

**Table 4. Student perceived IMPORTANCE of academic advising (0=Least Important and 6=Most Important)**

Rank	Areas of academic advising	TOTAL	Average Ratings on Importance				
			AS	BU	CF	ED	HH
1	Guidance on academic programs	4.92	4.89	*4.92	4.80	*5.00	4.93
2	Scheduling Classes	4.67	4.62	*4.57	4.73	*4.84	4.76
3	Registration Procedures	4.40	4.33	4.33	4.41	*4.57	4.50
4	Career Planning	4.40	*4.31	4.31	*4.75	4.50	*4.77
5	Personal Development	3.94	3.86	3.88	4.06	3.99	*4.25
6	Using Campus/Site Services and Resources	3.85	3.83	3.82	3.56	*3.96	3.96

- Notes:** 1. \* indicates a significant difference between a college mean and the mean of all responses.  
 2. Students of different colleges share about the same opinions about the importance of academic advising in most areas.  
 3. Student perceived importance of academic advising areas was significantly higher for Education students in four areas.

**Table 5. Student satisfaction with academic advising (1=Least Satisfied and 7 = Most Satisfied)**

Rank	Areas of academic advising	TOTAL	Average Ratings on Satisfaction				
			AS	BU	CF	ED	HH
1	Scheduling Classes	3.78	*3.72	*3.57	4.13	*4.00	*4.12
2	Registration Procedures	3.78	3.73	*3.59	3.97	*4.00	*4.02
3	Guidance on Academic Programs	3.64	3.55	*3.41	*4.23	*3.89	*4.08
4	Using Campus / Site Services and Resources	3.59	3.53	*3.42	3.75	*3.77	*3.88
5	Personal Development	3.50	3.41	*3.29	3.82	*3.76	*3.81
6	Career Planning	3.46	3.36	*3.23	3.73	3.72	*3.91

- Notes:** 1. \* indicates a significant difference between a college mean and the mean of all responses.  
 2. Satisfaction ratings of Business students were significantly lower than the over all average ratings in all six areas.  
 3. Satisfaction ratings of Education and Health and Human Services students were significantly higher than the over all ratings in most areas.

**Table 6. Comparison between student's perceived importance and student's satisfaction**

Table 5. Comparison between student's perceived important and student's satisfaction

Areas of Academic Advising	N	Importance		Satisfaction		t	Sig.
		Mean	STD	Mean	STD		
Scheduling Classes	5803	4.68	1.483	3.78	2.014	31.221	.000
Registration Procedures	5794	4.41	1.584	3.78	1.976	22.613	.000
Guidance on Academic Programs	5817	4.92	1.349	3.64	2.028	44.801	.000
Using Campus/site Services and Resources	5779	3.87	1.861	3.59	1.969	9.879	.000
Career Planning	5785	4.43	1.829	3.46	2.024	31.925	.000
Personal Development	5775	3.97	1.821	3.51	1.959	16.801	.000

**Note:** In all 6 areas significant differences were found between student's perceived importance and satisfaction, indicating gaps between the University's performance and student expectation in terms of academic advising.