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 | СОНР | 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 |

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|--|--------------|-------------|-------------|-------------|--------------|----------|----------|-------------|-------------|-------------|-----|--------------|----------|--------------|-------------|-------------|-------------|--------------|--------------|--------------|----------|-------------------|
| M in V al u e | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 | 1 |
| M a x V al u e | 3 | 4 | 4 | 3 | 4 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 5 | 3 | 4 | 3 | 4 |
| M e a n | 1. 4 4 | 1 7 5 | 1 7 2 | 1 5 0 | 1. 6 9 | 1. 49 | 1. 55 | 1 5 8 | 1 5 7 | 1 5 5 | 1.4 | 1. 5 2 | 1. 52 | 1. 5 6 | 1 5 0 | 1 6 0 | 1 4 9 | 1. 7 3 | 1. 5 2 | 1. 5 8 | 1. 56 | 1. 4 9 |
| V ar ia n c | 0. 3 3 | 0 6 0 | 0 6 1 | 0 . 2 8 | 0. 4 8 | 0. 31 | 0. 40 | 0 . 3 6 | 0 . 3 4 | 0 4 0 | 0.3 | 0. 3 7 | 0. 37 | 0. 4 2 | 0 . 3 1 | 0 4 8 | 0 . 3 7 | 0. 6 4 | 0. 4 7 | 0. 4 8 | 0. 40 | 0. 4 5 |
| St a n d ar d D e vi | 0. 5 8 | 0 7 8 | 0 7 8 | 0 . 5 3 | 0. 6 9 | 0. 56 | 0. 63 | 0 6 0 | 0 5 8 | 0 6 3 | 0.5 | 0. 6 1 | 0. 61 | 0. 6 5 | 0 5 6 | 0 6 9 | 0 6 1 | 0. 8 0 | 0. 6 8 | 0. 6 9 | 0. 63 | 0. 6 7 |

| at io n | | | | | | | | | | | | | | | | | | | | | | |
|----------------------------|-----|---|-----|-----|--------|----|----|--------|--------|--------|----|--------|----|--------|-----|-----|--------|--------|--------|--------|----|-----|
| T o ta l R e s p o n s e s | 7 2 | 5 | 6 0 | 7 2 | 7 0 | 69 | 69 | 6 9 | 6 7 | 6 9 | 68 | 6 9 | 71 | 7 0 | 7 0 | 7 0 | 6 7 | 7 0 | 6 7 | 6 9 | 70 | 7 1 |

9. How can the Student Resource Center better serve you?

Text Response

You could put all those offices closer together.

Be more vocal through email.

Clearer answers

I think they are doing a great job.

Tell me their email address or send out emails more often

They can keep helping me whenever I have questions about things on campus or if I need help with filling out an application for a job.

Better hours.

Website with easier navigation

they are really friendly, so nothing

I would like to see the hours increased. Perhaps they could stagger the specialists available, so it could be open till about 7. I, and many young people, do not like business hours. I don't always get done with class/personal business in time to go to the SRC. I also noticed several events the SRC did this semester were during the middle of the day. I started with 18 hours of class, so I was rarely able to attend these events. I realize it's impossible to serve everyone, but between 10 - 2 is a horrible time for an event. Even at 4 PM would be better. More people would be out of class, and able to come.

They are an excellent resource for students.

The SRC was very helpful when I needed the information about the various deans throughout the university for a special bulletin board I was making for my residents.

| 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 | | 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 |