

Admissions Office Assessment Day Survey Report – 2012

Likert Scale Items have a scale ranging from 1 = Excellent to 5 = Unsatisfactory. Therefore, lower means are more positive than higher means.

Last Modified: 03/22/2012

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

Text Response (Partial List)

Answers included dates ranging from 2009 - Present

Statistic	Value
Total Responses	546

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	285	239	42	8	2	576	1.62
2	Online application is clear and easy to complete	284	234	57	12	3	590	1.67

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	1.67
Variance	0.51	0.60
Standard Deviation	0.71	0.77
Total Responses	576	590

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

Text Response

Friendlier staff

I believe that everything is laid out nicely and is clear and concise

Still a lot of "who you know rather than what you know" going on, especially in the graduate program.

Application is pretty easy but it is hard to find and process the payment.

Finding things on the website can be a bit of a task.

Well, when I applied online, I did not pay immediately. A few days later, when I went to pay the application fee, I could not do so. I don't know if this is part of the Admissions office or the Bursar's.

The online application is very clear.

Printed application needs to be better explained and if there is a line for a preferred roommate and the admissions office is unable to adhere to that, let the person know prior to filling out the application. Online application is hard to navigate through and all available rooms should be seen first instead of having to search every building separately.

Everything is good

It's hard to figure out how to use the online application

I was confused by the definitions of what category of student I was and ended up putting the wrong thing.

very helpful

Update with the new available graduate programs on the menus that ask about which programs the applicant is interested in

The MU website is not easily navigable

There are mixed instructions on deadline dates. The form says one thing and the actual colleges or departments tell you something different.

More people answering phones

Once a student submits the application, the system seems to "stall" and does not give notification of application completion

I only carry a bank of America card where visa is in contract with them. Bank of America does not exist in this state. I had to personally withdraw cash to pay for my application intern eating a \$4 ATM service fee because Marshall university does not engage in business with visa anymore.

respond to emails faster

My application got diverted to the wrong program three times before it got to the correct department for grad school

Difficult to access; not compatible with Mac OSX Snow Leopard

I think that they are doing a great job.

The Office should be proactive when there are parts of applications missing so that students can rectify the situation.

Perfect
Send an acceptance or decline letter via email as well because some students do not return to their home address often.
I was given prompts in filling out the application for the VI program since it's under special education big umbrella.
Everything is really great! No change is needed.
There are too many degree options that are too similar in name. This led me to apply for the wrong program, and I had to repay the admissions fee to switch.
Keep in contact with those who apply. Admission is a difficult process for some, and I was constantly calling with questions.
The middle initial was a required field. Some people do not have middle initials and it was confusing as to what to input if that was the case.

Statistic	Value
Total Responses	33

4. Please rate Marshall's admissions' process.

#	Question	Excellent	Good	Satisfactory	Needs Improvement	Unsatisfactory	Responses	Mean
1	Admission process is clearly defined	253	295	85	16	6	655	1.82
2	Communications are clear and received in a timely manner	236	238	127	39	13	653	2.01

Statistic	Admission process is clearly defined	Communications are clear and received in a timely manner
Min Value	1	1
Max Value	5	5
Mean	1.82	2.01
Variance	0.66	0.98
Standard Deviation	0.82	0.99
Total Responses	655	653

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

Text Response

When I was applying as a transfer student, some communications were "lost" in the mail or not received at all.

Needs to be faster.

Named an individual who is the "best hire Marshall has ever had in the admissions/counseling offices."

I had to call in order to know the status of my application.

I never was sure if anything had been received. I always had to call etc. It would probably save you time and us worry that as soon as you put something in the system as received, an automatic email is sent that says we received x.

It would be nice to have known that my room deposit was due at the same time as the application.

I came back to school entering the MAT program. I was not informed that I should take all the necessary English courses as an undergrad in order to save on my tuition.

Everything is good

Replies by email can be slow and contain little detail for the questions addressed

Time and clarity are extremely weak

After I received my acceptance letter from Marshall I heard nothing at all from the school. I did not get any help with locating my classes, a place to stay, a tour of the school, nothing.

No matter what semester a kid comes in don't expect them to know where everything is. Also don't expect them to know how to use all the different Marshall websites.

I recommend that the Admissions Office provide students with more instruction upon being accepted.

Students need better information on things like "holds," although I realize that may be the responsibility of their academic offices.

I was told the interview would be in August - I scheduled surgery in July - the interview HAD to be in July. So, one week following surgery I had to find someone to drive me to the interview, and go in there on crutches. Had I known the interview was in mid-July, I would have moved back the surgery date.

Please let students who register late know when to expect their admission decision.

I was going to be a transient student at another school for a summer class, but could not find a clear answer on how to go about this on the website.

I was a bit confused by some of the paperwork (mostly because there is just SO MUCH of it!) but the staff at the Admissions Office were absolutely helpful, and were able to guide me every step of the way either by phone or in person. Also, the staff gave me fax numbers, direct phone lines, and many other things that helped me get the information from my previous university quickly to the Marshall offices. Very, very pleased with the extra effort!

Work on timeliness

I applied to the Graduate Women's Studies certificate program and the process was very difficult to understand.

When I wanted to return to Marshall after a 20 year hiatus, there were numerous roadblocks put in my

way. I think the process should be simplified to encourage people to return to school, not discourage them from doing so.

It can sometimes be difficult to get questions answered.

The items that were mailed took awhile to get there and most times the deadlines were already passed.

No problems

I know a friend who had narrowed down her college search to WVU and Marshall and ended up choosing WVU because she received her acceptance letter from them four weeks earlier. That process needs to be sped up if possible.

This is to go back to the acceptance/decline letter for admission statement. I think it will be a better communication technique to send a letter via e-mail as well as postal.

You should inform your applicants throughout the admissions process of their standing and what is needed and basically just show you care with emails and phone calls checking on them.

None is needed

I asked the admissions person if she would e-mail me when all my documents were received and she would not.

Satisfactory

I had no problem with the process, it was easy to understand and well written.

All mature / non-traditional students applying to Marshall need to be briefed fully and honestly on their options, i.e. admission through the Regent's program vs. through the traditional undergraduate colleges. Failing to inform them of the option to do a Regent's degree is not in the best interest of some students. This could be done by sending all mature/non-traditional applicants to one particular admissions counselor who is not beholden to any college in particular.

I received very fast communications and think everything was quite clear in what I need to do and have and when it was due.

Statistic	Value
Total Responses	35

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	240	237	57	8	2	544	1.70
2	Approval process is clearly defined and easy to complete	215	234	75	16	3	543	1.82

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	1.70	1.82
Variance	0.55	0.66
Standard Deviation	0.74	0.82
Total Responses	543	542

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

Text Response

More specific information should be provided to students when applying for admission. For instance, if it's been more than seven years since a graduate applicant finished undergraduate program, he/she should attend the foundation course before he/she is fully approved for graduate program. But such a condition was not included in application form.

Everything is good

I was confused as a freshman coming into Marshall about what to do next, when to schedule class, and pretty much every aspect. My advisor was hardly any help. I learned a lot on my own.

No improvement of services needed

Department number is unclear. What exactly does that mean?

Statistic	Value
Total Responses	6

8. 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	253	275	89	21	5	643	1.83
2	The Admissions Office staff is helpful and courteous	300	228	88	18	3	637	1.74
3	The Admissions Office staff provides timely, accurate information	247	247	110	28	9	641	1.92

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	1.83	1.74	1.92
Variance	0.71	0.70	0.85
Standard Deviation	0.84	0.83	0.92
Total Responses	643	637	641

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

Text Response

I think the Graduate Admissions Office should know more details about Masters Graduation instead of sending students to the Registrar's Office.

Praised a specific member of the staff.

I went thought my graduate advisor after printing the application online....I have not been into the admissions office or spoken to their staff.

I asked questions about holds on my account (i.e. transcript received, etc). It took several people asking other people questions to get me the correct information.

I was given the run around. I went in for a pre approval from for a class I was taking at another college. When I went in to schedule a meeting, I waited a very long time. When I went back for my scheduled meeting time, the person I was to meet with wasn't there and provided no reason as to why they contacted me to reschedule. Needless to say I was very displeased with my experience there. It turned a five minute process into a weeklong headache!

Your office is courteous and helpful.

Everyone was nice and personable but they all failed to provide accurate information and failed to explain many things on application.

Any time I've ever had a question, even if it was unrelated, I was answered or redirected in a friendly and helpful manner.

The day I was there a friendly staff member helped me and answered all my questions very well!

Again, I feel there is necessary information that the office fails to give new or returning students.

Everything is good

The admissions office doesn't give much detail on what processes need to be completed and what processes need to be ignored during the admission process for students. They often send you all over campus to different departments for various answers on basic questions.

Time efficiency is weak

Some (but not all) of the staff are very helpful.

I was admitted to a program without ever taking the GRE and, 3 classes before I was supposed to graduate, I was informed for the first time that I needed to take the GRE. It would have been helpful if the first time I applied to grad school they would have said "no" until I completed the GRE. Now I may not be able to finish and get a score in enough time to be able to graduate on time.

Praise was given for a specific staff member.

I really can't say enough good things about the staff. As mentioned before, they went above and beyond to help me transfer to Marshall. By my second day of being an accepted Marshall student I felt more welcomed and supported than I had my entire two years at another in-state university.

Desk receptionists need to be more knowledgeable on the admissions process.

The staff at the admissions office was very helpful and pleasant. They answered all of my questions and guided me to the right place if they didn't have the answers themselves.

I asked about the process for applying to the Women's Studies Graduate Certificate program and received information that was both unclear and inaccurate.

The admissions office rarely answers emails or phone calls.

They couldn't provide me with the information I needed.

I received my letter of admission after classes had started.

Last summer, when I was beginning my Master's program, I had not taken the GRE but they gave me options on taking one 600 level course during the summer and directed me in the way I needed to make sure I was on the right track of getting accepted into graduate school.

Please, don't transfer my phone call. Try to find the information I've requested instead.

Nothing needs improved

Waits are sometimes too long.

Took over a semester to receive transfer credits.

The Admissions Office has great staff who really help and take time to listen.

It was said I didn't turn in my MMR records but I hand delivered them when I came for orientation.

Statistic	Value
Total Responses	35

10. Gender

Value	Total
Female	553
Male	246

11. Race

Value	Total
White	541
African American	29
Asian/Pacific Islander	36
Hispanic	11
Nonresident Alien	2
American Indian/Alaskan Native	3
No information given	177

12. Class

Value	Total
Graduate	259
Sophomore	176
Freshman	174
Junior	97
Senior	71
Professional	22

14. College

Value	Total
Graduate	259
Health Professions	118
Education	72
Business	66
University College	20
Science	80
Board of Regents	11
Journalism and Mass Communications	20
Liberal Arts	85
Information Technology and Engineering	21
Fine Arts	25
Medical Doctor	22