



Advising Survey

Assessment Day 2019

Advising Survey-2019

April 11th 2019, 12:39 pm MDT

Q1 - Current Classification:

#	Answer	Count
1	Graduate	69
2	Senior	81
3	Junior	60
4	Sophomore	41
5	Freshman	52
6	INTO Pathways	0
	Total	303

Q2 - Grade Point Average:

#	Answer	Count
1	4.00 – 3.50	157
2	3.49 – 3.00	91
3	2.99 – 2.50	44
4	2.49 – 2.00	11

5	Below 2.00	0
	Total	303

Q3 - Current College

#	Answer	Count
1	CITE	14
2	COEPD	37
3	CAM	13
4	COLA	30
5	COS	44
6	COB	32
8	RBA Program	8
9	SOM	4
10	UC	6
11	COHP	64
12	Graduate	30
13	SOP	4
14	INTO Marshall	10
	Total	296

Q4 - Current Major: Choose all that apply:

#	Answer	Count
1	Accounting	5
2	Economics: BBA	2
3	Economics: BA	0
4	International Business	0

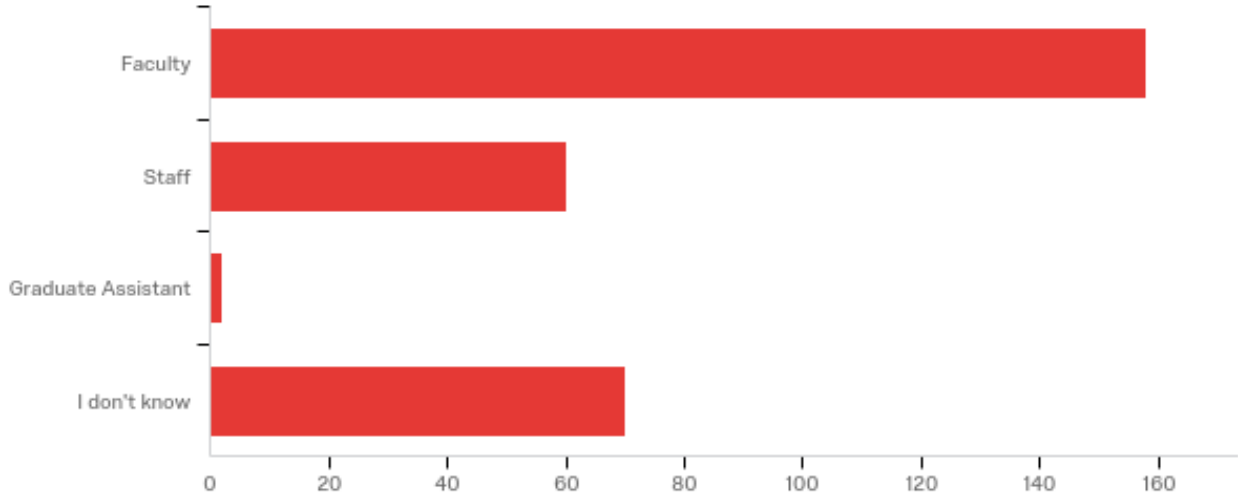
5	Finance	5
6	Management	12
7	Management Information Systems	2
8	Marketing	10
9	Business Undecided	0
10	MBA Program	4
11	Early Childhood Education	2
12	Pharmacy	5
13	Hospitality Management	1
14	Pre-Elementary Education	3
15	Pre-Secondary Education	3
16	Elementary Education	12
17	Secondary Education	13
18	Education - Undecided	1
19	Music	1
20	Theatre	1
21	Art	4
22	Pre-Music	0
23	Music Undecided	0
24	Exercise Science	5
25	Athletic Training	1
26	Medical Imaging	5
27	Nursing - ASN	9
28	Nursing - BSN	18
29	Nursing - MSN	3
30	Physical Education	0
31	Social Work	6
32	Pre-Communication Disorders	2
33	Communication Disorders	5

34	Pre-Clinical Laboratory Science	0
35	Medical Laboratory Technician - Associate's Degree Program	1
36	Medical Technology - Bachelor's Degree Program	1
37	Cytotechnology	0
38	Pre-Dietetics	0
39	Dietetics	8
40	Pre-Health Professions	5
41	Advertising	3
42	Broadcast Journalism	0
43	Print Journalism	1
44	Public Relations	5
45	Radio/TV Production	0
46	Sports Journalism	0
47	Journalism Undecided	1
48	Anthropology	1
49	Communication Studies	4
50	Criminal Justice	5
51	English	11
52	Geography	1
53	History	5
54	Humanities	3
55	International Affairs	2
56	Japanese	0
57	German	0
58	French	0
59	Spanish	1
60	Political Science	6
61	Psychology	14
62	Sociology	0

63	Undecided	2
64	RBA Program	8
65	Bachelor of Applied Science Program	0
66	Biology	24
67	Microbiology	0
68	Biomedical Sciences	0
69	Cellular/Molecular Biology	1
70	Ecology/Evolutionary Biology	0
71	Chemistry	5
72	Chemistry: ACS	1
73	Forensic Chemistry	4
74	Biochemistry	3
75	Environmental Science	3
76	Geology	0
77	Integrated Science and Technology	0
78	Computer and Information Technology	8
79	Mathematics	3
80	Applied Mathematics	2
81	Natural Resources/Recreation Management	1
82	Physics	0
83	Pre-Science	1
84	Science Undecided	1
85	Computer Science	3
86	Engineering	5
87	Safety Technology	2
88	Pre-Engineering	1
89	Human Resource Management	1
90	Pre-Computer Science	1
91	Technology/Engineering Undecided	0

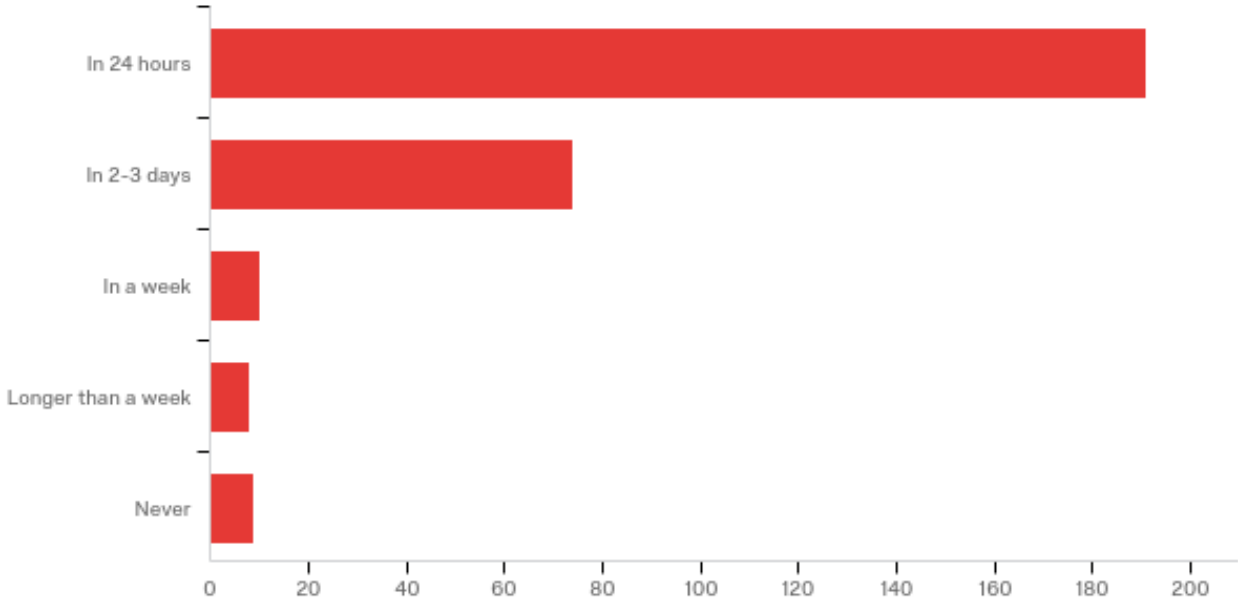
92	Public Health	3
93	Adult and Technical Education	1
94	Respiratory Care	0
95	Sports Administration	2
96	Information Systems	2
97	Technology Management	1
98	Philosophy	1
99	Religious Studies	0
100	Physical and Applied Science	1
101	Counseling	5
102	EdD Program	3
103	EdS program	0
104	Educational Leadership	3
105	Literacy Education	1
106	MAT Program	1
107	EdS in School Psychology	0
108	Special Education	2
109	Health Care Administration	5
110	Nurse Anesthesia	0
111	Forensic Science	2
112	MD Program	2
113	Other	24
	Total	357

Q5 - My academic advisor is



#	Answer	%	Count
1	Faculty	54.48%	158
2	Staff	20.69%	60
3	Graduate Assistant	0.69%	2
4	I don't know	24.14%	70
	Total	100%	290

Q6 - How quickly does your academic advisor respond to emails/phone calls?



#	Answer	%	Count
1	In 24 hours	65.41%	191
2	In 2-3 days	25.34%	74
3	In a week	3.42%	10
4	Longer than a week	2.74%	8
5	Never	3.08%	9
	Total	100%	292

Q7 - Have you changed majors while at Marshall?

#	Answer	Count
1	Yes	109
2	No	194
	Total	303

Q8 - If you have changed your major, how many times have you done this since enrolling at Marshall?

#	Answer	Count
1	One Time	72
2	Two Times	17
3	Three Times	6
4	Four Times	1
5	More than Four Times	4
	Total	100

Q9 - How many times per semester do you see your advisor for academic advising related issues?

#	Answer	Count
1	Never	30
2	Once	133
3	Twice	63
4	Three Times	30
5	Four Times	9
6	Five Times	4
7	Between six and ten times	2
8	More often than ten times	6
	Total	277

Q10 - On average, how many times per term do you see your advisor for non-scheduling issues?

#	Answer	Count
1	Never	123
2	Once	66
3	Twice	45
4	Three Times	11
5	Four Times	6
6	Five Times	4
7	Between six and ten times	7
8	More often than ten times	15
	Total	277

Q11 - Is advising mandatory for you?

#	Answer	Count
1	Yes	166
2	No	111
	Total	277

Q12 - Do you think advising should be mandatory for all students?

#	Answer	Count
1	Yes	190
2	No	87
	Total	277

Q13 - Please indicate your level of agreement to each of the statements below. A space for comments will be available at the end of this survey.

#	Question	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
1	Advising is important to me.	146	87	25	14	6
2	I feel that my advising appointments are worth my time.	145	64	31	18	11
3	I know the name of my advisor.	203	58	6	5	6
4	My advisor is easily accessible.	155	69	21	22	9
5	I am able to reach my advisor by phone.	113	50	33	29	16
6	I am able to reach my advisor by email.	178	69	11	13	5
7	I am able to reach my advisor in person.	149	79	14	15	7
8	Advising is offered during convenient operating hours.	141	78	29	16	5
9	I typically make appointments for advising.	118	78	32	23	13
10	My advisor is prepared for my advising session.	129	75	28	15	11
11	My advisor provides an appropriate academic atmosphere.	149	78	29	6	6
12	My advisor makes me feel comfortable.	156	73	24	12	6
13	My advisor is a good listener.	156	66	24	15	11
14	My advisor treats me with respect.	164	70	25	8	4
15	My advisor is patient.	158	69	25	15	4
16	My advisor ensures my privacy.	164	77	21	3	4
17	My advisor encourages me to ask questions and communicate openly during advising sessions.	156	66	24	14	9
18	My advisor answers my questions in a professional manner.	160	73	26	7	8
19	My advisor shows an interest in my academic success.	158	66	25	13	12
20	My advisor encourages my academic goals.	155	68	32	9	10
21	My advisor is knowledgeable.	157	71	27	8	10
22	My advisor provides accurate information.	156	71	25	14	8
23	My advisor gives clear explanations.	146	77	27	14	8

24	My advisor allows enough time for my appointment.	150	76	24	11	4
25	There is a shared responsibility between me and my advisor.	145	92	20	13	3
26	I attend advising sessions prepared.	162	86	13	4	0
27	After advising sessions, I feel better prepared.	149	60	37	14	7
28	Typically, my expectations of advising are met.	143	72	23	25	9
29	Overall, I am satisfied with the advising services I receive from Marshall University.	147	65	25	23	14
30	I would recommend my advisor to another student.	153	56	25	18	22
	Total	4561	2139	731	416	248

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Advising is important to me.	1.00	5.00	4.27	0.97	0.94	278
2	I feel that my advising appointments are worth my time.	1.00	5.00	4.17	1.12	1.26	269
3	I know the name of my advisor.	1.00	5.00	4.61	0.81	0.65	278
4	My advisor is easily accessible.	1.00	5.00	4.23	1.09	1.20	276
5	I am able to reach my advisor by phone.	1.00	5.00	3.89	1.29	1.67	241
6	I am able to reach my advisor by email.	1.00	5.00	4.46	0.91	0.83	276
7	I am able to reach my advisor in person.	1.00	5.00	4.32	0.99	0.98	264
8	Advising is offered during convenient operating hours.	1.00	5.00	4.24	0.99	0.98	269
9	I typically make appointments for advising.	1.00	5.00	4.00	1.17	1.36	264
10	My advisor is prepared for my advising session.	1.00	5.00	4.15	1.10	1.20	258
11	My advisor provides an appropriate academic atmosphere.	1.00	5.00	4.34	0.92	0.84	268
12	My advisor makes me feel comfortable.	1.00	5.00	4.33	0.96	0.93	271
13	My advisor is a good listener.	1.00	5.00	4.25	1.09	1.18	272
14	My advisor treats me with respect.	1.00	5.00	4.41	0.88	0.78	271
15	My advisor is patient.	1.00	5.00	4.34	0.96	0.92	271
16	My advisor ensures my privacy.	1.00	5.00	4.46	0.81	0.65	269

17	My advisor encourages me to ask questions and communicate openly during advising sessions.	1.00	5.00	4.29	1.05	1.10	269
18	My advisor answers my questions in a professional manner.	1.00	5.00	4.35	0.96	0.92	274
19	My advisor shows an interest in my academic success.	1.00	5.00	4.26	1.09	1.18	274
20	My advisor encourages my academic goals.	1.00	5.00	4.27	1.03	1.07	274
21	My advisor is knowledgeable.	1.00	5.00	4.31	1.01	1.03	273
22	My advisor provides accurate information.	1.00	5.00	4.29	1.02	1.04	274
23	My advisor gives clear explanations.	1.00	5.00	4.25	1.02	1.05	272
24	My advisor allows enough time for my appointment.	1.00	5.00	4.35	0.92	0.84	265
25	There is a shared responsibility between me and my advisor.	1.00	5.00	4.33	0.89	0.79	273
26	I attend advising sessions prepared.	2.00	5.00	4.53	0.66	0.44	265
27	After advising sessions, I feel better prepared.	1.00	5.00	4.24	1.04	1.09	267
28	Typically, my expectations of advising are met.	1.00	5.00	4.16	1.12	1.25	272
29	Overall, I am satisfied with the advising services I receive from Marshall University.	1.00	5.00	4.12	1.19	1.41	274
30	I would recommend my advisor to another student.	1.00	5.00	4.09	1.28	1.63	274

Q14 - Which of these activities have you experienced during an advising appointment? (Please check all that apply). All except the last item begin with "My advisor _____"

#	Answer	%	Count
1	Helped me schedule my classes.	8.81%	222
2	Explained how to register for classes in my MU.	4.68%	118
3	Explained how to view the course schedule and select classes.	4.60%	116
4	Helped me learn to use Blackboard.	1.23%	31
5	Helped me with a schedule adjustment.	4.76%	120
6	Asked me how I am doing in my classes.	6.43%	162
7	Explained probation and helped me develop an Academic Improvement Plan.	0.60%	15
8	Explained my suspension and how I could return to enroll in a future term.	0.20%	5

9	Explained Financial Aid Satisfactory Academic Progress.	0.87%	22
10	Helped me with my Financial Aid Satisfactory Progress appeal.	0.48%	12
11	Talked to me about midterm D and F grades in my courses.	0.63%	16
12	Talked to me about tutoring.	1.15%	29
13	Talked to me about the Writing Center.	0.87%	22
14	Gave me advice on how to succeed in my classes.	3.21%	81
15	Encouraged me to talk to my instructor about my progress in class.	1.90%	48
16	Encouraged me to become involved in student organizations and campus activities.	2.74%	69
17	Assisted me with roommate issues.	0.24%	6
18	Gave me advice on how to work with an instructor I didn't like.	0.99%	25
19	Talked to me about withdrawing from a course(s).	2.66%	67
20	Explained the process for a complete withdrawal.	0.99%	25
21	Talked to me about adding 2nd 8-week courses.	1.51%	38
22	Explained how to calculate my GPA.	1.63%	41
23	Explained FERPA (Federal Educational Rights and Privacy Act) and how I can allow my parent, guardian, or others to have access to my academic records.	0.63%	16
24	Talked to me about the reference librarians in Drinko Library.	1.15%	29
25	Talked to me about academic dishonesty.	0.36%	9
26	Talked to me about the Textbook Loan Program.	0.44%	11
27	Asked if I had questions or concerns about my academic major.	4.44%	112
28	Completed my junior evaluation.	1.59%	40
29	Completed my senior evaluation.	1.15%	29
30	Talked to me about graduation requirements.	7.54%	190
31	Talked to me about general education requirements.	6.87%	173
32	Asked me questions and tried to get to know me.	4.96%	125
33	Asked about any personal concerns that might affect my academic performance.	3.25%	82
34	Shared information about him/herself in order to make me more comfortable.	3.45%	87
35	Shared information about him/herself that made me uncomfortable.	0.20%	5
36	Worked with me to review my outstanding degree requirements with Degree Works.	3.73%	94
37	Talked to me about learning (and other) disabilities and seeking accommodations.	0.48%	12

38	Referred me to other campus services (student health, counseling, psychology clinic, food pantry, etc.)	1.19%	30
39	Helped me with financial aid issues.	1.19%	30
40	Helped me resolve tuition and billing issues.	0.52%	13
41	Talked to me about changing my major.	1.59%	40
42	Talked to me about selecting a minor.	2.34%	59
43	I worked with my advisor to find the best fit major for my academic and career goals.	1.75%	44
	Total	100%	2520

Q15 - Would you recommend your advisor to another student?

#	Answer	Count
1	Yes, please elaborate	192
2	No, please explain	51
	Total	243

Q16 - What is the best way for advisors to contact you? (Check all that apply.)

#	Answer	Count
1	Email	267
2	Mailed Letter	8
3	Phone	79
4	Texting	83
5	Facebook	8
6	Other	6
	Total	451

Q17 - How can advising services better serve you?

How can advising services better serve you?

All responses were shared with the Associate Vice President for Academic Affairs and with the Associate Dean of University College

Q18 - If you have received exceptional advising, please share your advisor’s name and what made the experience exceptional.

If you have received exceptional advising, please share your advisor’s name and what made the experience exceptional.

All responses were shared with the Associate Vice President for Academic Affairs and with the Associate Dean of University College

Q19 - Please provide any other comments here:

Please provide any other comments here:

All responses were shared with the Associate Vice President for Academic Affairs and with the Associate Dean of University College