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A Personal Touch To Advising: Two Academic Advising Models

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Abstract

This research explored the differences between advisers 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 advisers 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 advisers have on the student experience.

Research Question

Which Advisor services student's best: Professional Academic Advisers in the school of Business or Faculty Advisers 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 confusive 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 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 assessable to students. Advisers need to have more of a presence on campus for students to think of them as an actual necessity.

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