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## 2013 Technology in Advising Use in Higher Education Survey

Q1 2013 Technology in Advising Use in Higher Education University of North Texas Institutional Review Board Informed Consent Notice No. 13-034

Before agreeing to participate in this research study, it is important that you read and understand the following explanation of the purpose, benefits and risks of the study and how it will be conducted.

Title of Study: 2013 Technology in Advising Use in Higher Education Investigator: Laura A. Pasquini, University of North Texas (UNT)

Purpose of the Study: You are being asked to participate in a research study to assess and evaluation how technology is being used for academic advising purposes in colleges and universities around the globe. The Global Community for Academic Advising (NACADA) Technology in Advising Commission and UNT Undergraduate Studies co-sponsored research is designed to examine the current use and perception of technology for advising among professional/faculty advisors, advising administration, and others in higher education.

Study Procedures: You will be asked to complete an online survey of 20 closed and open questions, which will take approximately 15-20 minutes of your time to complete. The questions will ask you for your opinion and experience of using technology in advising at your college and/or university, and also to share your

perception for how technology is supporting the field of academic advising as a whole.

Foreseeable Risks: No foreseeable risks are involved in this study.

Benefits to the Subjects or Others: This study is not expected to be of any direct benefit to you, but we hope to learn more about how technology is being used in the advising profession, and further research in this area.

Compensation for Participants: None.

Procedures for Maintaining Confidentiality of Research Records: Your responses are completely confidential and no individual participant will ever be identified with his/her answers. Data from this study will be saved on a password-protected computer for one year, and only the investigators and key personnel from UNT Undergraduate Studies will have access to the information. The confidentiality of your individual information will be maintained in any publications or presentations regarding this study.

Questions about the Study: If you have any questions about the study, you may contact - by e-mail (Laura.Pasquini@unt.edu), on behalf of the UNT and the NACADA Technology in Advising Commission.

Review for the Protection of Participants: This research study has been reviewed and approved by the UNT Institutional Review Board (IRB). The UNT IRB can be contacted at (940) 565-3940 with any questions regarding the rights of research subjects.

Research Participants' Rights: Your participation in the survey confirms that you have read all of the above and that you agree to all of the following:

Through the Informed Consent information and recruitment material, Laura A. Pasquini has explained the study to you and you have had an opportunity to contact him/her with any questions about the study.

You have been informed of the possible benefits and the potential risks of the study.

You understand that you do not have to take part in this study, and your refusal to participate or your decision to withdraw will involve no penalty or loss of rights or benefits. The study personnel may choose to stop your participation at any time.

You understand why the study is being conducted and how it will be performed.

You understand your rights as a research participant and you voluntarily consent to participate in this study.

You understand you may print a copy of this form for your records.

I agree to participate in this study.

- O Yes
- O Click here to exit.

If Click here to exit. Is Selected, Then Skip To End of Survey

Q2 During the current school year, how often have you used the following technologies in your advising practice?

	Daily	Weekly	Monthly	Never
Desktop computer	•	<b>O</b>	<b>O</b>	O
Laptop	O	•	•	O
Netbook	O	•	•	O
WiFi	O	O .	O	O
Mobile computing - Tablet	O	O	0	0
Mobile computing - Smartphone	0	O	0	0
Mobile application(s)	•	•	•	•
Mobile enhanced website	O	O	O	0
iPod or mp3 player	•	0	•	0
Digital camera	O	•	O	O
Webcam	O	O	<b>O</b>	O
Electronic textbook readers	•	•	0	0
Electronic textbooks	•	•	0	0
Online portfolios or e-portfolios	•	•	0	0
HDTV/TV Monitors	•	O	<b>O</b>	0
Scanner	O	O	<b>O</b>	O
Learning Management System (LMS) e.g. Blackboard, Moodle	0	•	•	•
Customer Relationship Management	O	O	O	O

(CRM) system e.g. RightNow, Hobsons				
Local/Campus network storage	•	0	•	O
Cloud/Virtual storage e.g. Google Drive, Dropbox	•	•	•	•
Social networks e.g. Twitter, Facebook, Linked In	0	•	•	0
Blogs e.g. WordPress, Blogger	•	•	•	•
Collaborative editing software e.g. wikis, Google Docs	•	•	•	•
Multimedia software (editing & publishing)	0	•	•	•
Gaming devices/consoles	•	0	0	•

Q3 My institution strongly emphasizes the use of the following technologies for academic advising:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Desktop computer	O	O	•	•	O
Laptop	<b>O</b>	0	<b>O</b>	•	O
Netbook	O	0	O	<b>O</b>	O
WiFi	O	0	O	<b>O</b>	O
Mobile computing - Tablet	•	O	0	•	0
Mobile computing - Smartphone	•	O	•	•	•
Mobile application(s)	<b>O</b>	•	<b>O</b>	<b>O</b>	O
Mobile enhanced website	<b>O</b>	•	<b>O</b>	<b>O</b>	O
iPod or mp3 player	<b>O</b>	<b>O</b>	<b>O</b>	O	O
Digital camera	O	0	O	<b>O</b>	O
Webcam	O	0	O	<b>O</b>	O
Electronic textbook readers	<b>O</b>	<b>O</b>	•	O	O
Electronic textbooks	<b>O</b>	O	O	O	0
Online portfolios or e-portfolios	<b>O</b>	O	O	O	•
HDTV/TV Monitors	O	<b>O</b>	0	0	•
Scanner	<b>O</b>	0	<b>O</b>	0	O
Learning Management System (LMS) e.g. Blackboard, Moodle	0	O	O	O	•
Customer Relationship Management	0	O	0	0	<b>O</b>

(CRM) system e.g. RightNow, Hobsons					
Local/Campus network storage	<b>O</b>	O	<b>O</b>	<b>O</b>	O
Cloud/Virtual storage e.g. Google Drive, Dropbox	O	•	O	O	•
Social networks e.g. Twitter, Facebook, Linked In	O	•	O	O	0
Blogs e.g. WordPress, Blogger	•	0	•	•	0
Collaborative editing software e.g. wikis, Google Docs	O	•	O	O	•
Multimedia software (editing & publishing)	•	O	•	•	•
Gaming devices/consoles	•	•	0	O	0

## Q4 During the academic year, how often have you used technology to communicate with the following people at your institution?

	Daily	Weekly	Monthly	Each Semester or Academic Term	Never	Not Applicable
Academic Advisors/Counselors	<b>O</b>	<b>O</b>	<b>O</b>	O	O	O
Academic Administrators	<b>O</b>	<b>O</b>	<b>O</b>	O	O	O
Student Affairs Administrators	O	<b>O</b>	<b>O</b>	O	O	O
Other Administrative Staff and Offices on Campus	<b>O</b>	•	•	•	O	O
Faculty	<b>O</b>	<b>O</b>	•	O	•	O
Students	<b>O</b>	<b>O</b>	O	•	O	<b>O</b>

Q5 Please identify how frequently you use these technologies.

	Dail y	Weekl y	Monthl y	Each Term or Semeste r	Annuall y	Never/No t Applicabl e
Email	<b>O</b>	O	O	O	O	O
Text messaging	<b>O</b>	O	O	O	O	O
Instant Messaging/Online chat	<b>O</b>	<b>O</b>	<b>O</b>	0	0	•
Twitter	<b>O</b>	O	O	<b>O</b>	O	O
Facebook	O	O	O	O	O	O
Linked In	<b>O</b>	O	O	O	O	O
Other social networking sites	O	<b>O</b>	O	O	O	O
Retention software - developed by institution	<b>O</b>	•	•	0	•	•
Enterprise retention software	O	<b>O</b>	O	O	O	O
Electronic advising notes system - developed by institution	<b>O</b>	0	0	•	O	0
Enterprise electronic advising notes	<b>O</b>	<b>O</b>	<b>O</b>	•	<b>O</b>	O
Web-based word processor, spreadsheets, etc. e.g. Google Docs	<b>O</b>	•	•	•	O	0
Locally installed word processor, spreadsheets, e.g. Word, Excel, PowerPoint	•	O	O	O	0	0
Degree audit system -developed by institution	<b>O</b>	•	•	0	•	0
Enterprise/Commerci al degree audit system	•	•	•	O	0	<b>O</b>

Video conferencing e.g. Skype, Google Plus Hangout	0	•	0	O	0	•
Enterprise video conferencing (e.g. Wimba, Adobe Connect)	<b>O</b>	•	O	•	O	0
Social studying sites (Cramster, CourseHero, OpenStudy, etc)	<b>O</b>	•	O	O	O	0
VoIP or Phone Communication over the Internet (e.g. Vonage, Skype)	<b>O</b>	•	•	•	O	0
Phone	0	O	O	<b>O</b>	0	O
Face-to-Face Interaction	<b>O</b>	•	0	<b>O</b>	<b>O</b>	O
Learning Management System e.g. Blackboard, Moodle, etc.	0	<b>O</b>	O	•	O	0
Podcasts	0	<b>O</b>	0	0	0	O
Webcasts	0	<b>O</b>	O	0	0	O
Video-sharing websites, e.g. YouTube	<b>O</b>	•	•	O	•	O
Photo-sharing website e.g. Flickr	<b>O</b>	•	0	<b>O</b>	<b>O</b>	O
Wikis	0	O	O	<b>O</b>	0	O
Recommend websites or share via social tagging, bookmarking or "liking"	•	O	O	O	O	0
Presentation and document sharing websites, e.g. SlideShare	0	•	0	0	0	•

## Q6 Technology in advising at my institution gives me access to resources for:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Reviewing student academic progress.	O	0	0	O	•
Completing administrative activities.	•	•	•	•	0
Degree and course planning with students.	O	0	O	O	0
Student intervention(s).	0	O	0	O	•
A range of campus support areas to help students.	O	•	O	O	•

## Q7 Technology in advising at my institution makes me more productive by:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Helps me do my work faster.	•	•	•	•	0
Allows me to produce higher quality work.	0	•	O	O	0
Gives me an efficient way to store my work.	0	•	O	O	0
Simplifies academic advising administrative processes.	0	O	O	O	•
Makes my role as an advisor on campus easier to do my job.	•	O	O	O	0

Q8 Technology in advising at my institution helps me feel connected in the following ways:

	Strongly Agree	Agree	Disagree	Strongly Disagree	Not Applicable
Allows me to connect to students I advise.	•	0	•	•	•
Allows me to connect to institutional staff.	•	•	•	•	•
Allows me to connect to institutional faculty.	•	•	•	•	•
Allows me to connect to advising faculty/professionals outside my institution.	•	•	•	•	0
Allows for effective student scheduling for advising appointments.	•	O	•	•	0
Lets me know what is happening on campus.	•	•	•	•	0
Lets me know what is going on in higher education.	•	•	•	•	•
Gives me access to experts in my field.	<b>O</b>	<b>O</b>	<b>O</b>	<b>O</b>	0

Q9 What is your ideal technology in advising practice?

Q10 What THREE (3) technology in advising resources would you use if they were available?

Q11 Do you have any additional comments or thoughts regarding your use of technology in advising, your needs, or your experiences? Please share.

Q12 Gender: O Female O Male O Other
Q13 Age: O Under 22 O 22-30 O 31-40 O 41-50 O 51-60 O 61-70 O Over 70 O No Response
<ul> <li>Q14 Role:</li> <li>Faculty Advisor</li> <li>Academic Advisor/Academic Counselor</li> <li>Personal Tutor</li> <li>Advising Administrator</li> <li>Upper-Level Advising Administration</li> <li>Licensed Counselor</li> <li>Staff Assistant</li> <li>Other</li> <li>No Response</li> </ul>
<ul> <li>Q15 Institutional type:</li> <li>Technical</li> <li>Two-year AA/AS conferring</li> <li>Four-year private</li> <li>Four-year public</li> <li>For-profit/Proprietary</li> <li>No Response</li> </ul>

Q16 Institution size (head count):
O Less than 2,500
<b>Q</b> 2,501 - 5,000
<b>○</b> 5,001 - 10,000
O 10,001 - 20,000
<b>2</b> 0, 001 - 30, 000
<b>3</b> 0, 001 - 40, 000
O More than 40, 000
O No Response
Q17 I would be interested in participating in a follow-up interview
O Yes
O Maybe
O No
If No Is Selected, Then Skip To End of Survey
Q18 E-mail Address

Q19 Name of Institution (Optional)

Q20 College/School/Department/Division Name (Optional)



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