

Student Resource Center Assessment Day Survey Results - 2011

Last Modified: 03/24/2011

1. Current classification

#	Answer	Response	%
1	Graduate	43	18%
2	Senior	77	33%
3	Junior	41	17%
4	Sophomore	35	15%
5	Freshman	40	17%
	Total	236	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	2.80
Variance	1.85
Standard Deviation	1.36
Total Responses	236

2. Grade Point Average

#	Answer	Response	%
1	4.0 - 3.5	125	53%
2	3.49 - 3.0	75	32%
3	2.99 - 2.5	22	9%
4	2.49 - 2.0	11	5%
5	Below 2.0	3	1%
	Total	236	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	1.69
Variance	0.83
Standard Deviation	0.91
Total Responses	236

3. Current College

#	Answer	Response	%
1	LCOB	27	11%
2	COEHS	29	12%
3	COFA	9	4%
4	COHP	42	18%
5	SOJMC	9	4%
6	COLA	42	18%
7	COS	39	16%
8	CITE	4	2%
9	UC	2	1%
10	RBA	5	2%
11	SOM	0	0%
12	Graduate College	29	12%
	Total	237	100%

Statistic	Value
Min Value	1
Max Value	12
Mean	5.48
Variance	10.72
Standard Deviation	3.27
Total Responses	237

4. Current Major

Text Response

Respondents reported numerous majors.

Statistic	Value
Total Responses	226

5. Have you used the Student Resource Center at Marshall University?

#	Answer	Response	%
1	Yes - how many times?	77	32%
2	No	160	68%
	Total	237	100%

Yes - how many times?

Responses ranged from once to more than 100 times

Statistic	Value
Min Value	1
Max Value	2
Mean	1.68
Variance	0.22
Standard Deviation	0.47
Total Responses	237






















6. How did you find out about the Student Resource Center? (Check all that apply)








#	Answer	Response	%
1	During Week of Welcome (WOW)	40	55%
2	In my UNI 100 Freshman First class Online Course	24	33%
3	The Student Resource Center sign in the Student Center	23	32%
4	An article in the Parthenon	12	16%
5	An article in the Huntington Herald-Dispatch	2	3%
6	An advertisement on the TV displays	2	3%
7	A friend told me about the Student Resource Center	20	27%
8	My advisor, faculty member or other University staff member told me about the Student Resource Center	21	29%
9	A personal announcement in my MU	12	16%
10	Facebook	6	8%
11	Other	8	11%

Other
UNI 101 - non-online course
email
RA (several responses)
When I took a tour of the campus.
don't remember
parents

Statistic	Value
Min Value	1
Max Value	11
Total Responses	73

7. I sought assistance from the Student Resource Center because (check all that apply):

#	Answer		Response	%
1	I needed to talk with my UNI 100 or UNI 102 instructor		14	20%
2	I attended a workshop sponsored by the Student Resource Center		16	23%
3	I had a question about MAP-Works freshman survey		11	15%
4	I had a question about choosing a major		11	15%
5	I had a question about scheduling my classes		20	28%
6	I had a question about university excused absences		15	21%
7	I had a question about Student Health		13	18%
8	I had a question about Counseling Services		8	11%
9	I had a question about Student Activities		12	17%
10	I had a question about the Library		8	11%
11	I had a question about tuition payment or other billing issues		6	8%
12	I had a question about parking		7	10%
13	I had a question about choosing a career		9	13%
14	I had a question about completing a resume		9	13%
15	I had a question about finding a job		10	14%
16	I had a question about financial aid		7	10%
17	I had a question about placement exams		5	7%
18	I had a question about adding or dropping a class		7	10%
19	I had a question about finding another office on campus		9	13%
20	I had a question about residence services		4	6%
21	I had a question about meal plans		4	6%

22	I had a question about my student ID card		12	17%
23	I had a question about study skills, test-taking or other academic related skills		5	7%
24	I had a question about tutoring		3	4%
25	I had a question about the Writing Center		8	11%
26	I had a question about obtaining athletic tickets		7	10%
27	I had a question about obtaining tickets to theatre events or Artist Series events		7	10%
28	Other		5	7%

Other
Using them for my GA position, they were very helpful.
Finding a Graduate program
Changing my academic Catalog
Looking for where to go for legal advice.

Statistic	Value
Min Value	1
Max Value	28
Total Responses	71

8. Please indicate your level of agreement to each of the statements about the Student Resource Center (SRC) below. A space for comments will be available on the end of the survey.

#	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Responses	Mean
1	The SRC is easily accessible.	43	26	3	0	0	72	1.44
2	I am able to reach the SRC by phone.	24	22	8	1	0	55	1.75
3	I am able to reach the SRC by email.	27	25	6	2	0	60	1.72
4	I am able to reach the SRC in person.	37	34	1	0	0	72	1.50
5	Assistance is offered during convenient hours.	29	36	3	2	0	70	1.69
6	The SRC provides a helpful atmosphere.	37	30	2	0	0	69	1.49
7	The SRC specialist makes me feel comfortable.	36	28	5	0	0	69	1.55
8	The SRC specialist is a good listener.	33	32	4	0	0	69	1.58
9	The SRC specialist is patient.	32	32	3	0	0	67	1.57
10	The SRC specialist shows interest in my success as a student.	36	28	5	0	0	69	1.55
11	The SRC specialist is generally knowledgeable.	41	24	3	0	0	68	1.44
12	The SRC specialist provides accurate information.	37	28	4	0	0	69	1.52
13	The SRC specialist gives clear explanations.	38	29	4	0	0	71	1.52
14	The SRC specialist encourages my academic goals.	37	27	6	0	0	70	1.56
15	The SRC specialist treats	37	31	2	0	0	70	1.50

	me with respect.							
16	The SRC specialist ensures my privacy.	36	26	8	0	0	70	1.60
17	The SRC specialist makes effective referrals.	38	25	4	0	0	67	1.49
18	The SRC specialist keeps me informed.	31	29	9	0	1	70	1.73
19	The SRC specialist provides appropriate career advice.	39	21	7	0	0	67	1.52
20	After meeting with the SRC specialist, I feel better prepared.	36	27	5	1	0	69	1.58
21	When I visit the SRC, my expectations are met.	36	29	5	0	0	70	1.56
22	Overall, I am satisfied with the assistance I received from the Student Resource Center.	42	24	4	1	0	71	1.49

St at is ti c	T h e S R C i s e a s i l y a c c e s s i b l e .	I a m a b l e t o r e a c h t h e S R C b y p h o n e .	I a m a b l e t o r e a c h t h e S R C i n p e r s o n .	I a m a b l e t o r e a c h t h e S R C i n p e r s o n s .	A s s i s t a n c e i s o f f e r e d d u r i n g c o n v e n i e n t h o u r s .	T h e S R C p r o v i d e s a h e l p f u l a t m o s p h e r e .	T h e S R C s p e c i a l i s t m a k e s m e f e l c o m f o r t a b l e .	T h e S R C s p e c i a l i s t i s a g o o d l i s t e n e r .	T h e S R C s p e c i a l i s t i s p a t i e n t .	T h e S R C s p e c i a l i s t i s h o w s i n t e r e s t i n m y s u c c e s s a s a s t u d e n t .	T h e S R C s p e c i a l i s t i s g e n e r a l l y k n o w l e d g e a b l e .	T h e S R C s p e c i a l i s t p r o v i d e s a c c u r a t e i n f o r m a t i o n .	T h e S R C s p e c i a l i s t g i v e s c l e a r e x p l a n a t i o n s .	T h e S R C s p e c i a l i s t e n c o u r a g e s m y a c a d e m i c g o a l s .	T h e S R C s p e c i a l i s t t r e a t s m e w i t h r e s p e c t .	T h e S R C s p e c i a l i s t e n s u r e s m y p r i v a c y .	T h e S R C s p e c i a l i s t m a k e s e f f e c t i v e f e r r a l s .	T h e S R C s p e c i a l i s t k e e p s m e i n f o r m e d .	T h e S R C s p e c i a l i s t p r o v i d e s a p r o p r i a t e c a r e r a d v i c e .	A f t e r m e e t i n g w i t h t h e S R C s p e c i a l i s t I f e l b e t t e r p r e p a r e d .	W h e n I v i s i t t h e S R C m y e x p e c t a t i o n s a r e m e t .	O v e r a l l I a m s a t i f i e d w i t h t h e a s s i s t a n c e I r e c e i v e d f r o m t h e S t u d e n
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Statistic	Value
Total Responses	13

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

#	Answer	Response	%
1	Email	59	84%
2	Mailed Letter	2	3%
3	Phone	4	6%
4	Facebook	3	4%
5	Other	2	3%
	Total	70	100%

Other
All except mailed letter

Statistic	Value
Min Value	1
Max Value	5
Mean	1.39
Variance	0.97
Standard Deviation	0.98
Total Responses	70

11. If you received exceptional service from the Student Resource Center, please share your experience, the name of the Resource Specialist who assisted you, and what made the service exceptional

Text Response
Positive comments were given here, all of which were shared (unedited) with the staff of the SRC.

Statistic	Value
Total Responses	12

12. Please add any additional comments.

Text Response

For the question "what is the best way for advisors to contact you?," it says to check all that apply, but it only allows you to select one answer. I prefer e-mail as well as Facebook. Thanks!

Very helpful! Love the workshops provided!

They were very helpful

I would suggest all freshmen be required to visit the SRC as a part of FYS, or something. It is immensely helpful, and not a lot of people know about it. I hope it is able to continue to be here.

Statistic	Value
Total Responses	6

13. Please indicate your level of agreement to the statements below.

#	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Responses	Mean
1	I was aware that the Student Resource Center was available to all students.	45	44	17	34	10	150	2.47
2	I have considered using the Student Resource Center.	15	35	38	35	12	135	2.96
3	I plan to use the Student Resource Center in the future.	13	36	53	22	17	141	2.96
4	The Student Resource Center is well-advertised on campus.	8	26	38	45	28	145	3.41
5	I would use the Student Resource Center if it was located more conveniently.	10	27	60	17	7	121	2.87
6	I would use the Student Resource Center if it was open during hours that I can use their services.	11	28	61	17	5	122	2.81

Statistic	I was aware that the Student Resource Center was available to all students.	I have considered using the Student Resource Center.	I plan to use the Student Resource Center in the future.	The Student Resource Center is well-advertised on campus.	I would use the Student Resource Center if it was located more conveniently.	I would use the Student Resource Center if it was open during hours that I can use their services.
Min Value	1	1	1	1	1	1
Max Value	5	5	5	5	5	5
Mean	2.47	2.96	2.96	3.41	2.87	2.81
Variance	1.71	1.33	1.27	1.33	0.92	0.86
Standard Deviation	1.31	1.15	1.13	1.15	0.96	0.93
Total Responses	150	135	141	145	121	122

14. Please provide any comments here.

Text Response

Numerous respondents commented that they didn't know the Student Resource Center existed. There is a need to advertise it better.

I have not had any issues that were necessary to go the Student Resource Center, but I have heard good things about it and am glad that it has been added to help the university community. I just wish that they were available when I was an undergraduate.

What services does the SRC provide and is it free? What are the locations and hours?

They do a great job there!!

Statistic	Value
Total Responses	27