



Aalto University  
School of Engineering

# Proactive safety net for students: *Utilizing student surveys in study counselling*

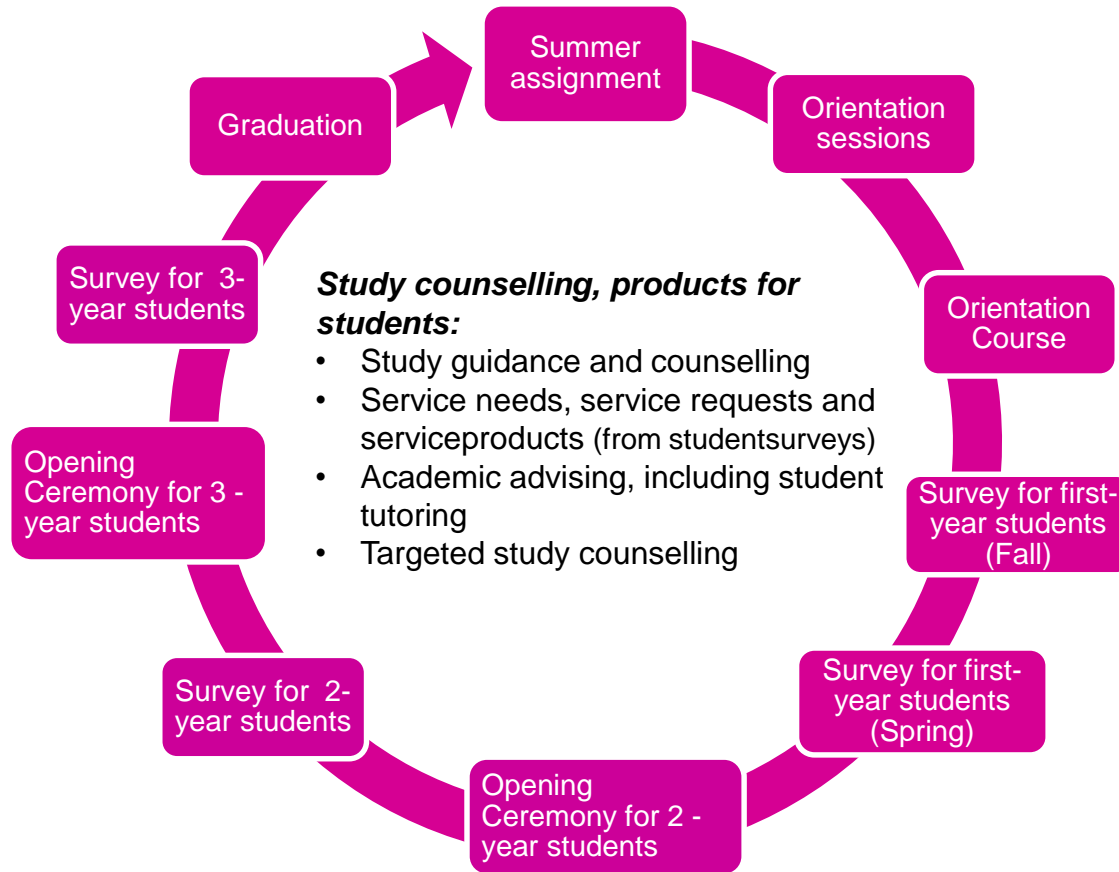
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# Proactive safety net

*The proactive safety net consists of the following elements:*

1. Summer assignment
2. Orientation sessions and orientation course for new bachelor's students
3. Feedback surveys, service requests, service needs, and service products for bachelor's students
4. Targeted study guidance
5. Academic advising
6. Opening ceremonies for second- and third-year bachelor's students

# Proactive safety net for students



# Proactive safety net, student surveys

- Student surveys are conducted as Webropol surveys
- The survey questions are available in Finnish and Swedish
- The proactive safety net is activated with a digital summer assignment
- The surveys are sent to the students as personal links, but also a public link is available
- Our school has conducted a survey for first-year students since 2008

# Proactive safety net, student surveys

- To give an example of the survey structure, the first-year survey has 40 questions charting the students service needs, for example:
  1. *I have found the services I need on the first year of studies:*  
Yes/No
  2. *What study-related matter would you like/need to have more information on?*
- Students may choose the services they need in the service product list, or request for services not mentioned on it, such as help with a suspected learning difficulty.

# Goals of proactive safety net

Student integration into the university



Communicate regularly with students



Create a good study atmosphere



Inform how the guidance and counselling services work



Help students to develop their learning

# Students' surveys at the School of Engineering (*bachelor students*)

Summer assignment



Survey for first -year students 1 (Fall)

Survey for first -year students 2 (Spring)

Survey for 2 -year students (December)

Survey for 3 - year students (December)

# Questionnaires covers the following topics

Background

Student goals,  
expectations

Study motivation,  
learning skills,  
time  
management

Study  
counselling

Academic  
advising

Student tutoring

Orientation\*

Study success

Progress of  
studies

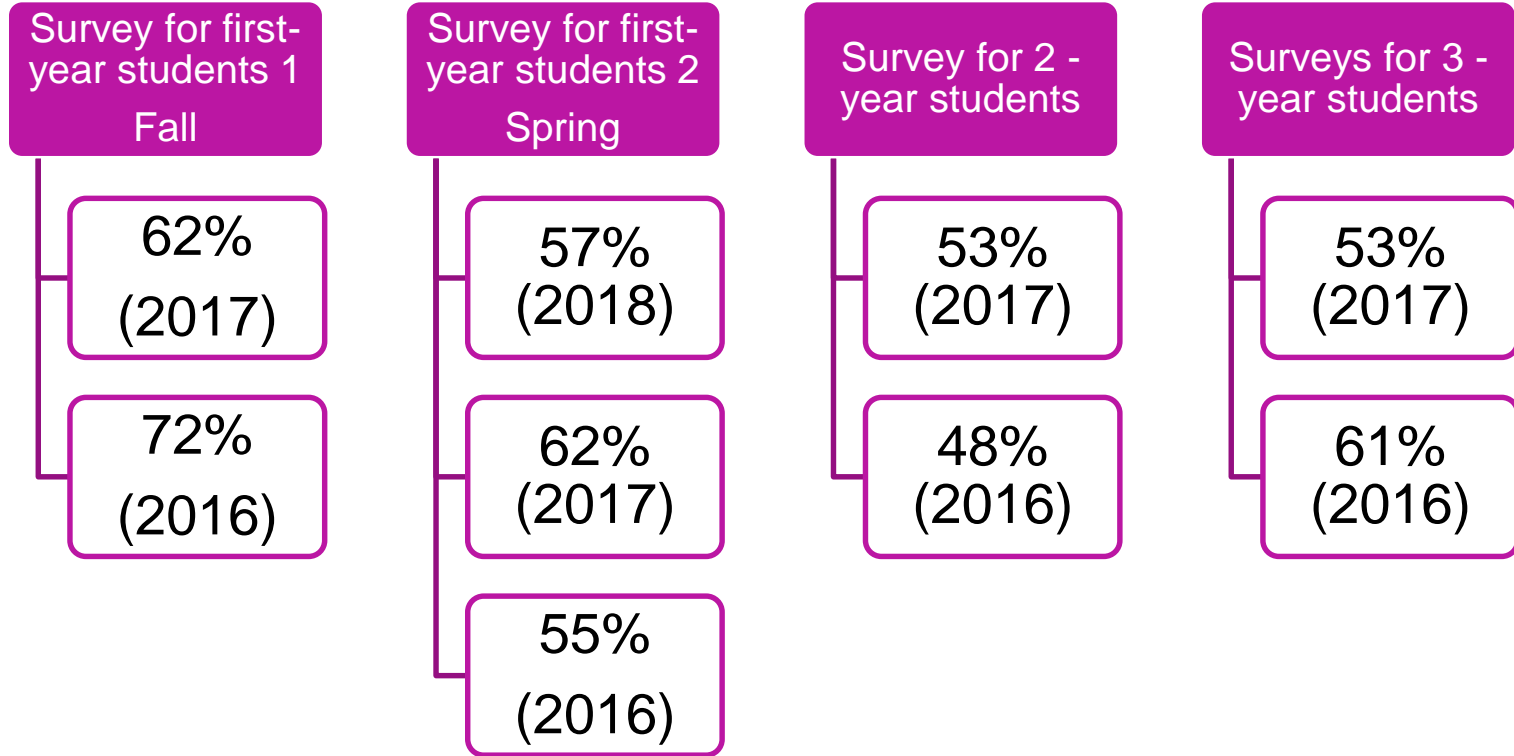
Service needs

Feedback about  
survey and  
feedback for  
Learning Services



# Student surveys: answer rates

## 2016-2018



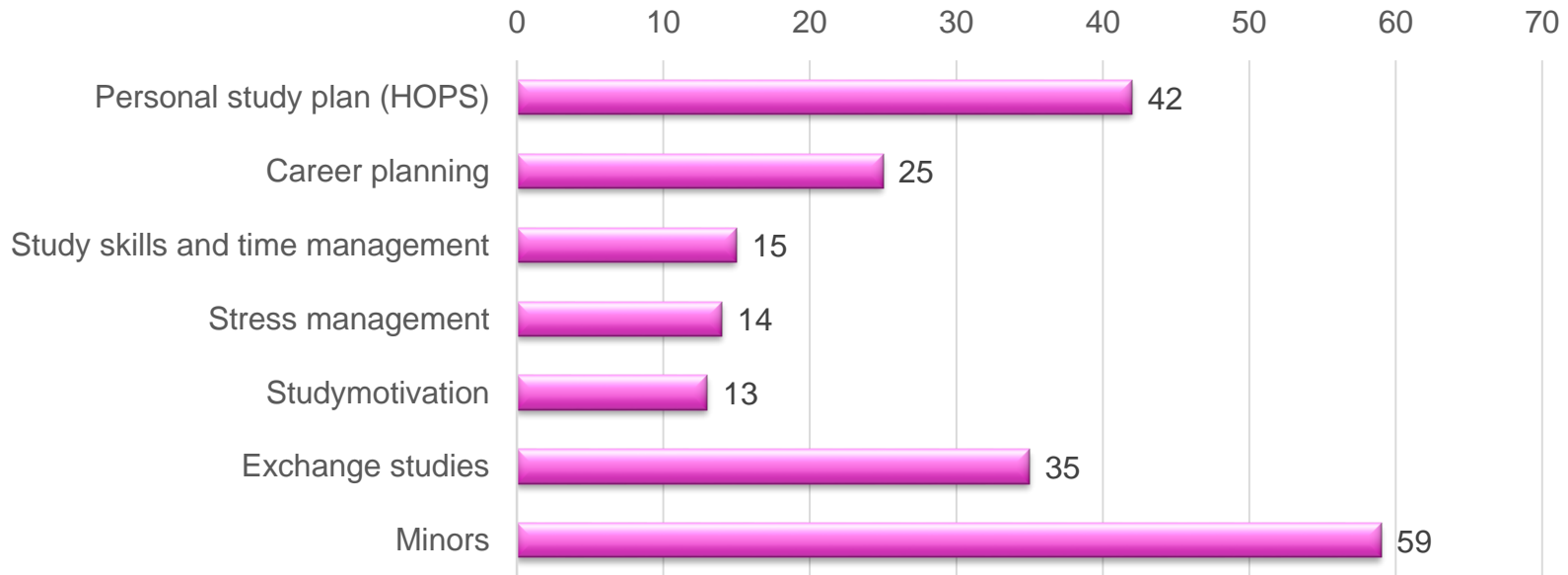
# The service products listed

- Contents of studies and courses** (students are asked to specify this)
- Personal study plan (HOPS)**
- Minors**
- Career planning**
- Learning skills**
- Exchange studies**
- Time management**
- Stress control**
- Studymotivation**
- Life Management**
- Other, what** (students are asked to specify this)

# Service requests from first-year students' survey, Spring 2018

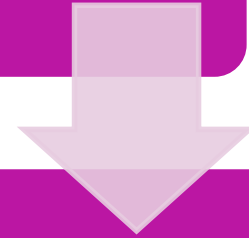
In the survey for first-year students, spring 2018 92 of 150 respondents asked support services for one or more study-related matters. In total, over 200 service requests were received.

## Service requests, spring 2018



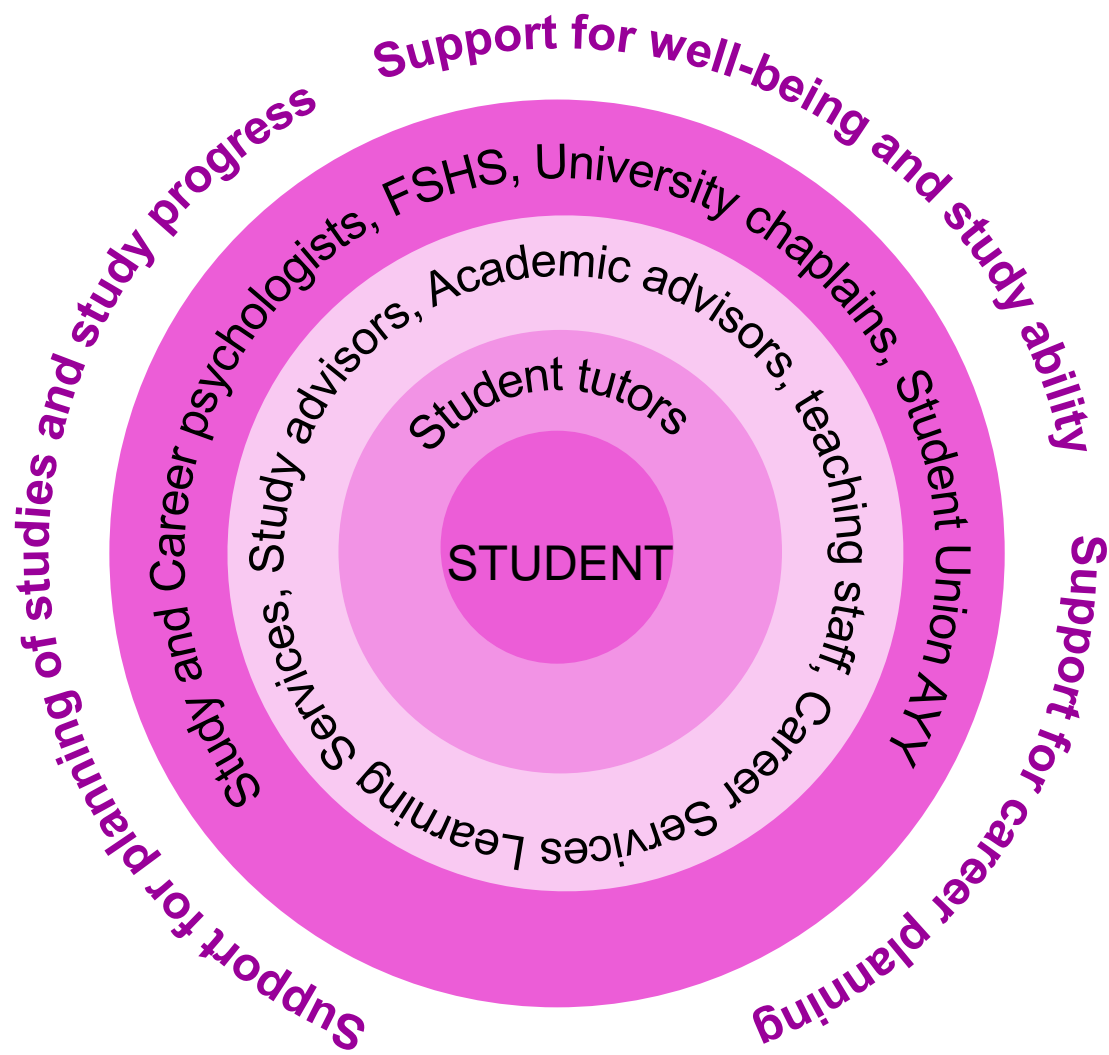
# Service products and targeted student counselling

The service in the form of various service products: including personal academic advising meetings, workshops (on HOPS or time management for instance), email advice, links to online services, and tailored information sessions.



Targeted advice is offered to students who need multiple services or whose academic progress has slowed down.

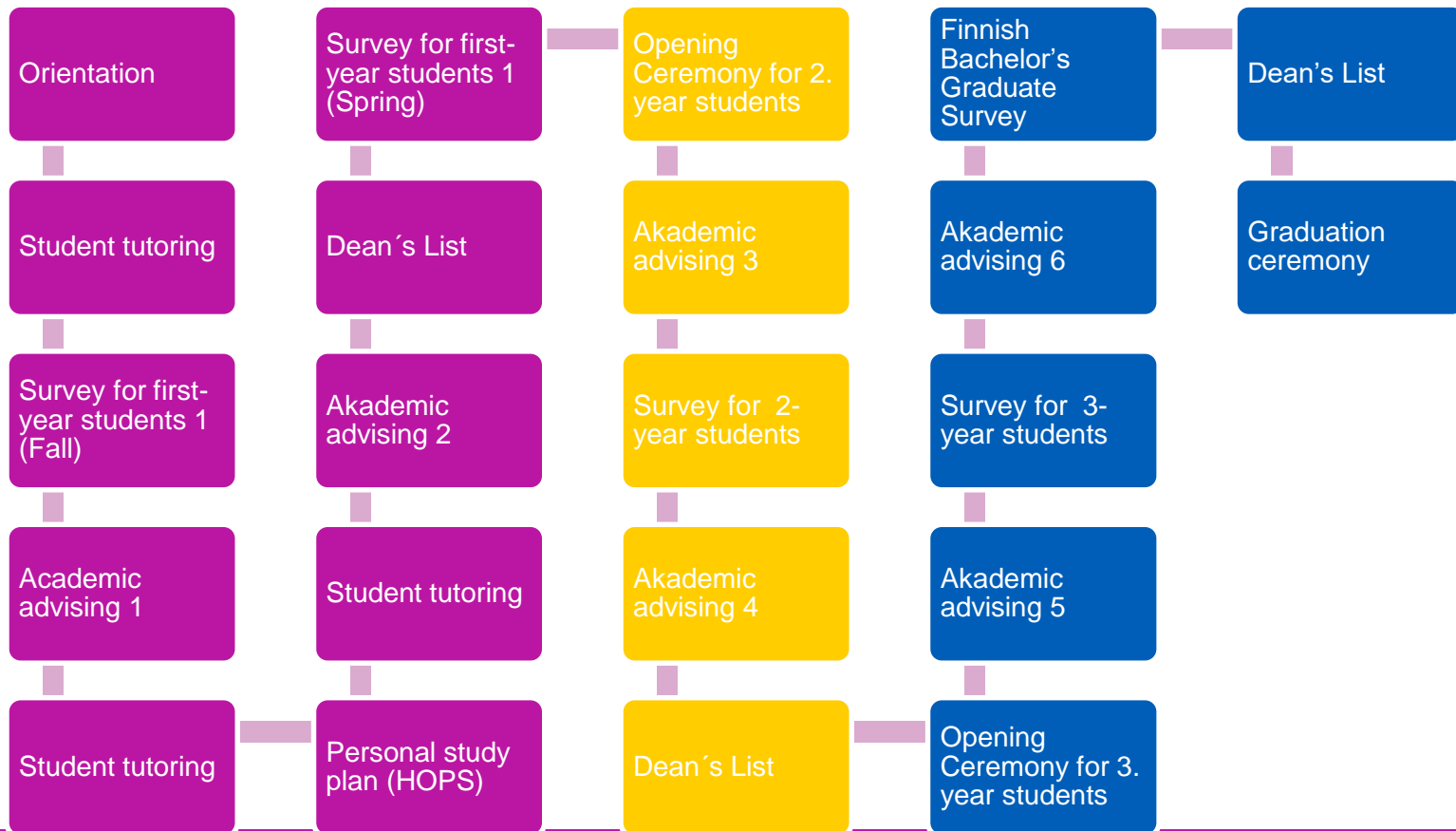
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## **Study guidance and counselling in the School of Engineering**

*(Holistic student-centred model of guidance, Watts and van Esbroeck 1998, also Lairio & Puukari 1999)*

# Proactive safety net, study path and study counselling



# Thank you!

# Questions?

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