

American University of Armenia
2019 Undergraduate Graduating Student Exit Survey



Prepared by
Office of Institutional Research and Assessment

Email: iro@uaa.am
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Methodology and Background

Instrument Design and Timeline

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

The objectives of the survey were to gather information from undergraduate graduating students about their experience during undergraduate studies, the academic environment, extracurricular activities, satisfaction with services provided at the university, and expectations for moving forward, 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)	161	48	29.8
Bachelor of Science in Computer Science (BSCS)	64	22	34.4
Bachelor of Arts in English and Communications (BAEC)	83	37	44.6
Missing Values	0	0	0
Total	308	107	34.7

The survey population included 308 undergraduate graduating 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 a direct link to the on-line survey.

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

- Three reminder emails were sent from the Office of Institutional Research and Assessment on April 27, May 2, and May 6.
- Reminder fliers were posted around campus (i.e. academic program offices, cafeteria, student lounge, lobbies).
- Deans, Program Chairs, the Center for Student Success and the Office of the Registrar were asked to promote participation.

A total of 146 (47.40%) out of 308 undergraduate graduating students participated in the survey. The results of 39 partially completed surveys were excluded from the analyses, thus **denoting a response rate of 34.74%**.

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 results¹, 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
BAB	161	52.7%	48	44.8%
BSCS	83	26.9%	37	34.5%
BAEC	64	20.7%	22	20.5%

Sex	Population	Proportion in population	Sample	Proportion in sample
Male	97	31.4%	30	28.3%
Female	211	68.5%	76	71.6%

¹ Program: $\chi^2(1) = 3.440$, $p = 0.179$; sex: $\chi^2(1) = 0.500$, $p = 0.479$

Description

Upon completion of the on-line survey, data was analyzed in SPSS. Descriptive analysis includes frequencies, cross-tabulations by sex and academic program, 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 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 four main parts: university wide, by program, by sex, and answers to open-ended questions.

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**.

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?²
- In what industry is your current/potential employment?

The numbering of the responses in the reports correspond to the numbering in the survey questionnaire (see Appendix 5 for survey questionnaire).

² See Appendix 5 for survey questionnaire

University Wide Report

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]	
1	How would you rate your overall educational experience at AUA?	1-Excellent	27	25%	25%	2.0	
		Good	59	55%	56%		
		Average	17	16%	16%		
		Poor	2	2%	2%		
		5-Very Poor	1	1%	1%		
		Subtotal	106	99%	100%		
		Missing Values	1	1%			
Total	107	100%					
2	What was your employment status during most of your undergraduate studies at AUA?	Did not work	34	32%	32%		
		Worked occasionally (either part time or full time)	46	43%	43%		
		Worked regularly part time	17	16%	16%		
		Worked regularly full time	9	8%	8%		
		Subtotal	106	99%	100%		
		Missing Values	1	1%			
		Total	107	100%			
3	In addition to your undergraduate studies at AUA, did you study elsewhere?	Yes. I studied part time at another university in Armenia.	2	2%	2%		
		Yes. I studied full time at another university in Armenia.	4	4%	4%		
		No. I did not study elsewhere.	100	93%	94%		
		Subtotal	106	99%	100%		
		Missing Values	1	1%			
		Total	107	100%			
4	During your undergraduate studies 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%	[11-15]	
		1-5	19	18%	18%		
		6-10	33	31%	31%		
		11-15	26	24%	25%		
		16-20	17	16%	16%		
		More than 20	11	10%	10%		
		Subtotal	106	99%	100%		
		Missing Values	1	1%			
		Total	107	100%			
		b. Working at a job for pay					[6-10]
		0	33	31%	31%		
		1-5	8	7%	8%		
		6-10	18	17%	17%		
		11-15	11	10%	10%		
		16-20	16	15%	15%		
		More than 20	20	19%	19%		
Subtotal	106	99%	100%				
Missing Values	1	1%					
Total	107	100%					

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
4	During your undergraduate studies on average approximately how many hours did you spend each week doing the following?(cont'd)					
	c. Participating in activities such as sports, student newspaper, student council, music groups, etc.	0	41	38%	39%	
		1-5	45	42%	43%	
		6-10	12	11%	12%	
		11-15	4	4%	4%	
		16-20	1	1%	1%	
		More than 20	1	1%	1%	
		Subtotal	104	97%	100%	[1-5]
		Missing Values	3	3%		
	Total	107	100%			
	d. Volunteering	0	47	44%	45%	
		1-5	41	38%	39%	
		6-10	12	11%	11%	
		11-15	2	2%	2%	
16-20		1	1%	1%		
More than 20		2	2%	2%		
Subtotal		105	98%	100%	[1-5]	
Missing Values		2	2%			
Total	107	100%				
e. Socializing or spending time with friends	0	5	5%	5%		
	1-5	26	24%	25%		
	6-10	37	35%	35%		
	11-15	19	18%	18%		
	16-20	5	5%	5%		
	More than 20	13	12%	12%		
	Subtotal	105	98%	100%	[6-10]	
	Missing Values	2	2%			
Total	107	100%				
5	During your undergraduate studies on average approximately how many hours, did you spend on homework for each work in a typical week?	0	2	2%	2%	
		1-5	71	66%	67%	
		6-10	25	23%	24%	
		11-15	5	5%	5%	
		16-20	3	3%	3%	
		More than 20	0	0%	0%	
		Subtotal	106	99%	100%	[1-5]
		Missing Values	1	1%		
Total	107	100%				
6	To what extent did your courses challenge you to do your best work during your undergraduate studies?	1-Not at all	1	1%	1%	
		Very little	11	10%	10%	
		Some	50	47%	47%	
		Quite a bit	33	31%	31%	
		5-Very much	11	10%	10%	
		Subtotal	106	99%	100%	3.4
		Missing Values	1	1%		
Total	107	100%				
7	Have you participated in or attended any university-sponsored co-curricular activities during your undergraduate studies?	Yes	75	70%	71%	
		No	31	29%	29%	
		Subtotal	106	99%	100%	
		Missing Values	1	1%		
		Total	107	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]	
8	During your undergraduate studies, did you experience difficulty with the following?	a. Learning new material	Yes	23	21%	22%	
			No	73	68%	69%	
			Not Sure	10	9%	9%	
			Subtotal	106	99%	100%	
			Missing Values	1	1%		
			Total	107	100%		
			b. Managing your time	Yes	59	55%	56%
				No	42	39%	40%
				Not Sure	5	5%	5%
				Subtotal	106	99%	100%
Missing Values	1	1%					
c. Balancing studies, work, and home/family life	Yes	62	58%	58%			
	No	33	31%	31%			
	Not Sure	11	10%	10%			
	Subtotal	106	99%	100%			
	Missing Values	1	1%				
d. Paying tuition	Yes	46	43%	43%			
	No	50	47%	47%			
	Not Sure	10	9%	9%			
	Subtotal	106	99%	100%			
	Missing Values	1	1%				
e. Getting help with course work	Yes	14	13%	13%			
	No	76	71%	72%			
	Not Sure	15	14%	14%			
	Subtotal	105	98%	100%			
	Missing Values	2	2%				
f. Making new friends	Yes	16	15%	15%			
	No	84	79%	79%			
	Not Sure	6	6%	6%			
	Subtotal	106	99%	100%			
	Missing Values	1	1%				
g. Relating to faculty	Yes	19	18%	18%			
	No	76	71%	72%			
	Not Sure	11	10%	10%			
	Subtotal	106	99%	100%			
	Missing Values	1	1%				
h. Resolving a challenge with faculty or staff	Yes	26	24%	25%			
	No	67	63%	63%			
	Not Sure	13	12%	12%			
	Subtotal	106	99%	100%			
	Missing Values	1	1%				
i. Managing a personal/social relationship	Yes	22	21%	21%			
	No	77	72%	73%			
	Not Sure	6	6%	6%			
	Subtotal	105	98%	100%			
	Missing Values	2	2%				
		Total	107	100%			

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
8	During your undergraduate studies, did you experience difficulty with the following?(cont'd) j. Concentrating in/following class due to noise/distraction in the classroom	Yes	38	36%	36%	
		No	60	56%	57%	
		Not Sure	8	7%	8%	
		Subtotal	106	99%	100%	
		Missing Values	1	1%		
		Total	107	100%		
9	During your undergraduate studies, did you experience: a. Anxiety or nervousness taking tests	Yes	76	71%	72%	
		No	24	22%	23%	
		Not sure	6	6%	6%	
		Subtotal	106	99%	100%	
		Missing Values	1	1%		
		Total	107	100%		
	b. Stress regarding your studies	Yes	85	79%	80%	
		No	12	11%	11%	
		Not sure	9	8%	8%	
		Subtotal	106	99%	100%	
		Missing Values	1	1%		
		Total	107	100%		
	c. Distraction from your studies due to social obligations	Yes	47	44%	44%	
		No	48	45%	45%	
		Not sure	11	10%	10%	
		Subtotal	106	99%	100%	
		Missing Values	1	1%		
		Total	107	100%		
d. Family pressure to earn specific grades	Yes	15	14%	14%		
	No	86	80%	81%		
	Not sure	5	5%	5%		
	Subtotal	106	99%	100%		
	Missing Values	1	1%			
	Total	107	100%			
e. Peer pressure to earn specific grades	Yes	26	24%	25%		
	No	75	70%	71%		
	Not sure	5	5%	5%		
	Subtotal	106	99%	100%		
	Missing Values	1	1%			
	Total	107	100%			
10	During your undergraduate studies, did you observe an act of academic dishonesty among your peers at AUA?	Yes	67	63%	63%	
		No	39	36%	37%	
		Subtotal	106	99%	100%	
		Missing Values	1	1%		
		Total	107	100%		
		11	During your undergraduate studies, did you commit an act of academic dishonesty?	Yes	23	21%
No	83			78%	78%	
Subtotal	106			99%	100%	
Missing Values	1			1%		
Total	107			100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]	
12	Describe the quality of your interaction with the following during your undergraduate studies.	a. Other students					
		1-Very poor	0	0%	0%		
		2	2	2%	2%		
		3	4	4%	4%		
		4	11	10%	10%		
		5	27	25%	26%		
		6	26	24%	25%		
		7-Excellent	35	33%	33%		
		Subtotal	105	98%	100%	5.7	
		N/A	0	0%	0%		
	Missing Values	2	2%				
	Total	107	100%				
<hr/>							
	b. Your program chair						
	1-Very poor	4	4%	4%			
	2	6	6%	6%			
	3	3	3%	3%			
	4	17	16%	16%			
	5	20	19%	19%			
	6	23	21%	22%			
	7-Excellent	31	29%	30%			
	Subtotal	104	97%	100%	5.3		
	N/A	2	2%				
	Missing Values	1	1%				
	Total	107	100%				
<hr/>							
	c. Your academic advisor						
	1-Very poor	4	4%	4%			
	2	5	5%	5%			
	3	1	1%	1%			
	4	15	14%	16%			
	5	18	17%	19%			
	6	23	21%	24%			
	7-Excellent	28	26%	30%			
	Subtotal	94	88%	100%	5.3		
	N/A	11	10%				
	Missing Values	2	2%				
	Total	107	100%				
<hr/>							
	d. Faculty						
	1-Very poor	2	2%	2%			
	2	3	3%	3%			
	3	3	3%	3%			
	4	11	10%	11%			
	5	24	22%	24%			
	6	31	29%	31%			
	7-Excellent	27	25%	27%			
	Subtotal	101	94%	100%	5.5		
	N/A	5	5%				
	Missing Values	1	1%				
	Total	107	100%				
<hr/>							
	e. Staff in the Center for Student Success						
	1-Very poor	8	7%	10%			
	2	4	4%	5%			
	3	4	4%	5%			
	4	14	13%	17%			
	5	13	12%	16%			
	6	17	16%	21%			
	7-Excellent	21	20%	26%			
	Subtotal	81	76%	100%	4.9		
	N/A	25	23%				
	Missing Values	1	1%				
	Total	107	100%				

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
12	Describe the quality of your interaction with the following during your undergraduate studies. (cont'd)					
	f. Staff in the Office of the Registrar	1-Very poor	3	3%	3%	
		2	9	8%	9%	
		3	10	9%	10%	
		4	11	10%	11%	
		5	19	18%	18%	
		6	27	25%	26%	
		7-Excellent	27	25%	26%	
		Subtotal	103	96%	100%	5.2
		N/A	0	0%	0%	
		Missing Values	1	1%		
		Total	107	100%		
	g. Staff in the Office of Financial Aid	1-Very poor	7	7%	9%	
		2	7	7%	9%	
		3	5	5%	6%	
		4	9	8%	11%	
		5	13	12%	16%	
		6	22	21%	28%	
		7-Excellent	17	16%	21%	
		Subtotal	80	75%	100%	4.9
		N/A	26	24%		
		Missing Values	1	1%		
		Total	107	100%		
	h. Staff in the Library	1-Very poor	1	1%	1%	
		2	2	2%	2%	
		3	8	7%	8%	
		4	6	6%	6%	
		5	18	17%	17%	
		6	26	24%	25%	
		7-Excellent	44	41%	42%	
		Subtotal	105	98%	100%	5.8
		N/A	1	1%		
		Missing Values	1	1%		
		Total	107	100%		
	i. Staff in the Alumni and Career Development Office	1-Very poor	7	7%	13%	
		2	4	4%	7%	
		3	3	3%	6%	
		4	7	7%	13%	
		5	11	10%	20%	
		6	10	9%	19%	
		7-Excellent	12	11%	22%	
		Subtotal	54	50%	100%	4.6
		N/A	52	49%		
		Missing Values	1	1%		
		Total	107	100%		
	j. Other administrative staff	1-Very poor	6	6%	8%	
		2	2	2%	3%	
		3	3	3%	4%	
		4	13	12%	17%	
		5	13	12%	17%	
		6	23	21%	30%	
		7-Excellent	17	16%	22%	
		Subtotal	77	72%	100%	5.1
		N/A	29	27%		
		Missing Values	1	1%		
		Total	107	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]	
13	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	19	18%	18%	2.4
			Agree	44	41%	42%	
			Neither agree nor disagree	28	26%	26%	
			Disagree	10	9%	9%	
			5-Strongly Disagree	5	5%	5%	
			Subtotal	106	99%	100%	
			N/A	0	0%	0%	
			Missing Values	1	1%		
		Total	107	100%			
		b. Interactions among students and faculty are characterized by mutual respect.	1-Strongly Agree	29	27%	27%	2.0
			Agree	57	53%	54%	
			Neither agree nor disagree	16	15%	15%	
			Disagree	3	3%	3%	
			5-Strongly Disagree	1	1%	1%	
			Subtotal	106	99%	100%	
			N/A	0	0%	0%	
			Missing Values	1	1%		
		Total	107	100%			
		c. On the whole, faculty members are well qualified to teach their courses.	1-Strongly Agree	12	11%	11%	2.5
			Agree	52	49%	49%	
			Neither agree nor disagree	27	25%	25%	
			Disagree	10	9%	9%	
			5-Strongly Disagree	5	5%	5%	
			Subtotal	106	99%	100%	
			N/A	0	0%	0%	
Missing Values	1		1%				
Total	107	100%					
d. In general, the courses I took are well taught.	1-Strongly Agree	10	9.3%	9.5%	2.5		
	Agree	56	52.3%	53.3%			
	Neither agree nor disagree	25	23.4%	23.8%			
	Disagree	9	8.4%	8.6%			
	5-Strongly Disagree	5	4.7%	4.8%			
	Subtotal	105	98.1%	100.0%			
	N/A	0	0%	0%			
	Missing Values	2	1.9%				
Total	107	100.0%					
e. The courses I have taken are intellectually challenging and stimulating.	1-Strongly Agree	8	7%	8%	2.6		
	Agree	48	45%	45%			
	Neither agree nor disagree	34	32%	32%			
	Disagree	12	11%	11%			
	5-Strongly Disagree	4	4%	4%			
	Subtotal	106	99%	100%			
	N/A	0	0%	0%			
	Missing Values	1	1%				
Total	107	100%					

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]		
13	To what extent do you agree or disagree with the following statements about your undergraduate experience so far.	f. There are opportunities outside the classroom for interaction between students and faculty.	1-Strongly Agree	20	19%	19%	2.2	
		Agree	55	51%	52%			
		Neither agree nor disagree	22	21%	21%			
		Disagree	7	7%	7%			
		5-Strongly Disagree	2	2%	2%			
		Subtotal	106	99%	100%			
		N/A	0	0%	0%			
		Missing Values	1	1%				
		Total	107	100%				
		g. Faculty return written work with constructive feedback.	1-Strongly Agree	4	4%	4%		2.7
		Agree	39	36%	37%			
		Neither agree nor disagree	49	46%	46%			
		Disagree	11	10%	10%			
5-Strongly Disagree	3	3%	3%					
N/A	0	0%	0%					
Subtotal	106	99%	100%					
Missing Values	1	1%						
h. Faculty return written work in a timely manner.	1-Strongly Agree	4	4%	4%	3.0			
Agree	29	27%	27%					
Neither agree nor disagree	41	38%	39%					
Disagree	25	23%	24%					
5-Strongly Disagree	7	7%	7%					
N/A	0	0%	0%					
Subtotal	106	99%	100%					
Missing Values	1	1%						
i. I understand all of my degree requirements.	1-Strongly Agree	17	16%	16%	2.2			
Agree	61	57%	58%					
Neither agree nor disagree	20	19%	19%					
Disagree	6	6%	6%					
5-Strongly Disagree	2	2%	2%					
Subtotal	106	99%	100%					
N/A	0	0%	0%					
Missing Values	1	1%						
j. The grading system at AUA is fair.	1-Strongly Agree	14	13%	13%	2.5			
Agree	47	44%	44%					
Neither agree nor disagree	26	24%	25%					
Disagree	16	15%	15%					
5-Strongly Disagree	3	3%	3%					
Subtotal	106	99%	100%					
N/A	0	0%	0%					
Missing Values	1	1%						
Total	107	100%						

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]	
13	To what extent do you agree or disagree with the following statements about your undergraduate experience so far. (cont'd)	k. Policies and procedures are fair.	1-Strongly Agree	16	15%	15%	2.4
		Agree	52	49%	49%		
		Neither agree nor disagree	21	20%	20%		
		Disagree	13	12%	12%		
		5-Strongly Disagree	4	4%	4%		
		Subtotal	106	99%	100%		
		N/A	0	0%	0%		
		Missing Values	1	1%			
		Total	107	100%			
		l. The way in which the university communicates with me is effective.	1-Strongly Agree	17	16%	16%	
Agree	59		55%	56%			
Neither agree nor disagree	26		24%	25%			
Disagree	2		2%	2%			
5-Strongly Disagree	2		2%	2%			
Subtotal	106		99%	100%			
N/A	0		0%	0%			
Missing Values	1		1%				
Total	107		100%				
m. Academic policies and procedures are communicated adequately.	1-Strongly Agree		15	14%	14%	2.3	
	Agree	57	53%	55%			
	Neither agree nor disagree	22	21%	21%			
	Disagree	7	7%	7%			
	5-Strongly Disagree	3	3%	3%			
	Subtotal	104	97%	100%			
	N/A	0	0%	0%			
	Missing Values	3	3%				
	Total	107	100%				
	n. Information regarding study abroad opportunities was communicated adequately.	1-Strongly Agree	11	10%	10%		2.7
Agree		36	34%	34%			
Neither agree nor disagree		34	32%	32%			
Disagree		20	19%	19%			
5-Strongly Disagree		5	5%	5%			
Subtotal		106	99%	100%			
N/A		0	0%	0%			
Missing Values		1	1%				
Total		107	100%				
o. Information about degree requirements are communicated adequately.		1-Strongly Agree	10	9%	9%	2.3	
	Agree	67	63%	63%			
	Neither agree nor disagree	19	18%	18%			
	Disagree	6	6%	6%			
	5-Strongly Disagree	4	4%	4%			
	Subtotal	106	99%	100%			
	N/A	0	0%	0%			
	Missing Values	1	1%				
	Total	107	100%				

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]		
13	To what extent do you agree or disagree with the following statements about your undergraduate experience so far. (cont'd) p. I would recommend AUA to prospective undergraduate students.	1-Strongly Agree	33	31%	31%	1.9		
		Agree	54	50%	51%			
		Neither agree nor disagree	14	13%	13%			
		Disagree	4	4%	4%			
		5-Strongly Disagree	1	1%	1%			
		Subtotal	106	99%	100%			
		N/A	0	0%	0%			
		Missing Values	1	1%				
		Total	107	100%				
		q. I would recommend my academic program to prospective undergraduate students.	1-Strongly Agree	27	25%		25%	2.2
			Agree	44	41%		42%	
			Neither agree nor disagree	24	22%		23%	
			Disagree	6	6%		6%	
5-Strongly Disagree	5		5%	5%				
Subtotal	106		99%	100%				
N/A	0		0%	0%				
Missing Values	1		1%					
r. University's communication with me regarding events and activities was effective.	1-Strongly Agree	28	26%	26%	2.1			
	Agree	50	47%	47%				
	Neither agree nor disagree	21	20%	20%				
	Disagree	5	5%	5%				
	5-Strongly Disagree	2	2%	2%				
	Subtotal	106	99%	100%				
	N/A	0	0%	0%				
	Missing Values	1	1%					
s. If I could start all over again, I would want to attend AUA for undergraduate studies.	1-Strongly Agree	40	37%	38%	2.1			
	Agree	36	34%	34%				
	Neither agree nor disagree	15	14%	14%				
	Disagree	11	10%	10%				
	5-Strongly Disagree	4	4%	4%				
	Subtotal	106	99%	100%				
	N/A	0	0%	0%				
	Missing Values	1	1%					
14	How would you rate your academic program at AUA?	1-Excellent	17	16%	16%	2.3		
		Good	52	49%	49%			
		Average	32	30%	30%			
		Poor	3	3%	3%			
		5-Very Poor	2	2%	2%			
		Subtotal	106	99%	100%			
		Missing Values	1	1%				
		Total	107	100%				

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]	
15	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	14	13%	13%	2.2
			Satisfied	66	62%	62%	
			Neither satisfied nor dissatisfied	19	18%	18%	
			Dissatisfied	6	6%	6%	
			5-Very dissatisfied	1	1%	1%	
			Subtotal	106	99%	100%	
			N/A	0	0%	0%	
			Missing Values	1	1%		
			Total	107	100%		
		b. Classroom facilities and equipment	1-Very satisfied	34	32%	32%	1.8
			Satisfied	58	54%	55%	
			Neither satisfied nor dissatisfied	12	11%	11%	
			Dissatisfied	0	0%	0%	
			5-Very dissatisfied	1	1%	1%	
			Subtotal	105	98%	100%	
			N/A	1	1%		
			Missing Values	1	1%		
			Total	107	100%		
		c. Computer resources	1-Very satisfied	45	42%	42%	1.7
			Satisfied	50	47%	47%	
			Neither satisfied nor dissatisfied	7	7%	7%	
			Dissatisfied	3	3%	3%	
			5-Very dissatisfied	1	1%	1%	
			Subtotal	106	99%	100%	
			N/A	0	0%	0%	
			Missing Values	1	1%		
			Total	107	100%		
d. Wifi access	1-Very satisfied	25	23%	24%	2.3		
	Satisfied	50	47%	47%			
	Neither satisfied nor dissatisfied	14	13%	13%			
	Dissatisfied	12	11%	11%			
	5-Very dissatisfied	5	5%	5%			
	Subtotal	106	99%	100%			
	N/A	0	0%	0%			
	Missing Values	1	1%				
	Total	107	100%				
e. Food services	1-Very satisfied	13	12%	13%	2.6		
	Satisfied	47	44%	46%			
	Neither satisfied nor dissatisfied	20	19%	19%			
	Dissatisfied	15	14%	15%			
	5-Very dissatisfied	8	7%	8%			
	Subtotal	103	96%	100%			
	N/A	2	2%				
	Missing Values	2	2%				
	Total	107	100%				

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
15	Thinking about your experience at AUA, please indicate your level of satisfaction with the following.(cont'd)					
	f. Library resources	1-Very satisfied	36	34%	36%	
		Satisfied	55	51%	54%	
		Neither satisfied nor dissatisfied	7	7%	7%	
		Dissatisfied	3	3%	3%	
		5-Very dissatisfied	0	0%	0%	
		Subtotal	101	94%	100%	1.8
		N/A	5	5%		
		Missing Values	1	1%		
		Total	107	100%		
	g. Library support services	1-Very satisfied	37	35%	36%	
		Satisfied	55	51%	54%	
		Neither satisfied nor dissatisfied	7	7%	7%	
		Dissatisfied	3	3%	3%	
		5-Very dissatisfied	0	0%	0%	
		Subtotal	102	95%	100%	1.8
		N/A	4	4%		
		Missing Values	1	1%		
		Total	107	100%		
	h. Moodle	1-Very satisfied	34	32%	0%	
		Satisfied	50	47%	69%	
		Neither satisfied nor dissatisfied	19	18%	26%	
		Dissatisfied	3	3%	4%	
		5-Very dissatisfied	0	0%	0%	
		Subtotal	72	67%	100%	2.3
		N/A	0	0%	0%	
		Missing Values	1	1%		
		Total	107	100%		
	i. Services provided by the Office of the Registrar (except Financial Aid services)	1-Very satisfied	22	21%	21%	
		Satisfied	51	48%	49%	
		Neither satisfied nor dissatisfied	21	20%	20%	
		Dissatisfied	9	8%	9%	
		5-Very dissatisfied	1	1%	1%	
		Subtotal	104	97%	100%	
		N/A	2	2%		2.2
		Missing Values	1	1%		
		Total	107	100%		
	j. Services provided by the Financial Aid Office– tuition assistance, scholarship, deferred payment, customized payment plans, work study	1-Very satisfied	19	18%	24%	
		Satisfied	34	32%	43%	
		Neither satisfied nor dissatisfied	15	14%	19%	
		Dissatisfied	5	5%	6%	
		5-Very dissatisfied	7	7%	9%	
		Subtotal	80	75%	100%	2.3
		N/A	25	23%		
		Missing Values	2	2%		
		Total	107	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
15	Thinking about your experience at AUA, please indicate your level of satisfaction with the following.(cont'd)					
	k. Workshops provided by Center for Student Success	1-Very satisfied	11	10%	12%	
		Satisfied	32	30%	35%	
		Neither satisfied nor dissatisfied	41	38%	45%	
		Dissatisfied	5	5%	5%	
		5-Very dissatisfied	2	2%	2%	
		Subtotal	91	85%	100%	2.5
		N/A	15	14%		
		Missing Values	1	1%		
		Total	107	100%		
	l. Services provided by the Writing and Math Center	1-Very satisfied	10	9%	13%	
		Satisfied	31	29%	40%	
		Neither satisfied nor dissatisfied	32	30%	41%	
		Dissatisfied	4	4%	5%	
		5-Very dissatisfied	1	1%	1%	
		Subtotal	78	73%	100%	2.4
		N/A	28	26%		
		Missing Values	1	1%		
		Total	107	100%		
	m. Counseling Services	1-Very satisfied	12	11%	18%	
		Satisfied	18	17%	27%	
		Neither satisfied nor dissatisfied	30	28%	45%	
		Dissatisfied	4	4%	6%	
		5-Very dissatisfied	2	2%	3%	
		Subtotal	66	62%	100%	2.5
		N/A	40	37%		
		Missing Values	1	1%		
		Total	107	100%		
	n. Services provided by the Alumni and Career Development Office (ACDO)	1-Very satisfied	8	7%	12%	
		Satisfied	36	34%	52%	
		Neither satisfied nor dissatisfied	20	19%	29%	
		Dissatisfied	4	4%	6%	
		5-Very dissatisfied	1	1%	1%	
		Subtotal	69	64%	100%	2.3
		N/A	37	35%		
		Missing Values	1	1%		
		Total	107	100%		
	o. Academic probation workshops	1-Very satisfied	7	7%	15%	
		Satisfied	15	14%	31%	
		Neither satisfied nor dissatisfied	24	22%	50%	
		Dissatisfied	2	2%	4%	
		5-Very dissatisfied	0	0%	0%	
		Subtotal	48	45%	100%	2.4
		N/A	58	54%		
		Missing Values	1	1%		
		Total	107	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]	
15	Thinking about your experience at AUA, please indicate your level of satisfaction with the following.(cont'd)	p. Peer mentoring	1-Very satisfied	4	4%	7%	2.5
		Satisfied	22	21%	41%		
		Neither satisfied nor dissatisfied	24	22%	44%		
		Dissatisfied	3	3%	6%		
		5-Very dissatisfied	1	1%	2%		
		Subtotal	54	50%	100%		
		N/A	52	49%			
		Missing Values	1	1%			
		Total	107	100%			
		q. Procedures for registering for classes	1-Very satisfied	3	3%	3%	
		Satisfied	16	15%	15%		
		Neither satisfied nor dissatisfied	24	22%	23%		
		Dissatisfied	30	28%	28%		
		5-Very dissatisfied	33	31%	31%		
		Subtotal	106	99%	100%		
		N/A	0	0%	0%		
		Missing Values	1	1%			
		Total	107	100%			
		r. Guidance on course selection	1-Very satisfied	8	7%	8%	2.6
		Satisfied	42	39%	42%		
Neither satisfied nor dissatisfied	37	35%	37%				
Dissatisfied	8	7%	8%				
5-Very dissatisfied	6	6%	6%				
Subtotal	101	94%	100%				
N/A	5	5%					
Missing Values	1	1%					
Total	107	100%					
s. Procedures for paying tuition	1-Very satisfied	12	11%	12%	2.3		
Satisfied	56	52%	57%				
Neither satisfied nor dissatisfied	25	23%	25%				
Dissatisfied	1	1%	1%				
5-Very dissatisfied	5	5%	5%				
Subtotal	99	93%	100%				
N/A	7	7%					
Missing Values	1	1%					
Total	107	100%					
t. Academic Advising	1-Very satisfied	11	10%	11%	2.5		
Satisfied	44	41%	46%				
Neither satisfied nor dissatisfied	31	29%	32%				
Dissatisfied	4	4%	4%				
5-Very dissatisfied	6	6%	6%				
Subtotal	96	90%	100%				
N/A	10	9%					
Missing Values	1	1%					
Total	107	100%					

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]	
16	For your undergraduate studies, are you a recipient of any kind of financial aid provided or administered the University?	Yes	56	52%	53%		
		No	50	47%	47%		
		Subtotal	106	99%	100%		
		Missing Values	1	1%			
		Total	107	100%			
17	How did you pay for your University education? ³	AUA-provided or administered financial support.	57	53%	53%		
		Support from parents or relatives	92	86%	86%		
		Job	30	28%	28%		
		Loan	8	7%	7%		
		Other (please specify)	6	6%	6%		
		Total	107				
18	What are the three things that you like most about AUA? ⁴						
19	What are the three most important things AUA could do to improve the quality of your undergraduate experience? ⁵						
20	Now that you have almost completed your undergraduate studies, how prepared do you feel in the following skills to continue your studies?	a. Writing skills	1-Not at all	0	0%	0%	
			2	2	2%	2%	
			3	3	3%	3%	
			4	9	8%	8%	
			5	25	23%	23%	
			6	45	42%	42%	
			7-Tremendously	23	21%	21%	
			Subtotal	107	100%	100%	5.7
		Missing Values	0	0%			
		Total	107	100%			
		b. English writing skills	1-Not at all	0	0%	0%	
			2	1	1%	1%	
			3	0	0%	0%	
			4	9	8%	8%	
			5	19	18%	18%	
6	47		44%	44%			
7-Tremendously	31		29%	29%			
Subtotal	107		100%	100%	5.9		
Missing Values	0	0%					
Total	107	100%					
c. Speaking skills	1-Not at all	0	0%	0%			
	2	2	2%	2%			
	3	2	2%	2%			
	4	7	7%	7%			
	5	29	27%	27%			
	6	35	33%	33%			
	7-Tremendously	32	30%	30%			
	Subtotal	107	1	1	5.8		
Missing Values	0	0%					
Total	107	100%	100%				

³ Total is based on the total number of respondents (not responses)

⁴ See p. 45 for summary responses and p. 121 for unedited responses

⁵ See p. 45 for summary responses and p. 132 for unedited responses

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]	
20	Now that you have almost completed your undergraduate studies, how prepared do you feel in the following skills to continue your studies?(cont'd)						
	d. English speaking skills						
		1-Not at all	1	1%	1%		
		2	0	%	%		
		3	1	1%	1%		
		4	9	8%	8%		
		5	27	25%	25%		
		6	33	31%	31%		
		7-Tremendously	35	33%	33%		
		Subtotal	106	99%	100%	5.8	
		Missing Values	1	1%			
		Total	107	100%			
		e. Applying scientific methods of inquiry					
		1-Not at all	0	0%	0%		
		2	1	1%	1%		
		3	7	7%	7%		
		4	19	18%	18%		
		5	32	30%	30%		
		6	28	26%	26%		
		7-Tremendously	20	19%	19%		
	Subtotal	107	100%	100%	5.3		
	Total	107	100%				
	f. Computer skills						
	1-Not at all	2	2%	2%			
	2	1	1%	1%			
	3	9	8%	8%			
	4	14	13%	13%			
	5	28	26%	26%			
	6	35	33%	33%			
	7-Tremendously	18	17%	17%			
	Subtotal	107	100%	100%	5.3		
	Missing Values	0	0%				
	Total	107	100%				
	g. To critically analyze ideas and information						
	1-Not at all	0	0%	0%			
	2	0	0%	0%			
	3	0	0%	0%			
	4	10	9%	9%			
	5	28	26%	26%			
	6	33	31%	31%			
	7-Tremendously	36	34%	34%			
	Subtotal	107	100%	100%	5.9		
	Missing Values	0	0%				
	Total	107	100%				
	h. To lead and guide others						
	1-Not at all	0	0.0%	0.0%			
	2	0	0.0%	0.0%			
	3	4	3.7%	3.7%			
	4	15	14.0%	14.0%			
	5	33	30.8%	30.8%			
	6	22	20.6%	20.6%			
	7-Tremendously	33	30.8%	30.8%			
	Subtotal	107	100.0%	100.0%	5.6		
	Missing Values	0	0.0%				
	Total	107	100.0%				

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
20	Now that you have almost completed your undergraduate studies, how prepared do you feel in the following skills to continue your studies?(cont'd) i. To function as part of a team	1-Not at all 2 3 4 5 6 7-Tremendously Subtotal Missing Values Total	0 0 3 10 27 32 35 107 0 107	0% 0% 3% 9% 25% 30% 33% 100% 0% 100%	0% 0% 3% 9% 25% 30% 33% 100% 0% 100%	5.8
21	What are your immediate plans after graduation?	I plan to work full time or part time I plan to do my military service I plan to continue my education in graduate/professional studies I don't have any plans Other (please specify) Subtotal Missing Values Total	54 1 37 4 11 107 0 107	50% 1% 35% 4% 10% 100% 0% 100%	50% 1% 35% 4% 10% 100% 0% 100%	
22	If you plan to continue your education, do you intend to apply to AUA?	Yes No I don't know Total	15 18 4 37	41% 49% 11% 100%	41% 49% 11% 100%	
23	If you plan to work after graduation, which of the following best reflects your current status.	Already accepted a position Considering one or more job offers Currently searching for a position Will begin searching after graduation Already have a position and plan to stay in the same position Total	16 4 8 14 12 54	30% 7% 15% 26% 22% 100%	30% 7% 15% 26% 22% 100%	
24	Which BEST describes your current/potential employer?	Public – RoA Government Public – Non RoA Government Private- Commercial Private – Non - commercial Self-employment Subtotal Missing Values Total	4 3 37 3 5 52 55 107	4% 3% 35% 3% 5% 49% 51% 100%	8% 6% 71% 6% 10% 100% 51% 100%	

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
25	In what industry is your current/potential employment?	Agriculture, forestry, and fishing	0	0%	0%	
		Mining and natural resources	0	0%	0%	
		Manufacturing	1	1%	2%	
		Utilities	0	0%	0%	
		Construction	0	0%	0%	
		Wholesale and retail trade	4	4%	8%	
		Transportation and storage	0	0%	0%	
		Accommodation and food/beverage service activities	0	0%	0%	
		Information and communication	20	19%	38%	
		Banking, financial and insurance activities; Real estate	7	7%	13%	
		Professional, scientific, and technical activities	1	1%	2%	
		Administrative and support service activities	1	1%	2%	
		Public administration and defense	1	1%	2%	
		Education	1	1%	2%	
		Human health and social work activities	0	0%	0%	
		Arts, entertainment and recreation	6	6%	12%	
		Other (please specify)	10	9%	19%	
		Subtotal	52	49%	100%	
		Missing Values	55	51%		
		Total	107	100%		
26	Where do you plan to live after graduation?	In Armenia	70	65%	69%	
		Outside of Armenia	31	29%	31%	
		Subtotal	101	94%	100%	
		Missing Values	6	6%		
		Total	107	100%		
27	Have you ever participated in AUA Extension courses?	Yes	23	21%	21%	
		No	84	79%	79%	
		Subtotal	107	100%	100%	
		Missing Values	0	0%		
		Total	107	100%		
28	If you participated in AUA Extension courses, please indicate your satisfaction with the customer service at AUA Extension.	1-Very satisfied	9	41%	41%	
		Satisfied	7	32%	32%	
		Neither satisfied nor dissatisfied	4	18%	18%	
		Dissatisfied	1	5%	5%	
		5-Very dissatisfied	1	5%	5%	
		Subtotal	22	100%		

2.0

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
29	In the list below, please check up three options 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	3	3%	3%	
		Language Courses (French, Italian, Armenian, Arabic, Russian, Turkish, etc.)	33	31%	31%	
		Speaking English with Confidence	12	11%	11%	
		Business Writing	6	6%	6%	
		Communication, Public Speaking and Presentation Skills	13	12%	12%	
		Negotiation Skills/ Conflict Management	16	15%	15%	
		Strategic Management	8	7%	7%	
		Human Resources Management	14	13%	13%	
		Public Relations	15	14%	14%	
		Digital Marketing	21	20%	20%	
		Finance for non-Finance Decision-Makers	4	4%	4%	
		Executive Leadership & Management	12	11%	11%	
		Managing Change	0	0%	0%	
		Team Building, Group Dynamic and Managing Conflict	1	1%	1%	
		Tourism and Hospitality Management	5	5%	5%	
		Project Management Professional ® (PMP) Certification	20	19%	19%	
		Preparation TOEFL ® Test	3	3%	3%	
		Preparation GMAT® / GRE® Test	14	13%	13%	
		Preparation Microsoft ® Excel Certification as Financial Analyst	5	5%	5%	
		Certification as Business Analyst	11	10%	10%	
18	17%	17%				
Procurement Management & Contracting	4	4%	4%			
Software/ Application development or other IT related course	25	23%	23%			
	Total	107	100%			
30	Additional feedback, comments, or suggestions ⁶					
31	Among the undergraduate schools that you considered, was AUA your:	First choice	92	86%	87%	
		Second choice	11	10%	10%	
		Third choice or lower	3	3%	3%	
		Subtotal	106	99%	100%	
		Missing Values	1	1%		
	Total	107	100%			

⁶ See p. 146 for unedited responses

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
32	What is your major?	Business	48	45%	45%	
		Computer Science	22	21%	21%	
		English and Communications	37	35%	35%	
		Subtotal	107	100%	100%	
		Missing Values	0	0%		
		Total	107	100%		
33	Did you change your major since entering AUA?	Yes	10	9%	9%	
		No	97	91%	91%	
		Subtotal	107	100%	100%	
		Missing Values	0	0%		
		Total	107	100%		
34	What is your sex?	Female	76	71%	72%	
		Male	30	28%	28%	
		Subtotal	106	99%	100%	
		Missing Values	1	1%		
		Total	107	100%		
35	Do you or your family own a personal desktop or notebook computer that you use for AUA?	Yes	97	91%	92%	
		No	9	8%	8%	
		Subtotal	106	99%	100%	
		Missing Values	1	1%		
		Total	107	100%		
36	What is your current age?	18	1	1%	1%	
		20	20	19%	22%	
		21	54	50%	61%	
		22	10	9%	11%	
		23	3	3%	3%	
		24	1	1%	1%	
		Subtotal	89	83%	100%	21.0
		Missing Values	18	17%		
		Total	107	100%		

Answers to Open-Ended Questions (coded)⁷

Positive highlights

What are the three things that you like most about AUA? (Open-ended, Responses coded)

N	Response Options	Count	% ⁸
1	Overall atmosphere	82	76.6%
2	Faculty	49	45.8%
4	Resources	44	41.1%
5	Faculty - Student Interaction	34	31.8%
6	Curriculum	28	26.2%
3	Facilities	25	23.4%
8	Other	18	16.8%
7	Extra-curricular activities	3	2.8%
	Total	107	100.0%

Suggestions for improvements

What are the three most important things AUA could do to improve the quality of your undergraduate experience?

N	Response Options	Count	%
1	Curriculum	68	63.6%
2	Other	51	47.7%
3	Faculty	41	38.3%
4	Facilities	24	22.4%
5	Extra-curricular activities	20	18.7%
6	Support Services	17	15.9%
	Total	107	100.0%

⁷ Codes were determined based on the previous years' surveys

⁸ The percent is calculated based on the total number of responses