Student Guidance from Study Advisors

31.01.2024 - 14.02.2024

54 Respondents of 238 Members

Topic of research

This survey gathered insights into student expectations and experiences with guidance from study advisors/ academic counsellors at TU Delft.

The survey was developed in collaboration with the coordinator of TU Delft's Duty of Care. To assess if student expectations align with the role of study advisors, verify quality indicators for student guidance at TU Delft, and as a prototype to measure quality of student guidance.

Survey Insights

- In alignment with the role of study advisors, most students expect guidance and advice related to study matters, such as planning, administration, programmes or practicalities.
- When asked what students value most in terms of student guidance, they mentioned:
 - Study related advice, clear and concrete answers.
 - Empathy, honesty and listening
 - Other aspects such as approach, experience and response.
- Knowledge and information ranked highest, followed by empathy and reliability in terms of what students find important when it comes to student guidance (Springer & Tyran, 2022). Responsiveness and assurance rank lower and lowest respectively.
- Majority of the students who have approached study advisors (69% of 54) at TU
 Delft, have had positive experiences with study advisors, in terms of empathy,
 responsiveness and information.

Survey Results •



Student Panel
Surveys

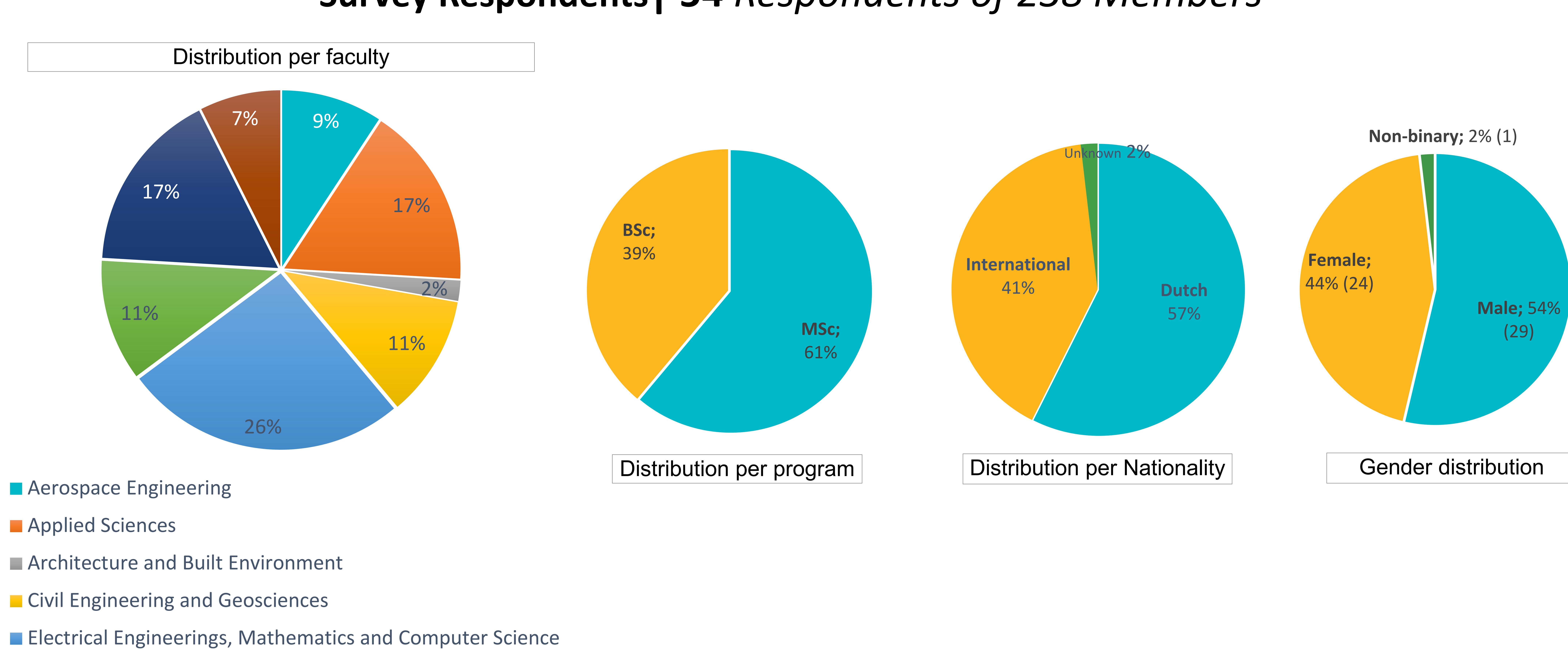
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Industrial Design Engineering

Technology and Policy Management

Mechanical Engineering

Survey Respondents | 54 Respondents of 238 Members



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1. What guidance students expect from study advisors/ academic counsellors:

- Many students expect advice and guidance related to:
 - Study planning (n=16)
 - Problems related to study or intefering with studies (n=9)
- Other study related aspects that students mentioned include:
 - Programme and course options and selection
 - o Admin and practical matters
 - o Referals
- Some students (n=11) mentioned personalised advice, relevant for the student.
- A few students (n=6) mentioned support with mental and emtional health and well-being.





2. What students value most when receiving guidance from a study advisor:

Stucy/ Help advice Empathy Respect Listen Honesty Response Clear Experience Clearanswer Assurance Approach

"I appreciate it when the student advisor knows a lot about the programme and what options are available if you are unable to complete the programme nominally."

- CEG, MSc. student

"that they actually listen and don't treat me as "yet another student"

- AE, MSc. student

"knowledge and a non-judgmental approach"

- EEMCS, BSc. student

"Empathy for your choices and situation, directed help" -IDE, MSc. student

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3. Ranked based on what students find most (1) to least (5) important:

Knowledge (Information received from advisor)

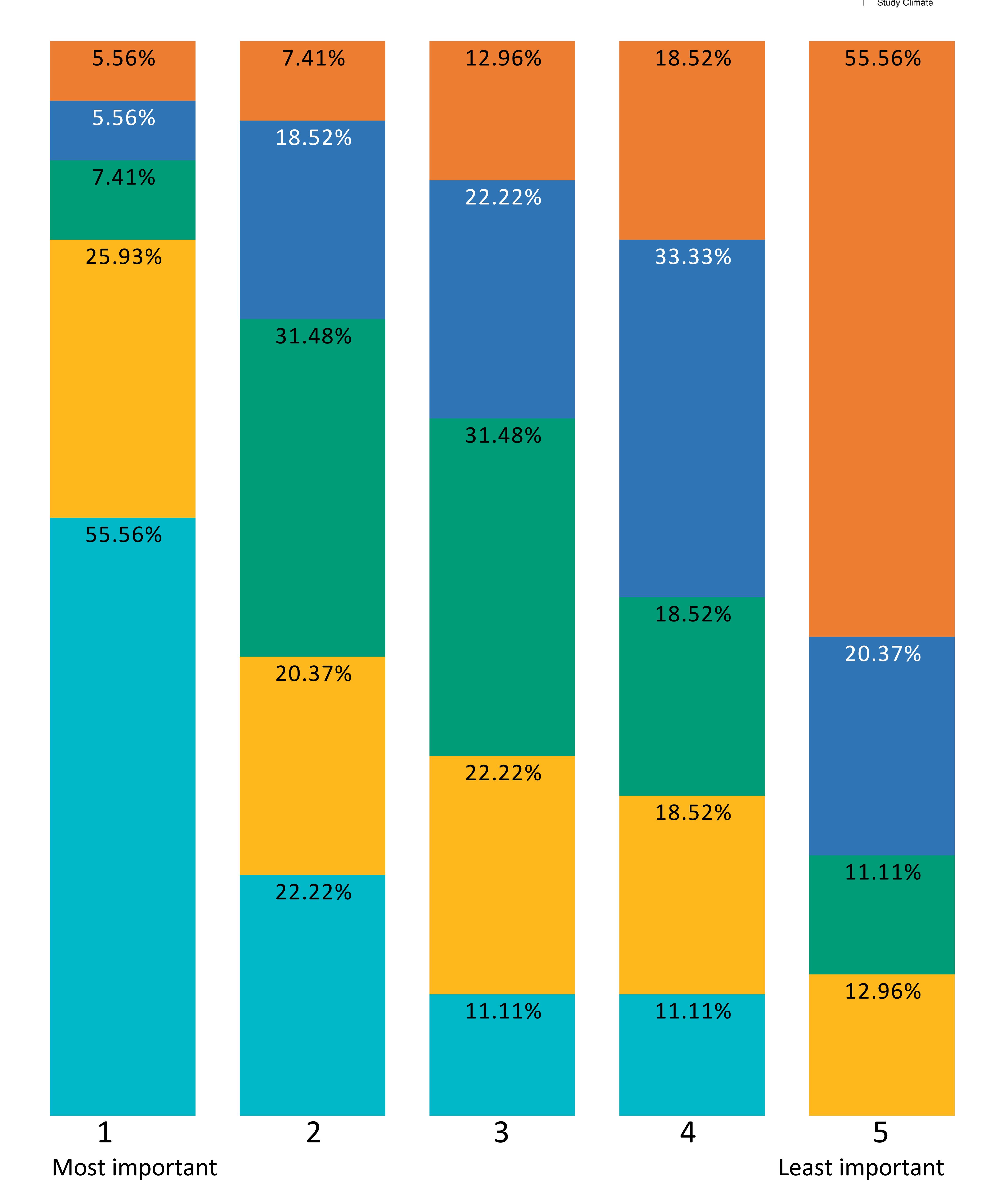
Empathy
(Apparent personal concern for the student)

Reliability
(Consistency of the service)

Responsiveness (Promptness of reply to student needs)

Assurance
(Trustworthiness of the advisors)

Based on SERVQUAL indicators as described by Springer & Tyran (2022)



Survey Results 2/4•

Student Panel Surveys

31.01.2024 – 14.02.2024 | 37 students who approached study advisors out of 54 total respondents

Student experiences of student guidance from study Advisors

