A Personal Touch To Advising: Two Academic Advising Models

ERIN T. BROWN
Advisor: Dr. Nasser Razek

Abstract
This research explored the differences between advisors in the school of business and the engineering department. It provides an interactive opportunity for participants to share their opinions. The significance of this qualitative study is to help higher education institutions continue to develop an environment, which will best fit students with their different needs. According to the research that has been found, both faculty and professional advisors have positive and negative attributes (Filson 2011). This research shows that it is vital for student affairs professionals to take a closer look at the effect academic advisors have on the student experience.

Research Question
Which Advisor services student’s best: Professional Academic Advisors in the school of Business or Faculty Advisors in the school of engineering? What type of advisor (professional or faculty) do students prefer and why?

Method: Qualitative
The participants were asked to participate in either a focus groups with their peers or an individual interview to discuss the experiences they have had with their academic advisers thus far. Interviews were recorded, transcribed, and coded. Through data analysis, themes regarding the relationship between the students and their advisers were analyzed.

Population
6 Undergraduate Students from the school of Business and 1 student from School of Engineering.

Professional Advising VS. Faculty Advising

Findings
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 advisors. 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”.

Implications
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