



Advising Survey Results

Assessment Day 2021

Advising Survey-2021

April 21st 2021, 9:03 am MDT

Q1 - Current Classification:

#	Answer	Count
1	Graduate	36
2	Senior	49
3	Junior	33
4	Sophomore	25
5	Freshman	14
6	INTO Pathways	1
	Total	158

Q2 - Grade Point Average:

#	Answer	Count
1	4.00 – 3.50	96
2	3.49 – 3.00	51
3	2.99 – 2.50	8
4	2.49 – 2.00	3
5	Below 2.00	0
	Total	158

Q3 - Current College

#	Answer	Count
1	CITE	5
2	COEPD	14
3	CAM	5
4	COLA	21
5	COS	26
6	COB	24
8	RBA Program	1
9	SOM	3
10	UC	0
11	COHP	28
12	Graduate	21
13	SOP	2
14	INTO Marshall	2
	Total	152

Q4 - Current Major: Choose all that apply:

#	Answer	Count
1	Accounting	4
2	Economics: BBA	0
3	Economics: BA	0
4	International Business	1
5	Finance	3
6	Management	7
7	Management Information Systems	2
8	Marketing	3
9	Business Undecided	2
10	MBA Program	1
11	Early Childhood Education	2
12	Pharmacy	2
13	Hospitality Management	0
14	Pre-Elementary Education	0
15	Pre-Secondary Education	2
16	Elementary Education	7
17	Secondary Education	2
18	Education - Undecided	0
19	Music	3
20	Theatre	0
21	Art	3
22	Pre-Music	0
23	Music Undecided	0
24	Exercise Science	5
25	Athletic Training	0
26	Medical Imaging	2
27	Nursing - ASN	2

28	Nursing - BSN	6
29	Nursing - MSN	1
30	Physical Education	0
31	Social Work	7
32	Pre-Communication Disorders	0
33	Communication Disorders	3
34	Pre-Clinical Laboratory Science	0
35	Medical Laboratory Technician - Associate's Degree Program	1
36	Medical Technology - Bachelor's Degree Program	0
37	Cytotechnology	0
38	Pre-Dietetics	0
39	Dietetics	2
40	Pre-Health Professions	2
41	Advertising	0
42	Broadcast Journalism	0
43	Print Journalism	0
44	Public Relations	1
45	Radio/TV Production	0
46	Sports Journalism	0
47	Journalism Undecided	0
48	Anthropology	2
49	Communication Studies	2
50	Criminal Justice	4
51	English	1
52	Geography	3
53	History	0
54	Humanities	1
55	International Affairs	0
56	Japanese	0

57	German	0
58	French	0
59	Spanish	2
60	Political Science	1
61	Psychology	16
62	Sociology	1
63	Undecided	3
64	RBA Program	1
65	Bachelor of Applied Science Program	0
66	Biology	10
67	Microbiology	0
68	Biomedical Sciences	1
69	Cellular/Molecular Biology	2
70	Ecology/Evolutionary Biology	0
71	Chemistry	1
72	Chemistry: ACS	0
73	Forensic Chemistry	1
74	Biochemistry	1
75	Environmental Science	2
76	Geology	0
77	Integrated Science and Technology	0
78	Computer and Information Technology	3
79	Mathematics	0
80	Applied Mathematics	0
81	Natural Resources/Recreation Management	0
82	Physics	0
83	Pre-Science	0
84	Science Undecided	0
85	Computer Science	2

86	Engineering	3
87	Safety Technology	2
88	Pre-Engineering	0
89	Human Resource Management	2
90	Pre-Computer Science	1
91	Technology/Engineering Undecided	0
92	Public Health	0
93	Adult and Technical Education	1
94	Respiratory Care	0
95	Sports Administration	2
96	Information Systems	0
97	Technology Management	0
98	Philosophy	0
99	Religious Studies	0
100	Physical and Applied Science	0
101	Counseling	3
102	EdD Program	2
103	EdS program	0
104	Educational Leadership	1
105	Literacy Education	1
106	MAT Program	0
107	EdS in School Psychology	0
108	Special Education	0
109	Health Care Administration	2
110	Nurse Anesthesia	2
111	Forensic Science	3
112	MD Program	2
113	Other	16
	Total	179

Current Major: Choose all that apply: - Selected Choice	Other
Other	Video Production
Management	
Communication Disorders	
Management Information Systems	
Elementary Education	
Sports Administration	
Undecided	
Psychology	
Undecided	
Psychology	
Psychology	
Chemistry, Environmental Science	
Engineering	
Geography	
Counseling	
Other	Biomechanics
Educational Leadership	
Psychology	
Safety Technology	
Cellular/Molecular Biology, Other	Biological sciences
Other	Health Science
Psychology	
Management, Management Information Systems, Business Undecided	
Music	
Public Relations	
Psychology	
Pharmacy	

Pre-Secondary Education	
Biology	
Communication Disorders, Psychology	
Social Work	
Counseling	
Health Care Administration	
Nursing - ASN	
Accounting	
Accounting, Finance	
Nursing - ASN, Pre-Health Professions	
Other	Creative Writing
Anthropology	
Other	Pre-Nursing
Sociology	
Psychology	
Nursing - BSN	
Biology	
Early Childhood Education	
Medical Imaging, Undecided	
Early Childhood Education	
Biomedical Sciences	
Nursing - BSN	
Dietetics	
Communication Studies	
Medical Imaging	
Management	
Exercise Science	
Art	
Criminal Justice	

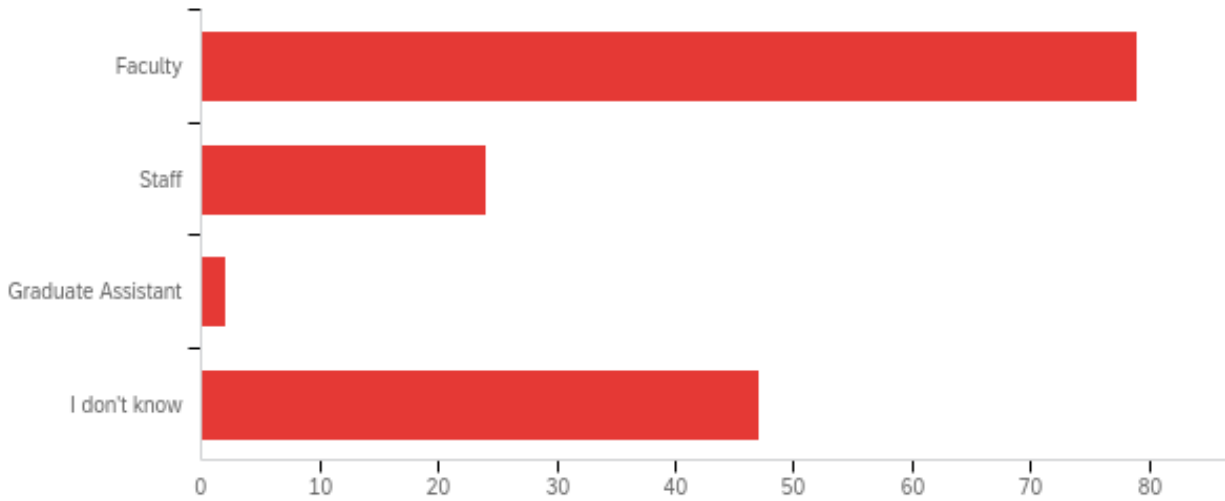
Social Work	
Exercise Science, Pre-Health Professions	
Secondary Education	
Communication Disorders, Psychology	
Social Work	
Forensic Science	
Nursing - BSN	
Biology	
Marketing	
Pre-Secondary Education, Art	
Literacy Education	
Computer Science	
Computer Science	
Medical Laboratory Technician - Associate's Degree Program	
Marketing	
Biology, Cellular/Molecular Biology	
Other	Health Sciences
Exercise Science	
Other	Entrepreneurship
Nurse Anesthesia	
Biology	
Nursing - MSN	
Criminal Justice	
Nurse Anesthesia	
Other	Physician Assistant Program
Biology, MD Program	
MBA Program	
Exercise Science	
Forensic Science	

Accounting	
Other	Masters of Leadership Studies
Elementary Education	
Sports Administration	
English, Humanities	
Nursing - BSN	
Elementary Education	
Environmental Science	
Psychology	
Spanish	
Geography	
Computer and Information Technology	
Psychology	
Other	health informatics
Forensic Science	
Other	Health Informatics
EdD Program	
Spanish	
Marketing	
MD Program	
Nursing - BSN	
Pharmacy	
Criminal Justice	
Elementary Education, Music	
Elementary Education	
Psychology	
Management	
Social Work	
Management	

Anthropology, Geography	
Management	
Secondary Education	
Computer and Information Technology	
Other	criminal justice
Human Resource Management	
Nursing - BSN	
Psychology	
Social Work	
Biology	
Elementary Education	
RBA Program	
Computer and Information Technology	
Biology	
Engineering, Other	Electrical and Computer Engineering
Human Resource Management	
Health Care Administration	
Psychology	
Biology, Biochemistry	
International Business, Business Undecided, Engineering, Safety Technology	
Elementary Education	
Psychology	
Criminal Justice	
Exercise Science	
Social Work	
Finance	
Management	
Forensic Chemistry	
Accounting	

EdD Program	
Dietetics	
Political Science	
Communication Studies	
Counseling	
Psychology, Biology	
Art	
Social Work	
Other	Forensic Science MS
Finance	
Other	Mental Health Counseling
Music	
Adult and Technical Education	
Pre-Computer Science	

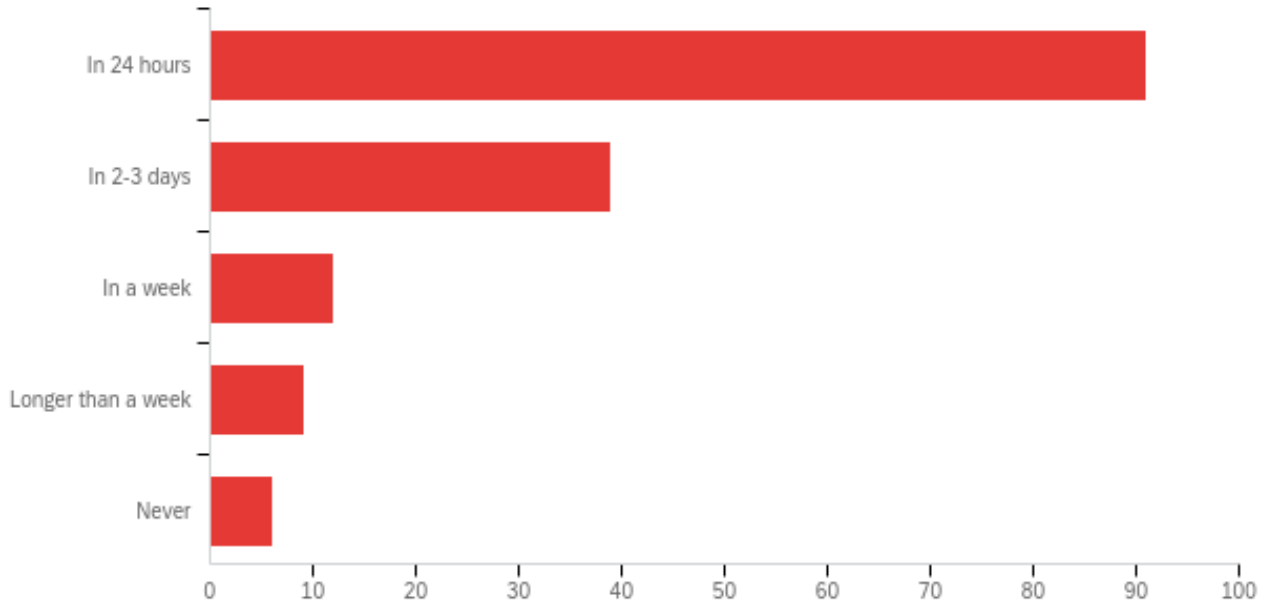
Q5 - My academic advisor is



#	Answer	%	Count
1	Faculty	51.97%	79
2	Staff	15.79%	24

3	Graduate Assistant	1.32%	2
4	I don't know	30.92%	47
	Total	100%	152

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



#	Answer	%	Count
1	In 24 hours	57.96%	91
2	In 2-3 days	24.84%	39
3	In a week	7.64%	12
4	Longer than a week	5.73%	9
5	Never	3.82%	6
	Total	100%	157

Q7 - Have you changed majors while at Marshall?

#	Answer	Count
1	Yes	53
2	No	105
	Total	158

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

#	Answer	Count
1	One Time	35
2	Two Times	12
3	Three Times	1
4	Four Times	2
5	More than Four Times	0
	Total	50

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

#	Answer	Count
1	Never	28
2	Once	68
3	Twice	38
4	Three Times	9
5	Four Times	5
6	Five Times	1
7	Between six and ten times	1
8	More often than ten times	0
	Total	150

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

#	Answer	Count
1	Never	79
2	Once	30
3	Twice	18
4	Three Times	9
5	Four Times	2
6	Five Times	6
7	Between six and ten times	2
8	More often than ten times	4
	Total	150

Q11 - Is advising mandatory for you?

#	Answer	Count
1	Yes	92
2	No	57
	Total	149

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

#	Answer	Count
1	Yes	103
2	No	47
	Total	150

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.	4	2	13	52	79
2	I feel that my advising appointments are worth my time.	9	11	17	37	75
3	I know the name of my advisor.	2	2	5	41	100
4	My advisor is easily accessible.	4	16	15	42	72
5	I am able to reach my advisor by phone.	7	8	32	31	46
6	I am able to reach my advisor by email.	4	4	7	44	91
7	I am able to reach my advisor by virtual appointment.	4	4	20	46	65
8	Advising is offered during convenient operating hours.	7	4	14	52	70
9	I typically make appointments for advising.	3	20	16	40	65
10	My advisor is prepared for my advising session.	7	9	15	40	72
11	My advisor provides an appropriate academic atmosphere.	4	6	15	41	77
12	My advisor makes me feel comfortable.	4	10	16	34	83
13	My advisor is a good listener.	4	14	13	34	79
14	My advisor treats me with respect.	3	5	14	40	86
15	My advisor is patient.	4	8	12	40	83
16	My advisor ensures my privacy.	1	2	19	42	81
17	My advisor encourages me to ask questions and communicate openly during advising sessions.	4	7	17	37	78
18	My advisor answers my questions in a professional manner.	3	9	11	42	84
19	My advisor shows an interest in my academic success.	9	5	18	33	84
20	My advisor encourages my academic goals.	8	7	18	34	80
21	My advisor is knowledgeable.	6	7	13	42	81
22	My advisor provides accurate information.	6	6	19	40	78

23	My advisor gives clear explanations.	8	10	15	38	78
24	My advisor allows enough time for my appointment.	3	4	16	40	78
25	There is a shared responsibility between me and my advisor.	5	4	20	41	76
26	I attend advising sessions prepared.	1	3	7	45	87
27	After advising sessions, I feel better prepared.	7	6	23	33	74
28	Typically, my expectations of advising are met.	13	5	15	35	76
29	Overall, I am satisfied with the advising services I receive from Marshall University.	12	15	10	31	80
	Total	156	213	445	1147	2258

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Advising is important to me.	1.00	5.00	4.33	0.89	0.80	150
2	I feel that my advising appointments are worth my time.	1.00	5.00	4.06	1.21	1.45	149
3	I know the name of my advisor.	1.00	5.00	4.57	0.74	0.55	150
4	My advisor is easily accessible.	1.00	5.00	4.09	1.12	1.25	149
5	I am able to reach my advisor by phone.	1.00	5.00	3.81	1.17	1.36	124
6	I am able to reach my advisor by email.	1.00	5.00	4.43	0.90	0.82	150
7	I am able to reach my advisor by virtual appointment.	1.00	5.00	4.18	0.98	0.95	139
8	Advising is offered during convenient operating hours.	1.00	5.00	4.18	1.04	1.08	147
9	I typically make appointments for advising.	1.00	5.00	4.00	1.14	1.31	144
10	My advisor is prepared for my advising session.	1.00	5.00	4.13	1.13	1.28	143
11	My advisor provides an appropriate academic atmosphere.	1.00	5.00	4.27	1.00	0.99	143
12	My advisor makes me feel comfortable.	1.00	5.00	4.24	1.06	1.13	147
13	My advisor is a good listener.	1.00	5.00	4.18	1.12	1.25	144
14	My advisor treats me with respect.	1.00	5.00	4.36	0.93	0.87	148
15	My advisor is patient.	1.00	5.00	4.29	1.01	1.02	147
16	My advisor ensures my privacy.	1.00	5.00	4.38	0.81	0.66	145

17	My advisor encourages me to ask questions and communicate openly during advising sessions.	1.00	5.00	4.24	1.03	1.05	143
18	My advisor answers my questions in a professional manner.	1.00	5.00	4.31	0.98	0.97	149
19	My advisor shows an interest in my academic success.	1.00	5.00	4.19	1.15	1.32	149
20	My advisor encourages my academic goals.	1.00	5.00	4.16	1.15	1.32	147
21	My advisor is knowledgeable.	1.00	5.00	4.24	1.06	1.12	149
22	My advisor provides accurate information.	1.00	5.00	4.19	1.07	1.14	149
23	My advisor gives clear explanations.	1.00	5.00	4.13	1.17	1.36	149
24	My advisor allows enough time for my appointment.	1.00	5.00	4.32	0.93	0.87	141
25	There is a shared responsibility between me and my advisor.	1.00	5.00	4.23	1.01	1.02	146
26	I attend advising sessions prepared.	1.00	5.00	4.50	0.75	0.56	143
27	After advising sessions, I feel better prepared.	1.00	5.00	4.13	1.13	1.27	143
28	Typically, my expectations of advising are met.	1.00	5.00	4.08	1.26	1.58	144
29	Overall, I am satisfied with the advising services I receive from Marshall University.	1.00	5.00	4.03	1.32	1.74	148

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.	7.53%	111
2	Explained how to register for classes in my MU.	5.63%	83
3	Explained how to view the course schedule and select classes.	5.36%	79
4	Helped me learn to use Blackboard.	1.36%	20
5	Helped me with a schedule adjustment.	6.10%	90
6	Asked me how I am doing in my classes.	6.24%	92
7	Explained probation and helped me develop an Academic Improvement Plan.	0.88%	13
8	Explained my suspension and how I could return to enroll in a future term.	0.14%	2
9	Explained Financial Aid Satisfactory Academic Progress.	1.08%	16
10	Helped me with my Financial Aid Satisfactory Progress appeal.	0.20%	3

11	Talked to me about midterm D and F grades in my courses.	0.95%	14
12	Talked to me about tutoring.	1.15%	17
13	Talked to me about the Writing Center.	0.81%	12
14	Gave me advice on how to succeed in my classes.	3.32%	49
15	Encouraged me to talk to my instructor about my progress in class.	2.17%	32
16	Encouraged me to become involved in student organizations and campus activities.	1.36%	20
17	Assisted me with roommate issues.	0.20%	3
18	Gave me advice on how to work with an instructor I didn't like.	1.15%	17
19	Talked to me about withdrawing from a course(s).	2.37%	35
20	Explained the process for a complete withdrawal.	1.56%	23
21	Talked to me about adding 2nd 8-week courses.	1.42%	21
22	Explained how to calculate my GPA.	0.95%	14
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.	1.02%	15
24	Talked to me about the reference librarians in Drinko Library.	1.22%	18
25	Talked to me about academic dishonesty.	1.36%	20
26	Talked to me about the Textbook Loan Program.	0.34%	5
27	Asked if I had questions or concerns about my academic major.	6.24%	92
28	Completed my junior evaluation.	2.37%	35
29	Completed my senior evaluation.	1.36%	20
30	Talked to me about graduation requirements.	5.22%	77
31	Talked to me about general education requirements.	5.22%	77
32	Asked me questions and tried to get to know me.	4.61%	68
33	Asked about any personal concerns that might affect my academic performance.	2.98%	44
34	Shared information about him/herself in order to make me more comfortable.	3.19%	47
35	Shared information about him/herself that made me uncomfortable.	0.47%	7
36	Worked with me to review my outstanding degree requirements with Degree Works.	3.73%	55
37	Talked to me about learning (and other) disabilities and seeking accommodations.	0.47%	7
38	Referred me to other campus services (student health, counseling, psychology clinic, food pantry, etc.)	0.54%	8
39	Helped me with financial aid issues.	1.02%	15

40	Helped me resolve tuition and billing issues.	0.34%	5
41	Talked to me about changing my major.	1.36%	20
42	Talked to me about selecting a minor.	2.71%	40
43	I worked with my advisor to find the best fit major for my academic and career goals.	2.31%	34
	Total	100%	1475

Q15 - Would you recommend your advisor to another student?

#	Answer	Count
1	Yes, please elaborate	105
2	No, please explain	33
	Total	138

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

#	Answer	Count
1	Email	146
2	Mailed Letter	4
3	Phone	37
4	Texting	39
5	Facebook	5
6	Other	1
	Total	232

Q17 - How can advising services better serve you?

All responses were shared with the Office of Advising in University College.

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

All responses were shared with the Office of Advising in University College.

Q19 - Please provide any other comments here:

All comments were shared with the Office of Advising in University College.