

# Marshall University Student Satisfaction Survey 2023-2024 School Year Graduate 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 Graduate 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	5	36%
d. \$10,000 - \$14,999	1	7%
f. \$20,000 - \$24,999	2	14%
g. \$25,000 - \$29,999	1	7%
k. \$50,000 or more	5	36%
<b>Total</b>	<b>14</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
11 to 20	3	20%
21 to 30	2	13%
More than 30	9	60%
None	1	7%
<b>Total</b>	<b>15</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"	7	47%
hybrid	1	7%
in-person	6	40%
remote	1	7%
<b>Total</b>	<b>15</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
No	7	47%
Yes	8	53%
<b>Total</b>	<b>15</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	2	25%
No	1	13%
Yes	5	63%
<b>Total</b>	<b>8</b>	<b>100%</b>

*Residence at time of Admission	# of Students	% of Students
In State	7	47%
Metro	1	7%
Out of State	7	47%
<b>Total</b>	<b>15</b>	<b>100%</b>

*Number of Semesters to Complete Degree	# of Students	% of Students
a. Less than 8	11	73%
b. 8	2	13%
c. 9 to 10	2	13%
<b>Total</b>	<b>15</b>	<b>100%</b>

*How did the student arrive at Marshall?	# of Students	% of Students
Originally enrolled and stayed	13	87%
Transferred from a 2-year institution	1	7%
Transferred from a 4-year institution	1	7%
<b>Total</b>	<b>15</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	2	13%
b. Agree	13	87%
<b>Total</b>	<b>15</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	1	7%
b. Agree	12	80%
c. Neutral	2	13%
<b>Total</b>	<b>15</b>	<b>100%</b>

I learned to examine issues from multiple perspectives.

	# of Responses	% of Responses
a. Strongly Agree	1	7%
b. Agree	14	93%
<b>Total</b>	<b>15</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	1	7%
b. Agree	13	87%
c. Neutral	1	7%
<b>Total</b>	<b>15</b>	<b>100%</b>

Writing intensive courses enhanced my learning experience.

	# of Responses	% of Responses
b. Agree	11	73%
c. Neutral	3	20%
d. Disagree	1	7%
<b>Total</b>	<b>15</b>	<b>100%</b>

I developed multicultural and global perspectives.

	# of Responses	% of Responses
b. Agree	11	73%
c. Neutral	3	20%
d. Disagree	1	7%
<b>Total</b>	<b>15</b>	<b>100%</b>

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

	# of Responses	% of Responses
b. Agree	13	87%
c. Neutral	2	13%
<b>Total</b>	<b>15</b>	<b>100%</b>

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

	# of Responses	% of Responses
a. Strongly Agree	1	7%
b. Agree	13	87%
c. Neutral	1	7%
<b>Total</b>	<b>15</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
b. Agree	12	80%
c. Neutral	1	7%
d. Disagree	2	13%
<b>Total</b>	<b>15</b>	<b>100%</b>

I developed the ability to write effectively.	# of Responses	% of Responses
a. Strongly Agree	2	13%
b. Agree	10	67%
c. Neutral	3	20%
<b>Total</b>	<b>15</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	2	13%
b. Agree	11	73%
c. Neutral	2	13%
<b>Total</b>	<b>15</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	1	7%
b. Agree	9	60%
c. Neutral	4	27%
d. Disagree	1	7%
<b>Total</b>	<b>15</b>	<b>100%</b>

I used numerical information to explore real world problems.	# of Responses	% of Responses
a. Strongly Agree	1	7%
b. Agree	11	73%
c. Neutral	1	7%
d. Disagree	2	13%
<b>Total</b>	<b>15</b>	<b>100%</b>

I gained expertise in the use of software, programs, or technology important in my major field.	# of Responses	% of Responses
b. Agree	12	80%
d. Disagree	3	20%
<b>Total</b>	<b>15</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	1	7%
b. Agree	10	67%
c. Neutral	4	27%
<b>Total</b>	<b>15</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	1	7%
b. Agree	9	60%
c. Neutral	5	33%
<b>Total</b>	<b>15</b>	<b>100%</b>

I would recommend Marshall to prospective students.	# of Responses	% of Responses
a. Strongly Agree	2	13%
b. Agree	12	80%
c. Neutral	1	7%
<b>Total</b>	<b>15</b>	<b>100%</b>

I would recommend to others that they study the same program at Marshall.	# of Responses	% of Responses
a. Strongly Agree	2	13%
b. Agree	10	67%
c. Neutral	2	13%
d. Disagree	1	7%
<b>Total</b>	<b>15</b>	<b>100%</b>

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

Teaching	#	%
a. Very Satisfied	2	13%
b. Satisfied	12	80%
c. Neutral	1	7%
<b>Total</b>	<b>15</b>	<b>100%</b>

Advising	#	%
a. Very Satisfied	2	13%
b. Satisfied	8	53%
c. Neutral	5	33%
<b>Total</b>	<b>15</b>	<b>100%</b>

Academic Support Services	#	%
a. Very Satisfied	2	13%
b. Satisfied	10	67%
c. Neutral	4	27%
d. Dissatisfied	1	7%
<b>Total</b>	<b>15</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	2	13%
b. Satisfied	7	70%
c. Neutral	2	20%
d. Dissatisfied	1	10%
<b>Total</b>	<b>10</b>	<b>100%</b>

Online learning experience (rate only if you have taken online courses)	#	%
a. Very Satisfied	2	13%
b. Satisfied	11	85%
d. Dissatisfied	2	15%
<b>Total</b>	<b>13</b>	<b>100%</b>

## College of Liberal Arts Satisfaction Questions CONT'D - Graduate 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	11	92%
c. neutral	1	8%
<b>Total</b>	<b>12</b>	<b>100%</b>

Availability of faculty for appointments	# of Responses	% of Responses
b. satisfied	11	92%
c. neutral	1	8%
<b>Total</b>	<b>12</b>	<b>100%</b>

Development of writing skills enhanced	# of Responses	% of Responses
b. satisfied	9	75%
c. neutral	1	8%
d. dissatisfied	2	17%
<b>Total</b>	<b>12</b>	<b>100%</b>

Policies clearly explained in the catalog	# of Responses	% of Responses
b. satisfied	8	67%
c. neutral	3	25%
d. dissatisfied	1	8%
<b>Total</b>	<b>12</b>	<b>100%</b>

Quality of program/courses in my major	# of Responses	% of Responses
b. satisfied	11	92%
c. neutral	1	8%
<b>Total</b>	<b>12</b>	<b>100%</b>

# College of Liberal Arts Satisfaction Questions - Graduate 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
b. satisfied	10	71%
c. neutral	3	21%
d. dissatisfied	1	7%
<b>Total</b>	<b>14</b>	<b>100%</b>

Student kept adequately informed of academic progress	# of Responses	% of Responses
b. satisfied	10	67%
c. neutral	3	20%
d. dissatisfied	2	13%
<b>Total</b>	<b>15</b>	<b>100%</b>

Courses offered in sufficient numbers/frequency to meet student needs	# of Responses	% of Responses
b. satisfied	11	73%
c. neutral	1	7%
d. dissatisfied	3	20%
<b>Total</b>	<b>15</b>	<b>100%</b>

Senior Evaluation	# of Responses	% of Responses
b. satisfied	8	53%
c. neutral	6	40%
d. dissatisfied	1	7%
<b>Total</b>	<b>15</b>	<b>100%</b>

Sufficient summer school offerings	# of Responses	% of Responses
b. satisfied	10	71%
c. neutral	4	29%
<b>Total</b>	<b>14</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	1	7%
b. satisfied	7	50%
c. neutral	6	43%
<b>Total</b>	<b>14</b>	<b>100%</b>

Mandatory advising policy	# of Responses	% of Responses
a. very satisfied	1	7%
b. satisfied	8	53%
c. neutral	4	27%
d. dissatisfied	2	13%
<b>Total</b>	<b>15</b>	<b>100%</b>

Quality of department/faculty advising	# of Responses	% of Responses
a. very satisfied	2	13%
b. satisfied	11	73%
c. neutral	1	7%
d. dissatisfied	1	7%
<b>Total</b>	<b>15</b>	<b>100%</b>

Development of critical thinking skills encouraged by college/department	# of Responses	% of Responses
b. satisfied	13	87%
a. very satisfied	1	7%
c. neutral	1	7%
<b>Total</b>	<b>15</b>	<b>100%</b>