



## Advising Survey Report

### Assessment Day 2018

*Advising Survey-2018*

April 19th 2018, 12:34 pm MDT

#### Q1 - Current Classification:

#	Answer	Count
1	Graduate	49
2	Senior	96
3	Junior	58
4	Sophomore	53
5	Freshman	52
6	INTO Pathways	2
	Total	310

#### Q2 - Grade Point Average:

#	Answer	Count
1	4.00 – 3.50	145
2	3.49 – 3.00	101
3	2.99 – 2.50	45
4	2.49 – 2.00	13
5	Below 2.00	6
	Total	310

**Q3 - Current College**

#	Answer	Count
1	CITE	15
2	COEPD	26
3	CAM	13
4	COLA	40
5	COS	71
6	COB	28
8	RBA Program	5
9	SOM	2
10	UC	4
11	COHP	62
12	Graduate	28
13	SOP	0
14	INTO Marshall	9
	Total	303

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

#	Answer	Count
1	Accounting	12
2	Economics: BBA	1
3	Economics: BA	0
4	International Business	0
5	Finance	5
6	Management	7
7	Management Information Systems	2
8	Marketing	3
9	Business Undecided	0
10	MBA Program	4

11	Early Childhood Education	4
12	Pharmacy	2
13	Hospitality Management	0
14	Pre-Elementary Education	2
15	Pre-Secondary Education	2
16	Elementary Education	9
17	Secondary Education	9
18	Education - Undecided	0
19	Music	0
20	Theatre	2
21	Art	6
22	Pre-Music	0
23	Music Undecided	0
24	Exercise Science	6
25	Athletic Training	2
26	Medical Imaging	4
27	Nursing - ASN	13
28	Nursing - BSN	18
29	Nursing - MSN	1
30	Physical Education	0
31	Social Work	5
32	Pre-Communication Disorders	2
33	Communication Disorders	5
34	Pre-Clinical Laboratory Science	0
35	Medical Laboratory Technician - Associate's Degree Program	3
36	Medical Technology - Bachelor's Degree Program	3
37	Cytotechnology	0
38	Pre-Dietetics	0
39	Dietetics	2
40	Pre-Health Professions	6

41	Advertising	2
42	Broadcast Journalism	1
43	Print Journalism	2
44	Public Relations	4
45	Radio/TV Production	0
46	Sports Journalism	0
47	Journalism Undecided	0
48	Anthropology	1
49	Communication Studies	3
50	Criminal Justice	6
51	English	6
52	Geography	2
53	History	6
54	Humanities	1
55	International Affairs	2
56	Japanese	0
57	German	0
58	French	3
59	Spanish	0
60	Political Science	7
61	Psychology	17
62	Sociology	3
63	Undecided	2
64	RBA Program	4
65	Bachelor of Applied Science Program	0
66	Biology	35
67	Microbiology	2
68	Biomedical Sciences	1
69	Cellular/Molecular Biology	3
70	Ecology/Evolutionary Biology	1

71	Chemistry	6
72	Chemistry: ACS	1
73	Forensic Chemistry	1
74	Biochemistry	2
75	Environmental Science	4
76	Geology	1
77	Integrated Science and Technology	0
78	Computer and Information Technology	6
79	Mathematics	3
80	Applied Mathematics	3
81	Natural Resources/Recreation Management	2
82	Physics	1
83	Pre-Science	1
84	Science Undecided	1
85	Computer Science	3
86	Engineering	8
87	Safety Technology	3
88	Pre-Engineering	0
89	Human Resource Management	1
90	Pre-Computer Science	0
91	Technology/Engineering Undecided	0
92	Public Health	3
93	Adult and Technical Education	1
94	Respiratory Care	0
95	Sports Administration	1
96	Information Systems	1
97	Technology Management	0
98	Philosophy	0
99	Religious Studies	0
100	Physical and Applied Science	0

101	Counseling	1
102	EdD Program	0
103	EdS program	1
104	Educational Leadership	3
105	Literacy Education	0
106	MAT Program	1
107	EdS in School Psychology	3
108	Special Education	6
109	Health Care Administration	3
110	Nurse Anesthesia	0
111	Forensic Science	0
112	MD Program	1
113	Other	25
	Total	351

**Q5 - Have you changed majors while at Marshall?**

#	Answer	Count
1	Yes	142
2	No	168
	Total	310

**Q6 - If you have changed your major, how many times have you done this since enrolling at Marshall?**

#	Answer	Count
1	One Time	88
2	Two Times	34
3	Three Times	14
4	Four Times	1
5	More than Four Times	2
	Total	139

**Q7 - How many times per semester do you see your advisor for academic advising related issues?**

#	Answer	Count
1	Never	42
2	Once	129
3	Twice	79
4	Three Times	22
5	Four Times	8
6	Five Times	4
7	Between six and ten times	3
8	More often than ten times	7
	Total	294

**Q8 - On average, how many times per term do you see your advisor for non-scheduling issues?**

#	Answer	Count
1	Never	139
2	Once	77
3	Twice	34
4	Three Times	14
5	Four Times	7
6	Five Times	3
7	Between six and ten times	4
8	More often than ten times	14
	Total	292

**Q9 - Is advising mandatory for you?**

#	Answer	Count
1	Yes	171
2	No	122
	Total	293

**Q10 - Do you think advising should be mandatory for all students?**

#	Answer	Count
1	Yes	193
2	No	100
	Total	293



**Q11 - 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 Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
1	Advising is important to me.	138	104	25	14	10
8	I feel that my advising appointments are worth my time.	129	88	29	22	14
2	I know the name of my advisor.	199	76	5	9	4
9	My advisor is easily accessible.	142	86	29	18	13
10	I am able to reach my advisor by phone.	84	70	53	23	18
11	I am able to reach my advisor by email.	155	103	15	9	9
12	I am able to reach my advisor in person.	133	94	31	9	8
13	Advising is offered during convenient operating hours.	122	107	26	17	8
4	I typically make appointments for advising.	97	92	35	36	14
14	My advisor is prepared for my advising session.	122	87	43	16	7
15	My advisor provides an appropriate academic atmosphere.	140	98	34	7	4
16	My advisor makes me feel comfortable.	144	95	29	8	8
17	My advisor is a good listener.	143	90	29	12	8
26	My advisor treats me with respect.	162	93	19	7	5
18	My advisor is patient.	153	91	25	7	6
27	My advisor ensures my privacy.	147	100	29	1	4
19	My advisor encourages me to ask questions and communicate openly during advising sessions.	146	84	38	8	5
20	My advisor answers my questions in a professional manner.	155	98	23	5	7
21	My advisor shows an interest in my academic success.	153	80	35	11	9
25	My advisor encourages my academic goals.	148	89	36	6	8
22	My advisor is knowledgeable.	150	89	33	9	7
23	My advisor provides accurate information.	146	96	26	13	7
24	My advisor gives clear explanations.	138	98	32	12	7

29	My advisor allows enough time for my appointment.	144	88	33	5	6
3	There is a shared responsibility between me and my advisor.	125	104	31	14	7
5	I attend advising sessions prepared.	147	112	17	3	1
28	After advising sessions, I feel better prepared.	139	81	39	12	12
7	Typically, my expectations of advising are met.	135	89	35	16	12
31	Overall, I am satisfied with the advising services I receive from Marshall University.	144	83	29	19	15
32	I would recommend my advisor to another student.	144	72	31	20	19
	Total	4224	2737	894	368	262

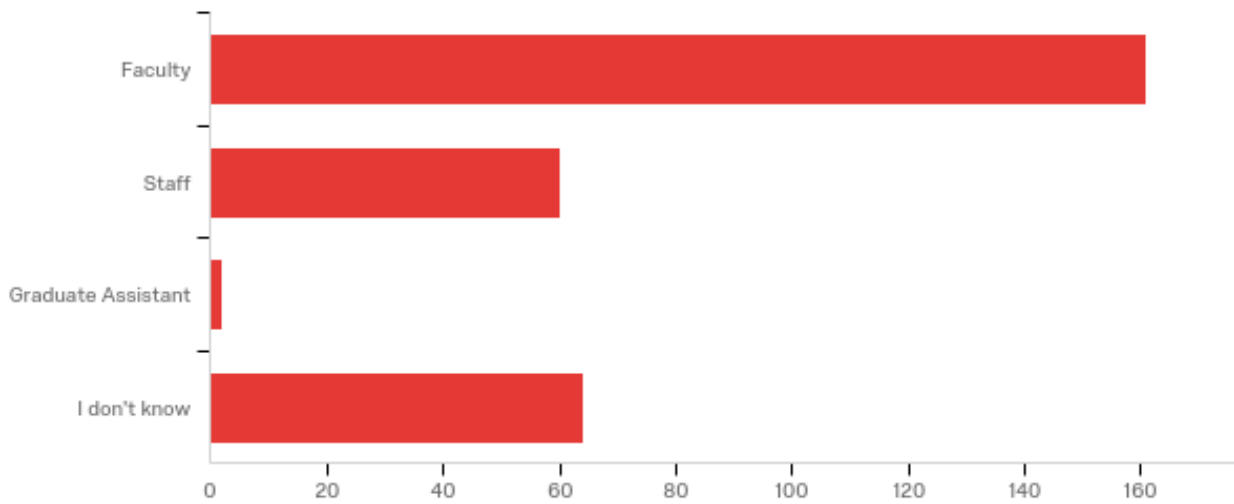
#	Field	Minimum	Maximum	Mean	Std Deviation	Variance	Count
1	Advising is important to me.	1.00	5.00	4.19	1.01	1.03	291
2	I feel that my advising appointments are worth my time.	1.00	5.00	4.05	1.15	1.32	282
3	I know the name of my advisor.	1.00	5.00	4.56	0.79	0.63	293
4	My advisor is easily accessible.	1.00	5.00	4.13	1.11	1.23	288
5	I am able to reach my advisor by phone.	1.00	5.00	3.72	1.22	1.50	248
6	I am able to reach my advisor by email.	1.00	5.00	4.33	0.94	0.88	291
7	I am able to reach my advisor in person.	1.00	5.00	4.22	0.97	0.94	275
8	Advising is offered during convenient operating hours.	1.00	5.00	4.14	1.01	1.01	280
9	I typically make appointments for advising.	1.00	5.00	3.81	1.20	1.43	274
10	My advisor is prepared for my advising session.	1.00	5.00	4.09	1.03	1.05	275
11	My advisor provides an appropriate academic atmosphere.	1.00	5.00	4.28	0.87	0.76	283
12	My advisor makes me feel comfortable.	1.00	5.00	4.26	0.95	0.91	284
13	My advisor is a good listener.	1.00	5.00	4.23	0.99	0.98	282
14	My advisor treats me with respect.	1.00	5.00	4.40	0.85	0.73	286
15	My advisor is patient.	1.00	5.00	4.34	0.90	0.81	282
16	My advisor ensures my privacy.	1.00	5.00	4.37	0.79	0.63	281

17	My advisor encourages me to ask questions and communicate openly during advising sessions.	1.00	5.00	4.27	0.92	0.85	281
18	My advisor answers my questions in a professional manner.	1.00	5.00	4.35	0.89	0.78	288
19	My advisor shows an interest in my academic success.	1.00	5.00	4.24	1.01	1.03	288
20	My advisor encourages my academic goals.	1.00	5.00	4.26	0.95	0.91	287
21	My advisor is knowledgeable.	1.00	5.00	4.27	0.95	0.91	288
22	My advisor provides accurate information.	1.00	5.00	4.25	0.97	0.93	288
23	My advisor gives clear explanations.	1.00	5.00	4.21	0.97	0.93	287
24	My advisor allows enough time for my appointment.	1.00	5.00	4.30	0.90	0.82	276
25	There is a shared responsibility between me and my advisor.	1.00	5.00	4.16	0.98	0.95	281
26	I attend advising sessions prepared.	1.00	5.00	4.43	0.69	0.47	280
27	After advising sessions, I feel better prepared.	1.00	5.00	4.14	1.08	1.16	283
28	Typically, my expectations of advising are met.	1.00	5.00	4.11	1.09	1.18	287
29	Overall, I am satisfied with the advising services I receive from Marshall University.	1.00	5.00	4.11	1.15	1.31	290
30	I would recommend my advisor to another student.	1.00	5.00	4.06	1.22	1.49	286

### Q12 - Would you recommend your advisor to another student?

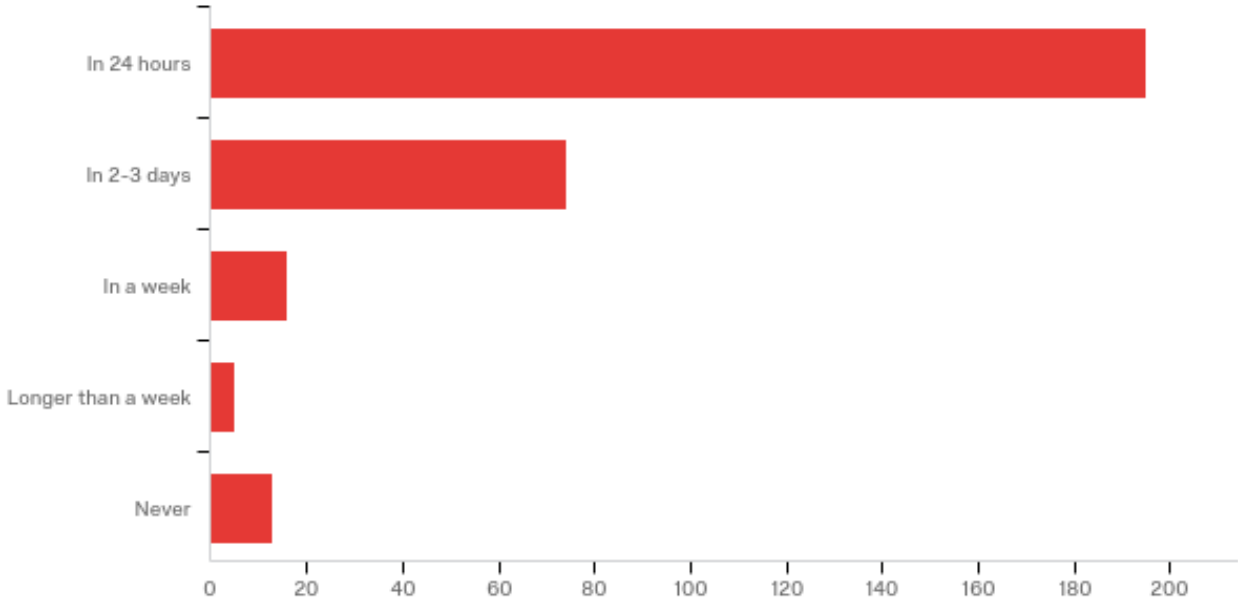
#	Answer	Count
1	Yes, please elaborate	197
2	No, please explain	50
	Total	247

### Q13 - My academic advisor is



#	Answer	%	Count
1	Faculty	56.10%	161
2	Staff	20.91%	60
3	Graduate Assistant	0.70%	2
4	I don't know	22.30%	64
	Total	100%	287

**Q14 - How quickly does your academic advisor respond to emails/phone calls?**



#	Answer	%	Count
1	In 24 hours	64.36%	195
2	In 2-3 days	24.42%	74
3	In a week	5.28%	16
4	Longer than a week	1.65%	5
5	Never	4.29%	13
	Total	100%	303

**Q15 - 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.	7.80%	226
2	Explained how to register for classes in my MU.	4.90%	142
3	Explained how to view the course schedule and select classes.	4.76%	138
4	Helped me learn to use Blackboard.	0.93%	27
5	Helped me with a schedule adjustment.	4.35%	126
6	Asked me how I am doing in my classes.	5.56%	161
7	Explained probation and helped me develop an Academic Improvement Plan.	0.79%	23
8	Explained my suspension and how I could return to enroll in a future term.	0.31%	9
9	Explained Financial Aid Satisfactory Academic Progress.	1.21%	35
10	Helped me with my Financial Aid Satisfactory Progress appeal.	0.72%	21
11	Talked to me about midterm D and F grades in my courses.	1.04%	30
12	Talked to me about tutoring.	1.66%	48
13	Talked to me about the Writing Center.	1.28%	37
14	Gave me advice on how to succeed in my classes.	2.52%	73
15	Encouraged me to talk to my instructor about my progress in class.	2.14%	62
16	Encouraged me to become involved in student organizations and campus activities.	2.38%	69
17	Assisted me with roommate issues.	0.17%	5
18	Gave me advice on how to work with an instructor I didn't like.	1.28%	37
19	Talked to me about withdrawing from a course(s).	3.00%	87
20	Explained the process for a complete withdrawal.	1.45%	42
21	Talked to me about adding 2nd 8-week courses.	1.41%	41
22	Explained how to calculate my GPA.	1.55%	45
23	Explained FERPA (Federal Educational Right and Privacy Act) and how I can allow my parent, guardian, or others have access to my academic records.	0.79%	23
24	Talked to me about the reference librarians in Drinko Library.	1.66%	48
25	Talked to me about academic dishonesty.	0.55%	16
26	Talked to me about the Textbook Loan Program.	0.66%	19
27	Asked if I had questions or concerns about my academic major.	4.42%	128

28	Completed my junior evaluation.	1.93%	56
29	Completed my senior evaluation.	1.48%	43
30	Talked to me about graduation requirements.	6.87%	199
31	Talked to me about general education requirements.	6.66%	193
32	Asked me questions and tried to get to know me.	3.93%	114
33	Asked about any personal concerns that might affect my academic performance.	2.93%	85
34	Shared information about him/herself in order to make me more comfortable.	2.55%	74
35	Shared information about him/herself that made me uncomfortable.	0.35%	10
36	Worked with me to review my outstanding degree requirements with Degree Works.	3.62%	105
37	Talked to me about learning (and other) disabilities and seeking accommodations.	0.59%	17
38	Referred me to other campus services (student health, counseling, psychology clinic, food pantry, etc.)	1.14%	33
39	Helped me with financial aid issues.	1.00%	29
40	Helped me resolve tuition and billing issues.	0.76%	22
41	Talked to me about changing my major.	2.35%	68
42	Talked to me about selecting a minor.	2.48%	72
43	I worked with my advisor to find the best fit major for my academic and career goals.	2.07%	60
	Total	100%	2898

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

#	Answer	Count
1	Email	279
2	Mailed Letter	13
3	Phone	71
4	Texting	74
5	Facebook	13
6	Other	2
	Total	452

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

All responses were sent to the main advising office in University College.

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**Q18 - If you have received exceptional advising, please share your advisor's name and what made the experience exceptional.**

All responses were sent to the main advising office in University College.

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

All responses were sent to the main advising office in University College.