

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

## 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 Liberal Arts Questions
  - Fall 2023 Satisfaction Questions
  - Fall 2023 and Spring 2024 Satisfaction Questions

## Student Demographics and Experience Data - College of Liberal Arts 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	22	40%
b. Up to \$4,999	1	2%
c. \$5,000 - \$9,999	6	11%
d. \$10,000 - \$14,999	6	11%
e. \$15,000 - \$19,999	6	11%
f. \$20,000 - \$24,999	3	5%
g. \$25,000 - \$29,999	1	2%
h. \$30,000 - \$34,999	1	2%
i. \$35,000 - \$39,999	1	2%
j. \$40,000 - \$44,999	4	7%
k. \$50,000 or more	4	7%
<b>Total</b>	<b>55</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	10	17%
11 to 20	13	22%
21 to 30	9	16%
More than 30	9	16%
None	17	29%
<b>Total</b>	<b>58</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"	39	68%
hybrid	2	4%
in-person	16	28%
<b>Total</b>	<b>57</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	32%
No	39	68%
<b>Total</b>	<b>57</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
Insufficient information to answer this question	3	17%
No	7	39%
Yes	8	44%
<b>Total</b>	<b>18</b>	<b>100%</b>

*Residence at time of Admission	# of Students	% of Students
In State	50	86%
Metro	2	3%
Out of State	6	10%
<b>Total</b>	<b>58</b>	<b>100%</b>

*Number of Semesters to Complete Degree	# of Students	% of Students
a. Less than 8	12	21%
b. 8	17	29%
c. 9 to 10	14	24%
d. 11 to 12	9	16%
e. 13 to 20	5	9%
f. More than 20	1	2%
<b>Total</b>	<b>58</b>	<b>100%</b>

*How did the student arrive at Marshall?	# of Students	% of Students
Originally enrolled and stayed	48	83%
Transferred from a 2-year institution	3	5%
Transferred from a 4-year institution	7	12%
<b>Total</b>	<b>58</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	18	31%
b. Agree	39	67%
c. Neutral	1	2%
<b>Total</b>	<b>58</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	18	31%
b. Agree	40	69%
<b>Total</b>	<b>58</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	15	26%
b. Agree	40	69%
c. Neutral	3	5%
<b>Total</b>	<b>58</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	19	33%
b. Agree	36	62%
c. Neutral	3	5%
<b>Total</b>	<b>58</b>	<b>100%</b>

Writing intensive courses enhanced my learning experience.

	# of Responses	% of Responses
a. Strongly Agree	14	24%
b. Agree	35	60%
c. Neutral	7	12%
d. Disagree	2	3%
<b>Total</b>	<b>58</b>	<b>100%</b>

I learned to examine issues from multiple perspectives.

	# of Responses	% of Responses
a. Strongly Agree	18	31%
b. Agree	40	69%
<b>Total</b>	<b>58</b>	<b>100%</b>

I developed multicultural and global perspectives.

	# of Responses	% of Responses
a. Strongly Agree	16	28%
b. Agree	37	64%
c. Neutral	5	9%
<b>Total</b>	<b>58</b>	<b>100%</b>

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

	# of Responses	% of Responses
a. Strongly Agree	13	23%
b. Agree	38	67%
c. Neutral	5	9%
d. Disagree	1	2%
<b>Total</b>	<b>57</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	16	28%
b. Agree	36	62%
c. Neutral	6	10%
<b>Total</b>	<b>58</b>	<b>100%</b>

I developed the ability to write effectively.	# of Responses	% of Responses
a. Strongly Agree	20	34%
b. Agree	38	66%
<b>Total</b>	<b>58</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	21	36%
b. Agree	36	62%
c. Neutral	1	2%
<b>Total</b>	<b>58</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	21	36%
b. Agree	32	55%
c. Neutral	4	7%
d. Disagree	1	2%
<b>Total</b>	<b>58</b>	<b>100%</b>

I used numerical information to explore real world problems.	# of Responses	% of Responses
a. Strongly Agree	7	12%
b. Agree	40	69%
c. Neutral	8	14%
d. Disagree	3	5%
<b>Total</b>	<b>58</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	9	16%
b. Agree	34	59%
c. Neutral	13	22%
d. Disagree	2	3%
<b>Total</b>	<b>58</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	13	22%
b. Agree	37	64%
c. Neutral	5	9%
d. Disagree	3	5%
<b>Total</b>	<b>58</b>	<b>100%</b>

I would recommend Marshall to prospective students.	# of Responses	% of Responses
a. Strongly Agree	17	29%
b. Agree	36	62%
c. Neutral	5	9%
<b>Total</b>	<b>58</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	13	22%
b. Agree	30	52%
c. Neutral	15	26%
<b>Total</b>	<b>58</b>	<b>100%</b>

I would recommend to others that they study the same program at Marshall.	# of Responses	% of Responses
a. Strongly Agree	16	28%
b. Agree	36	62%
c. Neutral	5	9%
d. Disagree	1	2%
<b>Total</b>	<b>58</b>	<b>100%</b>

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

Teaching	#	%
a. Very Satisfied	12	21%
b. Satisfied	38	66%
c. Neutral	7	12%
d. Dissatisfied	1	2%
<b>Total</b>	<b>58</b>	<b>100%</b>

Advising	#	%
a. Very Satisfied	7	12%
b. Satisfied	31	53%
c. Neutral	12	21%
d. Dissatisfied	8	14%
<b>Total</b>	<b>58</b>	<b>100%</b>

Academic Support Services	#	%
a. Very Satisfied	8	14%
b. Satisfied	29	51%
c. Neutral	16	28%
d. Dissatisfied	4	7%
<b>Total</b>	<b>57</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	9	16%
b. Satisfied	36	63%
c. Neutral	9	16%
d. Dissatisfied	3	5%
<b>Total</b>	<b>57</b>	<b>100%</b>

Online learning experience (rate only if you have taken online courses)	#	%
a. Very Satisfied	7	12%
b. Satisfied	37	64%
c. Neutral	13	22%
d. Dissatisfied	1	2%
<b>Total</b>	<b>58</b>	<b>100%</b>

## College of Liberal Arts Satisfaction Questions CONT'D - Undergraduate Student Responses - asked only in Fall 2023

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

Availability of faculty for appointments	# of Responses	% of Responses
b. satisfied	22	81%
c. neutral	4	15%
d. dissatisfied	1	4%
<b>Total</b>	<b>27</b>	<b>100%</b>

Availability/accessibility of COLA staff and faculty	# of Responses	% of Responses
b. satisfied	23	85%
c. neutral	4	15%
<b>Total</b>	<b>27</b>	<b>100%</b>

Development of writing skills enhanced	# of Responses	% of Responses
b. satisfied	26	96%
c. neutral	1	4%
<b>Total</b>	<b>27</b>	<b>100%</b>

Policies clearly explained in the catalog	# of Responses	% of Responses
b. satisfied	19	70%
c. neutral	7	26%
d. dissatisfied	1	4%
<b>Total</b>	<b>27</b>	<b>100%</b>

Quality of program/courses in my major	# of Responses	% of Responses
b. satisfied	25	93%
c. neutral	1	4%
d. dissatisfied	1	4%
<b>Total</b>	<b>27</b>	<b>100%</b>

# College of Liberal Arts Satisfaction Questions - Undergraduate Student Responses - asked in both Fall 2023 and Spring 2024

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

General (Core) Education Requirements	# of Responses	% of Responses
a. very satisfied	9	16%
b. satisfied	34	59%
c. neutral	8	14%
d. dissatisfied	4	7%
e. very dissatisfied	3	5%
<b>Total</b>	<b>58</b>	<b>100%</b>

Senior Evaluation	# of Responses	% of Responses
a. very satisfied	8	14%
b. satisfied	36	62%
c. neutral	11	19%
d. dissatisfied	2	3%
e. very dissatisfied	1	2%
<b>Total</b>	<b>58</b>	<b>100%</b>

Mandatory advising policy	# of Responses	% of Responses
a. very satisfied	9	16%
b. satisfied	33	57%
c. neutral	10	17%
d. dissatisfied	5	9%
e. very dissatisfied	1	2%
<b>Total</b>	<b>58</b>	<b>100%</b>

Student kept adequately informed of academic progress	# of Responses	% of Responses
b. satisfied	32	55%
a. very satisfied	11	19%
c. neutral	9	16%
d. dissatisfied	6	10%
<b>Total</b>	<b>58</b>	<b>100%</b>

Sufficient summer school offerings	# of Responses	% of Responses
a. very satisfied	6	11%
b. satisfied	29	52%
c. neutral	15	27%
d. dissatisfied	6	11%
<b>Total</b>	<b>56</b>	<b>100%</b>

Quality of department/faculty advising	# of Responses	% of Responses
a. very satisfied	7	12%
b. satisfied	40	69%
c. neutral	7	12%
d. dissatisfied	4	7%
<b>Total</b>	<b>58</b>	<b>100%</b>

Courses offered in sufficient numbers/frequency to meet student needs	# of Responses	% of Responses
a. very satisfied	8	14%
b. satisfied	28	48%
c. neutral	13	22%
d. dissatisfied	8	14%
e. very dissatisfied	1	2%
<b>Total</b>	<b>58</b>	<b>100%</b>

Transfer credits from other colleges (within the university and also from other colleges to this college)	# of Responses	% of Responses
a. very satisfied	7	12%
b. satisfied	30	53%
c. neutral	18	32%
d. dissatisfied	1	2%
e. very dissatisfied	1	2%
<b>Total</b>	<b>57</b>	<b>100%</b>

Development of critical thinking skills encouraged by college/department	# of Responses	% of Responses
b. satisfied	38	66%
a. very satisfied	13	22%
c. neutral	7	12%
<b>Total</b>	<b>58</b>	<b>100%</b>