

Student Resource Center Survey Report: Assessment Day 2016

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

Last Modified: 02/23/2016

1. Current classification

#	Answer	Response	%
1	Graduate	48	26%
2	Senior	45	25%
3	Junior	33	18%
4	Sophomore	26	14%
5	Freshman	30	16%
6	INTO Pathways	0	0%
	Total	182	100%

2. Grade Point Average

#	Answer	Response	%
1	4.0 - 3.5	107	59%
2	3.49 - 3.0	57	31%
3	2.99 - 2.5	8	4%
4	2.49 - 2.0	8	4%
5	Below 2.0	1	1%
	Total	181	100%

3. Current College

#	Answer	Response	%
1	COB	24	13%
2	COEPD	16	9%
3	CAM	10	6%
4	COHP	28	16%
5	SOP	0	0%
6	COLA	31	17%
7	COS	24	13%
8	CITE	7	4%
9	UC	1	1%
10	RBA	1	1%
11	SOM	2	1%
12	Graduate College	31	17%
13	INTO Pathways	4	2%
	Total	179	100%

4. Current Major: Choose all that apply

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

39	Medical Technology - Bachelor's Degree Program		1	1%
40	Cytotechnology		0	0%
41	Pre-Dietetics		1	1%
42	Dietetics		2	1%
43	Pre-Health Professions		1	1%
44	Advertising		1	1%
45	Broadcast Journalism		2	1%
46	Print Journalism		2	1%
47	Public Relations		2	1%
48	Radio/TV Productions		0	0%
49	Sports Journalism		0	0%
50	Journalism Undecided		0	0%
51	Anthropology		0	0%
52	Communication Studies		3	2%
53	Criminal Justice		7	4%
54	English		2	1%
55	Geography		0	0%
56	History		5	3%
57	Humanities		2	1%
58	Philosophy		0	0%
59	Religious Studies		0	0%
60	Latin		1	1%
61	International Affairs		3	2%
62	French		1	1%
63	German		0	0%
64	Spanish		0	0%
65	Japanese		3	2%
66	Political Science		5	3%
67	Psychology		12	7%
68	Sociology		3	2%
69	Undecided		0	0%
70	RBA Program		0	0%
71	Bachelor of Applied Science Program		1	1%
72	Biology		9	5%
73	Microbiology		1	1%
74	Biomedical Sciences		2	1%
75	Cellular/Molecular Biology		1	1%
76	Ecology/Evolutionary Biology		0	0%
77	Chemistry		3	2%
78	Chemistry: ACS		1	1%
79	Forensic Chemistry		1	1%
80	Biochemistry		2	1%
81	Environmental Science		1	1%
82	Geology		0	0%
83	Integrated Science and Technology		0	0%

84	Computer and Information Technology		1	1%
85	Mathematics		1	1%
86	Applied Mathematics		2	1%
87	Natural Resources/Recreation Management		0	0%
88	Physics		0	0%
89	Physical and Applied Science		0	0%
90	Pre-Science		2	1%
91	Science Undecided		0	0%
92	Computer Science (CITE)		4	2%
93	Engineering		4	2%
94	Safety Technology		0	0%
95	Pre-Engineering		0	0%
96	Pre-Computer Science		0	0%
97	Technology/Engineering Undecided		1	1%
98	Public Health		1	1%
99	Adult and Technical Education		0	0%
100	Respiratory Care		0	0%
101	Information Systems		0	0%
102	Environmental Science (CITE)		2	1%
103	Technology Management		0	0%
104	Counseling		6	3%
105	EdD Program		0	0%
106	EdS Program		0	0%
107	Educational Leadership		1	1%
108	Literacy Education		0	0%
109	MAT Program		0	0%
110	EdS in School Psychology		1	1%
111	Special Education		4	2%
112	Nurse Anesthesia		0	0%
113	Forensic Science		0	0%
114	MD Program		1	1%
115	Other		16	9%

Statistic	Value
Total Responses	184

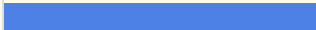











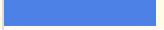



5. Have you used the Student Resource Center at Marshall University?

#	Answer	Response	%
1	Yes	100	54%
2	No	84	46%
	Total	184	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	44	46%
2	Two Times	20	21%
3	Three Times	11	11%
4	Four Times	5	5%
5	More than four times	16	17%
	Total	96	100%

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





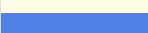






#	Answer		Response	%
1	During Week of Welcome (WOW)		65	67%
2	In my UNI 100 Freshman First class Online Course		43	44%
3	The Student Resource Center sign in the Student Center		36	37%
4	An article in the Parthenon		3	3%
5	An article in the Huntington Herald-Dispatch		2	2%
6	An advertisement on the TV displays		6	6%
7	A friend told me about the Student Resource Center		19	20%
8	My advisor, faculty member or other University staff member told me about the Student Resource Center		30	31%
9	A personal announcement in my MU		13	13%
10	Facebook		9	9%
17	Other		3	3%
11	Twitter		3	3%
12	Orientation		31	32%
13	Preview Day		5	5%
14	Green and White Day		9	9%
15	Website		16	16%













16	My RA, RD, or other Housing and Residence Life staff told me about the SRC.		13	13%
----	---	---	----	-----










Other	
I had to go there for advising	
Common knowledge	
EDGE mentor	

Statistic	Value
Total Responses	97

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

#	Answer		Response	%
2	I needed to talk with my UNI 100, UNI 102, or UNI 103 instructor		5	5%
3	I attended a workshop sponsored by the Student Resource Center		10	10%
4	I had a question about Degree Works		12	13%
5	I had a question about choosing a major/ career		28	29%
6	I had a question about scheduling my class selections		30	31%
7	I had a question about university excused absences		21	22%
8	I had a question about Student Health		5	5%
9	I had a question about Counseling Services		4	4%
10	I had a question about Student Activities and Organizations		5	5%
11	I had a question about the Library		8	8%
12	I had a question about tuition payment or other billing issues		5	5%

13	I had a question about parking		4	4%
14	I had a question about Disability Services		4	4%
15	I had a question about completing a resume/ finding a job/ an internship		10	10%
16	I had a question about finding a job		8	8%
17	I had a question about financial aid		15	16%
18	I had a question about placement exams		10	10%
19	I had a question about course registration and changing my schedule.		25	26%
20	I had a question about finding another office on campus		13	14%
21	I had a question about housing and residence life		6	6%
22	I had a question about meal plans		4	4%
23	I had a question about my student ID card		17	18%
24	I had a question about study skills, test-taking or other academic related skills		4	4%

25	I had a question about tutoring		4	4%
26	I had a question about the Writing Center		6	6%
27	I had a question about obtaining athletic tickets		6	6%
28	I had a question about obtaining tickets to theatre events or Artist Series events		5	5%
32	Other		6	6%
29	I had a question about how to find my advisor		12	13%
30	I had a question about student conduct		1	1%
31	I had a question about on-campus housing waiver		1	1%
1	I had a question about myMU, MUOnline, or Live Mail.		26	27%

Other	
Needed to know where an office was	
Needed to buy stamps	
I needed an adviser hold lifted while I was undeclared.	
Lost and found	
meetings with my EDGE mentor	
voter's registration	

Statistic	Value
Total Responses	96

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

#	Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses	Mean
1	The SRC is easily accessible.	63	27	4	0	94	3.63
2	I am able to reach the SRC by phone.	34	26	1	1	62	3.50
3	I am able to reach the SRC by email.	39	31	1	0	71	3.54
4	The SRC Staff promptly return my phone calls.	35	24	2	1	62	3.50
5	Assistance is offered during convenient hours.	53	34	3	1	91	3.53
6	The SRC provides a helpful atmosphere.	53	37	2	1	93	3.53
7	The SRC staff make me feel comfortable.	63	29	0	2	94	3.63
8	The SRC staff are good listeners.	58	34	0	2	94	3.57
9	The SRC staff are patient.	59	32	0	1	92	3.62
10	The SRC staff show interest in my success as a student.	54	34	1	1	90	3.57
11	The SRC staff are generally knowledgeable.	56	35	0	1	92	3.59
12	The SRC staff provide accurate information.	58	33	1	0	92	3.62
13	The SRC staff give clear explanations.	54	36	3	0	93	3.55
14	The SRC staff encourage my academic goals.	50	35	2	1	88	3.52
15	The SRC staff treat me with respect.	62	29	1	1	93	3.63

16	The SRC staff ensure my privacy.	58	30	0	0	88	3.66
17	The SRC staff make effective referrals.	49	33	1	1	84	3.55
18	The SRC staff communicate important events and information.	51	36	2	1	90	3.52
19	The SRC staff provide appropriate career advice.	45	32	3	1	81	3.49
20	After meeting with the SRC staff, I feel better prepared.	51	32	2	1	86	3.55
21	When I visit the SRC, my expectations are met.	53	35	1	1	90	3.56
22	Overall, I am satisfied with the assistance I received from the Student Resource Center.	52	37	2	1	92	3.52

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

Text Response

All comments 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	95	98%
2	Mailed Letter	7	7%
3	Phone	31	32%
4	Facebook	12	12%
6	Other	2	2%
5	Twitter	4	4%

Other
texting

Statistic	Value
Total Responses	97

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

Statistic	Value
Total Responses	19

13. Please add any additional comments.

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

Statistic	Value
Total Responses	11

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.	25	39	13	4	81	3.05
2	I have considered using the Student Resource Center.	14	25	24	8	71	2.63
3	I plan to use the Student Resource Center in the future.	11	28	22	8	69	2.61
4	The Student Resource Center is well-advertised on campus.	9	33	14	14	70	2.53

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