










**2014 Assessment Day Student Resource Center Survey  
Report**  
**For the Likert Scale Questions, Higher Means are More  
Positive than Lower Means**

Last Modified: 03/06/2015

**1. Current classification**

#	Answer		Response	%
1	Graduate		117	27%
2	Senior		109	25%
3	Junior		74	17%
4	Sophomore		60	14%
5	Freshman		67	16%
6	INTO Pathways		1	0%
	Total		428	100%

**2. Grade Point Average**

#	Answer		Response	%
1	4.0 - 3.5		211	49%
2	3.49 - 3.0		141	33%
3	2.99 - 2.5		53	12%
4	2.49 - 2.0		22	5%
5	Below 2.0		0	0%
	Total		427	100%

### 3. Current College

#	Answer	Response	%
1	COB	54	13%
2	COEPD	59	14%
3	CAM	25	6%
4	COHP	67	16%
5	SOP	5	1%
6	COLA	45	11%
7	COS	70	17%
8	CITE	12	3%
9	UC	3	1%
10	RBA	14	3%
11	SOM	5	1%
12	Graduate College	61	14%
13	INTO Pathways	3	1%
	Total	423	100%

#### 4. Current Major: Choose all that apply

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

	Degree Program			
39	Medical Technology - Bachelor's Degree Program		3	1%
40	Cytotechnology		1	0%
41	Pre-Dietetics		1	0%
42	Dietetics		4	1%
43	Pre-Health Professions		3	1%
44	Advertising		2	0%
45	Broadcast Journalism		2	0%
46	Print Journalism		0	0%
47	Public Relations		4	1%
48	Radio/TV Productions		0	0%
49	Sports Journalism		0	0%
50	Journalism Undecided		1	0%
51	Anthropology		2	0%
52	Communication Studies		2	0%
53	Criminal Justice		10	2%
54	English		9	2%
55	Geography		3	1%
56	History		5	1%
57	Humanities		2	0%
58	Philosophy		0	0%
59	Religious Studies		1	0%
60	Latin		1	0%
61	International Affairs		2	0%
62	French		3	1%
63	German		1	0%
64	Spanish		2	0%
65	Japanese		2	0%
66	Political Science		3	1%
67	Psychology		29	7%
68	Sociology		3	1%
69	Undecided		3	1%
70	RBA Program		9	2%
71	Bachelor of Applied Science Program		0	0%
72	Biology		19	4%
73	Microbiology		5	1%
74	Biomedical Sciences		3	1%
75	Cellular/Molecular Biology		2	0%
76	Ecology/Evolutionary Biology		3	1%
77	Chemistry		9	2%
78	Chemistry: ACS		1	0%
79	Forensic Chemistry		2	0%
80	Biochemistry		3	1%
81	Environmental Science		3	1%
82	Geology		1	0%
83	Integrated Science and		4	1%

	Technology			
84	Computer and Information Technology		2	0%
85	Mathematics		5	1%
86	Applied Mathematics		1	0%
87	Natural Resources/Recreation Management		1	0%
88	Physics		1	0%
89	Physical and Applied Science		0	0%
90	Pre-Science		0	0%
91	Science Undecided		0	0%
92	Computer Science (CITE)		6	1%
93	Engineering		4	1%
94	Safety Technology		4	1%
95	Pre-Engineering		1	0%
96	Pre-Computer Science		0	0%
97	Technology/Engineering Undecided		0	0%
98	Public Health		2	0%
99	Adult and Technical Education		2	0%
100	Respiratory Care		2	0%
101	Information Systems		2	0%
102	Environmental Science (CITE)		2	0%
103	Technology Management		1	0%
104	Counseling		3	1%
105	EdD Program		2	0%
106	EdS Program		0	0%
107	Educational Leadership		1	0%
108	Literacy Education		0	0%
109	MAT Program		2	0%
110	EdS in School Psychology		2	0%
111	Special Education		10	2%
112	Nurse Anesthesia		0	0%
113	Forensic Science		3	1%
114	MD Program		1	0%
115	Other		42	10%

Statistic	Value
Total Responses	426

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

#	Answer		Response	%
1	Yes		243	58%
2	No		177	42%
	Total		420	100%

## 6. If you have used the Student Resource Center, have many times have you used it so far during the 2013-2014 academic year?

#	Answer		Response	%
1	One Time		89	41%
2	Two Times		64	30%
3	Three Times		24	11%
4	Four Times		7	3%
5	More than four times		32	15%
	Total		216	100%

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

#	Answer	Response	%
1	During Week of Welcome (WOW)	108	50%
2	In my UNI 100 Freshman First class Online Course	70	32%
3	The Student Resource Center sign in the Student Center	72	33%
4	An article in the Parthenon	6	3%
5	An article in the Huntington Herald-Dispatch	1	0%
6	An advertisement on the TV displays	6	3%
7	A friend told me about the Student Resource Center	40	18%
8	My advisor, faculty member or other University staff member told me about the Student Resource Center	49	22%
9	A personal announcement in my MU	20	9%
10	Facebook	21	10%
17	Other	7	3%
11	Twitter	6	3%
12	Orientation	74	34%
13	Preview Day	16	7%
14	Green and White Day	15	7%
15	Website	28	13%













16	My RA, RD, or other Housing and Residence Life staff told me about the SRC.		23	11%
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<b>Other</b>
First Year Seminar
vet rep
by sight
FYS
walking



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

#	Answer	Response	%
2	I needed to talk with my UNI 100, UNI 102, or UNI 103 instructor	8	4%
3	I attended a workshop sponsored by the Student Resource Center	6	3%
4	I had a question about Degree Works	22	10%
5	I had a question about choosing a major/ career	39	18%
6	I had a question about scheduling my class selections	37	17%
7	I had a question about university excused absences	34	16%
8	I had a question about Student Health	23	11%
9	I had a question about Counseling Services	8	4%
10	I had a question about Student Activities and Organizations	14	6%
11	I had a question about the Library	11	5%
12	I had a question about tuition payment	12	6%

	or other billing issues			
13	I had a question about parking		11	5%
14	I had a question about Disability Services		2	1%
15	I had a question about completing a resume/ finding a job/ an internship		12	6%
16	I had a question about finding a job		14	6%
17	I had a question about financial aid		41	19%
18	I had a question about placement exams		4	2%
19	I had a question about course registration and changing my schedule.		41	19%
20	I had a question about finding another office on campus		25	12%
21	I had a question about housing and residence life		7	3%
22	I had a question about meal plans		4	2%
23	I had a question about my student ID card		41	19%
24	I had a question about study skills, test-taking or		6	3%

	other academic related skills			
25	I had a question about tutoring		11	5%
26	I had a question about the Writing Center		11	5%
27	I had a question about obtaining athletic tickets		3	1%
28	I had a question about obtaining tickets to theatre events or Artist Series events		5	2%
32	Other		10	5%
29	I had a question about how to find my advisor		13	6%
30	I had a question about student conduct		1	0%
31	I had a question about on-campus housing waiver		4	2%
1	I had a question about myMU, MUOnline, or Live Mail.		56	26%

#### Other

First Year Seminar scavenger hunt

Excused Absences

I had a question about studying abroad.

I had a question about a lost item.

I had a question about university excused absences

Weather related question

resume

My advisor was gone

Statistic	Value
Total Responses	217

**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	Disagree	Strongly Disagree	Total Responses	Mean
1	The SRC is easily accessible.	137	73	1	2	213	3.62
2	I am able to reach the SRC by phone.	79	73	7	0	159	3.45
3	I am able to reach the SRC by email.	92	73	5	0	170	3.51
4	The SRC Staff promptly return my phone calls.	68	67	3	1	139	3.45
5	Assistance is offered during convenient hours.	111	94	6	0	211	3.50
6	The SRC provides a helpful atmosphere.	124	81	4	3	212	3.54
7	The SRC staff make me feel comfortable.	128	79	4	2	213	3.56
8	The SRC staff are good listeners.	120	87	5	1	213	3.53
9	The SRC staff are patient.	121	86	5	0	212	3.55
10	The SRC staff show interest in my success as a student.	121	82	6	2	211	3.53
11	The SRC staff are generally knowledgeable.	121	83	5	3	212	3.52
12	The SRC staff provide accurate information.	126	83	2	1	212	3.58
13	The SRC staff give clear explanations.	119	90	1	1	211	3.55

14	The SRC staff encourage my academic goals.	113	81	6	1	201	3.52
15	The SRC staff treat me with respect.	122	82	2	0	206	3.58
16	The SRC staff ensure my privacy.	116	87	3	1	207	3.54
17	The SRC staff make effective referrals.	109	77	6	2	194	3.51
18	The SRC staff communicate important events and information.	109	91	5	1	206	3.50
19	The SRC staff provide appropriate career advice.	108	75	7	0	190	3.53
20	After meeting with the SRC staff, I feel better prepared.	111	84	4	2	201	3.51
21	When I visit the SRC, my expectations are met.	115	88	4	2	209	3.51
22	Overall, I am satisfied with the assistance I received from the Student Resource Center.	129	78	2	2	211	3.58

## 10. How can the Student Resource Center better serve you?

### Text Response

All responses were shared with the Director of University College and with the SRC.

Statistic	Value
Total Responses	43

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

#	Answer	Response	%
1	Email	209	97%
2	Mailed Letter	19	9%
3	Phone	66	31%
4	Facebook	18	8%
6	Other	2	1%
5	Twitter	6	3%

**Other**

Text

**12. If you received exceptional service from the Student Resource Center, please share your experience, the name of the SRC Staff Member who assisted you, and what made the service exceptional.**

**Text Response**

All responses were shared with the Director of University College and with the SRC.

Statistic	Value
Total Responses	34

**13. Please add any additional comments.**

**Text Response**

All responses were shared with the Director of University College and with the SRC.

Statistic	Value
Total Responses	9

**14. Please indicate your level of agreement to the statements below.**

#	Question	Strongly Agree	Agree	Disagree	Strongly Disagree	Total Responses	Mean
1	I was aware that the Student Resource Center was available to all students.	72	73	19	7	171	3.23
2	I have considered using the Student Resource Center.	10	64	68	13	155	2.46
3	I plan to use the Student Resource Center in the future.	14	63	59	12	148	2.53
4	The Student Resource Center is well-advertised on campus.	12	78	41	24	155	2.50

**15. Please provide any comments here.**

**Text Response**

All responses were shared with the Director of University College and with the SRC.

Statistic	Value
Total Responses	13