

Appendix O

Student Evaluation of Academic Specialist/Counselor

Name _____ Date _____

Please indicate your appraisal of the academic specialist/counselor's performance in your interactions with him/her by drawing a circle around the number that most closely expresses your view. The purpose of the process is to improve the academic specialist/counselor's effectiveness. Your fair and honest opinion is what really counts. **Do not sign your name to this sheet.**

I saw the academic specialist/counselor by: appointment _____ drop-in _____ (check one)

| Rate your academic specialist/counselor in each of the following categories: | Excellent | Good | Acceptable | Below Average | Poor | Does Not Apply |
|---|-----------|------|------------|---------------|------|----------------|
| 1. a. My appointment was obtained within a reasonable amount of time. | 5 | 4 | 3 | 2 | 1 | X |
| b. The academic specialist/counselor was on time for the appointment. | 5 | 4 | 3 | 2 | 1 | X |
| c. Effective use was made of the appointment time. | 5 | 4 | 3 | 2 | 1 | X |
| 2. a. I was able to see the academic specialist/counselor within a reasonable amount of time. | 5 | 4 | 3 | 2 | 1 | X |
| b. The time allotted was sufficient. | 5 | 4 | 3 | 2 | 1 | X |
| c. Good use was made of the time. | 5 | 4 | 3 | 2 | 1 | X |
| The academic specialist/counselor: | | | | | | |
| 3. Was prepared with/or had access to materials and information appropriate to the service. | 5 | 4 | 3 | 2 | 1 | X |
| 4. Made me feel comfortable in seeking assistance. | 5 | 4 | 3 | 2 | 1 | X |
| 5. Understood my request and was helpful. | 5 | 4 | 3 | 2 | 1 | X |
| 6. Was able to communicate clearly. | 5 | 4 | 3 | 2 | 1 | X |
| 7. Seemed genuinely interested in helping me. | 5 | 4 | 3 | 2 | 1 | X |
| 8. Assisted me where appropriate in making decisions. | 5 | 4 | 3 | 2 | 1 | X |
| 9. Made accurate referrals to other sources of information (where appropriate). | 5 | 4 | 3 | 2 | 1 | X |

My overall evaluation of this academic specialist/counselor is:

Excellent Good Acceptable Below Average Poor

(over)

11. Describe the strengths of the academic specialist/counselor; please be specific and give examples.

12. What could the academic specialist/counselor do to improve his/her effectiveness?

13. Would you recommend this academic specialist/counselor to other students and would you utilize their services again? Why or why not?

14. If you have any additional comments regarding any categories listed from Page 1, please elaborate below.
