

2021 Graduate Student Exit Survey

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September 2021

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Highlights of Survey Findings

86% of graduate students rated their **overall educational experience at AUA good/excellent**

“AUA atmosphere is motivating, inspiring and positive for learning experience. The faculty and staff are welcoming and supportive”

78% of respondents are **net promoters of AUA.**

“The atmosphere is overall very academic and makes students feel...important because the overall system is student-centered.”

80% of respondents were **employed during their graduate studies.**

“I am currently employed but after graduation would like to start my own business.”

More than 80% of respondents agreed/strongly agreed that in general, the **courses they took were all well taught and were valuable for their future career.**

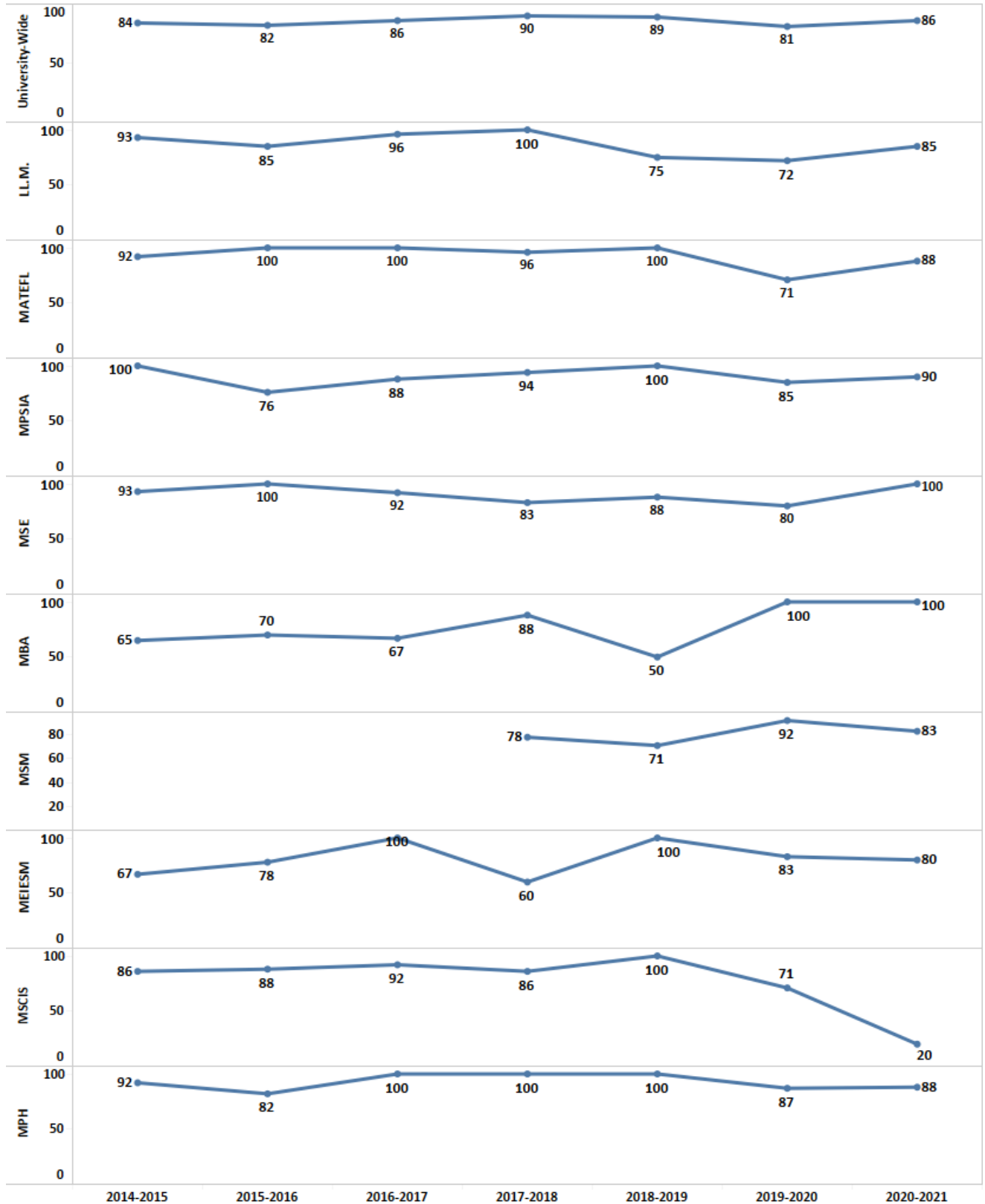
“All the courses are directly and immediately related to the field. Nothing was off topic or useless.”

92% of respondents agreed that the **interactions between student and faculty are characterized by mutual respect.**

“I liked very much the way professors encouraged us to communicate with them in case of difficulties and overall while doing our assignments. It was very precious to receive feedbacks from them and achieve self-development.”

Graphical Summary

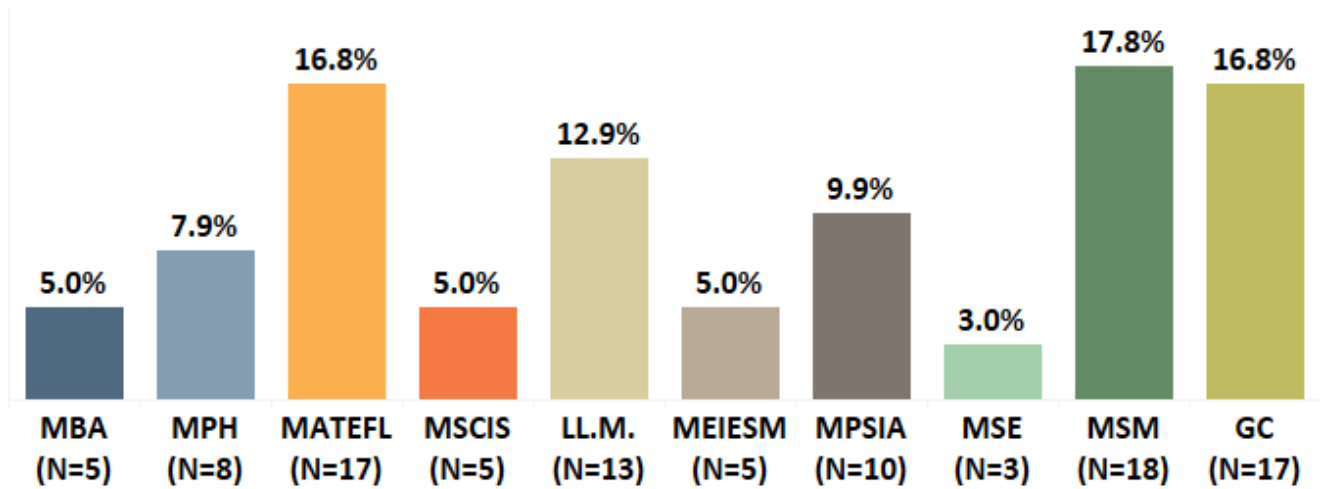
Longitudinal Comparison. Satisfaction by your program. (Percentages are reported).



Background Information

Response rate: 51.0%

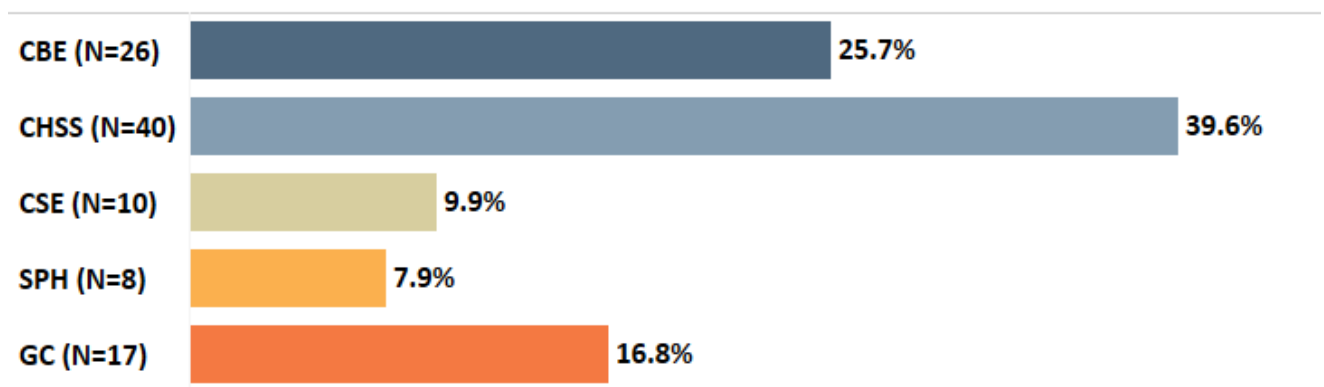
Program of Respondents¹



Sex of Respondents

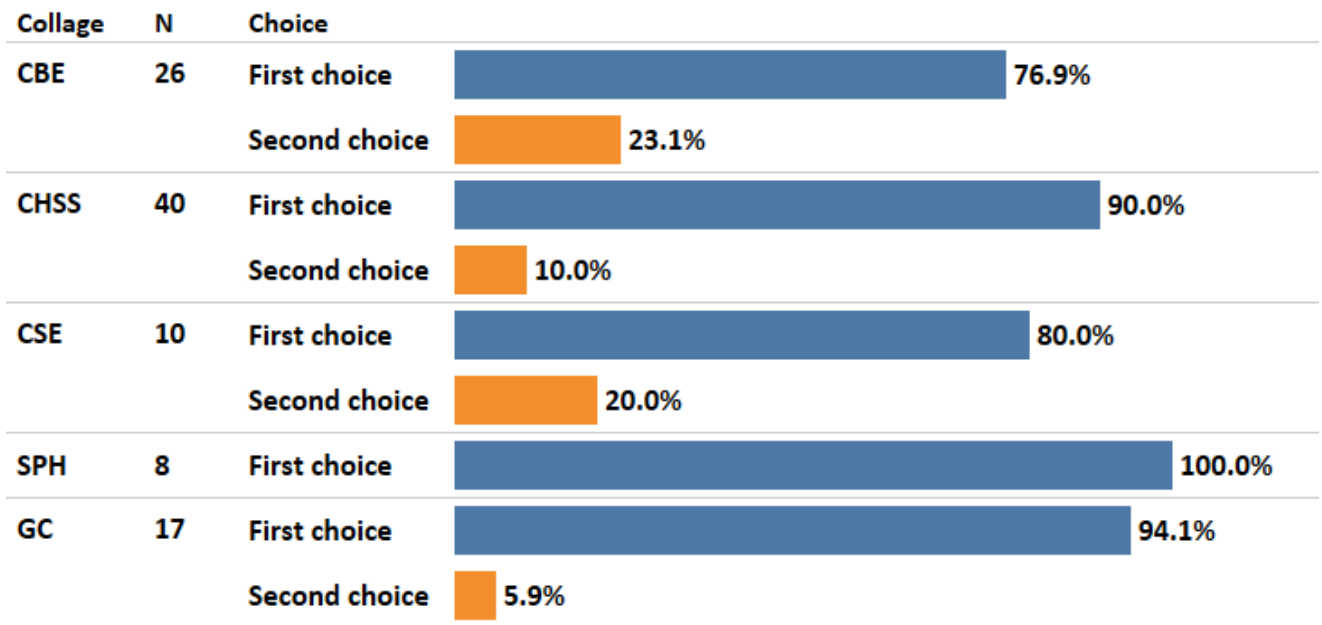


College of Respondents

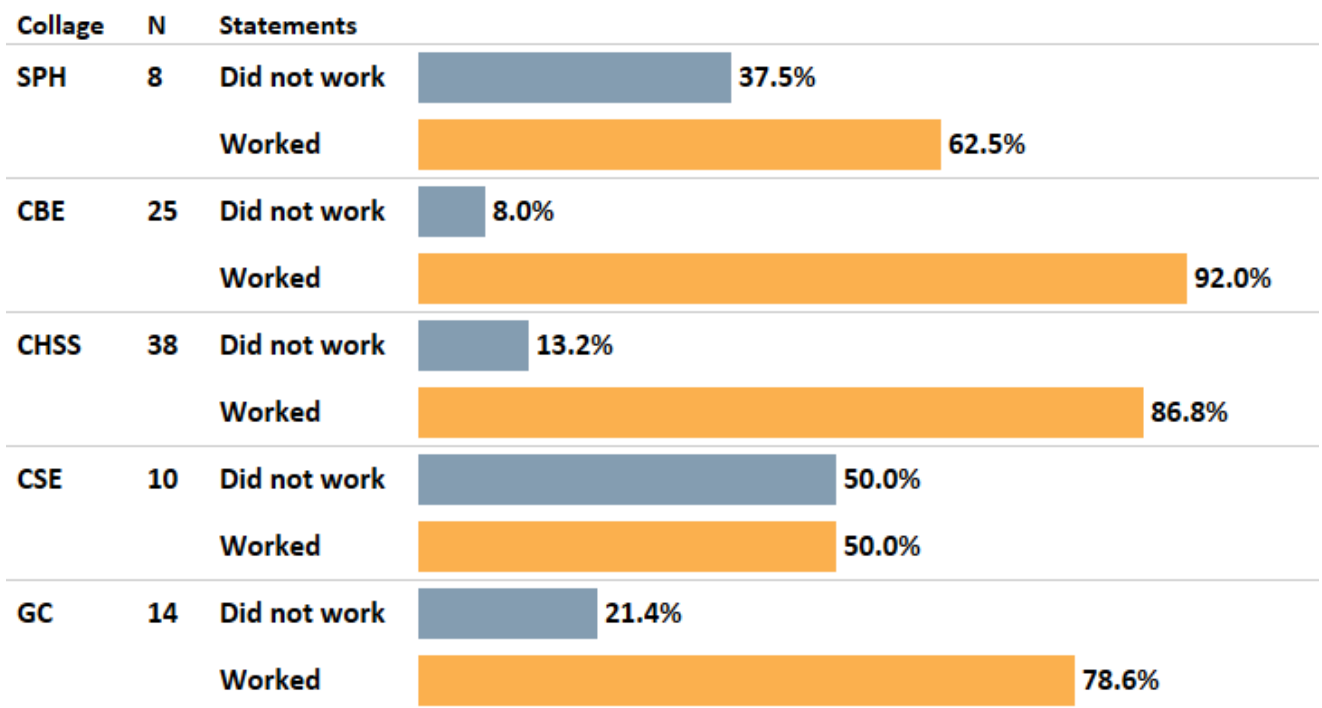


¹ GC stands for Graduate Certificate

Among the graduate schools that you considered, was AUA your:



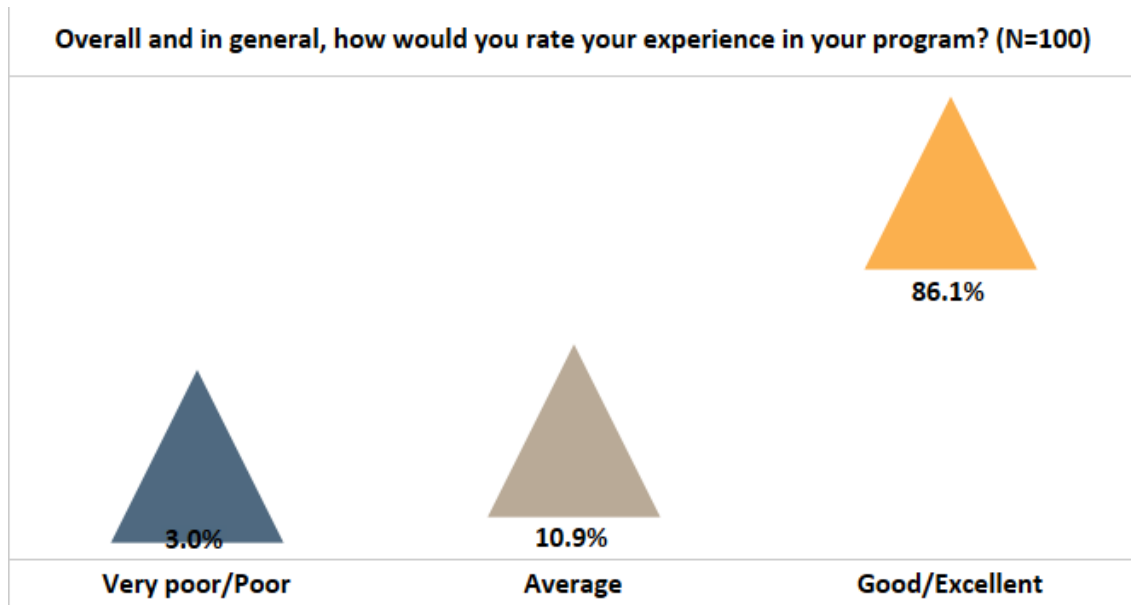
What was your employment status during most of your graduate education?



Graduate Experience

Overall satisfaction

Almost **86%** of graduating graduate students rated **their overall educational experience at AUA good/excellent**. Approximately **3%** of the respondents rated **their academic program at AUA poor/very poor**. Approximately **78%** of graduating students are **net promoters² of their academic program**.



To prospective graduate students I would recommend: (N=100)

I would recommend my graduate program to prospective students.



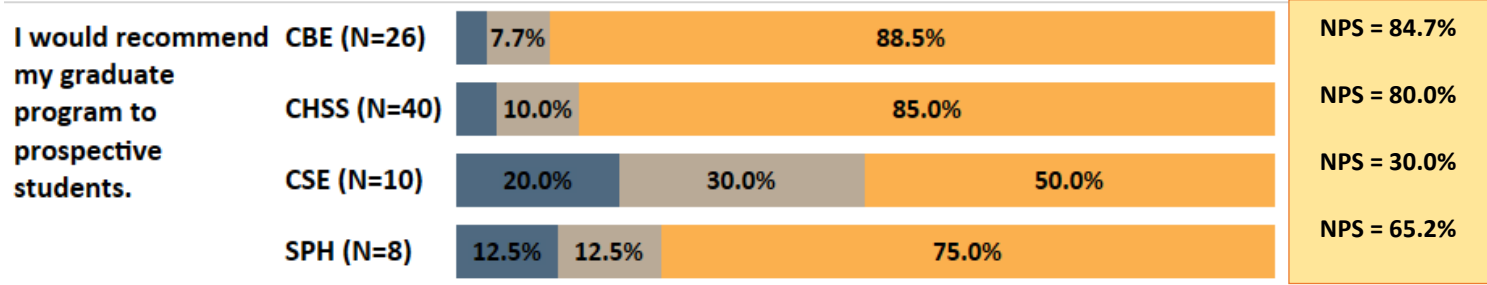
NPS = 78.3%

■ Detractors ■ Passives ■ Promoters

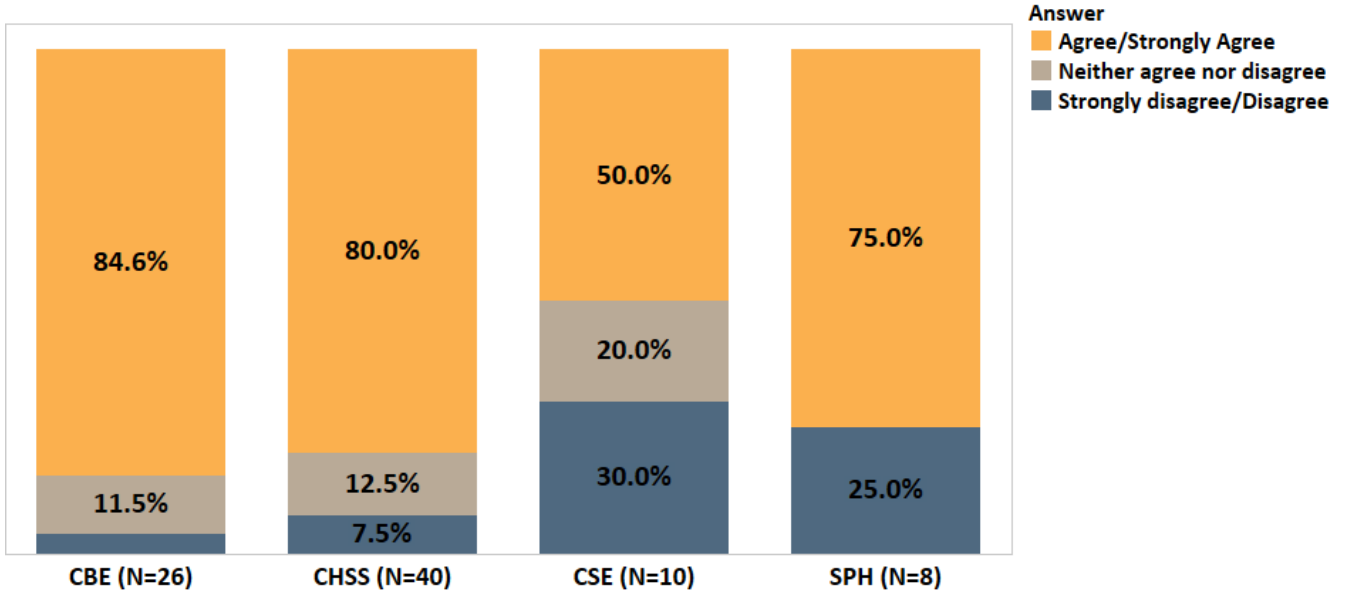
² Promoters: responses of strongly agree/agree; Passive: neither agree nor disagree; Detractor: strongly disagree/disagree. Net Promoter Score (NPS) is the difference between the percentage of promoters and detractors.

Approximately **85%** of graduating graduate students **reported that they agree/strongly agree that if they had the opportunity to make the choice again, they would enroll in their program.**
 Approximately **80%** of respondents **agree/strongly agree that their program provided them with the skills needed in their field** and almost **87%** of graduating students **agree/strongly agree that their academic program was challenging and stimulating.**

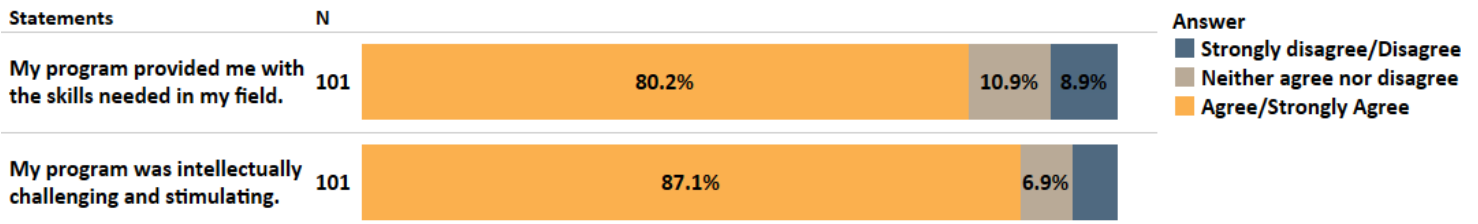
To prospective graduate students I would recommend:



If I had the opportunity to make the choice again, I would enroll in this program.



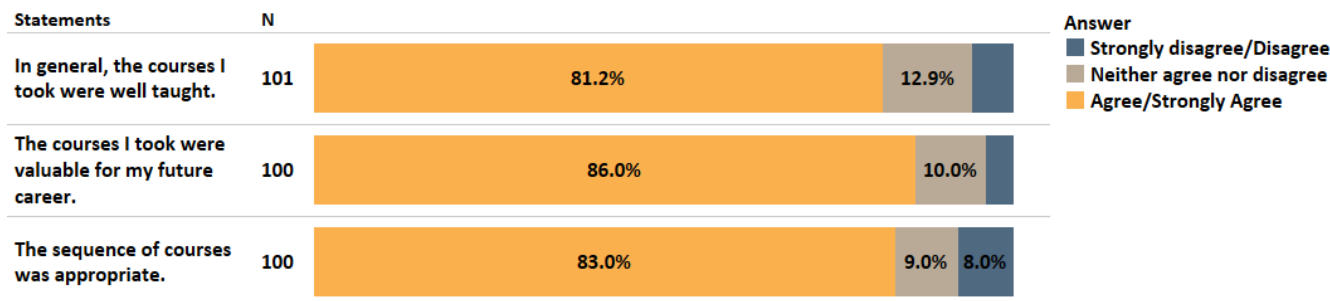
The level of agreement with the followings:



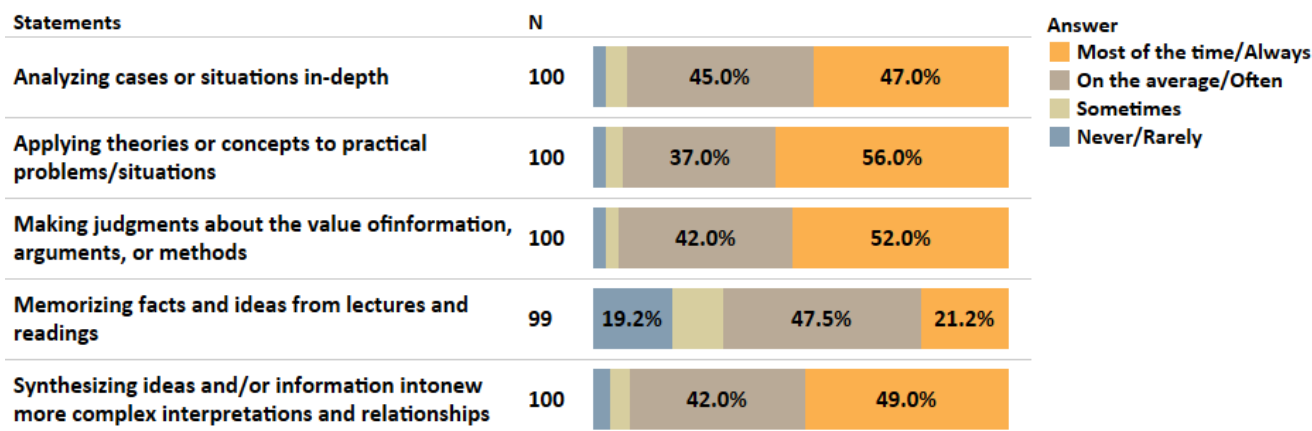
Faculty and Courses

More than 80% of graduating graduate students agree/strongly agree that in general, the courses they took were well taught and valuable for their future career. Approximately 19% of graduate students reported that their coursework never/rarely used memorizing facts and ideas from lectures and readings educational methods. Approximately 16% of survey respondents disagree/strongly disagree that there were opportunities outside of the classroom for interaction between students and faculty.

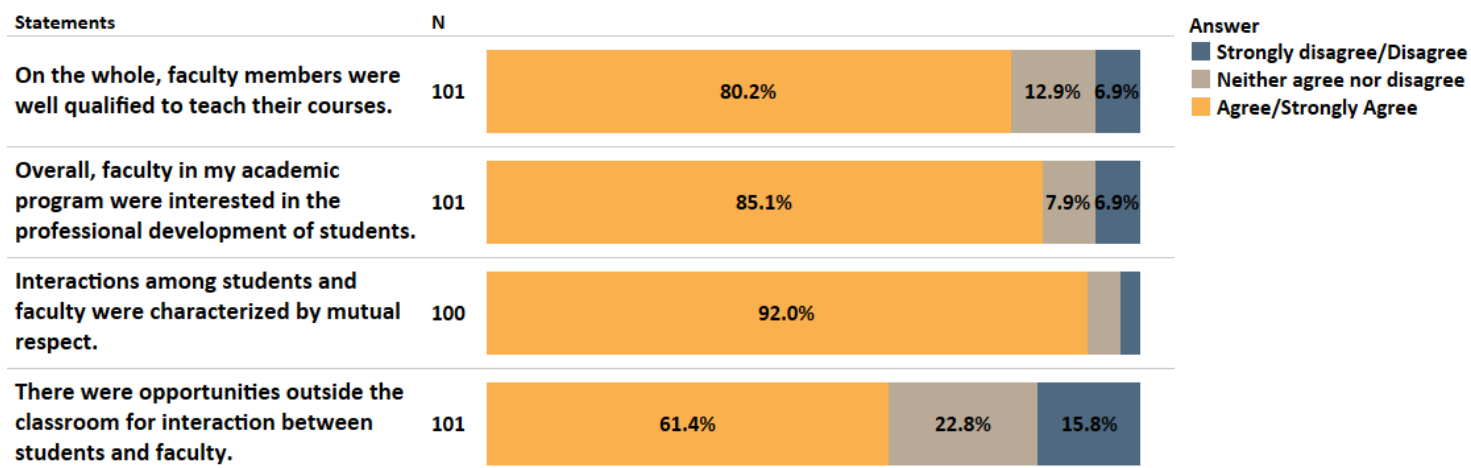
Courses. The level of agreement with the followings:



During your graduate studies, how often did your coursework use the following educational methods?



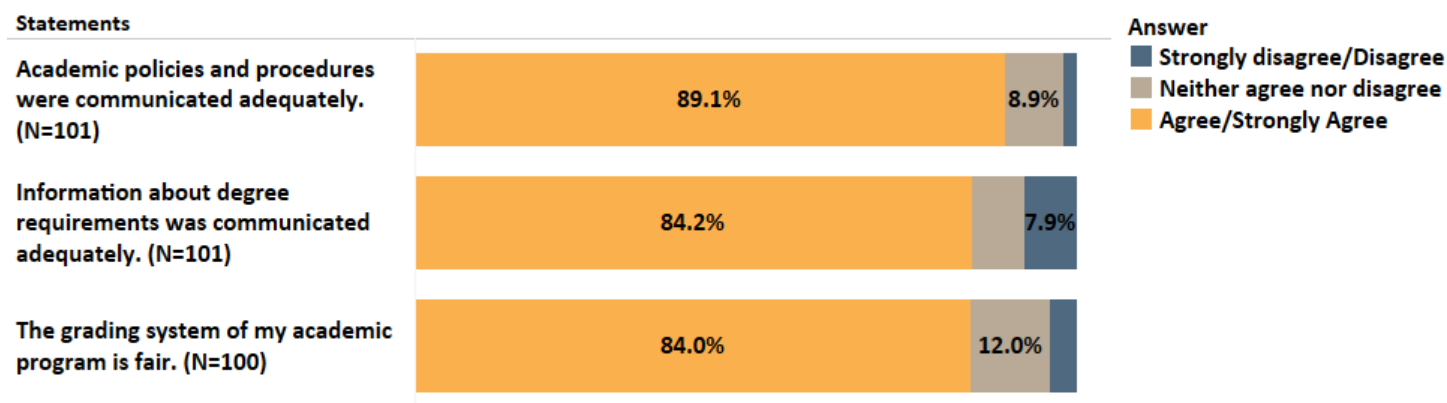
Faculty. The level of agreement with the followings:



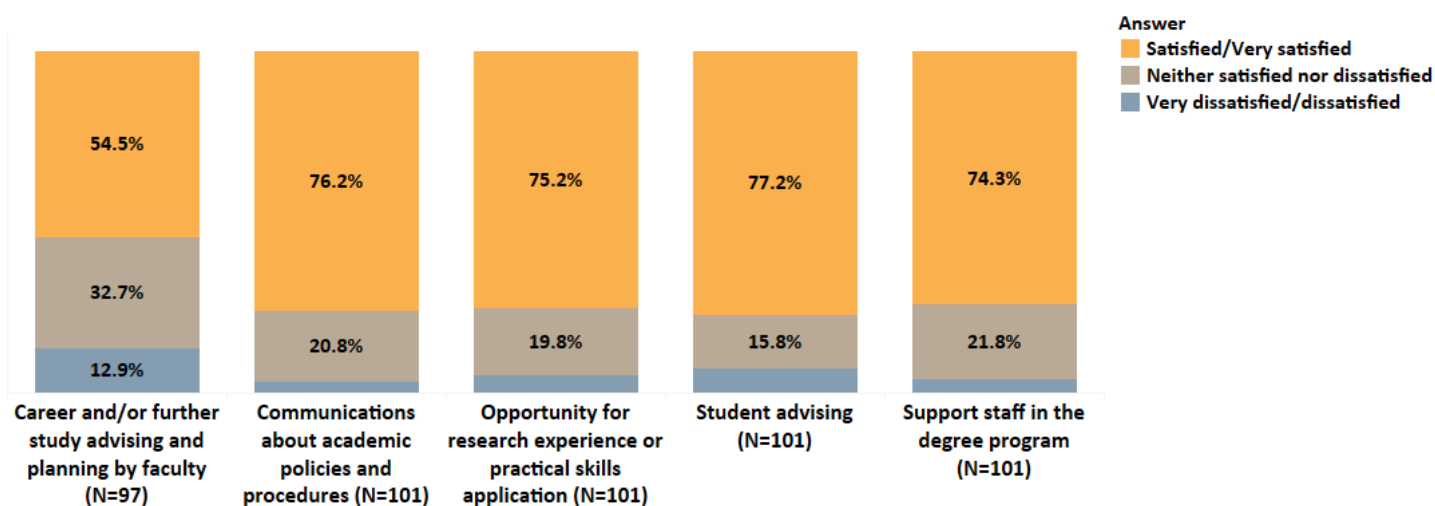
Satisfaction with Procedures, Services and Resources

Almost **84%** of graduating graduate students **agree/strongly agree** that the **grading system of my academic program is fair** and **information about degree requirements was communicated adequately**. Approximately **75%** of respondents **reported being satisfied/very satisfied** with the **opportunity for research experience or practical skills application**.

Policies and Procedures. The level of agreement with the followings:

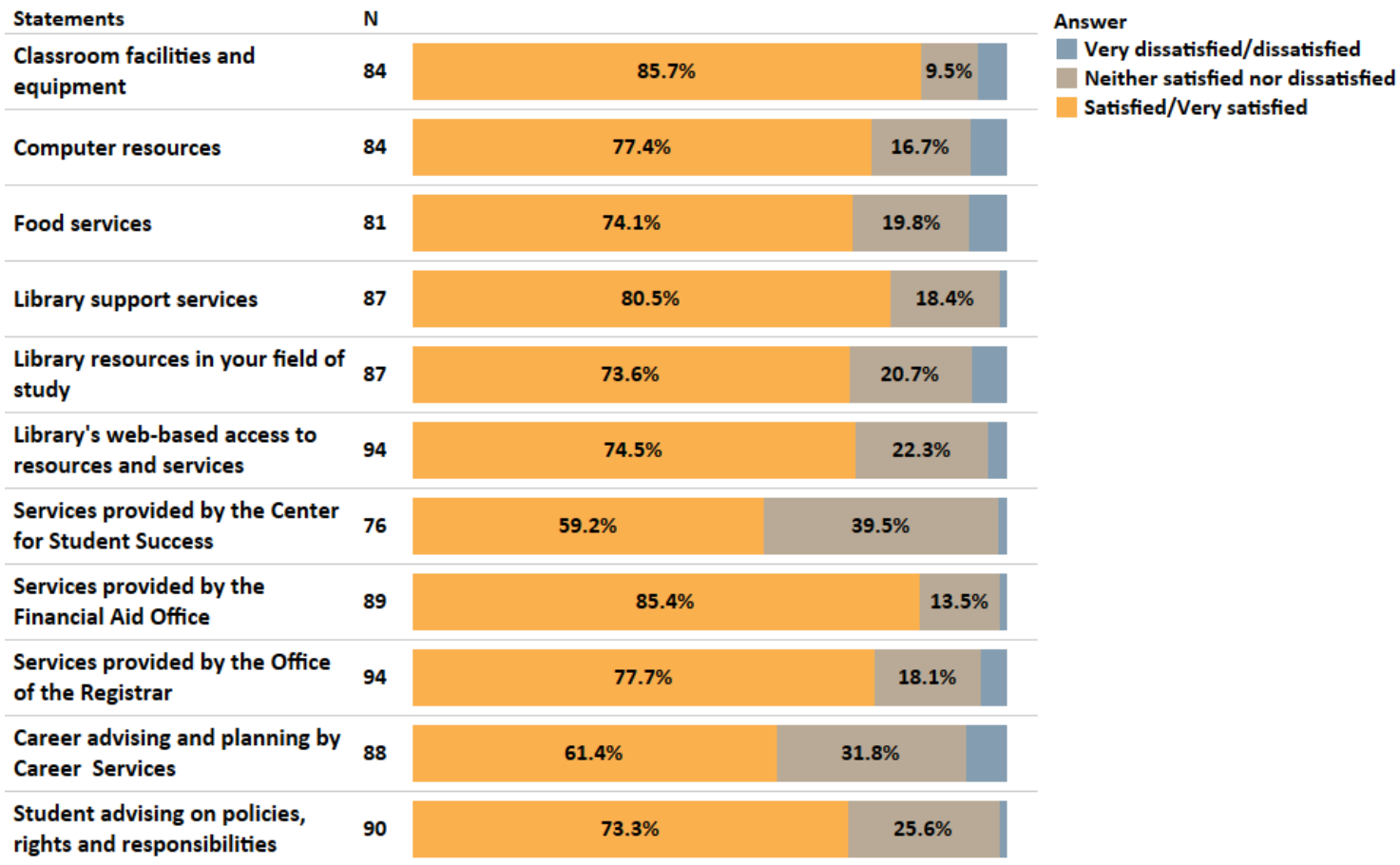


The satisfaction with the following:



More than 80% of graduating students reported being satisfied/very satisfied with library support services, services provided by financial aid, and classroom facilities and equipment.

Resources and services. The level of agreement with the followings:



Answers to Open-Ended Questions (coded)³

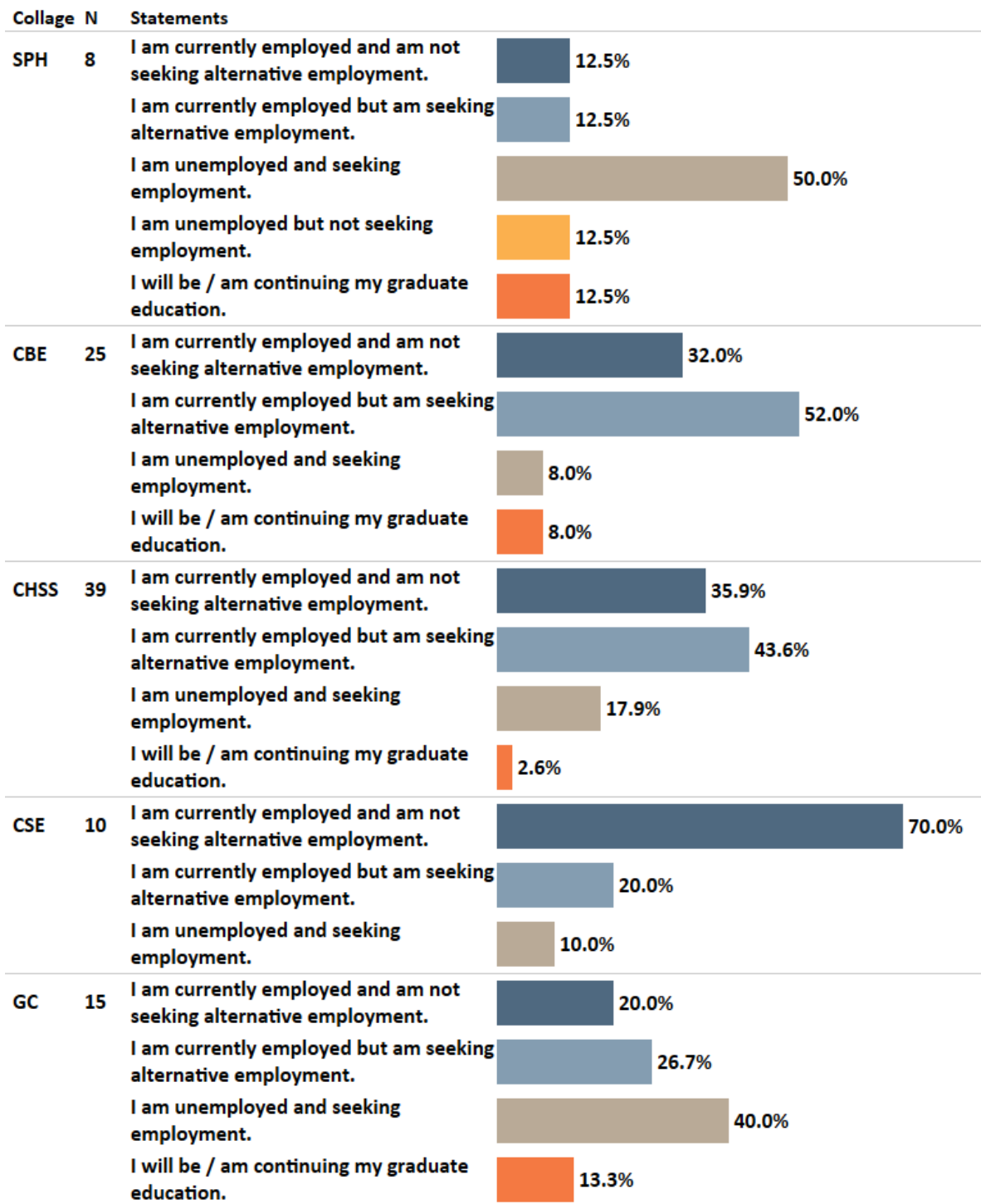
What are the three things that you like most about AUA?			
N	Response Option	Count	%
1	Overall atmosphere	61	60%
2	Faculty	49	49%
3	Faculty - Student Interaction	36	36%
4	Curriculum	32	32%
5	Resources	28	28%
6	Facilities	26	26%
7	Students	25	25%
8	Other	12	12%
	Total	101	

What are the three most important things AUA could do to improve the quality of the graduate experience? (Open-ended, Responses coded)			
N	Response Option	Count	%
1	Curriculum	45	45%
2	Other	39	39%
3	Faculty - Student Interaction	29	29%
4	Faculty	25	25%
5	Policies and Procedures	23	23%
6	Overall atmosphere	19	19%
7	Facilities	16	16%
	Total	101	

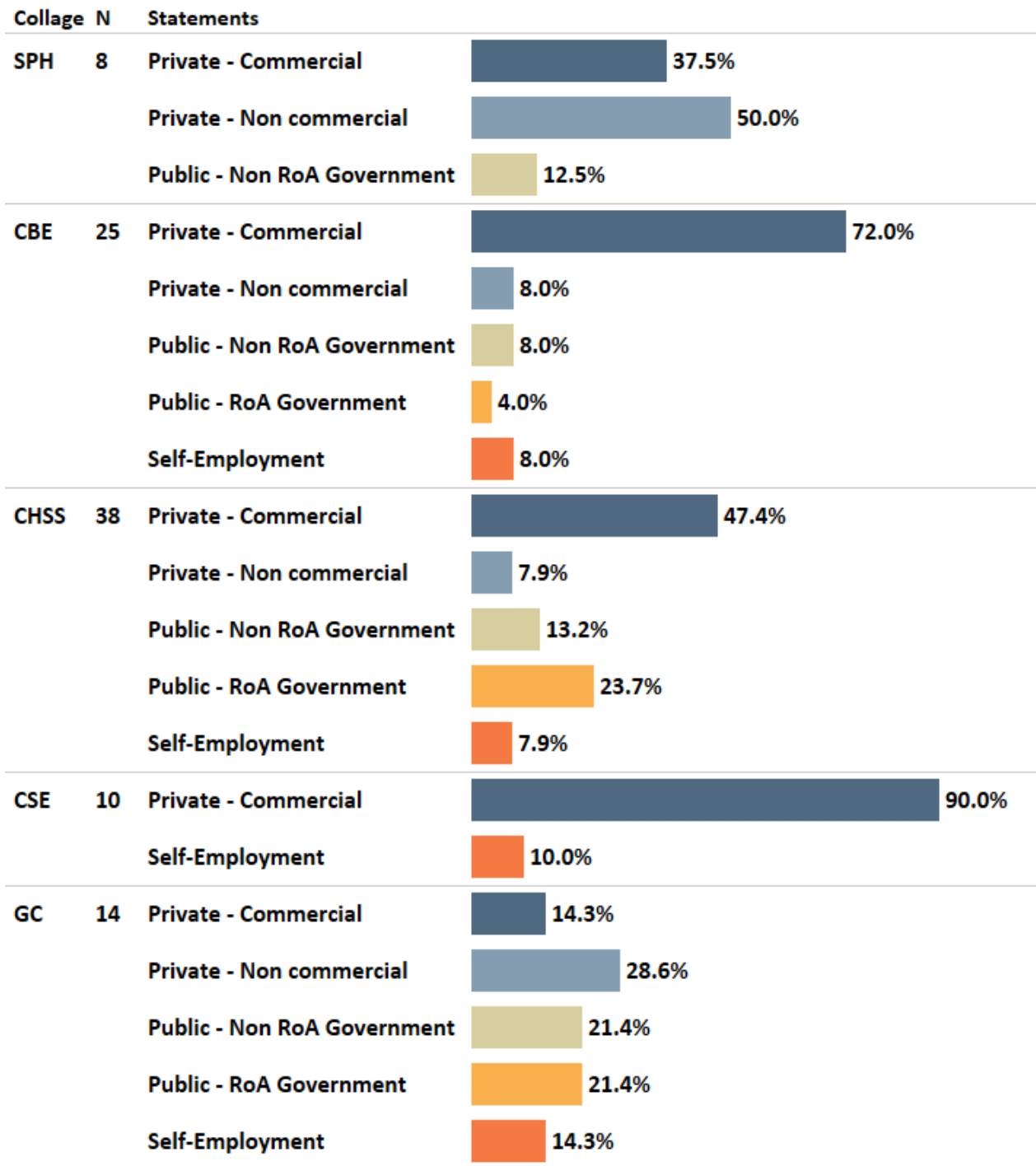
³ The percent is calculated based on the total number of responses.

Expectations for after graduation

What are your immediate employment/education plans?



Which BEST describes your potential employer?



Methodology and Background

Instrument Design and Timeline

The American University of Armenia (AUA) conducted its *2021 Graduate Student Exit Survey* from April 16 to April 30, 2021, and from June 23 to July 6, 2021. 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 ⁴	Survey respondents	Percent Completed (%)
Master of Business Administration (MBA)	9	5	55.6%
Master of Political Science and International Affairs (MPSIA)	19	10	52.6%
Master of Laws (LL.M.)	35	13	37.1%
Master of Science in Computer and Information Science (MSCIS)	11	5	45.5%
Master of Arts in Teaching English as a Foreign Language (MATEFL)	27	17	63.0%
Master of Science in Economics (MSE)	12	3	25.0%
Master of Public Health (MPH)	13	8	61.5%
Master of Engineering in Industrial Engineering and Systems Management (MEIESM)	10	5	50.0%
Master of Science in Management (MSM)	37	18	48.6%
Graduate Certificates (GC)	25	17	68.0%
Total	198	101	51.0%

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.

⁴ For the purposes of this study, a *graduating student* is a student who submitted a Petition to Graduate by the posted deadline. For MSM 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.

A total of 140 (70.7%) out of 198 graduating students participated in the survey. The results of 39 partially completed surveys were excluded in the analyses, **thus denoting a response rate of 51.0%**.

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 results, 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	13	6.6%	8	7.9%
MEIESM	10	5.1%	5	4.5%
MBA	9	4.5%	5	4.5%
MSE	12	6.1%	3	3.1%
MPSIA	19	9.6%	10	9.9%
LL.M.	35	17.7%	13	12.9%
MSCIS	11	5.5%	5	4.5%
MATEFL	27	13.6%	17	16.9%
GC	25	12.6%	17	16.9%
MSM	37	18.7%	18	17.9%

Sex	Population	Proportion in population (%)	Sample	Proportion in sample (%)
Male	44	22.2%	19	19.0%
Female	154	77.8%	81	81.0%

College/School	Population	Proportion in population (%)	Sample	Proportion in sample (%)
CBE	58	29.3%	26	25.7%
CHSS	81	41.0%	40	39.7%
CSE	21	10.4%	10	9.9%
SPH	13	6.5%	8	7.9%
Certificate programs	25	12.6%	17	16.8%

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 full report for *internal use only* consists of the following main parts: by College/School and by sex tables for 2021 survey results, answers to open-ended questions for 2021 survey results, and longitudinal dashboard and tables for 2013-2021 survey results.