

American University of Armenia

2019

Freshman Student Exit Survey



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Revised December 2019

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Methodology and Background

Instrument Design and Timeline

The Office of Institutional Research and Assessment administered the University's 2019 Freshman Student Exit Survey from April 23, to May 7, 2019.

The objectives of the survey were to gather information from freshman students about their first year experience, academic environment, extracurricular activities, satisfaction with services provided at the university, and expectations for upcoming academic year, as well as to identify areas of possible improvements.

This report describes the methodology used for the survey and presents the findings in tables.

Sample, Procedures, Response Rate

Program	Number of eligible respondents	Number of survey respondents	Percent (%) completed
Bachelor of Arts in Business (BAB)	101	22	21.8%
Bachelor of Science in Computer Science (BSCS)	60	14	23.3%
Bachelor of Science in Data Science (BSDS)	14	6	42.9%
Bachelor of Arts in English and Communications (BAEC)	63	31	49.2%
Bachelor of Science in Engineering Sciences (BSES)	12	3	25.0%
Missing Values	-	3	
Total	250	79	31.6%

The survey population included 250 freshman students.

An email was sent from the Provost to all freshman students on April 23 highlighting the importance of the survey, requesting participation and providing direct link to on-line survey.

In seeking a high response rate, the following course of action was taken:

- Two reminder emails were sent from the Office of Institutional Research and Assessment (April 27 and May 6).
- Reminder flyers were posted around campus (i.e. academic program offices, cafeteria, student lounge, lobbies, etc.).

- Deans, Program Chairs, the Center for Student Success and the Office of the Registrar were asked to promote participation.

A total of 102 (40.8%) out of 250 freshman students participated in the survey. The results of 23 partially completed surveys were excluded from the analysis, denoting a **response rate of 31.6%**.

Description

Upon completion of the on-line survey, data was analyzed in SPSS. Descriptive analysis includes frequencies, cross-tabulations by sex and academic college, calculation of mean values for categorical variables with Likert scale type response options, and medians for ordinal categorical variables.

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 among colleges. Two-way ANOVA was run to find interaction between college 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 colleges. 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 four main parts: university wide, by college, by sex, and answers to open-ended questions.

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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 reports correspond to the numbering in the survey questionnaire (see Appendix for survey questionnaire).

University Wide Report

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]	
1	How would you rate your overall educational experience during the current academic year?	1-Excellent	25	31.6%	31.6%	1.8	
		Good	45	57.0%	57.0%		
		Average	7	8.9%	8.9%		
		Poor	1	1.3%	1.3%		
		5-Very poor	1	1.3%	1.3%		
		Subtotal	79	100.0%	100.0%		
		Missing Values	0	0.0%			
2	During the current academic year on average approximately how many hours did you spend EACH WEEK doing the following?						
		a. Studying, reading, or doing home tasks to prepare for class	0	0	0.0%	0.0%	[1-5]
		1-5	7	8.9%	8.9%		
		6-10	16	20.3%	20.3%		
		11-15	18	22.8%	22.8%		
		16-20	21	26.6%	26.6%		
		More than 20	17	21.5%	21.5%		
		Subtotal	79	100.0%	100.0%		
		Missing Values	0	0.0%			
		Total	79	100.0%			
		b. Working at a job for pay	0	57	72.2%	73.1%	[1-5]
		1-5	5	6.3%	6.4%		
		6-10	4	5.1%	5.1%		
		11-15	3	3.8%	3.8%		
		16-20	5	6.3%	6.4%		
More than 20	4	5.1%	5.1%				
Subtotal	78	98.7%	100.0%				
Missing Values	1	1.3%					
Total	79	100.0%					
c. Participating in activities such as sports, student newspaper, student council, music groups, etc.	0	27	34.2%	34.6%	[1-5]		
1-5	40	50.6%	51.3%				
6-10	10	12.7%	12.8%				
11-15	1	1.3%	1.3%				
16-20	0	0.0%	0.0%				
More than 20	0	0.0%	0.0%				
Subtotal	78	98.7%	100.0%				
Missing Values	1	1.3%					
Total	79	100.0%					
d. Volunteering	0	53	67.1%	67.9%	[1-5]		
1-5	20	25.3%	25.6%				
6-10	4	5.1%	5.1%				
11-15	0	0.0%	0.0%				
16-20	1	1.3%	1.3%				
More than 20	0	0.0%	0.0%				
Subtotal	78	98.7%	100.0%				
Missing Values	1	1.3%					
Total	79	100.0%					

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]
2	During the current academic year on average approximately how many hours did you spend EACH WEEK doing the following? (cont'd) e. Socializing or spending time with friends	0	3	3.8%	3.8%	
		1-5	23	29.1%	29.5%	
		6-10	26	32.9%	33.3%	
		11-15	14	17.7%	17.9%	
		16-20	7	8.9%	9.0%	
		More than 20	5	6.3%	6.4%	
		Subtotal	78	98.7%	100.0%	[1-5]
		Missing Values	1	1.3%		
		Total	79	100.0%		
3	During the current academic year on average approximately how many hours did you spend on homework for EACH COURSE in a typical week?	0	0	0.0%	0.0%	
		1-5	34	43.0%	43.0%	
		6-10	23	29.1%	29.1%	
		11-15	16	20.3%	20.3%	
		16-20	2	2.5%	2.5%	
		More than 20	4	5.1%	5.1%	
		Subtotal	79	100.0%	100.0%	[1-5]
		Missing Values	0	0.0%		
		Total	79	100.0%		
4	During the current academic year how many writing assignments of the following lengths did you complete? a. Up to 2 pages	0	0	0.0%	0.0%	
		1-2	9	11.4%	11.4%	
		3-9	37	46.8%	46.8%	
		10-15	18	22.8%	22.8%	
		More than 15	15	19.0%	19.0%	
		Subtotal	79	100.0%	100.0%	[3-9]
		Missing Values	0	0.0%		
		Total	79	100.0%		
		b. Between 3 and 5 pages	0	7	8.9%	8.9%
	1-2		29	36.7%	36.7%	
	3-9		34	43.0%	43.0%	
	10-15		7	8.9%	8.9%	
	More than 15		2	2.5%	2.5%	
	Subtotal		79	100.0%	100.0%	[3-9]
	Missing Values		0	0.0%		
	c. Between 6 and 10 pages	0	36	45.6%	45.6%	
		1-2	35	44.3%	44.3%	
		3-9	6	7.6%	7.6%	
		10-15	0	0.0%	0.0%	
		More than 15	2	2.5%	2.5%	
		Subtotal	79	100.0%	100.0%	[1-2]
Missing Values		0	0.0%			
d. 11 pages or more	0	68	86.1%	86.1%		
	1-2	10	12.7%	12.7%		
	3-9	0	0.0%	0.0%		
	10-15	1	1.3%	1.3%		
	More than 15	0	0.0%	0.0%		
	Subtotal	79	100.0%	100.0%	[1-2]	
	Missing Values	0	0.0%			
Total	79	100.0%				

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]
5	To what extent did your courses challenge you to do your best work during the current academic year?	1-Not at all	1	1.3%	1.3%	3.9
		Very little	1	1.3%	1.3%	
		Some	18	22.8%	23.4%	
		Quite a bit	38	48.1%	49.4%	
		5-Very much	19	24.1%	24.7%	
		Subtotal	77	97.5%	100.0%	
		Missing Values	2	2.5%		
		Total	79	100.0%		
6	During the current academic year where did you mostly prepare for class (homework, reading, assignments, etc.)?	Other	9	11.4%	11.4%	
		Where I was residing/living	49	62.0%	62.0%	
		The University's library	21	26.6%	26.6%	
		Subtotal	79	100.0%	100.0%	
		Missing Values	0	0.0%		
		Total	79	100.0%		
7	During the current academic year where did you do the following?	a. Study when there were more interesting things to do				
		1-Never	0	0.0%	0.0%	4.2
		2	9	11.4%	11.4%	
		3	18	22.8%	22.8%	
		4	18	22.8%	22.8%	
		5	13	16.5%	16.5%	
		6-Very often	21	26.6%	26.6%	
		Subtotal	79	100.0%	100.0%	
		Missing Values	0	0.0%		
		Total	79	100.0%		
		b. Look for information to help you understand course material				
		1-Never	0	0.0%	0.0%	4.6
		2	5	6.3%	6.3%	
		3	15	19.0%	19.0%	
		4	15	19.0%	19.0%	
		5	17	21.5%	21.5%	
		6-Very often	27	34.2%	34.2%	
		Subtotal	79	100.0%	100.0%	
		Missing Values	0	0.0%		
		Total	79	100.0%		
c. Take part in class discussions						
1-Never	1	1.3%	1.3%	4.5		
2	3	3.8%	3.8%			
3	13	16.5%	16.5%			
4	20	25.3%	25.3%			
5	20	25.3%	25.3%			
6-Very often	22	27.8%	27.8%			
Subtotal	79	100.0%	100.0%			
Missing Values	0	0.0%				
Total	79	100.0%				
d. Ask your instructor for help with difficult assignments						
1-Never	7	8.9%	8.9%	3.6		
2	13	16.5%	16.5%			
3	16	20.3%	20.3%			
4	16	20.3%	20.3%			
5	19	24.1%	24.1%			
6-Very often	8	10.1%	10.1%			
Subtotal	79	100.0%	100.0%			
Missing Values	0	0.0%				
Total	79	100.0%				

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]		
7	During the current academic year where did you do the following? (cont'd) e. Finish what you started despite difficulties	1-Never	0	0.0%	0.0%	5.3		
		2	2	2.5%	2.5%			
		3	6	7.6%	7.6%			
		4	5	6.3%	6.3%			
		5	21	26.6%	26.6%			
		6-Very often	45	57.0%	57.0%			
		Subtotal	79	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	79	100.0%				
			f. Keep working hard even if you received a bad grade on an assignment	1-Never	0		0.0%	0.0%
2	3			3.8%	3.8%			
3	8			10.1%	10.1%			
4	16			20.3%	20.3%			
5	16			20.3%	20.3%			
6-Very often	36			45.6%	45.6%			
Subtotal	79			100.0%	100.0%			
Missing Values	0			0.0%				
Total	79			100.0%				
8	Have you participated in or attended any UNIVERSITY-SPONSORED co-curricular activities (clubs, public lectures, clean-ups, etc.) during the current academic year?			Yes	61	77.2%	77.2%	
		No	18	22.8%	22.8%			
		Subtotal	79	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	79	100.0%				
9	During the current academic year did you experience difficulty with the following? a. Learning new material	Yes	34	43.0%	43.6%			
		Not sure	14	17.7%	17.9%			
		No	30	38.0%	38.5%			
		Subtotal	78	98.7%	100.0%			
		Missing Values	1	1.3%				
		Total	79	100.0%				
		b. Managing your time	Yes	51	64.6%		65.4%	
			Not sure	5	6.3%		6.4%	
			No	22	27.8%		28.2%	
			Subtotal	78	98.7%		100.0%	
			Missing Values	1	1.3%			
			Total	79	100.0%			
		c. Paying tuition	Yes	27	34.2%		35.1%	
			Not sure	18	22.8%		23.4%	
			No	32	40.5%		41.6%	
			Subtotal	77	97.5%		100.0%	
			Missing Values	2	2.5%			
			Total	79	100.0%			
		d. Getting help with course work	Yes	18	22.8%		23.1%	
			Not sure	11	13.9%		14.1%	
No	49		62.0%	62.8%				
Subtotal	78		98.7%	100.0%				
Missing Values	1		1.3%					
Total	79		100.0%					

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]	
9	During the current academic year did you experience difficulty with the following? (cont'd) e. Making new friends	Yes	14	17.7%	17.9%		
		Not sure	5	6.3%	6.4%		
		No	59	74.7%	75.6%		
		Subtotal	78	98.7%	100.0%		
		Missing Values	1	1.3%			
		Total	79	100.0%			
	f. Relating to faculty	Yes	10	12.7%	12.8%		
		Not sure	15	19.0%	19.2%		
		No	53	67.1%	67.9%		
		Subtotal	78	98.7%	100.0%		
		Missing Values	1	1.3%			
		Total	79	100.0%			
10	During the current academic year did you experience the following: a. Anxiety or nervousness taking tests	Yes	59	74.7%	75.6%		
		Not sure	4	5.1%	5.1%		
		No	15	19.0%	19.2%		
		Subtotal	78	98.7%	100.0%		
		Missing Values	1	1.3%			
		Total	79	100.0%			
	b. Stress regarding your studies	Yes	60	75.9%	76.9%		
		Not sure	3	3.8%	3.8%		
		No	15	19.0%	19.2%		
		Subtotal	78	98.7%	100.0%		
		Missing Values	1	1.3%			
		Total	79	100.0%			
11	Describe the quality of your interaction with the following during the current academic year: a. Other students	1 Very poor	1	1.3%	1.3%		
		2	1	1.3%	1.3%		
		3	4	5.1%	5.2%		
		4	5	6.3%	6.5%		
		5	19	24.1%	24.7%		
		6	19	24.1%	24.7%		
		7 Excellent	28	35.4%	36.4%		
		Subtotal	77	97.5%	100.0%	5.7	
		Not Applicable	0	0.0%			
		Missing Values	2	2.5%			
		Total	79	100.0%			
		b. Your Academic Advisor	1 Very poor	2	2.5%	3.0%	
			2	3	3.8%	4.5%	
			3	5	6.3%	7.5%	
			4	7	8.9%	10.4%	
5	18		22.8%	26.9%			
6	15		19.0%	22.4%			
7 Excellent	17		21.5%	25.4%			
Subtotal	67		84.8%	100.0%	5.2		
Not applicable	10		12.7%				
Missing Values	2		2.5%				
Total	79	100.0%					

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]
11	Describe the quality of your interaction with the following during the current academic year: (cont'd)					
	c. Faculty	1 Very poor	0	0.0%	0.0%	
		2	3	3.8%	4.1%	
		3	4	5.1%	5.5%	
		4	11	13.9%	15.1%	
		5	17	21.5%	23.3%	
		6	20	25.3%	27.4%	
		7 Excellent	18	22.8%	24.7%	
		Subtotal	73	92.4%	100.0%	5.4
		Not applicable	3	3.8%		
		Missing Values	3	3.8%		
		Total	79	100.0%		
	d. Staff in the Center for Student Success	1 Very poor	1	1.3%	1.4%	
		2	5	6.3%	6.9%	
		3	4	5.1%	5.6%	
		4	7	8.9%	9.7%	
		5	19	24.1%	26.4%	
		6	20	25.3%	27.8%	
		7 Excellent	16	20.3%	22.2%	
		Subtotal	72	91.1%	100.0%	5.3
		Not applicable	5	6.3%		
		Missing Values	2	2.5%		
		Total	79	100.0%		
	e. Staff in the Office of the Registrar (including Financial Aid)	1 Very poor	2	2.5%	2.9%	
		2	3	3.8%	4.3%	
		3	6	7.6%	8.6%	
		4	14	17.7%	20.0%	
		5	15	19.0%	21.4%	
		6	12	15.2%	17.1%	
		7 Excellent	18	22.8%	25.7%	
		Subtotal	70	88.6%	100.0%	5.1
		Not applicable	7	8.9%		
		Missing Values	2	2.5%		
		Total	79	100.0%		
	f. Staff in the Library	1 Very poor	0	0.0%	0.0%	
		2	2	2.5%	2.6%	
		3	4	5.1%	5.3%	
		4	11	13.9%	14.5%	
		5	14	17.7%	18.4%	
		6	17	21.5%	22.4%	
		7 Excellent	28	35.4%	36.8%	
		Subtotal	76	96.2%	100.0%	5.6
		Not applicable	1	1.3%		
		Missing Values	2	2.5%		
		Total	79	100.0%		

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]
11	Describe the quality of your interaction with the following during the current academic year: (cont'd)					
	g. Other administrative staff	1 Very poor	2	2.5%	2.9%	
		2	3	3.8%	4.4%	
		3	6	7.6%	8.8%	
		4	6	7.6%	8.8%	
		5	13	16.5%	19.1%	
		6	21	26.6%	30.9%	
		7 Excellent	17	21.5%	25.0%	
		Subtotal	68	86.1%	100.0%	5.3
		Not applicable	9	11.4%		
		Missing Values	2	2.5%		
		Total	79	100.0%		
12	Thinking about your experience at AUA, please indicate your level of satisfaction with the following:					
	a. Class size (number of students in a class)	1-Very satisfied	20	25.3%	26.0%	
		Satisfied	37	46.8%	48.1%	
		Neither satisfied nor dissatisfied	17	21.5%	22.1%	
		Dissatisfied	3	3.8%	3.9%	
		5-Very dissatisfied	0	0.0%	0.0%	
		Subtotal	77	97.5%	100.0%	2.0
		Not applicable	1	1.3%		
		Missing Values	1	1.3%		
		Total	79	100.0%		
	b. Classroom facilities and equipment	1-Very satisfied	41	51.9%	52.6%	
		Satisfied	35	44.3%	44.9%	
		Neither satisfied nor dissatisfied	2	2.5%	2.6%	
		Dissatisfied	0	0.0%	0.0%	
		5-Very dissatisfied	0	0.0%	0.0%	
		Subtotal	78	98.7%	100.0%	1.5
		Not applicable	0	0.0%		
		Missing Values	1	1.3%		
		Total	79	100.0%		
	c. Computer resources	1-Very satisfied	38	48.1%	48.7%	
		Satisfied	35	44.3%	44.9%	
		Neither satisfied nor dissatisfied	4	5.1%	5.1%	
		Dissatisfied	0	0.0%	0.0%	
		5-Very dissatisfied	1	1.3%	1.3%	
		Subtotal	78	98.7%	100.0%	1.6
		Not applicable	0	0.0%		
		Missing Values	1	1.3%		
		Total	79	100.0%		

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]	
12	Thinking about your experience at AUA, please indicate your level of satisfaction with the following: (cont'd)	d. Food services					
		1-Very satisfied	17	21.5%	21.8%		
		Satisfied	31	39.2%	39.7%		
		Neither satisfied nor dissatisfied	18	22.8%	23.1%		
		Dissatisfied	7	8.9%	9.0%		
		5-Very dissatisfied	5	6.3%	6.4%		
		Subtotal	78	98.7%	100.0%	2.4	
		Not applicable	0	0.0%			
		Missing Values	1	1.3%			
		Total	79	100.0%			
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e. Library resources		1-Very satisfied	30	38.0%	40.0%		
		Satisfied	36	45.6%	48.0%		
		Neither satisfied nor dissatisfied	9	11.4%	12.0%		
		Dissatisfied	0	0.0%	0.0%		
		5-Very dissatisfied	0	0.0%	0.0%		
		Subtotal	75	94.9%	100.0%	1.7	
		Not applicable	2	2.5%			
		Missing vales	2	2.5%			
		Total	79	100.0%			
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f. Library support services		1-Very satisfied	32	40.5%	42.7%		
		Satisfied	32	40.5%	42.7%		
		Neither satisfied nor dissatisfied	10	12.7%	13.3%		
		Dissatisfied	1	1.3%	1.3%		
		5-Very dissatisfied	0	0.0%	0.0%		
		Subtotal	75	94.9%	100.0%	1.7	
		Not applicable	3	3.8%			
		Missing Vales	1	1.3%			
		Total	79	100.0%			
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g. Services provided by the Office of the Registrar (except Financial Aid services)		1-Very satisfied	25	31.6%	34.7%		
		Satisfied	25	31.6%	34.7%		
		Neither satisfied nor dissatisfied	16	20.3%	22.2%		
		Dissatisfied	6	7.6%	8.3%		
		5-Very dissatisfied	0	0.0%	0.0%		
		Subtotal	72	91.1%	100.0%	2.0	
		Not applicable	5	6.3%			
		Missing Vales	2	2.5%			
		Total	79	100.0%	100.0%		

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]
12	Thinking about your experience at AUA, please indicate your level of satisfaction with the following: (cont'd) h. Services provided by the Financial Aid Office—tuition assistance, scholarship, deferred payment, customized payment plans, work study	1-Very satisfied	25	31.6%	37.9%	2.0
		Satisfied	20	25.3%	30.3%	
		Neither satisfied nor dissatisfied	17	21.5%	25.8%	
		Dissatisfied	1	1.3%	1.5%	
		5-Very dissatisfied	3	3.8%	4.5%	
		Subtotal	66	83.5%	100.0%	
		Not applicable	11	13.9%		
		Missing Vales	2	2.5%		
		Total	79	100.0%	100.0%	
			i. Workshops provided by Center for Student Success	1-Very satisfied	21	
Satisfied	34			43.0%	44.7%	
Neither satisfied nor dissatisfied	14			17.7%	18.4%	
Dissatisfied	4			5.1%	5.3%	
5-Very dissatisfied	3			3.8%	3.9%	
Subtotal	76			96.2%	100.0%	
Not applicable	2			2.5%		
Missing Vales	1			1.3%		
	j. Services provided by the Writing and Math Center	1-Very satisfied	20	25.3%	29.0%	2.2
		Satisfied	24	30.4%	34.8%	
		Neither satisfied nor dissatisfied	19	24.1%	27.5%	
		Dissatisfied	6	7.6%	8.7%	
		5-Very dissatisfied	0	0.0%	0.0%	
		Subtotal	69	87.3%	100.0%	
		Not applicable	9	11.4%		
		Missing Vales	1	1.3%		
	k. Counseling Services	1-Very satisfied	10	12.7%	25.6%	2.2
		Satisfied	13	16.5%	33.3%	
		Neither satisfied nor dissatisfied	15	19.0%	38.5%	
		Dissatisfied	1	1.3%	2.6%	
		5-Very dissatisfied	0	0.0%	0.0%	
		Subtotal	39	49.4%	100.0%	
		Not applicable	38	48.1%		
		Missing Vales	2	2.5%		
Total	79	100.0%				

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]
12	Thinking about your experience at AUA, please indicate your level of satisfaction with the following: (cont'd)					
	I. Services provided by the Alumni and Career Development Office (ACDO)	1-Very satisfied	5	6.3%	16.1%	
		Satisfied	9	11.4%	29.0%	
		Neither satisfied nor dissatisfied	17	21.5%	54.8%	
		Dissatisfied	0	0.0%	0.0%	
		5-Very dissatisfied	0	0.0%	0.0%	
		Subtotal	31	39.2%	100.0%	2.4
		Not applicable	46	58.2%		
		Missing Values	2	2.5%		
		Total	79	100.0%		
	m. Academic probation workshops	1-Very satisfied	5	6.3%	11.9%	
		Satisfied	25	31.6%	59.5%	
		Neither satisfied nor dissatisfied	12	15.2%	28.6%	
		Dissatisfied	0	0.0%	0.0%	
		5-Very dissatisfied	0	0.0%	0.0%	
		Subtotal	42	53.2%	100.0%	2.2
		Not applicable	35	44.3%		
		Missing Values	2	2.5%		
		Total	79	100.0%		
	n. Procedures for paying tuition	1-Very satisfied	14	17.7%	20.0%	
		Satisfied	30	38.0%	42.9%	
		Neither satisfied nor dissatisfied	23	29.1%	32.9%	
		Dissatisfied	2	2.5%	2.9%	
		5-Very dissatisfied	1	1.3%	1.4%	
		Subtotal	70	88.6%	100.0%	2.2
		not applicable	7	8.9%		
		Missing Values	2	2.5%		
		Total	79	100.0%		
	o. Guidance on course selection	1-Very satisfied	10	12.7%	13.5%	
		Satisfied	32	40.5%	43.2%	
		Neither satisfied nor dissatisfied	24	30.4%	32.4%	
		Dissatisfied	5	6.3%	6.8%	
		5-Very dissatisfied	3	3.8%	4.1%	
		Subtotal	74	93.7%	100.0%	2.4
		Not Applicable	4	5.1%		
		Missing Values	1	1.3%		
		Total	79	100.0%		
	p. Academic Advising	1-Very satisfied	12	15.2%	19.0%	
		Satisfied	35	44.3%	55.6%	
		Neither satisfied nor dissatisfied	12	15.2%	19.0%	
		Dissatisfied	3	3.8%	4.8%	
		5-Very dissatisfied	1	1.3%	1.6%	
		Subtotal	63	79.7%	100.0%	2.1
		Not Applicable	14	17.7%		
		Missing Values	2	2.5%		
		Total	79	100.0%		

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]	
13	For the current academic year are you a recipient of ANY KIND of financial aid provided or administered by the University (need-based tuition assistance, deferred payment, work-study, scholarship, MOES subsidy)	Yes	43	54.4%	55.1%		
		No	35	44.3%	44.9%		
		Subtotal	78	98.7%	100.0%		
		Missing Values	1	1.3%			
		Total	79	100.0%			
14	How are you paying for your University education?	AUA-provided or administered financial aid.	34	43.0%	43.0%		
		Support from parents or relatives	65	82.3%	82.3%		
		Job	11	13.9%	13.9%		
		Loan	8	10.1%	10.1%		
		Other	4	5.1%	5.1%		
		Total ¹	79				
15	To what extent do you agree or disagree with the following statements about your undergraduate experience so far?	a. There is good communication between faculty and students regarding student needs, concerns, and suggestions.					
		1-Strongly agree	28	35.4%	36.8%		
		Agree	40	50.6%	52.6%		
		Neither agree nor disagree	7	8.9%	9.2%		
		Disagree	1	1.3%	1.3%		
		5-Strongly disagree	0	0.0%	0.0%		
		Subtotal	76	96.2%	100.0%	1.8	
		Missing Values	3	3.8%			
		Total	79	100.0%			
		b. Interactions among students and faculty are characterized by mutual respect.					
		1-Strongly agree	31	39.2%	41.3%		
		Agree	37	46.8%	49.3%		
		Neither agree nor disagree	6	7.6%	8.0%		
		Disagree	1	1.3%	1.3%		
5-Strongly disagree	0	0.0%	0.0%				
Subtotal	75	94.9%	100.0%	1.7			
Missing Values	4	5.1%					
Total	79	100.0%					
c. On the whole, faculty members are well qualified to teach their courses.							
1-Strongly agree	24	30.4%	31.6%				
Agree	40	50.6%	52.6%				
Neither agree nor disagree	8	10.1%	10.5%				
Disagree	3	3.8%	3.9%				
5-Strongly disagree	1	1.3%	1.3%				
Subtotal	76	96.2%	100.0%	1.9			
Missing Values	3	3.8%					
Total	79	100.0%					

¹ Total is based on the total number of respondents (not responses)

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]
15	To what extent do you agree or disagree with the following statements about your undergraduate experience so far? (cont'd) d. In general, the courses I took are well taught.	1-Strongly agree	20	25.3%	26.0%	2.0
		Agree	44	55.7%	57.1%	
		Neither agree nor disagree	9	11.4%	11.7%	
		Disagree	4	5.1%	5.2%	
		5-Strongly disagree	0	0.0%	0.0%	
		Subtotal	77	97.5%	100.0%	
		missing Values	2	2.5%		
		Total	79	100.0%		
	e. The courses I have taken so far are intellectually challenging and stimulating.	1-Strongly agree	23	29.1%	29.9%	1.9
		Agree	41	51.9%	53.2%	
		Neither agree nor disagree	11	13.9%	14.3%	
		Disagree	2	2.5%	2.6%	
		5-Strongly disagree	0	0.0%	0.0%	
		Subtotal	77	97.5%	100.0%	
		Missing Values	2	2.5%		
		Total	79	100.0%		
	f. There are opportunities outside the classroom for interaction between students and faculty.	1-Strongly agree	27	34.2%	35.5%	1.9
		Agree	34	43.0%	44.7%	
		Neither agree nor disagree	14	17.7%	18.4%	
		Disagree	1	1.3%	1.3%	
		5-Strongly disagree	0	0.0%	0.0%	
		Subtotal	76	96.2%	100.0%	
		Missing Values	3	3.8%		
		Total	79	100.0%		
	g. Faculty return written work with constructive feedback.	1-Strongly agree	16	20.3%	21.1%	2.1
		Agree	41	51.9%	53.9%	
		Neither agree nor disagree	14	17.7%	18.4%	
		Disagree	5	6.3%	6.6%	
		5-Strongly disagree	0	0.0%	0.0%	
		Subtotal	76	96.2%	100.0%	
		Missing Values	3	3.8%		
		Total	79	100.0%		
	h. Faculty return written work in a timely manner.	1-Strongly agree	13	16.5%	17.1%	2.4
		Agree	28	35.4%	36.8%	
		Neither agree nor disagree	25	31.6%	32.9%	
		Disagree	8	10.1%	10.5%	
		5-Strongly disagree	2	2.5%	2.6%	
		Subtotal	76	96.2%	100.0%	
		Missing Values	3	3.8%		
		Total	79	100.0%		

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]	
15	To what extent do you agree or disagree with the following statements about your undergraduate experience so far? (cont'd)	i. The grading system at AUA is fair.					
		1-Strongly agree	17	21.5%	22.1%		
		Agree	38	48.1%	49.4%		
		Neither agree nor disagree	17	21.5%	22.1%		
		Disagree	5	6.3%	6.5%		
		5-Strongly disagree	0	0.0%	0.0%		
		Subtotal	77	97.5%	100.0%	2.1	
		Missing Values	2	2.5%			
		Total	79	100.0%			
		j. Policies and procedures are fair.					
	1-Strongly agree	21	26.6%	27.6%			
	Agree	46	58.2%	60.5%			
	Neither agree nor disagree	7	8.9%	9.2%			
	Disagree	2	2.5%	2.6%			
	5-Strongly disagree	0	0.0%	0.0%			
	Subtotal	76	96.2%	100.0%	1.9		
	Missing Values	3	3.8%				
	Total	79	100.0%				
k. The way in which the university communicates with me is effective.							
	1-Strongly agree	28	35.4%	36.4%			
	Agree	42	53.2%	54.5%			
	Neither agree nor disagree	5	6.3%	6.5%			
	Disagree	1	1.3%	1.3%			
	5-Strongly disagree	1	1.3%	1.3%			
	Subtotal	77	97.5%	100.0%	1.8		
	Missing values	2	2.5%				
	Total	79	100.0%				
l. Academic policies and procedures are communicated adequately.							
	1-Strongly agree	25	31.6%	32.9%			
	Agree	43	54.4%	56.6%			
	Neither agree nor disagree	7	8.9%	9.2%			
	Disagree	1	1.3%	1.3%			
	5-Strongly disagree	0	0.0%	0.0%			
	Subtotal	76	96.2%	100.0%	1.8		
	Missing Values	3	3.8%				
	Total	79	100.0%				
m. Information about degree requirements are communicated adequately.							
	1-Strongly agree	22	27.8%	28.6%			
	Agree	43	54.4%	55.8%			
	Neither agree nor disagree	9	11.4%	11.7%			
	Disagree	3	3.8%	3.9%			
	5-Strongly disagree	0	0.0%	0.0%			
	Subtotal	77	97.5%	100.0%	1.9		
	Missing Values	2	2.5%				
	Total	79	100.0%				

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]
15	To what extent do you agree or disagree with the following statements about your undergraduate experience so far? n. I would recommend AUA to prospective undergraduate students.	1-Strongly agree	43	54.4%	55.8%	1.5
		Agree	31	39.2%	40.3%	
		Neither agree nor disagree	3	3.8%	3.9%	
		Disagree	0	0.0%	0.0%	
		5-Strongly disagree	0	0.0%	0.0%	
		Subtotal	77	97.5%	100.0%	
		Missing Values	2	2.5%		
		Total	79	100.0%		
16	How many of your close friends attend AUA?	0	11	13.9%	15.9%	5.0
		1	3	3.8%	4.3%	
		2	9	11.4%	13.0%	
		3	10	12.7%	14.5%	
		4	6	7.6%	8.7%	
		5	13	16.5%	18.8%	
		6	2	2.5%	2.9%	
		7	2	2.5%	2.9%	
		8	1	1.3%	1.4%	
		10	7	8.9%	10.1%	
		15	1	1.3%	1.4%	
		17	2	2.5%	2.9%	
		20	1	1.3%	1.4%	
		30	1	1.3%	1.4%	
		Subtotal	69	87.3%	100.0%	
Missing Values	10	12.7%				
Total	79	100.0%				
17	During the current academic year where were you living?	At home with my immediate family	67	84.8%	85.9%	
		At the home of a relative or friend	2	2.5%	2.6%	
		In an apartment or house I was renting alone or with others	6	7.6%	7.7%	
		Other	3	3.8%	3.8%	
		Subtotal	78	98.7%	100.0%	
		Missing Values	1	1.3%		
Total	79	100.0%				
18	What are the three things that you like most about AUA? Please be specific. ²					
19	What is the biggest surprise (either positive or negative) you experienced at AUA during your first year? ³					
20	What are the three most important things AUA could do to improve the quality of your undergraduate experience? ⁴					

²See p. 50 for summary responses and p. 142 for unedited responses

³ See p. 142 for unedited responses

⁴ See p. 50 for summary responses and p. 142 for unedited responses

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]			
21	To what extent do you agree or disagree with the following statement? "If I could start all over again, I would want to attend AUA."	1-Strongly agree	41	51.9%	53.9%	1.5			
		Agree	30	38.0%	39.5%				
		Neither agree nor disagree	5	6.3%	6.6%				
		Disagree	0	0.0%	0.0%				
		5-Strongly disagree	0	0.0%	0.0%				
		Subtotal	76	96.2%	100.0%				
		Missing Values	3	3.8%					
		Total	79	100.0%					
22	Now that you have almost completed your first academic year, how prepared do you feel in the following skills to continue your studies? a. Writing skills	1 Not at all	0	0.0%	0.0%	5.5			
		2	2	2.5%	2.7%				
		3	2	2.5%	2.7%				
		4	8	10.1%	10.8%				
		5	25	31.6%	33.8%				
		6	21	26.6%	28.4%				
		7 Very well	16	20.3%	21.6%				
		Subtotal	74	93.7%	100.0%				
		Missing Values	5	6.3%					
		Total	79	100.0%					
		b. English writing skills		1 Not at all	0		0.0%	0.0%	5.5
				2	2		2.5%	2.7%	
				3	3		3.8%	4.1%	
4	7			8.9%	9.5%				
5	22			27.8%	29.7%				
6	21			26.6%	28.4%				
7 Very well	19			24.1%	25.7%				
Subtotal	74			93.7%	100.0%				
Missing Values	5			6.3%					
Total	79			100.0%					
c. Speaking skills		1 Not at all	0	0.0%	0.0%	5.8			
		2	0	0.0%	0.0%				
		3	4	5.1%	5.5%				
		4	10	12.7%	13.7%				
		5	9	11.4%	12.3%				
		6	23	29.1%	31.5%				
		7 Very well	27	34.2%	37.0%				
		Subtotal	73	92.4%	100.0%				
		Missing Values	6	7.6%					
		Total	79	100.0%					
d. English speaking skills		1 Not at all	0	0.0%	0.0%	5.7			
		2	0	0.0%	0.0%				
		3	5	6.3%	6.8%				
		4	8	10.1%	10.8%				
		5	15	19.0%	20.3%				
		6	25	31.6%	33.8%				
		7 Very well	21	26.6%	28.4%				
		Subtotal	74	93.7%	100.0%				
		Missing Values	5	6.3%					
		Total	79	100.0%					

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]
22	Now that you have almost completed your first academic year, how prepared do you feel in the following skills to continue your studies? (cont'd)					
	e. Applying scientific methods of enquiry					
	1	Not at all	0	0.0%	0.0%	
	2		3	3.8%	4.1%	
	3		0	0.0%	0.0%	
	4		15	19.0%	20.3%	
	5		22	27.8%	29.7%	
	6		17	21.5%	23.0%	
	7	Very well	17	21.5%	23.0%	
		Subtotal	74	93.7%	100.0%	5.4
		Missing Values	5	6.3%		
		Total	79	100.0%		
	f. Computer skills					
	1	Not at all	0	0.0%	0.0%	
	2		3	3.8%	4.1%	
	3		3	3.8%	4.1%	
	4		8	10.1%	10.8%	
	5		23	29.1%	31.1%	
	6		20	25.3%	27.0%	
	7	Very well	17	21.5%	23.0%	
		Subtotal	74	93.7%	100.0%	5.4
		Missing Values	5	6.3%		
		Total	79	100.0%		
	g. To critically analyze ideas and information					
	1	Not at all	0	0.0%	0.0%	
	2		1	1.3%	1.4%	
	3		2	2.5%	2.7%	
	4		5	6.3%	6.8%	
	5		22	27.8%	29.7%	
	6		21	26.6%	28.4%	
	7	Very well	23	29.1%	31.1%	
		Subtotal	74	93.7%	100.0%	5.7
		Missing Values	5	6.3%		
		Total	79	100.0%		
	h. To lead and guide others					
	1	Not at all	0	0.0%	0.0%	
	2		3	3.8%	4.1%	
	3		2	2.5%	2.7%	
	4		11	13.9%	14.9%	
	5		18	22.8%	24.3%	
	6		19	24.1%	25.7%	
	7	Very well	21	26.6%	28.4%	
		Subtotal	74	93.7%	100.0%	5.5
		Missing Values	5	6.3%		
		Total	79	100.0%		
	i. To function as part of a team					
	1	Not at all	1	1.3%	1.4%	
	2		3	3.8%	4.1%	
	3		3	3.8%	4.1%	
	4		5	6.3%	6.8%	
	5		14	17.7%	19.2%	
	6		17	21.5%	23.3%	
	7	Very well	30	38.0%	41.1%	
		Subtotal	73	92.4%	100.0%	5.7
		Missing Values	6	7.6%		
		Total	79	100.0%		

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]	
23	How often do you expect to do the following on the next academic year?	a. Study when there are more interesting things to do					4.8
		1-Never	2	2.5%	2.7%		
		2	3	3.8%	4.1%		
		3	7	8.9%	9.5%		
		4	15	19.0%	20.3%		
		5	18	22.8%	24.3%		
		6-Very often	29	36.7%	39.2%		
		Subtotal	74	93.7%	100.0%		
		Missing Values	5	6.3%			
		Total	79	100.0%			
	b. Look for information to help you understand course material						5.1
		1-Never	1	1.3%	1.4%		
		2	1	1.3%	1.4%		
		3	6	7.6%	8.1%		
		4	9	11.4%	12.2%		
		5	24	30.4%	32.4%		
		6-Very often	33	41.8%	44.6%		
		Subtotal	74	93.7%	100.0%		
		Missing Values	5	6.3%			
		Total	79	100.0%			
	c. Take part in class discussions						5.1
		1-Never	2	2.5%	2.7%		
		2	0	0.0%	0.0%		
		3	3	3.8%	4.1%		
		4	11	13.9%	14.9%		
		5	24	30.4%	32.4%		
		6-Very often	34	43.0%	45.9%		
		Subtotal	74	93.7%	100.0%		
		Missing Values	5	6.3%			
		Total	79	100.0%			
	d. Ask your instructor for help with difficult assignments						4.9
		1-Never	2	2.5%	2.7%		
		2	1	1.3%	1.4%		
		3	6	7.6%	8.1%		
		4	14	17.7%	18.9%		
		5	23	29.1%	31.1%		
		6-Very often	28	35.4%	37.8%		
		Subtotal	74	93.7%	100.0%		
		Missing Values	5	6.3%			
		Total	79	100.0%			
	e. Finish what you start despite difficulties						5.5
		1-Never	1	1.3%	1.4%		
		2	0	0.0%	0.0%		
		3	1	1.3%	1.4%		
		4	6	7.6%	8.1%		
		5	18	22.8%	24.3%		
		6-Very often	48	60.8%	64.9%		
		Subtotal	74	93.7%	100.0%		
		Missing Values	5	6.3%			
		Total	79	100.0%			

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]
23	How often do you expect to do the following on the next academic year? (cont'd)					
	f. Keep working hard even if you receive a bad grade on an assignment	1-Never	2	2.5%	2.7%	
		2	0	0.0%	0.0%	
		3	1	1.3%	1.4%	
		4	10	12.7%	13.5%	
		5	16	20.3%	21.6%	
		6-Very often	45	57.0%	60.8%	
		Subtotal	74	93.7%	100.0%	5.3
		Missing Values	5	6.3%		
		Total	79	100.0%		
24	For you, how important is it that the University provides?					
	a. Academic challenge	1-Not important	2	2.5%	2.7%	
		2	0	0.0%	0.0%	
		3	4	5.1%	5.4%	
		4	13	16.5%	17.6%	
		5	22	27.8%	29.7%	
		6-Very important	33	41.8%	44.6%	
		Subtotal	74	93.7%	100.0%	5.1
		Missing Values	5	6.3%		
		Total	79	100.0%		
	b. Support for student success	1-Not important	2	2.5%	2.7%	
		2	1	1.3%	1.4%	
		3	1	1.3%	1.4%	
		4	10	12.7%	13.7%	
		5	14	17.7%	19.2%	
		6-Very important	45	57.0%	61.6%	
		Subtotal	73	92.4%	100.0%	5.3
		Missing Values	6	7.6%		
		Total	79	100.0%		
	c. Diverse student body	1-Not important	2	2.5%	2.8%	
		2	0	0.0%	0.0%	
		3	4	5.1%	5.6%	
		4	12	15.2%	16.7%	
		5	15	19.0%	20.8%	
		6-Very important	39	49.4%	54.2%	
		Subtotal	72	91.1%	100.0%	5.2
		Missing Values	7	8.9%		
		Total	79	100.0%		
	d. Campus activities and events	1-Not important	3	3.8%	4.1%	
		2	0	0.0%	0.0%	
		3	5	6.3%	6.8%	
		4	14	17.7%	18.9%	
		5	22	27.8%	29.7%	
		6-Very important	30	38.0%	40.5%	
		Subtotal	74	93.7%	100.0%	4.9
		Missing Values	5	6.3%		
		Total	79	100.0%		
25	Do you expect to graduate in four years?	Yes	65	82.3%	86.7%	
		No	0	0.0%	0.0%	
		Uncertain	10	12.7%	13.3%	
		Subtotal	75	94.9%	100.0%	
		Missing Values	4	5.1%	0.0%	
		Total	79	100.0%	100.0%	

N	Questions	Response Options	Count	%	Valid %	Mean/ [Median]
26	What is your major?	Business	22	27.8%	28.9%	
		Computer Science	14	17.7%	18.4%	
		English and Communications	31	39.2%	40.8%	
		Engineering Sciences	3	3.8%	3.9%	
		Data Science	6	7.6%	7.9%	
		Subtotal	76	96.2%	100.0%	
		Missing Values	3	3.8%		
		Total	79	100.0%		
27	What is your sex?	Female	54	68.4%	71.1%	
		Male	22	27.8%	28.9%	
		Subtotal	76	96.2%	100.0%	
		Missing Values	3	3.8%	0.0%	
		Total	79	100.0%	100.0%	
28	What is your current age?	17	3	3.8%	3.9%	
		18	40	50.6%	52.6%	
		19	21	26.6%	27.6%	
		20	9	11.4%	11.8%	
		21	2	2.5%	2.6%	
		22	1	1.3%	1.3%	
		Subtotal	76	96.2%	100.0%	19
		Missing Values	3	3.8%		
Total	79	100.0%				
29	Do you or your family own a personal desktop or notebook computer that you use for AUA work?	Yes	69	87.3%	95.8%	
		No	3	3.8%	4.2%	
		Subtotal	72	91.1%	100.0%	
		Missing Values	7	8.9%		
		Total	79	100.0%		
30	Additional feedback, comments or suggestions⁵					

⁵ See p. 147 for unedited responses

Answers to Open-Ended Questions (coded)⁶

Positive Highlights

What are the three things that you like most about AUA? Please be specific.		
Categories	Count	% ⁷
Overall atmosphere	63	29.1%
Curriculum	24	11.1%
Faculty	33	15.2%
Facilities	23	10.6%
Extra-curricular activities	18	8.3%
Faculty - Student interaction	18	8.3%
Resources	31	14.3%
Other	6	2.7%
Total	216	100.0%

Suggestions for improvements

What are the three most important things AUA could do to improve the quality of your undergraduate experience?		
Categories	Count	%
Curriculum	33	19.7%
Facilities	26	15.5%
Faculty	30	17.9%
Support Services	15	8.9%
Extra-curricular activities	29	17.3%
Other	34	20.3%
Total	167	100.0%

⁶ Codes were determined based on the previous years' surveys

⁷ The percent is calculated based on the total number of responses