

# Marshall University Student Satisfaction Survey 2023-2024 School Year Undergraduate Students College of Arts & Media

## 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
- College of Arts & Media Satisfaction Questions

## Student Demographics and Experience Data - College of Arts & Media 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	10	37%
b. Up to \$4,999	3	11%
c. \$5,000 - \$9,999	3	11%
d. \$10,000 - \$14,999	1	4%
e. \$15,000 - \$19,999	1	4%
f. \$20,000 - \$24,999	1	4%
g. \$25,000 - \$29,999	5	19%
i. \$35,000 - \$39,999	1	4%
k. \$50,000 or more	2	7%
<b>Total</b>	<b>27</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	2	7%
11 to 20	11	41%
21 to 30	6	22%
More than 30	5	19%
None	3	11%
<b>Total</b>	<b>27</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"	13	50%
hybrid	1	4%
in-person	11	42%
remote	1	4%
<b>Total</b>	<b>26</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
Yes	18	67%
No	9	33%
<b>Total</b>	<b>27</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	10	56%
Insufficient information to answer this question	4	22%
No	4	22%
<b>Total</b>	<b>18</b>	<b>100%</b>

*Residence at time of Admission	# of Students	% of Students
In State	22	81%
Metro	1	4%
Out of State	4	15%
<b>Total</b>	<b>27</b>	<b>100%</b>

*Number of Semesters to Complete Degree	# of Students	% of Students
a. Less than 8	3	11%
b. 8	5	19%
c. 9 to 10	11	41%
d. 11 to 12	7	26%
e. 13 to 20	1	4%
<b>Total</b>	<b>27</b>	<b>100%</b>

*How did the student arrive at Marshall?	# of Students	% of Students
Originally enrolled and stayed	26	96%
Transferred from a 2-year institution	1	4%
<b>Total</b>	<b>27</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	5	19%
b. Agree	17	63%
c. Neutral	5	19%
<b>Total</b>	<b>27</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	8	31%
b. Agree	15	58%
c. Neutral	3	12%
<b>Total</b>	<b>26</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	6	22%
b. Agree	20	74%
c. Neutral	1	4%
<b>Total</b>	<b>27</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	6	22%
b. Agree	19	70%
c. Neutral	2	7%
<b>Total</b>	<b>27</b>	<b>100%</b>

Writing intensive courses enhanced my learning experience.

	# of Responses	% of Responses
a. Strongly Agree	5	19%
b. Agree	15	56%
c. Neutral	7	26%
<b>Total</b>	<b>27</b>	<b>100%</b>

I learned to examine issues from multiple perspectives.

	# of Responses	% of Responses
a. Strongly Agree	7	26%
b. Agree	17	63%
c. Neutral	3	11%
<b>Total</b>	<b>27</b>	<b>100%</b>

I developed multicultural and global perspectives.

	# of Responses	% of Responses
a. Strongly Agree	6	22%
b. Agree	15	56%
c. Neutral	4	15%
d. Disagree	2	7%
<b>Total</b>	<b>27</b>	<b>100%</b>

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

	# of Responses	% of Responses
a. Strongly Agree	5	19%
b. Agree	16	59%
c. Neutral	6	22%
<b>Total</b>	<b>27</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	26%
b. Agree	18	67%
c. Neutral	2	7%
<b>Total</b>	<b>27</b>	<b>100%</b>

I developed the ability to write effectively.	# of Responses	% of Responses
a. Strongly Agree	8	30%
b. Agree	17	63%
c. Neutral	2	7%
<b>Total</b>	<b>27</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	5	19%
b. Agree	18	67%
c. Neutral	4	15%
<b>Total</b>	<b>27</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	9	33%
b. Agree	14	52%
c. Neutral	3	11%
e. Strongly Disagree	1	4%
<b>Total</b>	<b>27</b>	<b>100%</b>

I used numerical information to explore real world problems.	# of Responses	% of Responses
a. Strongly Agree	5	19%
b. Agree	10	37%
c. Neutral	5	19%
d. Disagree	7	26%
<b>Total</b>	<b>27</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	22%
b. Agree	18	67%
c. Neutral	3	11%
<b>Total</b>	<b>27</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	22%
b. Agree	14	52%
c. Neutral	7	26%
<b>Total</b>	<b>27</b>	<b>100%</b>

I would recommend Marshall to prospective students.	# of Responses	% of Responses
a. Strongly Agree	6	22%
b. Agree	17	63%
c. Neutral	4	15%
<b>Total</b>	<b>27</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	6	22%
b. Agree	15	56%
c. Neutral	5	19%
d. Disagree	1	4%
<b>Total</b>	<b>27</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	22%
b. Agree	17	63%
c. Neutral	4	15%
<b>Total</b>	<b>27</b>	<b>100%</b>

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

Teaching	#	%
a. Very Satisfied	7	27%
b. Satisfied	15	58%
c. Neutral	4	15%
<b>Total</b>	<b>26</b>	<b>100%</b>

Advising	#	%
a. Very Satisfied	6	23%
b. Satisfied	11	42%
c. Neutral	6	23%
d. Dissatisfied	2	8%
e. Very Dissatisfied	1	4%
<b>Total</b>	<b>26</b>	<b>100%</b>

Academic Support Services	#	%
a. Very Satisfied	5	19%
b. Satisfied	10	38%
c. Neutral	9	35%
d. Dissatisfied	2	8%
<b>Total</b>	<b>26</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	5	19%
b. Satisfied	15	58%
c. Neutral	5	19%
d. Dissatisfied	1	4%
<b>Total</b>	<b>26</b>	<b>100%</b>

Online learning experience (rate only if you have taken online courses)	#	%
a. Very Satisfied	5	19%
b. Satisfied	11	42%
c. Neutral	9	35%
d. Dissatisfied	1	4%
<b>Total</b>	<b>26</b>	<b>100%</b>

## College of Arts & Media Satisfaction Questions - Undergraduate Student Responses

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

The college and department were equally supportive of students of all genders.	# of Responses	% of Responses
a. Very Satisfied	6	23%
b. Satisfied	17	65%
c. Neutral	3	12%
<b>Total</b>	<b>26</b>	<b>100%</b>

The program (Did it assist in improving your skills and techniques in your chosen field?)	# of Responses	% of Responses
a. Very Satisfied	6	23%
b. Satisfied	16	62%
c. Neutral	4	15%
<b>Total</b>	<b>26</b>	<b>100%</b>

The curriculum (Did it follow a logical learning sequence?)	# of Responses	% of Responses
a. Very Satisfied	6	23%
b. Satisfied	17	65%
c. Neutral	2	8%
d. Dissatisfied	1	4%
<b>Total</b>	<b>26</b>	<b>100%</b>

The degree to which department and college aided in your education	# of Responses	% of Responses
a. Very Satisfied	6	23%
b. Satisfied	18	69%
c. Neutral	2	8%
<b>Total</b>	<b>26</b>	<b>100%</b>

The Dean's Office (Was it helpful?)	# of Responses	% of Responses
a. Very Satisfied	6	23%
b. Satisfied	13	50%
c. Neutral	7	27%
<b>Total</b>	<b>26</b>	<b>100%</b>

## College of Arts & Media Satisfaction Questions CONT'D - Undergraduate Student Responses

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

Faculty (Were they available to you for advising or other counseling?)	# of Responses	% of Responses
a. Very Satisfied	7	27%
b. Satisfied	15	58%
c. Neutral	2	8%
d. Dissatisfied	2	8%
<b>Total</b>	<b>26</b>	<b>100%</b>

Faculty (Were they helpful to you in your pursuit of your education?)	# of Responses	% of Responses
a. Very Satisfied	7	50%
b. Satisfied	5	36%
c. Neutral	2	14%
<b>Total</b>	<b>14</b>	<b>100%</b>

Faculty and Staff (Were they helpful to you in career planning?)	# of Responses	% of Responses
a. Very Satisfied	6	23%
b. Satisfied	16	62%
c. Neutral	4	15%
<b>Total</b>	<b>26</b>	<b>100%</b>

Student participation (Was it encouraged for departmental and collegiate activities?)	# of Responses	% of Responses
a. Very Satisfied	8	31%
b. Satisfied	14	54%
c. Neutral	4	15%
<b>Total</b>	<b>26</b>	<b>100%</b>

General Studies requirements (Were they appropriate to the BFA degree?)	# of Responses	% of Responses
a. Very Satisfied	6	23%
b. Satisfied	14	54%
c. Neutral	4	15%
d. Dissatisfied	2	8%
<b>Total</b>	<b>26</b>	<b>100%</b>

\*Asked only in Spring 2024.

\*No graduate students completed this survey.