

## 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)

<b>Rate your academic specialist/counselor in each of the following categories:</b>	<b>Excellent</b>	<b>Good</b>	<b>Acceptable</b>	<b>Below Average</b>	<b>Poor</b>	<b>Does Not Apply</b>
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.

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

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

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

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