording makes it not possible to uniformly compare the quantity of advising occurring across centers. This can be attributed to variance in types of interactions being record or definitions for the types of advising sessions.
3. **Ambiguity for general education:** Students who are either non-degree seeking or hold admissions pending status are formally assigned an advisor from AACD. However, students in this category are actually meeting with advisors from a variety of advising centers. These students are often on a degree-seeking trajectory and referred to advisors associated with that path. Other times, a student may become ineligible for degree-seeking status and continue to see their degree specific advisor.



## APPENDIX

### STUDENT COMMENTS

Respondents were given the opportunity to provide any additional comments regarding their academic advisor or advising experience. Below is a full listing of the 296 comments<sup>6</sup>. Comments are sorted in three sections: positive, mixed, and negative reviews.

#### POSITIVE REVIEWS

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1. I really appreciate that she understood my situation and helped me. She was very helpful and she helped me understand that I can take certain classes online despite being told something different before Fall 2015. She gave me the option to do phone advising or to just communicate by email which was good. I hope she will stick around so I could actually meet her in person before Fall 2016.
2. It went quickly and professionally. I was able to share my ideal schedule for spring 2016 and she looked over it and confirmed my choices, as well as making a few suggestions. Overall very pleased!
3. Rachel was an excellent advisor who helped me with all the information I was looking for on the nursing program.
4. that was awesome
5. Martha Massey has been the best advisor I have ever met with. She encourages me to keep going, helps me navigate through my classes, helped me when deciding on a major, and has been extremely helpful ever since I started seeing her a few years ago. I appreciate her advice and help more than I can explain. Having a good advisor makes a huge difference and she is one anyone would be lucky to have.
6. All good
7. Was an extremely helpful advisement.
8. Rhiannon is extremely helpful and answers questions promptly.
9. Deborah and David are very good at what they do, and I can always tell they go over and beyond to help me in any way academically and mentally.
10. Dr. Duricka is my primary advisor and she has always done an excellent job. I would recommend her to any student in the Sciences. The University is lucky to have such a dedicated and capable advisor.
11. My advisor went above and beyond what I went there for. Thanks!
12. I need a '6' here for Strongly, Verily agree! My academic counselor is The Best!
13. I wish I had found Dr. Gill years ago!
14. Professor Brock is what all professor should aspire to be. She is helpful she is a very good instructor and sets high yet achievable standards for her students while providing every possible resource for success
15. It was a very nice and easy experience
16. I'm graduating.. Soon if I pass !!'
17. Thank you Linda for all the help!
18. Love Joanne! Best advisor I've had since I started coming to UAA!:)
19. Thank you.
20. Everything was done via e-mail.
21. She is the best advisor I have ever had!
22. She is my favorite
23. Very worthwhile. All students should be required to do this before registration every semester, not just for certain degrees...
24. Nothing he was perfect!
25. It help me a lot to understand more of what I needed to do. Thank you very much Stephanie Trafton and the rest of the staff.
26. I've been meeting with Dr. Duricka for several semesters now, and she has always been a major help.
27. Dr. Duricka has been the most helpful during my time at UAA.
28. Rhiannon is just overall awesome: D
29. My meeting with Ms. Trafton was much needed because I was so lost about deciding what math course to enroll into. What seemed like what a simple question, was actually a meeting filled with so much information about what UAA has to offer to students interested in enrolling into the math emporium. Ms. Trafton not only answered my questions, but went further and let me know even more information, such as when I can actually register for my classes for spring 2016 and what programs/lectures are being taught over winter break to help revamp students' memories.

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<sup>6</sup> For the purpose of this public document, advisor names have been redacted from the negative comments.

30. She was wonderful! She was very organized, articulated my schedule and major requirements well, and planned a good schedule for me.
31. He was forthcoming on his newness to the job. Anything he was unsure he would find out. He was encouraging if anything which to me is very important.
32. Allyson was awesome! She was nice and very helpful. The front desk staff is always great also
33. I have five different advisors across multiple programs at UAA. Erin Day is one of the best!
34. I found it very helpful & enlightening.
35. I emailed Holly my questions and she responded immediately!
36. I really appreciated that David House was really easy to talk to and helped me with choosing my classes for next semester. Definitely worth driving in to meet with him.
37. I really appreciate the help and advice I received from my advisor Erin Nance. I was very unsatisfied with my previous advising appointment before Erin and so I appreciated that Erin took her time with me to answer all of my questions and showed genuine concern for my interests and needs. When she didn't know something, she informed me of that and said she would look into it further to provide with more detailed and accurate information. Overall it was a very pleasant appointment. I look forward to my next advising appointment. Thank you!
38. Stephanie is an amazing academic advisor!! She was very knowledgeable and helpful!
39. Overall, my appointment went well and my advisor has been doing a great job helping me out while I have been attending classes here at UAA.
40. My advisor, Erin Day, is always extremely helpful and happy to help with any questions I have. She is on top of what I need to get done to meet my graduation requirements and this is all I can ask for from an advisor. I have absolutely no complaints and its visit has made things much clearer and eliminate nearly all stresses I may have.
41. She's awesome
42. Rachel was amazing and I look forward to contacting her in the future. Thank you!
43. Nice work
44. I thought she was great! The first advisor I have ever had who was excited with me! I'm excited to continue working with her!
45. This was my first time meeting with Lynda and it went excellent! She helped address problems I have been experiencing as well as will be in the near future. She gave me a great schedule of classes to use to schedule my next semesters. I am glad I met with her, she helped me greatly and listened to what issues I have been having. She is great advisor!
46. Debora Duricka is the most amazing advisor UAA has!!!
47. Heather was very helpful and helped my issue. That took pressure off of the other classes.
48. Martha is great and knowledgeable. She followed up with a concern quickly.
49. My academic advisor David House is amazing. No matter what my questions are he always has an answer. He makes sure that I have all the information needed to make the best decisions regarding my academic career.
50. Deborah Duricka is fantastic and was a pleasure to work with
51. He was very friendly, approachable, and knowledgeable with lots of experience.
52. Alyson is always very helpful. She answers questions not only at appointments but also through email.
53. Lynda was knowledgeable and very helpful. She helped me make educated decisions about what direction to proceed. Lynda also was very helpful with tips and advice for navigating the web site. Lynda was kind and very patient! She is a great advisor and asset to UAA! Thanks!
54. Younger was awesome in helping my brother and I out with all of our added baggage, Thanks!
55. I did not actually schedule an appointment or participate in an in-person meeting - I simply emailed Erin regarding a matter which I thought I had addressed with my previous advisor and Erin was extremely prompt and efficient in dealing with it!
56. Dr. Brock was fantastic with working with my schedule. I had accidentally missed our first appointment, rescheduled, and then missed that appointment too. Finally on the third try we were able to meet. I was a little unprepared and she was patient and kind to me, unlike some other professors who make you feel like they're wasting their time speaking to you. I think in the end, Dr. Brock was more excited about my schedule than I was. Very happy with Dr. Brock and will continue going to see her even though I guess I'm supposed to see someone else due to my last name. She hasn't kicked me out yet, so I'm going to keep going to her until she won't let me anymore. Thanks Dr. Brock!
57. Heather was polite and professional. She seemed ready to give me the normal spiel for freshman. Once my situation was discussed, it became apparent I should have made an appointment with a program specific adviser. She was knowledgeable and helpful in getting me on the right path.
58. I love Dr. Duricka she was amazing she helped me out by showing all the right classes to take and she had so much knowledge on every class and helped steer me to classes that I would find most interesting. I cannot wait for spring semester 2016
59. 10 outta 10



60. Martha Massey is fantastic! My experiences with her have all been excellent! I truly believe that she has been a critical part of my success so far at UAA
61. Very helpful! Have heard mixed reviews on the classes she recommended but was able to give her honest opinion which is what I enjoyed
62. As I had just transferred from UAF and changed my major, I had a lot of questions about how everything works at UAA and how to get credits transferred. My adviser answered all my questions and was helpful throughout that process.
63. Darlene is by far the most knowledgeable and helpful advisor I've had the pleasure of working with at UAA. She is extremely helpful, prompt on scheduling appointments or returning e-mails, and is very courteous.
64. It was my first time meeting with Robin and she is a wonderful woman! Gets to the point with your questions and is very helpful.
65. Lynda is always very helpful and knowledgeable when I see her.
66. It was awesome and very very helpful
67. Martha always answers all my questions and gives good advice. Never had a problem. Always responds to my emails in a timely manner!
68. Erin was very nice! She knew what she was talking about and was very informative.
69. Kristin helped me set straight a lot of the stuff the first advisor I met with messed up. Registering for this fall semester was a mess of tests, adding and dropping classes, and a whole lot of confusion. I was double checking everything with the advisor and would think I'd be signing up for the right thing only to find out I wasn't. I signed up for three different classes to fill a spot before I finally found one that would work. I was told the wrong CLEP test to take so now I either have to take it again or take the class. Two of my classes ended up being online which I want to avoid doing again. Thanks to Kristin though, registering for the spring will be a lot easier.
70. It was great
71. Dr. Everett answered all of my questions.
72. Rachel was awesome! Best academic advising appointment I've ever been too!
73. Erin was very informative and eager to help. She was able to answer all my questions in a very efficient way.
74. Very helpful and enthusiastic.
75. Lynda did a great job. I feel better about my plans for the future and hope to see her again.
76. I missed my appointment, and she called me for a phone consult. That's beyond expectations.
77. Ms. Day was very helpful. She answered and elaborated on everything I was unclear about.
78. Rhiannon is the best! Always look forward to our meetings. She gives me above and beyond what I need to know.
79. I am so thankful to have Rhiannon as an advisor! Her enthusiasm and confidence makes a world of difference in planning my BFA. She is always prompt in responding to any questions. She is a saint!
80. Mrs. Elliott is a life saver and works with my schedule (I work full time) to ensure I graduate when I would like to. She has been very attentive in ensuring that I feel confident when signing up for classes.
81. I went very well and I received a lot of information.
82. Rocky was very friendly and SUPER helpful. He answered all my questions and we went over my options for classes for the next semester. Even though we met for an hour I felt like he cared.
83. She was helpful.
84. Martha is always so helpful!!!! So glad I have her!
85. Thank you Holly!!!!
86. Holly is great. The whole department loves her and she's really helpful.
87. Meredith was amazing, she helped me get back on track to go to school and stay at school.
88. My advisor is very kind and makes an effort to schedule a meeting as soon as her schedule allows.
89. My advisor sought advice from another professor regarding my concentration in behavior analysis which was really helpful! My advisor exceeded my expectations by providing the best information possible for me.
90. I am a transfer student to UAA. My advising experience at UAA has been by far the best advising experience so far. Thank you for the support!
91. Lynda was an extreme help.
92. It was awesome
93. Even though Erin is new to this position, I found this advising meeting to be, by far, the most helpful advising meeting I've ever had at UAA. She got me in with no problem, helped me choose classes, emailed me contacts to reach out to for grad school, and seemed genuinely concerned about me and my educational goals. I am so thankful for her Help.
94. Heather was wonderful. I wish there were more advisors like her who sincerely care about my education
95. My advising appointment with Meredith McIntire was absolutely what I needed to make my decisions on Spring 2016 semester courses. Also I discussed UAA's My Major Discovery with her since I'm currently undeclared and she really informed me about what courses and how many credits I need to major in business, since that's the only degree I'm moving toward. I'm looking forward to my next advising meeting with Meredith because I know I'll be able to walk out of the appointment knowing an abundant amount of information needed for success.

96. I am so thankful for Tim Deobler because he made the complicated process of college super easy for me.
97. I didn't actually make an appointment, but our email exchange was very helpful.
98. I really appreciated Erin Nance and I feel like she answered all my questions. I feel better about my future schedule and graduation timeline after discussing concerns with her. Overall, it was a great experience!
99. I thought the conversation went really well. Erin did a good job of explaining what I need to finish to graduate.
100. Stewart answered all my questions and is also assisting with my transfer credits, his help is above and beyond what I have experienced in other advisors.
101. Rhianna is a great advisor.
102. David helped me with my questions. He was fluent in what I needed to do and what my options were. Thanks
103. I didn't have an appointment but Mr. House took time to speak with me anyway. I needed assistance registering for a course and he was able to quickly solve the problem. Great experience.
104. David House has always been a great advisor for me. He always takes the time to meet with me or answer my emailed questions quickly. I understand there are 2 advisors for Biology but I've always spoke to Mr. House and he's never disappointed me.
105. My advisor is the best!
106. I visited with Younger Oliver on numerous occasions due to being a transfer engineering student. She swiftly and respectfully assisted me in getting the credits I needed transferred. She was very personable and professional! I was very impressed!
107. Holly is awesome
108. Best advisor I've had at UAA.
109. Carey Brown is a very good advisor. Very helpful. He makes sure a student has a good study plan for upcoming semesters, and makes a good suggestions when a student is not sure if he wants to take this or that class. He is very friendly, respectful and patient. (I did not even know how to register for classes and he walked me through the process step by step). He is funny too. It is a pleasure to work with him.
110. Rhiannon is an amazing advisor who is always there for her students. My years at UAA have gone very smoothly because she has always led me in the right direction. Because of her help I've been able to graduate with a dual degree in 4.5 years.
111. Darlene Gill provided me with alternatives and gave me the impression that she was happy to help me. Darlene also gave me additional time to discuss my Capstone Project. It is obvious to me that Darlene is a professional and the university is lucky to have her on their team.
112. Ms. Elliott not only provides guidance to help me to achieve my academic goals but also delivers outstanding support as an academic advisor.
113. My contact with Ms. Duricka was through email. Ms. Duricka is fast to respond and very accurate with her responses.
114. Rhianna is absolutely the best advisor I have worked with. Within a matter of minutes she can solve issues concerning my degree plan and classes. I've shown up unexpected and she still gives you her best. She knows her job and then some and often goes out of her way to assist students. I've dealt with other advisers in different UAA programs and it was usually a lengthy meeting where the advisor would be researching the catalog and repeating things I already did on my own. Rhianna is the best!!!
115. Younger Oliver made the registration and transfer experience very easy and smooth. She is the best advisor I have worked with in my undergraduate experience.
116. She was very friendly and informative.
117. My academic advisor is excellent and my meetings with her are always a great deal of help
118. My advisor Holly is awesome and really nice, she's helped me understand uaonline so much better.
119. Rhiannon's awesome and very helpful.
120. Always the consummate professional, Prof. Periman provided me with precisely the information I needed and I left her office with a firm idea of the direction I needed to go with my remaining classes.
121. My academic advisor is great!
122. Joanne was excellent and went above and beyond even after my appointment to ensure I was well taken care of
123. I'm very grateful for the time and energy Kristin spent going over classes, degree options, options available to my PTSD, and her overall knowledge of my condition in the academic environment. I am extremely grateful to her.
124. My advisor goes over and beyond every chance I meet with her. Never disappointed.
125. Rhiannon is awesome!
126. The process of making an appointment and scheduling classes went very smoothly with my advisor.
127. My experience was great. I was a little scared at first, but my academic advisor was very welcoming. I look forward to seeing her again.
128. I'm happy to have Erin Day as my adviser. I feel that she is really helpful and wants to see me succeed in my academic career.
129. I've been attending UAA for over two years now and my first and only experience with an advisor thus far was great. I wish I hadn't relied on Degree Works and seen one sooner.

130. It was an overall pleasant experience.
131. Carey D Brown was professional and kept in touch with me throughout the process of getting my financial aid approved. I feel he was the core reason I got approved and I appreciate him for that. He kept it business and also could be fun as well.
132. I'm currently undeclared, and the more and more I see Meredith I'm closer and closer to declaring my major, which is very exciting. It's nice to have Meredith there whenever I need a pick me up of motivation to graduate on time successfully.
133. This meeting was great, Heather Brekke was very knowledgeable and helpful in setting me up with the classes that were needed.
134. Holly is amazing, helpful, and dedicated. She is the best!!
135. Had a great discussion, all my questions were answered.
136. She is GREAT! Very helpful and always supporting me in my decisions
137. Joanne von Pronay was incredibly helpful and friendly.
138. Joanne Von Pronay is an awesome academic advisor! She deserves all the praise in the world
139. I really enjoyed working with my advisor Stephanie helped me understand how to register for next semester.
140. Very helpful and enthusiastic.
141. Holly was helpful, and had a focused understanding of classes needed, and requirements for my degree program. She actually, listed all the classes I would need in a 'what if' scenario without using degree works specifically, but took the information there, and we did some guess work that made a plan that would best fit MY needs.
142. Would like to discuss more options w/ David House. I will be scheduling a f/u appointment soon. :)
143. Had all my questions answered really helped me plan out my future classes and know what I need for the road ahead
144. Andrea was warm and non-judgmental. When she didn't know the answer to something (it is my understanding that she was relatively new), she did not mind asking a coworker for advice. I walked away from the appointment excited about my future again!
145. Rhiannon's great. Very polite, professional and extremely helpful.
146. Amazing councilor, big help and knows exactly what he is doing.
147. Dr. Duricka is one of the best and hardest working people I've dealt with at UAA. I wouldn't be graduating in the spring if it weren't for her!
148. He really helped me figure things out with my SAP dilemma. I really appreciate all the great advice he was able to provide me during my appointment! Thanks David!
149. It was a useful experience
150. Erin Day is very knowledgeable of her expertise. Whenever I have any questions or concerns she has been able to address them promptly and efficiency. I'm happy to have her as my advisor.
151. Again, I am glad that I was able to give an update to my advisor. I plan to schedule another appointment next week after the Thanksgiving break.
152. My advisor helps me with picking out which classes I need for my degree and I hardly ever have to ask questions about the classes and which ones to take.
153. Erin Day is by far the most excellent adviser i have ever had with regards to my academic career. She always makes time and gives great advice.
154. Meredith was friendly and communicated clearly and was very helpful with my prospect.
155. Very good listener. Very helpful in directing me to the make right decisions about the next level of my degree.
156. My advisor was very helpful and knowledgeable. I was able to sign up for the classes I needed shortly after our appointment.
157. She genuinely cares about students and didn't hesitate to take extra steps to help me out. The best academic advisor I have ever met.
158. Excellent service - thank you!
159. I love Dr. Petersen! He is always easily accessible, cares about student success, and goes the extra mile. I went in for help with next semester's classes and ended up with a plan through graduation.
160. he is amazing, he is new, but he is great.
161. Holly is relatively new. Despite this, she has helped me stay on track and meet diverse degree requirements.
162. Dr. Duricka was excellent! I had only meant to review the courses I should take next semester, but she seemed to sense my underlying concerns about my graduation schedule and took the initiative to plan out my next three years of classes on DegreeWorks, which was a huge reassurance to me. She also projected an understanding of and sympathy with my experience as a STEM student, which is highly comforting during the stressful process of signing up for classes. I had previously felt discouraged from advising by one advisor who was quite unhelpful and seemingly bored by our appointment. He only suggested 13 credits worth of classes for this semester and told me that it was the standard amount, which put me further behind schedule. I cannot express enough how grateful I am for Dr. Duricka's help and how extreme an improvement it was over my previous advising experience.
163. Connie is awesome!

164. Lynda is terrific! She is very warm, communicative, knowledgeable and helpful. I was also very uplifted and encouraged after my meeting with her. She was great!
165. They are really helpful
166. My adviser is the best. I appreciate her time.
167. My experience with my advisor Lynda Hernandez is wonderful. I'm glad she's my advisor.
168. She was very knowledgeable and helpful.
169. She made an appointment with me, and then I did not show up because I forgot. She was very flexible anyways and helped to make a new appointment with me in no time at all. She emailed back right away and was very kind. Then when I got there she didn't seem angry or anything. When I told her I was thinking of switching my major she gave me the names and emails of the other advisors I should talk to for that major. She was very helpful.
170. My counselor is the best!
171. Outstanding assistance by Mr. Spangler and the front office/Student Services staff.
172. She was knowledgeable and very helpful
173. Tim Bennigfield is an awesome advisor very knowledgeable and not only know his skills but is also a great teacher. As an previous volunteer I found him to be one of the best firefighter selection and trainers of firefighters and EMS personnel I've met. He is a credit to the school, the program and profession. He deserves any and all credit and if you want to train the best, he's your man to do so.
174. Excellent work helping me get my academic portfolio straightened away.
175. Amazing!!!
176. Mr. Brown was very thorough and clear. Could not have gone any better.
177. Deborah is a great academic advisor.
178. I really appreciate my advisor's enthusiasm. I don't ever dread going to see Carey Brown because he is so upbeat and has a great sense of humor!
179. Mrs. Erin Day is an excellent advisor and also very helpful!
180. Mr. Greenfield was so helpful during my appointment. I came in very stressed and he answered all my questions and more. He answered my email incredibly fast and I will definitely continue to go to him for help regarding any school related things.
181. Awesome that Mike was able to help me with a two year plan
182. Dr. Duricka is a superhero! She has done so much to help me with my academic career, and gone out of her way to make sure I have the help I need. I can't thank her enough!
183. David and Deborah are fast, efficient and extremely capable in getting things done. Absolutely great advisers.
184. I really enjoy talking to her. She has so much insight.
185. My academic advisor answered all my questions and gave me wonderful advice as well as tools.
186. Rhiannon is awesome, easy to talk to, and very helpful!
187. I will be meeting again with my advisor this week. He has been very helpful every single time to go to meet up with him.
188. Love UAA
189. Straight to the point, no beating around the bush
190. Erin helped me a lot and I very appreciate her help!
191. Martha was very helpful and gave me options to consider moving forward with my degree.
192. Heather Brekke was excellent in every manner!!!
193. Martha House was on top of it! It was the end of the day on Tuesday before the Thanksgiving Holiday and yet she still had the patience to sit and speak with me and she very easily answered all of my questions. (: It was much appreciated.
194. She has helped me greatly over my last 3 years at UAA. I have never encountered another advisor like her. She is very very helpful and always willing to help. I probably wouldn't be in the same position I am in today without her guidance.
195. Stuart is awesome. That is all.
196. Will continue to utilize as a resource during this process. Thank you.
197. She knows her stuff
198. I have appreciated every phone call with Mr. Stuart and all of my questions were either addressed during that call or differed to a later date.
199. thank you
200. I told my advisor about my class problems. She advised me and made me feel comfortable.
201. Very nice advisor. Keep it up for the rest of students.
202. Stephanie has been great without the advisor I wouldn't be this close to my degree
203. Allyson is an excellent advisor. Got right to the chase and helped me in a timely and efficient manner.
204. It was an email conversation. The response from David was prompt and helpful.
205. Excellent advice and I felt like I was put back on the rails to completing my BS
206. Martha Massey was very helpful and she seemed to have a real interest in helping.

207. I caught up with him on the fly intending to schedule an appointment, but he made time for me immediately. He understood my questions and did a great job of answering them as well as giving me helpful information I hadn't considered. Overall-he just went above and beyond my expectations and his help is greatly appreciated.
208. Ms. Nance did an excellent job of addressing my concerns, she was very friendly and personable and went above and beyond both to help in that moment and to show that she was available for any future needs. I was very impressed and grateful - it was a much better experience than I had during my last advising session, with an advisor who is no longer advising, at least for the Psychology Department.
209. Connie is always ahead of the pack!
210. She's great to work with and very helpful. Very much appreciated.
211. David House is really nice and easy to talk to you. There is no worry about asking a stupid question because he doesn't treat the question as such. I enjoyed the appointment and appreciate his advising expertise.
212. She was excellent in communicating the information that I was looking for.
213. Barbara Markley was great person to meet, she was approachable and easy to talk to.
214. She was very knowledgeable and thorough with the assistance provided.
215. She is very helpful and knowledgeable. If she doesn't know an answer she is honest and open about it. She will then research and get back to you in a reasonable amount of time.
216. Being advised by someone who has a degree in the BBA program was particularly insightful.
217. My Advisor, Rhiannon Elliott, was amazing! She was able to answer all my questions in great detail and she was nice enough to send me an email with everything we had gone over.
218. Lynda Hernandez really helped me get back on track in a way I could easily comprehend and figure out what steps I needed to take next.
219. Crickett was the absolute best advisor I've ever seen at UAA. Helpful, knowledgeable, solid in her advice, and encouraging. 10/10, would get advice again.
220. Rachel was fantastic and had the answers to my questions before I even asked. She helped me pick the most effective path both for my current degree goal and future goals.
221. Really nice guy! Enjoyed speaking with him.
222. Mr. Brown was extremely helpful and thorough with his communication. Very happy with my appointment.

## MIXED REVIEWS

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223. In the years I've spent at UAA I've found that making the most of the University is all about finding the gems in the rough. Advising is a prime example. I've been to many advisers at UAA and honestly all but one has been atrociously unsatisfactory. Dr. Duricka, however, is an extremely competent and helpful adviser whom I hope receives recognition for her excellence. I'll outline just what makes her stand out. First, she maintains excellent communication and is extremely organized. Our first correspondence consisted of a very long email with about a dozen paragraph length questions. She, in a very timely manner, responded to each of those questions. What amazed me, though, was that one month later she sent me an email out of the blue checking back in to see if my questions had been resolved. I've never seen anyone able to stay so organized and efficient with such a chaotic, dynamic workload. She is also an extremely competent and knowledgeable person. I've come to her with many questions which I expected to be on the edge of her expertise yet she has never given me misinformation or misdirection. At the least she has been able to direct me to exactly who I ought talk with. Usually she is able to give me all the information I need and more in one sitting. Further, she is an extremely personable and approachable person. I always find her inviting and pleasant when I drop by which has led me to do so whenever I see her door open, whether I have a question or not. Half of the times I drop in unannounced she makes me realize I had something she could help me with that I hadn't even considered and it's fixed by the time I leave. Please, whoever reviews this, recognize Dr. Duricka as a phenomenal resource for UAA students. She deserves administration level recognition for her efforts which consistently go above and beyond all expectations. I would like to add that I have not communicated with Duricka about anything I just wrote. I'm just putting off studying for a Molecular Biology midterm so I figured I would pass along some props to an especially fine person.
224. Very personable, but did not have the answers I was looking for.
225. I scheduled an appointment with an advisor to decide on classes for next semester. I am a transfer student and I had spoken extensively with a different advisor before transferring. [My advisor] was very nice but did not have any knowledge of my previous classes. I left feeling disappointed because she couldn't find my already petitioned courses and so could not give me much help in what courses to take for the upcoming semester. I doubt that this was [my advisor's] fault as everything should have been in the computer previously but I still left frustrated in not knowing what courses to take, I will be doing follow ups with her through email which I appreciate,
226. I meet with my advisor often. Being forced to for registration is a bit annoying.
227. Rachael at the Nursing Office was very helpful. My first time being helped and pushed in the right direction. I am also very thankful for Carrie M Burford for helping me actually get on my way to finish the FAFSA that I've been dealing with for about 5 months. Happy with the last encounters I've had lately.



228. [My advisor] was really nice but she still needs to familiarize herself with UAA's system. She's new though, so it makes sense that she's still learning. I probably won't go back to her for an Anthropology meeting but she tried her best to help me. Overall, I can't complain too much.
229. The Education department staff in previously years were outstanding, however this year's staff is terrible. They are not helpful, they have no idea what to do about anything, and they are incompetent. I am a senior here at UAA and everything was going great until this year. I saw my adviser weeks ago to see what classes I could take and I told them that I needed at least 12 credits. My 'adviser' couldn't figure out what classes I still needed to take during our appointment, so she said she will email me the classes once she figured it out. Two days later, I went back into the offices because I never received an email from her. After reminding her that she was supposed to email me, i received an email a day later, however one of the classes isn't even offered or available anymore and even if it was they did not add up to 12 credits. I also asked her during my appointment if there was anything I had to do before signing up for classes and she said no. Then this past Friday (11/6) I got an email from her that said I have to complete a background check and fingerprints before I could register on Monday (11/9), which i did. I paid \$20 for the background check only to find out that I never even needed that that, and that I needed a Alaska Background Check which is another \$75. I completed the Alaska Background Check and am now told that I have to wait for the staff to give me departmental approval. I am supposed to register for my last semester of classes today and cannot because of the incompetent stall. #UAAawful
230. The only reason I had difficulty in scheduling was due to a changing in advisors and an overall change in faculty.
231. My advisor was very helpful, however there are some scheduling conflicts that could not be resolved (Offering a certain class next semester). They helped me find alternatives though.
232. I have had problems with other advisors in the past at UAA, whether it be not emailing back for weeks at a time or not being the slightest bit helpful, but Rhiannon has ALWAYS helped me and gone above and beyond to answer any questions, give me instructions, or give me any advice that she can.
233. My correspondence with [my advisor] was not a normal advising session. I was simply seeking to learn more about the availability of the ENVI A211 course as a distance-learning summer course in 2016. I have indicated that he was not knowledgeable about the subject but it is no fault of his own. The class schedule for Summer 2016 is not determined yet, from what I can gather.
234. In the past I have not felt too comfortable when meeting with [my advisor]. However, it has been going smoothly lately. She has been really helpful with assisting me in transfer credits. She responds as soon as possible to emails, which is nice. I'm very happy with her as an academic advisor.
235. The only compliment I have is that she threw lots of information at me at once and it was a lot to take it and process. But that means she was knowledgeable about what she talking about and I could tell she wanted to help me reach my education goals
236. In the past I have experienced, what seems to be, lack of interest by academic advisors. This was not the case with Ms. Nance. She was very engaged and very helpful with my questions and concerns. It was really nice to have an advisor that actually engaged my concerns instead of casually seeming uninterested.
237. I saw Deb Ginsberg because I was given misinformation during an appointment with another advisor at the COE. The other advisor told me I would have to take classes I didn't need and in taking them, would have made it nearly impossible for me to graduate as planned in December. This was extremely upsetting and I was rushed out as my time was up. I went to Deb's appointment the next day and she was not only able to clear up any confusion, but informed me of what I needed to do. She was very helpful!
238. The only reason why it was slightly difficult to schedule an appointment was due to the fact that she had a very busy schedule. That was very understandable since it was the week to sign up for next semester classes. But she was super helpful in the fact that she made sure I knew how to go about both getting prepared for my degree path and the specific ways to apply for the degree. She was very open to any questions I had, and she made sure to answer them fully as well.
239. Great experience, but need more advisors! They were booked 2.5 weeks out!
240. No problems or complaints about my advising experience. The only thing I can think about is scheduling. Surprisingly, this time I had no troubles scheduling and I had my appointment scheduled for the next day. Otherwise everything is perfect
241. My advisor is very knowledgeable about what classes I need to graduate. VERY adamant about people getting minors in psychology, my only complaint is that every time I have an appointment I am kept waiting till 10-15 minutes after my appointment starts because [my advisor] is on the phone with someone.
242. In follow up from my appointment and adding CNT scheduled courses, I probably overstated my abilities regarding computer knowledge. In research of the K.S.A's (knowledge, skill, ability) required to succeed in CNT certificate program, I have followed up to Heather with an email inquiry for possible CIOS options. My question is: 'can I apply for CIOS Professional Development through an O\*Net or O.O.H. or D.O.T. code interest research? I have an interest in software support, and have no computer coding experience. I researched the courses assigned, I reflect that the course requirements and my experience is not compatible for my success as a first year undergraduate. I really need to focus on success and a schedule from 9am to 745pm MTWTh is not in my best



- interest. I look forward to talking with Heather more for options to involve my studies in office systems and Computer information.
243. Every time I got a reminder call about my appointments, they always told me my later appointment. They never reminded me of my earlier one. Two times in a row.
244. The girl who answers the phone at the front advising desk, in the afternoons, is extremely rude. I had one question and she kept taking me circles. Half way through the conversation she got a huge attitude and starting fighting with me. At the end of the call she hung up on me. I didn't felt I was asking that difficult of a question and even if she didn't have the information I needed, she didn't say that. Which I would have understood if she had just said that. Meredith on the other hand was fantastic. She helped me with my issue promptly and professionally.
245. Heather was very personable and easy going. After having some not so helpful phone calls with the financial aid office, it was absolutely pleasant and refreshing speaking with her. She is amazing! Thank you! :)
246. This was the first time that I met with my advisor for my degree. I am a senior and even though I have quite a bit of experience with advising at UAA, there was lot I didn't know about my specific degree. I had previously gone to a general advisor for my specific degree requirements. I would have liked to have been contacted by my advisor for my specific degree. I also would have liked to have had a hard copy of my projected class schedule for future semesters, preferably until graduation, so that I had a visual of how to stay on track for graduation in four years. I wanted to know which classes I would take and what requirements they would fulfill in a way that was more organized, readable, and less confusing than how that schedule is presented on DegreeWorks.
247. Debbie is great. UAA and their cutting of useful programs and not offering classes when they should is the problem.
248. I'm very confused as to how I am taking classes but I am supposedly not admitted at the school...
249. It would be beneficial for advisors to have a list of which classes are only traditionally offered in spring vs fall for students who are a little bit off from following the exact class progression lists
250. The only issue I have ever had with academic advising was in scheduling my visit. It seems there is always a significant wait to see an advisor. That said, the wait is well worth it. I make a point of speaking to an advisor every semester if I possibly can. I have had the infinite good fortune to meet with Martha. Each time I have been impressed by her professionalism, candor, and attention to detail. The next time I meet with an advisor I will make a point of asking for Martha, even if it means I need to wait! Please let her know how much her efforts are appreciated.
251. Degree Works is much better than an advisor to those who know how to use it. Though advisors are great for technical issues, such as will this class count for this or that. For instance will an internship in PS 495 count for HIST internship 495.
252. I enjoyed my session with Rhiannon Elliot very much. She really helped me out and took time to explain all that I needed to do. My previous session with [another advisor] was not as great an experience. In my opinion I felt rushed and not warmly welcomed by her.

## NEGATIVE REVIEWS

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253. My advisor rarely answers my emails, messages, and phone calls.
254. Since I came to UAA two years ago I have had 4 different advisors. Either they were not good or they left or were fired. I have been unimpressed at the quality of advisors that there are. I finally met with an advisor in my second to last semester that had some idea of what they were talking about.
255. I am exceedingly dissatisfied with the operations and treatment by the admissions office in regards to processing a request about a mistake I made
256. [My advisor] is always making it really difficult to make appointments
257. The experience was fine the way of getting to it was a bit disappointing. No student in their freshman year wants to see they have a hold on their academic account because they have never met with an adviser. I met with Christine from the welding department and was able to get everything taken care of for registering for my first semester never knowing that she was not my advisor. In fact I did not even know who my advisor was until I received the email of the hold on my account. If anything should be changed I do believe maybe an introduction email or a hello I'm your adviser please meet with me would be good upon enrolling. At the least it may be good to have the advisers at the new student orientation so people will know who they are and how to find them. Sorry for the rant but this was a bit vexing to me when I have tried to do everything right as a new student.
258. There were so many issues trying to get my appointment. It took over a week and a half to finally get in. Some of the receptionist can be very rude.
259. First making an appointment was not smooth. When I called the phone tree was not set up correctly and I could not leave a message for the elementary education department. I ended up leaving a message with another gal who passed the message along. I was not pleased that I had to wait about three weeks to have a phone appointment with my advisor. It was also frustrating that I couldn't find the name and contact information for my advisor online so I didn't know the name to ask for when I called the student services office. When I did meet with

- my advisor she did not seem familiar with the required courses in my degree program. She was not able to answer my questions about some of the classes that I need to take. I appreciated that she offered to look into finding out answers but it has been a week and she hasn't gotten back with me. One of the questions that was unanswered was regarding which classes require field placements. This information used to be under the course description online, but that information is no longer available. I need to know this information in order to plan my schedule for next semester and coordinate childcare.
260. I have been self-advising after four different adviser attempts. I use the 'What ifs' (UAA online) to guide me. It really has a lot to do with the professor who is lecturing, the known campus consensus of the quality performance of that specific professor, not just the 'Rate My Professor,' and is offered that particular semester. I have found it difficult to have an adviser who understands the International Studies program, Northeast Asia Track. It does not seem to be such a high demand for it. Sad, but true. UAA mainly emphasizes the Japanese program. The Study Aboard program is limited in several ways: costs, limited to no available scholarships, airfare, other travel expenses, overseas emergency coverage (health, dental, ect), housing and costs, tuition, and the list goes on. Networking for resources ends up with 'false hope.' There needs to be better support for the International Studies program, instead of it as being utilized for increased revenue. I am Junior status, International Studies, Northeast Asia Track, GPA 3.76, soon to be inducted Sigma Alpha Pi, December 2015. Also, I participate twice a week in the International Club, UAA campus.
  261. I emailed her three days before and she never responded, it was the second time I had asked her the question so when I went in to question her she was rude and belittled me. I was not helped and am disappointed in her choices as a professional. She cannot just ignore emails she finds challenging or hard work.
  262. It is hit or miss on being able to get an appointment. And once I was told just to go to Degree Works until I was closer to graduating as Degree Works should be able to tell me everything. I only go to [my advisor] because I have to make sure I check in with a person to make sure I am following Degree Works and because I feel like I have to.
  263. It's absolutely ridiculous how the staff treats students. I sent [my advisor] multiple emails over a week trying to get a simple question answered. After several emails and waiting over a week for a response, I finally stopped into the office where [the receptionist] told me she is best reached by email. I told her that I had done that and she has been ignoring me. [The receptionist] told me she would leave her a note and it would be a high priority. So again, I waited a week and no response. Then I stopped in again, told [the receptionist] the story, and she told me that email isn't really the best way to reach her. At this point I'm about to lose it because it seems like they're screwing with me. They finally set me up with a 2 hour appointment a week later. When we met, I sat down for maybe a minute for [my advisor] to tell me she didn't know the answer and that I should talk to [a different advisor]. If you would like the emails I would be happy to send them to you.
  264. I felt that my advisor spoke to me in a manner that I was unable to comprehend what she was saying.
  265. Geology students should be advised by a geology professor due to changing programs and classes which happen but are not advertised.
  266. I am extremely disappointed by the advising I have received from UAA thus far; the only person who has actually helped me is Patricia Fagan. She is an excellent advisor and I will be going to her for any questions or concerns about scheduling from now on.
  267. She wasn't prepared, and I am still unsure what I am supposed to do next term.
  268. My Fall Advising session was a nightmare and caused me considerable grief. I was scheduled into 7 class yielding 17 credit hours and horribly overloaded at the outset and I have been behind all semester. Contacted [my advisor] concerning this prior to midterms and I got advice like, cut back on your hours at work. Only I am not working, or stay in the class accept the F and retake it next semester and pull up your GPA. You got midterm anxiety. Crazy nonsensical advice that did not address the real issue, that being that I was way overloaded with 3 classes back to back cross campus on the same day. This was insane!!!! None of this was designed for me to have a successful experience at UAA and would mess up my VA benefits and student financing as well. After being out of school for 34 years I felt as though I was being set up for failure by [my advisor]. I immediately stopped listening to her and contacted Nicole Grunewald (VA Campus Success) and explained the situation and the advice I was getting from [my advisor]. Having talked with the VA on campus and following my own advice, I dropped a class, I may be able to salvage the rest of my 6 classes this semester and hopefully get a good start for the next. Unfortunately, due to my Seniority and the large body of work that I bring with me to this institution [my advisor] appears to be the most qualified Engineering Counselor for me. I was hoping to switch to a counselor who cares enough about me as a human being as not to horribly mismanage my academic career in such a flippant nonsensical way. [A different advisor] comes to mind as an alternative for I have spoken with her about joining ANSEP in order to get additional community support more closer to my ethnic group for I am of African American decent. Nevertheless, I can continue with [my advisor] for it appears that someone has talked to her concerning all the grief her poor counseling caused me my first semester back in school. This last time she actually treated me like a 55 year old retired Senior Naval Officer as opposed to some hip hop dude off of BET attempting to go college for the first time. Although her approach was overly fake and feigned at least she respected the words and concerns that came out

- of my mouth as opposed to telling me what I was going to do and how I was going to do it and when, without asking me how I felt about it. Her approach caused me a lot of stress, money time, and possibly loss of hard earned benefits gained in a theatre of war. I plan on continuing to pursue my educational goals at UAA and I see no reason why I can't get a quality education just like everyone else on campus. If for some reason there are factions within UAA that does not want me to be here, let me know soonest, and I will leave. I have no desire to try and go to school where I am not wanted. It is beneath my dignity.
269. I attempted to make an appointment with [my advisor] in the middle of September and her VM was not set up to let incoming callers know that she was out of the office on vacation. I left a voicemail and about a week later called again, and did not leave a message that time. She called me back a week later and apologized for missing my calls as she had been on vacation. I made my first appointment with [my advisor] for October 9th, unfortunately I ended up losing my job because the company was shutting down exploration efforts in Alaska and leave the state. I had a noon appointment with her scheduled with her that day and when the day came it ended up being my last day. A lot was going on, and I quite simply forgot about my appointment. I called her office Sunday or Monday to apologize greatly for missing the original posted appointment and I even believe I explained the situation in my voicemail. I tried calling her three more times without any return call from her. When I called the Justice center they told me that she was my advisor and no one else would be able to help me. When I finally did get ahold of her she told me that I would need to come into her open office hours and I explained to her that I work for a living and cannot spend 2 hours waiting to see her and possibly not get an appointment with her. She then made an appointment time. Once I got onto my UAOnline account to see if my advising hold had been removed I saw [my advisor] note on my account about no calling, no showing to my original appointment on the 9th. I have a problem with this, as she posted that note on the 26th when I finally got ahold of her again to make a new appointment. I do not feel she has any interest on my academic standing or how to help me with my college success.
  270. I didn't really have a need to make an appointment because I didn't find it very useful to me. I am able to look online at courses I need to take for my degree.
  271. My advising appointment was with [my advisor]. Very unhelpful. Waited two weeks for an appointment- she never responded to emails. Nothing was resolved. Feel confused going into my last semester and not sure what to steps to take in order to graduate. Very dissatisfied.
  272. The scheduling process was absolutely terrible. I had 7 calls and 2 emails go unanswered. I was treated with disrespect and condescension. The process it took to schedule a meeting and discuss legitimate concerns was extremely lengthy and discouraging.
  273. It would be nice if the Geomatics faculty had actual offices rather than mere breakout rooms.
  274. She did not help me figure out my schedule while I was in and told me she could not help me figure out classes that all worked together. Even though the last advisor that helped me, helped me enroll and made sure I had everything I needed to succeed. [My advisor sent me away and told me to email her, which I thought was terribly rude when she could have just helped me while I was there.
  275. I could not make an appointment with the correct advisor she kept shuttling my emails to a different advisor however that different advisor even though he wasn't the advisor from my major was totally awesome to me
  276. Didn't tell me that student athletes are allowed to register earlier
  277. It was unnecessary because she just confirmed what I had figured out myself
  278. My advisor took two full weeks to get back to me and I had to go in to figure out what was going on with getting an appointment scheduled. She was a bit rude about my schedule because I went to talk to her on Thursday before registration and I needed to register for classes Sunday night but I had no availability that Friday to meet. I had already given her my availability the last two weeks and Thursday was my last available day before registration. She did not provide any information about how to find class proxies, where to find the people I needed to find, or where to find the forms I needed. I got frustrated with the situation and decided to use a professor to get the info I needed since my professor has been significantly more helpful anyways. This experience just reaffirmed my dislike for UAA advisors as I have never had a good experience with any advisor.
  279. I am a complicated case, and although i feel like she was trying to help, there just wasn't enough time to put all of the effort we need to put in to get me back into classes. I need a little more help than a few links, which I realize might be difficult with how many students she advises in one day alone. We have another advising session on Thursday. Hoping more gets accomplished.
  280. My academic advisor did not seem very interested. When I asked her questions, I got very short replies. When I asked about continuing my education with a graduate program through UAA, I was told to 'send an email.' I was expecting for my advisor to help suggest courses for the upcoming semester and help me look into the graduate program.
  281. The response I received from my adviser was dismissive, not helpful and discouraging. My name was not even spelled correctly as she addressed me via email (although I had my name clearly in the Subject title, and in my sign-off). I felt as though my concerns were not addressed in a helpful manner. I was also disappointed that she did not return my voicemail after calling her after our email correspondences were not helping me resolve my issue (being informed that I was short 3 credits four weeks before believing I was graduating) and that she also did

not make an effort to meet with me when I went up to her office after no response. Leslie at the Humanities desk gave me additional information and support, going above and beyond what she needed to do to help me. Also, Erynn McAndrews at the UAA University Center was the one who actually took time to go over my transcripts, my options and even followed up with me today with additional information in order to graduate on time or sooner than the May date. Both Leslie and Erynn did beyond what their job descriptions require, and for that I was truly grateful. Especially, since the job of my adviser lacked significantly in the steps I needed to successfully take in my academic career at UAA.

282. I had a terrible experience with my interactions with [my advisor]. She was extremely difficult to get a hold of on the phone, I was put on hold for almost 15 minutes, and she was unable to answer any of my questions. She did not know any of the necessary information that an advisor should know, and I was very frustrated and extremely disappointed. I have never had such a bad experience for an advising appointment at UAA. She also refused to meet with me in person (even for 5 minutes), and then wouldn't talk with me on the phone for the first 40 minutes of her 2 hour advising time. It was very unprofessional, and then very unhelpful in the end.
283. The advisor made me feel dumb for asking the questions i asked. He did not offer me any advice or act as if he were interested in helping me figure out a way to address my needs. He simply answered my question about a pre requisite override. The advisor made me feel dumb for even scheduling an appointment. It seemed like all he was interested in was getting me in and out as fast as possible
284. This is my second survey. As I've stated before, [my advisor] didn't seem very helpful or respectful when I first began meeting with. At times I would need clarification on what we were going over and she seemed to have a 'how do you not get this' attitude. I'm not sure what changed but the last few meetings she it is like a completely different person. She has been very helpful and will meet with me whenever she can. I hope she keeps up the hard work and friendly manner because she's good at what she does.
285. The appointment was only her response to an email and she didn't even answer my question. I know she is busy which is why I tried to find the answer first, but all she responded with was a quote from the UAA page about graduation. My situation is unique and the answer was not explicitly available so I emailed my advisor to ask. The response I received back from the advisor didn't take into account my situation, nor did it actually answer my question. The isn't my first disappointing experience with this guidance counselor, and all I can think is thank goodness I am graduating and I won't have to deal with her 'non-answers' and weeks of waiting for responses just to see 'check degree works.'
286. I have felt this way about many of the advisers I have met with, within my current major and outside. And that is, I don't get the feeling they care about me personally. I am just another task for them to get through for the day. When I meet with my adviser it is so I can get actual advice about options that will have an immense impact on my life. And time and time again I just don't feel that they are treating the situation as such. To give [my advisor] credit, she did provide me with information that I was not aware of which was helpful, but the way she went about it, made me feel incompetent at times; and I felt like my
287. It took 10 or more days to hear back from [my advisor] initially, and several more days to get an appointment set up. She seemed to be bothered by request to sit and talk with her, as if she was too busy.....
288. It is hopeless effort to repeat this, and very discouraging. Some fine faculty members, as great as they are, refuse to use Blackboard, it should be mandatory, some of the work-around are ridiculous and pathetic.
289. Contacting an adviser in my program was difficult after my initial appointment and when I tried to follow up and either revise or try to schedule a course I had to research on my own or had to try and contact an adviser several times.
290. I made an appointment with [my advisor] in hopes that she and I could discuss what needed to happen in a chronological timeframe for my language major to be completed in 4 years. She did not have any knowledge of the courses I would need or what I should do, and essentially told me to use Degreeworks (as I've been doing all along) and figure it out for myself. She was not helpful with my expectations or needs, I was highly disappointed in my experience, and feel I wasted my time going in to see her.
291. My appointment was a waste of time. She had no input or advice for me.
292. Was a little put off that she suggested I wait a semester to register just because I may miss the first two classes in the spring 2016 semester. Her discouraging someone from furthering their education seemed wrong.
293. Advisors are flippant and did not plan either of my semesters very well. Advisors seem to only care about loading you up with a bunch of credits to stay under the '4 year plan,' and are not concerned more about student success. I would have planned a better schedule had I not gone to the advisors. I now have to stay in school for another year because of poor advising.
294. I did not even have the chance to meet with an advisor, not sure what this is about. IDK who my advisor is.
295. Advisor wasn't very helpful, hopefully will be able to find another...
296. I just don't feel like the advisors listen to students and address what they want to do or advise them on how to best achieve their goals.