

## 2021 Alumni Survey

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*March 2024*

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## Methodology

### Instrument Design and Timeline

The American University of Armenia (AUA) conducted its 2021-2022 *Alumni Survey* from November 18, 2021 to December 9, 2021. The survey included alumni who graduated from 2016 – 2021. The survey was carried out by the university's Office of Institutional Research and Assessment with the support of the provost and the academic programs.

The objectives of the survey were to gather information from alumni about the level of satisfaction related to their AUA experience, current job and career, communication with AUA, and services provided by the university, as well as to identify areas of possible improvements.

The following procedures were followed:

- Three reminder email messages were sent by the Office of Institutional Research and Assessment (November 19, 2021, November 24, 2021, and November 29, 2021).

Responses were anonymous. Alumni were informed about the anonymity of their responses in the cover letters which also provided instructions on how to complete the questionnaire.

Demographic data were collected for analytics purposes.

### Sample, Procedures, Response Rate: Graduate Level

#### By Program

Degree	Number of alumni in population	Total number of respondents	Percent
Master of Engineering in Industrial Engineering and Systems Management (MEIESM)	62	11	17.7%
Master of Science in Computer and Information Science (MSCIS)	79	12	15.2%
Master of Business Administration (MBA)	276	45	16.3%
Master of Public Health (MPH)	84	19	22.6%
Master of Arts in Teaching English as a Foreign Language (MATEFL)	133	29	21.8%
Master of Political Science and International Affairs (MPSIA)	109	29	26.6%
Master of Laws (LL.M.)	167	26	15.6%
Master of Comparative Legal Studies (MCLS)	1	0	0.0%
Master of Science in Economics (MSE)	89	11	12.4%
Master of Science in Management (MSM)	52	14	26.9%
DUAL MPH/MBA (MPH/MBA)	3	0	0.0%
Certificate in Public Health (CPH)	1	0	0.0%
Certificate in Teaching English as a Foreign Language (CTEFL)	39	8	20.5%
Certificate in Translation (C Tr.)	62	11	17.7%
<b>Total</b>	<b>1157</b>	<b>215</b>	<b>18.6%</b>



*By sex*

Sex	Number of alumni in sample	Total number of respondents	%
Male	335	61	18.2%
Female	822	154	18.7%
<b>Total</b>	<b>1157</b>	<b>215</b>	<b>18.6%</b>

**Sample, Procedures, Response Rate: Undergraduate Level***By program*

Degree	Number of alumni in sample	Total number of respondents	%
Bachelor of Arts in Business (BAB)	802	104	13.0%
Bachelor of Arts in English and Communications (BAEC)	359	60	16.7%
Bachelor of Science in Computer Science (BSCS)	253	45	17.8%
Bachelor of Science in Engineering Sciences (BSES)	5	1	20.0%
<b>Total</b>	<b>1419</b>	<b>210</b>	<b>14.8%</b>

*By sex*

Sex	Number of alumni in sample	Total number of respondents	%
Male	509	73	14.3%
Female	910	137	15.1%
<b>Total</b>	<b>1419</b>	<b>210</b>	<b>14.8%</b>

The survey was sent to 2576 alumni. A total of 611 (23.7%) out of 2576 alumni participated in the survey. The results of 186 partially completed surveys were excluded from the analyses, thus **denoting a response rate of 16.4%**.

**Description**

Upon completion of the on-line survey, data was analyzed in SPSS. Descriptive analysis includes frequencies, cross-tabulations by the most recent year of graduation and previous five years combined, calculation of mean values for categorical variables with Likert scale type response options, calculation of median values for ordinal type of variables.

One-way ANOVA tests were run to detect the difference in the mean values of questions between academic programs for undergraduate-level alumni. One-way ANOVA was run between Colleges/School for graduate-level alumni because the program sample size was small. ANOVA tests were 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 (undergraduate) and Colleges/School (graduate). The significance level used for One-way ANOVA was 5%. The results of statistical tests are reported in the appendices.

Analyses are done by undergraduate and graduate levels separately. The report consists of four main parts: background, job and career, evaluation of AUA, and keeping in touch with AUA.

For statements that have a Not Applicable (N/A) response option, the mean value is calculated without including Not Applicable responses. The numbering of the responses in the appendices corresponds to the numbering in the survey questionnaire (see Appendix 6 for survey questionnaire).

In graduate-level results the report includes by-academic program analysis for several questions. However, it should be noted that the sample size for some programs is small.

## Summary of Findings

### Key Initial Findings: Graduate level

#### Job and Career

- 79.6% of alumni indicated that AUA prepared them for their chosen career very well/generally well. (p. 9)
- 92.6% of alumni are employed. In addition, more than half of the alumni who graduated in 2016-2021 were employed prior to the graduation. (p. 11-12)
- The information and communication industry have the highest proportion of employed alumni. (p. 13)
- The median salary of AUA alumni is 300,000 – 400,000 AMD. (p. 14)
- 29.4% of alumni continued their education after completing their AUA degree. (p. 16)

#### Evaluation of AUA

- 93.5% of alumni rated their overall experience at AUA as good/excellent. (p. 18)
- 75.4% of alumni agreed that attending AUA was worth the financial costs to their family and them. (p. 18)
- Related to how AUA contributed to their development of specific skills, less than 40% of alumni reported that AUA contributed to the development of their skills for submitting papers for publication. (p. 19)
- 90.7% of alumni are promoters of AUA. (p. 20)
- Approximately 80% of alumni agreed/strongly agreed that their program provided them with the skills needed in their field. (p. 21)

#### Keeping in touch with AUA and alumni activities

- 75.4% of alumni were satisfied/very satisfied with alumni services provided by AUA. (p. 23)
- Alumni who agreed/strongly agreed that AUA prepared them for their career or further studies have contributed financially to AUA and plan to either continue giving at the same level, or increase their giving. (p. 24).

## Key Initial Findings: Undergraduate level

### Job and Career

- Approximately 59% of alumni indicated that AUA prepared them for their chosen career very well/generally well. In addition, in 2021, females rated their preparation for chosen career and further study significantly higher than males. (p. 27)
- 92.5% of alumni indicated that they work in a paid position. On average, approximately 67.2% of alumni are satisfied with their career progress. (p. 29-30)
- 79.5% of AUA alumni reported working in their field of specialization. (p. 31)
- The information and communication industry has the highest proportion of employed alumni. (p. 31)
- The median salary of alumni is 200,000 – 300,000 AMD. Half of female alumni earn less than 300,000 AMD monthly net salary. (p. 32-33)
- Approximately 21% of alumni continued their education after completing their AUA degree. (p. 34)

### Evaluation of AUA

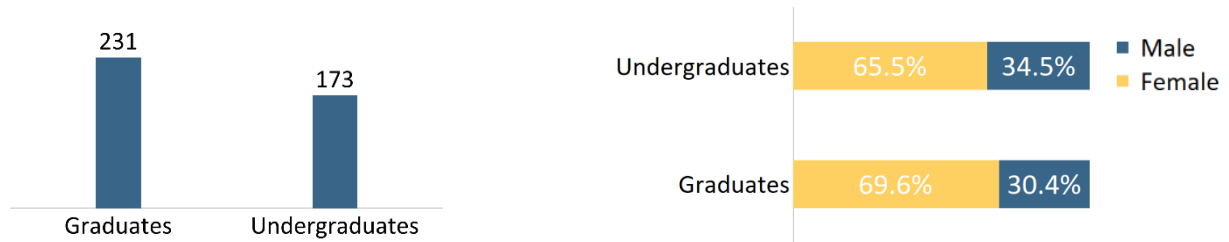
- 87.2% of alumni rated their overall experience at AUA as good/excellent. (p. 36)
- 73.3% of alumni agreed that attending AUA was worth the financial costs to their family and to themselves. (p. 36)
- 51.7% of alumni agree/strongly agree with the statement that their AUA degree was essential for obtaining their first job after graduation. (p. 38)
- 87.2% of alumni rated their overall experience at AUA as good/excellent. (p. 39)
- Approximately 81.4% of alumni are promoters of AUA. (p. 40)

### Keeping in touch with AUA and alumni activities

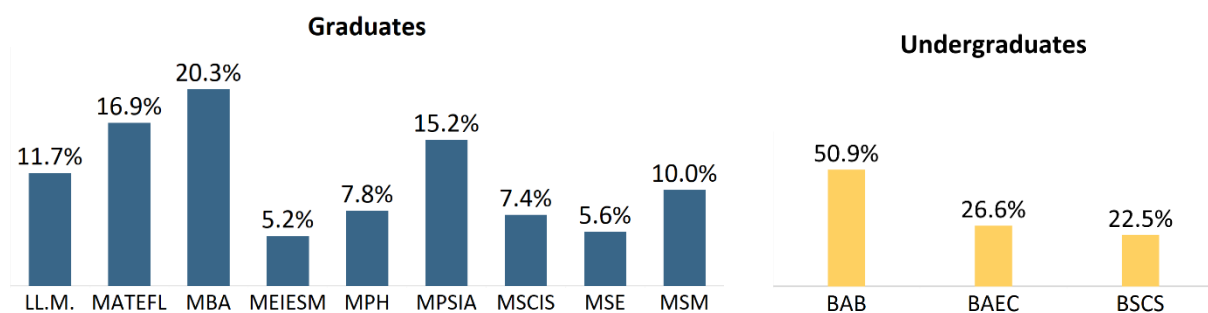
- 54.7% of alumni were satisfied/very satisfied with alumni services provided by AUA. (p. 42)
- 90.2% of alumni have not contributed to AUA financially. (p. 42)

## Background

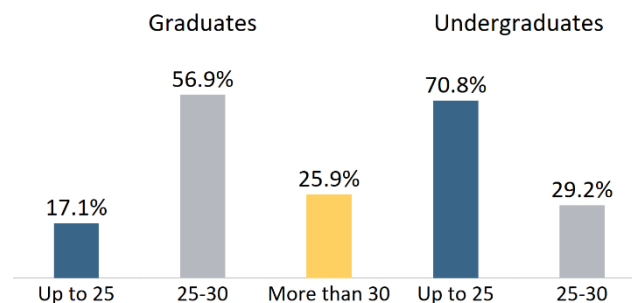
The sample size for graduate level analysis is 231 and for undergraduate 173.



Out of 231 graduate alumni approximately 20% is MBA degree holders. Out of 173 undergraduate alumni approximately 50% are BAB degree holders.

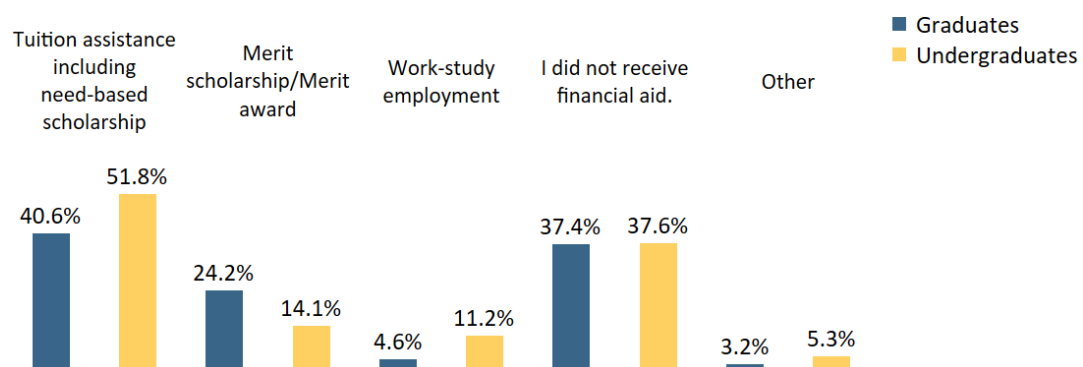


More than half of graduate alumni are 25-30 years old, while more than 70% of undergraduate alumni are 25 years old or younger.



More than 40% of both undergraduate and graduate alumni received tuition assistance including need-based scholarship.

### What kind of financial aid did you receive as a student at AUA?





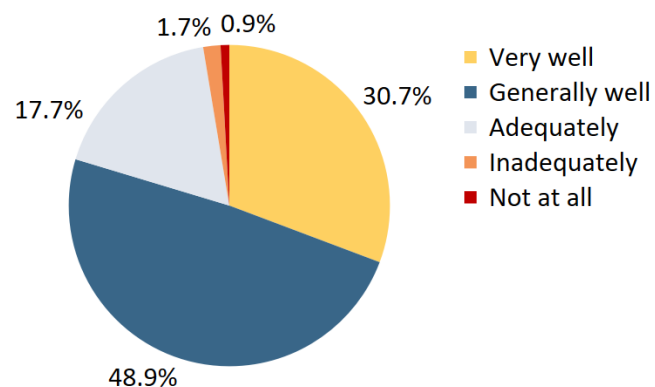
## Graduate Level

### Job and Career: Graduate Level

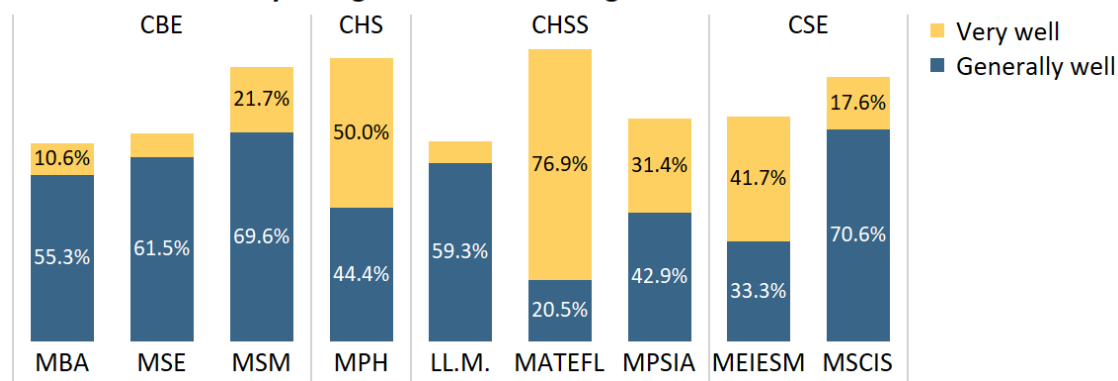
In 2021, approximately 79.6% of alumni indicated that AUA prepared them for their chosen career very well/generally well.

**Overall, how well do you think AUA prepared you for your chosen career or further study**

University-Wide: Graduates



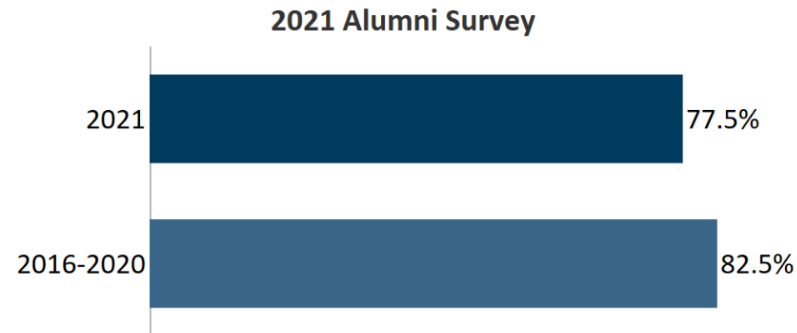
By College and Graduate Program



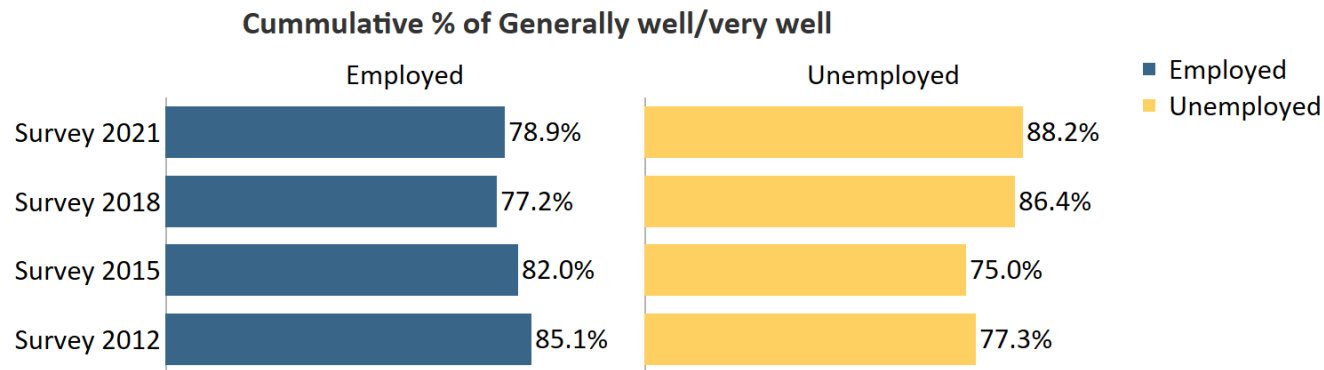
The bar chart shows that alumni from MATEFL, MPH and MSM programs rated their preparedness for the chosen career or further studies higher compared to other programs.

**In 2021 alumni survey, alumni who graduated in 2021 rated their preparedness for their chosen career lower compared to the alumni who graduated in 2016-2020.**

**Overall, how well do you think AUA prepared you for your chosen career or further study?**



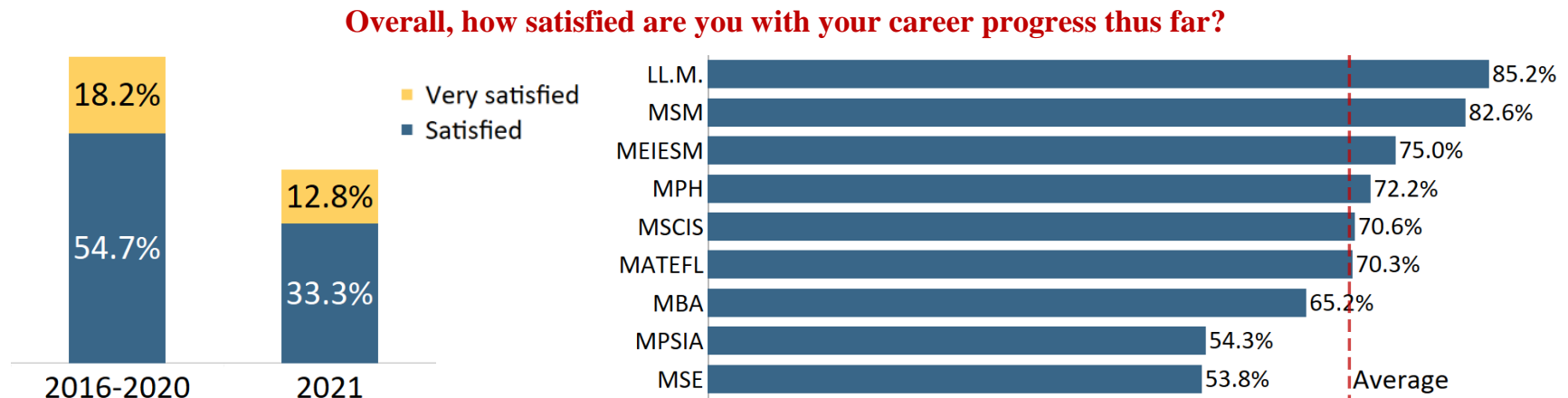
In 2021, approximately 77.5% of alumni reported that AUA prepared them for their chosen career, lower compared to 2016-2020 alumni.



Longitudinal survey results indicate that there has been increase in the rating of preparedness for chosen career within unemployed alumni.

In the 2012 and 2015 alumni surveys, employed alumni rated their preparedness for their chosen career as generally well/very well, compared to unemployed alumni, a result that is not observed for the alumni who participated in 2018 and 2021 surveys.

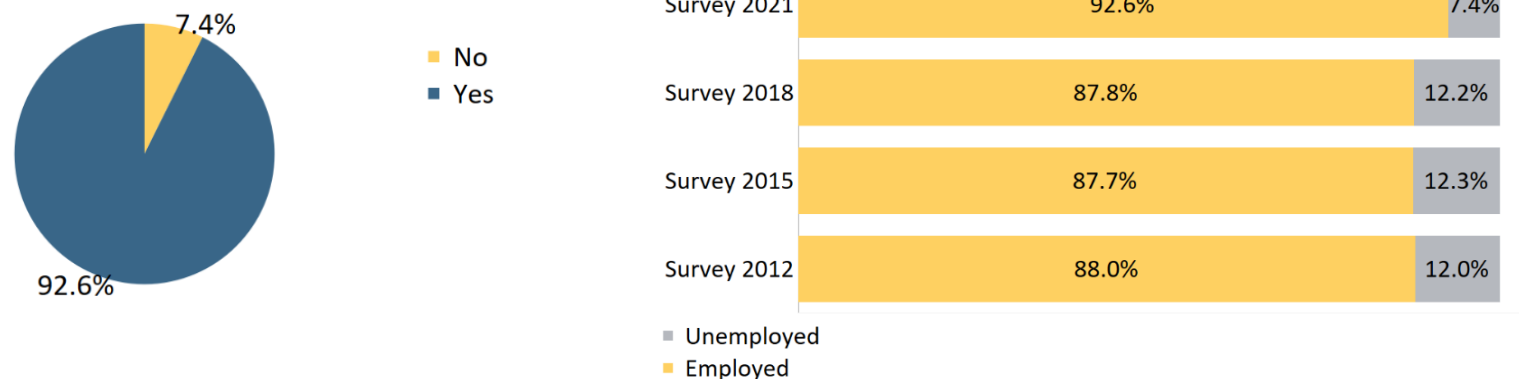
**In 2021, 92.6% of alumni indicated that they work in a paid position.**



The bar chart on the left shows that the alumni who graduated in 2021 rated their satisfaction statistically lower than alumni who graduated in 2016-2020.

The bar chart on the right shows that alumni who hold LL.M. and MSM degrees have the highest satisfaction with their career progress, while alumni of MSE, MPSIA and MBA have the lowest satisfaction level (lower than the university-wide average).

**Are you currently working in a paid position?**

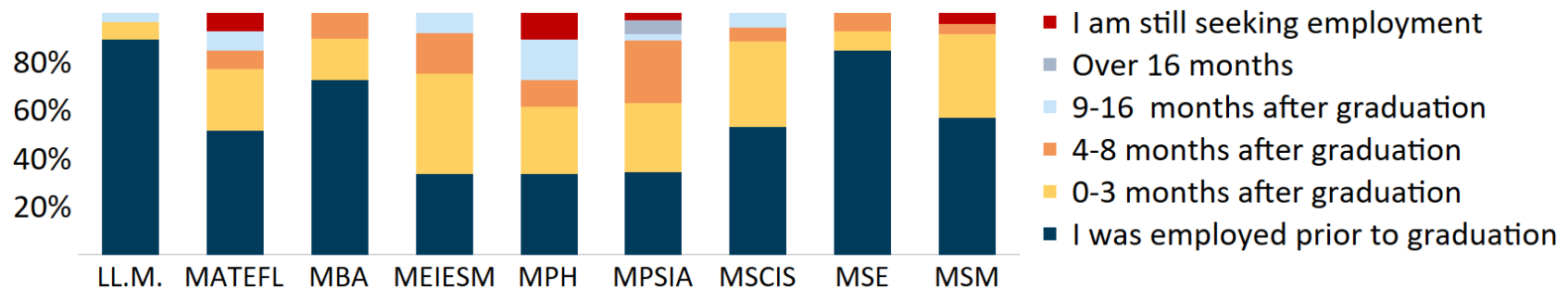


92.6% of alumni who participated in the 2021 survey are employed, which is comparatively higher than the numbers in the 2018, 2015, 2012 surveys.

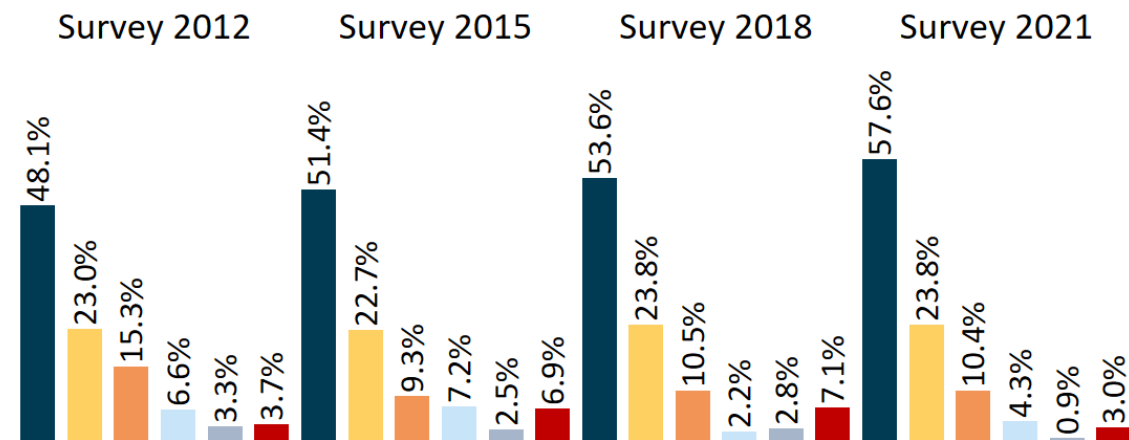
## Job and Career: Graduate Level

In 2021, more than half of the alumni who graduated in 2016-2021 were employed prior to their graduation, and about 23.8% started working between 0-3 months after graduation.

### When did you start working after completing your AUA degree?



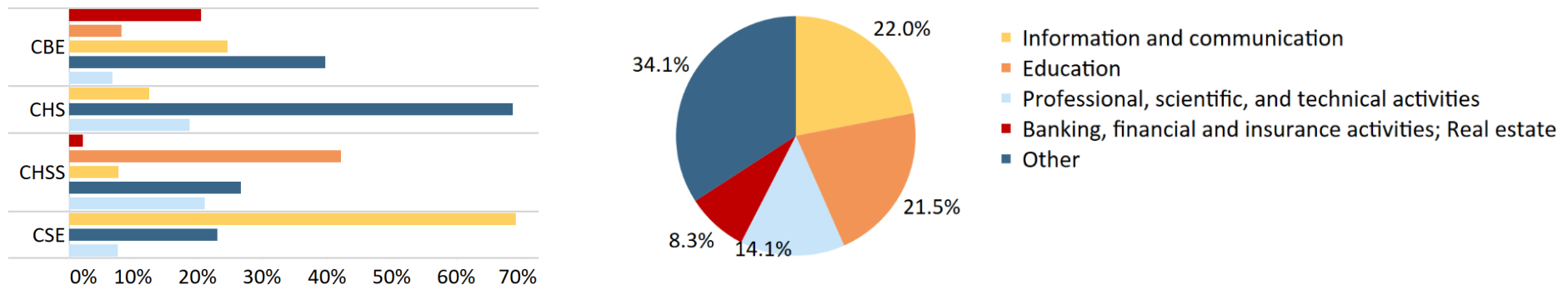
88% of LL.M and 84% of MSE alumni indicated that were employed prior to graduation.



Longitudinal survey results indicate that the percentage of alumni who were employed prior to the graduation has steadily increased.

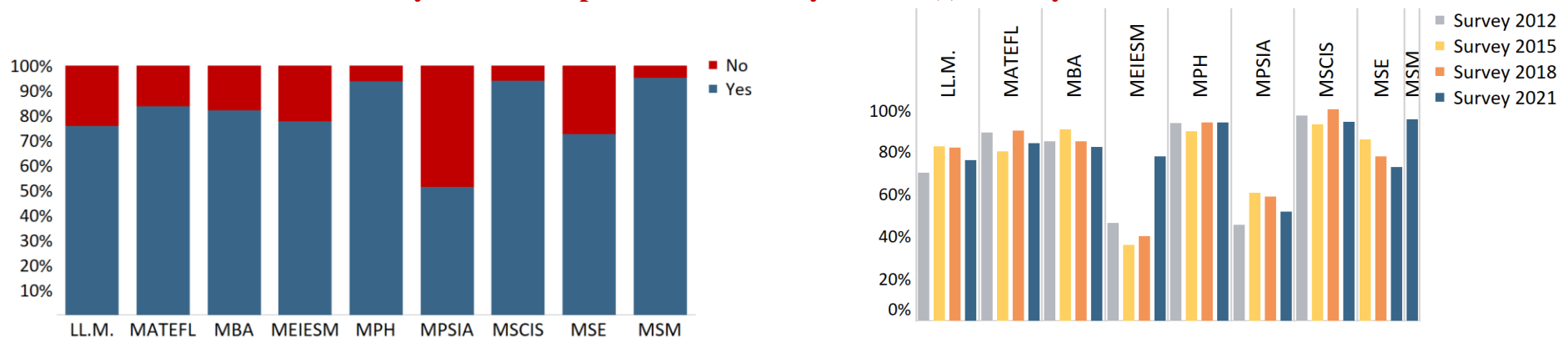
**In 2021, approximately 79.4% of alumni reported that their current position is related to their filed(s) of study.**

### In what industry is your current employment?



The vast majority of CSE alumni are employed in information and communication industry, while the majority of CHSS alumni are employed in education industry.

### Is your current position related to your field(s) of study at AUA?



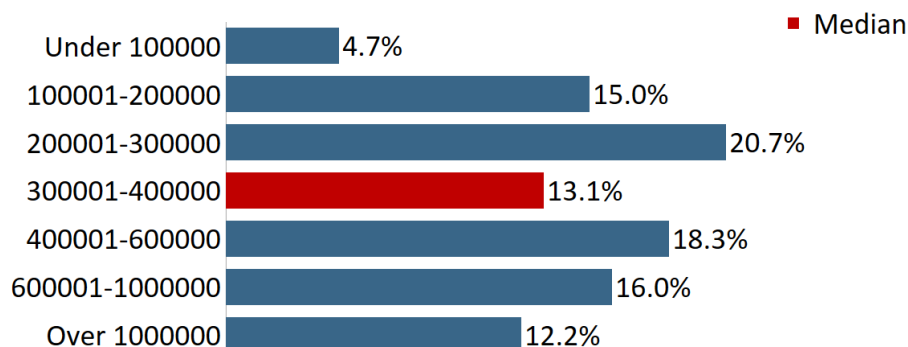
2021 survey results indicate that about 48% of MPSIA degree holders reported that their current position is not related to their field of study at AUA. In comparison, more than 90% of MSM, MSCIS and MPH degree holders reported working in a position related to their field of studies. In the 2021 survey, comparatively more MEIESM alumni reported working in a position related to their field of studies.



**In 2021, the median salary is 300,000 – 400,000 AMD.**

**More than 72% of alumni with MATEFL degree receive net salaries lower than 300,000 AMD.**

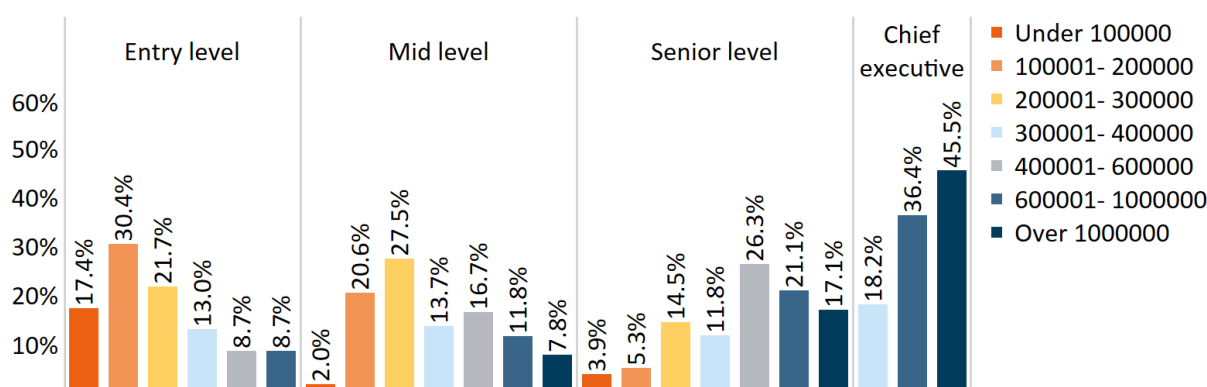
### Approximate individual monthly salary after taxes



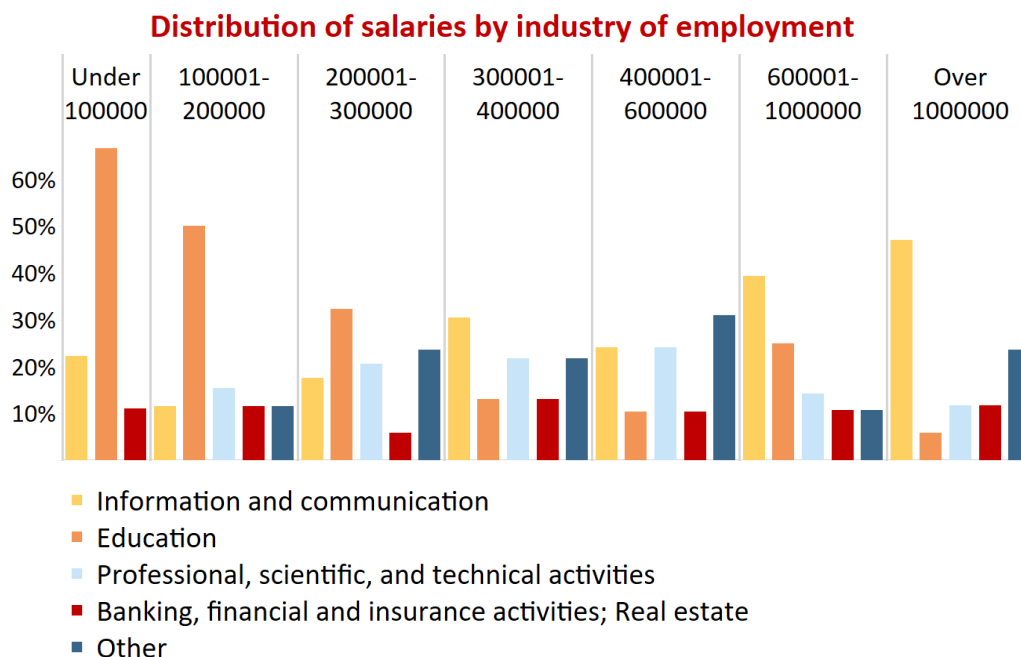
The table below indicates that approximately 16% of MATEFL graduates receive salary lower than 100,000 AMD. In comparison, about 41% of MSCIS graduates and 31% of MPH graduates receive salary over 1,000,000 AMD.

Degree	Under 100000	100001-200000	200001-300000	300001-400000	400001-600000	600001-1000000	Over 1000000
MEIESM	0.0%	0.0%	44.4%	11.1%	11.1%	22.2%	11.1%
MSCIS	5.9%	0.0%	5.9%	5.9%	17.6%	23.5%	41.2%
MBA	2.2%	6.7%	15.6%	6.7%	20.0%	33.3%	15.6%
MPH	6.3%	12.5%	0.0%	12.5%	12.5%	25.0%	31.3%
MATEFL	16.2%	29.7%	27.0%	10.8%	2.7%	10.8%	2.7%
MPSIA	0.0%	21.2%	33.3%	18.2%	18.2%	3.0%	6.1%
LL.M.	0.0%	25.0%	25.0%	16.7%	29.2%	4.2%	0.0%
MSE	9.1%	0.0%	27.3%	0.0%	36.4%	18.2%	9.1%
MSM	0.0%	14.3%	9.5%	33.3%	28.6%	4.8%	9.5%

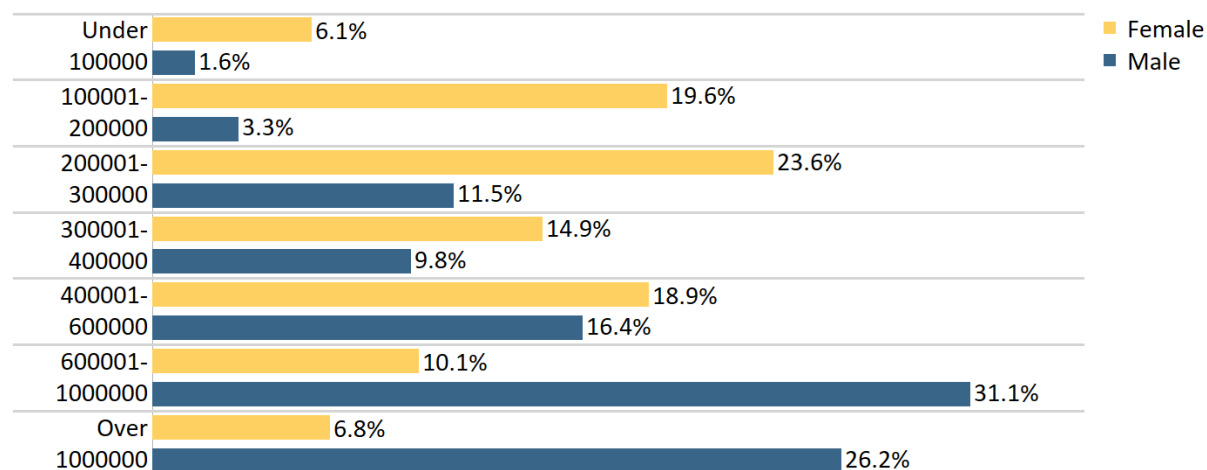
The bar chart below shows the distribution of salaries by the level of current position. It can be observed that most of the alumni who work in entry level positions receive 100,000 – 200,000 AMD net salary. Alumni in mid-level positions mostly earn 200,000 – 300,000 AMD net salary. 400,000 – 600,000 AMD net salary is prevalent for senior level positions. And, approximately 45.5% of alumni in chief executive positions earn more than 1,000,000 AMD net salary.



**More than half of male alumni earn more than 600,000 AMD monthly.  
More than 25% of female alumni earn less than 200,000 AMD monthly.**



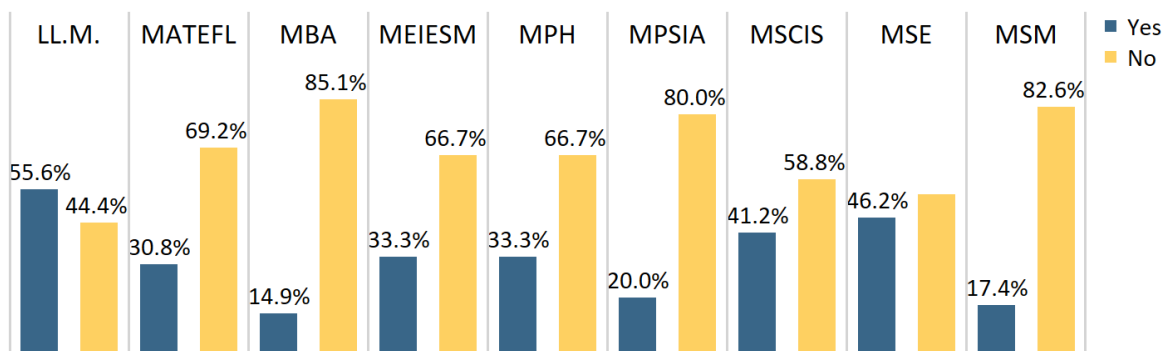
More than 65% of alumni who earn less than 100,000 AMD net salary are employed in the education sector while the majority of respondents who earn more than 600,000 AMD are employed in the information and communication sector.



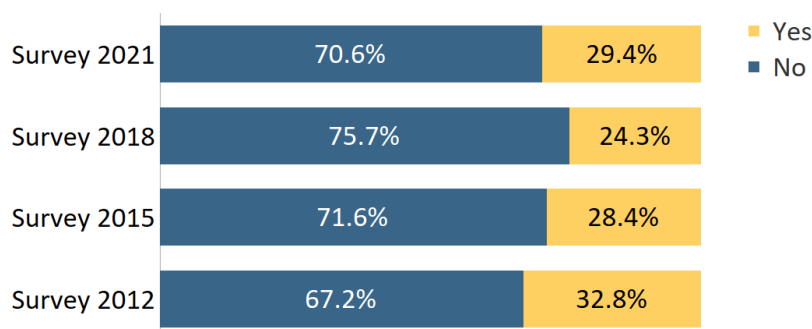
The bar chart above illustrates that the salary of female alumni is comparatively lower than the salary of male alumni.

**In 2021, 29.4% of alumni continued their education after completing their AUA degree.**

**After completing your AUA degree did you pursue further education or are you currently enrolled in a degree (or professional) program?**



LL.M. has the highest percentage of alumni who continued their education after completing their AUA degree. MBA has the lowest percentage of graduates who continued their education.



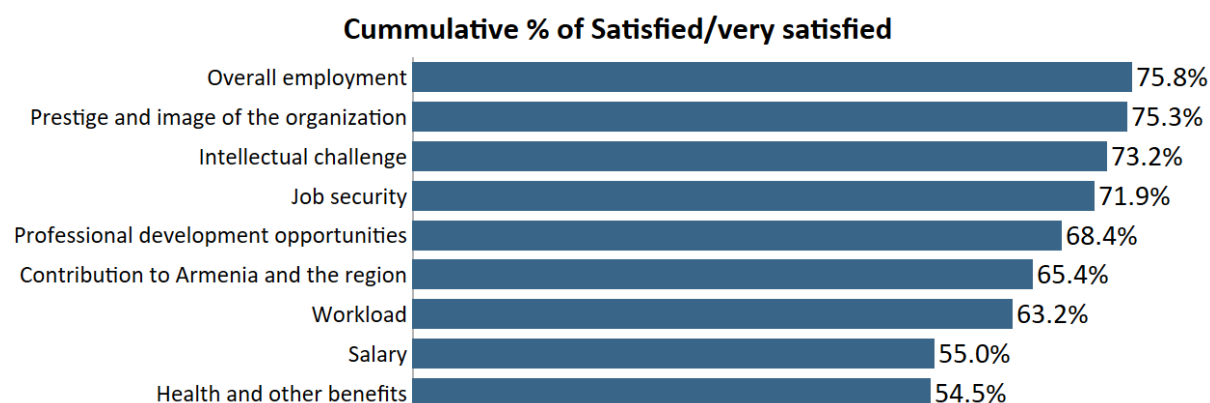
The longitudinal survey results indicate that the percentage of alumni who continued their education after completing their AUA degree increased in the 2021 survey, while in the surveys 2012-2018 it had been decreasing.

The table below shows the percentage of alumni who continued their education after completing their AUA degree reported in 2012, 2015, 2018 and 2021 surveys.

	LL.M.	MATEFL	MBA	MEIESM	MPH	MPSIA	MSCIS	MSE	MSM
Survey 2012	36%	38%	19%	32%	36%	44%	35%		
Survey 2015	53%	46%	50%	58%	27%	50%	35%	50%	
Survey 2018	11%	15%	31%	11%	36%	6%	30%	50%	
Survey 2021	56%	31%	15%	33%	33%	20%	41%	46%	17%

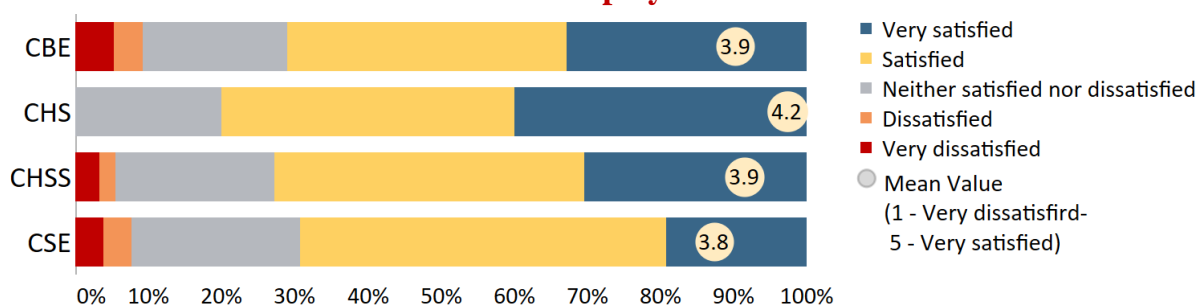
**In terms of satisfaction with aspects of their employment, in 2021, alumni have the least satisfaction with salary and health and other benefits.**

**How satisfied are you with your current employment in general and the following aspects of your position?**



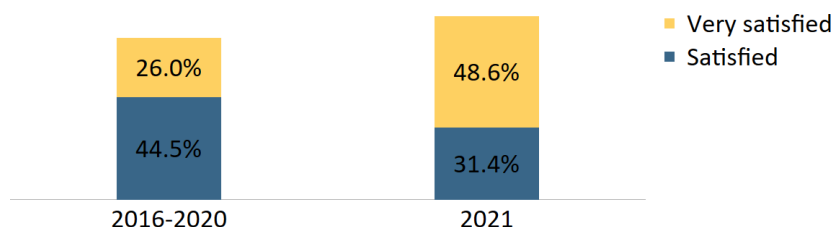
Alumni are highly satisfied with their overall employment, prestige and image of the organization and the intellectual challenges posed by the organization.

**How satisfied are you with the contribution to Armenia and the region of your current employment?**



The bar chart above indicates that CHS alumni have the highest satisfaction level with the contribution to Armenia and the region of their current position.

**How satisfied are you with the contribution to Armenia and the region of your current employment?**

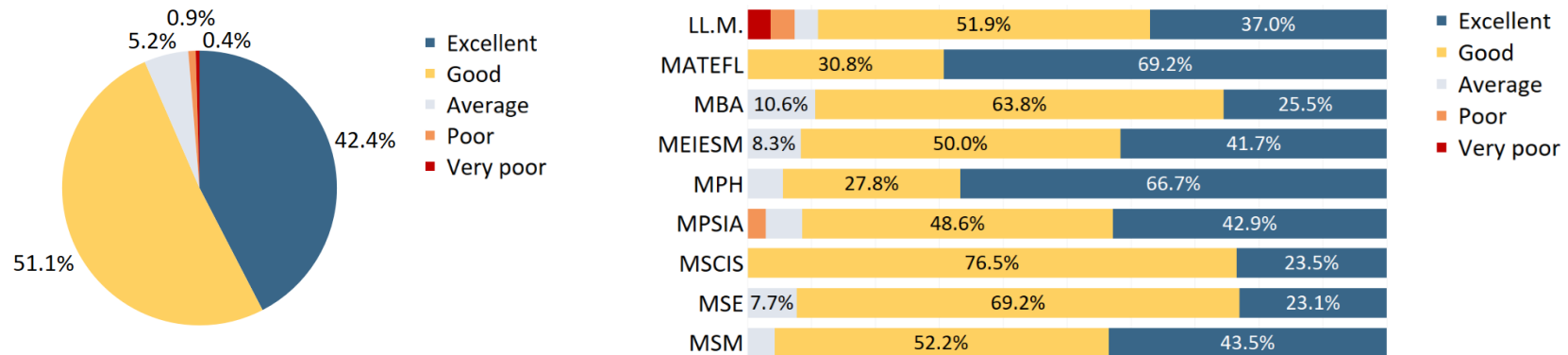


The bar chart above illustrates that there is a statistically significant difference in the rating of contribution to Armenia and the region between alumni who graduated in 2021 and alumni who graduated in 2016-2020.

## Evaluation of AUA: Graduate Level

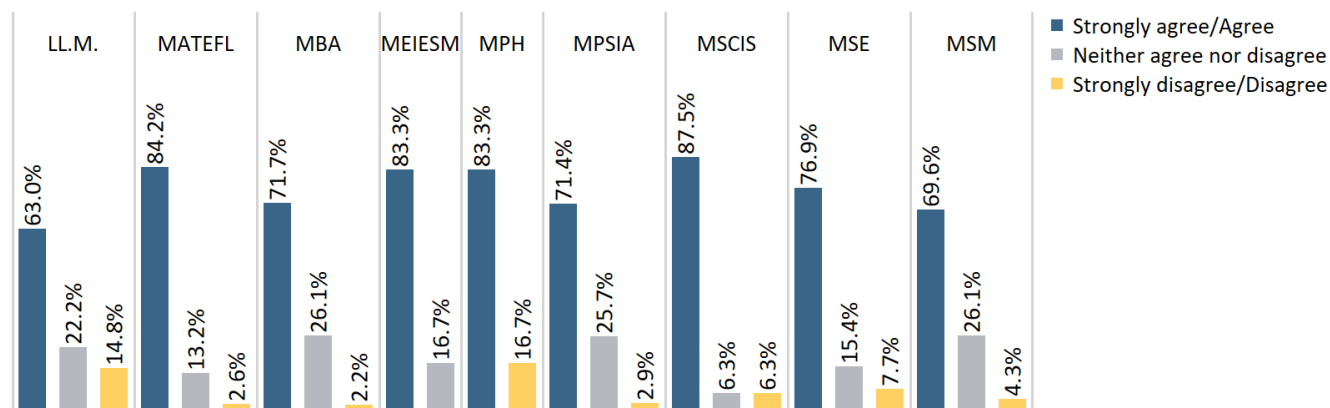
**In 2021, 75.4% of alumni agreed that attending AUA was worth the financial costs to their family and them.**

### How would you rate your overall experience at AUA?



Approximately 7.4% of LL.M. alumni reported their overall experience being very poor/ poor at AUA. All of MSCIS and MATEFL alumni rated their overall experience at AUA as good/excellent.

### The benefits I received from attending AUA were worth the financial costs to my family and me

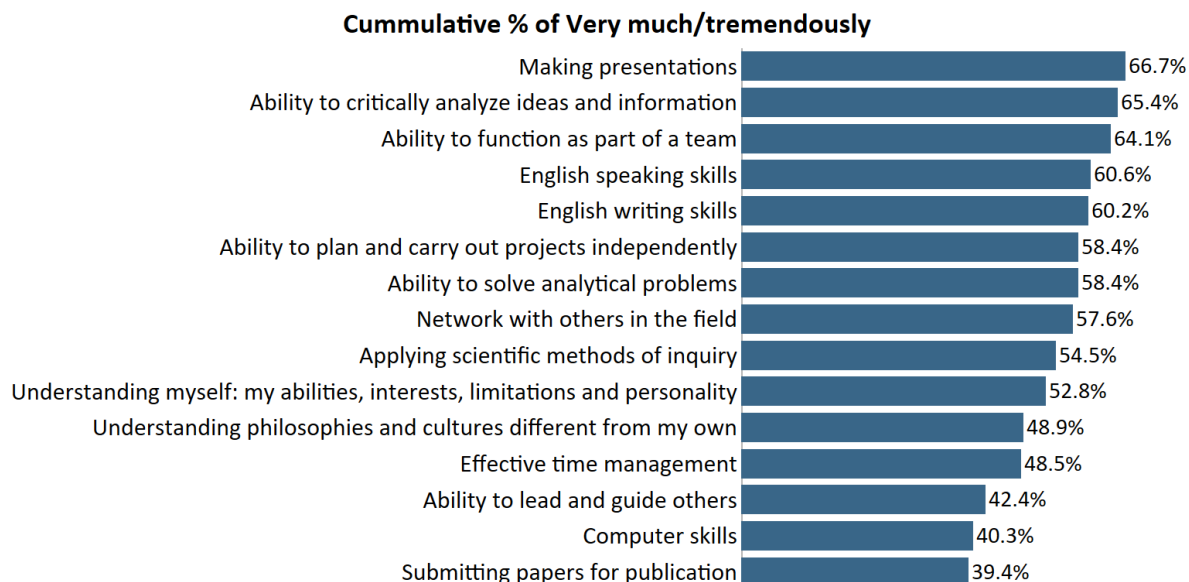


More than 60% of alumni in all programs reported that they strongly agree/agree that attending AUA was worth the financial costs to them.

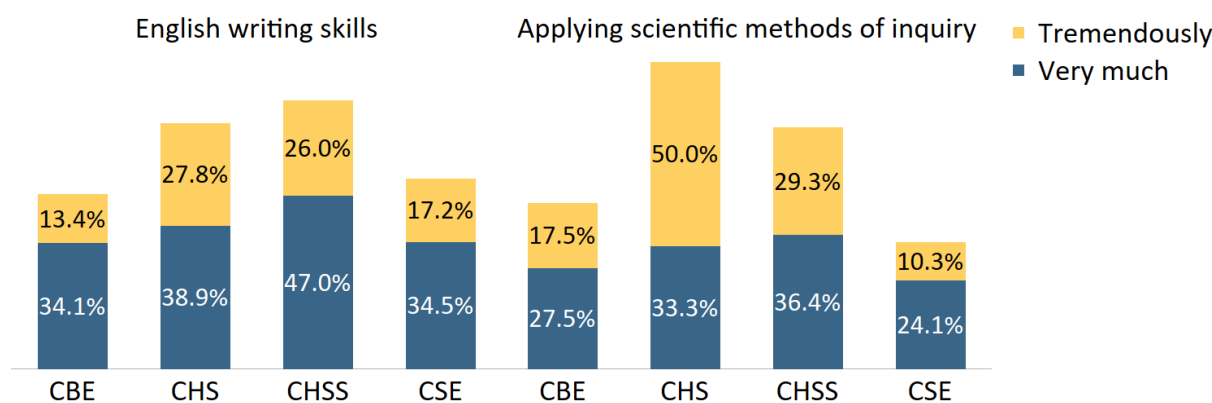


**In 2021, 39.4% of alumni reported that AUA contributed to the development of their skills of submitting papers for publication.**

**Please indicate to what extent your graduate education at AUA contributed to your development in the following areas**



More than 60% of alumni reported that AUA contributed to their development in the following areas very much/tremendously: making presentations, ability to critically analyze ideas and information, ability to function as part of a team, English speaking skills, English writing skills.

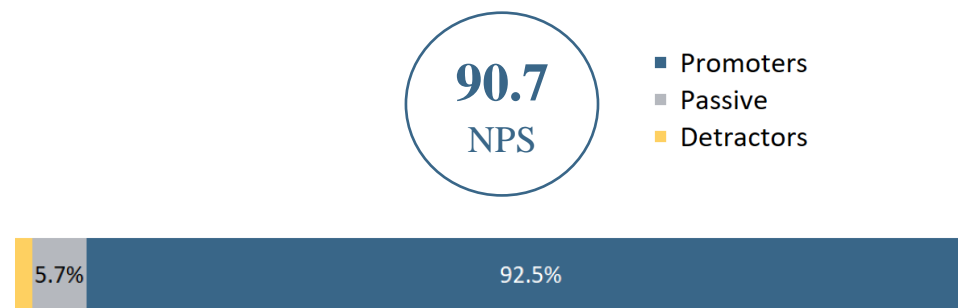


The bar chart above illustrates that there is a statistically significant difference in rating the contribution of AUA in developing one's English writing skills between CHSS and CBE colleges, and a significant difference in rating the contribution of AUA in the ability to apply scientific methods of inquiry between CHS, CSE and CBE colleges.

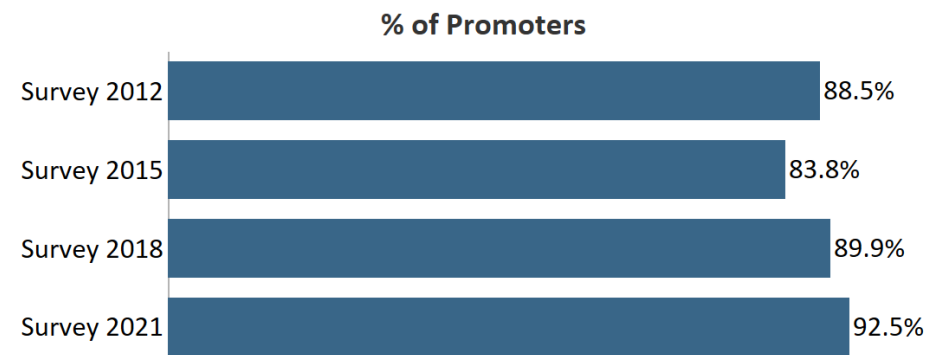
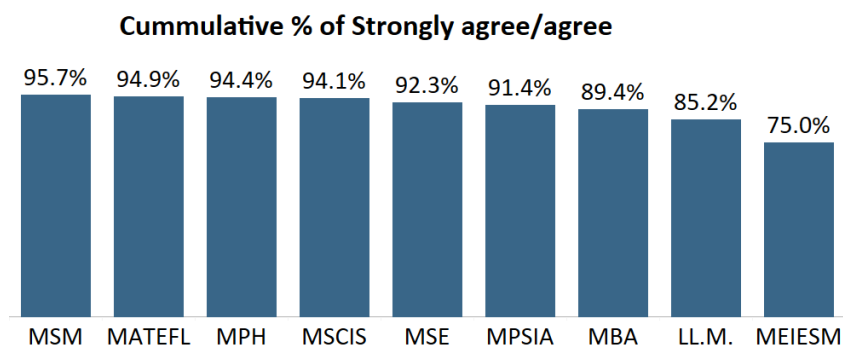
## Evaluation of AUA: Graduate Level

**In 2021, 92.5% of alumni would recommend AUA to prospective students.**

**I would recommend AUA to prospective students**



Overall, approximately 90.7% of alumni are net promoters of AUA<sup>1</sup>. 92.5% of alumni agree/strongly agree with the statement that they would recommend AUA to prospective students.



The bar chart on the left suggests that MEIESM alumni are less likely to recommend AUA to prospective students compared to the other programs.

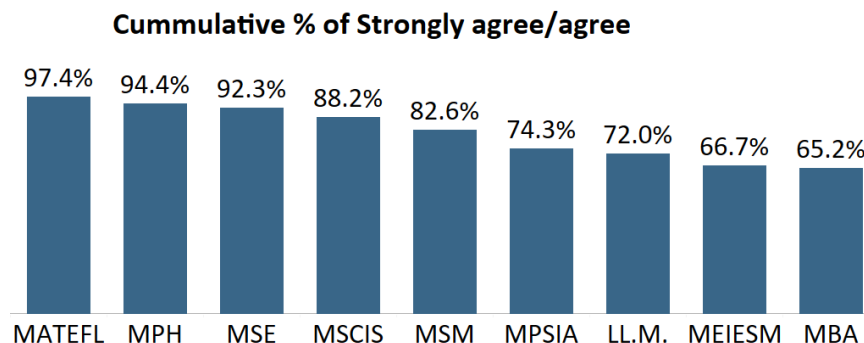
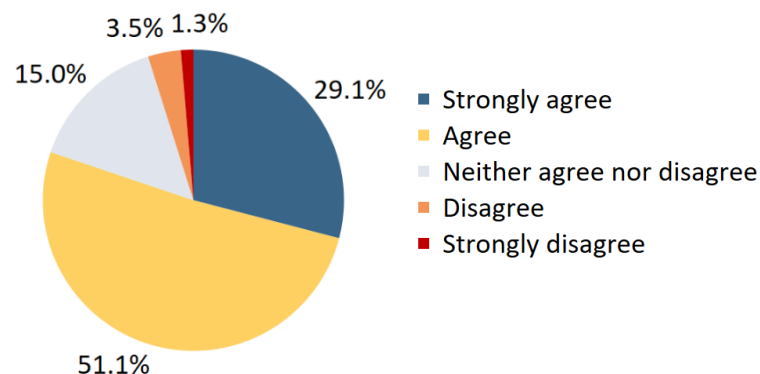
The longitudinal table illustrates that more than 80% of AUA alumni are promoters of AUA.

<sup>1</sup> 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.

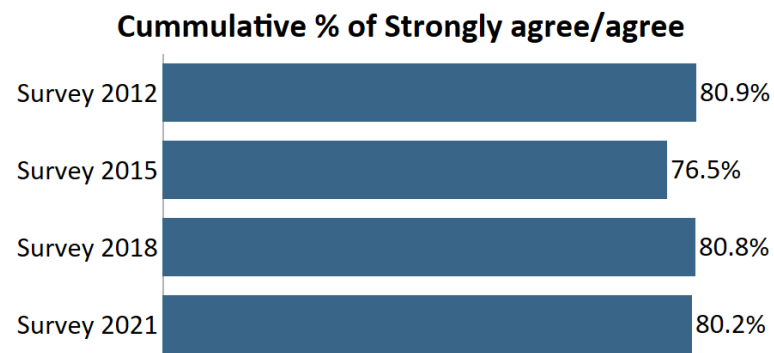
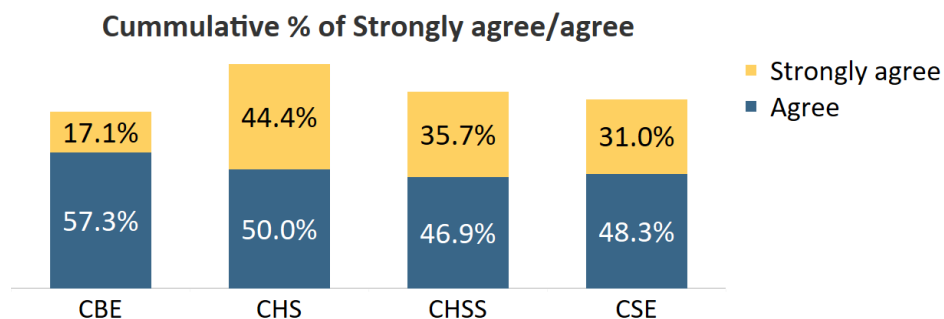
## Evaluation of AUA: Graduate Level

**In 2021, 80.2% of alumni agreed/strongly agreed that their program provided them with the skills needed in their field.**

### My program provided me with the skills needed in my field



Less than 70% of MEIESM and MBA alumni agreed that their program provided them with the skills needed in their field.



The bar chart on the left illustrates the statistically significant difference between the rating of the skills needed in the field provided by the program between the CBE, CHS and CHSS alumni.

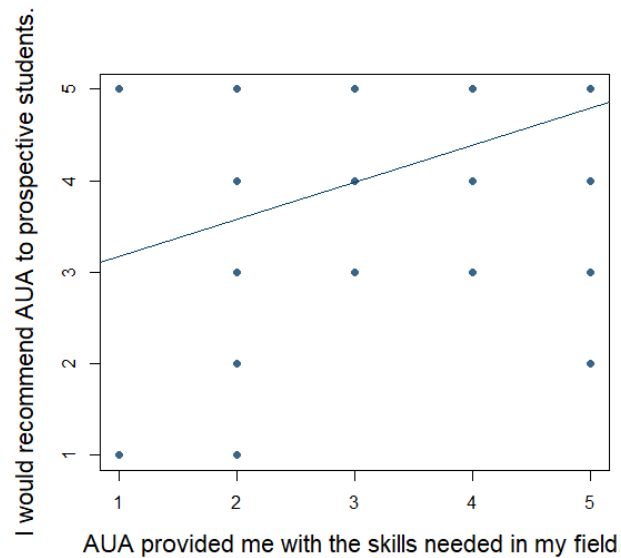
The longitudinal table indicates that more than 75% of AUA alumni agree/strongly agree that their program provided them with skills needed in their field.

### Evaluation of AUA: Graduate Level

For 2021 alumni survey, Pearson's correlation was calculated between "my program provided me with the skills needed in my field" and "overall, how well do you think AUA prepared you for your chosen career or further study." As a result, there was a **statistically significant positive correlation** between these two statements (correlation coefficient=0.617, p=0.000). In addition, "my program provided me with the skills needed in my field" is **statistically significantly positively correlated** with the statement about recommending AUA to prospective students (correlation coefficient=0.471, p=0.000).

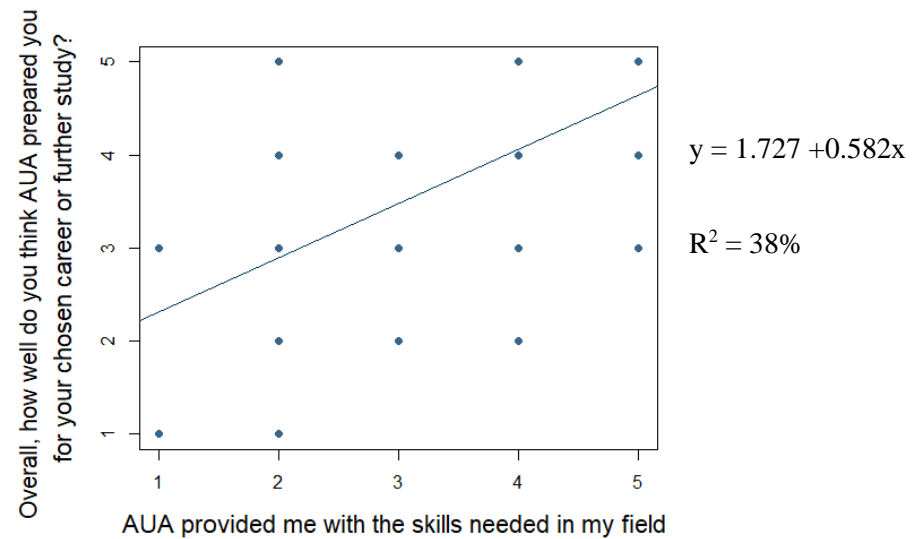
It can be observed from the scatter plot charts below that those who agreed/strongly agreed that their program provided them with skills needed in their field:

- were promoters of AUA to prospective students,
- rated higher their overall preparedness for their chosen career or further study.



$$y = 2.766 + 0.405x$$

$$R^2 = 22.2\%$$



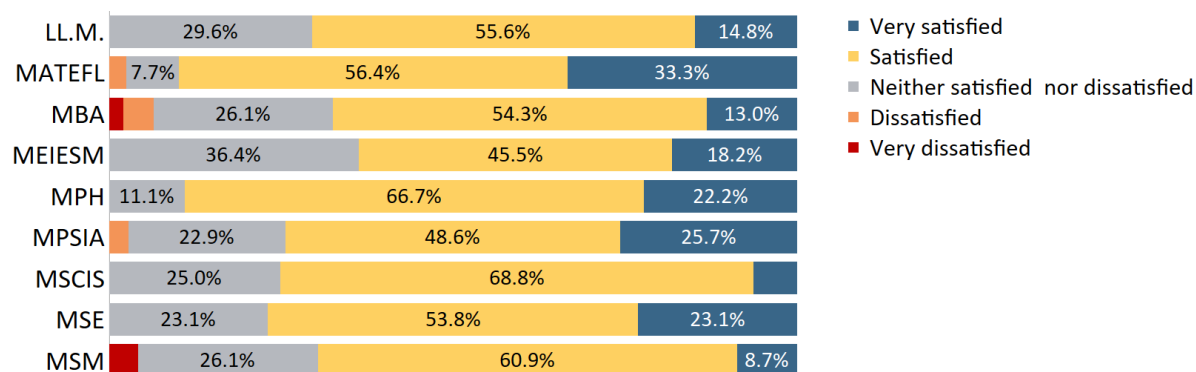
$$y = 1.727 + 0.582x$$

$$R^2 = 38\%$$

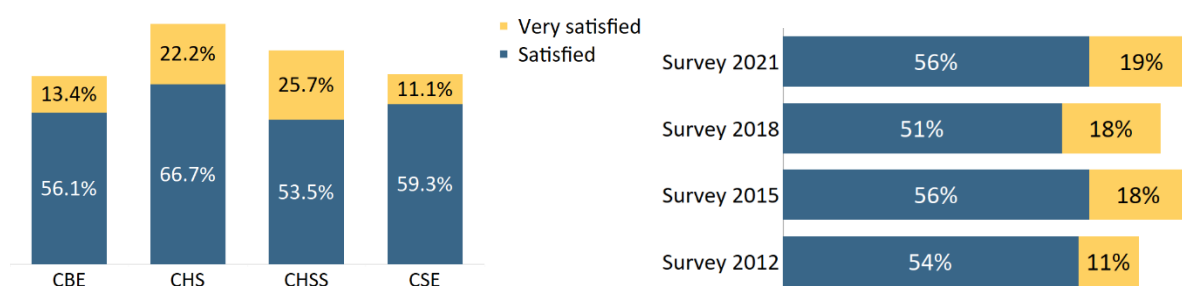
## Keeping in touch with AUA and alumni activities: Graduate Level

**In 2021, approximately 75.4% of alumni were satisfied/very satisfied with alumni services provided by AUA.**

### Please indicate your level of satisfaction with alumni services provided by AUA



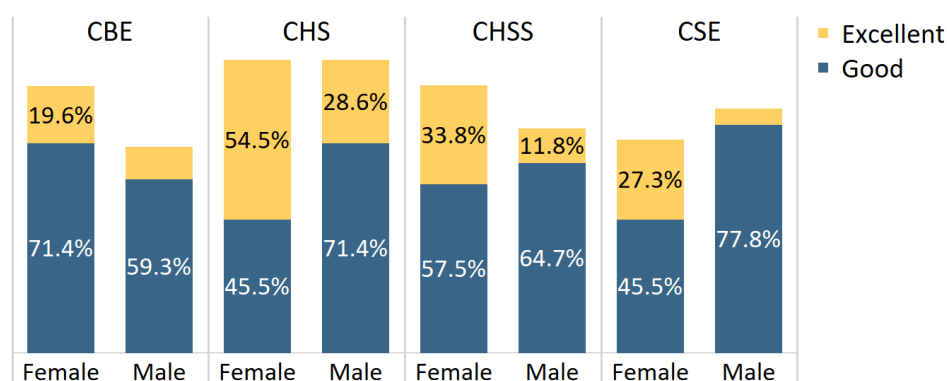
MEIESM alumni have the lowest satisfaction level with the alumni services provided by AUA.



The bar chart on the left illustrates the statistically significant difference in the level of satisfaction with alumni services between CBE and CHS colleges.

The longitudinal table on the right illustrates that the level of satisfaction with alumni services provided by AUA is higher in 2021 survey compared to 2018, and 2012 surveys.

### How would you evaluate the information you receive from AUA?



The bar chart shows that significant difference in the evaluation of information received from AUA between males and females, after adjusting for colleges.

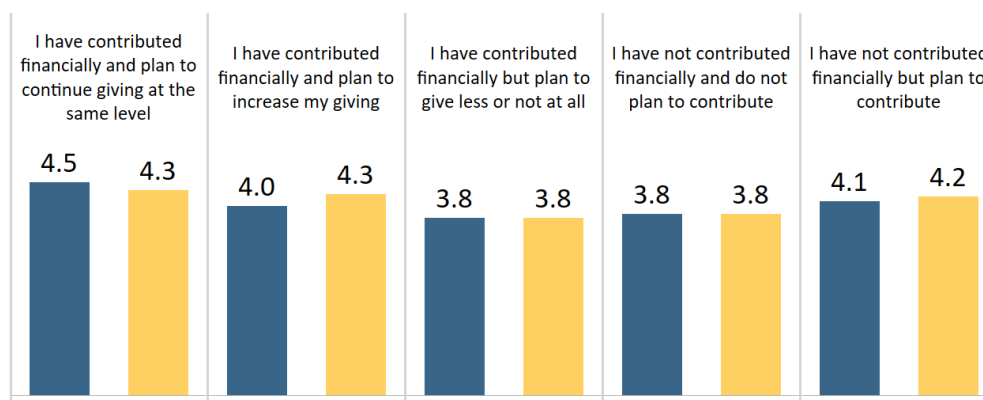


**In 2021, alumni who agreed/strongly agreed that AUA prepared them for their career or further studies have contributed financially or plan to contribute to AUA.**

**Which of the following statements best describes your financial relationship to AUA?**

Response Option	University-Wide %
I have not contributed financially but plan to contribute	57.8%
I have not contributed financially and do not plan to contribute	35.1%
I have contributed financially and plan to continue giving at the same	3.2%
I have contributed financially but plan to give less or not at all	2.2%
I have contributed financially and plan to increase my giving	1.6%

Only 7% of alumni have financially contributed to AUA. Less than 2% of alumni have contributed financially to AUA and plan to increase their giving.



- Average rating of "My program provided me with the skills needed in my field." (1-Strongly disagree, 5-Strongly agree)
- Average rating of "Overall, how well do you think AUA prepared you for your chosen career or further study?" (1-Not at all, 5-Very well)

The bar chart above illustrates that those who have contributed financially and plan to contribute at the same level have the highest agreement with the statement that their program provided them with the skills needed in their field.

Response Options	Median Salary
I have contributed financially and plan to increase my giving (N=4)	[400001-600000]
I have contributed financially and plan to continue giving at the same level (N=4)	[400001-600000]
I have contributed financially but plan to give less or not at all (N=4)	[200001-300000]
I have not contributed financially but plan to contribute (N=113)	[400001-600000]
I have not contributed financially and do not plan to contribute (N=74)	[300001-400000]

Alumni who earn less than 400,000 AMD, regardless of whether they have contributed financially or not, do not plan to contribute in the future.

## Coded Open-Ended Responses: Graduate Level

23. What are the three things that you like about AUA?						
N	Categories	1	2	3	Total	%
1	Academic Programming (Number of academic programs, levels)	2	0	0	2	0.4%
2	Admission Standards	0	0	0	0	0.0%
3	Communication	2	5	3	10	2.2%
4	Curriculum - academic	35	28	27	90	20.2%
5	Curriculum - logistics	5	5	2	12	2.7%
6	Discipline/Behavior/Academic Integrity	4	1	1	6	1.3%
7	Extra-curricular activities	0	1	1	2	0.4%
8	Facilities	9	10	18	37	8.3%
9	Faculty	25	21	15	61	13.7%
10	Faculty - Student Interaction	8	12	4	24	5.4%
11	Financial (Tuition, Tuition assistance, insurance)	0	3	2	5	1.1%
12	Food Services	0	1	2	3	0.7%
13	Management/Administration	3	1	1	5	1.1%
14	Policies and Procedures	0	0	0	0	0.0%
15	Resources	0	4	5	9	2.0%
16	Staff	0	0	2	2	0.4%
17	Support Services	0	2	1	3	0.7%
18	Overall atmosphere	38	16	15	69	15.5%
19	Students	3	1	6	10	2.2%
20	Other	21	39	36	96	21.5%
	Total	155	150	141	446	100.0%

24. What are the three things that you like least about AUA?						
N	Categories	1	2	3	Total	%
1	Academic Programming (Number of academic programs, levels)	2	2	2	6	2.5%
2	Admission Standards	1	0	3	4	1.6%
3	Communication	1	0	0	1	0.4%
4	Curriculum - academic	29	23	12	64	26.2%
5	Curriculum - logistics	6	6	4	16	6.6%
6	Discipline/Behavior/Academic Integrity	1	2	2	5	2.0%
7	Extra-curricular activities	2	1	0	3	1.2%
8	Facilities	7	5	1	13	5.3%
9	Faculty	16	14	4	34	13.9%
10	Faculty - Student Interaction	2	2	3	7	2.9%
11	Financial (Tuition, Tuition assistance, insurance)	8	2	3	13	5.3%
12	Food Services	1	1	1	3	1.2%
13	Management/Administration	5	5	3	13	5.3%
14	Policies and Procedures	2	4	3	9	3.7%
15	Resources	2	0	1	3	1.2%
16	Staff	2	3	0	5	2.0%
17	Support Services	1	1	4	6	2.5%
18	Overall atmosphere	1	1	2	4	1.6%
19	Students	2	1	2	5	2.0%
20	Other	17	9	4	30	12.3%
	Total	108	82	54	244	100.0%

### Coded Open-Ended Responses: Graduate Level

25. What is the ONE thing that you think should change at AUA so that graduates will be better prepared for further education or professional life?			
N	Suggestions	Frequency	%
1	Academic Programming (Number of academic programs, levels)	2	1.9%
2	Admission Standards	3	2.9%
3	Communication	1	1.0%
4	Curriculum - academic	46	44.2%
5	Curriculum - logistics	1	1.0%
6	Discipline/Behavior/Academic Integrity	0	0.0%
7	Extra-curricular activities	12	11.5%
8	Facilities	2	1.9%
9	Faculty	15	14.4%
10	Faculty - Student Interaction	2	1.9%
11	Financial (Tuition, Tuition assistance, insurance)	1	1.0%
12	Food Services	0	0.0%
13	Management/Administration	0	0.0%
14	Policies and Procedures	0	0.0%
15	Resources	1	1.0%
16	Staff	0	0.0%
17	Support Services	7	6.7%
18	Overall atmosphere	0	0.0%
19	Students	0	0.0%
20	Other	11	10.6%
	Total	104	100.0%

26. What is the most significant impact AUA has had in Armenia and the region?			
N	Response	Total	%
1	Prepares quality workforce in Armenia	26	23.9%
2	Provides an alternative Western-style education in Armenia	7	6.4%
3	Impacts the quality of education in Armenia (including financial assistance)	41	37.6%
4	Provides international education and employment opportunities	11	10.1%
5	Provides professional development and networking opportunities for students/alumni	5	4.6%
6	Impacts the business environment in Armenia	2	1.8%
7	Promotes values of responsible citizenship among its students	3	2.8%
8	Impacts the knowledge of English language in Armenia	3	2.8%
9	Other	11	10.1%
	Total	109	100.0%

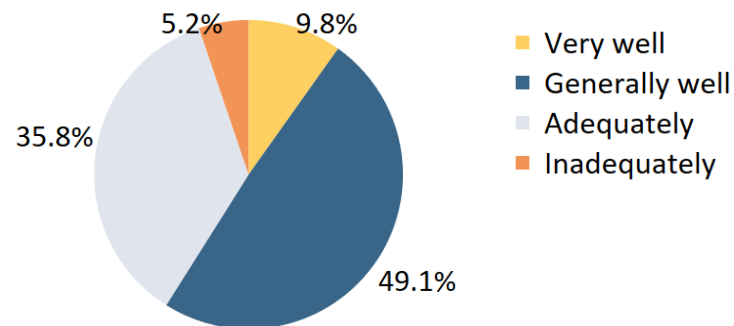
## Undergraduate Level

### Job and Career: Undergraduate Level

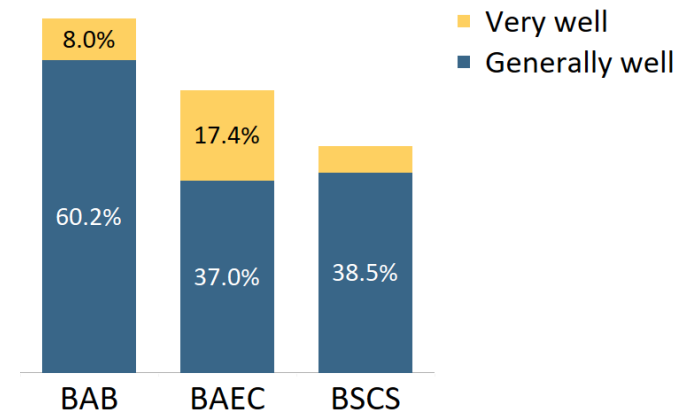
**Approximately 59% of alumni indicated that AUA prepared them for their chosen career very well/generally well.**

**Overall, how well do you think AUA prepared you for your chosen career or further study?**

University Wide: Undergraduates



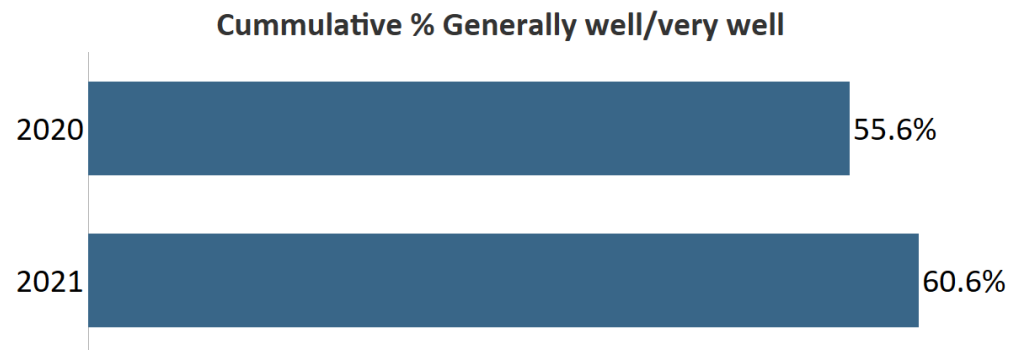
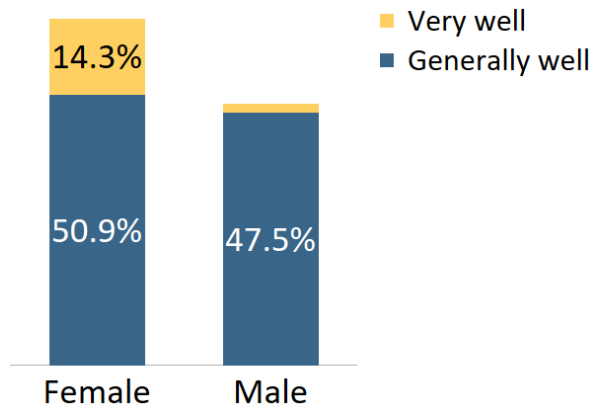
By Program



The bar chart above illustrates that BAB alumni rated their preparedness for their chosen career or further study higher compared to the BAEC and BSCS alumni.

**In 2021, females rated their preparation for chosen career and further study significantly higher than males.**

**Overall, how well do you think AUA prepared you for your chosen career or further study?**



The bar chart illustrates the statistically significant difference between male and female alumni in the rating of preparation of AUA to their chosen career and further study.

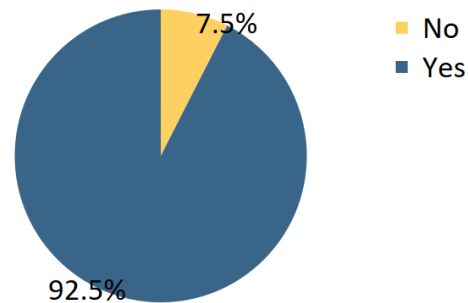
Alumni who graduated in 2021 rated the preparation of AUA to their chosen career and further study higher than the 2020 alumni.



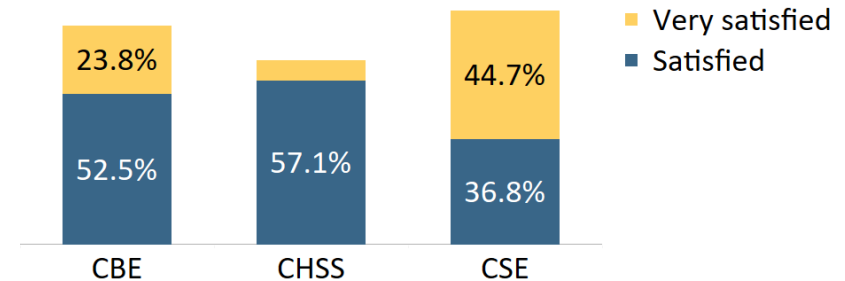
## Job and Career: Undergraduate Level

**92.5% of alumni indicated that they work in a paid position.**

**Are you currently working in a paid position?**

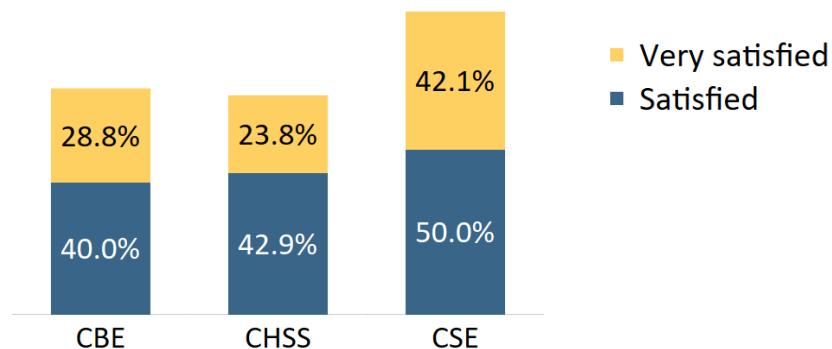


**How satisfied are you with the intellectual challenges posed by your current position?**



The bar chart above illustrates the statistically significant difference in the satisfaction level with the intellectual challenges posed by the current employment between the CHSS and CSE alumni.

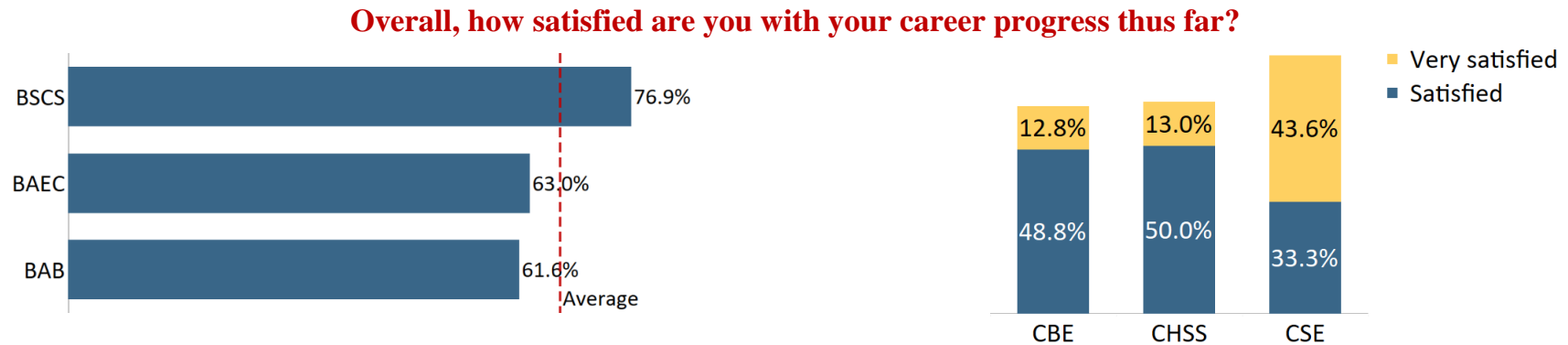
**How satisfied are you with the professional development opportunities posed by your current position?**



The bar chart above shows the statistically significant difference in the satisfaction level with the professional development opportunities between CBE, CHSS and CSE colleges.

## Job and Career: Undergraduate Level

**On average, approximately 67.2% of alumni are satisfied with their career progress.**



The bar chart on the left indicates that the satisfaction level with their career progress is only higher than the average in case of the BSCS alumni.

The bar chart on the right illustrates the statistically significant difference in the level of satisfaction with the career progress between CBE, CHSS and CSE alumni.



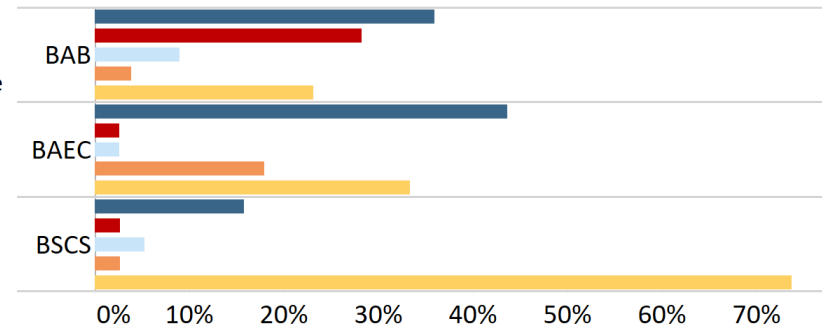
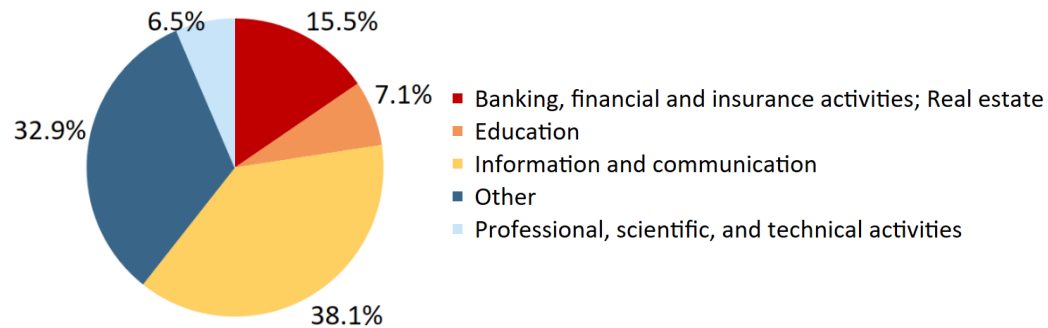
The bar chart on the left shows that BSCS alumni reported starting to work prior to their graduation more compared to the other program.

The bar chart on the right indicates that within 2021 alumni more people reported still seeking for a job compared to 2020 alumni.

## Job and Career: Undergraduate Level

**79.5% of AUA alumni reported working in their field of specialization.**

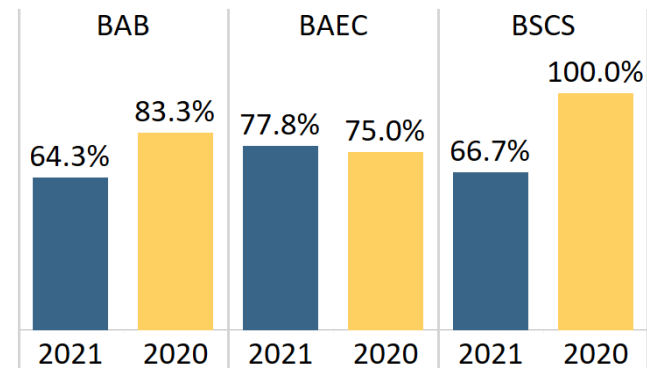
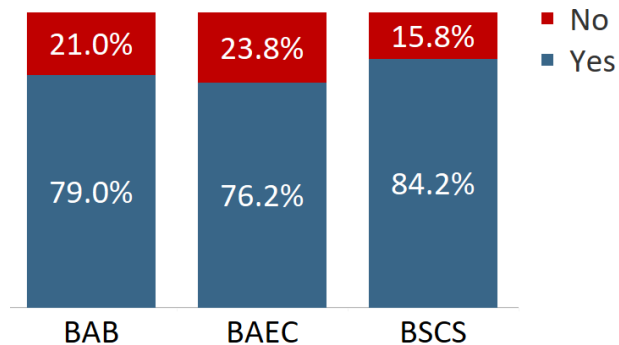
### University Wide: In what industry is your current employment?



Approximately 38% of AUA alumni are employed in the information and communication industry.

The bar chart on the right indicates that more than 70% of BSCS alumni are employed in information and communication industry, while approximately 28% of BAB alumni are employed in banking, financial and insurance activities.

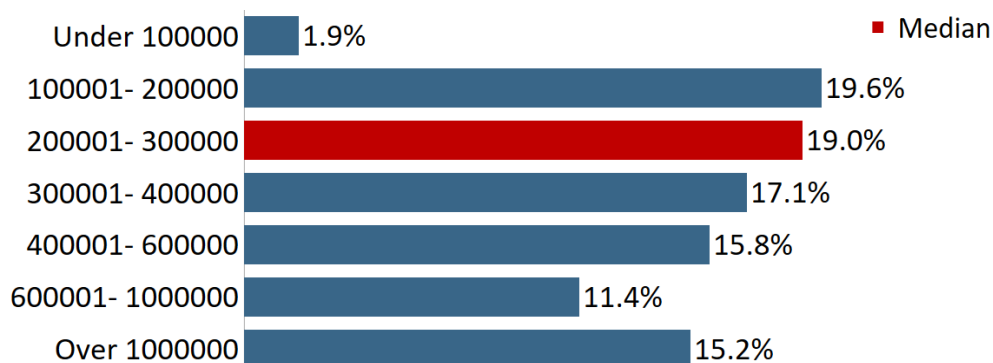
### Is your current position related to your field(s) of study at AUA?



Less than 80% of BAB and BSCS 2021 alumni reported working in their field of specialization.

**The median salary of alumni is 200,000 – 300,000 AMD.**

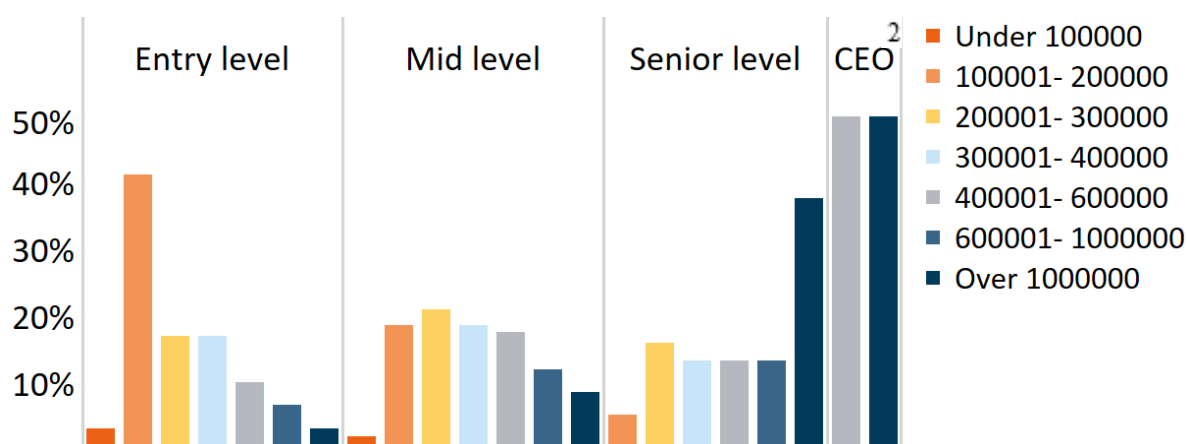
**Approximate individual monthly salary after taxes (in AMD)**



28.3% BAEC alumni earn less than the university-wide median salary (200001-300000 AMD). 85% of BSCS alumni earn more than the university-wide median salary.

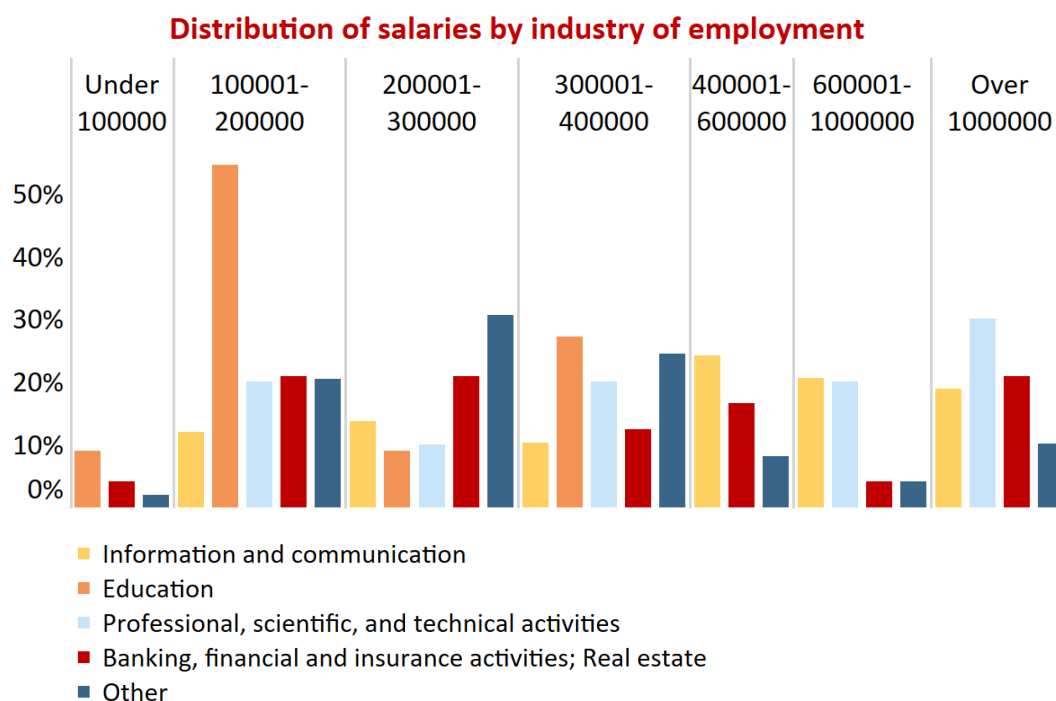
Degree	Under 100000	100001- 200000	200001- 300000	300001- 400000	400001- 600000	600001- 1000000	Over 1000000
BAB	2.3%	21.6%	19.3%	21.6%	19.3%	5.7%	10.2%
BAEC	7.5%	20.8%	24.5%	20.8%	15.1%	9.4%	1.9%
BSCS	2.5%	5.0%	7.5%	7.5%	12.5%	27.5%	37.5%

62% of alumni in entry level positions earn less than 300,000 AMD. About 51.4% of alumni working in senior level positions earn more than 600,000 AMD. Half of the alumni working in chief executive position earn more than 1,000,000 AMD.

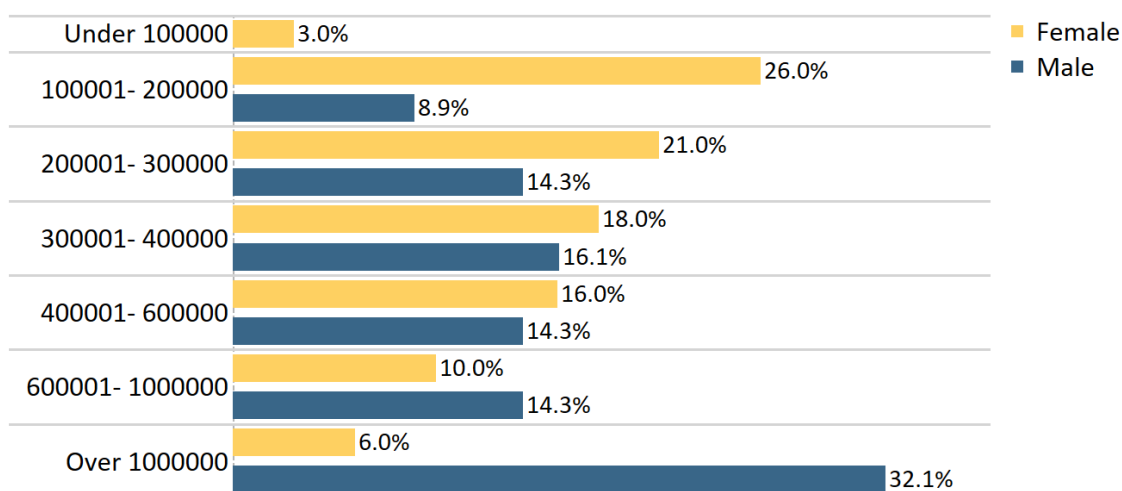


<sup>2</sup> CEO: Chief executive Officer

## Half of female alumni earn less than 300,000 AMD monthly net salary.



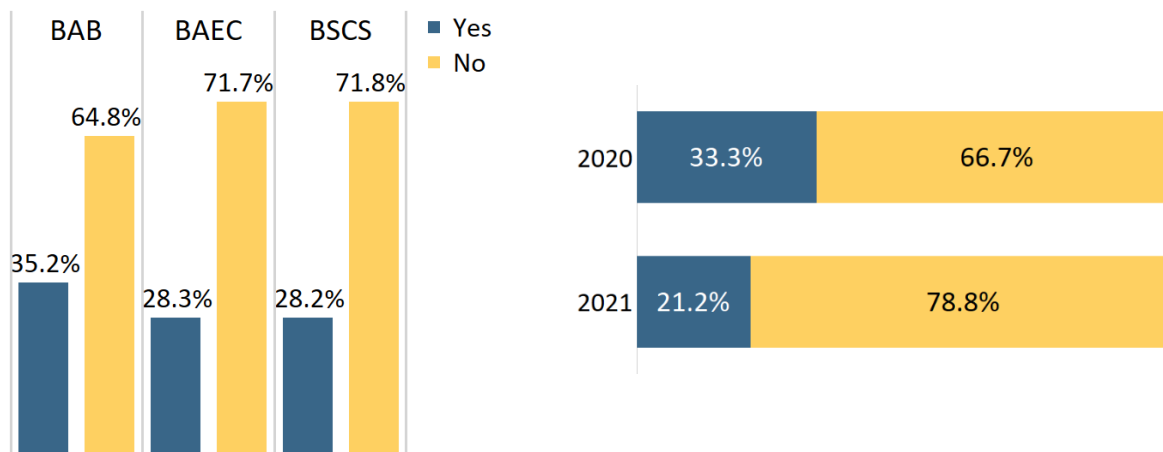
The majority of alumni whose monthly net salary is 100,001 – 200,000 AMD are employed in education. 50% of alumni who earn more than 600,000 AMD are employed in professional, scientific and technical activities, and 39.7% of alumni who earn more than 600,000 AMD are employed in information and communication.



The bar chart above indicates that more than half of female alumni earn less than 300,000 AMD monthly net salary. While 46.4% of male alumni earn more than 600,000 AMD monthly net salary.

**Approximately 21% of alumni continued their education after completing their AUA degree.**

**After completing your AUA degree did you pursue further education or are you currently enrolled in a degree (or professional) program?**

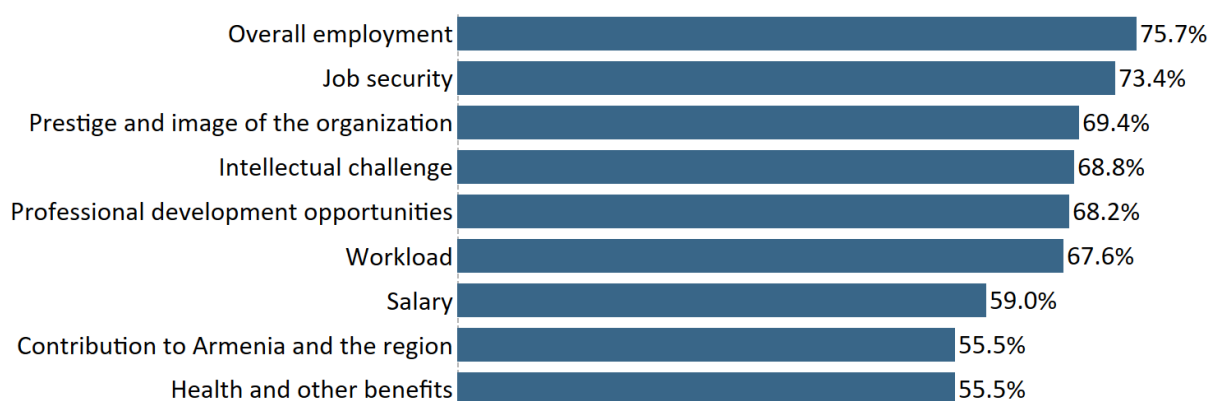


The bar graph illustrates that BAB has the highest percentage of alumni who continued their education after completing their AUA degree.

The table below shows the percentage of 2020 and 2021 alumni who continued their education after completing their AUA degree.

	BAB	BAEC	BSCS
2020	30.0%	41.7%	33.3%
2021	21.7%	30.8%	33.3%

**How satisfied are you with your current employment in general and the following aspects of your position?**

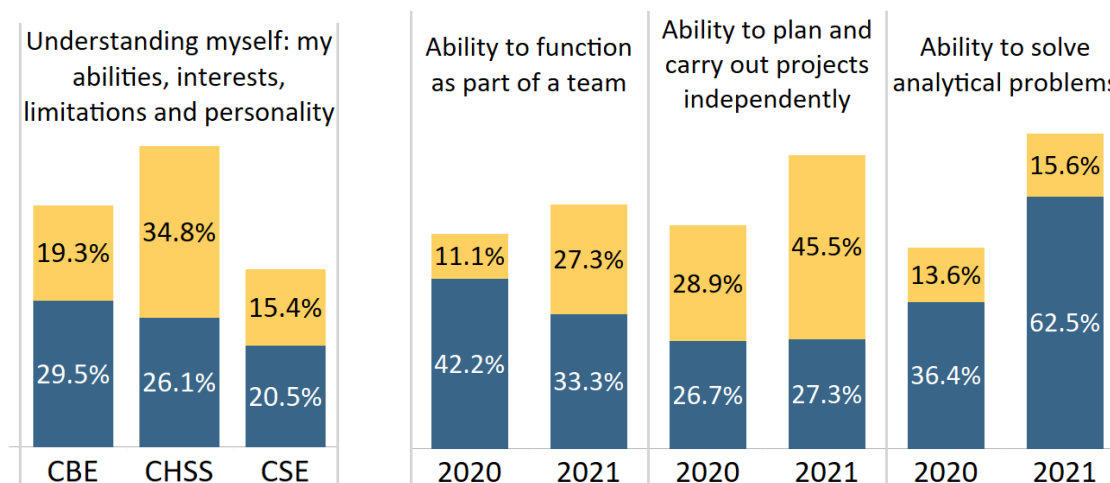


Less than 60% of alumni are satisfied with the salary, contribution to Armenia and the region and health and other benefits posed by their current employment.

**There is statistically significant difference in the male and female reports regarding AUA's contribution to their development in a number of areas.**

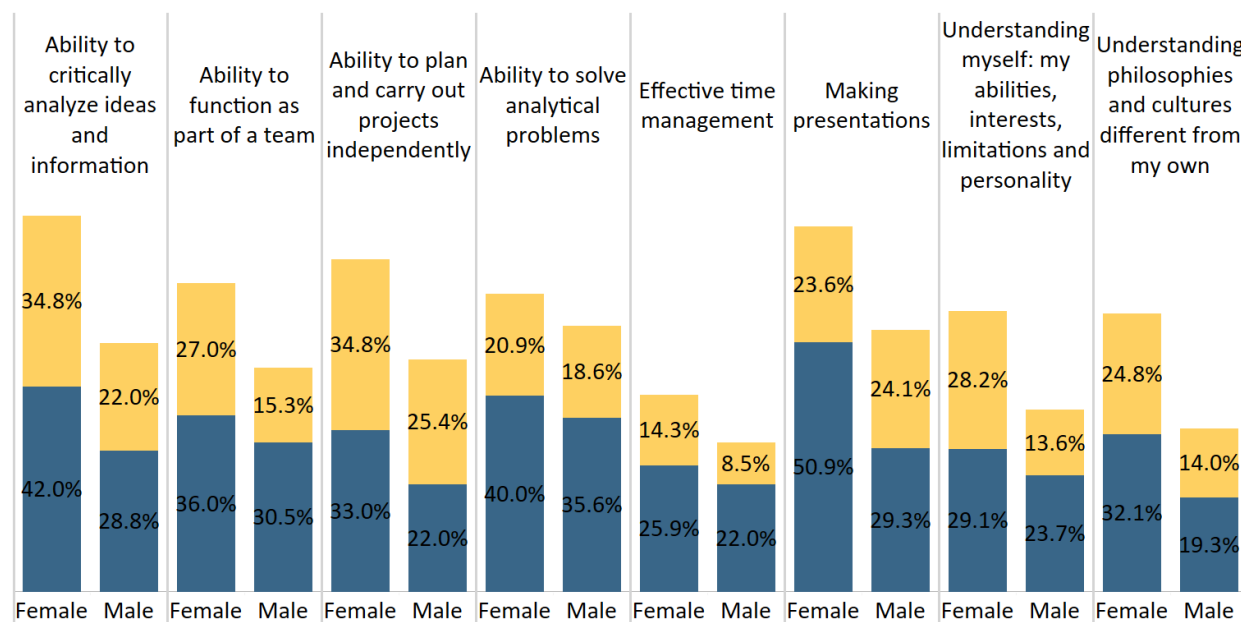
**Please indicate to what extent your education at AUA contributed to your development in the following areas:**

- Tremendously
- Very much



The left bar chart above illustrates the statistically significant difference in the rating of AUA's contribution to the skills for understanding themselves between CBE, CHSS and CSE alumni.

The right bar chart above shows the statistically significant difference between the rating of AUA's contribution to their ability to function as part of a team, plan and carry out projects independently and solve analytical problems between 2020 and 2021 graduates.



The bar chart shows the statistically significant differences between male and female rating of AUA's contribution in the mentioned areas.

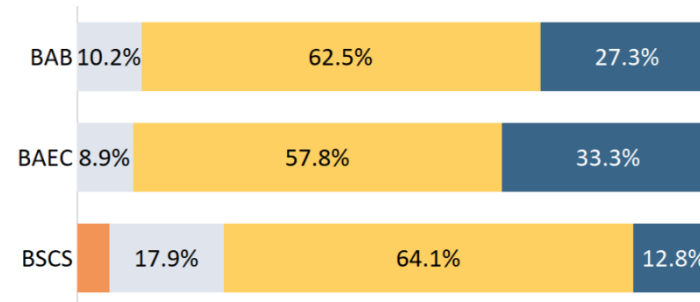
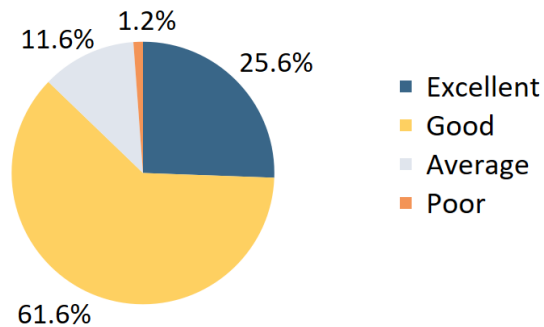


### Evaluation of AUA: Undergraduate Level

**87.2% of alumni rated their overall experience at AUA as good/excellent.**

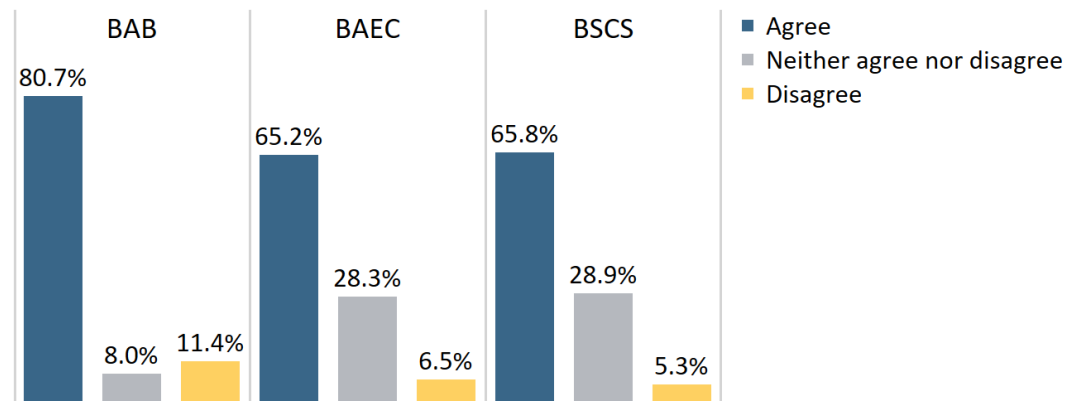
**73.3% of alumni agreed that attending AUA was worth the financial costs to their family and to themselves.**

#### How would you rate your overall experience at AUA?



No alumni rated their experience as poor/very poor.

#### The benefits I received from attending AUA were worth the financial costs to my family and me



The university wide percentage of the alumni who agree that the benefits they received from AUA were worth the financial costs is 73.3%.

**Only 59.5% of BSCS alumni agree/strongly agree with the statement “My program provided me with the skills needed in my field”.**

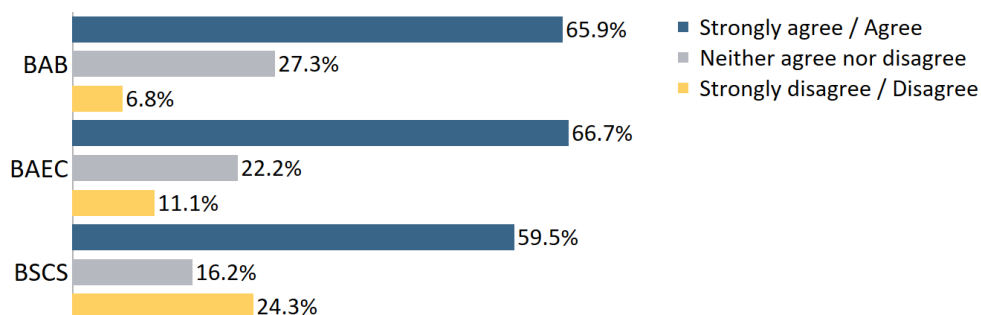
**Please indicate to what extent your graduate education at AUA contributed to your development in the following areas**

**Cummulative % of Very much/tremendously**



More than 70% of alumni reported that AUA very much/tremendously contributed to the development of their English-speaking skills, English writing skills. Less than 30% of alumni reported that AUA very much/tremendously contributed to their skills for submitting papers for publication.

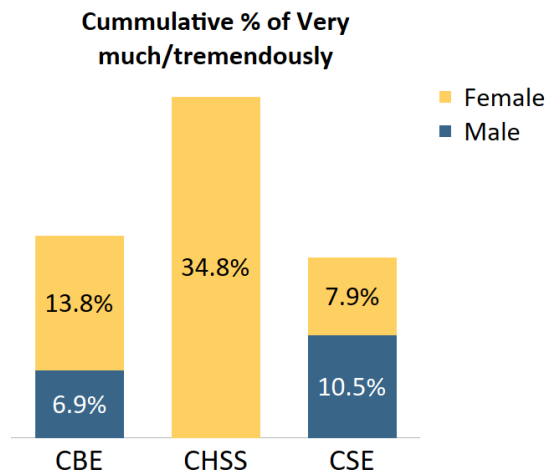
**My program provided me with the skills needed in my field**



BSCS alumni reported that they disagree/strongly disagree with the statement that their program provided them with the skills needed in their field more compared to BAB and BAEC alumni.

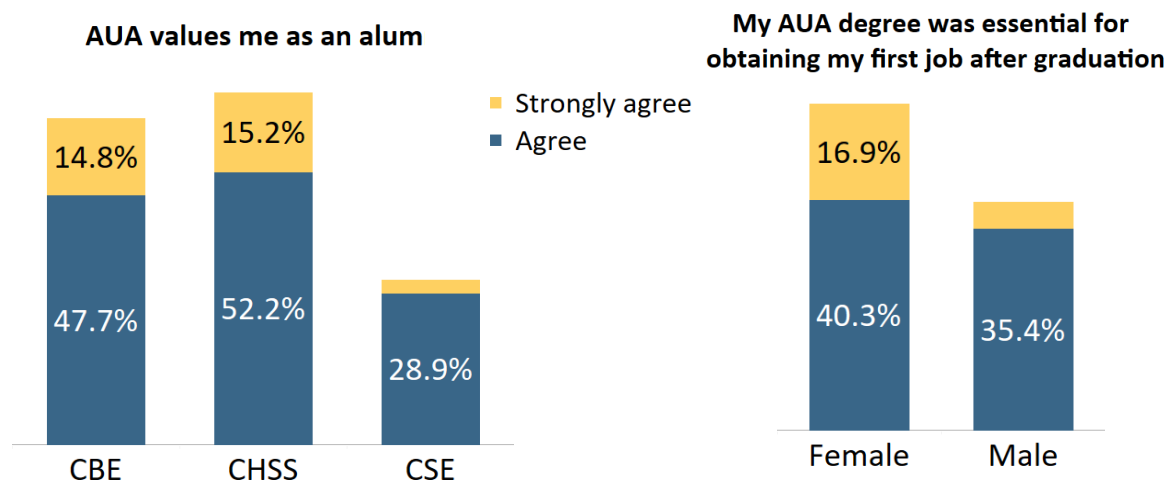
**51.7% of alumni agree/strongly agree with the statement that their AUA degree was essential for obtaining their first job after graduation.**

**Please indicate to what extent your graduate education at AUA contributed to your development in submitting papers for presentation**



The bar chart above illustrates the statistically significant difference between male and female alumni rating AUA's contribution to their ability of submitting papers for publication after fixing the college.

**Thinking about your overall experience at AUA, please indicate to what extent you agree or disagree with the following statements.**



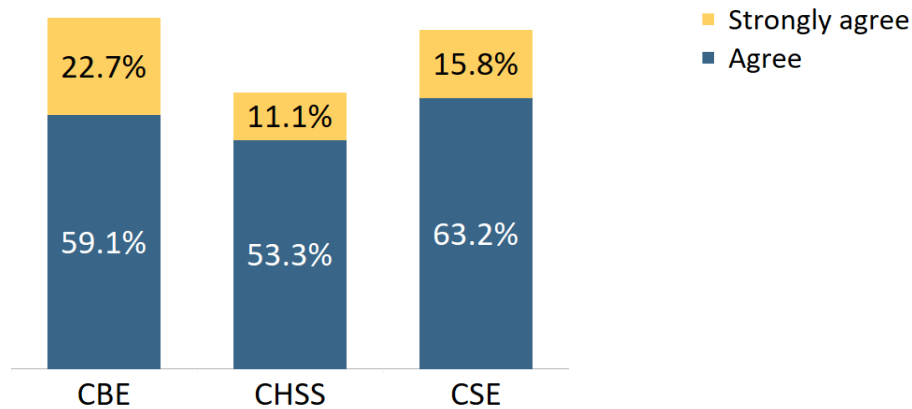
The bar chart on the left illustrates the statistically significant difference in the agreement that AUA values them as an alum between CBE, CHSS and CSE alumni.

The bar chart on the right illustrates that female alumni have a statistically significantly higher agreement with the statement that AUA degree was essential for obtaining their first job after graduation than male alumni.

**87.2% of alumni rated their overall experience at AUA as good/excellent.**

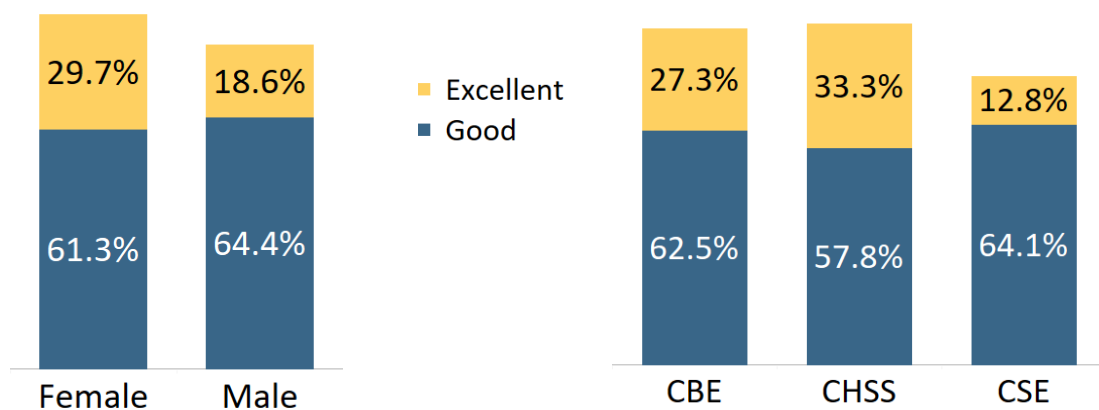
**Thinking about your overall experience at AUA, please indicate to what extent you agree or disagree with the following statements.**

**My AUA experiences were relevant to my career goals**



The bar chart above illustrates the statistically significant difference in the level of agreement with the statement that their AUA experiences were relevant to their career goals between CBE and CHSS alumni.

**How would you rate your overall experience at AUA?**

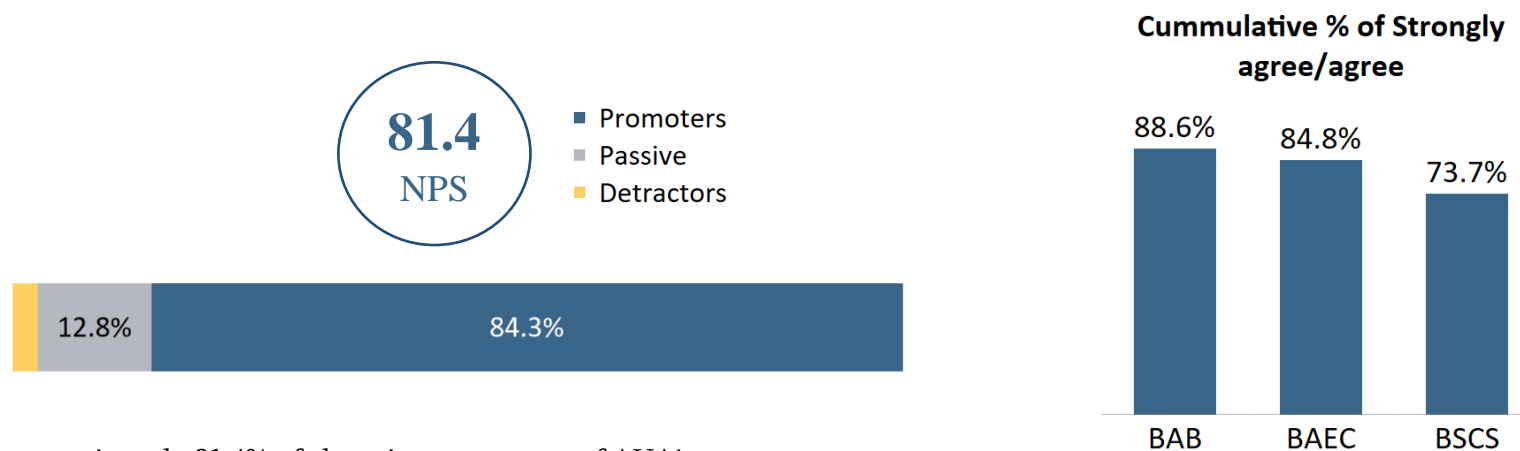


The bar charts above illustrate the statistically significant differences in the rating of the overall experience at AUA between male and female alumni, as well as the CBE, CHSS and CSE alumni.

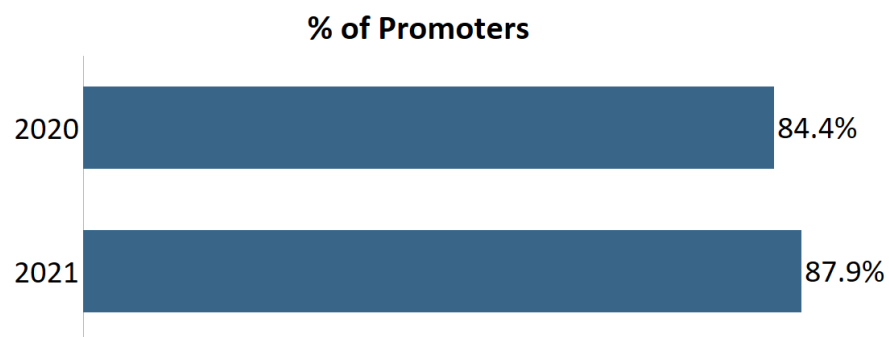
## Evaluation of AUA: Undergraduate Level

**84.3% of alumni would recommend AUA to prospective students.**

### I would recommend AUA to prospective students



Overall, approximately 81.4% of alumni are promoters of AUA<sup>1</sup>.



The percentage of AUA promoters is higher within 2021 alumni compared to the 2020 alumni.

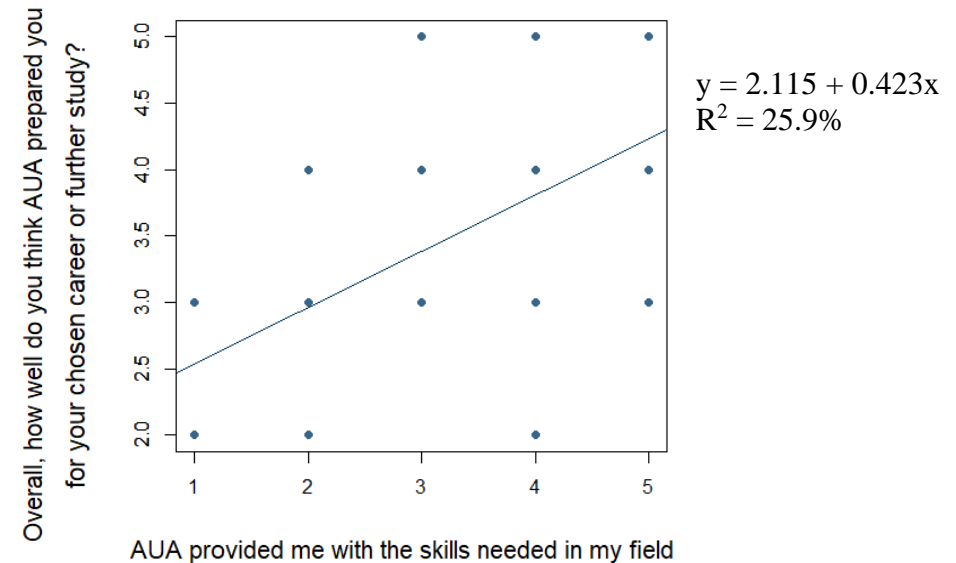
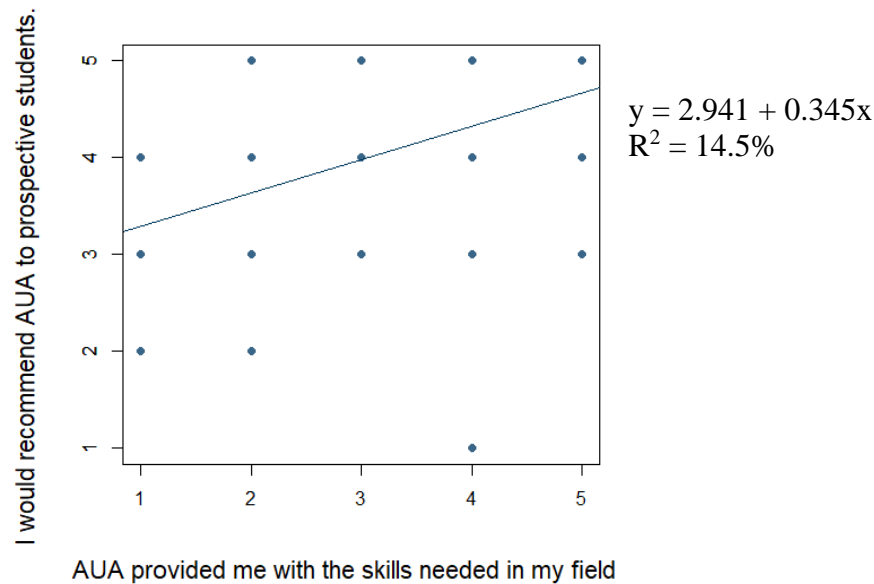
<sup>1</sup> Promoters: responses of strongly agree/agree; Passive: neither agree nor disagree; Detractor: strongly disagree/disagree. Net Promoter Score (NPS) is the difference between the percentage of promoters and detractors.

### Evaluation of AUA: Undergraduate Level

Pearson's correlation was calculated between "my program provided me with the skills needed in my field" and "overall, how well do you think AUA prepared you for your chosen career or further study." As a result, there was a **statistically significant positive correlation** between these two statements (correlation coefficient=0.510, p=0.000). In addition, "my program provided me with the skills needed in my field" is **statistically significantly positively correlated** with the statement about recommending AUA to prospective students (correlation coefficient=0.381, p=0.000).

It can be observed from the scatter plot charts below that those who agreed/strongly agreed that their program provided them with skills needed in their field:

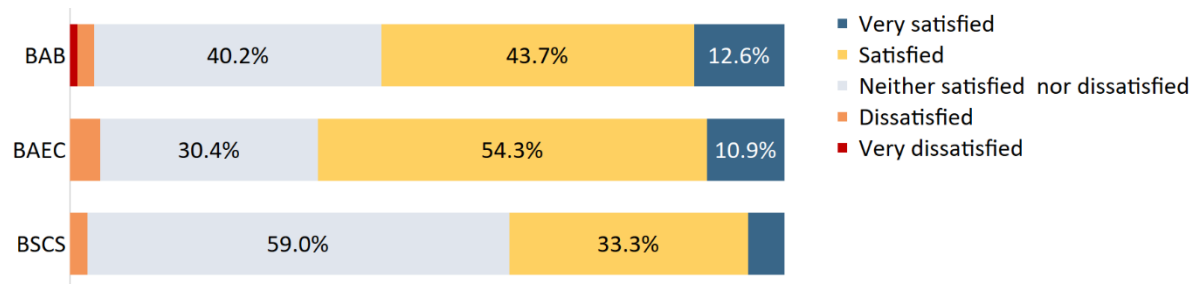
- were promoters of AUA to prospective students,
- rated higher their overall preparedness for their chosen career or further study.



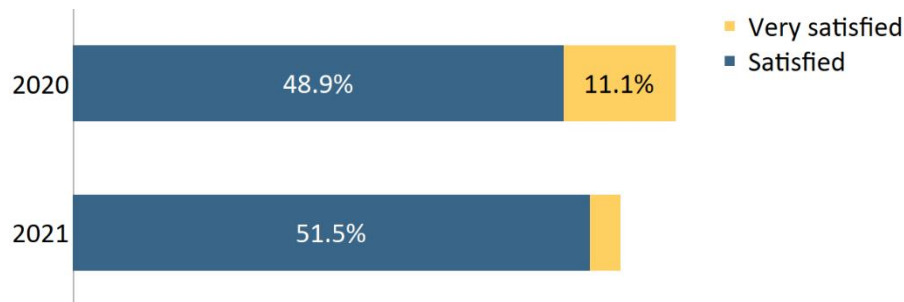
### Keeping in touch with AUA and alumni activities: Undergraduate Level

**54.7% of alumni were satisfied/very satisfied with alumni services provided by AUA.**

#### Please indicate your level of satisfaction with alumni services provided by AUA



University-wide satisfaction level with alumni services is 54.7%, while BSCS alumni have satisfaction level of 38.4%, lower than the university-wide average.



2021 alumni reported less satisfaction level with the alumni services compared to the 2020 alumni.

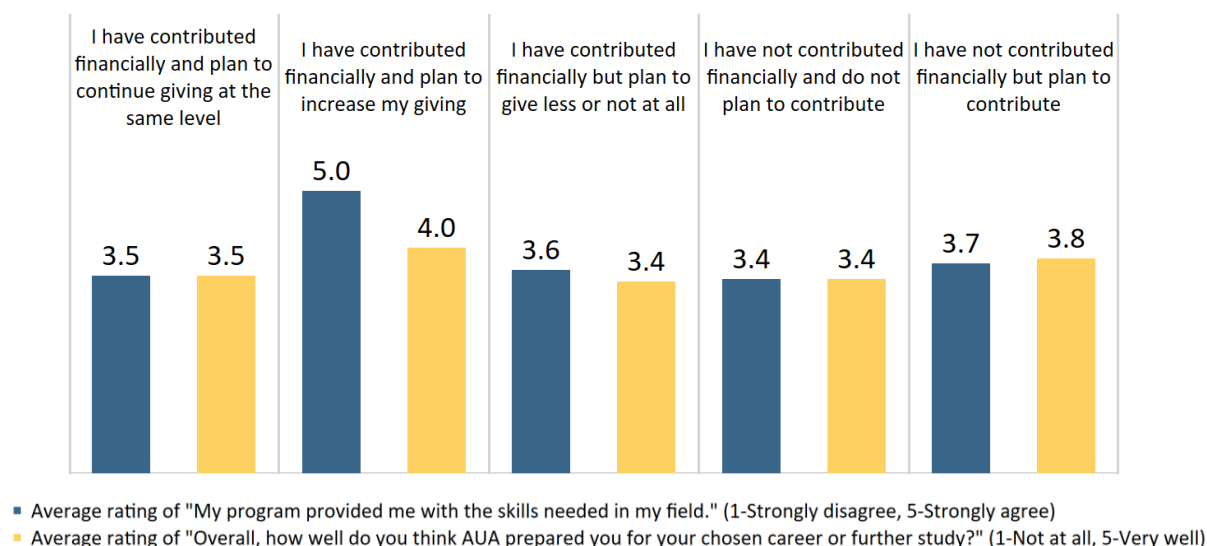
#### Which of the following statements best describes your financial relationship to AUA?

Response Option	University-Wide %
I have not contributed financially but plan to contribute	54.5%
I have not contributed financially and do not plan to contribute	35.7%
I have contributed financially but plan to give less or not at all	6.5%
I have contributed financially and plan to continue giving at the same level	2.6%
I have contributed financially and plan to increase my giving	0.6%

90.2% of alumni have not contributed to AUA financially.

**Alumni who agreed that AUA prepared them for their career or further studies and provided them with skills needed in their field have contributed financially and plan to increase their giving.**

**Which of the following statements best describes your financial relationship to AUA? .**



The bar chart above illustrates that those who have contributed financially and plan to increase their giving have the highest rating of their overall preparedness for chosen career or further study and the highest agreement with the statement that their program provided them with the skills needed in their field.

Response Options	Median Salary
I have contributed financially and plan to increase my giving (N=1)	[600001-1000000]
I have contributed financially and plan to continue giving at the same level (N=3)	[200001-300000]
I have contributed financially but plan to give less or not at all (N=6)	[300001-400000]
I have not contributed financially but plan to contribute (N=89)	[300001-400000]
I have not contributed financially and do not plan to contribute (N=54)	[300001-400000]

Most of the alumni who have financially contributed to AUA have a median salary of 200,000 – 400,000 AMD



### Coded Open-Ended Responses: Undergraduate Level

23. What are the three things that you like about AUA?						
N	Categories	1	2	3	Total	%
1	Academic Programming (Number of academic programs, levels)	1	1	0	2	0.5%
2	Admission Standards	0	1	0	1	0.2%
3	Communication	0	3	2	5	1.1%
4	Curriculum - academic	34	40	30	104	23.9%
5	Curriculum - logistics	17	9	2	28	6.4%
6	Discipline/Behavior/Academic Integrity	1	0	1	2	0.5%
7	Extra-curricular activities	0	2	4	6	1.4%
8	Facilities	5	13	20	38	8.7%
9	Faculty	27	31	12	70	16.1%
10	Faculty - Student Interaction	4	7	6	17	3.9%
11	Financial (Tuition, Tuition assistance, insurance)	2	0	0	2	0.5%
12	Food Services	1	1	0	2	0.5%
13	Management/Administration	3	1	3	7	1.6%
14	Policies and Procedures	0	0	0	0	0.0%
15	Resources	1	2	5	8	1.8%
16	Staff	1	1	4	6	1.4%
17	Support Services	0	0	2	2	0.5%
18	Overall atmosphere	30	16	16	62	14.2%
19	Students	4	1	3	8	1.8%
20	Other	18	19	29	66	15.1%
	Total	149	148	139	436	100.0%

24. What are the three things that you like least about AUA?						
N	Categories	1	2	3	Total	%
1	Academic Programming (Number of academic programs, levels)	5	3	3	11	3.6%
2	Admission Standards	5	4	4	13	4.2%
3	Communication	2	1	3	6	1.9%
4	Curriculum - academic	38	33	16	87	28.2%
5	Curriculum - logistics	10	5	2	17	5.5%
6	Discipline/Behavior/Academic Integrity	1	0	3	4	1.3%
7	Extra-curricular activities	1	1	2	4	1.3%
8	Facilities	4	2	6	12	3.9%
9	Faculty	10	19	10	39	12.7%
10	Faculty - Student Interaction	3	2	1	6	1.9%
11	Financial (Tuition, Tuition assistance, insurance)	3	4	5	12	3.9%
12	Food Services	1	0	0	1	0.3%
13	Management/Administration	18	7	8	33	10.7%
14	Policies and Procedures	1	5	4	10	3.2%
15	Resources	1	0	1	2	0.6%
16	Staff	4	1	1	6	1.9%
17	Support Services	4	3	1	8	2.6%
18	Overall atmosphere	3	0	1	4	1.3%
19	Students	3	1	0	4	1.3%
20	Other	13	10	6	29	9.4%
	Total	130	101	77	308	100.0%

25. What is the ONE thing that you think should change at AUA so that graduates will be better prepared			
N	Suggestions	Frequency	%
1	Academic Programming (Number of academic programs, levels)	7	5.8%
2	Admission Standards	4	3.3%
3	Communication	1	0.8%
4	Curriculum - academic	70	57.9%
5	Curriculum - logistics	2	1.7%
6	Discipline/Behavior/Academic Integrity	1	0.8%
7	Extra-curricular activities	7	5.8%
8	Facilities	0	0.0%
9	Faculty	7	5.8%
10	Faculty - Student Interaction	4	3.3%
11	Financial (Tuition, Tuition assistance, insurance)	1	0.8%
12	Food Services	0	0.0%
13	Management/Administration	2	1.7%
14	Policies and Procedures	0	0.0%
15	Resources	0	0.0%
16	Staff	0	0.0%
17	Support Services	3	2.5%
18	Overall atmosphere	0	0.0%
19	Students	0	0.0%
20	Other	12	9.9%
Total		121	100.0%

26. What is the most significant impact AUA has had in Armenia and the region?			
N	Response	Total	%
1	Prepares quality workforce in Armenia	15	13.8%
2	Provides and alternative Western-style education in Armenia	12	11.0%
3	Impacts the quality of education in Armenia (including financial assistance)	36	33.0%
4	Provides international education and employment opportunities	10	9.2%
5	Provides professional development and networking opportunities for students/alumni	7	6.4%
6	Impacts the business environment in Armenia	1	0.9%
7	Promotes values of responsible citizenship among its students	6	5.5%
8	Impacts the knowledge of English language in Armenia	5	4.6%
9	Other	17	15.6%
Total		109	100.0%