2011 Admissions' Assessment Day Survey Results: Please note that the Lickert Scale uses 1 = Excellent and 5 = Unsatisfactory, so lower means are more positive than higher means.

Last Modified: 04/15/2011

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

Text Response
All respondents had been admitted to Marshall University within the past two years.

Statistic	Value
Total Responses	595

2. Please rate Marshall's application process.

#	Question	Excellent	Good	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Printed application is clear and easy to complete	301	248	50	6	2	607	1.62
2	Online application is clear and easy to complete	303	255	53	10	1	622	1.64

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	1.62	1.64
Variance	0.50	0.52
Standard Deviation	0.71	0.72
Total Responses	607	622

3. Please give us suggestions to improve services marked "needs improvement" or "unsatisfactory."

Text Response
Many respondents said they felt that all processes and procedures were adequate. Some specific suggestions for improvement included: Make applicants aware of percentage of classes that will be held on South Charleston and Huntington campuses.
Use the common application.
Make sure all possible majors are up-to-date.
Make the transfer of courses from study abroad experiences easier and more straightforward.
Make transfer student choices clearer.
Clarify procedures for Metro Students.

Statistic	Value
Total Responses	22

4. Please rate Marshall's admissions' process.

#	Question	Excellent	Good	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Admission process is clearly defined	286	308	89	12	2	697	1.76
2	Communications are clear and received in a timely manner	264	279	101	45	6	695	1.92

Statistic	Admission process is clearly defined	Communications are clear and received in a timely manner
Min Value	1	1
Max Value	5	5
Mean	1.76	1.92
Variance	0.58	0.86
Standard Deviation	0.76	0.93
Total Responses	697	695

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

Text Response
Many comments were positive. Specific suggestions for improvement are summarized below.
Communication needs to be clear and timely. Using emails as alerts for steps in the process may improve timely communication.
Please communicate more effectively with other student services' offices.
Use email in addition to snail mail correspondence.
Have a site with admissions' links to all programs.
Admissions Office needs to have better communication with departments offering graduate assistantships.
Admissions Office needs to communicate with the International Office regarding admission of international students.
Clarify the application process for each program.
The website should inform students the approximate length of time to process each application. This is especially true for graduate admissions.
If international students can ask their school to send photocopy transcripts before admission, and provide the real one upon arrival, that will save their time to prepare visa. Policy needs to be changed in this internet era.
Letters of acceptance from Marshall that outline the anticipated financial package would be appreciated.

Statistic	Value
Total Responses	39

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	253	253	63	3	5	577	1.71
2	Approval process is clearly defined and easy to complete	250	250	68	6	6	580	1.74

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	1.71	1.74
Variance	0.56	0.62
Standard Deviation	0.75	0.78
Total Responses	577	580

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

Text Response
Clarify who makes admissions' decisions – admissions' office of academic department.
Improve Graduate Admissions communication between Huntington and South Charleston campuses.
Wish there was an online version of the approval form.
This process it too long and the form should be clarified and have more room for students to add information.

Statistic	Value
Total Responses	11

8. Please rate the website.

#	Question	Excellent	Good	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Admissions website is attractive and easy to navigate	220	289	121	30	4	664	1.96
2	Admissions website contains relevant information	253	291	98	18	4	664	1.84

Statistic	Admissions website is attractive and easy to navigate	Admissions website contains relevant information
Min Value	1	1
Max Value	5	5
Mean	1.96	1.84
Variance	0.75	0.67
Standard Deviation	0.86	0.82
Total Responses	664	664

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

Text Response
I liked some aspects of the old website, such as the auto-completing field on the right side linking to the major pages.
Including a link to the Graduate Academic Catalog would be helpful.
Improve the layout; add selling points for Marshall. What sets us above the rest?
Update the website to match the university's main page. Fax number should be under contact information.
Add a link to the university directory on the page.
Add a link to university programs and make it easier to find from MU homepage.
Improve site navigation.
Have a link to the online course registration on the registrar's site.

Statistic	Value
Total Responses	27

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	267	279	98	19	7	670	1.84
2	The Admissions Office staff is helpful and courteous	308	259	86	15	4	672	1.73
3	The Admissions Office staff provides timely, accurate information	271	260	108	29	8	676	1.88

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	1.84	1.73	1.88
Variance	0.73	0.66	0.83
Standard Deviation	0.85	0.81	0.91
Total Responses	670	672	676

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

Text Response
Most comments were positive. Some specific suggestions for improvement are listed below.
In general, suggestions for improvement revolved around clear and timely communication.
Requests for improved communication from the Graduate Admissions Office.
There needs to be a campus-wide orientation for new graduate students.
Improve telephone availability.

Statistic	Value
Total Responses	46

12. Gender

Value	Total
M	268
F	466

13. Race

Value	Total
White	579
African-American	21
Asian/Pacific Islander	31
International Students	5
Hispanic	9
American Indian/Alaskan Native	3
[No Value]	86

14. Age: Open ended question with a variety of answers.

15. Class

Value	Total
JR	83
GR	231
SO	147
FR	182
SR	69
PR	22

16. College

Value	Total
TE	14
GR	231
SC	87
UC	20
FA	18
HP	100
BU	60
ED	70
LA	80
JM	19
BR	13
MD	22