






Student Resource Center Survey Results: Assessment Day 2013






For Likert Scale Items, Strongly Agree = 1 and Strongly Disagree = 5.
Therefore, lower means are more positive than higher means.

Last Modified: 03/12/2013







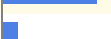





1. Current classification

#	Answer		Response	%
1	Graduate		27	14%
2	Senior		76	40%
3	Junior		31	16%
4	Sophomore		32	17%
5	Freshman		23	12%
	Total		189	100%

2. Grade Point Average

#	Answer		Response	%
1	4.0 - 3.5		81	43%
2	3.49 - 3.0		73	38%
3	2.99 - 2.5		27	14%
4	2.49 - 2.0		7	4%
5	Below 2.0		2	1%
	Total		190	100%















3. Current College

#	Answer		Response	%
1	COB		23	12%
2	COE		13	7%
3	COFA		8	4%
4	COHP		42	23%
5	SOJMC		10	5%
6	COLA		24	13%
7	COS		37	20%
8	CITE		6	3%
9	UC		1	1%
10	RBA		2	1%
11	SOM		2	1%
12	Graduate College		18	10%
	Total		186	100%

4. Current Major: Choose all that apply

#	Answer	Response	%
1	Accounting	3	2%
2	Economics: BBA	1	1%
3	Economics: BA	1	1%
4	International Business	0	0%
5	Finance	3	2%
6	Management	9	5%
7	Management Information Systems	0	0%
8	Marketing	9	5%
9	Business Undecided	0	0%
10	MBA Program	1	1%
11	Health Care Administration	1	1%
12	Human Resource Management	2	1%
13	Early Childhood Education	0	0%
14	Family and Consumer Science	0	0%
15	Hospitality Management	0	0%
16	Pre-Elementary Education	0	0%
17	Pre-Secondary Education	0	0%
18	Elementary Education	4	2%
19	Secondary Education	7	4%
20	Education Undecided	0	0%
21	Music	3	2%
22	Theatre	3	2%
23	Art	2	1%
24	Pre-Music	0	0%
25	Music Undecided	0	0%
26	Exercise Science	5	3%
27	Athletic Training	4	2%
28	Physical Education	1	1%
29	Sports Administration	1	1%
30	Medical Imaging	1	1%
31	Nursing - ASN	0	0%
32	Nursing - BSN	17	9%

33	Nursing - MSN		1	1%
34	Social Work		2	1%
35	Pre-Communication Disorders		1	1%
36	Communication Disorders		6	3%
37	Pre-Clinical Laboratory Science		1	1%
38	Medical Laboratory Technician - Associate Degree Program		2	1%
39	Medical Technology - Bachelor's Degree Program		2	1%
40	Cytotechnology		0	0%
41	Pre-Dietetics		1	1%
42	Dietetics		1	1%
43	Pre-Health Professions		2	1%
44	Advertising		4	2%
45	Broadcast Journalism		1	1%
46	Print Journalism		1	1%
47	Public Relations		3	2%
48	Radio/TV Productions		1	1%
49	Sports Journalism		0	0%
50	Journalism Undecided		3	2%
51	Anthropology		1	1%
52	Communication Studies		0	0%
53	Criminal Justice		7	4%
54	English		3	2%
55	Geography		1	1%
56	History		4	2%
57	Humanities		1	1%
58	Philosophy		0	0%
59	Religious Studies		1	1%
60	Latin		1	1%
61	International Affairs		1	1%
62	French		0	0%
63	German		0	0%
64	Spanish		3	2%
65	Japanese		0	0%
66	Political Science		3	2%

67	Psychology		14	7%
68	Sociology		0	0%
69	Undecided Liberal Arts		1	1%
70	RBA Program		1	1%
71	Bachelor of Applied Science Program		0	0%
72	Biology		11	6%
73	Microbiology		1	1%
74	Biomedical Sciences		2	1%
75	Cellular/Molecular Biology		3	2%
76	Ecology/Evolutionary Biology		2	1%
77	Chemistry		4	2%
78	Chemistry: ACS		1	1%
79	Forensic Chemistry		2	1%
80	Biochemistry		0	0%
81	Environmental Science		1	1%
82	Geology		0	0%
83	Integrated Science and Technology		4	2%
84	Computer and Information Technology		4	2%
85	Mathematics		0	0%
86	Applied Mathematics		2	1%
87	Natural Resources/Recreation Management		2	1%
88	Physics		1	1%
89	Physical and Applied Science		1	1%
90	Pre-Science		0	0%
91	Science Undecided		0	0%
92	Computer Science (CITE)		1	1%
93	Engineering		5	3%
94	Safety Technology		0	0%
95	Pre-Engineering		0	0%
96	Pre-Computer Science		0	0%
97	Technology/Engineering Undecided		2	1%
98	Public Health		0	0%

99	Adult and Technical Education		0	0%
100	Respiratory Care		0	0%
101	Information Systems		0	0%
102	Environmental Science (CITE)		0	0%
103	Technology Management		0	0%
104	Counseling		1	1%
105	EdD Program		0	0%
106	EdS Program		0	0%
107	Educational Leadership		0	0%
108	Literacy Education		0	0%
109	MAT Program		0	0%
110	EdS in School Psychology		0	0%
111	Special Education		2	1%
112	Nurse Anesthesia		0	0%
113	Forensic Science		1	1%
114	MD Program		3	2%
115	Other		7	4%

5. Have you used the Student Resource Center at Marshall University?

#	Answer		Response	%
1	Yes		93	49%
2	No		95	51%
	Total		188	100%

6. If you have used the Student Resource Center, have many times have you used it so far during the 2011-2012 academic year?

#	Answer		Response	%
1	One Time		53	56%
2	Two Times		18	19%
3	Three Times		9	10%
4	Four Times		4	4%
5	More than four times		10	11%
	Total		94	100%

7. How did you find out about the Student Resource Center? (Check all that apply)

#	Answer		Response	%
1	During Week of Welcome (WOW)		54	58%
2	In my UNI 100 Freshman First class Online Course		28	30%
3	The Student Resource Center sign in the Student Center		38	41%
4	An article in the Parthenon		5	5%
5	An article in the Huntington Herald-Dispatch		0	0%
6	An advertisement on the TV displays		1	1%
7	A friend told me about the Student Resource Center		21	23%
8	My advisor, faculty member or other University staff member told me about the Student Resource Center		32	34%
9	A personal announcement in my MU		15	16%
10	Facebook		7	8%
11	Other		3	3%



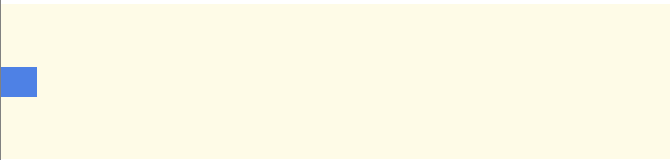

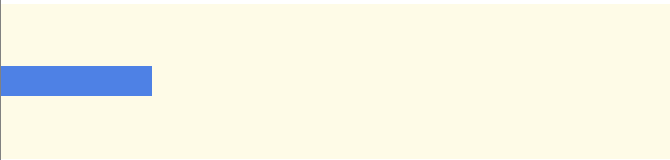

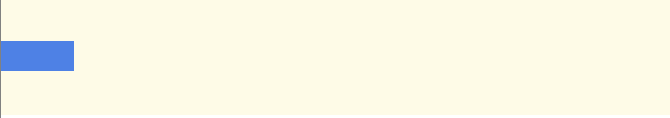
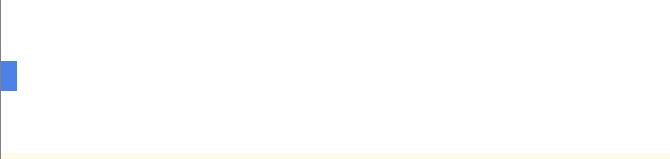
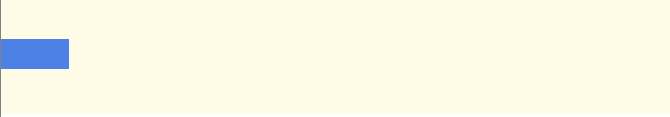


Other












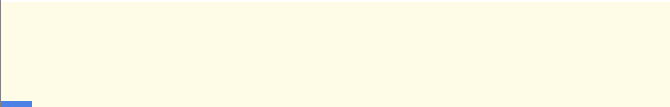
walking around


Asperger Group

Blast email

8. I sought assistance from the Student Resource Center because (check all that apply):

#	Answer		Response	%
1	I needed to talk with my UNI 100 or UNI 102 instructor		7	8%
2	I attended a workshop sponsored by the Student Resource Center		8	9%
3	I had a question about MAP-Works freshman survey		7	8%
4	I had a question about choosing a major		14	15%
5	I had a question about scheduling my classes		29	32%
6	I had a question about university excused absences		19	21%
7	I had a question about Student Health		14	15%
8	I had a question about Counseling Services		3	3%
9	I had a question about Student Activities		13	14%
10	I had a question about the Library		4	4%
11	I had a question about tuition		5	5%

	payment or other billing issues			
12	I had a question about parking		1	1%
13	I had a question about choosing a career		7	8%
14	I had a question about completing a resume		7	8%
15	I had a question about finding a job		3	3%
16	I had a question about financial aid		10	11%
17	I had a question about placement exams		4	4%
18	I had a question about adding or dropping a class		15	16%
19	I had a question about finding another office on campus		15	16%
20	I had a question about residence services		4	4%
21	I had a question about meal plans		2	2%
22	I had a question about my student ID card		14	15%
23	I had a question about study skills, test-taking or other academic related skills		6	7%

24	I had a question about tutoring		3	3%
25	I had a question about the Writing Center		3	3%
26	I had a question about obtaining athletic tickets		1	1%
27	I had a question about obtaining tickets to theatre events or Artist Series events		1	1%
28	Other		7	8%

Other
When certain classes were scheduled.
Had a questions about clubs and activities
Excused Absence Form/Question
Advising questions
Classroom change occurred and I didn't know where to go
Meetings

9. Please indicate your level of agreement to each of the statements about the Student Resource Center (SRC) below. A space for comments will be available on the end of the survey.

#	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses	Mean
1	The SRC is easily accessible.	56	31	5	1	0	93	1.47
2	I am able to reach the SRC by phone.	29	28	10	1	1	69	1.80
3	I am able to reach the SRC by email.	35	25	8	0	1	69	1.65
4	I am able to reach the SRC in person.	54	30	7	1	0	92	1.51
5	Assistance is offered during convenient hours.	51	33	5	2	1	92	1.58
6	The SRC provides a helpful atmosphere.	54	28	9	1	0	92	1.53
7	The SRC specialist makes me feel comfortable.	53	28	8	0	0	89	1.49
8	The SRC specialist is a good listener.	53	28	7	0	1	89	1.52
9	The SRC specialist is patient.	49	30	9	0	1	89	1.58
10	The SRC specialist shows interest in my success as a student.	49	29	10	0	0	88	1.56
11	The SRC specialist is generally knowledgeable.	51	26	10	2	0	89	1.58
12	The SRC specialist provides accurate information.	50	30	8	1	0	89	1.55
13	The SRC specialist gives clear explanations.	51	29	8	1	0	89	1.54
14	The SRC specialist encourages my academic goals.	45	32	8	0	0	85	1.56

15	The SRC specialist treats me with respect.	48	31	7	1	1	88	1.59
16	The SRC specialist ensures my privacy.	43	32	9	0	1	85	1.64
17	The SRC specialist makes effective referrals.	40	36	7	1	0	84	1.63
18	The SRC specialist keeps me informed.	35	31	14	1	0	81	1.77
19	The SRC specialist provides appropriate career advice.	38	26	13	1	0	78	1.71
20	After meeting with the SRC specialist, I feel better prepared.	46	30	8	1	0	85	1.58
21	When I visit the SRC, my expectations are met.	47	31	9	1	0	88	1.59
22	Overall, I am satisfied with the assistance I received from the Student Resource Center.	48	32	8	2	0	90	1.60

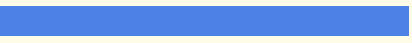




St at is ti c	T h e S R C i s e a s i l y a c c e s s i b l e .	I a m a b l e t o r e a c h t h e S R C b y p h o n e .	I a m a b l e t o r e a c h t h e S R C b y e m a i l .	I a m a b l e t o r e a c h t h e S R C i n p e r s o n .	A s s i s t a n c e i s o f f e r e d d u r i n g c o n v e n i e n t h o u r s .	T h e S R C p r o v i d e s a h e l p f u l a t m o s p h e r e .	T h e S R C s p e c i a l i s t m a k e s m e f e l c o m f o r t a b l e .	T h e S R C s p e c i a l i s t i s a g o o d l i s t e n e r .	T h e S R C s p e c i a l i s t i s p a t i e n t .	T h e S R C s p e c i a l i s t s h o w s i n t e r e s t i n m y s u c c e s s a s a s t u d e n t .	T h e S R C s p e c i a l i s t i s g e n e r a l l y k n o w l e d g e a b l e .	T h e S R C s p e c i a l i s t p r o v i d e s a c c u r a t e i n f o r m a t i o n .	T h e S R C s p e c i a l i s t g i v e s c l e a r e x p l a n a t i o n s .	T h e S R C s p e c i a l i s t e n c o u r a g e s m y a c a d e m i c g o a l s .	T h e S R C s p e c i a l i s t t r e a t s m e w i t h r e s p e c t .	T h e S R C s p e c i a l i s t e n s u r e s m y p r i v a c y .	T h e S R C s p e c i a l i s t m a k e s e f f e c t i v e f e r r a l s .	T h e S R C s p e c i a l i s t p r o v i d e s a p r o p r i a t e c a r e a d v i c e .	A f t e r m e e t i n g w i t h t h e S R C s p e c i a l i s t I f e l b e t t e r p r e p a r e d .	W h e n I v i s i t t h e S R C m y e x p e c t a t i o n s a r e m e t .	O v e r a l l I a m s a t i s f i e d w i t h t h e a s s i s t a n c e I r e c e i v e d f r o m t h e S t u d e n
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T o t a l R e s p o n s e s	9 3	6 9	6 9	9 2	9 2	92	89	8 9	8 9	8 8	89	8 9	89	8 5	8 8	8 5	8 4	8 1	7 8	8 5	88	9 0

9. How can the Student Resource Center better serve you?

Text Response
All comments were shared with the staff of the Student Resource Center immediately after Assessment Day.
I think the SRC has boundless opportunities for the students here at Marshall and I don't believe there is anything they haven't covered that I cannot get help with! I am pleased!
There's no way. So awesome.
More group workshops.
Have availability after hours.
More open about the services they offer. I do not know.
Stay open longer.
More events
Nothing! You guys are awesome!
Open 24/7
It's already great!
Not sure.
I have only been a few times with very specific questions, but each time they were answered and I was very pleased with the whole experience.
Be more out there because there are still students that don't know about it.
Become better known.

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

#	Answer		Response	%
1	Email		78	86%
2	Mailed Letter		4	4%
3	Phone		6	7%
4	Facebook		2	2%
5	Other		1	1%
	Total		91	100%

Other

Email, Phone, Facebook

11. If you received exceptional service from the Student Resource Center, please share your experience, the name of the Resource Specialist who assisted you, and what made the service exceptional

Text Response

Names and experiences were shared and this information was shared with the staff of the Student Resource Center immediately after Assessment Day.

12. Please add any additional comments.

Text Response

All comments were shared with the staff of the Student Resource Center immediately after Assessment Day.

13. Please indicate your level of agreement to the statements below.

#	Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total Responses	Mean
1	I was aware that the Student Resource Center was available to all students.	25	35	18	7	5	90	2.24
2	I have considered using the Student Resource Center.	10	23	22	22	4	81	2.84
3	I plan to use the Student Resource Center in the future.	5	13	38	22	6	84	3.13
4	The Student Resource Center is well-advertised on campus.	10	30	24	18	7	89	2.80
5	I would use the Student Resource Center if it was located more conveniently.	6	11	40	16	4	77	3.01
6	I would use the Student Resource Center if it was open during hours that I can use their services.	7	12	40	13	3	75	2.91

Statistic	I was aware that the Student Resource Center was available to all students.	I have considered using the Student Resource Center.	I plan to use the Student Resource Center in the future.	The Student Resource Center is well-advertised on campus.	I would use the Student Resource Center if it was located more conveniently.	I would use the Student Resource Center if it was open during hours that I can use their services.
Min Value	1	1	1	1	1	1
Max Value	5	5	5	5	5	5
Mean	2.24	2.84	3.13	2.80	3.01	2.91
Variance	1.24	1.24	0.93	1.28	0.88	0.87
Standard Deviation	1.11	1.11	0.97	1.13	0.94	0.93
Total Responses	90	81	84	89	77	75

14. Please provide any comments here.

Text Response

All comments were shared with the staff of the Student Resource Center immediately after Assessment Day.