AUA American University of Armenia

2020 Graduate Student Exit Survey

Prepared by
Office *of* Institutional Research *&* Assessment

🌐 **ira.aua.am**

✉ **iro@aua.am**

December 2020

Contents

Methodology and Background

Instrument Design and Timeline

The American University of Armenia (AUA) conducted its 2019-2020 *Graduate Student Exit Survey* from April 16 to April 30, 2020, and from July 20 to August 4, 2020. 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.

Sample, Procedures, Response Rate

Academic Program	Graduating students[1]	Survey respondents	Percent Completed (%)
Master of Business Administration (MBA)	8	3	37.5
Master of Political Science and International Affairs (MPSIA)	15	13	86.7
Master of Laws (LL.M.)	41	29	70.3
Master of Science in Computer and Information Science (MSCIS)	16	7	43.7
Master of Arts in Teaching English as a Foreign Language (MATEFL)	20	14	70.0
Master of Science in Economics (MSE)	12	5	41.7
Master of Public Health (MPH)	17	15	88.2
Master of Engineering in Industrial Engineering and Systems Management (MEIESM)	7	6	85.7
Master of Science in Strategic Management (MSSM)	31	13	41.9
Graduate Certificates (GC)[2]	9	5	55.5
Total	176	110	62.5

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.
- Three reminder email messages were sent by the Office of Institutional Research and Assessment.
- Program chairs and administrative assistants were asked to remind students to complete the survey.

---

[1] For the purposes of this study, a g*raduating 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.

[2] Graduate Certificates include Certificate in Translation, Certificate in Teaching English as a Foreign Language, and Certificate in Public Health.

A total of 140 (79.5%) out of 176 graduating students participated in the survey. The results of 30 partially completed surveys were excluded in the analyses, thus **denoting a response rate of 62.5%.**

To check how well the sample reflected the population with regard to distribution by sex and by College/School, one-sample chi-square test was conducted. According to the test results3, collected data is representative with the corresponding population by College/School and sex. As the sample by program is very small the one-sample chi-square test by program was not conducted.

Graduating students' by program, by sex and by College/School distributions in population and in sample are presented in the tables below.

Program	Population	Proportion in population (%)	Sample	Proportion in sample (%)
MPH	17	9.7	15	13.6
MEIESM	7	4.0	6	5.5
MBA	8	4.6	3	2.7
MSE	12	6.8	5	4.5
MPSIA	15	8.4	13	11.8
LL.M.	41	23.3	29	26.4
MSCIS	16	9.1	7	6.4
MATEFL	20	11.4	14	12.7
GC	9	5.1	5	4.6
MSSM	31	17.6	13	11.8

Sex	Population	Proportion in population (%)	Sample	Proportion in sample (%)
Male	55	31.2	31	28.2
Female	121	68.8	79	71.8

College/School	Population	Proportion in population (%)	Sample	Proportion in sample (%)
CBE	51	29.0	21	19.1
CHSS	85	48.2	61	55.5
CSE	23	13.1	13	11.8
SPH	17	9.7	15	13.6

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, by College/School report and by program responses to open ended questions. By program, by sex and longitudinal reports are not included in the final report.

---

3 College/School: $\chi^2(1)$ =6.811, p = 0.78; sex: $\chi^2(1)$ = 0.482, p = 0.488;

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 <mark>white print on black background.</mark>

The numbering of the questions 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? [4]
> In what industry is your current/potential employment?

---

[4] See Appendix 11 for survey questionnaire

University-Wide Report

N	Question	Response Options	Count	%	Valid %	Mean
1	Among the graduate schools that you considered, was AUA your:	First choice	97	88%	88%	
		Second choice	13	12%	12%	
		Third choice or lower	0	0%	0%	
		Subtotal	110	100%	100%	
		Missing Values	0	0%		
		Total	110	100%		
2	If AUA was not your first choice for graduate studies, what was your first choice?					
3	What are your immediate employment/education plans?	I am currently employed and am not seeking alternative employment.	34	31%	32%	
		I am currently employed but am seeking alternative employment.	40	36%	37%	
		I am unemployed and seeking employment.	31	28%	29%	
		I am unemployed but not seeking employment	1	1%	1%	
		I will be / am continuing my graduate education.	1	1%	1%	
		Other	0	0%	0%	
		Subtotal	107	97%	100%	
		N/A	3	3%	0%	
		Missing Values	0	0%		
		Total	110	100%		
4	Which best describes your potential employer?	Public - RoA Government	17	15%	16%	
		Public - Non RoA Government	12	11%	11%	
		Private - Commercial	61	55%	56%	
		Private - Non commercial	10	9%	9%	
		Self-Employment	9	8%	8%	
		Subtotal	109	99%	100%	
		Missing Values	1	1%		
		Total	110	100%		
5	What was your employment status during most of your graduate education?	Did not work	27	25%	25%	
		Worked occasionally (either part time or full time)	19	17%	17%	
		Worked regularly part time	13	12%	12%	
		Worked regularly full time	51	46%	46%	
		Subtotal	110	100%	100%	
		Missing Values	0	0%		
		Total	110	100%		
6	To what extent do you agree or disagree with the following statements about your graduate program?					
	a. The sequence of courses was appropriate.	1-Strongly Disagree	1	1%	1%	
		Disagree	10	9%	9%	
		Neither agree nor disagree	24	22%	22%	
		Agree	62	56%	56%	
		5-Strongly Agree	13	12%	12%	
		Subtotal	110	100%	100%	3.7
		Missing Values	0	0%		
		Total	110	100%		

N	Question	Response Options	Count	%	Valid %	Mean
6	**To what extent do you agree or disagree with the following statements about your graduate program? (cont'd)**					
	b. Academic policies and procedures were communicated adequately.	1-Strongly Disagree	1	1%	1%	
		Disagree	6	5%	5%	
		Neither agree nor disagree	5	5%	5%	
		Agree	70	64%	64%	
		5-Strongly Agree	28	25%	25%	
		Subtotal	110	100%	100%	4.1
		Missing Values	0	0%		
		Total	110	100%		
	c. Information about degree requirements was communicated adequately.	1-Strongly Disagree	1	1%	1%	
		Disagree	0	0%	0%	
		Neither agree nor disagree	11	10%	10%	
		Agree	73	66%	66%	
		5-Strongly Agree	25	23%	23%	
		Subtotal	110	100%	100%	4.1
		Missing Values	0	0%		
		Total	110	100%		
	d. Interactions among students and faculty were characterized by mutual respect.	1-Strongly Disagree	1	1%	1%	
		Disagree	0	0%	0%	
		Neither agree nor disagree	7	6%	6%	
		Agree	55	50%	50%	
		5-Strongly Agree	47	43%	43%	
		Subtotal	110	100%	100%	4.3
		Missing Values	0	0%		
		Total	110	100%		
	e. On the whole, faculty members were well qualified to teach their courses.	1-Strongly Disagree	0	0%	0%	
		Disagree	9	8%	8%	
		Neither agree nor disagree	14	13%	13%	
		Agree	62	56%	56%	
		5-Strongly Agree	25	23%	23%	
		Subtotal	110	100%	100%	3.9
		Missing Values	0	0%		
		Total	110	100%		
	f. There were opportunities outside the classroom for interaction between students and faculty.	1-Strongly Disagree	1	1%	1%	
		Disagree	6	5%	5%	
		Neither agree nor disagree	17	15%	15%	
		Agree	58	53%	53%	
		5-Strongly Agree	28	25%	25%	
		Subtotal	110	100%	100%	4.0
		Missing Values	0	0%		
		Total	110	100%		
	g. Overall, faculty in my academic program were interested in the professional development of students.	1-Strongly Disagree	0	0%	0%	
		Disagree	3	3%	3%	
		Neither agree nor disagree	25	23%	23%	
		Agree	55	50%	50%	
		5-Strongly Agree	27	25%	25%	
		Subtotal	110	100%	100%	4.0
		Missing Values	0	0%		
		Total	110	100%		

N	Question	Response Options	Count	%	Valid %	Mean
6	**To what extent do you agree or disagree with the following statements about your graduate program? (cont'd)**					
	h. In general, the courses I took were well taught.	1-Strongly Disagree	0	0%	0%	
		Disagree	7	6%	6%	
		Neither agree nor disagree	21	19%	19%	
		Agree	67	61%	61%	
		5-Strongly Agree	15	14%	14%	
		Subtotal	110	100%	100%	3.8
		Missing Values	0	0%		
		Total	110	100%		
	i. The courses I took were valuable for my future career.	1-Strongly Disagree	0	0%	0%	
		Disagree	4	4%	4%	
		Neither agree nor disagree	16	15%	15%	
		Agree	73	66%	66%	
		5-Strongly Agree	17	15%	15%	
		Subtotal	110	100%	100%	3.9
		Missing Values	0	0%		
		Total	110	100%		
	j. My program was intellectually challenging and stimulating.	1-Strongly Disagree	1	1%	1%	
		Disagree	5	5%	5%	
		Neither agree nor disagree	21	19%	19%	
		Agree	56	51%	51%	
		5-Strongly Agree	27	25%	25%	
		Subtotal	110	100%	100%	3.9
		Missing Values	0	0%		
		Total	110	100%		
	k. I would recommend my graduate program to prospective students.	1-Strongly Disagree	3	3%	3%	
		Disagree	3	3%	3%	
		Neither agree nor disagree	18	16%	16%	
		Agree	58	53%	53%	
		5-Strongly Agree	28	25%	25%	
		Subtotal	110	100%	100%	4.0
		Missing Values	0	0%		
		Total	110	100%		
	l. My program provided me with the skills needed in my field.	1-Strongly Disagree	0	0%	0%	
		Disagree	5	5%	5%	
		Neither agree nor disagree	20	18%	18%	
		Agree	64	58%	58%	
		5-Strongly Agree	21	19%	19%	
		Subtotal	110	100%	100%	3.9
		Missing Values	0	0%		
		Total	110	100%		
	m. The grading system of my academic program is fair.	1-Strongly Disagree	2	2%	2%	
		Disagree	3	3%	3%	
		Neither agree nor disagree	23	21%	21%	
		Agree	64	58%	58%	
		5-Strongly Agree	18	16%	16%	
		Subtotal	110	100%	100%	3.8
		Missing Values	0	0%		
		Total	110	100%		

N	Question	Response Options	Count	%	Valid %	Mean
6	To what extent do you agree or disagree with the following statements about your graduate program? (cont'd)					
	n. If I had the opportunity to make the choice again, I would enroll in this program.	1-Strongly Disagree	2	2%	2%	
		Disagree	7	6%	6%	
		Neither agree nor disagree	24	22%	22%	
		Agree	44	40%	40%	
		5-Strongly Agree	32	29%	29%	
		Subtotal	109	99%	100%	3.9
		Missing Values	1	1%		
		Total	110	100%		
8	During your graduate studies, how often did your coursework use the following educational methods?					
	a. Memorizing facts and ideas from lectures and readings.	1-Never	4	4%	4%	
		Rarely	13	12%	12%	
		Sometimes	14	13%	13%	
		On the average	30	27%	28%	
		Often	23	21%	21%	
		Most of the time	22	20%	20%	
		7-Always	3	3%	3%	
		Subtotal	109	99%	100%	4.2
		Missing Values	1	1%		
		Total	110	100%		
	b. Analyzing cases or situations in-depth (e.g. case studies and analysis).	1-Never	0	0%	0%	
		Rarely	3	3%	3%	
		Sometimes	11	10%	10%	
		On the average	9	8%	8%	
		Often	46	42%	42%	
		Most of the time	29	26%	27%	
		7-Always	11	10%	10%	
		Subtotal	109	99%	100%	5.1
		Missing Values	1	1%		
		Total	110	100%		
	c. Synthesizing ideas and/or information into new more complex interpretations and relationships.	1-Never	1	1%	1%	
		Rarely	4	4%	4%	
		Sometimes	11	10%	10%	
		On the average	16	15%	15%	
		Often	31	28%	29%	
		Most of the time	34	31%	31%	
		7-Always	11	10%	10%	
		Subtotal	108	98%	100%	5.0
		Missing Valus	2	2%		
		Total	110	100%		
	d. Making judgments about the value of information, arguments, or methods.	1-Never	0	0%	0%	
		Rarely	3	3%	3%	
		Sometimes	13	12%	12%	
		On the average	15	14%	14%	
		Often	32	29%	29%	
		Most of the time	28	25%	26%	
		7-Always	18	16%	17%	
		Subtotal	109	99%	100%	5.1
		Missing Values	1	1%		
		Total	110	100%		

N	Question	Response Options	Count	%	Valid %	Mean
8	**During your graduate studies, how often did your coursework use the following educational methods? (cont'd)**					
	e. Applying theories or concepts to practical problems/situations.	1-Never	0	0%	0%	
		Rarely	4	4%	4%	
		Sometimes	7	6%	6%	
		On the average	21	19%	19%	
		Often	36	33%	33%	
		Most of the time	26	24%	24%	
		7-Always	15	14%	14%	
		Subtotal	109	99%	100%	5.1
		Missing Values	1	1%		
		Total	110	100%		
9	**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.**					
	a. Connections between ideas and practices	Increase a great deal	25	23%	23%	
		Increase somewhat	54	49%	49%	
		Keep about the same	29	26%	26%	
		Reduce somewhat	2	2%	2%	
		Reduce a great deal	0	0%	0%	
		Subtotal	110	100%	100%	
		Missing Values	0	0%		
		Total	110	100%		
	b. Theoretical knowledge	Increase a great deal	13	12%	12%	
		Increase somewhat	24	22%	22%	
		Keep about the same	54	49%	49%	
		Reduce somewhat	19	17%	17%	
		Reduce a great deal	0	0%	0%	
		Subtotal	110	100%	100%	
		Missing Values	0	0%		
		Total	110	100%		
	c. Problem solving	Increase a great deal	22	20%	20%	
		Increase somewhat	53	48%	48%	
		Keep about the same	34	31%	31%	
		Reduce somewhat	1	1%	1%	
		Reduce a great deal	0	0%	0%	
		Subtotal	110	100%	100%	
		Missing Values	0	0%		
		Total	110	100%		
	d. Research	Increase a great deal	22	20%	20%	
		Increase somewhat	33	30%	30%	
		Keep about the same	49	45%	45%	
		Reduce somewhat	6	5%	5%	
		Reduce a great deal	0	0%	0%	
		Subtotal	110	100%	100%	
		Missing Values	0	0%		
		Total	110	100%		
	e. Applied Research	Increase a great deal	27	25%	25%	
		Increase somewhat	26	24%	24%	
		Keep about the same	54	49%	49%	
		Reduce somewhat	3	3%	3%	
		Reduce a great deal	0	0%	0%	
		Subtotal	110	100%	100%	
		Missing Values	0	0%		
		Total	110	100%		

N	Question	Response Options	Count	%	Valid %	Mean
10	**Overall and in general, how would you rate your experience in your program?**	1-Very Poor	0	0%	0%	
		Poor	3	3%	3%	
		Average	18	16%	16%	
		Good	53	48%	48%	
		5-Excellent	36	33%	33%	
		Subtotal	110	100%	100%	4.1
		Missing Values	0	0%		
		Total	110	100%		
12	**Please indicate your level of satisfaction with the following services in your degree program.**					
	a. Student advising (e.g., guidance on academic requirements, thesis/essay)	1-Very dissatisfied	2	2%	2%	
		Dissatisfied	4	4%	4%	
		Neither satisfied nor dissatisfied	22	20%	20%	
		Satisfied	63	57%	57%	
		5-Very satisfied	19	17%	17%	
		Subtotal	110	100%	100%	3.8
		Missing Values	0	0%		
		Total	110	100%		
	b. Opportunity for research experience or practical skills application	1-Very dissatisfied	2	2%	2%	
		Dissatisfied	9	8%	8%	
		Neither satisfied nor dissatisfied	29	26%	26%	
		Satisfied	56	51%	51%	
		5-Very satisfied	14	13%	13%	
		Subtotal	110	100%	100%	3.6
		Missing Values	0	0%		
		Total	110	100%		
	c. Communications about academic policies and procedures	1-Very dissatisfied	1	1%	1%	
		Dissatisfied	4	4%	4%	
		Neither satisfied nor dissatisfied	32	29%	29%	
		Satisfied	60	55%	55%	
		5-Very satisfied	13	12%	12%	
		Subtotal	110	100%	100%	3.7
		Missing Values	0	0%		
		Total	110	100%		
	d. Career and/or further study advising and planning by faculty	1-Very dissatisfied	4	4%	4%	
		Dissatisfied	8	7%	7%	
		Neither satisfied nor dissatisfied	53	48%	49%	
		Satisfied	35	32%	32%	
		5-Very satisfied	9	8%	8%	
		Subtotal	109	99%	100%	3.3
		Missing Values	1	1%	0%	
		Missing Values	0	0%		
		Total	110	100%	100%	3.3
	e. Support staff in the degree program	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	1	1%	1%	
		Neither satisfied nor dissatisfied	25	23%	23%	
		Satisfied	64	58%	58%	
		5-Very satisfied	20	18%	18%	
		Subtotal	110	100%	100%	3.9
		Missing Values	0	0%		
		Total	110	100%		

N	Question	Response Options	Count	%	Valid %	Mean
14	**Please indicate your level of satisfaction with the following administrative services in the University.**					
	a. Classroom facilities and equipment	1-Very dissatisfied	0	0%	0%	
		Dissatisfied	1	1%	1%	
		Neither satisfied nor dissatisfied	7	6%	6%	
		Satisfied	51	46%	47%	
		5-Very satisfied	50	45%	46%	
		Subtotal	109	99%	100%	4.4
		Missing Values	1	1%		
		N/A	0	0%		
		Total	110	100%		
	b. Computer resources	1-Very dissatisfied	2	2%	2%	
		Dissatisfied	6	5%	6%	
		Neither satisfied nor dissatisfied	12	11%	11%	
		Satisfied	48	44%	44%	
		5-Very satisfied	40	36%	37%	
		Subtotal	108	98%	100%	4.1
		N/A	1	1%		
		Missing Values	1	1%		
		Total	110	100%		
	c. Food services	1-Very dissatisfied	2	2%	2%	
		Dissatisfied	4	4%	4%	
		Neither satisfied nor dissatisfied	18	16%	17%	
		Satisfied	50	45%	49%	
		5-Very satisfied	29	26%	28%	
		Subtotal	103	94%	100%	4.0
		N/A	6	5%		
		Missing Values	1	1%		
		Total	110	100%		
	d. Library resources in your field of study	1-Very dissatisfied	2	2%	2%	
		Dissatisfied	2	2%	2%	
		Neither satisfied nor dissatisfied	11	10%	10%	
		Satisfied	49	45%	46%	
		5-Very satisfied	42	38%	40%	
		Subtotal	106	96%	100%	4.2
		N/A	3	3%		
		Missing Values	1	1%		
		Total	110	100%		
	e. Library support services	1-Very dissatisfied	1	1%	1%	
		Dissatisfied	1	1%	1%	
		Neither satisfied nor dissatisfied	8	7%	8%	
		Satisfied	46	42%	43%	
		5-Very satisfied	50	45%	47%	
		Subtotal	106	96%	100%	4.3
		N/A	3	3%		
		Missing Values	1	1%		
		Total	110	100%		

N	Question	Response Options	Count	%	Valid %	Mean
14	**Please indicate your level of satisfaction with the following administrative services in the University. (cont'd)**					
	f. Library's web-based access to resources and services	1-Very dissatisfied	1	1%	1%	
		Dissatisfied	0	0%	0%	
		Neither satisfied nor dissatisfied	10	9%	10%	
		Satisfied	47	43%	46%	
		5-Very satisfied	45	41%	44%	
		Subtotal	103	94%	100%	4.3
		N/A	6	5%		
		Missing Values	1	1%		
		Total	110	100%		
	g. Services provided by the Office of the Registrar (except Financial Aid services)	1-Very dissatisfied	2	2%	2%	
		Dissatisfied	5	5%	5%	
		Neither satisfied nor dissatisfied	12	11%	12%	
		Satisfied	51	46%	50%	
		5-Very satisfied	33	30%	32%	
		Subtotal	103	94%	100%	4.0
		N/A	5	5%		
		Missing Values	2	2%		
		Total	110	100%		
	h. Services provided by the Financial Aid Office	1-Very dissatisfied	2	2%	2%	
		Dissatisfied	2	2%	2%	
		Neither satisfied nor dissatisfied	17	15%	18%	
		Satisfied	39	35%	41%	
		5-Very satisfied	34	31%	36%	
		Subtotal	94	85%	100%	4.1
		N/A	15	14%		
		Missing Values	1	1%		
		Total	110	100%		
	i. Student advising on policies, rights and responsibilities	1-Very dissatisfied	1	1%	1%	
		Dissatisfied	1	1%	1%	
		Neither satisfied nor dissatisfied	29	26%	30%	
		Satisfied	46	42%	47%	
		5-Very satisfied	20	18%	21%	
		Subtotal	97	88%	100%	3.9
		N/A	12	11%		
		Missing Values	1	1%		
		Total	110	100%		
	j. Services provided by the Center for Student Success	1-Very dissatisfied	1	1%	1%	
		Dissatisfied	1	1%	1%	
		Neither satisfied nor dissatisfied	28	25%	38%	
		Satisfied	28	25%	38%	
		5-Very satisfied	15	14%	21%	
		Subtotal	73	66%	100%	3.8
		N/A	36	33%		
		Missing Values	1	1%		
		Total	110	100%		

N	Question	Response Options	Count	%	Valid %	Mean
14	**Please indicate your level of satisfaction with the following administrative services in the University. (cont'd)**					
	k. Career advising and planning by Career Services	1-Very dissatisfied	1	1%	1%	
		Dissatisfied	3	3%	4%	
		Neither satisfied nor dissatisfied	31	28%	36%	
		Satisfied	35	32%	41%	
		5-Very satisfied	15	14%	18%	
		Subtotal	85	77%	100%	3.7
		N/A	24	22%		
		Missing Values	1	1%		
		Total	110	100%		
	i. Services provided by the Center for Student Success (Math and Writing Center, Counseling Services, Disability Support Services)	1-Very dissatisfied	1	1%	1%	
		Dissatisfied	2	2%	3%	
		Neither satisfied nor dissatisfied	37	34%	52%	
		Satisfied	22	20%	31%	
		5-Very satisfied	9	8%	13%	
		Subtotal	71	65%	100%	3.5
		N/A	38	35%		
		Missing Values	1	1%		
		Total	110	100%		
16	**Please indicate your level of satisfaction with the following library services in the University.**					
	a. Writing skills	1-Not at all	0	0%	0%	
		Very little	5	5%	5%	
		Somewhat	8	7%	7%	
		Sufficiently	24	22%	22%	
		Quite a bit	21	19%	19%	
		Very much	39	35%	36%	
		7-Tremendously	12	11%	11%	
		Subtotal	109	99%	100%	5.1
		Missing Values	1	1%		
		Total	110	100%		
	b. Speaking skills	1-Not at all	2	2%	2%	
		Very little	4	4%	4%	
		Somewhat	15	14%	14%	
		Sufficiently	19	17%	17%	
		Quite a bit	26	24%	24%	
		Very much	32	29%	29%	
		7-Tremendously	11	10%	10%	
		Subtotal	109	99%	100%	4.9
		Missing Values	1	1%		
		Total	110	100%		
	c. Applying scientific methods of inquiry	1-Not at all	0	0%	0%	
		Very little	6	5%	6%	
		Somewhat	12	11%	11%	
		Sufficiently	23	21%	21%	
		Quite a bit	24	22%	22%	
		Very much	32	29%	30%	
		7-Tremendously	11	10%	10%	
		Subtotal	108	98%	100%	4.9
		Missing Values	2	2%		
		Total	110	100%		

N	Question	Response Options	Count	%	Valid %	Mean
16	**Please indicate your level of satisfaction with the following library services in the University. (cont'd)**					
	d. Ability to critically analyze ideas and information	1-Not at all	1	1%	1%	
		Very little	3	3%	3%	
		Somewhat	8	7%	7%	
		Sufficiently	24	22%	22%	
		Quite a bit	23	21%	21%	
		Very much	35	32%	32%	
		7-Tremendously	15	14%	14%	
		Subtotal	109	99%	100%	5.1
		Missing Values	1	1%		
		Total	110	100%		
	e. Ability to solve analytical problems	1-Not at all	1	1%	1%	
		Very little	1	1%	1%	
		Somewhat	14	13%	13%	
		Sufficiently	27	25%	25%	
		Quite a bit	22	20%	20%	
		Very much	33	30%	30%	
		7-Tremendously	11	10%	10%	
		Subtotal	109	99%	100%	4.9
		Missing Values	1	1%		
		Total	110	100%		
	f. Ability to lead and guide others	1-Not at all	3	3%	3%	
		Very little	8	7%	7%	
		Somewhat	19	17%	17%	
		Sufficiently	21	19%	19%	
		Quite a bit	29	26%	27%	
		Very much	22	20%	20%	
		7-Tremendously	7	6%	6%	
		Subtotal	109	99%	100%	4.5
		Missing Values	1	1%		
		Total	110	100%		
	g. Ability to function as part of a team	1-Not at all	1	1%	1%	
		Very little	4	4%	4%	
		Somewhat	12	11%	11%	
		Sufficiently	22	20%	20%	
		Quite a bit	24	22%	22%	
		Very much	35	32%	32%	
		7-Tremendously	10	9%	9%	
		Subtotal	108	98%	100%	4.9
		Missing Values	2	2%		
		Total	110	100%		
	h. Ability to plan and carry out projects independently	1-Not at all	0	0%	0%	
		Very little	4	4%	4%	
		Somewhat	13	12%	12%	
		Sufficiently	17	15%	16%	
		Quite a bit	24	22%	22%	
		Very much	37	34%	34%	
		7-Tremendously	14	13%	13%	
		Subtotal	109	99%	100%	5.1
		Missing Values	1	1%		
		Total	110	100%		

N	Question	Response Options	Count	%	Valid %	Mean
16	**Please indicate your level of satisfaction with the following library services in the University. (cont'd)**					
	i. Making presentations to forums typical of your field of study	1-Not at all	2	2%	2%	
		Very little	1	1%	1%	
		Somewhat	12	11%	11%	
		Sufficiently	17	15%	16%	
		Quite a bit	23	21%	21%	
		Very much	35	32%	32%	
		7-Tremendously	19	17%	17%	
		Subtotal	109	99%	100%	5.2
		Missing Values	1	1%		
		Total	110	100%		
	j. Presenting papers at conferences/seminars	1-Not at all	3	3%	3%	
		Very little	6	5%	6%	
		Somewhat	20	18%	19%	
		Sufficiently	18	16%	17%	
		Quite a bit	18	16%	17%	
		Very much	29	26%	27%	
		7-Tremendously	14	13%	13%	
		Subtotal	108	98%	100%	4.7
		Missing Values	2	2%		
		Total	110	100%		
	k. Submitting papers for publication	1-Not at all	12	11%	11%	
		Very little	11	10%	10%	
		Somewhat	18	16%	17%	
		Sufficiently	14	13%	13%	
		Quite a bit	24	22%	22%	
		Very much	21	19%	19%	
		7-Tremendously	8	7%	7%	
		Subtotal	108	98%	100%	4.1
		Missing Values	2	2%		
		Total	110	100%		
	l. Network with others in the field	1-Not at all	4	4%	4%	
		Very little	6	5%	6%	
		Somewhat	17	15%	16%	
		Sufficiently	21	19%	19%	
		Quite a bit	24	22%	22%	
		Very much	25	23%	23%	
		7-Tremendously	12	11%	11%	
		Subtotal	109	99%	100%	4.6
		Missing Values	1	1%		
		Total	110	100%		
17	**What are the three things that you liked the most about AUA?[5]**					
18	**What are the three most important things AUA could do to improve the quality of the graduate experience?[6]**					
19	**Did you complete either your undergraduate program or another graduate program in Armenia?**	Yes	97	88%	89%	
		No	12	11%	11%	
		Subtotal	109	99%	100%	
		Missing Values	1	1%		
		Total	110	100%		

N	Question	Response Options	Count	%	Valid %	Mean
20	Based on your experience only, what are the three most important differences between AUA and other universities and colleges in Armenia?[7]					
21	In the list below please check up to three courses in which you would enroll if offered by the AUA Open Education to support your career, lifelong learning or personal development needs?	Language Courses	48	44%	44%	
		Test and Exam Preparation	9	8%	8%	
		Business Management, Entrepreneurship	51	46%	46%	
		Career Growth and Development	35	32%	32%	
		Communication, Public Speaking and Presentation skills	50	45%	45%	
		Writing, Editing and Technical Communications	23	21%	21%	
		Communication and Behavioral Skills	31	28%	28%	
		Technology and Information Services	41	37%	37%	
		Social Studies and Global Affairs	23	21%	21%	
		Total	110	100%		
22	Do you or your family own a personal desktop or notebook computer that you use for AUA work?	Yes	96	87%	90%	
		No	11	10%	10%	
		Subtotal	107	97%	100%	
		Missing Values	3	3%		
		Total	110	100%		
23	Check your degree:	MPH	15	14%	14%	
		MEIESM	6	5%	5%	
		MBA	3	3%	3%	
		MSE	5	5%	5%	
		MPSIA	13	12%	12%	
		LL.M.	29	26%	26%	
		MSCIS	7	6%	6%	
		MATEFL	14	13%	13%	
		CTEFL	5	5%	5%	
		MSSM	13	12%	12%	
		Subtotal	110	100%	100%	
		Missing Values	0	0%		
		Total	110	100%		
24	What is your sex?	Female	76	69%	71%	
		Male	31	28%	29%	
		Subtotal	107	97%	100%	
		Missing Values	3	3%		
		Total	110	100%		
25	Please, use the space below to provide any additional feedback, comments, or suggestions.[8]					

Answers to Open-Ended Questions

Positive Highlights

N	Response Options	Count	%
	**What are the three things that you like most about AUA?**		
1	Overall atmosphere	72	65.5%
2	Faculty	48	43.6%
3	Resources	43	39.1%
4	Faculty - Student Interaction	42	38.2%
5	Facilities	39	35.5%
6	Curriculum	25	22.7%
7	Students	19	17.3%
8	Other	10	9.1%
	Total	110	

Suggestions for improvement

N	Response Options	Count	%
	**What are the three most important things AUA could do to improve the quality of the graduate experience?**		
1	Curriculum	60	54.5%
2	Other	43	39.1%
3	Faculty	30	27.3%
4	Policies and Procedures	28	25.5%
5	Faculty - Student Interaction	22	20.0%
6	Facilities	21	19.1%
7	Overall atmosphere	16	14.5%
	Total	110	

Differences between AUA and other universities in Armenia

N	Response Options	Count	%
	**Based on your experience only, what are the three most important differences between AUA and other universities and colleges in Armenia?**		
1	Curriculum	56	50.9%
2	Faculty	40	36.4%
3	Facilities	37	33.6%
4	Staff	36	32.7%
5	Management/Administration	33	30.0%
6	Support Services	27	24.5%
7	Other	23	20.9%
8	Extra-Curricular Activities	14	12.7%
	Total	110	