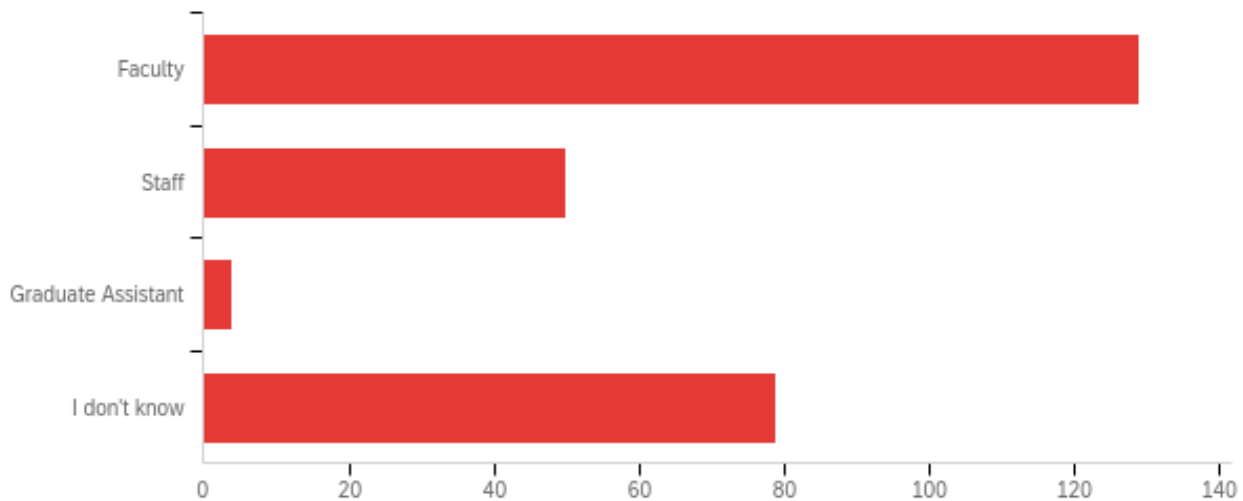




Advising Survey Results

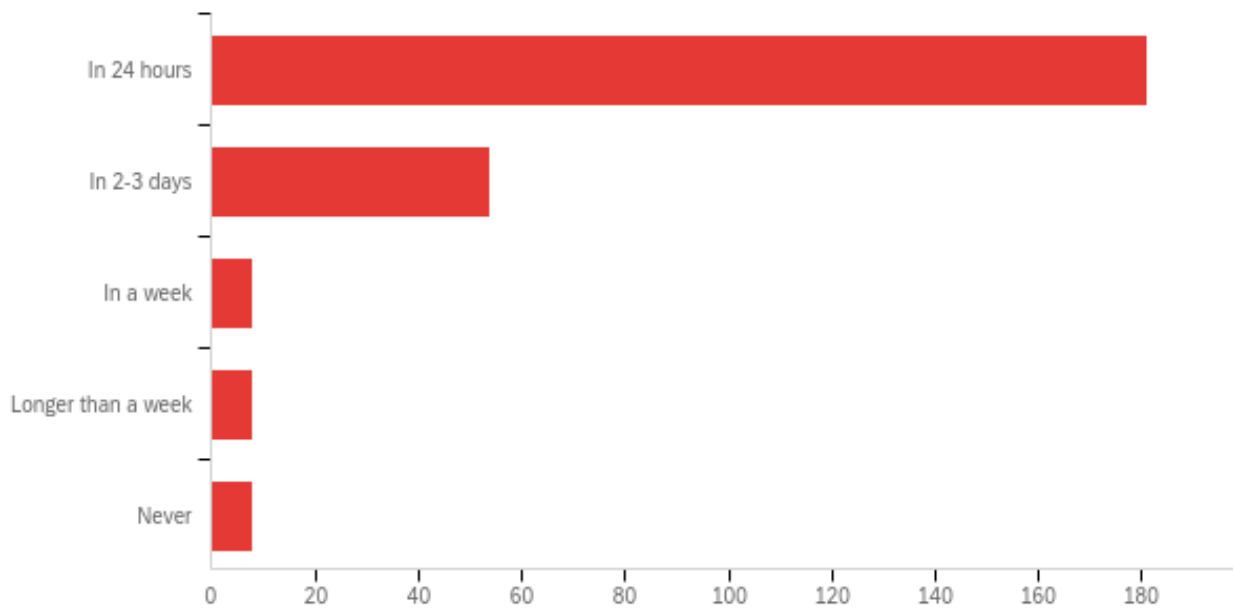
Assessment Day 2025

Q1 - My academic advisor is



#	Answer	%	Count
1	Faculty	49.24%	129
2	Staff	19.08%	50
3	Graduate Assistant	1.53%	4
4	I don't know	30.15%	79
	Total	100%	262

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



#	Answer	%	Count
1	In 24 hours	69.88%	181
2	In 2-3 days	20.85%	54
3	In a week	3.09%	8
4	Longer than a week	3.09%	8
5	Never	3.09%	8
	Total	100%	259

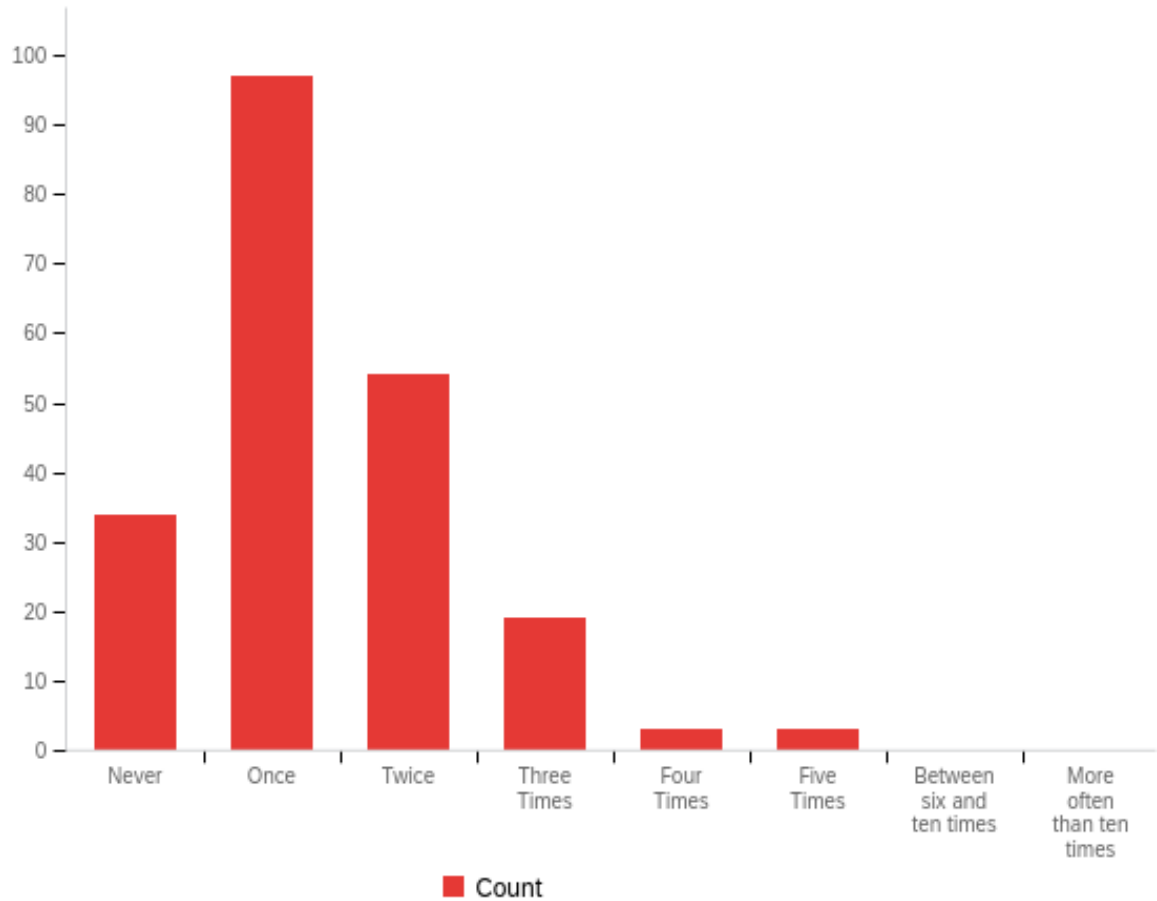
Q3 - Have you changed majors while at Marshall?

#	Answer	Count
1	Yes	76
2	No	187
	Total	263

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

#	Answer	Count
1	One Time	43
2	Two Times	14
3	Three Times	3
4	Four Times	1
5	More than Four Times	0
	Total	61

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



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

#	Answer	Count
3	Twice	27
4	Three Times	15
2	Once	53
1	Never	107
8	More often than ten times	2
5	Four Times	5
6	Five Times	0
7	Between six and ten times	3

Total	212
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Q7 - Is advising mandatory for you?

#	Answer	Count
1	Yes	130
2	No	79
	Total	209

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

#	Answer	Count
1	Yes	156
2	No	54
	Total	210

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.	3	4	19	82	103
2	I feel that my advising appointments are worth my time.	5	16	12	70	98
3	I know the name of my advisor.	4	2	2	47	155
4	My advisor is easily accessible.	12	4	12	67	114
5	I am able to reach my advisor by phone.	8	12	41	46	66
6	I am able to reach my advisor by email.	7	3	3	60	135

7	I am able to reach my advisor by virtual appointment.	7	8	25	58	89
8	Advising is offered during convenient operating hours.	6	6	14	60	113
9	I typically make appointments for advising.	9	19	36	53	82
10	My advisor is prepared for my advising session.	5	8	15	64	105
11	My advisor provides an appropriate academic atmosphere.	4	4	10	57	126
12	My advisor makes me feel comfortable.	3	5	14	52	132
13	My advisor is a good listener.	4	9	12	52	126
14	My advisor treats me with respect.	1	4	11	55	134
15	My advisor is patient.	4	5	13	47	134
16	My advisor ensures my privacy.	3	0	14	54	129
17	My advisor encourages me to ask questions and communicate openly during advising sessions.	2	5	17	51	123
18	My advisor answers my questions in a professional manner.	2	5	11	55	131
19	My advisor shows an interest in my academic success.	2	9	16	54	125
20	My advisor encourages my academic goals.	3	5	21	49	128
21	My advisor is knowledgeable.	2	14	7	56	128
22	My advisor provides accurate information.	4	8	17	53	125
23	My advisor gives clear explanations.	4	8	16	58	119
24	My advisor allows enough time for my appointment.	6	3	7	54	125
25	There is a shared responsibility between me and my advisor.	4	3	18	60	120
26	I attend advising sessions prepared.	1	1	6	72	117
27	After advising sessions, I feel better prepared.	5	8	12	51	124
28	Typically, my expectations of advising are met.	8	11	15	51	120
29	Overall, I am satisfied with the advising services I receive from Marshall University.	9	17	8	53	122
	Total	137	206	424	1641	3448

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.	8.37%	176
2	Explained how to register for classes in my MU.	6.51%	137
3	Explained how to view the course schedule and select classes.	6.28%	132
4	Helped me learn to use Blackboard.	1.09%	23
5	Helped me with a schedule adjustment.	5.85%	123
6	Asked me how I am doing in my classes.	6.28%	132
7	Explained probation and helped me develop an Academic Engagement Plan.	0.62%	13
8	Explained my suspension and how I could return to enroll in a future term.	0.14%	3
9	Explained Financial Aid Satisfactory Academic Progress.	1.52%	32
10	Helped me with my Financial Aid Satisfactory Progress appeal.	0.52%	11
11	Talked to me about midterm D and F grades in my courses.	1.00%	21
12	Talked to me about tutoring.	1.76%	37
13	Talked to me about the Writing Center.	1.09%	23
14	Gave me advice on how to succeed in my classes.	3.42%	72
15	Encouraged me to talk to my instructor about my progress in class.	2.14%	45
16	Encouraged me to become involved in student organizations and campus activities.	2.00%	42
17	Assisted me with roommate issues.	0.05%	1
18	Gave me advice on how to work with an instructor I didn't like.	0.86%	18
19	Talked to me about withdrawing from a course(s).	1.76%	37
20	Explained the process for a complete withdrawal.	1.05%	22
21	Talked to me about adding 2nd 8-week courses.	1.33%	28
22	Explained how to calculate my GPA.	0.71%	15
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.	0.81%	17
24	Talked to me about the reference librarians in Drinko Library.	1.28%	27

25	Talked to me about academic dishonesty.	0.90%	19
26	Talked to me about the Textbook Loan Program.	0.38%	8
27	Asked if I had questions or concerns about my academic major.	6.13%	129
28	Completed my junior evaluation.	1.14%	24
29	Completed my senior evaluation.	0.95%	20
30	Talked to me about graduation requirements.	5.09%	107
31	Talked to me about general education requirements.	5.75%	121
32	Asked me questions and tried to get to know me.	4.14%	87
33	Asked about any personal concerns that might affect my academic performance.	2.38%	50
34	Shared information about him/herself in order to make me more comfortable.	2.57%	54
35	Shared information about him/herself that made me uncomfortable.	0.24%	5
36	Worked with me to review my outstanding degree requirements with Degree Works.	3.85%	81
37	Talked to me about learning (and other) disabilities and seeking accommodations.	0.38%	8
38	Referred me to other campus services (student health, counseling, psychology clinic, food pantry, etc.)	0.52%	11
39	Helped me with financial aid issues.	1.28%	27
40	Helped me resolve tuition and billing issues.	0.76%	16
41	Talked to me about changing my major.	1.62%	34
42	Talked to me about selecting a minor.	2.85%	60
43	I worked with my advisor to find the best fit major for my academic and career goals.	1.81%	38
44	Explained CPoS (Course in Program of Study) to me.	0.81%	17
	Total	100%	2103

Q11 - Would you recommend your advisor to another student?

#	Answer	Count
1	Yes, please elaborate	162
2	No, please explain	28
	Total	190

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

#	Answer	Count
1	Email	206
2	Mailed Letter	6
3	Phone	36
4	Texting	49
6	Other	4
	Total	301

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.

Q15 - Please provide any other comments here.

All comments were shared with the Advising Office.