

UW-La Crosse

The UW-La Crosse Academic Advising Center (AAC) contacts each student who has a substantive visit in Center within 24 hours after their visit. The student is contacted via e-mail, and directed to the web link where the survey form is contained. Since starting this process October 2005, the Center has had a 20% response rate.

Douglas Swanson, Director of the Academic Advising Center, says, "I am very pleased with student levels of satisfaction with our services. More importantly, though, we're seeing agreement levels of 70% and above on the questions that address 'what are you learning' from your visit – and 'how are you putting that learning into practice.' We're also getting some valuable comment from students about our services – what they liked, what they didn't, what they learned, what they're still unsure about, and so forth."

[Visit Survey Overview](#)

[Visit Survey \(on line\)](#)

For more information, contact Douglas Swanson at swanson.doug@uwlax.edu

UW-La Crosse AAC also conducts an Exit Survey. For more information:

[Exit Survey Overview](#)

[Exit Survey \(paper\)](#)