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Appendix A:

Email to Academic Departments Asking for Participation

Hello!

My name is Jason Shank and I am a second year master's student in the Higher Education and Student Affairs program at Virginia Tech. I am currently conducting a research project to investigate the online methods of academic advising used by academic departments to support the needs of their students. For this study, online academic advising as been classified as advice or information provided by an academic department obtained via the Internet to improve the student's academic experience. The three types of online academic advice considered for this study include email correspondence with an academic advisor, instant messaging or chat-based conversation between a participant and an academic advisor, and obtaining academic information from a department supported web page. Based on your academic advising standards, I have determined that your department currently provides students with some manner of online academic advising.

To collect data for this research project, I would like to distribute an online instrument to the students in your department. The instrument has been created using the Virginia Tech survey tool and consists of less than 60 items. The instrument should take less than 20 minutes to complete. My request is that you distribute the link to the online survey by email to each of your students along with an explanation of the study. I plan to make the results of this study available to all participating departments upon completion of the project. The results of the study will provide significant information to help academic departments create an online academic advising experience that is effective and appropriate for its students.

If you would be willing to help me, please reply to this email stating that you will be willing to assist with the distribution of the survey link. If you do not wish to assist in this project, a response declining the opportunity would also be appreciated. For me to proceed with

the study, I would appreciate a response from you by no later than [insert date]. Thank you for your time and help with this research project.

Sincerely,

Jason E. Shank

Appendix B:

Email Reminder to Academic Departments Asking for Participation

Hello!

One week ago I sent a message requesting your help with my current research project. I am currently conducting a research project to investigate the online methods of academic advising used by academic departments to support the needs of their students. According to my records, I have not yet received your response. For this study, online academic advising as been classified as advice or information provided by an academic department obtained via the Internet to improve the student's academic experience. The three types of online academic advice considered for this study include email correspondence with an academic advisor, instant messaging or chat-based conversation between a participant and an academic advisor, and obtaining academic information from a department supported web page. Based on your academic advising standards, I have determined that your department currently provides students with some manner of online academic advising.

To collect data for this research project, I would like to distribute an online instrument to the students in your department. The instrument has been created using the Virginia Tech survey tool and consists of less than 60 items. The instrument should take less than 20 minutes to complete. My request is that you distribute the link to the online survey by email to each of your students along with an explanation of the study. I plan to make the results of this study available to all participating departments upon completion of the project. The results of the study will provide significant information to help academic departments create an online academic advising experience that is effective and appropriate for its students.

If you would be willing to help me, please reply to this email stating that you will be willing to assist with the distribution of the survey link. If you do not wish to assist in this project, a response declining the opportunity would also be appreciated. For me to proceed with

the study, I would appreciate a response from you by no later than [insert date]. Thank you for

your time and help with this research project.

Sincerely,

Jason E. Shank

Appendix C:

Winston & Sandor's Academic Advising Inventory (1984)

With language modified for online advising.

ONLINE ACADEMIC ADVISING INVENTORY
Based on the Academic Advising Inventory created by
Roger B. Winston, Jr. and Janet A. Sandor

PART I
Part I of this Inventory concerns how you approach academic advising online. Even if you have had more than one online advising experience or have been in more than one type of online advising situation this year, please respond to the statements in terms of your **current situation.**

There are 14 pairs of statements in Part I. You must make two decisions about each pair in order to respond:

  A. decide which one of the two statements most accurately describes the academic advising you received online this year, and then

(2) decide how accurate or true that statement is (from *very true* to *slightly true*).

Mark your answer by selecting the radial button nearest your decision.

EXAMPLE

80. My advisor plans my schedule.   **OR**   My advisor and I plan my schedule together.

A--------------B--------------C--------------D   E--------------F--------------G--------------H
very   slightly   slightly   very
true   true   true   true

1. My online academic advice helps me learn   **OR**   My online academic advice tells me what I need to
how to find out about courses and programs   know about academic courses and programs
for myself.

A--------------B--------------C--------------D   E--------------F--------------G--------------H
very   slightly   slightly   very
true   true   true   true

2. Online academic advising tells me   **OR**   Academic advice online suggests important
what would be the best schedule for me.   considerations in planning a schedule and then gives
                                                           me responsibility for the final decision.

A--------------B--------------C--------------D   E--------------F--------------G--------------H
very   slightly   slightly   very
true   true   true   true

3. Online advising presents vocational   **OR**   Online advising does not talk about vocational
opportunities in conjunction with advising.   Opportunities in conjunction with advising.

A--------------B--------------C--------------D   E--------------F--------------G--------------H
very   slightly   slightly   very
true   true   true   true

4. Online advising takes an interest in my **OR** Online academic advising does not know what I do
 out-of-class activities and sometimes suggests outside of class.
activities.

A--------------B--------------C--------------D   E--------------F--------------G--------------H
very   slightly   slightly   very
true   true   true   true

5. Online advising assists me in identifying **OR** Online advising identifies realistic academic
realistic academic goals based on what I know goals for me based on my test scores and
about myself, as well as about my test scores grades.
and grades.

A--------------B--------------C--------------D   E--------------F--------------G--------------H
very   slightly   slightly   very
true   true   true   true

6. Online advising registers me for my classes. **OR** Online advising teaches me how to register myself
for classes.

A--------------B--------------C--------------D   E--------------F--------------G--------------H
very   slightly   slightly   very
true   true   true   true

7. When I'm faced with difficult decisions my **OR** When I'm faced with difficult decisions, my
online advising tells me my alternatives and which online advising assists me in identifying alternatives
one is the best choice. and in considering the consequences of choosing
each alternative.

A--------------B--------------C--------------D   E--------------F--------------G--------------H
very   slightly   slightly   very
true   true   true   true

8. Online advising does not know who to contact **OR** Online advising knows who to contact about
about other-than-academic problems. other-than-academic problems.
A--------------B--------------C--------------D   E--------------F--------------G--------------H
very   slightly   slightly   very
true   true   true   true

9. Online advising gives me tips on managing my **OR** Online advising does not give me tips on
time better or on studying more effectively managing my time better or on studying
when I seem to need them. more effectively.
A--------------B--------------C--------------D   E--------------F--------------G--------------H
very   slightly   slightly   very
true   true   true   true

10. Online advising suggests what I should major in. **OR** Online advising suggests steps I can take to help
me decide on a major.

A--------------B--------------C--------------D   E--------------F--------------G--------------H
very   slightly   slightly   very
true   true   true   true

11. Online advising uses test scores and grades to let **OR** Online advisng and I use information, such as
it know what courses are most appropriate test scores, grades, interests, and abilities, to
for me to take. determine what courses are most appropriate
for me to take.

A--------------B--------------C--------------D   E--------------F--------------G--------------H
very   slightly   slightly   very
true   true   true   true

12. Online advising supports my other than-academic interests and plans.

OR Online advising does not support my interests and plans other than academic ones.

A--------------B--------------C--------------D
very   slightly
true   true

E--------------F--------------G--------------H
slightly   very
true   true

13. Online advising keeps me informed of my academic progress by examining my files and grades *only.*

OR Online advising keeps informed of my academic progress by examining my files and grades and by informing me about my classes.

A--------------B--------------C--------------D
very   slightly
true   true

E--------------F--------------G--------------H
slightly   very
true   true

PART II

Consider the following activities that often take place during online academic advising. During **this academic year,** how many times have you been involved in each activity?

A=None (0 times)   **C=2 times**   **E=4 times**
B=1 time   **D=3 times**   **F=5 or more times**

How frequently have you spent time receiving online academic advice about…

14. College policies
15. Signing registration forms
16. Dropping and/or adding course(s)
17. Personal values
18. Possible majors/academic concentrations
19. Important social or political issues
20. Content of courses
21. Selecting courses for the next term
22. Planning a class schedule for the next term
23. Transfer credit and policies
24. Advanced placement or exempting courses
25. Career alternatives
26. Probation and dismissal policies
27. Financial aid
28. Identifying other campus offices that can provide assistance
29. Study skills or study tips

30. Degree or major/academic concentration requirements
31. Personal concerns or problems
32. Studies abroad or other special academic programs
33. Internship or cooperative education opportunities
34. Setting personal goals
35. Evaluating academic progress
36. Extracurricular activities
37. Job placement opportunities
38. The purposes of a college education
39. Declaring or changing a major/academic concentration
40. Time management
41. Experiences in different classes

PART III

Considering the academic advising you have participated in at this college this year, respond to the following five statements on the answer sheet using the code below.

A = Strongly Disagree   C = Agree
B = Disagree   D = Strongly Agree

42. I am satisfied in general with the online academic advising I have received.
43. I have received accurate information about courses, programs, and requirements through online academic advising.
44. Sufficient prior notice has been provided about deadlines related to institutional policies and procedures.
45. Online advising has been available when I needed it.
46. Sufficient time has been available during online advising sessions.

PART IV

Please respond to the following questions.

47. What is your gender?
(a) male
(b) female
(c) Decline to respond

48. What is your cultural/racial background?
(a) African American/Black   (e) White/Caucasian
(b) Hispanic American/Latino   (f) Biracial/multiracial
(c) Asian American or Pacific Islander (g) Other
(d) Native American   (h) Decline to respond

49. What was your age at your last birthday?
(a) 18 or younger   (c) 20   (e) 22   (g) 24   (i) 31 or older
(b) 19   (d) 21   (f) 23   (h) 25 – 30

50. What is your academic class standing?
(a) Freshman (first year)   (c) Junior (third year)   (e) Irregular/Transient/Special Student
(b) Sophomore (second year)   (d) Senior (fourth or more years)   (f) Other than any of the above

51. What is your academic college?
(a) College of Agriculture & Life Sciences   (c) College of Engineering   (e) College of Science
(b) College of Architecture & Urban Studies (d) College of Liberal Arts   (f) Irregular/Transient
(c) College of Business   (e) College of Natural Resources (g) Undecided

52. What is your current type of residency?
(a) on campus   (b) not on campus

53. Which of the following **best describes** the majority of the online academic advising you have received this academic year?
Select only one.
(a) Advised by a web page supplied by my department on the Internet
(b) Advised individually by email from an academic advisor
(c) Advised individually by instant message or chat on the Internet with an academic advisor
(d) No advising received

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54. Approximately how much time was generally spent in each online academic advising session?
(a) less than 15 minutes   (c) 31-45 minutes   (e) more than 1 hour
(b) 15-30 minutes   (d) 46-60 minutes

55. How many online academic advising sessions **in total** have you had during the past 6 months?
(a) none   (c) two   (e) four   (g) six   (i) eight
(b) one   (d) three   (f) five   (h) seven   (j) nine or more

Appendix D:

Email to Students Asking for Participation

Hello!

My name is Jason Shank and I am a second year master's student in the Higher Education and Student Affairs program at Virginia Tech. I am currently conducting a research project to investigate the online methods of academic advising used by academic departments to support the needs of their students. For this study, online academic advising as been classified as advice or information provided by an academic department obtained via the Internet to improve the student's academic experience. The three types of online academic advice considered for this study include email correspondence with an academic advisor, instant messaging or chat-based conversation between a participant and an academic advisor, and obtaining academic information from a department supported web page. Based on the academic advising standards for your department, I have determined that you currently receive some form of online academic advising.

To collect data for this research project, I have created an online survey to assist with collecting data. The instrument has been created using the Virginia Tech survey tool and consists of less than 60 items. The instrument should take less than 20 minutes to complete. My request is that you please click on the link below and take a few minutes to complete the instrument. The results of the study will provide significant information to help academic departments create an online academic advising experience that is effective and appropriate for future students and yourself.

All information will be kept completely confidential. Each entry will be anonymous. Any participant who completes the survey will have an opportunity to register for one of three $25 cash prizes. The winners of the cash prizes will be notified two weeks after the data collection period ends on [insert date]. If you have any questions please contact me at

jshank@vt.edu.   Thank you for your time and help with this research project.

To participate in this study please click <insert hyperlink to survey> here to complete the instrument and to have to chance to be entered for a $25 cash prize.

Sincerely,

Jason E. Shank