

**American University of Armenia**  
**2017-2018**  
**Graduate Student Exit Survey**



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## Methodology and Background

### *Instrument Design and Timeline*

The American University of Armenia (AUA) conducted its 2017-2018 *Graduate Student Exit Survey* from December 1 to December 10, 2017, from April 23 to May 7, 2018, and from July 23 to August 3, 2018. The survey was carried out by the university's Office of Institutional Research and Assessment with the support of the provost and the academic programs.

The objectives of the survey were to gather information from graduate students about the level of student satisfaction related to the curriculum, academic environment, extracurricular activities, and services provided at the university, as well as to identify areas of possible improvements.

Demographic data were collected for analysis purposes. Students were informed about the anonymity of their responses in an accompanying cover letter that also provided instructions on how to complete the questionnaire.

This report describes the methodology used for the survey and presents the findings in tables. The Addendums at the end of this report include longitudinal data from previous *Graduate Student Exit Surveys*.

### *Sample, Procedures, Response Rate*

<b>Academic Program</b>	<b>Graduating students<sup>1</sup></b>	<b>Survey respondents</b>	<b>Percent Completed</b>
Master of Engineering in Industrial Engineering and Systems Management (ME IESM)	13	5	38.5%
Master of Business Administration (MBA)			
Full-time Master of Business Administration (FT MBA)	39	26	66.7%
Professional Master of Business Administration (PMBA)	23	7	30.4%
Master of Political Science and International Affairs (M PSIA)	25	16	64.0%
Master of Laws (LL.M.)	19	12	63.2%
Master of Science in Computer and Information Science (MS CIS)	26	14	53.8%
Master of Arts in Teaching English as a Foreign Language (MA TEFL)	31	22	71.0%
Master of Science in Economics (MSE)	17	12	70.6%
Master of Public Health (MPH)	29	16	55.2%
Master of Science in Strategic Management (MSSM)	35	18	51.4%
Graduate Certificates (GC)	11	8	72.7%
Total	268	156	58.2%

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<sup>1</sup> For the purposes of this study, a *graduating student* is a student who submitted a Petition to Graduate by the posted deadline. For MSSM students who are scheduled to complete the program in the summer as prescribed by the program but are conferred the following January, a *graduating student* is a student who is enrolled in the final Capstone course.

The following procedures were followed:

- A letter from the provost was sent to each graduating student with a request to complete the survey. The letter included an explanation of the importance of the survey and the link to the on-line survey.
- Two reminder email messages were sent by the Office of Institutional Research and Assessment, one at the end of the first week and one in the middle of the second week.
- Fliers were posted around campus (in department offices, cafeteria, student lounge areas, entrance ways) reminding students to complete the survey.
- Program chairs and administrative assistants were asked to remind students to complete the survey.

A total of 182 (67.9%) out of 268 graduating students participated in the survey. The results of 26 partially completed surveys were excluded in the analyses, thus **denoting a response rate of 58.2%.**

### ***Description***

Upon completion of the on-line survey, data was analyzed in SPSS. Descriptive analysis includes frequencies, calculation of mean values for categorical variables with Likert scale type response options.

To detect the difference in the mean values of questions and respondents' sex, independent sample t-test was conducted. One-way ANOVA was run to detect the difference in the mean values of questions between academic programs. Two-way ANOVA was run to find interaction between academic program and sex, as well as to explore adjusted results for these factors. ANOVA was run only for the variables for which between-group variances were equal. Post-Hoc tests helped to identify the mean difference between particular academic programs. The significance level used for the statistical tests was 5%. In addition, marginally significant (10%) results were reported for the two-way ANOVA results.

The report consists of three main parts: university wide, by program and answers to open ended questions. The by-program tables do not include Certificate Programs (e.g., C Translation, C TEFL) which are represented in a separate table (see page 127).

For statements that have a Not Applicable (N/A) response option, the mean value is calculated without including Not Applicable responses. For informational purposes, statements in which Missing Values in the total population and Not Applicable responses combined comprised more than 10% of total responses are marked in **white print on black background.**

The numbering of the responses in the report corresponds to the numbering in the survey questionnaire

In order to avoid complexity in the tables, responses to the following questions were shortened in all tables:

- Which best describes your potential employer?
- In what industry is your current/potential employment?

## University Wide Report

N	Question	Response Options	Count	%	Valid %	Mean by Sex	
						Male	Female
1	Among the graduate schools that you considered, was AUA your:	First choice	135	87%	87%		
		Second choice	20	13%	13%		
		Third choice or lower	1	1%	1%		
		Sub Total	156	100%	100%		
		Missing Values	0	0%			
		Total	156	100%			
3	What are your immediate employment/education plans?	Other (please specify)	5	3%	3%		
		I am currently employed and am not seeking alternative employment.	34	22%	22%		
		I am currently employed but am seeking alternative employment.	49	31%	31%		
		I am unemployed and seeking employment.	56	36%	36%		
		I am unemployed but not seeking employment	4	3%	3%		
		I will be / am continuing my graduate education.	8	5%	5%		
		Other	0	0%	0%		
		Sub Total	156	100%	100%		
		Missing Values	0	0%			
		Total	156	100%			
		4	Which BEST describes your potential employer?	Public - RoA Government	22	14%	15%
Public - Non RoA Government	24			15%	16%		
Private - Commercial	81			52%	53%		
Private – Non-commercial	12			8%	8%		
Self-Employment	13			8%	9%		
Sub Total	152			97%	100%		
Missing Values	4			3%			
Total	156			100%			

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
5	<b>In what industry is your current/ potential employment?</b>	Agriculture, forestry, and fishing	0	0%	0%			
		Mining and natural resources	1	1%	1%			
		Manufacturing	1	1%	1%			
		Utilities	1	1%	1%			
		Construction	1	1%	1%			
		Wholesale and retail trade	5	3%	3%			
		Transportation and storage	0	0%	0%			
		Accommodation and food/beverage service activities	3	2%	2%			
		Information and communication	25	16%	17%			
		Banking, financial and insurance activities; Real estate	29	19%	19%			
		Professional, scientific, and technical activities	17	11%	11%			
		Administrative and support service activities	2	1%	1%			
		Public administration and defense	14	9%	9%			
		Education	25	16%	17%			
		Human health and social work activities	9	6%	6%			
		Arts, entertainment and recreation	2	1%	1%			
		Other	15	10%	10%			
		Sub Total	150	96%	100%			
		Missing Values	6	4%				
		Total	156	100%				
6	<b>What was your employment status during most of your graduate education?</b>	Did not work	56	36%	36%			
		Worked occasionally (either part time or full time)	36	23%	23%			
		Worked regularly part time	22	14%	14%			
		Worked regularly full time	41	26%	27%			
		Sub Total	155	99%	100%			
		Missing Values	1	1%				
		Total	156	100%				

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
7	<b>To what extent do you agree or disagree with the following statements about your graduate program?</b>							
	<b>a. The sequence of courses was appropriate.</b>	1 - Strongly Agree	28	18%	18%			
		Agree	81	52%	52%			
		Neither agree nor disagree	26	17%	17%			
		Disagree	18	12%	12%			
		5 - Strongly Disagree	2	1%	1%			
		Sub Total	155	99%	100%	2.3	2.2	2.4
		Missing Values	1	1%				
		Total	156	100%				
	<b>b. Academic policies and procedures were communicated adequately.</b>	1 - Strongly Agree	46	30%	30%			
		Agree	88	56%	57%			
		Neither agree nor disagree	15	10%	10%			
		Disagree	5	3%	3%			
		5 - Strongly Disagree	1	1%	1%			
		Sub Total	155	99%	100%	1.9	1.9	2.0
		Missing Values	1	1%				
		Total	156	100%				
	<b>c. Information about degree requirements was communicated adequately.</b>	1 - Strongly Agree	46	30%	30%			
		Agree	91	58%	58%			
		Neither agree nor disagree	12	8%	8%			
		Disagree	7	5%	5%			
		5 - Strongly Disagree	0	0%	0%			
		Sub Total	156	100%	100%	1.9	1.8	1.9
		Missing Values	0	0%				
		Total	156	100%				
	<b>d. There was good communication between faculty and students regarding student needs, concerns, and suggestions.</b>	1 - Strongly Agree	58	37%	37%			
		Agree	66	42%	42%			
		Neither agree nor disagree	20	13%	13%			
		Disagree	10	6%	6%			
		5 - Strongly Disagree	2	1%	1%			
		Sub Total	156	100%	100%	1.9 <sup>2</sup>	1.8	2.2
		Missing Values	0	0%				
		Total	156	100%				

<sup>2</sup> Significance in T-test testing the difference in agreement that there was good communication between faculty and students regarding student needs, concerns and suggestions, t (62) = -2.32, between male and female respondents, p=0.023 (2-tailed).

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
7	<b>To what extent do you agree or disagree with the following statements about your graduate program? (cont'd)</b>							
	<b>e. Interactions among students and faculty were characterized by mutual respect.</b>	1 - Strongly Agree	77	49%	49%			
		Agree	68	44%	44%			
		Neither agree nor disagree	9	6%	6%			
		Disagree	1	1%	1%			
		5 - Strongly Disagree	1	1%	1%			
		Sub Total	156	100%	100%	1.6	1.6	1.7
		Missing Values	0	0%				
		Total	156	100%				
	<b>f. On the whole, faculty members were well qualified to teach their courses.</b>	1 - Strongly Agree	56	36%	36%			
		Agree	65	42%	42%			
		Neither agree nor disagree	23	15%	15%			
		Disagree	10	6%	7%			
		5 - Strongly Disagree	1	1%	1%			
		Sub Total	155	99%	100%	1.9 <sup>3</sup>	1.8	2.3
		Missing Values	1	1%				
		Total	156	100%				
	<b>g. In general, faculty members prepared carefully for their courses.</b>	1 - Strongly Agree	45	29%	29%			
		Agree	84	54%	54%			
		Neither agree nor disagree	20	13%	13%			
		Disagree	5	3%	3%			
		5 - Strongly Disagree	1	1%	1%			
		Sub Total	155	99%	100%	1.9 <sup>4</sup>	1.8	2.2
		Missing Values	1	1%				
		Total	156	100%				
	<b>h. There were many opportunities outside the classroom for interaction between students and faculty.</b>	1 - Strongly Agree	40	26%	26%			
		Agree	79	51%	51%			
		Neither agree nor disagree	23	15%	15%			
		Disagree	14	9%	9%			
		5 - Strongly Disagree	0	0%	0%			
		Sub Total	156	100%	100%	2.1	2.1	2.0
		Missing Values	0	0%				
		Total	156	100%				

<sup>3</sup>Significance in T-test testing the difference in agreement that faculty members were well qualified to teach their courses.,  $t(59) = -3.15$ , between male and female respondents,  $p=0.003$  (2-tailed).

<sup>4</sup>Significance in Two-way ANOVA testing the difference in agreement of faculty members' careful preparedness for their courses between male and female, after adjusting for programs,  $p<0.05$ .



N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
7	<b>To what extent do you agree or disagree with the following statements about your graduate program? (cont'd)</b>							
	<b>i. Overall, faculty in my academic program were interested in the professional development of students.</b>	1 - Strongly Agree	58	37%	37%			
		Agree	69	44%	44%			
		Neither agree nor disagree	22	14%	14%			
		Disagree	7	5%	5%			
		5 - Strongly Disagree	0	0%	0%			
		Sub Total	156	100%	100%	1.9 <sup>5</sup>	1.8	2.1
		Missing Values	0	0%				
		Total	156	100%				
	<b>j. In general, the courses I took were well taught.</b>	1 - Strongly Agree	32	21%	21%			
		Agree	95	61%	61%			
		Neither agree nor disagree	22	14%	14%			
		Disagree	6	4%	4%			
		5 - Strongly Disagree	1	1%	1%			
		Sub Total	156	100%	100%	2.0 <sup>6</sup>	1.9	2.3
		Missing Values	0	0%				
		Total	156	100%				
	<b>k. The courses I took were valuable for my future career.</b>	1 - Strongly Agree	47	30%	30%			
		Agree	80	51%	52%			
		Neither agree nor disagree	23	15%	15%			
		Disagree	5	3%	3%			
		5 - Strongly Disagree	0	0%	0%			
		Sub Total	155	99%	100%	1.9 <sup>7</sup>	1.8	2.2
		Missing Values	1	1%				
		Total	156	100%				
	<b>l. My program was intellectually challenging and stimulating.</b>	1 - Strongly Agree	44	28%	28%			
		Agree	87	56%	56%			
		Neither agree nor disagree	17	11%	11%			
		Disagree	7	5%	5%			
		5 - Strongly Disagree	1	1%	1%			
		Sub Total	156	100%	100%	1.9 <sup>8</sup>	1.8	2.2
		Missing Values	0	0%				
		Total	156	100%				

<sup>5</sup> Significance in T-test testing the difference in agreement that the faculty in student's academic program were interested in the professional development of students,  $t(154) = -1.99$ , between male and female respondents,  $p=0.048$  (2-tailed).

<sup>6</sup> Significance in T-test testing the difference in agreement that the courses the student took were well taught,  $t(55) = -2.12$ , between male and female respondents,  $p=0.039$  (2-tailed).

<sup>7</sup> Significance in T-test testing the difference in agreement that the courses the student took were valuable for his/her future career,  $t(59) = -2.71$ , between male and female respondents,  $p=0.009$  (2-tailed).

<sup>8</sup> Significance in T-test testing the difference in agreement that the student's program was intellectually challenging and stimulating,  $t(60) = -2.58$ , between male and female respondents,  $p=0.012$  (2-tailed).

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
7	<b>To what extent do you agree or disagree with the following statements about your graduate program? (cont'd)</b>							
	<b>m. I would recommend my graduate program to prospective students.</b>							
		1 - Strongly Agree	58	37%	37%			
		Agree	69	44%	44%			
		Neither agree nor disagree	18	12%	12%			
		Disagree	9	6%	6%			
		5 - Strongly Disagree	2	1%	1%			
		Sub Total	156	100%	100%	1.9 <sup>9</sup>	1.8	2.2
		Missing Values	0	0%				
		Total	156	100%				
	<b>n. My program provided me with the skills needed in my field.</b>							
		1 - Strongly Agree	47	30%	30%			
		Agree	80	51%	51%			
		Neither agree nor disagree	25	16%	16%			
		Disagree	4	3%	3%			
		5 - Strongly Disagree	0	0%	0%			
		Sub Total	156	100%	100%	1.9	1.9	2.0
		Missing Values	0	0%				
		Total	156	100%				
	<b>o. My graduate school experiences were relevant to my career goals.</b>							
		1 - Strongly Agree	48	31%	31%			
		Agree	76	49%	49%			
		Neither agree nor disagree	28	18%	18%			
		Disagree	3	2%	2%			
		5 - Strongly Disagree	0	0%	0%			
		Sub Total	155	99%	100%	1.9 <sup>10</sup>	1.8	2.1
		Missing Values	1	1%				
		Total	156	100%				
	<b>p. The grading system at AUA is fair</b>							
		1 - Strongly Agree	38	24%	24%			
		Agree	83	53%	53%			
		Neither agree nor disagree	30	19%	19%			
		Disagree	4	3%	3%			
		5 - Strongly Disagree	1	1%	1%			
		Sub Total	156	100%	100%	2.0	2.0	2.0
		Missing Values	0	0%				
		Total	156	100%				

<sup>9</sup> Significance in T-test testing the difference in agreement that the student would recommend his/her graduate program to prospective students,  $t(154) = -2.48$ , between male and female respondents,  $p=0.014$  (2-tailed).

<sup>10</sup> Significance in T-test testing the difference in agreement that the student's graduate school experiences were relevant to his/her career goals,  $t(134) = -2.39$ , between male and female respondents,  $p=0.018$  (2-tailed).

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
7	<b>To what extent do you agree or disagree with the following statements about your graduate program? (cont'd)</b>							
	<b>q. The grading system of my academic program is fair.</b>	1 - Strongly Agree	37	24%	24%			
		Agree	85	55%	55%			
		Neither agree nor disagree	28	18%	18%			
		Disagree	3	2%	2%			
		5 - Strongly Disagree	2	1%	1%			
		Sub Total	155	99%	100%	2.0	2.0	2.0
		Missing Values	1	1%				
		Total	156	100%				
	<b>r. If I had the opportunity to make the choice again, I would enroll in this program again.</b>	1 - Strongly Agree	56	36%	36%			
		Agree	49	31%	32%			
		Neither agree nor disagree	33	21%	21%			
		Disagree	8	5%	5%			
		5 - Strongly Disagree	9	6%	6%			
		Sub Total	155	99%	100%	2.1 <sup>11</sup>	2.0	2.5
		Missing Values	1	1%				
		Total	156	100%				
9	<b>During your graduate studies, how often did your coursework use the following educational methods? (cont'd)</b>							
	<b>a. Memorizing facts and ideas from lectures and readings</b>	1 Never	5	3%	3%			
		2 Rarely	25	16%	16%			
		3 Sometimes	26	17%	17%			
		4 On the average	27	17%	17%			
		5 Often	39	25%	25%			
		6 Most of the time	23	15%	15%			
		7 Always	11	7%	7%			
		Sub Total	156	100%	100%	4.2	4.1	4.3
		Missing Values	0	0%				
		Total	156	100%				
	<b>b. Analyzing cases or situations in-depth</b>	1 Never	0	0%	0%			
		2 Rarely	7	5%	5%			
		3 Sometimes	10	6%	6%			
		4 On the average	15	10%	10%			
		5 Often	53	34%	34%			
		6 Most of the time	55	35%	35%			
		7 Always	16	10%	10%			
		Sub Total	156	100%	100%	5.2	5.3	4.9
		Missing Values	0	0%				
		Total	156	100%				

<sup>11</sup> Significance in T-test testing the difference in agreement that in case of having the opportunity to make the choice again, the student would enroll in that program again,  $t(153) = -2.18$ , between male and female respondents,  $p=0.031$  (2-tailed).

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
9	During your graduate studies, how often did your coursework use the following educational methods? (cont'd)							
	<b>c. Synthesizing ideas and/or information into new more complex interpretations and relationships</b>							
		1 Never	2	1%	1%			
		2 Rarely	11	7%	7%			
		3 Sometimes	12	8%	8%			
		4 On the average	29	19%	19%			
		5 Often	50	32%	32%			
		6 Most of the time	36	23%	23%			
		7 Always	16	10%	10%			
		Sub Total	156	100%	100%	4.8	4.9	4.6
		Missing Values	0	0%				
		Total	156	100%				
	<b>d. Making judgments about the value of information, arguments, or methods</b>							
		1 Never	2	1%	1%			
		2 Rarely	12	8%	8%			
		3 Sometimes	17	11%	11%			
		4 On the average	26	17%	17%			
		5 Often	43	28%	28%			
		6 Most of the time	39	25%	25%			
		7 Always	16	10%	10%			
		Sub Total	155	99%	100%	4.8	4.9	4.6
		Missing Values	1	1%				
		Total	156	100%				
	<b>e. Applying theories or concepts to practical problems/situations</b>							
		1 Never	0	0%	0%			
		2 Rarely	8	5%	5%			
		3 Sometimes	12	8%	8%			
		4 On the average	25	16%	16%			
		5 Often	39	25%	25%			
		6 Most of the time	47	30%	30%			
		7 Always	24	15%	16%			
		Sub Total	155	99%	100%	5.1 <sup>12</sup>	5.3	4.7
		Missing Values	1	1%				
		Total	156	100%				

<sup>12</sup> Significance in T-test testing the difference in frequency of applying theories or concepts to practical problems/situations,  $t(153) = 2.42$ , between male and female respondents,  $p=0.017$  (2-tailed).

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
10	Below is a list of educational methods employed at AUA . Please tell us if and how AUA should change the emphasis it places on each.							
	<b>a. Connections between ideas and practices</b>	1 - Increase a great deal	39	25%	25%			
		Increase somewhat	83	53%	53%			
		Keep about the same	31	20%	20%			
		Reduce somewhat	3	2%	2%			
		5 - Reduce a great deal	0	0%	0%			
		Sub Total	156	100%	100%	2.0 <sup>13</sup>	1.9	2.2
		Missing Values	0	0%				
		Total	156	100%				
	<b>b. Theoretical knowledge</b>	1 - Increase a great deal	17	11%	11%			
		Increase somewhat	29	19%	19%			
		Keep about the same	89	57%	57%			
		Reduce somewhat	16	10%	10%			
		5 - Reduce a great deal	5	3%	3%			
		Sub Total	156	100%	100%	2.8	2.8	2.8
		Missing Values	0	0%				
		Total	156	100%				
	<b>c. Problem solving</b>	1 - Increase a great deal	36	23%	23%			
		Increase somewhat	63	40%	41%			
		Keep about the same	52	33%	34%			
		Reduce somewhat	4	3%	3%			
		5 - Reduce a great deal	0	0%	0%			
		Sub Total	155	99%	100%	2.2	2.1	2.2
		Missing Values	1	1%				
		Total	156	100%				
	<b>d. Research</b>	1 - Increase a great deal	36	23%	23%			
		Increase somewhat	68	44%	44%			
		Keep about the same	49	31%	31%			
		Reduce somewhat	3	2%	2%			
		5 - Reduce a great deal	0	0%	0%			
		Sub Total	156	100%		2.1	2.1	2.2
		Missing Values	0	0%				
		Total	156	100%				
	<b>e. Applied Research</b>	1 - Increase a great deal	45	29%	29%			
		Increase somewhat	67	43%	43%			
		Keep about the same	41	26%	26%			
		Reduce somewhat	1	1%	1%			
		5 - Reduce a great deal	2	1%	1%			
		Sub Total	156	100%	100%	2.0	2.0	2.1
		Missing Values	0	0%				
		Total	156	100%				

<sup>13</sup> Significance in T-test testing the difference in frequency of applying theories or concepts to practical problems/situations, t (154) = -2.13, between male and female respondents, p=0.035 (2-tailed).

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
11	<b>Overall and in general, how would you rate your experience in your program?</b>	1 - Excellent	61	39%	39%			
		Good	79	51%	51%			
		Average	13	8%	8%			
		Poor	3	2%	2%			
		5 - Very Poor	0	0%	0%			
		Sub Total	156	100%	100%	1.7	1.7	1.9
		Missing Values	0	0%				
		Total	156	100%				
13	<b>Please indicate your level of satisfaction with the following services in your degree program</b>	<b>a. Student advising</b>						
		1 - Very satisfied	41	26%	27%			
		Satisfied	83	53%	54%			
		Neither satisfied nor dissatisfied	27	17%	17%			
		Dissatisfied	3	2%	2%			
		5 - Very dissatisfied	1	1%	1%			
		Sub Total	155	99%	100%	2.0	1.9	2.1
		Missing Values	1	1%				
		Total	156	100%				
		<b>b. Adequacy of support for research</b>						
		1 - Very satisfied	49	31%	32%			
		Satisfied	79	51%	51%			
		Neither satisfied nor dissatisfied	24	15%	16%			
		Dissatisfied	3	2%	2%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	155	99%	100%	1.9	1.9	1.9
		Missing Values	1	1%				
Total	156	100%						
<b>c. Opportunity for research experience or practical skills application</b>								
1 - Very satisfied	37	24%	24%					
Satisfied	75	48%	48%					
Neither satisfied nor dissatisfied	37	24%	24%					
Dissatisfied	5	3%	3%					
5 - Very dissatisfied	1	1%	1%					
Sub Total	155	99%	100%	2.1	2.1	2.0		
Missing Values	1	1%						
Total	156	100%						

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
13	<b>Please indicate your level of satisfaction with the following services in your degree program</b>							
	<b>d. Communications about academic policies and procedures</b>	1 - Very satisfied	28	18%	18%			
		Satisfied	88	56%	58%			
		Neither satisfied nor dissatisfied	34	22%	22%			
		Dissatisfied	2	1%	1%			
		5 - Very dissatisfied	1	1%	1%			
		Sub Total	153	98%	100%	2.1	2.1	2.1
		Missing Values	3	2%				
		Total	156	100%				
	<b>e. Opportunities for formal student evaluations of instruction</b>	1 - Very satisfied	42	27%	27%			
		Satisfied	85	55%	55%			
		Neither satisfied nor dissatisfied	26	17%	17%			
		Dissatisfied	2	1%	1%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	155	99%	100%	1.9	1.9	2.0
		Missing Values	1	1%				
		Total	156	100%				
	<b>f. Career and/or further study advising and planning by faculty</b>	1 - Very satisfied	26	17%	17%			
		Satisfied	57	37%	37%			
		Neither satisfied nor dissatisfied	63	40%	41%			
		Dissatisfied	7	5%	5%			
		5 - Very dissatisfied	1	1%	1%			
		Sub Total	154	99%	100%	2.4	2.3	2.5
		Missing Values	2	1%				
		Total	156	100%				
	<b>g. Support of staff in the degree program</b>	1 - Very satisfied	50	32%	33%			
		Satisfied	76	49%	49%			
		Neither satisfied nor dissatisfied	26	17%	17%			
		Dissatisfied	2	1%	1%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	154	99%	100%	1.9	1.8	2.0
		Missing Values	2	1%				
		Total	156	100%				

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
<b>15</b>	<b>Please indicate your level of satisfaction with the following ADMINISTRATIVE SERVICES in the University</b>							
	<b>a. Classroom facilities and equipment</b>	1 - Very satisfied	73	47%	47%			
		Satisfied	73	47%	47%			
		Neither satisfied nor dissatisfied	6	4%	4%			
		Dissatisfied	3	2%	2%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	155	99%	100%	1.6	1.6	1.6
		N/A	0	0%				
		Missing Values	1	1%				
		Total	156	100%				
	<b>b. Computer resources</b>	1 - Very satisfied	74	47%	48%			
		Satisfied	67	43%	43%			
		Neither satisfied nor dissatisfied	13	8%	8%			
		Dissatisfied	0	0%	0%			
		5 - Very dissatisfied	1	1%	1%			
		Sub Total	155	99%	100%	1.6	1.6	1.7
		N/A	0	0%				
		Missing Values	1	1%				
		Total	156	100%				
	<b>c. Food services</b>	1 - Very satisfied	23	15%	15%			
		Satisfied	64	41%	41%			
		Neither satisfied nor dissatisfied	50	32%	32%			
		Dissatisfied	18	12%	12%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	155	99%	100%	2.4	2.4	2.4
		N/A	0	0%				
		Missing Values	1	1%				
		Total	156	100%				
<b>17</b>	<b>Please indicate your level of satisfaction with the following LIBRARY SERVICES in the University</b>							
	<b>a. Library resources in your field of study</b>	1 - Very satisfied	57	37%	37%			
		Satisfied	80	51%	52%			
		Neither satisfied nor dissatisfied	14	9%	9%			
		Dissatisfied	2	1%	1%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	153	98%	100%	1.7	1.8	1.6
		N/A	3	2%				
		Missing Values	0	0%				
		Total	156	100%				



N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
17	<b>Please indicate your level of satisfaction with the following LIBRARY SERVICES in the University (cont'd)</b>							
	<b>b. Overall library support services</b>	1 - Very satisfied	74	47%	47%			
		Satisfied	73	47%	47%			
		Neither satisfied nor dissatisfied	8	5%	5%			
		Dissatisfied	0	0%	0%			
		5 - Very dissatisfied	1	1%	1%			
		Sub Total	156	100%	100%	1.6	1.6	1.6
		N/A	0	0%				
		Missing Values	0	0%				
		Total	156	100%				
	<b>c. Library's web-based access to resources and services</b>	1 - Very satisfied	58	37%	38%			
		Satisfied	63	40%	41%			
		Neither satisfied nor dissatisfied	28	18%	18%			
		Dissatisfied	3	2%	2%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	152	97%	100%	1.8	1.9	1.8
		N/A	4	3%				
		Missing Values	0	0%				
		Total	156	100%				
19	<b>Please indicate your level of satisfaction with the following STUDENT SUPPORT SERVICES in the University</b>							
	<b>a. Services provided by the Office of the Registrar (except Financial Aid services)</b>	1 - Very satisfied	41	26%	27%			
		Satisfied	84	54%	56%			
		Neither satisfied nor dissatisfied	22	14%	15%			
		Dissatisfied	2	1%	1%			
		5 - Very dissatisfied	2	1%	1%			
		Sub Total	151	97%	100%	1.9	2.0	1.9
		N/A	0	0%				
		Missing Values	5	3%				
		Total	156	100%				

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
19	<b>Please indicate your level of satisfaction with the following STUDENT SUPPORT SERVICES in the University (cont'd)</b>							
	<b>b. Financial Aid services– tuition assistance, scholarship, deferred payment, work study</b>	1 - Very satisfied	39	25%	27%			
		Satisfied	58	37%	41%			
		Neither satisfied nor dissatisfied	35	22%	25%			
		Dissatisfied	4	3%	3%			
		5 - Very dissatisfied	7	5%	5%			
		Sub Total	143	92%	100%	2.2	2.2	2.2
		N/A	11	7%				
		Missing Values	2	1%				
		Total	156	100%				
	<b>c. Student advising on policies, rights and responsibilities</b>	1 - Very satisfied	29	19%	21%			
		Satisfied	56	36%	40%			
		Neither satisfied nor dissatisfied	48	31%	35%			
		Dissatisfied	6	4%	4%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	139	89%	100%	2.2	2.2	2.3
		N/A	15	10%				
		Missing Values	2	1%				
		Total	156	100%				
	<b>d. Services provided by the Center for Student Success</b>	1 - Very satisfied	29	19%	23%			
		Satisfied	43	28%	33%			
		Neither satisfied nor dissatisfied	54	35%	42%			
		Dissatisfied	3	2%	2%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	129	83%	100%	2.2	2.3	2.1
		N/A	25	16%				
		Missing Values	2	1%				
		Total	156	100%				
	<b>e. Career advising and planning by Alumni and Career Development Office (ACDO)</b>	1 - Very satisfied	45	29%	32%			
		Satisfied	55	35%	39%			
		Neither satisfied nor dissatisfied	38	24%	27%			
		Dissatisfied	4	3%	3%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	142	91%	100%	2.0	2.0	2.1
		N/A	12	8%				
		Missing Values	2	1%				
		Total	156	100%				

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
21	Please indicate your level of satisfaction with the following services provided by the Alumni and Career Development Office (ACDO).							
	<b>a. Job orientations</b>	1 - Very satisfied	30	19%	22%			
		Satisfied	58	37%	42%			
		Neither satisfied nor dissatisfied	48	31%	35%			
		Dissatisfied	3	2%	2%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	139	89%	100%	2.2	2.1	2.2
		N/A	17	11%				
		Missing Values	0	0%				
		Total	156	100%				
	<b>b. Career days</b>	1 - Very satisfied	20	13%	15%			
		Satisfied	51	33%	39%			
		Neither satisfied nor dissatisfied	58	37%	45%			
		Dissatisfied	1	1%	1%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	130	83%	100%	2.3	2.3	2.4
		N/A	25	16%				
		Missing Values	1	1%				
		Total	156	100%				
	<b>c. CV/Cover letter writing sessions</b>	1 - Very satisfied	23	15%	18%			
		Satisfied	45	29%	36%			
		Neither satisfied nor dissatisfied	54	35%	43%			
		Dissatisfied	2	1%	2%			
		5 - Very dissatisfied	1	1%	1%			
		Sub Total	125	80%	100%	2.3	2.3	2.3
		N/A	31	20%				
		Missing Values	0	0%				
		Total	156	100%				
	<b>d. Job interview advisement</b>	1 - Very satisfied	22	14%	18%			
		Satisfied	33	21%	27%			
		Neither satisfied nor dissatisfied	64	41%	53%			
		Dissatisfied	1	1%	1%			
		5 - Very dissatisfied	1	1%	1%			
		Sub Total	121	78%	100%	2.4	2.3	2.6
		N/A	35	22%				
		Missing Values	0	0%				
		Total	156	100%				

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
21	Please indicate your level of satisfaction with the following services provided by the Alumni and Career Development Office (ACDO).							
	<b>e. Job/training/lecture announcements broadcasted via email</b>							
		1 - Very satisfied	42	27%	30%			
		Satisfied	60	39%	43%			
		Neither satisfied nor dissatisfied	34	22%	25%			
		Dissatisfied	3	2%	2%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	139	89%	100%	2.0	1.9	2.2
		N/A	17	11%				
		Missing Values	0	0%				
		Total	156	100%				
23	How much did graduate education at AUA contribute to your development in the following areas?							
	<b>a. Writing skills</b>							
		1 Not at all	2	1%	1%			
		2 Very little	11	7%	7%			
		3 Somewhat	15	10%	10%			
		4 Sufficiently	30	19%	19%			
		5 Quite a bit	30	19%	19%			
		6 Very much	54	35%	35%			
		7 Tremendously	13	8%	8%			
		Sub Total	155	99%	100%	4.9	4.9	4.7
		Missing Values	1	1%				
		Total	156	100%				
	<b>b. English Writing skills</b>							
		1 Not at all	3	2%	2%			
		2 Very little	6	4%	4%			
		3 Somewhat	14	9%	9%			
		4 Sufficiently	24	15%	16%			
		5 Quite a bit	30	19%	19%			
		6 Very much	58	37%	37%			
		7 Tremendously	20	13%	13%			
		Sub Total	155	99%	100%	5.1	5.2	5.0
		Missing Values	1	1%				
		Total	156	100%				
	<b>c. Speaking skills</b>							
		1 Not at all	0	0%	0%			
		2 Very little	9	6%	6%			
		3 Somewhat	17	11%	11%			
		4 Sufficiently	24	15%	16%			
		5 Quite a bit	34	22%	22%			
		6 Very much	45	29%	29%			
		7 Tremendously	25	16%	16%			
		Sub Total	154	99%	100%	5.1	5.1	5.0
		Missing Values	2	1%				
		Total	156	100%				

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
23	<b>How much did graduate education at AUA contribute to your development in the following areas? (cont'd)</b>							
	<b>d. English Speaking skills</b>	1 Not at all	0	0%	0%			
		2 Very little	5	3%	3%			
		3 Somewhat	10	6%	7%			
		4 Sufficiently	16	10%	11%			
		5 Quite a bit	41	26%	27%			
		6 Very much	56	36%	37%			
		7 Tremendously	24	15%	16%			
		Sub Total	152	97%	100%	5.3	5.4	5.1
		Missing Values	4	3%				
		Total	156	100%				
	<b>e. Applying scientific methods of inquiry</b>	1 Not at all	1	1%	1%			
		2 Very little	4	3%	3%			
		3 Somewhat	17	11%	11%			
		4 Sufficiently	32	21%	21%			
		5 Quite a bit	35	22%	23%			
		6 Very much	45	29%	29%			
		7 Tremendously	20	13%	13%			
		Sub Total	154	99%	100%	5.0	5.1	4.9
		Missing Values	2	1%				
		Total	156	100%				
	<b>f. Computer skills</b>	1 Not at all	7	5%	5%			
		2 Very little	10	6%	7%			
		3 Somewhat	16	10%	10%			
		4 Sufficiently	23	15%	15%			
		5 Quite a bit	40	26%	26%			
		6 Very much	42	27%	27%			
		7 Tremendously	16	10%	10%			
		Sub Total	154	99%	100%	4.7	4.8	4.7
		Missing Values	2	1%				
		Total	156	100%				
	<b>g. Ability to critically analyze ideas and information</b>	1 Not at all	1	1%	1%			
		2 Very little	4	3%	3%			
		3 Somewhat	10	6%	7%			
		4 Sufficiently	23	15%	15%			
		5 Quite a bit	39	25%	25%			
		6 Very much	56	36%	36%			
		7 Tremendously	22	14%	14%			
		Sub Total	155	99%	100%	5.3	5.3	5.1
		Missing Values	1	1%				
		Total	156	100%				

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
23	<b>How much did graduate education at AUA contribute to your development in the following areas? (cont'd)</b>							
	<b>h. Ability to solve analytical problems</b>							
		1 Not at all	1	1%	1%			
		2 Very little	3	2%	2%			
		3 Somewhat	13	8%	8%			
		4 Sufficiently	18	12%	12%			
		5 Quite a bit	44	28%	29%			
		6 Very much	54	35%	35%			
		7 Tremendously	21	14%	14%			
		Sub Total	154	99%	100%	5.3	5.3	5.2
		Missing Values	2	1%				
		Total	156	100%				
	<b>i. Ability to lead and guide others</b>							
		1 Not at all	6	4%	4%			
		2 Very little	9	6%	6%			
		3 Somewhat	18	12%	12%			
		4 Sufficiently	23	15%	15%			
		5 Quite a bit	28	18%	18%			
		6 Very much	51	33%	33%			
		7 Tremendously	20	13%	13%			
		Sub Total	155	99%	100%	4.9	4.9	4.7
		Missing Values	1	1%				
		Total	156	100%				
	<b>j. Ability to function as part of a team</b>							
		1 Not at all	4	3%	3%			
		2 Very little	4	3%	3%			
		3 Somewhat	14	9%	9%			
		4 Sufficiently	16	10%	10%			
		5 Quite a bit	21	14%	14%			
		6 Very much	62	40%	40%			
		7 Tremendously	34	22%	22%			
		Sub Total	155	99%	100%	5.4	5.5	5.1
		Missing Values	1	1%				
		Total	156	100%				
	<b>k. Ability to plan and carry out projects independently</b>							
		1 Not at all	2	1%	1%			
		2 Very little	3	2%	2%			
		3 Somewhat	6	4%	4%			
		4 Sufficiently	27	17%	17%			
		5 Quite a bit	29	19%	19%			
		6 Very much	63	40%	41%			
		7 Tremendously	25	16%	16%			
		Sub Total	155	99%	100%	5.4	5.4	5.4
		Missing Values	1	1%				
		Total	156	100%				

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
23	How much did graduate education at AUA contribute to your development in the following areas? (cont'd)							
	<b>l. Making presentations to forums typical of your field of study</b>							
		1 Not at all	1	1%	1%			
		2 Very little	2	1%	1%			
		3 Somewhat	5	3%	3%			
		4 Sufficiently	20	13%	13%			
		5 Quite a bit	27	17%	18%			
		6 Very much	55	35%	36%			
		7 Tremendously	44	28%	29%			
		Sub Total	154	99%	100%	5.7	5.8	5.4
		Missing Values	2	1%				
		Total	156	100%				
	<b>m. Presenting papers at conferences/seminars</b>							
		1 Not at all	4	3%	3%			
		2 Very little	2	1%	1%			
		3 Somewhat	9	6%	6%			
		4 Sufficiently	29	19%	19%			
		5 Quite a bit	37	24%	24%			
		6 Very much	40	26%	26%			
		7 Tremendously	32	21%	21%			
		Sub Total	153	98%	100%	5.2	5.3	5.0
		Missing Values	3	2%				
		Total	156	100%				
	<b>n. Submitting papers for publication</b>							
		1 Not at all	10	6%	7%			
		2 Very little	13	8%	9%			
		3 Somewhat	20	13%	13%			
		4 Sufficiently	28	18%	18%			
		5 Quite a bit	30	19%	20%			
		6 Very much	32	21%	21%			
		7 Tremendously	19	12%	13%			
		Sub Total	152	97%	100%	4.5	4.4	4.7
		Missing Values	4	3%				
		Total	156	100%				
	<b>o. Network with others in the field</b>							
		1 Not at all	3	2%	2%			
		2 Very little	3	2%	2%			
		3 Somewhat	11	7%	7%			
		4 Sufficiently	31	20%	20%			
		5 Quite a bit	39	25%	25%			
		6 Very much	37	24%	24%			
		7 Tremendously	31	20%	20%			
		Sub Total	155	99%	100%	5.2	5.2	5.2
		Missing Values	1	1%				
		Total	156	100%				

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
24	What are the three things that you liked most about AUA? <sup>14</sup>							
25	What are the three most important things AUA could do to improve the quality of the graduate experience? <sup>15</sup>							
26	Did you complete either your undergraduate program or another graduate program IN ARMENIA?	Yes	140	90%	90%			
		No	16	10%	10%			
		Sub Total	156	100%	100%			
		Missing Values	0	0%				
		Total	156	100%				
27	Based on your experience only, what are the three most important differences between AUA and other universities and colleges in Armenia? <sup>16</sup>							
28	Where did you learn English before being admitted to AUA?	Secondary School	94	65%	65%			
		University where I received my Bachelor degree	58	40%	40%			
		English courses through AUA Extension	12	8%	8%			
		English courses through the AUA, Administered by TEFL or DEP	5	3%	3%			
		Private tutoring	90	63%	63%			
		Other	11	8%	8%			
		Total	144					
29	Have you ever participated in AUA Extension courses?	Yes	42	27%	27%			
		No	114	73%	73%			
		Sub Total	156	100%	100%			
		Missing Values	0	0%				
		Total	156	100%				

<sup>14</sup> For Positive highlights, p.29 for summary responses

<sup>15</sup> For Suggestions for improvement, p.30 for summary responses

<sup>16</sup> For Differences between AUA and other universities in Armenia, p.31 for summary responses



N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
30	<b>If you participated in AUA Extension courses, please indicate your satisfaction with the customer service at AUA Extension.</b>	1 - Very satisfied	8	20%	20%			
		Satisfied	20	50%	50%			
		Neither satisfied nor dissatisfied	8	20%	20%			
		Dissatisfied	4	10%	10%			
		5 - Very dissatisfied	0	0%	0%			
		Sub Total	40	95%	100%	2.2	2.2	2.3
		Missing Values	2	5%				
		Total	42	100%				
31	<b>In the list below please check UP TO THREE courses in which you would enroll if offered by the AUA Extension Program to support your career, lifelong learning or personal development needs?</b>	General English	9	6%	6%			
		Language Courses (French, Armenian, Arabic, etc.)	29	20%	20%			
		Speaking English with Confidence	29	20%	20%			
		Business Writing	14	10%	10%			
		Communication, Public Speaking and Presentation skills	34	23%	23%			
		Negotiation Skills/ Conflict Management	24	17%	17%			
		Strategic Management	21	14%	14%			
		HR Management	17	12%	12%			
		Public Relations	16	11%	11%			
		Digital Marketing	19	13%	13%			
		Finance for non-Finance Decision-Makers	10	7%	7%			
		Executive Leadership & Management	27	19%	19%			
		Managing Change	5	3%	3%			
		Team Building/ Human Resource Management	14	10%	10%			
		Tourism and Hospitality Management	11	8%	8%			
		Project Management Professional ® (PMP) Certification Preparation	40	28%	28%			
		TOEFL ® Test Preparation	9	6%	6%			
		GMAT® / GRE® Test Preparation	8	6%	6%			
		Microsoft ® Excel Certification as Financial Analyst	11	8%	8%			
			20	14%	14%			

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
31	In the list below please check UP TO THREE courses in which you would enroll if offered by the AUA Extension Program to support your career, lifelong learning or personal development needs? (cont'd)							
		Certified Nonprofit Accounting Professional (CNAP)	2	1%	1%			
		Procurement Management & Contracting	1	1%	1%			
		Contract Negotiation, Preparation and Ratification	6	4%	4%			
		Business, Government & Society	11	8%	8%			
		Carrying out a successful Research Project	21	14%	14%			
		Corporate Social Responsibility (CSR)	2	1%	1%			
		Environmental Policies	3	2%	2%			
		Software programming	28	19%	19%			
		Summer Courses	8	6%	6%			
		Don't know	6	4%	4%			
		Other	8	6%	6%			
		Total	145					
32	Do you or your family own a personal desktop or notebook computer that you use for AUA work?							
		Yes	138	89%	93%			
		No	11	7%	7%			
		Sub Total	149	96%	100%			
		Missing Values	7	5%				
		Total	156	100%				

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
33	Check your degree:	Master of Public Health (MPH)	16	10%	10%			
		Master of Engineering in Industrial Engineering and Systems Management (ME IESM)	5	3%	3%			
		Master of Business Administration (MBA)	33	21%	21%			
		Master of Science in Economics (MSE)	12	8%	8%			
		Master of Political Science and International Affairs (MPSIA)	16	10%	10%			
		Master of Laws (LL.M.)	12	8%	8%			
		Master of Science in Computer and Information Science (MS CIS)	14	9%	9%			
		Master of Arts in Teaching English as Foreign Language (MA TEFL)	22	14%	14%			
		Certificate Programs (e.g., C Translation, C TEFL)	8	5%	5%			
		Master of Science in Strategic Management	18	12%	12%			
		Sub Total	156	100%	100%			
		Missing Values	0	0%				
		Total	156	100%				
		34	To what extent do you agree or disagree with the following statement about your graduate program: "Academic environment in Dilijan met my expectations." Check ONLY ONE answer.	1 - Strongly agree	5	17%	23%	
Agree	2			7%	9%			
Neither agree nor disagree	10			33%	45%			
Disagree	2			7%	9%			
5 - Strongly disagree	3			10%	14%			
Sub Total	22			73%	100%	2.8	3.1	2.0
Missing Values	0			0%				
Total	30			100%				
35	To what extent do you agree or disagree with the following statement about your graduate program: "Provided accommodations in Dilijan met my expectations." Check ONLY ONE answer.	1 - Strongly agree	5	17%	17%			
		Agree	7	23%	23%			
		Neither agree nor disagree	15	50%	50%			
		Disagree	1	3%	3%			
		5 - Strongly disagree	2	7%	7%			
		Sub Total	30	100%	100%	2.6	2.8	2.0
		Missing Values	0	0%				
		Total	30	100%				

N	Question	Response Options	Count	%	Valid %	Mean by Sex		
						Mean	Male	Female
36	<b>If Master of Business Administration, which program:</b>	Full-time Master of Business Administration (FT MBA)	26	17%	79%			
		Professional Master of Business Administration (PMBA)	7	5%	21%			
		Sub Total	33	21%	100%			
		Missing Values	0	0%				
		Total	33	100%				
37	<b>What is your sex?</b>	Female	113	72%	72%			
		Male	43	28%	28%			
		Sub Total	156	100%	100%			
		Missing Values	0	0%				
		Total	156	100%				
38	<b>Please, use the space below to provide any additional feedback, comments, or suggestions.</b>							

## Answers to Open-Ended Questions (recorded)<sup>17</sup>

### Positive Highlights

<b>What are the three things that you like most about AUA? (Open-ended; Responses recoded)</b>					
<b>Categories</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Total</b>	<b>%</b>
Overall atmosphere	44	26	21	91	26.5%
Curriculum - academic	27	27	27	81	23.5%
Faculty	18	18	13	49	14.2%
Facilities	6	10	8	24	7.0%
Students	4	2	2	8	2.3%
Support Services	4	9	13	26	7.6%
Faculty - Student Interaction	4	5	4	13	3.8%
Other	2	1	4	7	2.0%
Staff	2	0	1	3	0.9%
Resources	2	1	4	7	2.0%
Management/Administration	2	0	0	2	0.6%
Curriculum - logistics	2	1	0	3	0.9%
Financial (Tuition, Tuition assistance, insurance)	1	3	1	5	1.5%
Extra-curricular activities	1	2	4	7	2.0%
Communication	1	2	1	4	1.2%
Discipline/Behavior/Academic Integrity	0	1	1	2	0.6%
Food Services	0	0	1	1	0.3%
Policies and Procedures	0	7	4	11	3.2%
<b>Total</b>	<b>120</b>	<b>115</b>	<b>109</b>	<b>344</b>	<b>100.0%</b>

<sup>17</sup> Codes were determined based on the previous years' surveys

## Suggestions for improvement

What are the three most important things AUA could do to improve the quality of the graduate experience? ( <i>Open-ended; Responses recoded</i> )					
Categories	1	2	3	Total	%
Curriculum - academic	44	28	33	105	45.1%
Faculty	18	9	3	30	12.9%
Extra-curricular activities	12	14	8	34	14.6%
Communication	4	1	3	8	3.4%
Food Services	4	2	1	7	3.0%
Financial (Tuition, Tuition assistance, insurance)	3	1	0	4	1.7%
Other	3	6	4	13	5.6%
Admission Standards	2	2	1	5	2.1%
Policies and Procedures	2	4	0	6	2.6%
Support Services	2	3	2	7	3.0%
Academic Programming (Number of academic programs, levels)	1	1	0	2	0.9%
Management/Administration	1	0	2	3	1.3%
Discipline/Behavior/Academic Integrity	0	2	0	2	0.9%
Resources	0	3	4	7	3.0%
<b>Total</b>	<b>96</b>	<b>76</b>	<b>61</b>	<b>233</b>	<b>100.0%</b>

### Differences between AUA and other universities in Armenia

Based on your experience only, what are the three most important differences between AUA and other universities and colleges in Armenia? (Open-ended; Responses recorded)					
Categories	1	2	3	Total	%
Curriculum - academic	41	31	28	100	34.5%
Overall atmosphere	19	12	17	48	16.6%
Policies and Procedures	12	8	7	27	9.3%
Faculty	6	8	7	21	7.2%
Facilities	5	9	10	24	8.3%
Communication	4	2	5	11	3.8%
Support Services	4	1	3	8	2.8%
Discipline/Behavior/Academic Integrity	2	1	2	5	1.7%
Extra-curricular activities	2	5	2	9	3.1%
Faculty - Student Interaction	2	6	2	10	3.4%
Other	2	2	2	6	2.1%
Academic Programming (Number of academic programs, levels)	1	0	0	1	0.3%
Staff	1	2	0	3	1.0%
Students	1	1	1	3	1.0%
Admission Standards	0	1	0	1	0.3%
Curriculum - logistics	0	1	0	1	0.3%
Financial (Tuition, Tuition assistance, insurance)	0	1	1	2	0.7%
Management/Administration	0	1	0	1	0.3%
Resources	0	7	2	9	3.1%
<b>Total</b>	<b>102</b>	<b>99</b>	<b>89</b>	<b>290</b>	<b>100.0%</b>