

# Marshall University Student Satisfaction Survey 2023-2024 School Year Undergraduate Students Board of Regents

## Survey Timeline

### Summer 2023 Survey:

- Open Date – June 27, 2023
- Close Date – December 27, 2023

### Fall 2023 Survey:

- Open Date – October 24, 2023
- Close Date – May 4, 2024

### Spring 2024 Survey:

- Open Date – March 11, 2024
- Close Date – September 23, 2024

## Report Content

- Student Demographics and Experience Data
- University Academic Career Questions
- University Reflection Questions
- University Quality Questions: Teaching, Advising, Academic Support Services, Classroom/Lab Facilities, Online Learning
- Board of Regents Questions
  - Fall 2023 Satisfaction Questions

## Student Demographics and Experience Data - Board of Regents Undergraduate Student Responses - Fall 2023 & Spring 2024

Upon graduation, what was the dollar amount of your educational loan indebtedness?	# of Responses	% of Responses
a. \$0/No indebtedness	8	29%
b. Up to \$4,999	2	7%
c. \$5,000 - \$9,999	4	14%
d. \$10,000 - \$14,999	1	4%
e. \$15,000 - \$19,999	3	11%
f. \$20,000 - \$24,999	2	7%
h. \$30,000 - \$34,999	1	4%
i. \$35,000 - \$39,999	1	4%
j. \$40,000 - \$44,999	2	7%
k. \$50,000 or more	4	14%
<b>Total</b>	<b>28</b>	<b>100%</b>

During the last year of your studies, how many hours a week did you work while attending classes?	# of Responses	% of Responses
1 to 10	3	10%
11 to 20	3	10%
21 to 30	1	3%
More than 30	21	72%
None	1	3%
<b>Total</b>	<b>29</b>	<b>100%</b>

If you answered "working" as your primary plans after graduation, was this position	# of Responses	% of Responses
did not answer "working"	8	28%
hybrid	4	14%
in-person	17	59%
<b>Total</b>	<b>29</b>	<b>100%</b>

Did you take part in an internship, practicum or other structured work experience related to your major and anticipated career?	# of Responses	% of Responses
No	23	79%
Yes	6	21%
<b>Total</b>	<b>29</b>	<b>100%</b>

If you answered Yes to the previous question, did that experience increase your ability to secure employment or employment offers?	# of Responses	% of Responses
Yes	5	83%
No	1	17%
<b>Total</b>	<b>6</b>	<b>100%</b>

*Residence at time of Admission	# of Students	% of Students
In State	22	76%
Metro	4	14%
Out of State	3	10%
<b>Total</b>	<b>29</b>	<b>100%</b>

*Number of Semesters to Complete Degree	# of Students	% of Students
a. Less than 8	8	28%
c. 9 to 10	6	21%
d. 11 to 12	4	14%
e. 13 to 20	10	34%
f. More than 20	1	3%
<b>Total</b>	<b>29</b>	<b>100%</b>

*How did the student arrive at Marshall?	# of Students	% of Students
Originally enrolled and stayed	12	41%
Transferred from a 2-year institution	12	41%
Transferred from a 4-year institution	5	17%
<b>Total</b>	<b>29</b>	<b>100%</b>

\*Data compiled from Marshall University Institutional Research and Planning, not from survey responses.

**The following questions relate to information taught in courses you may have taken early in your academic career, such as English, math, social sciences, etc. While pursuing my degree at Marshall University...**

My classes challenged me to analyze and evaluate issues and to solve real-world problems in a manner that is ethical and supportive of our civic well-being.

	# of Responses	% of Responses
a. Strongly Agree	6	21%
b. Agree	18	62%
c. Neutral	4	14%
e. Strongly Disagree	1	3%
<b>Total</b>	<b>29</b>	<b>100%</b>

I used knowledge from more than one area of study to explore issues or to solve problems.

	# of Responses	% of Responses
a. Strongly Agree	7	25%
b. Agree	19	68%
c. Neutral	1	4%
d. Disagree	1	4%
<b>Total</b>	<b>28</b>	<b>100%</b>

I determined how to improve my own learning and to engage in lifelong learning.

	# of Responses	% of Responses
a. Strongly Agree	8	28%
b. Agree	20	69%
c. Neutral	1	3%
<b>Total</b>	<b>29</b>	<b>100%</b>

I learned to analyze my own values and to examine other viewpoints and credible evidence.

	# of Responses	% of Responses
a. Strongly Agree	7	24%
b. Agree	19	66%
c. Neutral	3	10%
<b>Total</b>	<b>29</b>	<b>100%</b>

Writing intensive courses enhanced my learning experience.

	# of Responses	% of Responses
b. Agree	12	71%
c. Neutral	3	18%
d. Disagree	2	12%
<b>Total</b>	<b>17</b>	<b>100%</b>

I learned to examine issues from multiple perspectives.

	# of Responses	% of Responses
a. Strongly Agree	7	24%
b. Agree	18	62%
c. Neutral	3	10%
d. Disagree	1	3%
<b>Total</b>	<b>29</b>	<b>100%</b>

I developed multicultural and global perspectives.

	# of Responses	% of Responses
a. Strongly Agree	6	21%
b. Agree	16	55%
c. Neutral	6	21%
d. Disagree	1	3%
<b>Total</b>	<b>29</b>	<b>100%</b>

I learned to use what I know to solve novel problems.

	# of Responses	% of Responses
a. Strongly Agree	6	21%
b. Agree	17	59%
c. Neutral	6	21%
<b>Total</b>	<b>29</b>	<b>100%</b>

**The following questions relate to information taught in courses you may have taken early in your academic career, such as English, math, social sciences, etc. While pursuing my degree at Marshall University... CONT'D**

I developed the ability to express myself effectively through speaking.	# of Responses	% of Responses
a. Strongly Agree	7	24%
b. Agree	18	62%
c. Neutral	4	14%
<b>Total</b>	<b>29</b>	<b>100%</b>

I developed the ability to write effectively.	# of Responses	% of Responses
a. Strongly Agree	5	17%
b. Agree	21	72%
c. Neutral	3	10%
<b>Total</b>	<b>29</b>	<b>100%</b>

I learned to find scholarly information, to evaluate it critically and to use it effectively.	# of Responses	% of Responses
a. Strongly Agree	6	21%
b. Agree	19	66%
c. Neutral	1	3%
d. Disagree	3	10%
<b>Total</b>	<b>29</b>	<b>100%</b>

My capstone course, final degree project, or experience challenged me to do my best work.	# of Responses	% of Responses
a. Strongly Agree	5	17%
b. Agree	9	31%
c. Neutral	11	38%
Not Applicable	4	14%
<b>Total</b>	<b>29</b>	<b>100%</b>

I used numerical information to explore real world problems.	# of Responses	% of Responses
a. Strongly Agree	4	14%
b. Agree	16	55%
c. Neutral	8	28%
e. Strongly Disagree	1	3%
<b>Total</b>	<b>29</b>	<b>100%</b>

I gained expertise in the use of software, programs, or technology important in my major field.	# of Responses	% of Responses
a. Strongly Agree	6	21%
b. Agree	17	59%
c. Neutral	6	21%
<b>Total</b>	<b>29</b>	<b>100%</b>

## Now that I've completed my degree...

I believe that Marshall University's program in my major field is of high quality.	# of Responses	% of Responses
a. Strongly Agree	6	21%
b. Agree	16	57%
c. Neutral	4	14%
d. Disagree	2	7%
<b>Total</b>	<b>28</b>	<b>100%</b>

I would recommend Marshall to prospective students.	# of Responses	% of Responses
a. Strongly Agree	6	21%
b. Agree	21	72%
c. Neutral	2	7%
<b>Total</b>	<b>29</b>	<b>100%</b>

I feel adequately prepared for a career and/or graduate or professional study in my field.	# of Responses	% of Responses
a. Strongly Agree	7	25%
b. Agree	15	54%
c. Neutral	5	18%
e. Strongly Disagree	1	4%
<b>Total</b>	<b>28</b>	<b>100%</b>

I would recommend to others that they study the same program at Marshall.	# of Responses	% of Responses
a. Strongly Agree	6	21%
b. Agree	15	54%
c. Neutral	5	18%
d. Disagree	2	7%
<b>Total</b>	<b>28</b>	<b>100%</b>

## Please rate your level of satisfaction with the quality of the following at Marshall.

Teaching	#	%
a. Very Satisfied	5	17%
b. Satisfied	21	72%
c. Neutral	2	7%
d. Dissatisfied	1	3%
<b>Total</b>	<b>29</b>	<b>100%</b>

Advising	#	%
a. Very Satisfied	3	10%
b. Satisfied	15	52%
c. Neutral	6	21%
d. Dissatisfied	5	17%
<b>Total</b>	<b>29</b>	<b>100%</b>

Academic Support Services	#	%
a. Very Satisfied	4	14%
b. Satisfied	16	55%
c. Neutral	5	17%
d. Dissatisfied	3	10%
e. Very Dissatisfied	1	3%
<b>Total</b>	<b>29</b>	<b>100%</b>

Classroom/Lab Facilities (rate only if you have taken courses on the main campus or at another Marshall location)	#	%
a. Very Satisfied	4	15%
b. Satisfied	16	59%
c. Neutral	7	26%
<b>Total</b>	<b>27</b>	<b>100%</b>

Online learning experience (rate only if you have taken online courses)	#	%
a. Very Satisfied	6	21%
b. Satisfied	19	66%
c. Neutral	4	14%
<b>Total</b>	<b>29</b>	<b>100%</b>

## Board of Regents Satisfaction Questions - Undergraduate Student Responses - asked only in Fall 2023

After entering the RBA program, did you finish your coursework	# of Responses	% of Responses
Online	10	67%
in a combination of the above	3	20%
in face-to-face classes	2	13%
<b>Total</b>	<b>15</b>	<b>100%</b>

Please indicate your level of satisfaction with these elements of your experience in the RBA program.	# of Responses	% of Responses
Learning Experiences in your online courses	8	53%
Learning Experiences in your face-to-face classes	4	27%
Earning credits through portfolios or other college equivalent credits (if applicable)	3	20%
<b>Total</b>	<b>15</b>	<b>100%</b>

How does your level of satisfaction with the RBA program compare with your satisfaction with previous programs?	# of Responses	% of Responses
Equal satisfaction both programs	8	53%
More satisfied with the RBA program	5	33%
More satisfied with previous program	2	13%
<b>Total</b>	<b>15</b>	<b>100%</b>

How satisfied were you with the admissions or intercollege transfer process?	# of Responses	% of Responses
b. satisfied	12	80%
c somewhat satisfied	2	13%
d. somewhat dissatisfied	1	7%
<b>Total</b>	<b>15</b>	<b>100%</b>

Explain why you felt that way about the admissions or intercollege transfer process

Always helpful

everything was online and staff was helpful when needed

I would recommend Marshall. Painless process

Na

There's no option to describe what I did. I started at Marshall, Transferred and then Transferred back.

They were very thorough and helpful.

Explain why you were more or less satisfied with the RBA program as compared to previous programs.

Covid-19

Ease of usage

Everything was great about the program!

I was satisfied with both programs but that I switch to what was best for my education in graduating

It allowed me to explore my education

The science department didn't have tutoring for two years that I needed it and feel like they let me down and wasted my money

Was refused advising and help by advisors and dean in RBA program.

\*No satisfaction questions were asked in Spring 2024.