
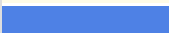
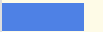




# 2014 Assessment Day Student Resource Center Survey Report

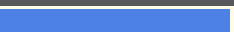



**For the Likert Scale Question, Higher Means are More  
Positive than Lower Means**

Last Modified: 04/24/2014












## 1. Current classification

#	Answer		Response	%
1	Graduate		49	20%
2	Senior		86	36%
3	Junior		42	17%
4	Sophomore		34	14%
5	Freshman		31	13%
	Total		242	100%

## 2. Grade Point Average

#	Answer		Response	%
1	4.0 - 3.5		121	50%
2	3.49 - 3.0		69	29%
3	2.99 - 2.5		32	13%
4	2.49 - 2.0		19	8%
5	Below 2.0		1	0%
	Total		242	100%

## 3. Current College

#	Answer		Response	%
1	COB		37	15%
2	COE		23	10%
3	COFA		12	5%
4	COHP		25	10%
5	SOJMC		9	4%
6	COLA		42	18%
7	COS		37	15%
8	CITE		8	3%
9	UC		6	3%
10	RBA		4	2%
11	SOM		1	0%
12	Graduate College		35	15%
	Total		239	100%

#### 4. Current Major: Choose all that apply

#	Answer	Response	%
1	Accounting	9	4%
2	Economics: BBA	3	1%
3	Economics: BA	0	0%
4	International Business	0	0%
5	Finance	3	1%
6	Management	17	7%
7	Management Information Systems	4	2%
8	Marketing	7	3%
9	Business Undecided	0	0%
10	MBA Program	6	2%
11	Health Care Administration	1	0%
12	Human Resource Management	1	0%
13	Early Childhood Education	2	1%
14	Family and Consumer Science	0	0%
15	Hospitality Management	0	0%
16	Pre-Elementary Education	1	0%
17	Pre-Secondary Education	1	0%
18	Elementary Education	7	3%
19	Secondary Education	12	5%
20	Education Undecided	0	0%
21	Music	4	2%
22	Theatre	6	2%
23	Art	6	2%
24	Pre-Music	0	0%
25	Music Undecided	0	0%
26	Exercise Science	2	1%
27	Athletic Training	2	1%
28	Physical Education	3	1%
29	Sports Administration	1	0%
30	Medical Imaging	1	0%
31	Nursing - ASN	0	0%
32	Nursing - BSN	7	3%
33	Nursing - MSN	2	1%
34	Social Work	0	0%
35	Pre-Communication Disorders	2	1%
36	Communication Disorders	3	1%
37	Pre-Clinical Laboratory Science	0	0%
38	Medical Laboratory	0	0%

	Technician - Associate Degree Program			
39	Medical Technology - Bachelor's Degree Program		1	0%
40	Cytotechnology		0	0%
41	Pre-Dietetics		0	0%
42	Dietetics		1	0%
43	Pre-Health Professions		5	2%
44	Advertising		3	1%
45	Broadcast Journalism		3	1%
46	Print Journalism		0	0%
47	Public Relations		5	2%
48	Radio/TV Productions		0	0%
49	Sports Journalism		1	0%
50	Journalism Undecided		0	0%
51	Anthropology		1	0%
52	Communication Studies		2	1%
53	Criminal Justice		10	4%
54	English		9	4%
55	Geography		0	0%
56	History		11	5%
57	Humanities		4	2%
58	Philosophy		0	0%
59	Religious Studies		1	0%
60	Latin		0	0%
61	International Affairs		3	1%
62	French		1	0%
63	German		0	0%
64	Spanish		6	2%
65	Japanese		2	1%
66	Political Science		2	1%
67	Psychology		21	9%
68	Sociology		1	0%
69	Undecided Liberal Arts		1	0%
70	RBA Program		2	1%
71	Bachelor of Applied Science Program		0	0%
72	Biology		13	5%
73	Microbiology		0	0%
74	Biomedical Sciences		3	1%
75	Cellular/Molecular Biology		0	0%
76	Ecology/Evolutionary Biology		0	0%
77	Chemistry		3	1%
78	Chemistry: ACS		1	0%
79	Forensic Chemistry		3	1%
80	Biochemistry		1	0%
81	Environmental Science		1	0%
82	Geology		0	0%

83	Integrated Science and Technology		4	2%
84	Computer and Information Technology		0	0%
85	Mathematics		1	0%
86	Applied Mathematics		0	0%
87	Natural Resources/Recreation Management		0	0%
88	Physics		1	0%
89	Physical and Applied Science		0	0%
90	Pre-Science		2	1%
91	Science Undecided		0	0%
92	Computer Science (CITE)		0	0%
93	Engineering		3	1%
94	Safety Technology		3	1%
95	Pre-Engineering		0	0%
96	Pre-Computer Science		0	0%
97	Technology/Engineering Undecided		0	0%
98	Public Health		2	1%
99	Adult and Technical Education		0	0%
100	Respiratory Care		0	0%
101	Information Systems		1	0%
102	Environmental Science (CITE)		0	0%
103	Technology Management		2	1%
104	Counseling		2	1%
105	EdD Program		0	0%
106	EdS Program		2	1%
107	Educational Leadership		0	0%
108	Literacy Education		0	0%
109	MAT Program		2	1%
110	EdS in School Psychology		1	0%
111	Special Education		3	1%
112	Nurse Anesthesia		0	0%
113	Forensic Science		2	1%
114	MD Program		0	0%
115	Other		15	6%

Other
MBA
Undecided
Pre-Medicine
Digital Forensics and Information Assurance
Criminal Justice
PsyD
undecided
Leadership Studies
Digital Forensics
School Counseling
Energy Management
Undecided
Chemistry:Pre-Pharm
Counseling

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

#	Answer	Response	%
1	Yes	132	55%
2	No	109	45%
	Total	241	100%

### 6. If you have used the Student Resource Center, have many times have you used it so far during the 2013-2014 academic year?

#	Answer	Response	%
1	One Time	57	46%
2	Two Times	28	22%
3	Three Times	15	12%
4	Four Times	7	6%
5	More than four times	18	14%
	Total	125	100%

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

#	Answer	Response	%
1	During Week of Welcome (WOW)	80	64%
2	In my UNI 100 Freshman First class Online Course	48	38%
3	The Student Resource Center sign in the Student Center	43	34%
4	An article in the Parthenon	6	5%
5	An article in the Huntington Herald-Dispatch	2	2%
6	An advertisement on the TV displays	8	6%
7	A friend told me about the Student Resource Center	45	36%
8	My advisor, faculty member or other University staff member told me about the Student Resource Center	36	29%
9	A personal announcement in my MU	18	14%
10	Facebook	14	11%
16	Other	3	2%
11	Twitter	3	2%
12	Orientation	44	35%
13	Preview Day	8	6%
14	Green and White Day	15	12%
15	Website	15	12%





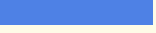






Other

email













just found it

Email

## 8. 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		13	11%
2	I attended a workshop sponsored by the Student Resource Center		25	21%
3	I had a question about Degree Works		21	18%
4	I had a question about choosing a major/ career		40	33%
5	I had a question about scheduling my class selections		39	33%
6	I had a question about university excused absences		29	24%
7	I had a question about Student Health		9	8%
8	I had a question about Counseling Services		12	10%
9	I had a question about Student Activities and Organizations		8	7%
10	I had a question about the Library		6	5%
11	I had a question about tuition payment or other billing		7	6%



	issues			
12	I had a question about parking		6	5%
13	I had a question about Disability Services		4	3%
14	I had a question about completing a resume/ finding a job/ an internship		12	10%
15	I had a question about finding a job		14	12%
16	I had a question about financial aid		20	17%
17	I had a question about placement exams		7	6%
18	I had a question about adding or dropping a class		22	18%
19	I had a question about finding another office on campus		16	13%
20	I had a question about housing and residence life		6	5%
21	I had a question about meal plans		7	6%
22	I had a question about my student ID card		19	16%
23	I had a question about study skills, test-taking or other academic related skills		3	3%

24	I had a question about tutoring		7	6%
25	I had a question about the Writing Center		4	3%
26	I had a question about obtaining athletic tickets		2	2%
27	I had a question about obtaining tickets to theatre events or Artist Series events		2	2%
31	Other		6	5%
28	I had a question about my Advisor		11	9%
29	I had a question about student conduct and legal aid		1	1%
30	I had a question about on-campus housing waiver		0	0%

<b>Other</b>	
question about my class being moved	
I needed to borrow scissors	
I had a question about the date and time of an event on campus	
Internships	

**9. 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	Disagree	Strongly Disagree	Total Responses	Mean
1	The SRC is easily accessible.	76	42	1	0	119	3.63
2	I am able to reach the SRC by phone.	41	38	1	0	80	3.50
3	I am able to reach the SRC by email.	55	40	5	0	100	3.50
4	The SRC Staff promptly return my phone calls.	42	26	2	0	70	3.57
5	Assistance is offered during convenient hours.	65	54	0	0	119	3.55
6	The SRC provides a helpful atmosphere.	71	44	1	0	116	3.60
7	The SRC staff make me feel comfortable.	73	43	2	0	118	3.60
8	The SRC staff are good listeners.	73	43	0	0	116	3.63
9	The SRC staff are patient.	68	47	1	0	116	3.58
10	The SRC staff show interest in my success as a student.	75	39	2	1	117	3.61
11	The SRC staff are generally knowledgeable.	71	45	1	0	117	3.60
12	The SRC staff provide accurate information.	67	48	2	0	117	3.56
13	The SRC staff give clear explanations.	66	53	0	0	119	3.55

14	The SRC staff encourage my academic goals.	72	43	1	1	117	3.59
15	The SRC staff treat me with respect.	72	45	0	0	117	3.62
16	The SRC staff ensure my privacy.	69	47	0	0	116	3.59
17	The SRC staff make effective referrals.	66	44	2	0	112	3.57
18	The SRC staff communicate important events and information.	62	43	1	3	109	3.50
19	The SRC staff provide appropriate career advice.	64	41	3	1	109	3.54
20	After meeting with the SRC staff, I feel better prepared.	65	44	2	1	112	3.54
21	When I visit the SRC, my expectations are met.	71	43	3	0	117	3.58
22	Overall, I am satisfied with the assistance I received from the Student Resource Center.	69	46	2	1	118	3.55

## 10. How can the Student Resource Center better serve you?

### Text Response

All suggestions were shared with the staff of the Student Resource Center.

Statistic	Value
Total Responses	24

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

#	Answer	Response	%
1	Email	121	98%
2	Mailed Letter	7	6%
3	Phone	42	34%
4	Facebook	13	11%
6	Other	1	1%
5	Twitter	5	4%

**Other**

Texting

**12. If you received exceptional service from the Student Resource Center, please share your experience, the name of the SRC Staff Member who assisted you, and what made the service exceptional**

**Text Response**

All responses were shared with the staff of the Student Resource Center.

Statistic	Value
Total Responses	27

**13. Please add any additional comments.**

**Text Response**

All responses were shared with the staff of the Student Resource Center.

Statistic	Value
Total Responses	5

**14. Please indicate your level of agreement to the statements below.**

#	Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses	Mean
1	I was aware that the Student Resource Center was available to all students.	41	39	11	6	97	3.19
2	I have considered using the Student Resource Center.	18	37	28	6	89	2.75
3	I plan to use the Student Resource Center in the future.	16	27	35	8	86	2.59
4	The Student Resource Center is well-advertised on campus.	25	28	25	15	93	2.68

**15. Please provide any comments here.**

**Text Response**

All comments were shared with the staff of the Student Resource Center.

Statistic	Value
Total Responses	9