

**American University of Armenia  
2019 Graduate Student Exit Survey**



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## Methodology and Background

### *Instrument Design and Timeline*

The American University of Armenia (AUA) conducted its 2018-2019 *Graduate Student Exit Survey* from April 23 to May 6, 2019, and from July 27 to August 4, 2019. The university's Office of Institutional Research and Assessment carried out the survey 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*

Academic Program	Graduating students <sup>1</sup>	Survey respondents	Percent Completed (%)
Master of Engineering in Industrial Engineering and Systems Management (MEIESM)	11	9	81.8
Master of Business Administration (MBA)	7	2	28.6
Master of Political Science and International Affairs (MPSIA)	15	6	40.0
Master of Laws (LL.M.)	32	12	37.5
Master of Science in Computer and Information Science (MSCIS)	8	4	50.0
Master of Arts in Teaching English as a Foreign Language (MATEFL)	23	14	60.9
Master of Science in Economics (MSE)	22	8	36.4
Master of Public Health (MPH)	14	5	35.7
Master of Science in Strategic Management (MSSM)	33	7	21.2
Graduate Certificates (GC) <sup>2</sup>	18	7	38.9
Total	183	74	40.4

<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.

<sup>2</sup> Graduate Certificates include Certificate in Translation, Certificate in Teaching English as a Foreign Language, and Certificate in Public Health.

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 113 (61.7%) out of 183 graduating students participated in the survey. The results of 39 partially completed surveys were excluded in the analyses, thus **denoting a response rate of 40.43%**.

To check how well the sample reflected the population with regard to distribution by program and sex, one-sample chi-square test was conducted. According to the test results<sup>3</sup>, collected data is representative with the corresponding population by program and sex.

Undergraduate graduating students' by program and by sex distributions in population and in sample are presented in the tables below.

Program	Population	Proportion in population (%)	Sample	Proportion in sample (%)
MPH	14	7.7	5	6.8
MEIESM	11	6.0	9	12.2
MBA	7	3.8	2	2.7
MSE	22	12.0	8	10.8
MPSIA	15	8.2	6	8.10
LL.M.	32	17.5	12	16.2
MSCIS	8	4.4	4	5.4
MATEFL	23	12.6	14	18.9
GC	18	9.8	7	9.5
MSSM	33	18.0	7	9.5

Sex	Population	Proportion in population (%)	Sample	Proportion in sample (%)
Male	44	24.1	12	16.2
Female	139	75.9	62	83.8

<sup>3</sup> Program:  $\chi^2(1) = 10.721$ ,  $p = 0.295$ ; sex:  $\chi^2(1) = 2.483$ ,  $p = 0.479$

### ***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.

The report consists of three main parts: university wide report, university wide responses to open ended questions and longitudinal tables. Due to the small sample sizes by-program and by-sex reports are not included.

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 (see Appendix 11 for survey questionnaire).

In order to avoid complexity in the tables, response options to the following questions were shortened in all tables

- Which best describes your potential employer?<sup>4</sup>
- In what industry is your current/potential employment?

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<sup>4</sup> See Appendix 11 for survey questionnaire

## University-Wide Report

N	Question	Response Options	Count	%	Valid %	Mean
1	<b>Among the graduate schools that you considered, was AUA your:</b>	First choice	64	86%	86%	
		Second choice	10	14%	14%	
		Third choice or lower	0	0%	0%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
		Total	74	100%		
2	<b>If AUA was not your first choice for graduate studies, what was your first choice?</b>					
3	<b>What are your immediate employment/education plans?</b>	I am currently employed and am not seeking alternative employment.	21	28%	30%	
		I am currently employed but am seeking alternative employment.	24	32%	34%	
		I am unemployed and seeking employment.	19	26%	27%	
		I am unemployed but not seeking employment	0	0%	0%	
		I will be / am continuing my graduate education.	6	8%	9%	
		Other	0	0%	0%	
		Subtotal	70	95%	100%	
		Other (please specify)	4	5%		
		Total	74	100%		
4	<b>Which best describes your potential employer?</b>	Public - RoA Government	12	16%	16%	
		Public - Non RoA Government	9	12%	12%	
		Private - Commercial	43	58%	58%	
		Private - Non commercial	6	8%	8%	
		Self-Employment	4	5%	5%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
		Total	74	100%		

<b>N</b>	<b>Question</b>	<b>Response Options</b>	<b>Count</b>	<b>%</b>	<b>Valid %</b>	<b>Mean</b>
<b>5</b>	<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	2	3%	3%	
		Utilities	0	0%	0%	
		Construction	0	0%	0%	
		Wholesale and retail trade	3	4%	4%	
		Transportation and storage	0	0%	0%	
		Accommodation and food/beverage service activities	0	0%	0%	
		Information and communication	16	22%	22%	
		Banking, financial and insurance activities; Real estate	8	11%	11%	
		Professional, scientific, and technical activities	8	11%	11%	
		Administrative and support service activities	2	3%	3%	
		Public administration and defense	3	4%	4%	
		Education	16	22%	22%	
		Human health and social work activities	6	8%	8%	
		Arts, entertainment and recreation	0	0%	0%	
		Other	7	9%	10%	
		Subtotal	72	97%	100%	
		Missing Values	2	3%		
		Total	74	100%		
<b>6</b>	<b>What was your employment status during most of your graduate education?</b>	Did not work	18	24%	24%	
		Worked occasionally (either part time or full time)	21	28%	28%	
		Worked regularly part time	14	19%	19%	
		Worked regularly full time	21	28%	28%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
		Total	74	100%		

N	Question	Response Options	Count	%	Valid %	Mean
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 Disagree	3	4%	4%	3.6
		Disagree	9	12%	12%	
		Neither agree nor disagree	14	19%	19%	
		Agree	37	50%	50%	
		5-Strongly Agree	11	15%	15%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
	<b>b. Academic policies and procedures were communicated adequately.</b>	1-Strongly Disagree	4	5%	5%	4.0
		Disagree	1	1%	1%	
		Neither agree nor disagree	10	14%	14%	
		Agree	37	50%	50%	
		5-Strongly Agree	22	30%	30%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
	<b>c. Information about degree requirements was communicated adequately.</b>	1-Strongly Disagree	0	0%	0%	4.2
		Disagree	1	1%	1%	
		Neither agree nor disagree	8	11%	11%	
		Agree	37	50%	50%	
		5-Strongly Agree	28	38%	38%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
	<b>d. There was good communication between faculty and students regarding student needs, concerns, and suggestions.</b>	1-Strongly Disagree	1	1%	1%	4.1
		Disagree	2	3%	3%	
		Neither agree nor disagree	9	12%	12%	
		Agree	41	55%	55%	
		5-Strongly Agree	21	28%	28%	
		Missing Values	0	0%		
		Total	74	100%		
	<b>e. Interactions among students and faculty were characterized by mutual respect.</b>	1-Strongly Disagree	1	1%	1%	4.4
		Disagree	0	0%	0%	
		Neither agree nor disagree	3	4%	4%	
		Agree	37	50%	50%	
		5-Strongly Agree	33	45%	45%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
Total	74	100%				



N	Question	Response Options	Count	%	Valid %	Mean
7	<b>To what extent do you agree or disagree with the following statements about your graduate program? (cont'd)</b>					
	<b>f. On the whole, faculty members were well qualified to teach their courses.</b>	1-Strongly Disagree	3	4%	4%	3.9
		Disagree	3	4%	4%	
		Neither agree nor disagree	10	14%	14%	
		Agree	37	50%	50%	
		5-Strongly Agree	21	28%	28%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
	Total	74	100%			
	<b>g. In general, faculty members prepared carefully for their courses.</b>	1-Strongly Disagree	4	5%	5%	3.8
		Disagree	4	5%	5%	
		Neither agree nor disagree	11	15%	15%	
		Agree	40	54%	54%	
		5-Strongly Agree	15	20%	20%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
	Total	74	100%			
	<b>h. There were many opportunities outside the classroom for interaction between students and faculty.</b>	1-Strongly Disagree	3	4%	4%	3.6
		Disagree	4	5%	5%	
		Neither agree nor disagree	22	30%	30%	
		Agree	33	45%	45%	
		5-Strongly Agree	12	16%	16%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
	Total	74	100%			
	<b>i. Overall, faculty in my academic program were interested in the professional development of students.</b>	1-Strongly Disagree	1	1%	1%	4.1
		Disagree	3	4%	4%	
		Neither agree nor disagree	8	11%	11%	
		Agree	38	52%	52%	
		5-Strongly Agree	23	32%	32%	
		Subtotal	73	100%	100%	
		Missing Values	0	0%		
	Total	73	100%			
	<b>j. In general, the courses I took were well taught.</b>	1-Strongly Disagree	3	4%	4%	3.9
		Disagree	5	7%	7%	
		Neither agree nor disagree	6	8%	8%	
		Agree	41	55%	55%	
		5-Strongly Agree	19	26%	26%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
	Total	74	100%			

N	Question	Response Options	Count	%	Valid %	Mean
7	<b>To what extent do you agree or disagree with the following statements about your graduate program? (cont'd)</b>					
	<b>k. The courses I took were valuable for my future career.</b>	1-Strongly Disagree	2	3%	3%	4.1
		Disagree	15	20%	20%	
		Neither agree nor disagree	31	42%	42%	
		Agree	26	35%	35%	
		5-Strongly Agree	74	100%	100%	
		Missing Values	0	0%		
		Total	74	100%		
	<b>l. My program was intellectually challenging and stimulating.</b>	1-Strongly Disagree	1	1%	1%	4.1
		Disagree	5	7%	7%	
		Neither agree nor disagree	6	8%	8%	
		Agree	39	53%	53%	
		5-Strongly Agree	23	31%	31%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
	Total	74	100%			
	<b>m. I would recommend my graduate program to prospective students.</b>	1-Strongly Disagree	6	8%	8%	3.9
		Disagree	2	3%	3%	
		Neither agree nor disagree	9	12%	12%	
		Agree	31	42%	42%	
		5-Strongly Agree	26	35%	35%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
	Total	74	100%			
	<b>n. My program provided me with skills needed in my field.</b>	1-Strongly Disagree	2	3%	3%	4.0
		Disagree	1	1%	1%	
		Neither agree nor disagree	17	23%	23%	
		Agree	27	36%	36%	
		5-Strongly Agree	27	36%	36%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
	Total	74	100%			
	<b>o. My graduate school experiences were relevant to my career goals.</b>	1-Strongly Disagree	1	1%	1%	4.0
		Disagree	2	3%	3%	
		Neither agree nor disagree	15	20%	20%	
		Agree	33	45%	45%	
		5-Strongly Agree	23	31%	31%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
	Total	74	100%			

N	Question	Response Options	Count	%	Valid %	Mean
7	<b>To what extent do you agree or disagree with the following statements about your graduate program? (cont'd)</b>					
	<b>p. The grading system at AUA is fair.</b>	1-Strongly Disagree	2	3%	3%	
		Disagree	4	5%	5%	
		Neither agree nor disagree	10	14%	14%	
		Agree	32	43%	43%	
		5-Strongly Agree	26	35%	35%	
		Subtotal	74	100%	100%	4.0
		Missing Values	0	0%		
		Total	74	100%		
	<b>q. The grading system of my academic program is fair.</b>	1-Strongly Disagree	3	4%	4%	
		Disagree	1	1%	1%	
		Neither agree nor disagree	12	16%	16%	
		Agree	33	45%	45%	
		5-Strongly Agree	25	34%	34%	
		Subtotal	74	100%	100%	4.0
		Missing Values	0	0%		
		Total	74	100%		
	<b>r. If I had the opportunity to make the choice again, I would enroll in this program again.</b>	1-Strongly Disagree	5	7%	7%	
		Disagree	4	5%	5%	
		Neither agree nor disagree	8	11%	11%	
		Agree	27	36%	36%	
		5-Strongly Agree	30	41%	41%	
		Subtotal	74	100%	100%	4.0
		Missing Values	0	0%		
		Total	74	100%		
9	<b>During your graduate studies, how often did your coursework use the following educational methods?</b>					
	<b>a. Memorizing facts and ideas from lectures and readings</b>	1-Never	4	5%	5%	
		2 Rarely	7	9%	9%	
		3 Sometimes	18	24%	24%	
		4 On the average	18	24%	24%	
		5 Often	18	24%	24%	
		6 Most of the time	4	5%	5%	
		7-Always	5	7%	7%	
		Subtotal	74	100%	100%	4.0
		Missing Values	0	0%		
		Total	74	100%		

N	Question	Response Options	Count	%	Valid %	Mean
9	<b>During your graduate studies, how often did your coursework use the following educational methods? (cont'd)</b>					
	<b>b. Analyzing cases or situations in-depth (e.g. case studies and analysis)</b>	1-Never	1	1%	1%	
		2 Rarely	2	3%	3%	
		3 Sometimes	6	8%	8%	
		4 On the average	14	19%	19%	
		5 Often	26	35%	35%	
		6 Most of the time	16	22%	22%	
		7-Always	9	12%	12%	
		Subtotal	74	100%	100%	5.0
		Missing Values	0	0%		
	Total	74	100%			
	<b>c. Synthesizing ideas and/or information into new more complex interpretations and relationships</b>	1-Never	2	3%	3%	
		2 Rarely	3	4%	4%	
		3 Sometimes	12	16%	16%	
		4 On the average	13	18%	18%	
		5 Often	22	30%	30%	
		6 Most of the time	8	11%	11%	
		7-Always	14	19%	19%	
		Subtotal	74	100%	100%	4.8
		Missing Values	0	0%		
	Total	74	100%			
	<b>d. Making judgments about the value of information, arguments, or methods</b>	1-Never	2	3%	3%	
		2 Rarely	1	1%	1%	
		3 Sometimes	7	9%	10%	
		4 On the average	14	19%	19%	
		5 Often	23	31%	32%	
		6 Most of the time	14	19%	19%	
		7-Always	12	16%	16%	
		Subtotal	73	99%	100%	5.0
		Missing Values	1	1%		
	Total	74	100%			
	<b>e. Applying theories or concepts to practical problems/situations</b>	1-Never	2	3%	3%	
		2 Rarely	2	3%	3%	
		3 Sometimes	8	11%	11%	
		4 On the average	14	19%	19%	
		5 Often	15	20%	20%	
		6 Most of the time	20	27%	27%	
		7-Always	13	18%	18%	
		Subtotal	74	100%	100%	5.0
		Missing Values	0	0%		
	Total	74	100%			

N	Question	Response Options	Count	%	Valid %	Mean
10	<b>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>					
	<b>a. Connections between ideas and practices</b>	1 - Increase a great deal	12	16%	16%	
		Increase somewhat	36	49%	49%	
		Keep about the same	24	32%	32%	
		Reduce somewhat	2	3%	3%	
		5 - Reduce a great deal	0	0%	0%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
		Total	74	100%		
	<b>b. Theoretical knowledge</b>	1 - Increase a great deal	6	8%	8%	
		Increase somewhat	11	15%	15%	
		Keep about the same	49	66%	66%	
		Reduce somewhat	8	11%	11%	
		5 - Reduce a great deal	0	0%	0%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
		Total	74	100%		
	<b>c. Problem solving</b>	1 - Increase a great deal	12	16%	16%	
		Increase somewhat	24	32%	32%	
		Keep about the same	36	49%	49%	
		Reduce somewhat	2	3%	3%	
		5 - Reduce a great deal	0	0%	0%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
		Total	74	100%		
	<b>d. Research</b>	1 - Increase a great deal	8	11%	11%	
		Increase somewhat	28	38%	38%	
		Keep about the same	36	49%	49%	
		Reduce somewhat	2	3%	3%	
		5 - Reduce a great deal	0	0%	0%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
		Total	74	100%		
	<b>e. Applied Research</b>	1 - Increase a great deal	14	19%	19%	
		Increase somewhat	26	35%	35%	
		Keep about the same	32	43%	43%	
		Reduce somewhat	2	3%	3%	
		5 - Reduce a great deal	0	0%	0%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
		Total	74	100%		
11	<b>Overall and in general, how would you rate your experience in your program?</b>	1-Very Poor	2	3%	3%	
		Poor	0	0%	0%	
		Average	6	8%	8%	
		Good	37	50%	50%	
		5-Excellent	29	39%	39%	
		Subtotal	74	100%	100%	4.2
		Missing Values	0	0%		
		Total	74	100%		

N	Question	Response Options	Count	%	Valid %	Mean
13	<b>Please indicate your level of satisfaction with the following services in your degree program.</b>					
	<b>a. Student advising (e.g., guidance on academic requirements, thesis/essay)</b>	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	2	3%	3%	
		Neither satisfied nor dissatisfied	14	19%	19%	
		Satisfied	39	53%	53%	
		5-Very satisfied	19	26%	26%	
		Subtotal	74	100%	100%	4.0
		Missing Values	0	0%		
		Total	74	100%		
	<b>b. Adequacy of support for research (e.g., research facilities such as labs and centers)</b>	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	0	0%	0%	
		Neither satisfied nor dissatisfied	13	18%	18%	
		Satisfied	38	51%	51%	
		5-Very satisfied	23	31%	31%	
		Subtotal	74	100%	100%	4.1
		Missing Values	0	0%		
		Total	74	100%		
	<b>c. Opportunity for research experience or practical skills application</b>	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	2	3%	3%	
		Neither satisfied nor dissatisfied	20	27%	27%	
		Satisfied	36	49%	49%	
		5-Very satisfied	16	22%	22%	
		Subtotal	74	100%	100%	3.9
		Missing Values	0	0%		
		Total	74	100%		
	<b>d. Communications about academic policies or procedures</b>	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	2	3%	3%	
		Neither satisfied nor dissatisfied	10	14%	14%	
		Satisfied	45	61%	61%	
		5-Very satisfied	17	23%	23%	
		Subtotal	74	100%	100%	4.0
		Missing Values	0	0%		
		Total	74	100%		
	<b>e. Opportunities for formal student evaluations of instruction</b>	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	1	1%	1%	
		Neither satisfied nor dissatisfied	9	12%	12%	
		Satisfied	44	59%	59%	
		5-Very satisfied	20	27%	27%	
		Subtotal	74	100%	100%	4.1
		Missing Values	0	0%		
		Total	74	100%		

N	Question	Response Options	Count	%	Valid %	Mean	
13	<b>Please indicate your level of satisfaction with the following services in your degree program. (cont'd)</b>	<b>f. Career and/or further study advising and planning by faculty</b>					
		1-Very dissatisfied	1	1%	1%		
		Dissatisfied	6	8%	8%		
		Neither satisfied nor dissatisfied	18	24%	24%		
		Satisfied	38	51%	51%		
		5-Very satisfied	11	15%	15%		
		Subtotal	74	100%	100%	3.7	
		Missing Values	0	0%			
		Total	74	100%			
			<b>g. Support of staff in the degree program</b>	1-Very dissatisfied	1	1%	1%
Dissatisfied	2			3%	3%		
Neither satisfied nor dissatisfied	11			15%	15%		
Satisfied	40			54%	54%		
5-Very satisfied	20			27%	27%		
Subtotal	74			100%	100%	4.0	
Missing Values	0			0%			
Total	74			100%			
15	<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 dissatisfied	0	0%	0%		
		Dissatisfied	2	3%	3%		
		Neither satisfied nor dissatisfied	1	1%	1%		
		Satisfied	39	53%	53%		
		5-Very satisfied	32	43%	43%		
		Subtotal	74	100%	100%	4.4	
		N/A	0	0%	0%		
		Missing Values	0	0%			
		Total	74	100%			
	<b>b. Computer resources</b>	1-Very dissatisfied	0	0%	0%		
		Dissatisfied	0	0%	0%		
		Neither satisfied nor dissatisfied	5	7%	7%		
		Satisfied	33	45%	45%		
		5-Very satisfied	36	49%	49%		
		Subtotal	74	100%	100%	4.4	
		N/A	0	0%	0%		
		Missing Values	0	0%			
Total	74	100%					

N	Question	Response Options	Count	%	Valid %	Mean
16	<b>Please indicate your level of satisfaction with the following services in your degree program. (cont'd)</b>					
	<b>c. Computer resources</b>	1-Very dissatisfied	1	1%	1%	
		Dissatisfied	5	7%	7%	
		Neither satisfied nor dissatisfied	13	18%	18%	
		Satisfied	32	43%	43%	
		5-Very satisfied	23	31%	31%	
		Subtotal	74	100%	100%	4.0
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	74	100%		
17	<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 dissatisfied	0	0%	0%	
		Dissatisfied	1	1%	1%	
		Neither satisfied nor dissatisfied	5	7%	7%	
		Satisfied	37	51%	51%	
		5-Very satisfied	29	40%	40%	
		Subtotal	72	100%	100%	4.3
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	72	100%		
	<b>b. Overall library support services</b>	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	1	1%	1%	
		Neither satisfied nor dissatisfied	1	1%	1%	
		Satisfied	32	45%	45%	
		5-Very satisfied	37	52%	52%	
		Subtotal	71	100%	100%	4.5
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	71	100%		
	<b>c. Library's web-based access to resources and services</b>	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	0	0%	0%	
		Neither satisfied nor dissatisfied	4	6%	6%	
		Satisfied	33	48%	48%	
		5-Very satisfied	32	46%	46%	
		Subtotal	69	100%	100%	4.4
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	69	100%		



<b>N</b>	<b>Question</b>	<b>Response Options</b>	<b>Count</b>	<b>%</b>	<b>Valid %</b>	<b>Mean</b>
<b>19</b>	<b>Please indicate your level of satisfaction with the student support services in the University.</b>					
	<b>a. Services provided by the Office of the Registrar</b>	1-Very dissatisfied	1	1%	1%	
		Dissatisfied	1	1%	1%	
		Neither satisfied nor dissatisfied	10	14%	14%	
		Satisfied	35	50%	50%	
		5-Very satisfied	23	33%	33%	
		Subtotal	70	100%	100%	4.1
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	70	100%		
	<b>b. Financial Aid services provided by the Office of Financial Aid– tuition assistance, scholarship, deferred payment, work study</b>	1-Very dissatisfied	5	8%	8%	
		Dissatisfied	4	6%	6%	
		Neither satisfied nor dissatisfied	15	23%	23%	
		Satisfied	20	30%	30%	
		5-Very satisfied	22	33%	33%	
		Subtotal	66	100%	100%	3.8
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	66	100%		
	<b>c. Student advising on policies, rights and responsibilities</b>	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	2	3%	3%	
		Neither satisfied nor dissatisfied	11	16%	16%	
		Satisfied	35	52%	52%	
		5-Very satisfied	19	28%	28%	
		Subtotal	67	100%	100%	4.1
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	67	100%		
	<b>d. Services provided by the Center for Student Success</b>	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	1	2%	2%	
		Neither satisfied nor dissatisfied	21	36%	36%	
		Satisfied	24	41%	41%	
		5-Very satisfied	13	22%	22%	
		Subtotal	59	100%	100%	3.8
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	59	100%		

N	Question	Response Options	Count	%	Valid %	Mean
19	<b>Please indicate your level of satisfaction with the student support services in the University. (cont'd)</b>					
	<b>e. Career advising and planning by Alumni and Career Development Office</b>	1-Very dissatisfied	1	2%	2%	
		Dissatisfied	3	5%	5%	
		Neither satisfied nor dissatisfied	15	24%	24%	
		Satisfied	28	44%	44%	
		5-Very satisfied	16	25%	25%	
		Subtotal	63	100%	100%	3.9
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	63	100%		
21	<b>Please indicate your level of satisfaction with the following services provided by the Alumni and Career Development Office.</b>					
	<b>a. Job orientations</b>	1-Very dissatisfied	2	3%	3%	
		Dissatisfied	2	3%	3%	
		Neither satisfied nor dissatisfied	18	31%	31%	
		Satisfied	25	43%	43%	
		5-Very satisfied	11	19%	19%	
		Subtotal	58	100%	100%	3.7
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	58	100%		
	<b>b. Career days</b>	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	1	2%	2%	
		Neither satisfied nor dissatisfied	24	44%	44%	
		Satisfied	20	37%	37%	
		5-Very satisfied	9	17%	17%	
		Subtotal	54	100%	100%	3.7
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	54	100%		
	<b>c. CV/Cover letter writing sessions</b>	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	1	2%	2%	
		Neither satisfied nor dissatisfied	26	49%	49%	
		Satisfied	15	28%	28%	
		5-Very satisfied	11	21%	21%	
		Subtotal	53	100%	100%	3.7
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	53	100%		

N	Question	Response Options	Count	%	Valid %	Mean
21	<b>Please indicate your level of satisfaction with the following services provided by the Alumni and Career Development Office.</b>					
	<b>d. Job interview advisement</b>	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	1	2%	2%	
		Neither satisfied nor dissatisfied	26	51%	51%	
		Satisfied	18	35%	35%	
		5-Very satisfied	6	12%	12%	
		Subtotal	51	100%	100%	3.6
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	51	100%		
	<b>e. Job/training/lecture announcements broadcasted via email</b>	1-Very dissatisfied	1	2%	2%	
		Dissatisfied	0	0%	0%	
		Neither satisfied nor dissatisfied	18	30%	30%	
		Satisfied	21	34%	34%	
		5-Very satisfied	21	34%	34%	
		Subtotal	61	100%	100%	4.0
		N/A	0	0%	0%	
		Missing Values	0	0%		
		Total	61	100%		
23	<b>How much did graduate education at AUA contribute to your development in the following areas?</b>					
	<b>a. Writing skills</b>	1-Not at all	1	1%	1%	
		2 Very little	5	7%	7%	
		3 Somewhat	14	19%	19%	
		4 Sufficiently	11	15%	15%	
		5 Quite a bit	10	14%	14%	
		6 Very much	23	31%	32%	
		7-Tremendously	9	12%	12%	
		Subtotal	73	99%	100%	4.8
		Missing Values	1	1%		
		Total	74	100%		
	<b>b. English Writing skills</b>	1-Not at all	1	1%	1%	
		2 Very little	2	3%	3%	
		3 Somewhat	11	15%	15%	
		4 Sufficiently	15	20%	20%	
		5 Quite a bit	12	16%	16%	
		6 Very much	20	27%	27%	
		7-Tremendously	13	18%	18%	
		Subtotal	74	100%	100%	5.0
		Missing Values	0	0%		
		Total	74	100%		

N	Question	Response Options	Count	%	Valid %	Mean
23	How much did graduate education at AUA contribute to your development in the following areas? (cont'd)					
	<b>c. Speaking skills</b>	1-Not at all	2	3%	3%	
		2 Very little	2	3%	3%	
		3 Somewhat	11	15%	15%	
		4 Sufficiently	15	20%	20%	
		5 Quite a bit	10	14%	14%	
		6 Very much	25	34%	34%	
		7-Tremendously	9	12%	12%	
		Subtotal	74	100%	100%	4.9
		Missing Values	0	0%		
		Total	74	100%		
	<b>d. English Speaking skills</b>	1-Not at all	1	1%	1%	
		2 Very little	4	5%	5%	
		3 Somewhat	9	12%	12%	
		4 Sufficiently	18	24%	24%	
		5 Quite a bit	12	16%	16%	
		6 Very much	19	26%	26%	
		7-Tremendously	11	15%	15%	
		Subtotal	74	100%	100%	4.9
		Missing Values	0	0%		
		Total	74	100%		
	<b>e. Applying scientific methods of inquiry</b>	1-Not at all	1	1%	1%	
		2 Very little	4	5%	5%	
		3 Somewhat	11	15%	15%	
		4 Sufficiently	11	15%	15%	
		5 Quite a bit	9	12%	12%	
		6 Very much	21	28%	28%	
		7-Tremendously	17	23%	23%	
		Subtotal	74	100%	100%	5.1
		Missing Values	0	0%		
		Total	74	100%		
	<b>f. Computer skills</b>	1-Not at all	3	4%	4%	
		2 Very little	8	11%	11%	
		3 Somewhat	12	16%	16%	
		4 Sufficiently	9	12%	12%	
		5 Quite a bit	12	16%	16%	
		6 Very much	19	26%	26%	
		7-Tremendously	11	15%	15%	
		Subtotal	74	100%	100%	4.6
		Missing Values	0	0%		
		Total	74	100%		

N	Question	Response Options	Count	%	Valid %	Mean
23	How much did graduate education at AUA contribute to your development in the following areas? (cont'd)					
	<b>g. Ability to critically analyze ideas and information</b>	1-Not at all	0	0%	0%	
		2 Very little	4	5%	5%	
		3 Somewhat	6	8%	8%	
		4 Sufficiently	10	14%	14%	
		5 Quite a bit	15	20%	21%	
		6 Very much	21	28%	29%	
		7-Tremendously	17	23%	23%	
		Subtotal	73	99%	100%	5.3
		Missing Values	1	1%		
		Total	74	100%		
	<b>h. Ability to solve analytical problems</b>	1-Not at all	0	0%	0%	
		2 Very little	3	4%	4%	
		3 Somewhat	9	12%	12%	
		4 Sufficiently	10	14%	14%	
		5 Quite a bit	12	16%	16%	
		6 Very much	24	32%	33%	
		7-Tremendously	15	20%	21%	
		Subtotal	73	99%	100%	5.2
		Missing Values	1	1%		
		Total	74	100%		
	<b>i. Ability to lead and guide others</b>	1-Not at all	5	7%	7%	
		2 Very little	9	12%	12%	
		3 Somewhat	12	16%	16%	
		4 Sufficiently	6	8%	8%	
		5 Quite a bit	10	14%	14%	
		6 Very much	20	27%	27%	
		7-Tremendously	11	15%	15%	
		Subtotal	73	99%	100%	4.5
		Missing Values	1	1%		
		Total	74	100%		
	<b>j. Ability to function as part of a team</b>	1-Not at all	0	0%	0%	
		2 Very little	8	11%	11%	
		3 Somewhat	7	9%	9%	
		4 Sufficiently	13	18%	18%	
		5 Quite a bit	12	16%	16%	
		6 Very much	21	28%	28%	
		7-Tremendously	13	18%	18%	
		Subtotal	74	100%	100%	4.9
		Missing Values	0	0%		
		Total	74	100%		

N	Question	Response Options	Count	%	Valid %	Mean
23	<b>How much did graduate education at AUA contribute to your development in the following areas? (cont'd)</b>					
	<b>k. Ability to plan and carry out projects independently</b>	1-Not at all	2	3%	3%	
		2 Very little	7	9%	9%	
		3 Somewhat	5	7%	7%	
		4 Sufficiently	9	12%	12%	
		5 Quite a bit	8	11%	11%	
		6 Very much	26	35%	35%	
		7-Tremendously	17	23%	23%	
		Subtotal	74	100%	100%	5.2
		Missing Values	0	0%		
		Total	74	100%		
	<b>l. Making presentations to forums typical of your field of study</b>	1-Not at all	3	4%	4%	
		2 Very little	4	5%	5%	
		3 Somewhat	6	8%	8%	
		4 Sufficiently	3	4%	4%	
		5 Quite a bit	11	15%	15%	
		6 Very much	27	36%	36%	
		7-Tremendously	20	27%	27%	
		Subtotal	74	100%	100%	5.4
		Missing Values	0	0%		
		Total	74	100%		
	<b>m. Presenting papers at conferences/seminars</b>	1-Not at all	7	9%	9%	
		2 Very little	3	4%	4%	
		3 Somewhat	6	8%	8%	
		4 Sufficiently	7	9%	9%	
		5 Quite a bit	10	14%	14%	
		6 Very much	24	32%	32%	
		7-Tremendously	17	23%	23%	
		Subtotal	74	100%	100%	5.0
		Missing Values	0	0%		
		Total	74	100%		
	<b>n. Submitting papers for publication</b>	1-Not at all	10	14%	14%	
		2 Very little	5	7%	7%	
		3 Somewhat	4	5%	5%	
		4 Sufficiently	10	14%	14%	
		5 Quite a bit	13	18%	18%	
		6 Very much	19	26%	26%	
		7-Tremendously	13	18%	18%	
		Subtotal	74	100%	100%	4.6
		Missing Values	0	0%		
		Total	74	100%		

N	Question	Response Options	Count	%	Valid %	Mean
23	How much did graduate education at AUA contribute to your development in the following areas? (cont'd)					
	<b>o. Network with others in the field</b>	1-Not at all	2	3%	3%	
		2 Very little	5	7%	7%	
		3 Somewhat	9	12%	12%	
		4 Sufficiently	9	12%	12%	
		5 Quite a bit	16	22%	22%	
		6 Very much	16	22%	22%	
		7-Tremendously	17	23%	23%	
		Subtotal	74	100%	100%	5.0
		Missing Values	0	0%		
		Total	74	100%		
24	What are the three things that you liked the most about AUA?					
25	What are the three most important things AUA could do to improve the quality of the graduate experience?					
26	Did you complete either your undergraduate program or another graduate program (not the one in which you are currently enrolled) in Armenia?					
		Yes	62	84%	86%	
		No	10	14%	14%	
		Subtotal	72	97%	100%	
		Missing Values	2	3%		
		Total	74	100%		
27	Based on your experience only, what are the three most important differences between AUA and other universities and colleges in Armenia?					
28	Where did you learn English before being admitted to AUA?	Secondary School	39	53%	53%	
		University where I received my Bachelor degree	37	50%	50%	
		English courses through AUA Extension	3	4%	4%	
		English courses through the AUA, Administered by TEFL or DEP	3	4%	4%	
		Private tutoring	39	53%	53%	
		Other	8	11%	11%	
		Total	74	100%		
29	Have you ever participated in AUA Extension courses?	Yes	16	22%	22%	
		No	58	78%	78%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
		Total	74	100%		
30	If you participated in AUA Extension courses, please indicate your satisfaction with the customer service at AUA Extension.	1-Very dissatisfied				
		Dissatisfied				
		Neither satisfied nor dissatisfied	2	13%	13%	
		Satisfied	7	44%	44%	
		5-Very satisfied	7	44%	44%	
		Total	16	100%		4.3

N	Question	Response Options	Count	%	Valid %	Mean
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?	General English	6	8%	8%	
		Language Courses	11	15%	15%	
		Speaking English with Confidence	9	12%	12%	
		Business Writing	13	18%	18%	
		Communication, Public Speaking and Presentation skills	16	22%	22%	
		Negotiation Skills/ Conflict Management	14	19%	19%	
		Strategic Management	9	12%	12%	
		HR Management	4	5%	5%	
		Public Relations	17	23%	23%	
		Digital Marketing	6	8%	8%	
		Finance for non-Finance Decision-Makers	3	4%	4%	
		Executive Leadership & Management	12	16%	16%	
		Managing Change	0	0%	0%	
		Team Building/ Human Resource Management	9	12%	12%	
		Tourism and Hospitality Management	7	9%	9%	
		Project Management				
		Professional <sup>®</sup> (PMP) Certification Preparation	6	8%	8%	
		TOEFL <sup>®</sup> Test Preparation	1	1%	1%	
		GMAT <sup>®</sup> / GRE <sup>®</sup> Test Preparation	2	3%	3%	
		Microsoft <sup>®</sup> Excel Certification as Financial Analyst	2	3%	3%	
		Procurement Management & Contracting	8	11%	11%	
		Contract Negotiation, Preparation and Ratification	0	0%	0%	
		Business, Government & Society	5	7%	7%	
		Carrying out a successful Research Project	3	4%	4%	
		Corporate Social Responsibility (CSR)	8	11%	11%	
		Environmental Policies	2	3%	3%	
		Software programming	2	3%	3%	
		Summer Courses	12	16%	16%	
		Don't know	6	8%	8%	
		Other	7	9%	9%	
		Total	3	4%	4%	
	74	100%				



N	Question	Response Options	Count	%	Valid %	Mean
32	Do you or your family own a personal desktop or notebook computer that you use for AUA work?	Yes	62	84%	85%	
		No	11	15%	15%	
		Subtotal	73	99%	100%	
		Missing Values	1	1%		
		Total	74	100%		
33	Check your degree:	MPH	5	7%	7%	
		MEIESM	9	12%	12%	
		MBA	2	3%	3%	
		MSE	8	11%	11%	
		MPSIA	6	8%	8%	
		LL.M.	12	16%	16%	
		MSCIS	4	5%	5%	
		MATEFFL	14	19%	19%	
		GC	7	9%	9%	
		MSSM	7	9%	9%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
Total	74	100%				
34	To what extent do you agree or disagree with the following statements about your graduate program? "Academic environment in Dilijan met my expectations,"	1-Strongly disagree	1	13%	13%	
		Disagree	0	0%	0%	
		Neither agree nor disagree	2	25%	25%	
		Agree	4	50%	50%	
		5-Strongly agree	1	13%	13%	
		Total	8 <sup>5</sup>	100%		
35	To what extent do you agree or disagree with the following statements about your graduate program? "Provided accommodations in Dilijan met my expectations."	1-Strongly disagree	0	0%	0%	
		Disagree	0	0%	0%	
		Neither agree nor disagree	0	0%	0%	
		Agree	4	50%	50%	
		5-Strongly agree	4	50%	50%	
		Total	8 <sup>6</sup>	100%		
36	If Master of Business Administration, which program:	Full-time Master of Business Administration (FT MBA)	0	0%	0%	
		Professional Master of Business Administration (PMBA)	2	100%	100%	
		Subtotal	2	100%	100%	
		Missing Values	0	0%		
		Total	2	100%		
37	What is your sex?	Female	62	84%	84%	
		Male	12	16%	16%	
		Subtotal	74	100%	100%	
		Missing Values	0	0%		
		Total	74	100%		

<sup>5</sup> This question includes only MSE program responses

<sup>6</sup> This question includes only MSE program responses

## Answers to Open-Ended Questions

### Positive Highlights<sup>7</sup>

What are the three things that you like most about AUA?			
N	Response Options	Count	%
1	Overall atmosphere	54	73.0%
2	Faculty	34	45.9%
3	Faculty - Student Interaction	30	40.5%
4	Facilities	26	35.1%
5	Students	25	33.8%
6	Curriculum	18	24.3%
7	Resources	16	21.6%
8	Other	11	14.9%
	Total	74	

### Suggestions for improvement

What are the three most important things AUA could do to improve the quality of your undergraduate experience?			
N	Response Options	Count	%
1	Curriculum	42	56.8%
2	Other	24	32.4%
3	Faculty - Student Interaction	21	28.4%
4	Faculty	19	25.7%
5	Policies and Procedures	18	24.3%
6	Facilities	13	17.6%
7	Overall atmosphere	12	16.2%
8	Total	74	

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<sup>7</sup> See Appendix 6 for unedited responses

### 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?

N	Response Options	Count	%
1	Curriculum	42	56.8%
2	Facilities	33	44.6%
3	Staff	32	43.2%
4	Faculty	24	32.4%
5	Other	22	29.7%
6	Management/Administration	13	17.6%
7	Extra-curricular activities	12	16.2%
8	Support Services	9	12.2%
9	Total	74	

