



## Advising Survey Results

### Assessment Day 2020

*Advising Survey-2020*

April 22nd 2020, 2:48 pm MDT

#### Q1 - Current Classification:

#	Answer	Count
1	Graduate	47
2	Senior	57
3	Junior	30
4	Sophomore	40
5	Freshman	44
6	INTO Pathways	4
	Total	222

#### Q2 - Grade Point Average:

#	Answer	Count
1	4.00 – 3.50	129
2	3.49 – 3.00	60
3	2.99 – 2.50	22
4	2.49 – 2.00	7
5	Below 2.00	3

Total

221

**Q3 - Current College**

#	Answer	Count
1	CECS	11
2	COEPD	25
3	CAM	9
4	COLA	22
5	COS	41
6	LCOB	24
8	RBA Program	8
9	SOM	0
10	UC	3
11	COHP	39
12	Graduate	24
13	SOP	0
14	INTO Marshall	9
	Total	215

**Q4 - Current Major: Choose all that apply:**

#	Answer	Count
1	Accounting	7
2	Economics: BBA	2
3	Economics: BA	3
4	International Business	0
5	Finance	3
6	Management	7
7	Management Information Systems	2
8	Marketing	7

9	Business Undecided	0
10	MBA Program	2
11	Early Childhood Education	2
12	Pharmacy	0
13	Hospitality Management	0
14	Pre-Elementary Education	3
15	Pre-Secondary Education	0
16	Elementary Education	9
17	Secondary Education	7
18	Education - Undecided	0
19	Music	0
20	Theatre	0
21	Art	3
22	Pre-Music	0
23	Music Undecided	0
24	Exercise Science	7
25	Athletic Training	3
26	Medical Imaging	2
27	Nursing - ASN	4
28	Nursing - BSN	11
29	Nursing - MSN	3
30	Physical Education	0
31	Social Work	3
32	Pre-Communication Disorders	2
33	Communication Disorders	0
34	Pre-Clinical Laboratory Science	1
35	Medical Laboratory Technician - Associate's Degree Program	0
36	Medical Technology - Bachelor's Degree Program	1
37	Cytotechnology	0

38	Pre-Dietetics	0
39	Dietetics	2
40	Pre-Health Professions	7
41	Advertising	4
42	Broadcast Journalism	0
43	Print Journalism	0
44	Public Relations	4
45	Radio/TV Production	1
46	Sports Journalism	0
47	Journalism Undecided	0
48	Anthropology	3
49	Communication Studies	0
50	Criminal Justice	6
51	English	7
52	Geography	2
53	History	1
54	Humanities	0
55	International Affairs	0
56	Japanese	2
57	German	0
58	French	0
59	Spanish	1
60	Political Science	1
61	Psychology	15
62	Sociology	1
63	Undecided	2
64	RBA Program	8
65	Bachelor of Applied Science Program	0
66	Biology	20

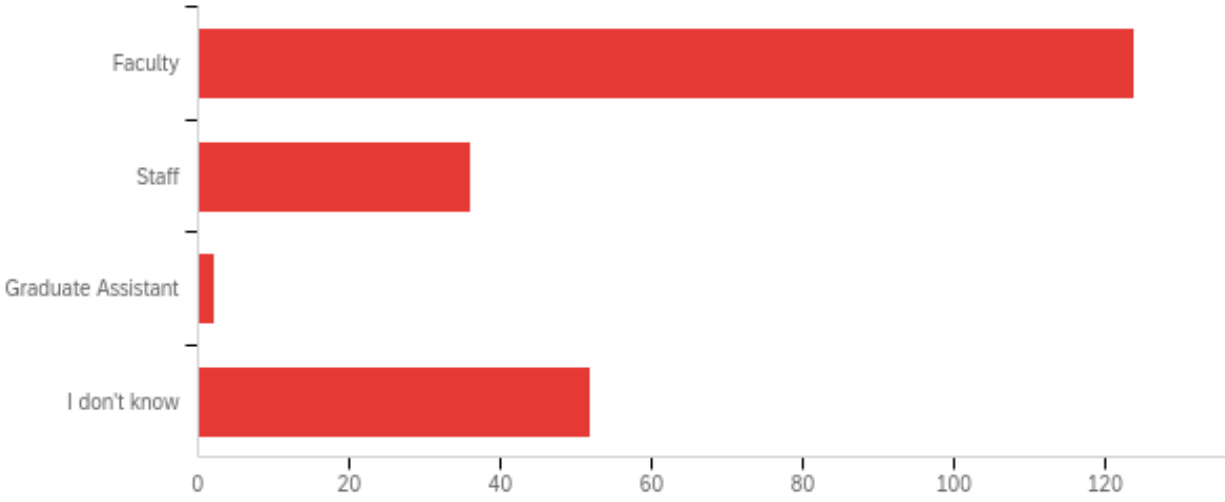
67	Microbiology	0
68	Biomedical Sciences	1
69	Cellular/Molecular Biology	2
70	Ecology/Evolutionary Biology	0
71	Chemistry	2
72	Chemistry: ACS	0
73	Forensic Chemistry	0
74	Biochemistry	3
75	Environmental Science	1
76	Geology	2
77	Integrated Science and Technology	0
78	Computer and Information Technology	4
79	Mathematics	2
80	Applied Mathematics	2
81	Natural Resources/Recreation Management	1
82	Physics	1
83	Pre-Science	0
84	Science Undecided	0
85	Computer Science	2
86	Engineering	6
87	Safety Technology	2
88	Pre-Engineering	0
89	Human Resource Management	1
90	Pre-Computer Science	0
91	Technology/Engineering Undecided	0
92	Public Health	1
93	Adult and Technical Education	0
94	Respiratory Care	0
95	Sports Administration	1

96	Information Systems	0
97	Technology Management	1
98	Philosophy	0
99	Religious Studies	0
100	Physical and Applied Science	0
101	Counseling	9
102	Edd Program	1
103	EdS program	2
104	Educational Leadership	0
105	Literacy Education	0
106	MAT Program	0
107	EdS in School Psychology	0
108	Special Education	5
109	Health Care Administration	2
110	Nurse Anesthesia	0
111	Forensic Science	1
112	MD Program	0
113	Other	22
	Total	258

Current Major: Choose all that apply: - Other	Other
Other	Health Sciences
Other	Leadership Specialist
Other	Biomechanics
Other	Digital Forensics
Other	Sports management
Other	Digital Forensics and Information Assurance
Other	Social work
Computer and Information Technology	

Other	Digital Forensics and Information Assurance
Other	Health science
Other	counseling
Other	Principalship
Other	Video production
Other	Digital Forensics
Other	Electrical engineering
Other	Health Science
Other	PSYD
Other	Education - Individualized plan of study
Other	Athletic training
Other	Journalism
Other	Sport Management
Other	Health Science and Psychology
Other, Art, Radio/TV Production, Computer and Information Technology	Video production

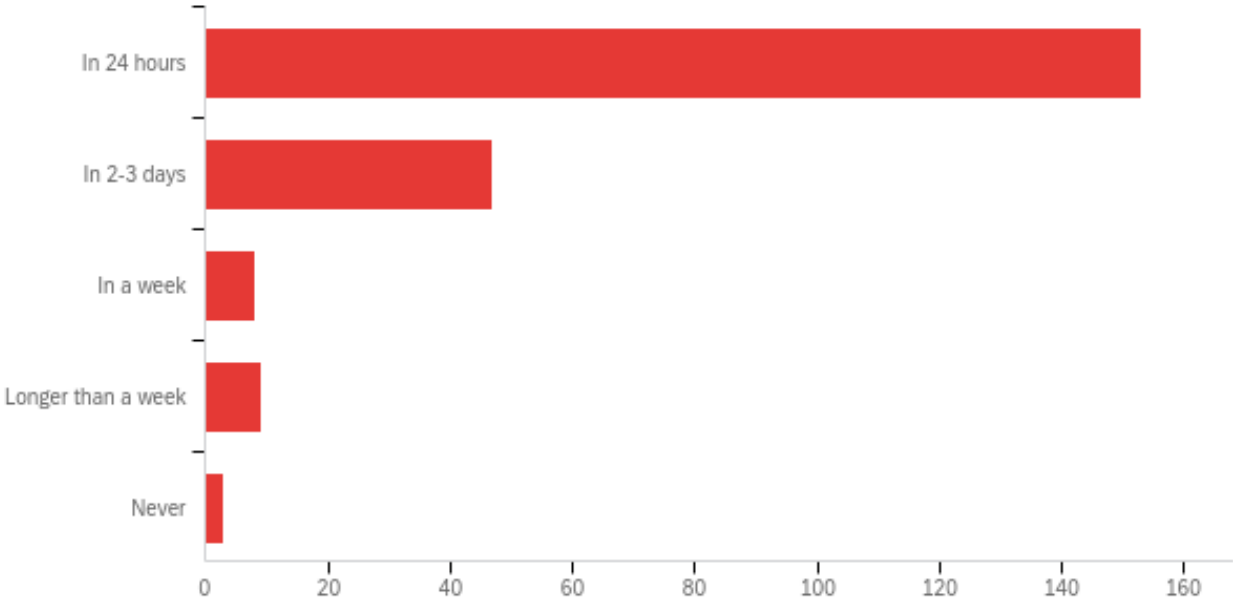
**Q5 - My academic advisor is**



#	Answer	%	Count
1	Faculty	57.94%	124
2	Staff	16.82%	36
3	Graduate Assistant	0.93%	2
4	I don't know	24.30%	52
	Total	100%	214



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



#	Answer	%	Count
1	In 24 hours	69.41%	152
2	In 2-3 days	21.46%	47
3	In a week	3.65%	8
4	Longer than a week	4.11%	9
5	Never	1.37%	3
	Total	100%	219

**Q7 - Have you changed majors while at Marshall?**

#	Answer	Count
1	Yes	69
2	No	152
	Total	221

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

#	Answer	Count
1	One Time	51
2	Two Times	8
3	Three Times	3
4	Four Times	3
5	More than Four Times	4
	Total	69

**Q9 - How many times per semester do you see your advisor for issues related to course scheduling?**

#	Answer	Count
1	Never	32
2	Once	82
3	Twice	65
4	Three Times	21
5	Four Times	5
6	Five Times	2
7	Between six and ten times	1
8	More often than ten times	1
	Total	209

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

#	Answer	Count
1	Never	84
2	Once	53
3	Twice	35
4	Three Times	11
5	Four Times	6
6	Five Times	6
7	Between six and ten times	9
8	More often than ten times	5
	Total	209

**Q11 - Is advising mandatory for you?**

#	Answer	Count
1	Yes	148
2	No	61
	Total	209

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

#	Answer	Count
1	Yes	155
2	No	54
	Total	209

**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 Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	Advising is important to me.	5	6	8	74	117
2	I feel that my advising appointments are worth my time.	11	12	14	63	105
3	I know the name of my advisor.	2	3	2	55	147
4	My advisor is easily accessible.	11	14	15	52	117
5	I am able to reach my advisor by phone.	14	22	31	45	78
6	I am able to reach my advisor by email.	5	5	4	62	132
7	I am able to reach my advisor in person.	5	9	22	62	97
8	Advising is offered during convenient operating hours.	7	7	20	69	104
9	I typically make appointments for advising.	7	27	26	64	77
10	My advisor is prepared for my advising session.	6	13	27	51	105
11	My advisor provides an appropriate academic atmosphere.	5	5	17	59	115
12	My advisor makes me feel comfortable.	5	8	19	56	119
13	My advisor is a good listener.	6	10	20	53	117
14	My advisor treats me with respect.	4	4	15	55	127
15	My advisor is patient.	2	9	16	57	120
16	My advisor ensures my privacy.	2	3	17	58	124
17	My advisor encourages me to ask questions and communicate openly during advising sessions.	6	9	24	58	105
18	My advisor answers my questions in a professional manner.	4	7	12	64	118
19	My advisor shows an interest in my academic success.	9	6	17	58	117
20	My advisor encourages my academic goals.	7	5	19	61	115
21	My advisor is knowledgeable.	4	11	15	60	115
22	My advisor provides accurate information.	7	8	19	57	115
23	My advisor gives clear explanations.	7	13	19	61	107
24	My advisor allows enough time for my appointment.	5	3	12	64	112

25	There is a shared responsibility between me and my advisor.	2	11	19	63	111
26	I attend advising sessions prepared.	1	0	13	76	108
27	After advising sessions, I feel better prepared.	5	15	17	60	103
28	Typically, my expectations of advising are met.	7	21	11	58	108
29	Overall, I am satisfied with the advising services I receive from Marshall University.	13	19	10	58	108
	Total	174	285	480	1733	3243

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Advising is important to me.	1.00	5.00	4.39	0.88	0.77	210
2	I feel that my advising appointments are worth my time.	1.00	5.00	4.17	1.13	1.28	205
3	I know the name of my advisor.	1.00	5.00	4.64	0.67	0.45	209
4	My advisor is easily accessible.	1.00	5.00	4.20	1.16	1.34	209
5	I am able to reach my advisor by phone.	1.00	5.00	3.79	1.29	1.67	191
6	I am able to reach my advisor by email.	1.00	5.00	4.50	0.85	0.72	208
7	I am able to reach my advisor in person.	1.00	5.00	4.22	0.99	0.98	195
8	Advising is offered during convenient operating hours.	1.00	5.00	4.24	0.99	0.98	207
9	I typically make appointments for advising.	1.00	5.00	3.88	1.16	1.35	201
10	My advisor is prepared for my advising session.	1.00	5.00	4.17	1.07	1.15	202
11	My advisor provides an appropriate academic atmosphere.	1.00	5.00	4.36	0.92	0.85	201
12	My advisor makes me feel comfortable.	1.00	5.00	4.33	0.96	0.93	207
13	My advisor is a good listener.	1.00	5.00	4.29	1.02	1.04	206
14	My advisor treats me with respect.	1.00	5.00	4.45	0.86	0.74	205
15	My advisor is patient.	1.00	5.00	4.39	0.88	0.78	204
16	My advisor ensures my privacy.	1.00	5.00	4.47	0.79	0.62	204
17	My advisor encourages me to ask questions and communicate openly during advising sessions.	1.00	5.00	4.22	1.02	1.03	202

18	My advisor answers my questions in a professional manner.	1.00	5.00	4.39	0.89	0.79	205
19	My advisor shows an interest in my academic success.	1.00	5.00	4.29	1.03	1.07	207
20	My advisor encourages my academic goals.	1.00	5.00	4.31	0.97	0.95	207
21	My advisor is knowledgeable.	1.00	5.00	4.32	0.96	0.92	205
22	My advisor provides accurate information.	1.00	5.00	4.29	1.01	1.03	206
23	My advisor gives clear explanations.	1.00	5.00	4.20	1.06	1.13	207
24	My advisor allows enough time for my appointment.	1.00	5.00	4.40	0.87	0.76	196
25	There is a shared responsibility between me and my advisor.	1.00	5.00	4.31	0.91	0.84	206
26	I attend advising sessions prepared.	1.00	5.00	4.46	0.66	0.44	198
27	After advising sessions, I feel better prepared.	1.00	5.00	4.21	1.04	1.08	200
28	Typically, my expectations of advising are met.	1.00	5.00	4.17	1.13	1.27	205
29	Overall, I am satisfied with the advising services I receive from Marshall University.	1.00	5.00	4.10	1.22	1.48	208

**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.	8.12%	171
2	Explained how to register for classes in my MU.	5.89%	124
3	Explained how to view the course schedule and select classes.	5.56%	117
4	Helped me learn to use Blackboard.	1.47%	31
5	Helped me with a schedule adjustment.	5.51%	116
6	Asked me how I am doing in my classes.	6.03%	127
7	Explained probation and helped me develop an Academic Improvement Plan.	0.76%	16
8	Explained my suspension and how I could return to enroll in a future term.	0.24%	5
9	Explained Financial Aid Satisfactory Academic Progress.	1.14%	24
10	Helped me with my Financial Aid Satisfactory Progress appeal.	0.67%	14

11	Talked to me about midterm D and F grades in my courses.	1.00%	21
12	Talked to me about tutoring.	1.90%	40
13	Talked to me about the Writing Center.	1.24%	26
14	Gave me advice on how to succeed in my classes.	3.52%	74
15	Encouraged me to talk to my instructor about my progress in class.	2.28%	48
16	Encouraged me to become involved in student organizations and campus activities.	1.76%	37
17	Assisted me with roommate issues.	0.19%	4
18	Gave me advice on how to work with an instructor I didn't like.	0.86%	18
19	Talked to me about withdrawing from a course(s).	1.95%	41
20	Explained the process for a complete withdrawal.	0.95%	20
21	Talked to me about adding 2nd 8-week courses.	1.28%	27
22	Explained how to calculate my GPA.	1.76%	37
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.	1.09%	23
24	Talked to me about the reference librarians in Drinko Library.	1.33%	28
25	Talked to me about academic dishonesty.	1.00%	21
26	Talked to me about the Textbook Loan Program.	0.90%	19
27	Asked if I had questions or concerns about my academic major.	5.84%	123
28	Completed my junior evaluation.	1.81%	38
29	Completed my senior evaluation.	1.28%	27
30	Talked to me about graduation requirements.	4.47%	94
31	Talked to me about general education requirements.	5.18%	109
32	Asked me questions and tried to get to know me.	4.42%	93
33	Asked about any personal concerns that might affect my academic performance.	2.71%	57
34	Shared information about him/herself in order to make me more comfortable.	2.95%	62
35	Shared information about him/herself that made me uncomfortable.	0.24%	5
36	Worked with me to review my outstanding degree requirements with Degree Works.	3.71%	78
37	Talked to me about learning (and other) disabilities and seeking accommodations.	0.52%	11
38	Referred me to other campus services (student health, counseling, psychology clinic, food pantry, etc.)	0.76%	16
39	Helped me with financial aid issues.	0.90%	19

40	Helped me resolve tuition and billing issues.	0.48%	10
41	Talked to me about changing my major.	1.85%	39
42	Talked to me about selecting a minor.	2.23%	47
43	I worked with my advisor to find the best fit major for my academic and career goals.	2.28%	48
	Total	100%	2105

### Q15 - Would you recommend your advisor to another student?

#	Answer	Count
1	Yes, please elaborate	143
2	No, please explain	43
	Total	186

Elaborations and explanations were shared with the Advising Office.

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

#	Answer	Count
1	Email	201
2	Mailed Letter	10
3	Phone	51
4	Texting	62
5	Facebook	8
6	Other	Pigeons doesn't email me back so not sure All of the above Phone 4
	Total	336



**Q17 - How can advising services better serve you?**

How can advising services better serve you?

---

All comments were shared with the Advising Office.

**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 comments were shared with the Advising Office.

**Q19 - Please provide any other comments here:**

Please provide any other comments here:

---

All comments were shared with the Advising Office.