

Marshall University Student Satisfaction Survey 2023-2024 School Year Undergraduates

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
- Academic Career Questions
- Reflection Questions
- Quality Questions: Teaching, Advising, Academic Support Services, Classroom/Lab Facilities, Online Learning

Student Demographics and Experience Data

Upon graduation, what was the dollar amount of your educational loan indebtedness?	# of Responses	% of Responses
a. \$0/No indebtedness	232	46%
b. Up to \$4,999	22	4%
c. \$5,000 - \$9,999	35	7%
d. \$10,000 - \$14,999	24	5%
e. \$15,000 - \$19,999	40	8%
f. \$20,000 - \$24,999	37	7%
g. \$25,000 - \$29,999	32	6%
h. \$30,000 - \$34,999	24	5%
i. \$35,000 - \$39,999	8	2%
j. \$40,000 - \$44,999	20	4%
k. \$50,000 or more	25	5%
Total	499	100%

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	71	14%
11 to 20	139	27%
21 to 30	97	19%
More than 30	104	20%
None	101	20%
Total	512	100%

If you answered "working" as your primary plans after graduation, was this position	# of Responses	% of Responses
did not answer "working"	224	44%
hybrid	26	5%
in-person	243	48%
remote	12	2%
Total	505	100%

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	226	44%
Yes	284	56%
Total	510	100%

If you answered Yes to the previous question, did that experience increase your ability to secure employment or employment offers?	# of Responses	% of Responses
Insufficient information to answer this question	29	10%
No	47	16%
Yes	209	73%
Total	285	100%

*Residence at time of Admission	# of Students	% of Students
In State	385	75%
Metro	54	11%
Out of State	73	14%
Total	512	100%

*Number of Semesters to Complete Degree	# of Students	% of Students
a. Less than 8	120	23%
b. 8	108	21%
c. 9 to 10	138	27%
d. 11 to 12	92	18%
e. 13 to 20	48	9%
f. More than 20	6	1%
Total	512	100%

*How did the student arrive at Marshall?	# of Students	% Students
Originally enrolled and stayed	401	78%
Transferred from a 2-year institution	42	8%
Transferred from a 4-year institution	69	13%
Total	512	100%

*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	151	30%
b. Agree	316	62%
c. Neutral	37	7%
d. Disagree	4	1%
e. Strongly Disagree	1	0%
Total	509	100%

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

	# of Responses	% of Responses
a. Strongly Agree	163	32%
b. Agree	316	62%
c. Neutral	25	5%
d. Disagree	3	1%
Total	507	100%

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

	# of Responses	% of Responses
a. Strongly Agree	153	30%
b. Agree	329	65%
c. Neutral	25	5%
d. Disagree	1	0%
Total	508	100%

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

	# of Responses	% of Responses
a. Strongly Agree	152	30%
b. Agree	325	64%
c. Neutral	30	6%
d. Disagree	2	0%
Total	509	100%

Writing intensive courses enhanced my learning experience.

	# of Responses	% of Responses
a. Strongly Agree	118	24%
b. Agree	259	52%
c. Neutral	91	18%
d. Disagree	25	5%
e. Strongly Disagree	3	1%
Total	496	100%

I learned to examine issues from multiple perspectives.

	# of Responses	% of Responses
a. Strongly Agree	159	31%
b. Agree	313	62%
c. Neutral	35	7%
d. Disagree	1	0%
Total	508	100%

I developed multicultural and global perspectives.

	# of Responses	% of Responses
a. Strongly Agree	127	25%
b. Agree	293	58%
c. Neutral	75	15%
d. Disagree	13	3%
e. Strongly Disagree	1	0%
Total	509	100%

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

	# of Responses	% of Responses
a. Strongly Agree	140	28%
b. Agree	310	61%
c. Neutral	54	11%
d. Disagree	3	1%
Total	507	100%

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	144	28%
b. Agree	313	62%
c. Neutral	46	9%
d. Disagree	5	1%
Total	508	100%

I learned to find scholarly information, to evaluate it critically and to use it effectively.	# of Responses	% of Responses
a. Strongly Agree	158	31%
b. Agree	306	60%
c. Neutral	35	7%
d. Disagree	9	2%
Total	508	100%

I used numerical information to explore real world problems.	# of Responses	% of Responses
a. Strongly Agree	118	23%
b. Agree	294	58%
c. Neutral	76	15%
d. Disagree	18	4%
e. Strongly Disagree	2	0%
Total	508	100%

I developed the ability to write effectively.	# of Responses	% of Responses
a. Strongly Agree	159	31%
b. Agree	313	61%
c. Neutral	35	7%
d. Disagree	3	1%
Total	510	100%

My capstone course, final degree project, or experience challenged me to do my best work.	# of Responses	% of Responses
a. Strongly Agree	182	36%
b. Agree	264	52%
c. Neutral	44	9%
d. Disagree	8	2%
e. Strongly Disagree	5	1%
Not Applicable	6	1%
Total	509	100%

I gained expertise in the use of software, programs, or technology important in my major field.	# of Responses	% of Responses
a. Strongly Agree	127	25%
b. Agree	304	60%
c. Neutral	62	12%
d. Disagree	15	3%
e. Strongly Disagree	1	0%
Total	509	100%

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	148	29%
b. Agree	284	56%
c. Neutral	50	10%
d. Disagree	20	4%
e. Strongly Disagree	4	1%
Total	506	100%

I would recommend Marshall to prospective students.	# of Responses	% of Responses
a. Strongly Agree	157	31%
b. Agree	310	61%
c. Neutral	38	7%
d. Disagree	3	1%
Total	508	100%

I feel adequately prepared for a career and/or graduate or professional study in my field.	# of Responses	% of Responses
a. Strongly Agree	124	25%
b. Agree	303	60%
c. Neutral	64	13%
d. Disagree	10	2%
e. Strongly Disagree	5	1%
Total	506	100%

I would recommend to others that they study the same program at Marshall.	# of Responses	% of Responses
a. Strongly Agree	144	28%
b. Agree	293	58%
c. Neutral	51	10%
d. Disagree	17	3%
e. Strongly Disagree	2	0%
Total	507	100%

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

Teaching	#	%
a. Very Satisfied	105	21%
b. Satisfied	311	61%
c. Neutral	75	15%
d. Dissatisfied	15	3%
e. Very Dissatisfied	2	0%
Total	508	100%

Advising	#	%
a. Very Satisfied	119	24%
b. Satisfied	250	50%
c. Neutral	86	17%
d. Dissatisfied	43	9%
e. Very Dissatisfied	7	1%
Total	505	100%

Academic Support Services	#	%
a. Very Satisfied	101	20%
b. Satisfied	255	51%
c. Neutral	130	26%
d. Dissatisfied	15	3%
e. Very Dissatisfied	3	1%
Total	504	100%

Classroom/Lab Facilities (rate only if you have taken courses on the main campus or at another Marshall location)	#	%
a. Very Satisfied	98	20%
b. Satisfied	288	59%
c. Neutral	88	18%
d. Dissatisfied	16	3%
e. Very Dissatisfied	1	0%
Total	491	100%

Online learning experience (rate only if you have taken online courses)	#	%
a. Very Satisfied	103	20%
b. Satisfied	279	55%
c. Neutral	99	20%
d. Dissatisfied	18	4%
e. Very Dissatisfied	5	1%
Total	504	100%