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Academic Advisement: Age, Transfer Status & Ethnicity

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Abstract
Academic advising is an essential element of a college system that can help students solve their academic problems and succeed in their academic and professional careers. Higher education institutions have used students’ assessments to evaluate the effectiveness of academic advising. This study explored the academic satisfaction of students at SUNY Brockport in regard to race and ethnicity. The goal of this study is to seek students’ input about academic advising and to consider whether minority students’ perceptions differ from Caucasian students. The 2017 NSSE was administered on-line to all the registered freshmen and seniors in Spring 2017. According to responses, minority students seen to be more satisfied with academic advising engagement than the white students.

Methodology
- Cross sectional Research Design
- Descriptive Research Design
- Secondary Data – 2017 NSSE
  - The Office of Institutional Research administered and collected the data on-line freshmen and seniors in Spring 17
  - Freshmen and seniors were invited via email with a personal link
  - Four additional emails were sent to follow-up with non-respondents

Procedure
Section considered for this research project:
- Topical Module: Academic Advising
  - Each item was measured on 4-point Likert type scale where 1 = Very Little, 2 = Some, 3 = Quite a bit, 4 = Very much
  - Been available when needed
  - Listened closely to your concerns and questions
  - Helped understand academic rules and policies
  - Helped you get information on special opportunities (tutoring, study groups, help with writing, etc.)
  - Provided useful information about courses
  - Helped you when you had academic difficulties
  - Discussed your career interests and post-graduation plans

Limitations
- Low response rate
  - Did spring break interfere with response rate?
- Low numbers of minority students
  - Gain more insight from non-respondents
- Survey academic advisement only

Research Question
The purpose of this research study is to explore ethnic minority students’ level of satisfaction with academic advising in comparison to non-minority students.
- Do ethnic minority students have a lower level of satisfaction with their academic advising than non-minority students?

Relevant Background
Academic advising is ongoing throughout a student’s academic career. The goal is to help the student in achieving their chosen career goals in the most efficient manner possible at their institution. Academic advisers ensure that students are able to utilize any support that is available to them. Good rapport between students and their academic advisers is necessary to get students through the program. The ability to broker and access available programs and help will facilitate their success as a student and throughout their career. Advisors play a crucial role in helping university students adjust to a new environment, clarifying expectations, and interpreting the higher education experience to their advisees. College student success improves when they are satisfied with the quality of educational programs, services, and environment. (Oregon Institute of Technology, 2018)

Results
Minority students reported a slightly higher level of satisfaction with academic advising than non-minority students & total population.

References

Further Information
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