
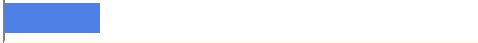

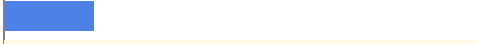



Assessment Day Student Resource Center Survey Report – 2012

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

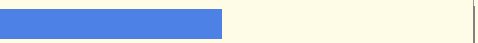




Last Modified: 04/22/2012

1. Current classification

#	Answer		Response	%
1	Graduate		38	17%
2	Senior		44	20%
3	Junior		48	22%
4	Sophomore		41	19%
5	Freshman		48	22%
	Total		219	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	3.08
Variance	1.96
Standard Deviation	1.40
Total Responses	219

2. Grade Point Average

#	Answer		Response	%
1	4.0 - 3.5		104	47%
2	3.49 - 3.0		70	32%
3	2.99 - 2.5		33	15%
4	2.49 - 2.0		11	5%
5	Below 2.0		1	0%
	Total		219	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	1.79
Variance	0.83
Standard Deviation	0.91
Total Responses	219

3. Current College

#	Answer	Response	%
1	COB	25	11%
2	COE	24	11%
3	COFA	8	4%
4	COHP	42	19%
5	SOJMC	11	5%
6	COLA	38	17%
7	COS	29	13%
8	CITE	10	5%
9	UC	1	0%
10	RBA	2	1%
11	SOM	0	0%
12	Graduate College	28	13%
	Total	218	100%

Statistic	Value
Min Value	1
Max Value	12
Mean	5.49
Variance	10.69
Standard Deviation	3.27
Total Responses	218

4. Current Major: Choose all that apply

#	Answer	Response	%
1	Accounting	8	4%
2	Economics: BBA	1	0%
3	Economics: BA	1	0%
4	International Business	2	1%
5	Finance	7	3%
6	Management	5	2%
7	Management Information Systems	2	1%
8	Marketing	4	2%
9	Business Undecided	1	0%
10	MBA Program	0	0%
11	Health Care Administration	3	1%
12	Human Resource Management	2	1%
13	Early Childhood Education	2	1%
14	Family and Consumer Science	0	0%
15	Hospitality Management	0	0%
16	Pre-Elementary Education	4	2%
17	Pre-Secondary Education	3	1%
18	Elementary Education	8	4%
19	Secondary Education	12	5%
20	Education Undecided	1	0%
21	Music	3	1%
22	Theatre	4	2%
23	Art	3	1%
24	Pre-Music	0	0%
25	Music Undecided	2	1%
26	Exercise Science	1	0%
27	Athletic Training	7	3%

28	Physical Education		0	0%
29	Sports Administration		1	0%
30	Medical Imaging		2	1%
31	Nursing - ASN		1	0%
32	Nursing - BSN		11	5%
33	Nursing - MSN		1	0%
34	Social Work		2	1%
35	Pre-Communication Disorders		4	2%
36	Communication Disorders		8	4%
37	Pre-Clinical Laboratory Science		0	0%
38	Medical Laboratory Technician - Associate Degree Program		0	0%
39	Medical Technology - Bachelor's Degree Program		0	0%
40	Cytotechnology		0	0%
41	Pre-Dietetics		3	1%
42	Dietetics		0	0%
43	Pre-Health Professions		5	2%
44	Advertising		1	0%
45	Broadcast Journalism		2	1%
46	Print Journalism		1	0%
47	Public Relations		5	2%
48	Radio/TV Productions		3	1%
49	Sports Journalism		0	0%
50	Journalism Undecided		2	1%
51	Anthropology		0	0%
52	Communication Studies		5	2%
53	Criminal Justice		12	5%
54	English		6	3%
55	Geography		2	1%
56	History		3	1%
57	Humanities		1	0%
58	Philosophy		1	0%

59	Religious Studies		0	0%
60	Latin		0	0%
61	International Affairs		1	0%
62	French		1	0%
63	German		0	0%
64	Spanish		1	0%
65	Japanese		0	0%
66	Political Science		6	3%
67	Psychology		14	6%
68	Sociology		1	0%
69	Undecided Liberal Arts		0	0%
70	RBA Program		1	0%
71	Bachelor of Applied Science Program		0	0%
72	Biology		11	5%
73	Microbiology		2	1%
74	Biomedical Sciences		3	1%
75	Cellular/Molecular Biology		3	1%
76	Ecology/Evolutionary Biology		0	0%
77	Chemistry		4	2%
78	Chemistry: ACS		0	0%
79	Forensic Chemistry		1	0%
80	Biochemistry		1	0%
81	Environmental Science		1	0%
82	Geology		1	0%
83	Integrated Science and Technology		1	0%
84	Computer and Information Technology		3	1%
85	Mathematics		0	0%
86	Applied Mathematics		2	1%
87	Natural Resources/Recreation Management		0	0%
88	Physics		2	1%
89	Physical and Applied		1	0%

	Science			
90	Pre-Science		2	1%
91	Science Undecided		1	0%
92	Computer Science (CITE)		2	1%
93	Engineering		6	3%
94	Safety Technology		2	1%
95	Pre-Engineering		0	0%
96	Pre-Computer Science		0	0%
97	Technology/Engineering Undecided		0	0%
98	Public Health		0	0%
99	Adult and Technical Education		0	0%
100	Respiratory Care		1	0%
101	Information Systems		0	0%
102	Environmental Science (CITE)		0	0%
103	Technology Management		0	0%
104	Counseling		1	0%
105	EdD Program		2	1%
106	EdS Program		0	0%
107	Educational Leadership		1	0%
108	Literacy Education		1	0%
109	MAT Program		0	0%
110	EdS in School Psychology		0	0%
111	Special Education		3	1%
112	Nurse Anesthesia		0	0%
113	Forensic Science		3	1%
114	MD Program		0	0%
115	Other		10	5%

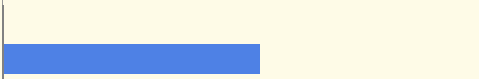





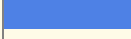

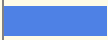


Statistic	Value
Min Value	1
Max Value	115
Total Responses	221

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

#	Answer	Response	%
1	Yes	116	53%
2	No	103	47%
	Total	219	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.47
Variance	0.25
Standard Deviation	0.50
Total Responses	219










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












#	Answer		Response	%
1	During Week of Welcome (WOW)		62	54%
2	In my UNI 100 Freshman First class Online Course		46	40%
3	The Student Resource Center sign in the Student Center		52	45%
4	An article in the Parthenon		4	3%
5	An article in the Huntington Herald-Dispatch		1	1%
6	An advertisement on the TV displays		4	3%
7	A friend told me about the Student Resource Center		31	27%
8	My advisor, faculty member or other University staff member told me about the Student Resource Center		36	31%
9	A personal announcement in my MU		25	22%
10	Facebook		22	19%
11	Other		9	8%









Other
A SRC specialist told me about it.
I work on campus
walk-in
Know a staff member
Sarah Craiger
I'm an RA
my RA
SRC Staff Member
RA Training

Statistic	Value
Min Value	1
Max Value	11
Total Responses	115

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		17	15%
2	I attended a workshop sponsored by the Student Resource Center		18	16%
3	I had a question about MAP-Works freshman survey		13	12%
4	I had a question about choosing a major		20	18%
5	I had a question about scheduling my classes		32	29%
6	I had a question about university excused absences		29	26%
7	I had a question about Student Health		13	12%
8	I had a question about Counseling Services		6	5%
9	I had a question about Student Activities		9	8%

10	I had a question about the Library		6	5%
11	I had a question about tuition payment or other billing issues		9	8%
12	I had a question about parking		6	5%
13	I had a question about choosing a career		11	10%
14	I had a question about completing a resume		13	12%
15	I had a question about finding a job		9	8%
16	I had a question about financial aid		14	13%
17	I had a question about placement exams		6	5%
18	I had a question about adding or dropping a class		19	17%
19	I had a question about finding another office on campus		16	14%
20	I had a question about residence services		8	7%

21	I had a question about meal plans		6	5%
22	I had a question about my student ID card		14	13%
23	I had a question about study skills, test-taking or other academic related skills		7	6%
24	I had a question about tutoring		8	7%
25	I had a question about the Writing Center		4	4%
26	I had a question about obtaining athletic tickets		3	3%
27	I had a question about obtaining tickets to theatre events or Artist Series events		3	3%
28	Other		19	17%

Other
I needed help creating a website for UNI 100 went to lunch
I was obtaining a Facebook prize.
I held a program about getting ready for finals, and they were able to provide residents with some handy tips. about Huntington
I asked about Parents Weekend
Random questions
I had a question about notary service turning in an excuse
used them as a program
I had to do an interview for WMUL
Learning how to study
I had a question about where to find another office in the Student Center
Taking an ACT
Doing programming in the Residence Halls
I wanted to talk to a certain staff member- not SRC related.
I had won a contest

Statistic	Value
Min Value	1
Max Value	28
Total Responses	112

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.	67	45	2	1	0	115	1.45
2	I am able to reach the SRC by phone.	35	31	16	1	0	83	1.80
3	I am able to reach the SRC by email.	45	28	17	0	0	90	1.69
4	I am able to reach the SRC in person.	69	39	4	1	0	113	1.44
5	Assistance is offered during convenient hours.	58	49	6	1	0	114	1.56
6	The SRC provides a helpful atmosphere.	66	42	5	1	0	114	1.48
7	The SRC specialist makes me feel comfortable.	61	39	11	0	0	111	1.55
8	The SRC specialist is a good listener.	65	34	12	0	0	111	1.52
9	The SRC specialist is patient.	65	36	10	0	0	111	1.50
10	The SRC specialist shows interest in my success as a student.	62	39	9	0	0	110	1.52
11	The SRC	68	39	6	0	0	113	1.45

	specialist is generally knowledgeable.							
12	The SRC specialist provides accurate information.	69	38	6	0	0	113	1.44
13	The SRC specialist gives clear explanations.	63	39	8	1	0	111	1.52
14	The SRC specialist encourages my academic goals.	60	31	15	0	0	106	1.58
15	The SRC specialist treats me with respect.	67	38	6	0	0	111	1.45
16	The SRC specialist ensures my privacy.	57	42	7	0	0	106	1.53
17	The SRC specialist makes effective referrals.	57	34	12	0	1	104	1.60
18	The SRC specialist keeps me informed.	52	37	14	2	1	106	1.71
19	The SRC specialist provides appropriate career advice.	51	35	11	0	0	97	1.59
20	After meeting with the SRC specialist, I feel better prepared.	56	37	10	1	1	105	1.61
21	When I visit the SRC, my	60	41	7	0	1	109	1.54

	expectations are met.							
22	Overall, I am satisfied with the assistance I received from the Student Resource Center.	66	36	5	0	1	108	1.46

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 b y e m a i l .	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 .	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 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 p r o v i d e s a p r o p r i a t e c a r e 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 s 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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9. How can the Student Resource Center better serve you?

Text Response

Maybe attend RA training!

Most of the information I needed could be made clear online. They should make a website that clearly answers frequently asked questions, as I'm sure they get the same questions over and over again.

Have more fun activities for students to participate in. And host them in the evening when students are not in class!

They are really good! Very informative

It's good now

Keeping up the good work

It's great

I love it.

I believe if I would have known more about the Student Resource Center earlier in my college career I would have used it more.

Honestly, I have no complaints. Every time I've gone to the SRC I've found that my questions have been answered, my issues resolved, and I've always been led in the right direction to get things done.

Actually, I'm a little more inclined to seek out the SRC than almost any other office on campus, just because they seem to be able to resolve issues better than most.

I think it's doing a great job as it is.

They can hold more workshops on common asked problems we have

None.

They do a wonderful job already.

Keep doing what it is doing. This is the most helpful office on campus for us students I love it!

I think they provide enough to the students

A little more privacy would be nice. I feel like everyone can hear you in there.

They are the best!

Statistic	Value
Total Responses	18

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

#	Answer	Response	%
1	Email	97	84%
2	Mailed Letter	1	1%
3	Phone	13	11%
4	Facebook	3	3%
5	Other	1	1%
	Total	115	100%

Other

All of the above

Statistic	Value
Min Value	1
Max Value	5
Mean	1.35
Variance	0.72
Standard Deviation	0.85
Total Responses	115

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

Numerous comments and names of staff were provided. This information (unedited) was shared with the staff of the Student Resource Center.

Statistic	Value
Total Responses	24

12. Please add any additional comments.

Text Response

Great place and great workers!

Keep up good work

Thank you for having such a great service for students to use. The service was extremely beneficial.

Statistic	Value
Total Responses	7

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.	34	42	9	8	7	100	2.12
2	I have considered using the Student Resource Center.	12	33	20	24	5	94	2.76
3	I plan to use the Student Resource Center in the future.	9	23	35	20	7	94	2.93
4	The Student Resource Center is well-advertised on campus.	10	29	24	22	13	98	2.99
5	I would use the Student Resource Center if it was located more conveniently.	1	16	36	24	6	83	3.22
6	I would use the Student Resource Center if it was open during hours that I can use their services.	2	20	41	18	6	87	3.07

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	2.12	2.76	2.93	2.99	3.22	3.07
Variance	1.38	1.28	1.14	1.47	0.78	0.81
Standard Deviation	1.17	1.13	1.07	1.21	0.88	0.90
Total Responses	100	94	94	98	83	87

14. Please provide any comments here.

Text Response

A couple of respondents said they didn't know what the Student Resource Center is.

They have a very good staff who are very approachable and knowledgeable. I have directed a lot of students to use their services.

I went to use once but they did not offer fax service so was unable to use them for what I need to do at the time.

I would use the Student Resource Center if I were a freshman or sophomore, but I am now a graduate student. As an RA a couple years ago, I referred a lot of students to the Student Resource Center.

Statistic	Value
Total Responses	8

15. If you have used the Student Resource Center, have many times have you used it so far during the 2011-2012 academic year?

#	Answer		Response	%
1	One Time		42	37%
2	Two Times		24	21%
3	Three Times		18	16%
4	Four Times		7	6%
5	More than four times		22	19%
	Total		113	100%

Statistic	Value
Min Value	1
Max Value	5
Mean	2.50
Variance	2.31
Standard Deviation	1.52
Total Responses	113