REFERENCES


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 has 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.

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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 byRoger 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.

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

EXAMPLE

1. My online academic advice helps me learn how to find out about courses and programs for myself. OR My online academic advice tells me what I need to know about academic courses and programs
A--------------B--------------C--------------D   E--------------F--------------G--------------H
very     slightly   slightly     very
true        true    true        true

2. Online academic advising tells me what would be the best schedule for me. OR Academic advice online suggests important 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 opportunities in conjunction with advising. OR Online advising does not talk about vocational Opportunities in conjunction with advising.
A--------------B--------------C--------------D   E--------------F--------------G--------------H
very     slightly   slightly     very
true        true    true        true

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4. Online advising takes an interest in my out-of-class activities and sometimes suggests activities.
A--------------B--------------C--------------D
very slightly true true
OR Online academic advising does not know what I do outside of class.
E--------------F--------------G--------------H
slightly very true true

5. Online advising assists me in identifying realistic academic goals based on what I know about myself, as well as about my test scores and grades.
A--------------B--------------C--------------D
very slightly true true
OR Online advising identifies realistic academic goals for me based on my test scores and grades.
E--------------F--------------G--------------H
slightly very true true

6. Online advising registers me for my classes.
A--------------B--------------C--------------D
very slightly true true
OR Online advising teaches me how to register myself for classes.
E--------------F--------------G--------------H
slightly very true true

7. When I’m faced with difficult decisions my online advising tells me my alternatives and which one is the best choice.
A--------------B--------------C--------------D
very slightly true true
OR When I’m faced with difficult decisions, my online advising assists me in identifying alternatives and in considering the consequences of choosing each alternative.
E--------------F--------------G--------------H
slightly very true true

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

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

10. Online advising suggests what I should major in.
A--------------B--------------C--------------D
very slightly true true
OR Online advising suggests steps I can take to help me decide on a major.
E--------------F--------------G--------------H
slightly very true true

11. Online advising uses test scores and grades to let it know what courses are most appropriate for me to take.
A--------------B--------------C--------------D
very slightly true true
OR Online advising and I use information, such as test scores, grades, interests, and abilities, to determine what courses are most appropriate for me to take.
E--------------F--------------G--------------H
slightly very true true
12. Online advising supports my other than-academic interests and plans.

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>very</td>
<td>slightly</td>
<td>true</td>
<td></td>
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</table>

OR

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

<table>
<thead>
<tr>
<th></th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>slightly</td>
<td>true</td>
<td>very</td>
<td>true</td>
</tr>
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</table>

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

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>very</td>
<td>slightly</td>
<td>true</td>
<td></td>
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</table>

OR

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

<table>
<thead>
<tr>
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<th>E</th>
<th>F</th>
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<th>H</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>slightly</td>
<td>true</td>
<td>very</td>
<td>true</td>
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**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?

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
<th>H</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>None (0 times)</td>
<td>1 time</td>
<td>2 times</td>
<td>3 times</td>
<td>4 times</td>
<td>5 or more times</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>14. College policies</th>
<th>30. Degree or major/academic concentration requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>15. Signing registration forms</td>
<td>31. Personal concerns or problems</td>
</tr>
<tr>
<td>16. Dropping and/or adding course(s)</td>
<td>32. Studies abroad or other special academic programs</td>
</tr>
<tr>
<td>17. Personal values</td>
<td>33. Internship or cooperative education opportunities</td>
</tr>
<tr>
<td>18. Possible majors/academic concentrations</td>
<td>34. Setting personal goals</td>
</tr>
<tr>
<td>19. Important social or political issues</td>
<td>35. Evaluating academic progress</td>
</tr>
<tr>
<td>20. Content of courses</td>
<td>36. Extracurricular activities</td>
</tr>
<tr>
<td>21. Selecting courses for the next term</td>
<td>37. Job placement opportunities</td>
</tr>
<tr>
<td>22. Planning a class schedule for the next term</td>
<td>38. The purposes of a college education</td>
</tr>
<tr>
<td>23. Transfer credit and policies</td>
<td>39. Declaring or changing a major/academic concentration</td>
</tr>
<tr>
<td>24. Advanced placement or exempting courses</td>
<td>40. Time management</td>
</tr>
<tr>
<td>25. Career alternatives</td>
<td>41. Experiences in different classes</td>
</tr>
<tr>
<td>26. Probation and dismissal policies</td>
<td></td>
</tr>
<tr>
<td>27. Financial aid</td>
<td></td>
</tr>
<tr>
<td>28. Identifying other campus offices that can provide assistance</td>
<td></td>
</tr>
<tr>
<td>29. Study skills or study tips</td>
<td></td>
</tr>
</tbody>
</table>
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

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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 has 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
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 a chance to be entered for a $25 cash prize.

Sincerely,

Jason E. Shank