

2010 Admissions Assessment Day Survey Results

Last Modified: 04/15/2010

1. When did you last use the services of the Admissions Office? Please give the month and year:

Text Response

Dates ranged from 2001 to 2010.

Statistic	Value
Total Responses	617

2. Please rate Marshall's application process: (Please note that, for all Lickert scale questions, 1 = Excellent and 5 = Unsatisfactory. So, the lower then mean, the more positive the student responses).

#	Question	Excellent	Good	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Printed application is clear and easy to complete	298	315	96	10	2	721	1.76
2	Online application is clear and easy to complete	293	251	98	10	6	658	1.76

Statistic	Printed application is clear and easy to complete	Online application is clear and easy to complete
Min Value	1	1
Max Value	5	5
Mean	1.76	1.76
Variance	0.57	0.68
Standard Deviation	0.75	0.83
Total Responses	721	658

3. Please give us suggestions to improve services marked "needs improvement" or "unsatisfactory." Summary is provided below.

Text Response
Numerous students felt the application process was clear and easy to do.
However, one student felt that the online application was not clear.
Several students said they felt the Admissions' Office had good service.
Being able to pay the application fee online using a credit card would be helpful.
Providing students with more examples of how to complete forms would be helpful.
It would be nice to have departmental contact information easily accessible.
Fewer links to get to the right forms
Requested more services for veterans
Requested that the application for non-degree seeking students be improved.
Provide an explanation of Marshall's majors
Server sometimes has problems.
Want online application to be more accessible.
AP credit should be carefully recorded.
Process takes too long for graduate students.
Want to be able to type hard copy applications.

Statistic	Value
Total Responses	41

4. Please rate Marshall's Admissions' process.

#	Question	Excellent	Good	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Admission process is clearly defined	266	339	136	26	6	773	1.92
2	Communications are clear and received in a timely manner	241	317	140	50	23	771	2.09

Statistic	Admission process is clearly defined	Communications are clear and received in a timely manner
Min Value	1	1
Max Value	5	5
Mean	1.92	2.09
Variance	0.72	1.02
Standard Deviation	0.85	1.01
Total Responses	773	771

5. Please give us suggestions to improve services marked "needs improvement" or "unsatisfactory." **Summary Below.**

Text Response

A recurring theme was that the Admissions process, especially for graduate students, was too slow.

Suggest online checksheet to help prospective students

Be more efficient - no need for multiple letters and email

When a graduate application is complete, the student should be notified immediately

A transfer checklist would be helpful

Better communication among the different branches of the Admissions' Office is needed

An application checklist would be helpful

Due dates need to be clear

Clearer directions on which documents need to be sent where for Graduate School

Time requirements for when GRE must be taken are unclear

Make it clear when specific programs require separate applications

When changing majors in graduate school, an entire new application should not be

required

Statistic	Value
Total Responses	50

6. Please rate the APPROVAL FORM (to take courses at another institution).

#	Question	Excellent	Good	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Approval Form is clear and easy to complete	231	264	94	7	7	603	1.83
2	Approval process is clearly defined and easy to complete	229	245	112	13	8	607	1.89

Statistic	Approval Form is clear and easy to complete	Approval process is clearly defined and easy to complete
Min Value	1	1
Max Value	5	5
Mean	1.83	1.89
Variance	0.66	0.76
Standard Deviation	0.81	0.87
Total Responses	603	607

7. Please give us suggestions to improve services marked "needs improvement" or "unsatisfactory." **Summary Below.**

Text Response

Too many offices have to sign off on courses

taken at other universities
 Procedure to have courses approved is not clear

Statistic	Value
Total Responses	21

8. Please rate the website.

#	Question	Excellent	Good	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Admissions website is attractive and easy to navigate	197	303	158	34	10	702	2.08
2	Admissions website contains relevant information	212	329	134	22	5	702	1.97

Statistic	Admissions website is attractive and easy to navigate	Admissions website contains relevant information
Min Value	1	1
Max Value	5	5
Mean	2.08	1.97
Variance	0.82	0.68
Standard Deviation	0.91	0.83
Total Responses	702	702

9. Please give us suggestions to improve services marked "needs improvement" or "unsatisfactory." **Summary Below.**

Text Response
More links needed

Subcategories need to be clearer
 Would be nice for everything student needs to be on one page
 Better organization needed
 Need staff contact information on website

Statistic	Value
Total Responses	33

10. Please rate the customer service in the Admissions Office.

#	Question	Excellent	Good	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	The Admissions Office provides adequate customer service	202	344	143	24	10	723	2.03
2	The Admissions Office staff is helpful and courteous	247	294	151	20	11	723	1.97
3	The Admissions Office staff provides timely, accurate information	224	310	152	22	14	722	2.02

Statistic	The Admissions Office provides adequate customer service	The Admissions Office staff is helpful and courteous	The Admissions Office staff provides timely, accurate information
Min Value	1	1	1
Max Value	5	5	5
Mean	2.03	1.97	2.02
Variance	0.73	0.80	0.82
Standard Deviation	0.86	0.89	0.90
Total Responses	723	723	722

11. Please give us suggestions to improve services marked "needs improvement" or "unsatisfactory." **Summary Below**

Text Response

Some respondents felt the staff were helpful; others felt they were not
 More information is needed for veterans
 Admissions Office should be the first choice on the menu when a prospective student calls the toll-free number

Statistic	Value
Total Responses	31

12. Gender

Value	Total
F	587
M	244

13. Race

Value	Total
White	731
Asian/Pacific Islander	24
African-American	24
Hispanic	16
American Indian/Alaskan Native	2
International Students	2
[No Value]	32

14. Class

Value	Total
GR	181
SR	286
JR	138
SO	126
FR	100