

Student Advising and Retention Questionnaire

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Institutions of learning increasingly face the challenge of satisfying the needs of students who are becoming more of customers than just students. These institutions are not limited to elementary schools. Secondary schools and tertiary institutions have their fair shares of the dilemma that student retention has become. The identified challenges often demand strategies for dealing with them. Furthermore, diversity in student groupings at all educational levels present unique challenges, as groups such as African-American, Hispanic, Asian, Caucasian and others battle for the counselors' and advisers' attention. Strategies for dealing with those challenges have been narrowed down to questioning areas. Student retention, therefore, demands incisive look at those strategies through the process of eliciting applicable responses from properly positioned individuals who consequently serve as research participants.

Please answer the following questions either verbally or in writing. Return your response to the researcher who solicits you. If you are uncomfortable with the way and manner in which you have been selected for a research using this instrument, please inform the soliciting researcher and copy info@eclipsevent.com as soon as possible.

Participant Name	Title	Contact Information

Questionnaire

Section 1.

Available Services used by college counselors:

Primary schools, secondary schools, colleges and universities put pre-emptive services in place in order to avert student failure and reduce drop-out rates. Some of the services are known to students. Some students may not know about all the available services. When a student is at risk of failing or dropping out, steps can be taken to stem the problem, and help the student. The ultimate result is for the institution to save its students from failing, but also prop them up to succeed.

1. Are you aware of the services that are available in the college that may support student success in the institution? What are they? Describe and explain.

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2. What specific services do you know that are being used by counselors for the purpose of helping students succeed?

3. Have you ever had an academic problem that was solved by one of the counselors? Describe and explain in detail.

4. Do you know of any incident in which a counselor and a student disagreed and it became a case involving the institution's authorities? Describe in detail.

5. What does your institution do to reach out to all students generally to engender student success? Explain in detail.

6. What does your institution do to reach out to students who exhibit academic difficulties? Explain in detail.

7. What does your institution do to reach out to students who do not speak English as their first language?

8. What does your institution do to reach out specifically to African-American students? Explain in detail.

9. Have you ever been associated with the early alert system as a student or as a counselor? Which alert system was it, and what was your experience?

10. Choose from the list what kind of learner you are or a student that crosses your mind is.

- (a) Visual Learner
- (b) Auditory Learner
- (c) Kinesthetic Learner
- (d) Read-Write Learner

How did counselors and advisers affect the student's learning experience?

Section 2.

Perceived retention-related gaps in service delivery:

Activities in all learning environments appear to be related, as students are admitted, matriculated, enrolled in classes, taught, tested, passed and graduated.

There is a needle and a thread that go to work every step of the way for each student, from elementary to college. That retention activity, conducted by a set of employees called counselors and advisers, may occasionally experience gaps in

delivery. When gaps exist, specific problems occur, and the applicable individuals are blamed. The gaps might be caused by diverse reasons.

1. In your opinion, do the counselors treat the various students differently when the students have the same types of problems? Explain.

2. Do you know of any situation in which a student has been treated unfairly by a counselor? Describe in detail.

3. When a White student appears to be failing, how do the counselors and advisers help? Describe in detail.

4. When a Black student appears to be failing, how do the counselors and advisers help? Describe in detail.

5. When a Hispanic student appears to be failing, how do the counselors and advisers help? Describe in detail.

6. When an African student appears to be failing, how do the counselors and advisers help? Describe in detail.

7. When an Asian student appears to be failing, how do the counselors and advisers help? Describe in detail.

8. Overall, how would a student describe the availability of counselors and advisers to the different student groups? Provide details.

9. What would a student do differently if he or she were a counselor or adviser? Describe in detail.

10. Do you know of a situation in which a student had to meet with the authorities of the institution because of a counselor's action? Whether or not the student finally met with the authorities, explain in detail the circumstances.

Section 3.

Perceived counselor roles in student retention:

Students generally have impressions of counselors and advisers. In the same way,

counselors and advisers have a general impression of students as well as specific impressions of specific students. This war of impressions often stands in way of quality interaction. A student experiencing poor academic performance may be averse to counseling because of perception. A counselor may be rather disinterested in counseling a particular student because of impressions or perception.

1. If a student encounters academic difficulties whose role is it to solve the problem? Explain your reasoning.

2. If a student begins to experience very low grades what would that student do? What would a counselor/adviser do? Provide details.

3. Do you know of any student who has ever been approached by counselors and advisers regarding his or her low academic performance? Provide details.

4. Have you ever heard of a situation in which a failing student recovers and passes as a result of help from counselors and advisers? Provide details.

5. If you were (or are) a counselor or an adviser, and you receive a report concerning a student who is not focused on his or her studies, what would you do? Provide details.

6. In your opinion, do the counselors at your institution represent the institution well when it comes to helping students? Provide details.

7. What are the step-by-step actions that the counselors take in order to help a student out of academic backwardness? Provide details.

8. Do you know about any students that failed and dropped out and what may have been responsible for their predicament? Provide details.

9. Have you heard any stories regarding students at risk of failing but recovered and graduated as a result of help from counselors and advisers? Describe the circumstances in detail.

10. Do you think that your institution takes active steps in preventing students from dropping due to academic difficulties? Explain.

Section 4.

Potential counselor challenges affecting student retention:

Every occupation has its own hazards. Difficulties do occur sometimes in the work place and in a job process. The same applies to college and university student counseling and advising. Every challenge has the capacity of derailing efforts in every field of human endeavor. Counseling and advising can also come under this kind of plight. When a counselor is facing challenges, he or she is capable of unintentionally creating negative impressions on colleagues and on students needing service.

1. Do you think that your institution influences the extent to which the counselors do their advising jobs? Please explain.

2. Based on your observation, do the counselors and advisers find their jobs easy and enjoyable? Provide details to support your answer.

3. Have you ever heard of a counselor resigning his job position as a result of job-related challenges? Provide details.

4. Have you ever heard a counselor or adviser make comments that uplift students? How?

5. Have you ever heard a counselor or adviser make comments that humiliate students? How?

6. Please explain or describe in detail how committed the counselors and advisers are to student retention?

7. What kinds of challenges do you think that counselors are likely to face?

Name the challenges and explain their ramifications and how they relate to student retention through counseling and advising.

8. Are any challenges capable of preventing counselors and advisers from discharging their duties effectively? If “yes”, what are they? How will that happen? If “no”, please explain the reasoning behind your choice.

9. Are you able to recall a situation in which a student who was experiencing poor academic performance was not assisted by counselors and advisers?

Provide details.

10. Can a counselor or adviser make a unilateral decision regarding which resource to deploy in order to help a student, or is such a decision made by higher authorities in the institution? Provide details.

Thank you for your objective treatment of this questionnaire.

Please return this questionnaire to the researcher who solicited your participation. If, for any reason, you are unable to return the questionnaire to the researcher, please return it to info@eclipsevent.com

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