A Personal Touch to Advising: A Comparison of Two Academic Advising Models at a Mid-Western Catholic Institution
The participants from the School of Business overall were satisfied with the Academic Advising Departments. One of the themes I found was that there was an issue with customer service within the office. Students feel the hours are not conducive to a "busy" college students schedule.

The other finding that was not expected was that two students do not see the need for academic advisers.

Having someone to answer questions and help them register for classes is to the extent of resources that some need.

The benefit to faculty advising specifically in the school of engineering is that students are receiving advising from someone who knows the subject matter. This is very valuable for engineering students.

"I know the School of Business has mentor and peer advisers and we don’t have any type of support like that."

Students think that Academic Advisers are important and going forward in both the school of business and the school of engineering. Advisers should try harder to make themselves accessible to students. Advisers need to have more of a presence on campus for students to think of them as an actual necessity.

References