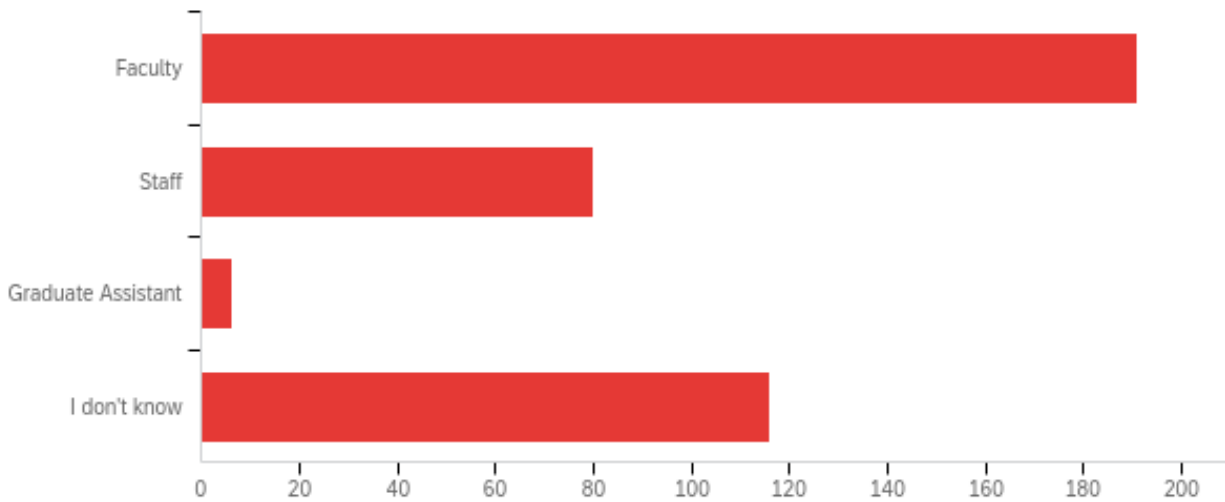




Advising Survey Results

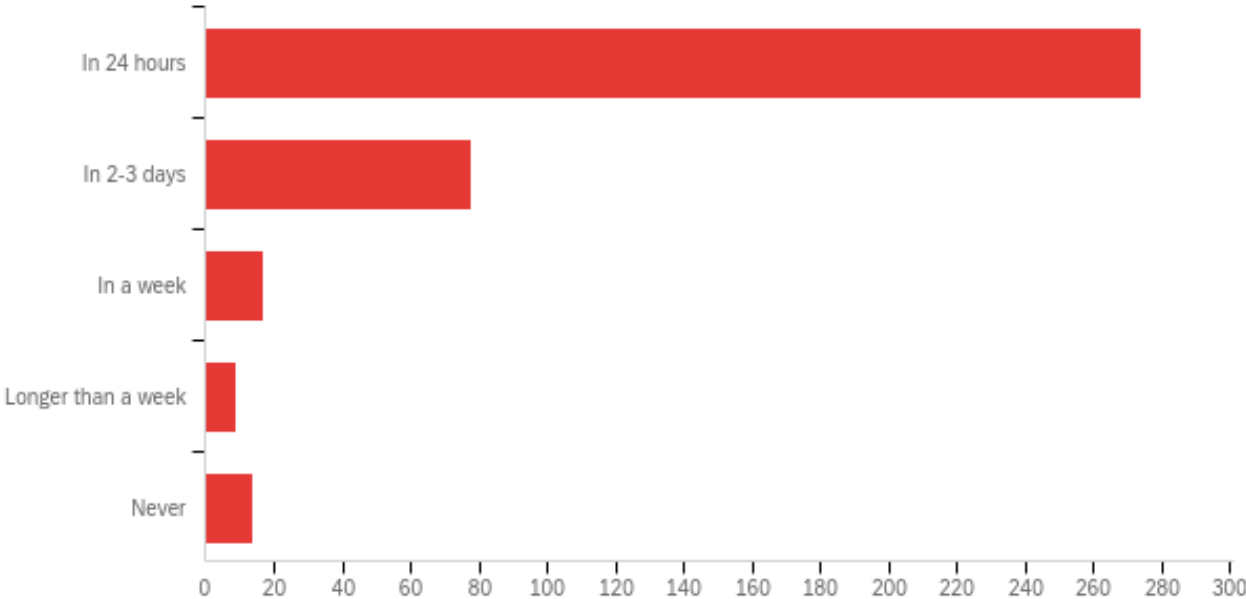
Assessment Day 2024

Q1 - My academic advisor is



#	Answer	%	Count
1	Faculty	48.60%	191
2	Staff	20.36%	80
3	Graduate Assistant	1.53%	6
4	I don't know	29.52%	116
	Total	100%	393

Q2 - How quickly does your academic advisor respond to emails/phone calls?



#	Answer	%	Count
1	In 24 hours	69.90%	274
2	In 2-3 days	19.90%	78
3	In a week	4.34%	17
4	Longer than a week	2.30%	9
5	Never	3.57%	14
	Total	100%	392

Q3 - Have you changed majors while at Marshall?

#	Answer	Count
1	Yes	175
2	No	218
	Total	393

Q4 - If you have changed your major, how many times have you done this since enrolling at Marshall?

#	Answer	Count
1	One Time	96
2	Two Times	45
3	Three Times	9
4	Four Times	0
5	More than Four Times	0
	Total	150

Q5 - How many times per semester do you see your advisor for issues related to course scheduling?

#	Answer	Count
1	Never	46
2	Once	151
3	Twice	90
4	Three Times	33
5	Four Times	4
6	Five Times	5
7	Between six and ten times	6
8	More often than ten times	1
	Total	336

Q6 - On average, how many times per term do you see your advisor for non-scheduling issues?

#	Answer	Count
1	Never	156
2	Once	96
3	Twice	42
4	Three Times	16
5	Four Times	9
6	Five Times	4
7	Between six and ten times	3
8	More often than ten times	10
	Total	336

Q7 - Is advising mandatory for you?

#	Answer	Count
1	Yes	193
2	No	143
	Total	336

Q8 - Do you think advising should be mandatory for all students?

#	Answer	Count
1	Yes	230
2	No	106
	Total	336

Q9 - 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 Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
1	Advising is important to me.	6	14	31	102	182
2	I feel that my advising appointments are worth my time.	17	19	25	89	177
3	I know the name of my advisor.	2	3	3	61	264
4	My advisor is easily accessible.	11	23	21	85	193
5	I am able to reach my advisor by phone.	19	24	71	56	120
6	I am able to reach my advisor by email.	6	11	13	83	217
7	I am able to reach my advisor by virtual appointment.	3	8	52	74	148

8	Advising is offered during convenient operating hours.	5	10	33	88	190
9	I typically make appointments for advising.	18	32	43	87	140
10	My advisor is prepared for my advising session.	5	19	32	83	182
11	My advisor provides an appropriate academic atmosphere.	7	3	19	93	201
12	My advisor makes me feel comfortable.	5	9	26	81	207
13	My advisor is a good listener.	6	12	24	82	204
14	My advisor treats me with respect.	0	5	19	87	216
15	My advisor is patient.	3	3	24	84	212
16	My advisor ensures my privacy.	0	5	18	93	205
17	My advisor encourages me to ask questions and communicate openly during advising sessions.	4	11	24	81	201
18	My advisor answers my questions in a professional manner.	2	6	22	84	213
19	My advisor shows an interest in my academic success.	6	12	22	84	203
20	My advisor encourages my academic goals.	7	8	21	86	205
21	My advisor is knowledgeable.	10	13	28	74	202
22	My advisor provides accurate information.	9	13	32	81	192
23	My advisor gives clear explanations.	9	19	26	78	196
24	My advisor allows enough time for my appointment.	6	9	19	84	202
25	There is a shared responsibility between me and my advisor.	10	11	27	105	174
26	I attend advising sessions prepared.	2	5	18	99	193
27	After advising sessions, I feel better prepared.	6	12	32	86	183
28	Typically, my expectations of advising are met.	12	19	32	76	188
29	Overall, I am satisfied with the advising services I receive from Marshall University.	15	18	40	72	186
	Total	211	356	797	2418	5596

**Q10 - 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.	6.87%	276
2	Explained how to register for classes in my MU.	6.17%	248
3	Explained how to view the course schedule and select classes.	5.85%	235
4	Helped me learn to use Blackboard.	1.12%	45
5	Helped me with a schedule adjustment.	5.67%	228
6	Asked me how I am doing in my classes.	5.67%	228
7	Explained probation and helped me develop an Academic Engagement Plan.	0.80%	32
8	Explained my suspension and how I could return to enroll in a future term.	0.15%	6
9	Explained Financial Aid Satisfactory Academic Progress.	1.42%	57
10	Helped me with my Financial Aid Satisfactory Progress appeal.	0.57%	23
11	Talked to me about midterm D and F grades in my courses.	1.19%	48
12	Talked to me about tutoring.	1.69%	68
13	Talked to me about the Writing Center.	1.34%	54
14	Gave me advice on how to succeed in my classes.	2.94%	118
15	Encouraged me to talk to my instructor about my progress in class.	2.69%	108
16	Encouraged me to become involved in student organizations and campus activities.	1.67%	67
17	Assisted me with roommate issues.	0.15%	6
18	Gave me advice on how to work with an instructor I didn't like.	1.14%	46
19	Talked to me about withdrawing from a course(s).	2.86%	115
20	Explained the process for a complete withdrawal.	1.24%	50
21	Talked to me about adding 2nd 8-week courses.	1.47%	59
22	Explained how to calculate my GPA.	1.47%	59
23	Explained FERPA (Federal Educational Rights and Privacy Act) and how I can allow my parent, guardian, or others to have access to my academic records.	0.70%	28
24	Talked to me about the reference librarians in Drinko Library.	1.19%	48
25	Talked to me about academic dishonesty.	0.85%	34

26	Talked to me about the Textbook Loan Program.	0.60%	24
27	Asked if I had questions or concerns about my academic major.	5.53%	222
28	Completed my junior evaluation.	1.54%	62
29	Completed my senior evaluation.	1.12%	45
30	Talked to me about graduation requirements.	4.31%	173
31	Talked to me about general education requirements.	5.10%	205
32	Asked me questions and tried to get to know me.	3.91%	157
33	Asked about any personal concerns that might affect my academic performance.	2.41%	97
34	Shared information about him/herself in order to make me more comfortable.	2.49%	100
35	Shared information about him/herself that made me uncomfortable.	0.27%	11
36	Worked with me to review my outstanding degree requirements with Degree Works.	3.96%	159
37	Talked to me about learning (and other) disabilities and seeking accommodations.	0.92%	37
38	Referred me to other campus services (student health, counseling, psychology clinic, food pantry, etc.)	1.07%	43
39	Helped me with financial aid issues.	1.29%	52
40	Helped me resolve tuition and billing issues.	0.62%	25
41	Talked to me about changing my major.	1.87%	75
42	Talked to me about selecting a minor.	3.29%	132
43	I worked with my advisor to find the best fit major for my academic and career goals.	2.17%	87
44	Explained CPoS (Course in Program of Study) to me.	0.65%	26
	Total	100%	4018

Q11 - Would you recommend your advisor to another student?

#	Answer	Count
1	Yes, please elaborate	245
2	No, please explain	56
	Total	301

Q12 - What is the best way for advisors to contact you? (Check all that apply.)

#	Answer	Count
1	Email	320
2	Mailed Letter	5
3	Phone	65
4	Texting	92
6	Other	3
	Total	485

Q13 - How can advising services better serve you?

All responses were shared with the Advising Office.

Q14 - If you have received exceptional advising, please share your advisor's name and what made the experience exceptional.

All responses were shared with the Advising Office.