



## Advising Survey Results

### Assessment Day 2022

*Advising Survey-2022*

#### Q1 - Current Classification:

#	Answer	Count
1	Graduate	31
2	Senior	29
3	Junior	10
4	Sophomore	14
5	Freshman	9
6	INTO Pathways	0
	Total	93

#### Q2 - Grade Point Average:

#	Answer	Count
1	4.00 – 3.50	62
2	3.49 – 3.00	25
3	2.99 – 2.50	7
4	2.49 – 2.00	0
5	Below 2.00	0
	Total	94

### Q3 - Current College

#	Answer	Count
1	CITE	5
2	COEPD	8
3	CAM	1
4	COLA	12
5	COS	22
6	COB	8
8	RBA Program	2
9	SOM	1
10	UC	1
11	COHP	11
12	Graduate	19
13	SOP	3
14	INTO Marshall	0
15	Bill Noe Flight School	0
	Total	93

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

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

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

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

65	Bachelor of Applied Science Program	0
66	Biology	11
67	Microbiology	0
68	Biomedical Sciences	2
69	Cellular/Molecular Biology	0
70	Ecology/Evolutionary Biology	0
71	Chemistry	1
72	Chemistry: ACS	0
73	Forensic Chemistry	0
74	Biochemistry	1
75	Environmental Science	4
76	Geology	0
77	Integrated Science and Technology	0
78	Computer and Information Technology	0
79	Mathematics	2
80	Applied Mathematics	0
81	Natural Resources/Recreation Management	1
82	Physics	0
83	Pre-Science	0
84	Science Undecided	1
85	Computer Science	1
86	Engineering	4
87	Safety Technology	0
88	Pre-Engineering	0
89	Human Resource Management	0
90	Pre-Computer Science	1
91	Technology/Engineering Undecided	0
92	Public Health	0
93	Adult and Technical Education	0

94	Respiratory Care	0
95	Sports Administration	0
96	Information Systems	0
97	Technology Management	1
98	Philosophy	0
99	Religious Studies	0
100	Physical and Applied Science	0
101	Counseling	3
102	EdD Program	2
103	EdS program	1
104	Educational Leadership	0
105	Literacy Education	0
106	MAT Program	1
107	EdS in School Psychology	0
108	Special Education	0
109	Health Care Administration	2
110	Nurse Anesthesia	0
111	Forensic Science	0
112	MD Program	2
113	Other	8
	Total	103

Current Major: Choose all that apply: - Selected Choice	Other
Psychology	
Biology	
Pre-Health Professions	
Biology	
Psychology	
EdD Program	

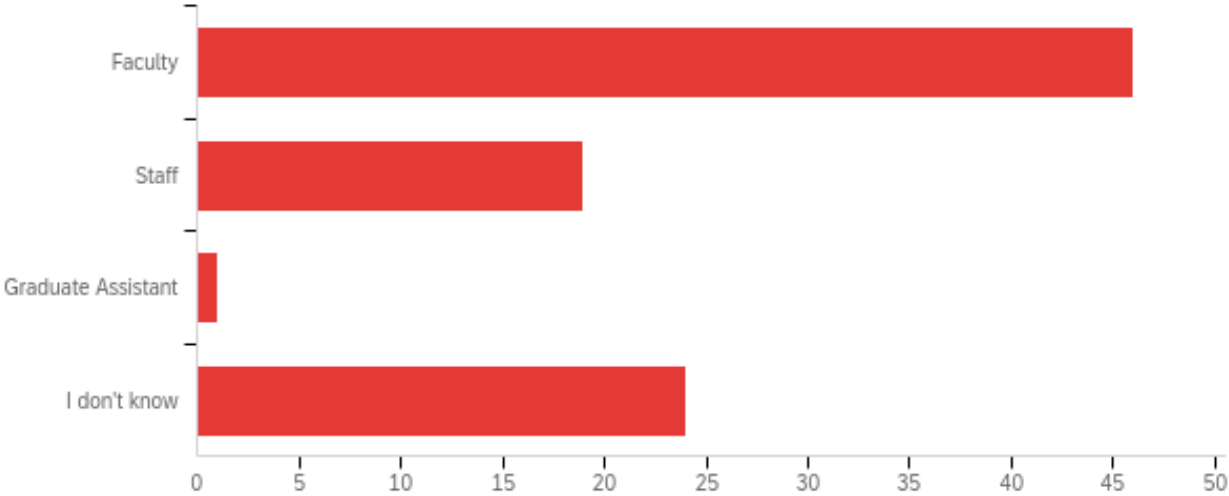
Biology	
EdS program, Other	tesl certificate
Computer Science	
Other	Cyber Forensics & Security
Biology	
Biology	
Nursing - MSN	
Environmental Science	
Other	Health Informatics
Nursing - BSN	
Undecided	
Social Work	
Psychology	
Art	
Social Work, Psychology	
Mathematics	
Social Work	
Chemistry	
Nursing - ASN	
Biology	
Pre-Health Professions	
EdD Program	
Biology	
Health Care Administration	
Engineering	
Pharmacy	
RBA Program	
Engineering	
Social Work	

Other	Pharmacy
Counseling	
MD Program	
Nursing - BSN	
Management	
Other	Health Informatics
Management, Marketing	
English	
Biochemistry	
Biology	
Exercise Science	
Health Care Administration	
Environmental Science	
Social Work	
Finance, Management	
Criminal Justice	
Counseling	
MD Program	
Natural Resources/Recreation Management	
Dietetics	
Pharmacy	
Psychology	
MAT Program	
Social Work	
Nursing - ASN	
English	
Environmental Science	
Other	Clinical Mental Health Counseling
Pre-Secondary Education	



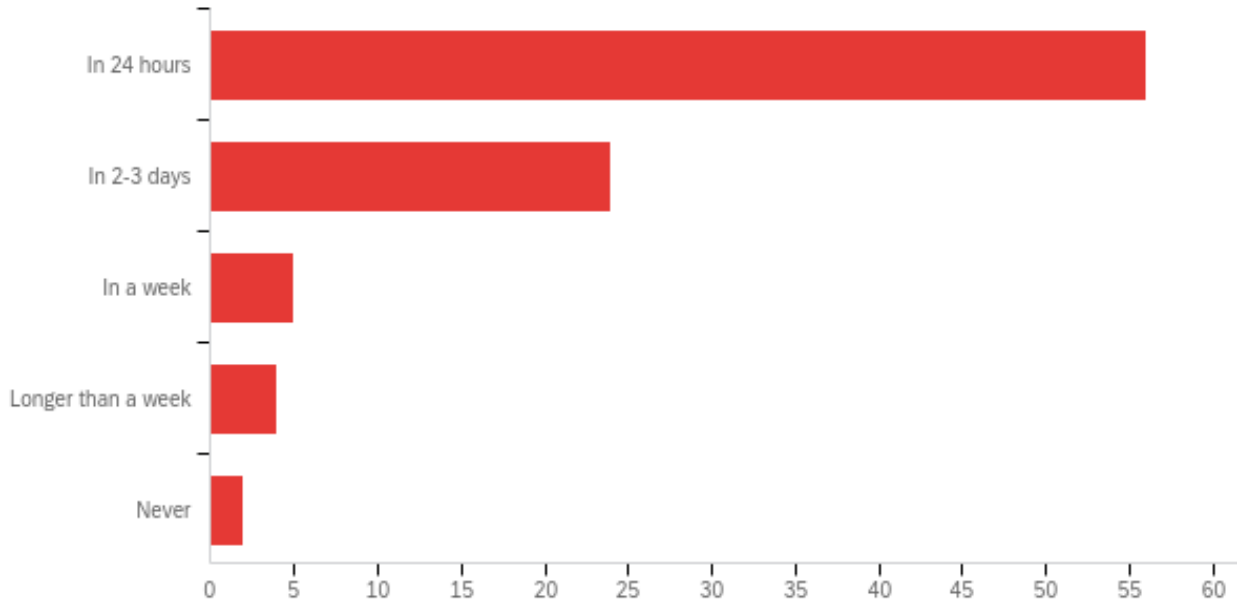
Early Childhood Education	
Elementary Education	
Engineering	
Social Work	
Nursing - MSN	
Secondary Education, Mathematics, Science Undecided	
Psychology	
Other	COUNCELING
Finance	
Engineering, Technology Management	
Pre-Elementary Education	
English	
Biology	
English	
Biology	
Biology	
Biomedical Sciences	
Environmental Science	
Japanese, Psychology	
Undecided	
Psychology	
Pre-Computer Science	
Biomedical Sciences	
Secondary Education, English	
History	
Counseling	
Other	General Business
Early Childhood Education ,RBA Program	
Accounting	

**Q5 - My academic advisor is**



#	Answer	%	Count
1	Faculty	51.11%	46
2	Staff	21.11%	19
3	Graduate Assistant	1.11%	1
4	I don't know	26.67%	24
	Total	100%	90

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



#	Answer	%	Count
1	In 24 hours	61.54%	56
2	In 2-3 days	26.37%	24
3	In a week	5.49%	5
4	Longer than a week	4.40%	4
5	Never	2.20%	2
	Total	100%	91

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

#	Answer	Count
1	Yes	29
2	No	65
	Total	94

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

#	Answer	Count
1	One Time	18
2	Two Times	6
3	Three Times	1
4	Four Times	1
5	More than Four Times	1
	Total	27

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

#	Answer	Count
1	Never	18
2	Once	44
3	Twice	16
4	Three Times	3
5	Four Times	2
6	Five Times	0
7	Between six and ten times	0
8	More often than ten times	2
	Total	85

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

#	Answer	Count
1	Never	40
2	Once	20
3	Twice	11
4	Three Times	7
5	Four Times	2
6	Five Times	2
7	Between six and ten times	2
8	More often than ten times	1
	Total	85

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

#	Answer	Count
1	Yes	56
2	No	30
	Total	86

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

#	Answer	Count
1	Yes	61
2	No	25
	Total	86

**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.	3	3	6	24	47
2	I feel that my advising appointments are worth my time.	12	6	2	16	41
3	I know the name of my advisor.	1	3	0	23	58
4	My advisor is easily accessible.	5	4	9	24	42
5	I am able to reach my advisor by phone.	4	11	7	19	30
6	I am able to reach my advisor by email.	3	2	4	25	49
7	I am able to reach my advisor by virtual appointment.	2	2	10	21	36
8	Advising is offered during convenient operating hours.	3	2	6	23	43
9	I typically make appointments for advising.	4	7	6	25	34
10	My advisor is prepared for my advising session.	4	6	4	23	40
11	My advisor provides an appropriate academic atmosphere.	2	2	3	26	43
12	My advisor makes me feel comfortable.	4	3	4	21	47
13	My advisor is a good listener.	6	3	5	18	48
14	My advisor treats me with respect.	4	2	3	19	53
15	My advisor is patient.	6	4	4	19	49
16	My advisor ensures my privacy.	1	2	4	24	48
17	My advisor encourages me to ask questions and communicate openly during advising sessions.	7	1	4	24	43
18	My advisor answers my questions in a professional manner.	4	2	0	27	48
19	My advisor shows an interest in my academic success.	5	6	3	21	47
20	My advisor encourages my academic goals.	7	3	4	20	48
21	My advisor is knowledgeable.	1	3	7	23	48
22	My advisor provides accurate information.	4	5	4	24	45

23	My advisor gives clear explanations.	6	6	3	23	44
24	My advisor allows enough time for my appointment.	3	0	8	21	42
25	There is a shared responsibility between me and my advisor.	1	7	8	20	43
26	I attend advising sessions prepared.	0	1	2	22	51
27	After advising sessions, I feel better prepared.	4	6	6	16	44
28	Typically, my expectations of advising are met.	5	9	3	20	43
29	Overall, I am satisfied with the advising services I receive from Marshall University.	8	5	6	20	44
	Total	119	116	135	631	1298

**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.	8.83%	71
2	Explained how to register for classes in my MU.	5.60%	45
3	Explained how to view the course schedule and select classes.	4.98%	40
4	Helped me learn to use Blackboard.	1.37%	11
5	Helped me with a schedule adjustment.	5.72%	46
6	Asked me how I am doing in my classes.	5.97%	48
7	Explained probation and helped me develop an Academic Improvement Plan.	0.37%	3
8	Explained my suspension and how I could return to enroll in a future term.	0.25%	2
9	Explained Financial Aid Satisfactory Academic Progress.	1.87%	15
10	Helped me with my Financial Aid Satisfactory Progress appeal.	0.50%	4
11	Talked to me about midterm D and F grades in my courses.	0.75%	6
12	Talked to me about tutoring.	1.12%	9
13	Talked to me about the Writing Center.	1.00%	8
14	Gave me advice on how to succeed in my classes.	3.36%	27
15	Encouraged me to talk to my instructor about my progress in class.	2.36%	19
16	Encouraged me to become involved in student organizations and campus activities.	1.99%	16

17	Assisted me with roommate issues.	0.25%	2
18	Gave me advice on how to work with an instructor I didn't like.	1.37%	11
19	Talked to me about withdrawing from a course(s).	1.99%	16
20	Explained the process for a complete withdrawal.	0.50%	4
21	Talked to me about adding 2nd 8-week courses.	0.75%	6
22	Explained how to calculate my GPA.	1.00%	8
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.	1.24%	10
24	Talked to me about the reference librarians in Drinko Library.	1.37%	11
25	Talked to me about academic dishonesty.	0.75%	6
26	Talked to me about the Textbook Loan Program.	0.87%	7
27	Asked if I had questions or concerns about my academic major.	5.10%	41
28	Completed my junior evaluation.	2.49%	20
29	Completed my senior evaluation.	1.99%	16
30	Talked to me about graduation requirements.	5.85%	47
31	Talked to me about general education requirements.	4.60%	37
32	Asked me questions and tried to get to know me.	3.61%	29
33	Asked about any personal concerns that might affect my academic performance.	3.36%	27
34	Shared information about him/herself in order to make me more comfortable.	3.11%	25
35	Shared information about him/herself that made me uncomfortable.	0.25%	2
36	Worked with me to review my outstanding degree requirements with Degree Works.	3.48%	28
37	Talked to me about learning (and other) disabilities and seeking accommodations.	0.50%	4
38	Referred me to other campus services (student health, counseling, psychology clinic, food pantry, etc.)	0.87%	7
39	Helped me with financial aid issues.	0.87%	7
40	Helped me resolve tuition and billing issues.	0.87%	7
41	Talked to me about changing my major.	1.49%	12
42	Talked to me about selecting a minor.	2.24%	18
43	I worked with my advisor to find the best fit major for my academic and career goals.	1.87%	15
44	Explained CPos (Course in Program of Study) to me.	1.37%	11
	Total	100%	804



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

#	Answer	Count
1	Yes, please elaborate	54
2	No, please explain	20
	Total	74

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

#	Answer	Count
1	Email	83
2	Mailed Letter	5
3	Phone	18
4	Texting	28
6	Other	3
	Total	137

What is the best way for advisors to contact you? (Check all that apply.) - Selected Choice	Other
Email	
Email, Phone, Texting	
Email	
Email	
Email, Texting	
Email, Phone, Texting	
Email	

Email	
Email, Phone, Texting	
Email, Phone, Texting	
Email	
Email, Texting	
Email	
Email, Texting	
Email	
Email, Mailed Letter, Phone, Texting	
Email	
Email	
Email, Texting	
Email	
Email	
Email, Texting	
Email	
Email	
Email	
Email, Texting	
Email	
Email	
Email	
Email	
Email	
Email	
Email	
Email	
Email	
Email	
Email	
Email, Phone	
Email, Phone	

Texting	
Email	
Email	
Email, Texting	
Email	
Email	
Email	
Email	
Email, Texting	
Email, Phone, Texting	
Email	
Email	
Email	
Email, Texting	
Email	
Email ,Phone	
Email	
Email	
Email, Phone, Texting, Other	Zoom
Email	
Email	
Email	
Email, Phone	
Email	
Email, Phone, Texting	
Email	
Email ,Mailed Letter, Phone, Texting	
Email, Mailed Letter, Phone, Texting	
Email	

Email, Phone, Texting	
Email, Texting	
Email, Phone, Texting	
Email	
Email, Texting	
Email	
Email	
Email	
Email	
Email, Texting	
Email, Mailed Letter, Phone, Texting, Other	Literally any way he can
Email	
Email	
Email	
Email, Other	Face to face
Email, Texting	
Email, Phone	
Email, Mailed Letter, Texting	
Email	

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

All responses were shared with the University Advising Office.

**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 University Advising Office.

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

All responses were shared with the University Advising Office.