



## Advising Survey Results

### Assessment Day 2023

#### Q3 - Current Classification:

#	Answer	Count
1	Graduate or Professional	45
2	Senior	37
3	Junior	20
4	Sophomore	25
5	Freshman	25
	Total	152

#### Q4 - Grade Point Average:

#	Answer	Count
1	4.00 – 3.50	94
2	3.49 – 3.00	42
3	2.99 – 2.50	11
4	2.49 – 2.00	4
5	Below 2.00	1
	Total	152

**Q5 - Current College**

#	Answer	Count
1	CECS	5
2	COEPD	19
3	CAM	8
4	COLA	28
5	COS	20
6	LCOB	16
8	RBA Program	8
9	JCESOM	2
10	UC	4
11	COHP	22
13	SOP	2
15	Bill Noe Flight School	0
	Total	134

**Q6 - Current Major: Choose all that apply:**

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

11	Early Childhood Education	1
12	Pharmacy	0
13	Hospitality Management	0
14	Pre-Elementary Education	0
15	Pre-Secondary Education	3
16	Elementary Education	2
17	Secondary Education	3
18	Education - Undecided	0
19	Music	1
20	Theatre	0
21	Art	1
22	Pre-Music	0
23	Music Undecided	0
24	Exercise Science	0
25	Athletic Training	0
26	Medical Imaging	2
27	Nursing - ASN	5
28	Nursing - BSN	11
29	Nursing - MSN	3
30	Physical Education	0
31	Social Work	8
32	Pre-Communication Disorders	1
33	Communication Disorders	2
34	Pre-Clinical Laboratory Science	0
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	1

40	Pre-Health Professions	4
41	Advertising	1
42	Broadcast Journalism	1
43	Print Journalism	0
44	Public Relations	1
45	Radio/TV Production	0
46	Sports Journalism	1
47	Journalism Undecided	2
48	Anthropology	2
49	Communication Studies	1
50	Criminal Justice	1
51	English	8
52	Geography	2
53	History	1
54	Humanities	3
55	International Affairs	0
56	Japanese	0
57	German	0
58	French	1
59	Spanish	0
60	Political Science	3
61	Psychology	9
62	Sociology	1
63	Undecided	0
64	RBA Program	7
65	Bachelor of Applied Science Program	0
66	Biology	8
67	Microbiology	1
68	Biomedical Sciences	2

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

98	Philosophy	0
99	Religious Studies	1
100	Physical and Applied Science	0
101	Counseling	8
102	EdD Program	5
103	EdS program	0
104	Educational Leadership	1
105	Literacy Education	0
106	MAT Program	1
107	EdS in School Psychology	0
108	Special Education	0
109	Health Care Administration	3
110	Nurse Anesthesia	1
111	Forensic Science	0
112	MD Program	0
113	Other	19
	Total	178

Current Major: Choose all that apply: - Selected Choice	Other
Art	
RBA Program	
Human Resource Management	
Counseling	
Public Health	
Business Undecided	
Medical Imaging	
Nursing - BSN	
Pre-Health Professions	
History, Political Science	

Psychology	
Humanities	
Educational Leadership	
Other	General Business
Anthropology, Geography, Humanities, Religious Studies	
Other	
Nursing - BSN	
Nursing - ASN, Nursing - BSN	
Mathematics	
Psychology	
Pre-Secondary Education	
English	
Psychology	
Counseling	
Medical Technology - Bachelor's Degree Program	
Nursing - ASN	
Nurse Anesthesia	
Counseling	
RBA Program	
Computer and Information Technology, Computer Science, Other	Cyber Forensics and Security
English	
Biology	
Elementary Education	
Elementary Education	
English	
Management	
Nursing - ASN	
Nursing - ASN, Nursing - BSN	
Sports Journalism	

Psychology	
Pre-Health Professions,Biology,Chemistry	
RBA Program	
Other	VideoProduction
Engineering	
Chemistry: ACS	
Social Work	
Accounting,Finance	
Nursing - MSN	
Pre-Secondary Education,English,French	
Communication Disorders	
Anthropology	
Counseling	
Management	
Other	Cyber Forensics and Security
Accounting	
RBA Program	
Social Work	
Microbiology,Biomedical Sciences,Cellular/Molecular Biology	
Counseling	
Computer Science	
Other	
EdD Program	
Other	Professional Writing
Advertising,Broadcast Journalism	
Nursing - MSN	
Counseling	
Nursing - MSN	
Other	PsyD

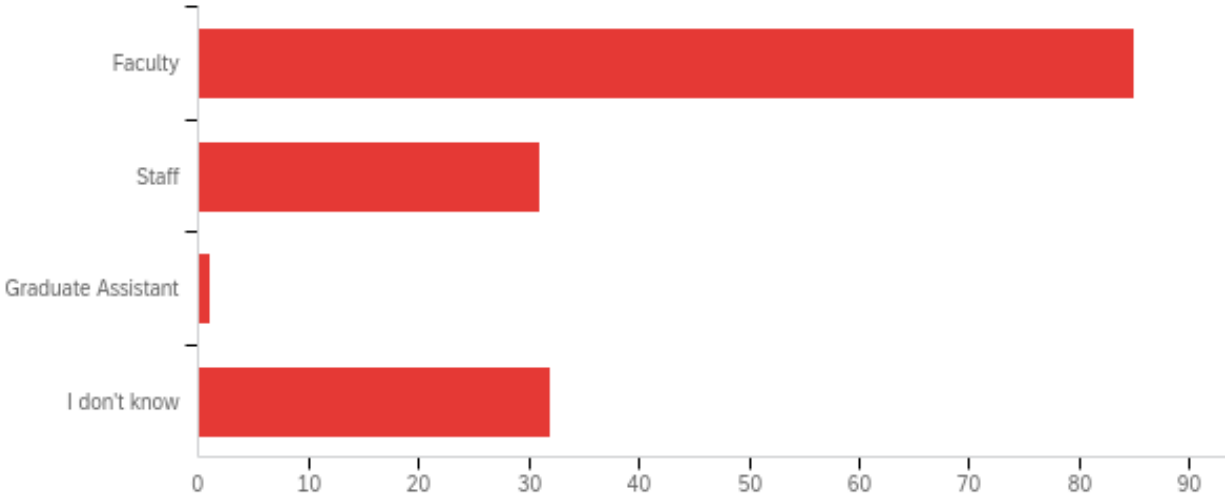


Social Work	
Secondary Education	
Secondary Education	
Human Resource Management	
Accounting	
Other	Biomedical Research
Biochemistry	
Medical Imaging,Other	Health sciences seeking medical imaging
Health Care Administration	
Other	Creative Writing
Human Resource Management	
Forensic Chemistry	
Science Undecided	
RBA Program	
Biology,Ecology/Evolutionary Biology,Environmental Science	
Geography	
Other	psychology
Public Health	
Psychology	
Computer Science	
English	
Biochemistry	
Counseling	
Criminal Justice	
Engineering	
Social Work,Psychology	
Communication Disorders	
Nursing - ASN	
Humanities,Sociology	

Social Work	
EdD Program	
English	
Biology	
MBA Program	
English	
Sports Administration	
Communication Studies	
Other	Creative Writing
Other	Undecided
Psychology	
Social Work	
Biology	
Biomedical Sciences	
English	
EdD Program	
Health Care Administration	
Nursing - BSN	
Nursing - BSN	
Counseling	
Nursing - BSN	
Engineering	
EdD Program,Other	Leadership Studies
EdD Program	
Journalism Undecided,Political Science	
RBA Program	
Other	Geography
Dietetics	
Public Relations	

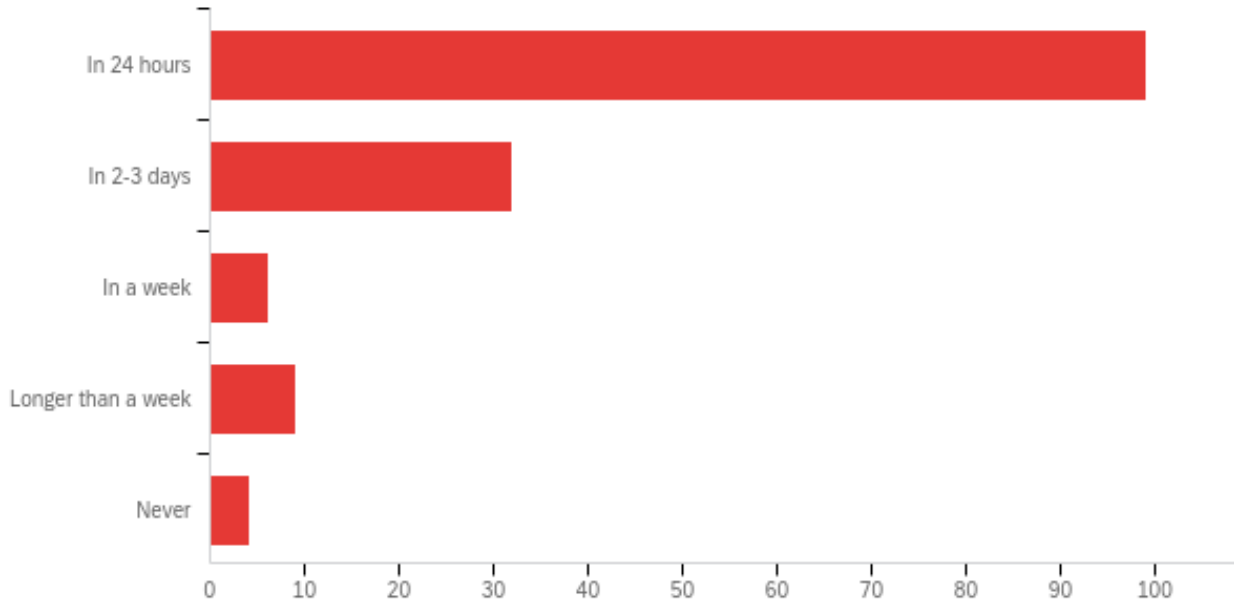
MAT Program	
Nursing - BSN	
Biology	
Pre-Secondary Education,Music	
Management,Health Care Administration	
Other	Edd Higher Ed Leadership
Political Science	
Pre-Communication Disorders	
Nursing - BSN	
Social Work	
Accounting	
Social Work	
Nursing - BSN	
Psychology	
Nursing - BSN	
Early Childhood Education	
Biology	
Other	Environmental Safety and Health
Pre-Health Professions,Psychology	
Pre-Health Professions,Other	Pre-Nursing
Biology	
Environmental Science	
Journalism Undecided	
Secondary Education	
RBA Program	

**Q7 - My academic advisor is**



#	Answer	%	Count
1	Faculty	57.05%	85
2	Staff	20.81%	31
3	Graduate Assistant	0.67%	1
4	I don't know	21.48%	32
	<b>Total</b>	<b>100%</b>	<b>149</b>

**Q8 - How quickly does your academic advisor respond to emails/phone calls?**



#	Answer	%	Count
1	In 24 hours	66.00%	99
2	In 2-3 days	21.33%	32
3	In a week	4.00%	6
4	Longer than a week	6.00%	9
5	Never	2.67%	4
	Total	100%	150

**Q9 - Have you changed majors while at Marshall?**

#	Answer	Count
1	Yes	52
2	No	102
	Total	154

**Q10 - If you have changed your major, how many times have you done this since enrolling at Marshall?**

#	Answer	Count
1	One Time	25
2	Two Times	15
3	Three Times	5
4	Four Times	2
5	More than Four Times	0
	Total	47

**Q11 - How many times per semester do you see your advisor for issues related to course scheduling?**

#	Answer	Count
1	Never	32
2	Once	57
3	Twice	27
4	Three Times	10
5	Four Times	0
6	Five Times	0
7	Between six and ten times	5
8	More often than ten times	1
	Total	132

**Q12 - On average, how many times per term do you see your advisor for non-scheduling issues?**

#	Answer	Count
1	Never	70
2	Once	21
3	Twice	20
4	Three Times	6
5	Four Times	5
6	Five Times	2
7	Between six and ten times	2
8	More often than ten times	5
	Total	131

**Q13 - Is advising mandatory for you?**

#	Answer	Count
1	Yes	73
2	No	59
	Total	132

**Q14 - Do you think advising should be mandatory for all students?**

#	Answer	Count
1	Yes	96
2	No	36
	Total	132

**Q15 - 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.	1	4	9	52	64
2	I feel that my advising appointments are worth my time.	5	6	8	45	60
3	I know the name of my advisor.	1	2	2	28	98
4	My advisor is easily accessible.	3	8	13	32	75
5	I am able to reach my advisor by phone.	2	14	23	28	49
6	I am able to reach my advisor by email.	3	6	6	37	78
7	I am able to reach my advisor by virtual appointment.	1	5	23	28	58
8	Advising is offered during convenient operating hours.	2	4	13	47	58
9	I typically make appointments for advising.	4	15	18	39	44
10	My advisor is prepared for my advising session.	2	5	12	40	62
11	My advisor provides an appropriate academic atmosphere.	1	5	8	38	72
12	My advisor makes me feel comfortable.	2	2	10	36	74
13	My advisor is a good listener.	2	4	11	30	75
14	My advisor treats me with respect.	2	1	6	31	83
15	My advisor is patient.	0	3	10	30	79
16	My advisor ensures my privacy.	0	1	15	30	75
17	My advisor encourages me to ask questions and communicate openly during advising sessions.	1	1	14	31	74
18	My advisor answers my questions in a professional manner.	1	1	8	39	77
19	My advisor shows an interest in my academic success.	0	4	11	33	79
20	My advisor encourages my academic goals.	0	4	15	29	77
21	My advisor is knowledgeable.	3	4	10	32	78
22	My advisor provides accurate information.	1	2	16	33	74
23	My advisor gives clear explanations.	4	3	16	33	72



24	My advisor allows enough time for my appointment.	0	1	10	36	72
25	There is a shared responsibility between me and my advisor.	1	5	8	41	69
26	I attend advising sessions prepared.	0	2	8	37	71
27	After advising sessions, I feel better prepared.	3	2	12	35	65
28	Typically, my expectations of advising are met.	4	3	15	33	67
29	Overall, I am satisfied with the advising services I receive from Marshall University.	6	10	12	31	70
	Total	55	127	342	1014	2049

#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Advising is important to me.	1.00	5.00	4.34	0.80	0.64	130
2	I feel that my advising appointments are worth my time.	1.00	5.00	4.20	1.03	1.06	124
3	I know the name of my advisor.	1.00	5.00	4.68	0.66	0.43	131
4	My advisor is easily accessible.	1.00	5.00	4.28	1.02	1.04	131
5	I am able to reach my advisor by phone.	1.00	5.00	3.93	1.12	1.25	116
6	I am able to reach my advisor by email.	1.00	5.00	4.39	0.94	0.88	130
7	I am able to reach my advisor by virtual appointment.	1.00	5.00	4.19	0.96	0.92	115
8	Advising is offered during convenient operating hours.	1.00	5.00	4.25	0.89	0.78	124
9	I typically make appointments for advising.	1.00	5.00	3.87	1.14	1.30	120
10	My advisor is prepared for my advising session.	1.00	5.00	4.28	0.92	0.85	121
11	My advisor provides an appropriate academic atmosphere.	1.00	5.00	4.41	0.84	0.71	124
12	My advisor makes me feel comfortable.	1.00	5.00	4.44	0.84	0.70	124
13	My advisor is a good listener.	1.00	5.00	4.41	0.90	0.82	122
14	My advisor treats me with respect.	1.00	5.00	4.56	0.77	0.59	123
15	My advisor is patient.	2.00	5.00	4.52	0.75	0.56	122
16	My advisor ensures my privacy.	2.00	5.00	4.48	0.74	0.55	121

17	My advisor encourages me to ask questions and communicate openly during advising sessions.	1.00	5.00	4.45	0.79	0.63	121
18	My advisor answers my questions in a professional manner.	1.00	5.00	4.51	0.72	0.52	126
19	My advisor shows an interest in my academic success.	2.00	5.00	4.47	0.78	0.61	127
20	My advisor encourages my academic goals.	2.00	5.00	4.43	0.82	0.68	125
21	My advisor is knowledgeable.	1.00	5.00	4.40	0.93	0.87	127
22	My advisor provides accurate information.	1.00	5.00	4.40	0.83	0.69	126
23	My advisor gives clear explanations.	1.00	5.00	4.30	0.99	0.97	128
24	My advisor allows enough time for my appointment.	2.00	5.00	4.50	0.68	0.47	119
25	There is a shared responsibility between me and my advisor.	1.00	5.00	4.39	0.84	0.70	124
26	I attend advising sessions prepared.	2.00	5.00	4.50	0.70	0.49	118
27	After advising sessions, I feel better prepared.	1.00	5.00	4.34	0.92	0.84	117
28	Typically, my expectations of advising are met.	1.00	5.00	4.28	0.99	0.99	122
29	Overall, I am satisfied with the advising services I receive from Marshall University.	1.00	5.00	4.16	1.16	1.34	129

**Q16 - 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.	8.60%	103
2	Explained how to register for classes in my MU.	5.51%	66
3	Explained how to view the course schedule and select classes.	5.26%	63
4	Helped me learn to use Blackboard.	1.25%	15
5	Helped me with a schedule adjustment.	6.18%	74
6	Asked me how I am doing in my classes.	6.34%	76
7	Explained probation and helped me develop an Academic Improvement Plan.	0.58%	7
8	Explained my suspension and how I could return to enroll in a future term.	0.25%	3
9	Explained Financial Aid Satisfactory Academic Progress.	1.00%	12
10	Helped me with my Financial Aid Satisfactory Progress appeal.	0.42%	5
11	Talked to me about midterm D and F grades in my courses.	0.92%	11
12	Talked to me about tutoring.	1.59%	19
13	Talked to me about the Writing Center.	1.00%	12
14	Gave me advice on how to succeed in my classes.	3.34%	40
15	Encouraged me to talk to my instructor about my progress in class.	2.00%	24
16	Encouraged me to become involved in student organizations and campus activities.	1.75%	21
17	Assisted me with roommate issues.	0.17%	2
18	Gave me advice on how to work with an instructor I didn't like.	0.83%	10
19	Talked to me about withdrawing from a course(s).	2.17%	26
20	Explained the process for a complete withdrawal.	1.25%	15
21	Talked to me about adding 2nd 8-week courses.	1.75%	21
22	Explained how to calculate my GPA.	1.00%	12
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.	0.83%	10
24	Talked to me about the reference librarians in Drinko Library.	1.09%	13
25	Talked to me about academic dishonesty.	0.92%	11
26	Talked to me about the Textbook Loan Program.	0.67%	8

27	Asked if I had questions or concerns about my academic major.	6.09%	73
28	Completed my junior evaluation.	1.59%	19
29	Completed my senior evaluation.	1.09%	13
30	Talked to me about graduation requirements.	5.09%	61
31	Talked to me about general education requirements.	4.84%	58
32	Asked me questions and tried to get to know me.	3.92%	47
33	Asked about any personal concerns that might affect my academic performance.	2.50%	30
34	Shared information about him/herself in order to make me more comfortable.	3.67%	44
35	Shared information about him/herself that made me uncomfortable.	0.25%	3
36	Worked with me to review my outstanding degree requirements with Degree Works.	4.01%	48
37	Talked to me about learning (and other) disabilities and seeking accommodations.	0.58%	7
38	Referred me to other campus services (student health, counseling, psychology clinic, food pantry, etc.)	0.92%	11
39	Helped me with financial aid issues.	1.09%	13
40	Helped me resolve tuition and billing issues.	0.92%	11
41	Talked to me about changing my major.	1.25%	15
42	Talked to me about selecting a minor.	2.59%	31
43	I worked with my advisor to find the best fit major for my academic and career goals.	1.84%	22
44	Explained CPoS (Course in Program of Study) to me.	1.09%	13
	Total	100%	1198

### Q17 - Would you recommend your advisor to another student?

#	Answer	Count
1	Yes, please elaborate	96
2	No, please explain	19
	Total	115

**Q18 - What is the best way for advisors to contact you? (Check all that apply.)**

#	Answer	Count
1	Email	127
2	Mailed Letter	3
3	Phone	36
4	Texting	49
6	Other	2
	Total	217

What is the best way for advisors to contact you? (Check all that apply.) - Selected Choice	Other
Email,Texting	
Email,Phone,Texting	
Email,Mailed Letter,Phone,Texting	
Email,Phone,Texting	
Email,Other	in person
Email,Texting	
Email	
Email,Phone	
Email,Phone,Texting	
Email	
Email,Phone,Texting	
Other	
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**Q19 - How can advising services better serve you?**

How can advising services better serve you?

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All responses were shared with the Director of Academic Advising

**Q20 - 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.

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All responses were shared with the Director of Academic Advising.

**Q21 - Please provide any other comments here:**

Please provide any other comments here:

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All comments were shared with the Director of Academic Advising.