

## 2011 Advising Assessment Day Survey Results

Last Modified: 04/15/2011

### 1. Current Classification:

#	Answer	Response	%
1	Graduate	97	15%
2	Senior	207	32%
3	Junior	110	17%
4	Sophomore	116	18%
5	Freshman	115	18%
	Total	645	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	2.91
Variance	1.81
Standard Deviation	1.35
Total Responses	645

### 2. Grade Point Average:

#	Answer	Response	%
1	4.00 – 3.50	283	44%
2	3.49 – 3.00	224	35%
3	2.99 – 2.50	99	15%
4	2.49 – 2.00	29	4%
5	Below 2.00	12	2%
	Total	647	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	1.86
Variance	0.92
Standard Deviation	0.96
Total Responses	647

### 3. Current College

#	Answer	Response	%
1	CITE	17	3%
2	COEHS	82	13%
3	COFA	19	3%
4	COLA	112	18%
5	COS	112	18%
6	LCOB	63	10%
7	SOJMC	29	5%
8	RBA Program	13	2%
9	SOM	1	0%
10	UC	7	1%
11	COHP	123	19%
12	Graduate	61	10%
	Total	639	100%

Statistic	Value
Min Value	1
Max Value	12
Mean	6.41
Variance	12.28
Standard Deviation	3.50
Total Responses	639

## 4. Current Major

### Text Response

As this was an open-ended question, a lot of different majors were represented in the answers.

Statistic	Value
Total Responses	602

## 5. Have you changed majors at Marshall?

#	Answer	Response	%
1	Yes, how many times?	255	39%
2	No	391	61%
	Total	646	100%

### Yes, how many times?

Approximately 61% of students who reported changing their major had done so only once.

Statistic	Value
Min Value	1
Max Value	2
Mean	1.61
Variance	0.24
Standard Deviation	0.49
Total Responses	646

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

### Text Response

Answers Ranged from never to more than 100 times.

Statistic	Value
Total Responses	645

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

### Text Response

Answers ranged from never to very frequently.

Statistic	Value
Total Responses	640

## 8. Is advising mandatory for you?

#	Answer	Response	%
1	Yes	402	62%
2	No	246	38%
	Total	648	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.38
Variance	0.24
Standard Deviation	0.49
Total Responses	648

## 9. Should advising be mandatory for all students?

#	Answer	Response	%
1	Yes	441	68%
2	No	205	32%
	Total	646	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.32
Variance	0.22
Standard Deviation	0.47
Total Responses	646

**10. Please indicate your level of agreement to each of the statements below. A space for comments will be available at the end of this survey. Please note that for all Lickert Questions, Strongly Agree = 1 and Strongly Disagree = 5, so lower means are more positive than higher means.**

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	Advising is important to me.	293	255	62	20	14	644	1.77
2	I know the name of my advisor.	443	148	14	19	16	640	1.46
3	There is a shared responsibility between me and my advisor.	238	232	92	46	32	640	2.07
4	I typically make appointments for advising.	196	204	104	87	38	629	2.31
5	I attend advising sessions prepared.	319	222	53	22	12	628	1.70
6	Advisors only assist with course registration.	106	138	119	170	96	629	3.02
7	I would take advantage of online advising services.	215	183	124	77	38	637	2.28

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	1.77	1.46	2.07	2.31	1.70	3.02	2.28
Variance	0.82	0.77	1.25	1.48	0.82	1.78	1.48
Standard Deviation	0.90	0.88	1.12	1.22	0.90	1.33	1.22
Total Responses	644	640	640	629	628	629	637

## 11. Did you attend New Student Orientation?

#	Answer	Response	%
1	Yes	434	67%
2	No	213	33%
	Total	647	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.33
Variance	0.22
Standard Deviation	0.47
Total Responses	647

## 12. 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.	95	169	61	56	23	404	2.36
2	The amount of time spent with my advisor during orientation was adequate.	73	138	82	74	26	393	2.60
3	The advisor provided necessary information.	100	166	68	40	21	395	2.28
4	The advisor clearly provided explanations during summer orientation.	83	139	79	55	22	378	2.46
5	The class schedule received at orientation was beneficial.	114	173	50	39	28	404	2.24

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	2.36	2.60	2.28	2.46	2.24
Variance	1.32	1.39	1.23	1.33	1.36
Standard Deviation	1.15	1.18	1.11	1.15	1.17
Total Responses	404	393	395	378	404

**13. Advisor questions. Please indicate your level of agreement. If you feel that a statement does not apply to you, please answer "N/A/"**

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree	Responses	Mean
1	My advisor is easily accessible.	272	214	55	48	21	610	1.90
2	I am able to reach my advisor by phone.	184	191	101	61	19	556	2.17
3	I am able to reach my advisor by email.	312	217	42	18	11	600	1.67
4	I am able to reach my advisor in person.	274	236	56	20	16	602	1.78
5	Advising is offered during convenient operating hours.	246	234	74	32	18	604	1.91
6	My advisor provides an appropriate academic atmosphere.	292	223	57	21	14	607	1.75
7	My advisor makes me feel comfortable.	311	185	68	28	17	609	1.78
8	My advisor is a good listener.	287	204	70	23	16	600	1.80
9	My advisor is patient.	287	205	67	26	13	598	1.78
10	My advisor shows an interest in my academic success.	302	184	64	29	20	599	1.80
11	My advisor is generally knowledgeable.	305	201	57	20	15	598	1.73
12	My advisor provides accurate information.	287	210	71	20	11	599	1.76
13	My advisor gives clear explanations.	282	201	71	33	12	599	1.82
14	My advisor encourages my academic goals.	312	171	74	22	18	597	1.77
15	My advisor treats me	346	193	43	10	11	603	1.59



	with respect.							
16	My advisor ensures my privacy.	327	211	51	3	4	596	1.57
17	My advisor assists with class scheduling and registration.	320	192	50	20	15	597	1.69
18	My advisor is available for non-registration issues	266	172	102	22	10	572	1.84
19	My advisor provides appropriate academic advice.	287	207	68	20	15	597	1.78
20	My advisor makes effective referrals.	258	188	94	19	15	574	1.86
21	My advisor keeps me informed.	255	162	99	46	31	593	2.05
22	My advisor offers appropriate career advice.	225	172	117	36	16	566	2.02
23	After advising sessions, I feel better prepared.	264	189	86	37	21	597	1.93
24	Typically, my expectations of advising are met.	265	207	65	43	25	605	1.94
25	Overall, I am satisfied with the advising services I receive from Marshall University.	269	208	49	46	36	608	1.97

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	1.90	2.17	1.67	1.78	1.91	1.75	1.78	1.80	1.78
Variance	1.15	1.23	0.76	0.88	1.00	0.86	1.01	0.95	0.92
Standard Deviation	1.07	1.11	0.87	0.94	1.00	0.93	1.00	0.97	0.96
Total Responses	610	556	600	602	604	607	609	600	598

#### 14. My responses above are based on:

#	Answer	Response	%
1	Current Advising	434	70%
2	Past Advising	189	30%
	Total	623	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.30
Variance	0.21
Standard Deviation	0.46
Total Responses	623

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

#	Answer	Response	%
1	Email	599	96%
2	Mailed Letter	56	9%
3	Phone	215	35%
4	Texting	164	26%
5	Facebook	123	20%
6	Other	13	2%

Other
In Person
Schedule an Appointment
Twitter

Statistic	Value
Min Value	1
Max Value	6
Total Responses	621

## 16. How can advising services better serve you?

### Text Response

Many responses were positive about advising services. Specific suggestions for improvement are summarized below.

All advisors need to be knowledgeable about services offered at Marshall University.

There should be a proactive alert system to let students know they need to be advised.

Online advising would be great. I would like to see more information online.

Make clear which courses are offered at which times throughout the year (spring versus fall semester).

The advisor should have an adequate understanding of the courses for the major they are advising for.

My advisor doesn't answer any emails or phone calls, so I get advising from one of the other professors in the department.

The computer science department has the best advising set up I know of. Our advisers know every single student personally and care about us.

Each student needs an advisor who takes an interest in him or her. I basically advise myself.

If students know what courses to take, they should be able to opt out of advising.

Advisors should respond to students' email questions.

Be especially cognizant of the issues faced by international students.

Advising should be efficient and to the point.

Advisors need to have more interaction with their advisees.

I think that students' advisors should not be graduate assistants.

I would like to have the mandatory advising requirement removed for students with a GPA over 3.0.

Students should not be made to wait for their "cohort" to register. It causes financial and other problems.

More advice on career possibilities and further education would be helpful.

A couple times, I thought I didn't have a hold on my scheduling, but I did. An e-mail notification that I had a hold and should come in for advising would have been great.

My college has switched my advisor multiple times throughout my studies at Marshall. I feel like nobody in the entire college understands my degree plans and aspirations, and I've yet to receive any guidance or help concerning my future career plans. I graduate during the 2011-2012 academic year.

Advisors should return phone calls or emails.

I wish the schedules were already made for me.

By providing someone who is available and willing to help and is not preoccupied with their own agendas.

Provide better informed decisions AND realistic goals.

Advisors should be more accessible.

Don't put mandatory holds on accounts. Some students have to work and don't have time to meet with an advisor.

Offer advising before scheduling actually begins and give correct information about credit fulfillment.
I'd like to have an advisor who keeps me abreast of program changes because I live off campus and am often "out of the loop," so to speak.
An advising conference would be helpful, especially for professors who don't really know the curricular requirements.
Advisors should be mentors, not just meet with their students once a semester for advising.
Communicate via email and virtual chat.
They could suggest strategies to help me improve my learning abilities.
Don't require students to go all over campus to be overloaded into a class.
Use text messages to contact students.
Advisors need to be up to date on curricular changes.
Give us advice about applying to graduate school.
Knowing what kinds of employment opportunities exist for various degrees would be helpful.
Make the process clearer for registration for Capstone classes
It would benefit me if I were able to obtain a list of courses, by semester which provided a clear path toward achieving my educational goals
I would love to be able to have a network of recent alumni to help me with smaller issues with advising (i.e. minors, electives to take)
I'd like to have online advising.
Have dedicated advisors.
Allow graduate students to choose their advisors.

Statistic	Value
Total Responses	292

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

Text Response
Many names were shared.

Statistic	Value
Total Responses	232

## 18. Please provide any other comments here:

### Text Response

Many comments were positive and are not enumerated. Suggestions for improvement are summarized below.

I don't understand why graduate students cannot add classes for themselves.

I like the way my college does advising. I have a main advisor for trickier requirements and scheduling questions, a mentor in my division to help me decide which classes would be beneficial to my career goals and to help with more personal issues.

There should be a special orientation for transfer students.

I like the dedicated advisors in my college!

I believe that advising should be mandatory for all students.

I only wish there was some information on what to do after graduation and advising on what test to take, such as the GRE.

Statistic	Value
Total Responses	64

## 19. Do you want to be entered into Assessment Day Prize Drawings?

#	Answer	Response	%
1	Yes	594	95%
2	No	28	5%
	Total	622	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.05
Variance	0.04
Standard Deviation	0.21
Total Responses	622