

2010 Advising Assessment Day Survey Results

Last Modified: 04/15/2010

1. Grade Point Average:

#	Answer	Response	%
1	4.00 – 3.50	460	48%
2	3.49 – 3.00	322	33%
3	2.99 – 2.50	135	14%
4	2.49 – 2.00	38	4%
5	Below 2.00	10	1%
	Total	965	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	1.77
Variance	0.82
Standard Deviation	0.90
Total Responses	965

2. Have you changed majors at Marshall?

#	Answer	Response	%
1	Yes	388	40%
2	No	575	60%
3	How many times	362	38%

How many times
Once = 66 respondents
Twice = 17 respondents
Three times = 15 respondents
Four times = 1 respondent
Five times = 1 respondent

Statistic	Value
Min Value	1
Max Value	3
Total Responses	963

3. On average, how many times per term do you see your advisor?

Text Response

Answers ranged from never to daily. The most frequent answer was once per term.

Statistic	Value
Total Responses	952

4. On average, how many times per term do you see your advisor for non-scheduling issues?

Text Response

Responses ranged from never to 59 times. The majority of respondents reported seeing an advisor for non-scheduling issues at least once per term.

Statistic	Value
Total Responses	935

5. Is advising mandatory for you?

#	Answer	Response	%
1	Yes	585	61%
2	No	381	39%
	Total	966	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.39
Variance	0.24
Standard Deviation	0.49
Total Responses	966

6. Should advising be mandatory for all students?

#	Answer	Response	%
1	Yes	625	65%
2	No	338	35%
	Total	963	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.35
Variance	0.23
Standard Deviation	0.48
Total Responses	963

7. Please indicate the number to the right that corresponds to your level of agreement to each of the statements below. A space for comments will be available at the end of this survey. For all Lickert Scale Items, Strongly Agree = 1 and Strongly Disagree = 5. Therefore lower means are more favorable than higher means.

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Advising is important to me.	389	414	92	52	16	963	1.85
2	I know the name of my advisor.	604	265	19	42	29	959	1.57
3	There is a shared responsibility between me and my advisor.	340	352	128	89	50	959	2.12
4	I typically make appointments for advising.	258	311	138	179	54	940	2.43
5	I attend advising sessions prepared.	407	364	96	39	17	923	1.80
6	Advisors only assist with course registration.	118	202	165	300	153	938	3.18
7	I would take advantage of online advising services.	259	259	198	129	94	939	2.51

Statistic	Advising is important to me.	I know the name of my advisor.	There is a shared responsibility between me and my advisor.	I typically make appointments for advising.	I attend advising sessions prepared.	Advisors only assist with course registration.	I would take advantage of online advising services.
Min Value	1	1	1	1	1	1	1
Max Value	5	5	5	5	5	5	5
Mean	1.85	1.57	2.12	2.43	1.80	3.18	2.51
Variance	0.84	0.91	1.32	1.52	0.84	1.66	1.68
Standard Deviation	0.92	0.95	1.15	1.23	0.92	1.29	1.30
Total Responses	963	959	959	940	923	938	939

8. Did you attend New Student Orientation?

#	Answer	Response	%
1	Yes	662	68%
2	No	307	32%
	Total	969	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.32
Variance	0.22
Standard Deviation	0.47
Total Responses	969

9. Advising at New Student Orientation.

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	The advising session during orientation was helpful.	143	236	102	83	36	600	2.39
2	The amount of time spent with my advisor during orientation was adequate.	105	187	124	140	38	594	2.70
3	The advisor provided necessary information.	132	249	108	80	30	599	2.38
4	The advisor clearly provided explanations during summer orientation.	111	201	140	96	30	578	2.54
5	The class schedule received at orientation was beneficial.	169	244	86	67	40	606	2.28

Statistic	The advising session during orientation was helpful.	The amount of time spent with my advisor during orientation was adequate.	The advisor provided necessary information.	The advisor clearly provided explanations during summer orientation.	The class schedule received at orientation was beneficial.
Min Value	1	1	1	1	1
Max Value	5	5	5	5	5
Mean	2.39	2.70	2.38	2.54	2.28
Variance	1.35	1.42	1.25	1.28	1.38
Standard Deviation	1.16	1.19	1.12	1.13	1.17
Total Responses	600	594	599	578	606

10. Advisor questions. Please indicate your level of agreement. If you feel that a statement does not apply to you, please leave it blank.

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	My advisor is easily accessible.	365	355	85	73	37	915	1.97
2	I am able to reach my advisor by phone.	256	297	173	72	29	827	2.18
3	I am able to reach my advisor by email.	408	378	62	26	19	893	1.73
4	I am able to reach my advisor in person.	364	389	85	46	24	908	1.87
5	Advising is offered during convenient operating hours.	320	407	112	50	23	912	1.96
6	My advisor provides an appropriate academic atmosphere.	374	392	96	21	22	905	1.81
7	My advisor makes me feel comfortable.	411	336	99	37	26	909	1.82
8	My advisor is a good listener.	409	332	97	38	19	895	1.80
9	My advisor is patient.	408	337	89	42	21	897	1.81
10	My advisor shows an interest in my academic success.	439	303	94	43	24	903	1.79
11	My advisor is generally knowledgeable.	430	317	95	41	20	903	1.79
12	My advisor provides accurate information.	406	328	96	55	19	904	1.84
13	My advisor gives clear explanations.	376	336	113	51	23	899	1.90
14	My advisor encourages my academic goals.	424	298	105	42	18	887	1.80
15	My advisor treats me with respect.	466	345	54	25	15	905	1.65

16	My advisor ensures my privacy.	418	369	88	15	5	895	1.68
17	My advisor assists with class scheduling and registration.	410	355	70	44	19	898	1.78
18	My advisor is available for non-registration issues	366	316	124	39	18	863	1.87
19	My advisor provides appropriate academic advice.	397	350	100	37	19	903	1.82
20	My advisor makes effective referrals.	363	304	144	31	19	861	1.88
21	My advisor keeps me informed.	334	281	142	88	49	894	2.15
22	My advisor offers appropriate career advice.	328	281	150	68	32	859	2.06
23	After advising sessions, I feel better prepared.	369	300	112	77	34	892	2.00
24	Typically, my expectations of advising are met.	361	339	95	69	35	899	1.97
25	Overall, I am satisfied with the advising services I receive from Marshall University.	372	329	93	59	53	906	2.00

Statistic	My advisor is easily accessible.	I am able to reach my advisor by phone.	I am able to reach my advisor by email.	I am able to reach my advisor in person.	Advising is offered during convenient operating hours.	My advisor provides an appropriate academic atmosphere.	My advisor makes me feel comfortable.	My advisor is a good listener.	My advisor is patient.
Min Value	1	1	1	1	1	1	1	1	1
Max Value	5	5	5	5	5	5	5	5	5
Mean	1.97	2.18	1.73	1.87	1.96	1.81	1.82	1.80	1.81
Variance	1.18	1.15	0.76	0.92	0.92	0.80	0.95	0.89	0.92
Standard Deviation	1.08	1.07	0.87	0.96	0.96	0.89	0.98	0.94	0.96
Total Responses	915	827	893	908	912	905	909	895	897

11. My responses above are based on:

#	Answer	Response	%
1	Current Advising	607	65%
2	Past Advising	322	35%
	Total	929	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.35
Variance	0.23
Standard Deviation	0.48
Total Responses	929

12. What is the best way for advisors to contact you? (Check all that apply.)

#	Answer	Response	%
1	Email	888	96%
2	Mailed Letter	80	9%
3	Phone	329	36%
4	Texting	205	22%
5	Facebook	149	16%
6	Other	16	2%

Other
person
In person in lab
Person
in person
In office
in person
Class
In Person
In person.
in person
In person
in the dorm
In Person
Just dropped by office
youtube

Statistic	Value
Min Value	1
Max Value	6
Total Responses	921

13. How can advising services better serve you?

Text Response

Many comments were positive, while others were negative or provided advice for improvement. More specific comments are below.

Important for advisors to know the best course sequence

Frequent advisor changes are problematic

Advising should be mandatory for all students

Advising should not be required

Should have at least two advising sessions per semester - one to schedule and another to review academic progress

Send more than one email regarding advising schedules, etc.

Advisors need to talk to students about internships and employment after graduation

More office hours later in the day

Should develop an academic plan even before major is declared

Undecided majors need a set advisor

Do not use students as advisors!

Hire dedicated advisors for each college.

If a student has two advisors, make sure they are on the same page.

Advisors should encourage students to challenge themselves.

Offer online advising

Make sure students know who their advisors are.

Monthly meetings with advisors would be helpful.

Be knowledgeable enough to make referrals to outside sources

Statistic	Value
Total Responses	263

14. If you have received exceptional advising, please share your advisor's name and what made it exceptional.

Text Response

Many names of advisors were shared in response to this question.

Statistic	Value
Total Responses	298

15. Please provide any other comments here:

Text Response

The Advising Center has carefully reviewed all responses and has shared them with college advisors. A basic comment summary is listed below:

Advisors should do more than simply sign students up for classes.

We need more major/minor fairs to direct students to specific fields they may have missed.

Advising should not be mandatory if a student has a 3.0 or higher GPA.

Mandatory advising is helpful as students approach graduation and are looking for jobs.

Frequent advisor changes are problematic.

Be cognizant of the needs of transfer students.

Online Advising would be helpful.

Statistic	Value
Total Responses	84

16. Gender

Value	Total
F	693
M	277

17. Race

Value	Total
White	858
African American	35
Hispanic	16
Asian/Pacific Islander	25
American Indian/Alaskan Native	3
International Students	2
[No Value]	31

18. Class

Value	Total
SR	343
JR	173
SO	159
GR	183
FR	112

19. College

Value	Total
BR	22
BU	97
SC	148
GR	183
LA	142
JM	48
HP	128
ED	134
FA	23
TE	29
UC	16

20. Major

Value	Total
RRB0	22
BE10	5
SB10	51
SP10	2
GEJ0	5
LH10	19
JJ70	20
GLF0	2
HZ82	7
GS20	7
EZ81	31
GT20	1
LP20	33
GEK0	4
EZ84	4
GH10	7
ET10	6
SB70	27
EZ82	39
JJ30	10
SZ80	5
SE10	4
GB80	1
GL80	1
HZ85	44
SG20	3
GS40	3
LP10	9
GT10	5
GJ10	12
HN20	51
GEC0	5
GE50	7

LC30	5
FV10	15
LZ88	10
BZ88	9
GS60	2
GM60	5
ES00	12
HZ84	3
GL70	3
BM10	22
GEBO	1
GB10	10
GE30	8
LM40	2
LC40	29
JZ88	2
GEE0	8
GB20	4
FT10	5
GB70	7
JJ40	2
EEX0	2
GEG0	3
LH20	1
LI10	5
GH40	10
LG10	1
BF10	16
TS10	9
SB90	4
EE00	15
UZ87	8
BM30	14
BA10	29
LG20	4
GL40	9

GH30	2
SI10	5
LS10	1
BE20	2
HC30	11
SI20	9
TC10	8
SC50	10
JJ60	5
EF10	3
GF20	3
HM20	1
EP20	10
ECE0	4
JJ80	2
GT40	2
SC10	12
GE20	3
SB40	3
LE20	16
GL90	2
GLG0	9
JJ20	4
GL30	3
GL50	2
TE20	7
SZ88	2
GX00	2
GS30	1
EP30	3
EC10	2
LC10	1
[Not Talled]	74