

UW-Milwaukee

Each UWM school/college advising office has developed a tool to measure student satisfaction with advising. This survey is specific to the College of Engineering and Applied Science at UWM. It is sent to all students who have scheduled appointments with advisors in the office. At the end of each day, the student worker sends everyone who had an appointment that day an e-mail with a link to the survey asking them to take a few moments to complete it. On a monthly basis, each advisor gets a copy of a report that summarizes all of survey responses received for that month, as well as their specific responses.

This particular tool is not effective in doing assessment related to the developmental aspects of advising, but it does assist with the customer service/satisfaction component.

Professional Staff Advisors Survey

<http://www.uwm.edu/CEAS/studentAdvisorSurvey.html>

A similar survey goes out after all scheduled faculty advising appointments:

<http://www.uwm.edu/CEAS/facultyAdvisorSurvey.html>

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