

**American University of Armenia**  
**Graduate Student Exit Survey**  
**2016-2017**



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## Introduction

The American University of Armenia (AUA) conducted its 2016-2017 university-wide *Graduate Student Exit Survey* from November 28 to December 10, 2016, and from April 25 to May 3, 2017. 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 graduating students on the level of student satisfaction with the University's graduate programs and to identify areas needing improvement.

This report describes the methodology used for the survey and presents the findings in tables.

## Methodology

### *Instrument Design and Timeline*

The instrument includes questions on curriculum, educational experiences, and general satisfaction with academic programs and university services.

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.

### *Sample, Response Rate, Procedures*

Survey population by period of survey launch:

Academic Program	Fall 2016	Spring 2017
Master of Engineering in Industrial Engineering and Systems Management (ME IESM)	5	7
Master of Business Administration (MBA)	31	39
<i>Full-time Master of Business Administration (FT MBA)</i>	3	34
<i>Professional Master of Business Administration (PMBA)</i>	28	5
Master of Political Science and International Affairs (M PSIA)	2	18
Master of Laws (LL.M.)	2	28
Master of Science in Computer and Information Science (MS CIS)	12	10
Master of Arts in Teaching English as a Foreign Language (MA TEFL)	-	23
Master of Science in Economics (MSE)	18	-
Master of Public Health (MPH)	-	14
Graduate Certificates (GC)	3	11
Total survey population	73	150
Total number of students who submitted the survey	52	105
Incomplete responses	3	21
Complete responses	49	84

The following procedures were followed:

- A letter from the provost was sent to each graduating student with a request to complete the survey. The letter included an explanation of the importance of the survey and the link to the on-line survey.
- Two reminder email messages were sent by the Office of Institutional Research and Assessment, one at the end of the first week and one in the middle of the second week.
- Fliers were posted around campus (in department offices, cafeteria, student lounge areas, entrance ways) reminding students to complete the survey.
- Program chairs and administrative assistants were asked to remind students to complete the survey.

A total of 157 (70%) out of 223 graduating students participated in the survey. The results of 24 partially completed surveys were excluded in the analyses, thus **denoting a response rate of 59.6%**.

Upon completion of the on-line survey, data were generated through SPSS, and statistical analyses such as frequencies, cross-tabulations, and mean average of the responses were performed.

### ***Description***

The report consists of three main parts: university wide, by program and answers to open ended questions.

The by-program tables do not include Certificate Programs (e.g., C Translation, C TEFL).

Mean values are calculated without including Not Applicable responses, for statements that have a Not Applicable (N/A) response option. Missing Values and Not Applicable responses are excluded from the by-program tables. For informational purposes, statements in which Missing Values and Not Applicable responses combined comprised more than 10% of total responses are marked in white print on black background.

By-sex t-tests were conducted, and the results indicated no significance difference between male and female graduate students' perceptions for any statement.

## Survey Results

### University Wide

N	Question	Response options	Count	%	Valid %	Mean by sex	
						Mean	Female
1	Among the graduate schools that you considered, was AUA your:	First choice	118	88.7%	88.7%		
		Second choice	12	9.0%	9.0%		
		Third choice or lower	3	2.3%	2.3%		
		Total	133	100.0%	100.0%		
2	What are your immediate employment/education plans?	I am currently employed and am not seeking alternative employment.	33	24.8%	24.8%		
		I am currently employed but am seeking alternative employment.	42	31.6%	31.6%		
		I am unemployed and seeking employment.	42	31.6%	31.6%		
		I am unemployed but not seeking employment	3	2.3%	2.3%		
		I will be / am continuing my graduate education.	7	5.3%	5.3%		
		Other (please specify)	6	4.5%	4.5%		
		Total	133	100.0%	100.0%		
3	Which BEST describes your potential employer?	Public - RoA Government	21	15.8%	15.9%		
		Public - Non RoA Government	24	18.0%	18.2%		
		Private - Commercial	67	50.4%	50.8%		
		Private - Non commercial	11	8.3%	8.3%		
		Self-Employment	9	6.8%	6.8%		
		Total	132	99.2%	100.0%		
		Missing Values	1	0.8%			
		Total	133	100.0%			

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
4	<b>In what industry is your current/ potential employment?</b>	Agriculture, forestry, and fishing	1	0.8%	0.8%			
		Mining and natural resources	1	0.8%	0.8%			
		Manufacturing	2	1.5%	1.6%			
		Utilities	0	0.0%	0.0%			
		Construction	2	1.5%	1.6%			
		Wholesale and retail trade	6	4.5%	4.7%			
		Transportation and storage	0	0.0%	0.0%			
		Accommodation and food/beverage service activities	3	2.3%	2.3%			
		Information and communication	30	22.6%	23.3%			
		Banking, financial and insurance activities; Real estate	10	7.5%	7.8%			
		Professional, scientific, and technical activities	29	21.8%	22.5%			
		Administrative and support service activities	10	7.5%	7.8%			
		Public administration and defense	9	6.8%	7.0%			
		Education	16	12.0%	12.4%			
		Human health and social work activities	7	5.3%	5.4%			
		Arts, entertainment and recreation	0	0.0%	0.0%			
		Other	3	2.3%	2.3%			
		Total	129	97.0%	100.0%			
			Missing Values	4	3.0%			
	Total	133	100.0%					
<hr/>								
5	<b>What was your employment status during most of your graduate education?</b>	Did not work	25	18.8%	18.8%			
		Worked occasionally (either part time or full time)	33	24.8%	24.8%			
		Worked regularly part time	24	18.0%	18.0%			
		Worked regularly full time	51	38.3%	38.3%			
		Total	133	100.0%	100.0%			
<hr/>								
6	<b>The sequence of courses was appropriate.</b>	Strongly Agree	25	18.8%	18.8%			
		Agree	67	50.4%	50.4%			
		Neither agree nor disagree	32	24.1%	24.1%			
		Disagree	8	6.0%	6.0%			
		Strongly Disagree	1	0.8%	0.8%			
		Total	133	100.0%	100.0%	2.20	2.28	2.02
		Missing Values	0	0.0%				
Total	133	100.0%						

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
7	<b>Academic policies and procedures were communicated adequately.</b>	1-Strongly Agree	36	27.1%	27.3%	1.98	2.01	1.93
		Agree	71	53.4%	53.8%			
		Neither agree nor disagree	17	12.8%	12.9%			
		Disagree	7	5.3%	5.3%			
		5-Strongly Disagree	1	0.8%	0.8%			
		Total	132	99.2%	100.0%			
		Missing Values	1	0.8%				
		Total	133	100.0%				
<b>Information about degree requirements was communicated adequately.</b>								
8		1-Strongly Agree	44	33.1%	33.1%	1.86	1.93	1.71
		Agree	71	53.4%	53.4%			
		Neither agree nor disagree	11	8.3%	8.3%			
		Disagree	7	5.3%	5.3%			
		5-Strongly Disagree	0	0.0%	0.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
<b>There was good communication between faculty and students regarding student needs, concerns, and suggestions.</b>								
9		1-Strongly Agree	44	33.1%	33.1%	2.17	2.23	2.04
		Agree	42	31.6%	31.6%			
		Neither agree nor disagree	32	24.1%	24.1%			
		Disagree	11	8.3%	8.3%			
		5-Strongly Disagree	4	3.0%	3.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
<b>Interactions among students and faculty were characterized by mutual respect.</b>								
10		1-Strongly Agree	52	39.1%	39.1%	1.77	1.81	1.71
		Agree	66	49.6%	49.6%			
		Neither agree nor disagree	10	7.5%	7.5%			
		Disagree	3	2.3%	2.3%			
		5-Strongly Disagree	2	1.5%	1.5%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
<b>On the whole, faculty members were well qualified to teach their courses.</b>								
11		1-Strongly Agree	26	19.5%	19.7%	2.26	2.33	2.11
		Agree	63	47.4%	47.7%			
		Neither agree nor disagree	28	21.1%	21.2%			
		Disagree	13	9.8%	9.8%			
		5-Strongly Disagree	2	1.5%	1.5%			
		Total	132	99.2%	100.0%			
		Missing Values	1	0.8%				
		Total	133	100.0%				



N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
12	<b>In general, faculty members prepared carefully for their courses.</b>	1-Strongly Agree	23	17.3%	17.6%	2.17	2.20	2.11
		Agree	73	54.9%	55.7%			
		Neither agree nor disagree	26	19.5%	19.8%			
		Disagree	8	6.0%	6.1%			
		5-Strongly Disagree	1	0.8%	0.8%			
		Total	131	98.5%	100.0%			
		Missing Values	2	1.5%				
		Total	133	100.0%				
13	<b>There were many opportunities outside the classroom for interaction between students and faculty.</b>	1-Strongly Agree	33	24.8%	25.2%	2.17	2.24	2.02
		Agree	56	42.1%	42.7%			
		Neither agree nor disagree	29	21.8%	22.1%			
		Disagree	13	9.8%	9.9%			
		5-Strongly Disagree	0	0.0%	0.0%			
		Total	131	98.5%	100.0%			
		Missing Values	2	1.5%				
		Total	133	100.0%				
14	<b>Overall, faculty in my academic program were interested in the professional development of students.</b>	1-Strongly Agree	35	26.3%	26.5%	2.07	2.09	2.02
		Agree	61	45.9%	46.2%			
		Neither agree nor disagree	30	22.6%	22.7%			
		Disagree	4	3.0%	3.0%			
		5-Strongly Disagree	2	1.5%	1.5%			
		Total	132	99.2%	100.0%			
		Missing Values	1	0.8%				
		Total	133	100.0%				
15	<b>In general, the courses I took were well taught.</b>	1-Strongly Agree	23	17.3%	17.3%	2.20	2.26	2.09
		Agree	72	54.1%	54.1%			
		Neither agree nor disagree	26	19.5%	19.5%			
		Disagree	12	9.0%	9.0%			
		5-Strongly Disagree	0	0.0%	0.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
16	<b>The courses I took were valuable for my future career.</b>	1-Strongly Agree	33	24.8%	25.2%	1.93	1.95	1.89
		Agree	77	57.9%	58.8%			
		Neither agree nor disagree	18	13.5%	13.7%			
		Disagree	3	2.3%	2.3%			
		5-Strongly Disagree	0	0.0%	0.0%			
		Total	131	98.5%	100.0%			
		Missing Values	2	1.5%				
		Total	133	100.0%				

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
17	<b>My program was intellectually challenging and stimulating.</b>	1-Strongly Agree	42	31.6%	31.6%	1.89	1.90	1.89
		Agree	68	51.1%	51.1%			
		Neither agree nor disagree	20	15.0%	15.0%			
		Disagree	1	0.8%	0.8%			
		5-Strongly Disagree	2	1.5%	1.5%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
18	<b>I would recommend my graduate program to prospective students.</b>	1-Strongly Agree	45	33.8%	33.8%	1.98	1.98	1.98
		Agree	61	45.9%	45.9%			
		Neither agree nor disagree	17	12.8%	12.8%			
		Disagree	5	3.8%	3.8%			
		5-Strongly Disagree	5	3.8%	3.8%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
19	<b>My program provided me with the skills needed in my field.</b>	1-Strongly Agree	30	22.6%	22.6%	2.02	2.01	2.04
		Agree	72	54.1%	54.1%			
		Neither agree nor disagree	29	21.8%	21.8%			
		Disagree	2	1.5%	1.5%			
		5-Strongly Disagree	0	0.0%	0.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
20	<b>My graduate school experiences were relevant to my career goals.</b>	1-Strongly Agree	27	20.3%	20.3%	2.08	2.05	2.13
		Agree	71	53.4%	53.4%			
		Neither agree nor disagree	33	24.8%	24.8%			
		Disagree	2	1.5%	1.5%			
		5-Strongly Disagree	0	0.0%	0.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
21	<b>The grading system at AUA is fair.</b>	1-Strongly Agree	30	22.6%	22.6%	2.09	2.11	2.04
		Agree	72	54.1%	54.1%			
		Neither agree nor disagree	23	17.3%	17.3%			
		Disagree	5	3.8%	3.8%			
		5-Strongly Disagree	3	2.3%	2.3%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				

N	Question	Response options	Count	%	Valid %	Mean by sex							
						Mean	Female	Male					
22	<b>The grading system of my academic program is fair.</b>	1-Strongly Agree	29	21.8%	22.1%	2.11	2.14	2.07					
		Agree	69	51.9%	52.7%								
		Neither agree nor disagree	25	18.8%	19.1%								
		Disagree	5	3.8%	3.8%								
		5-Strongly Disagree	3	2.3%	2.3%								
		Total	131	98.5%	100.0%								
		Missing Values	2	1.5%									
		Total	133	100.0%									
23	<b>If I had the opportunity to make the choice again, I would enroll in this program again.</b>	1-Strongly Agree	40	30.1%	30.1%	2.10	2.07	2.16					
		Agree	61	45.9%	45.9%								
		Neither agree nor disagree	19	14.3%	14.3%								
		Disagree	5	3.8%	3.8%								
		5-Strongly Disagree	8	6.0%	6.0%								
		Total	133	100.0%	100.0%								
		Missing Values	0	0.0%									
		Total	133	100.0%									
24	<b>During your graduate studies, how often did your coursework use the following educational method?</b> a. memorizing facts and ideas from lectures and readings	1- Never	2	1.5%	1.5%	4.42	4.37	4.53					
		Rarely	13	9.8%	9.8%								
		Sometimes	27	20.3%	20.5%								
		On the average	22	16.5%	16.7%								
		Often	31	23.3%	23.5%								
		Most of the time	27	20.3%	20.5%								
		7- Always	10	7.5%	7.6%								
		Total	132	99.2%	100.0%								
		Missing Values	1	0.8%									
		Total	133	100.0%									
		25	b. analyzing cases or situations in-depth (e.g. case studies and analysis)	1- Never	0				0.0%	0.0%	5.14	5.13	5.18
				Rarely	5				3.8%	3.8%			
				Sometimes	6				4.5%	4.5%			
				On the average	18				13.5%	13.6%			
Often	54			40.6%	40.9%								
Most of the time	34			25.6%	25.8%								
7- Always	15			11.3%	11.4%								
Total	132			99.2%	100.0%								
Missing Values	1			0.8%									
Total	133			100.0%									

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
26	c. synthesizing ideas and/or information into new more complex interpretations and relationships	1- Never	0	0.0%	0.0%			
		Rarely	5	3.8%	3.8%			
		Sometimes	20	15.0%	15.2%			
		On the average	26	19.5%	19.7%			
		Often	42	31.6%	31.8%			
		Most of the time	30	22.6%	22.7%			
		7- Always	9	6.8%	6.8%			
		Total	132	99.2%	100.0%	4.75	4.78	4.69
		Missing Values	1	0.8%				
		Total	133	100.0%				
27	d. making judgments about the value of information, arguments, or methods	1- Never	1	0.8%	0.8%			
		Rarely	7	5.3%	5.3%			
		Sometimes	15	11.3%	11.4%			
		On the average	18	13.5%	13.6%			
		Often	49	36.8%	37.1%			
		Most of the time	30	22.6%	22.7%			
		7- Always	12	9.0%	9.1%			
		Total	132	99.2%	100.0%	4.86	4.86	4.84
		Missing Values	1	0.8%				
		Total	133	100.0%				
28	e. applying theories or concepts to practical problems/situations	1- Never	0	0.0%	0.0%			
		Rarely	7	5.3%	5.3%			
		Sometimes	16	12.0%	12.2%			
		On the average	23	17.3%	17.6%			
		Often	40	30.1%	30.5%			
		Most of the time	28	21.1%	21.4%			
		7- Always	17	12.8%	13.0%			
		Total	131	98.5%	100.0%	4.89	5.06	4.58
		Missing Values	2	1.5%				
		Total	133	100.0%				

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
29	Please tell us if and how AUA should change the emphasis it places on the following: a. connections between ideas and practices	1-Increase a great deal	29	21.8%	21.8%	1.99	2.00	1.98
		Increase somewhat	78	58.6%	58.6%			
		Keep about the same	25	18.8%	18.8%			
		Reduce somewhat	0	0.0%	0.0%			
		5-Reduce a great deal	1	0.8%	0.8%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
30	b. theoretical knowledge	1-Increase a great deal	14	10.5%	10.5%	2.69	2.74	2.60
		Increase somewhat	28	21.1%	21.1%			
		Keep about the same	76	57.1%	57.1%			
		Reduce somewhat	15	11.3%	11.3%			
		5-Reduce a great deal	0	0.0%	0.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
31	c. problem solving	1-Increase a great deal	30	22.6%	22.7%	2.06	2.02	2.13
		Increase somewhat	65	48.9%	49.2%			
		Keep about the same	36	27.1%	27.3%			
		Reduce somewhat	1	0.8%	0.8%			
		5-Reduce a great deal	0	0.0%	0.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
32	d. research	1-Increase a great deal	31	23.3%	23.3%	2.18	2.20	2.13
		Increase somewhat	51	38.3%	38.3%			
		Keep about the same	48	36.1%	36.1%			
		Reduce somewhat	2	1.5%	1.5%			
		5-Reduce a great deal	1	0.8%	0.8%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
33	e. applied research	1-Increase a great deal	36	27.1%	27.1%	2.12	2.15	2.07
		Increase somewhat	50	37.6%	37.6%			
		Keep about the same	43	32.3%	32.3%			
		Reduce somewhat	3	2.3%	2.3%			
		5-Reduce a great deal	1	0.8%	0.8%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
34	Overall and in general, how would you rate your experience in your program?	1-Excellent	45	33.8%	33.8%	1.83	1.83	1.84
		Good	69	51.9%	51.9%			
		Average	15	11.3%	11.3%			
		Poor	4	3.0%	3.0%			
		5-Very poor	0	0.0%	0.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
<b>Please indicate your level of satisfaction with the following services in your degree program:</b>								
<b>35</b>	a. student advising (e.g., guidance on academic requirements, thesis/essay)	1-Very satisfied	28	21.1%	21.1%	2.08	2.05	2.16
		Satisfied	72	54.1%	54.1%			
		Neither satisfied nor dissatisfied	27	20.3%	20.3%			
		Dissatisfied	6	4.5%	4.5%			
		5-Very dissatisfied	0	0.0%	0.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
<b>36</b>	b. adequacy of support for research (e.g., research facilities such as labs and centers)	1-Very satisfied	36	27.1%	27.1%	2.02	2.00	2.07
		Satisfied	68	51.1%	51.1%			
		Neither satisfied nor dissatisfied	22	16.5%	16.5%			
		Dissatisfied	4	3.0%	3.0%			
		5-Very dissatisfied	3	2.3%	2.3%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
<b>37</b>	c. opportunity for research experience or practical skills application	1-Very satisfied	26	19.5%	19.5%	2.20	2.10	2.38
		Satisfied	66	49.6%	49.6%			
		Neither satisfied nor dissatisfied	31	23.3%	23.3%			
		Dissatisfied	9	6.8%	6.8%			
		5-Very dissatisfied	1	0.8%	0.8%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
<b>38</b>	d. communications about academic policies and procedures	1-Very satisfied	23	17.3%	17.3%	2.17	2.13	2.27
		Satisfied	71	53.4%	53.4%			
		Neither satisfied nor dissatisfied	33	24.8%	24.8%			
		Dissatisfied	5	3.8%	3.8%			
		5-Very dissatisfied	1	0.8%	0.8%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
<b>39</b>	e. opportunities for formal student evaluations of instruction	1-Very satisfied	35	26.3%	26.3%	2.03	1.95	2.18
		Satisfied	68	51.1%	51.1%			
		Neither satisfied nor dissatisfied	24	18.0%	18.0%			
		Dissatisfied	3	2.3%	2.3%			
		5-Very dissatisfied	3	2.3%	2.3%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
40	f. career and/or further study advising and planning by faculty	1-Very satisfied	22	16.5%	16.5%	2.35	2.31	2.42
		Satisfied	56	42.1%	42.1%			
		Neither satisfied nor dissatisfied	43	32.3%	32.3%			
		Dissatisfied	11	8.3%	8.3%			
		5-Very dissatisfied	1	0.8%	0.8%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
41	g. support of staff in the degree program	1-Very satisfied	33	24.8%	24.8%	2.04	1.95	2.20
		Satisfied	70	52.6%	52.6%			
		Neither satisfied nor dissatisfied	23	17.3%	17.3%			
		Dissatisfied	6	4.5%	4.5%			
		5-Very dissatisfied	1	0.8%	0.8%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
<b>Please indicate your level of satisfaction with the following ADMINISTRATIVE SERVICES in the University:</b>								
42	a. classroom facilities and equipment	1-Very satisfied	62	46.6%	46.6%	1.62	1.57	1.71
		Satisfied	62	46.6%	46.6%			
		Neither satisfied nor dissatisfied	8	6.0%	6.0%			
		Dissatisfied	0	0.0%	0.0%			
		5-Very dissatisfied	1	0.8%	0.8%			
		Total	133	100.0%	100.0%			
		N/A	0	0.0%				
		Missing Values	0	0.0%				
Total	133	100.0%						
43	b. computer resources	1-Very satisfied	44	33.1%	33.1%	1.96	1.92	2.05
		Satisfied	63	47.4%	47.4%			
		Neither satisfied nor dissatisfied	10	7.5%	7.5%			
		Dissatisfied	13	9.8%	9.8%			
		5-Very dissatisfied	1	0.8%	0.8%			
		Total	131	98.5%	100.0%			
		N/A	2	1.5%				
		Missing Values	0	0.0%				
Total	133	100.0%						
44	c. food services	1-Very satisfied	26	19.5%	19.5%	2.32	2.26	2.44
		Satisfied	59	44.4%	44.4%			
		Neither satisfied nor dissatisfied	33	24.8%	24.8%			
		Dissatisfied	9	6.8%	6.8%			
		5-Very dissatisfied	6	4.5%	4.5%			
		Total	133	100.0%	100.0%			
		N/A	0	0.0%				
		Missing Values	0	0.0%				
Total	133	100.0%						

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
<b>Please indicate your level of satisfaction with the following LIBRARY SERVICES in the University:</b>								
45	a. library resources in your field of study	1-Very satisfied	43	32.3%	32.3%			
		Satisfied	64	48.1%	48.1%			
		Neither satisfied nor dissatisfied	16	12.0%	12.0%			
		Dissatisfied	7	5.3%	5.3%			
		5-Very dissatisfied	1	0.8%	0.8%			
		Total	131	98.5%	100.0%	1.92	1.79	2.18
		N/A	2	1.5%				
		Missing Values	0	0.0%				
		Total	133	100.0%				
46	b. overall library support services	1-Very satisfied	54	40.6%	40.6%			
		Satisfied	64	48.1%	48.1%			
		Neither satisfied nor dissatisfied	9	6.8%	6.8%			
		Dissatisfied	5	3.8%	3.8%			
		5-Very dissatisfied	1	0.8%	0.8%			
		Total	133	100.0%	100.0%	1.76	1.69	1.89
		N/A	0	0.0%				
		Missing Values	0	0.0%				
		Total	133	100.0%				
47	c. library's web-based access to resources and services	1-Very satisfied	52	39.1%	39.4%			
		Satisfied	60	45.1%	45.5%			
		Neither satisfied nor dissatisfied	11	8.3%	8.3%			
		Dissatisfied	2	1.5%	1.5%			
		5-Very dissatisfied	1	0.8%	0.8%			
		Total	126	94.7%	100.0%	1.73	1.69	1.80
		N/A	6	4.5%				
		Missing Values	1	0.8%				
		Total	133	100.0%				
<b>Please indicate your level of satisfaction with STUDENT SUPPORT SERVICES in the University:</b>								
48	a. services provided by the Office of the Registrar (except Financial Aid services)	1-Very satisfied	40	30.1%	30.3%			
		Satisfied	76	57.1%	57.6%			
		Neither satisfied nor dissatisfied	10	7.5%	7.6%			
		Dissatisfied	2	1.5%	1.5%			
		5-Very dissatisfied	2	1.5%	1.5%			
		Total	130	97.7%	100.0%	1.85	1.83	1.88
		N/A	2	1.5%				
		Missing Values	1	0.8%				
		Total	133	100.0%				



N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
49	b. financial Aid services– tuition assistance, scholarship, deferred payment, work study	1-Very satisfied	46	34.6%	34.8%	1.93	1.88	2.02
		Satisfied	47	35.3%	35.6%			
		Neither satisfied nor dissatisfied	18	13.5%	13.6%			
		Dissatisfied	4	3.0%	3.0%			
		5-Very dissatisfied	4	3.0%	3.0%			
		Total	119	89.5%	100.0%			
		N/A	13	9.8%				
		Missing Values	1	0.8%				
		Total	133	100.0%				
50	c. student advising on policies, rights and responsibilities	1-Very satisfied	32	24.1%	24.2%	2.08	2.10	2.05
		Satisfied	49	36.8%	37.1%			
		Neither satisfied nor dissatisfied	24	18.0%	18.2%			
		Dissatisfied	4	3.0%	3.0%			
		5-Very dissatisfied	3	2.3%	2.3%			
		Total	112	84.2%	100.0%			
		N/A	20	15.0%				
		Missing Values	1	0.8%				
		Total	133	100.0%				
51	d. services provided by the Center for Student Success	1-Very satisfied	25	18.8%	18.9%	2.08	2.04	2.14
		Satisfied	48	36.1%	36.4%			
		Neither satisfied nor dissatisfied	31	23.3%	23.5%			
		Dissatisfied	1	0.8%	0.8%			
		5-Very dissatisfied	0	0.0%	0.0%			
		Total	105	78.9%	100.0%			
		N/A	27	20.3%				
		Missing Values	1	0.8%				
		Total	133	100.0%				
52	e. career advising and planning by Alumni and Career Development Office (ACDO)	1-Very satisfied	33	24.8%	25.0%	2.00	1.95	2.11
		Satisfied	50	37.6%	37.9%			
		Neither satisfied nor dissatisfied	27	20.3%	20.5%			
		Dissatisfied	3	2.3%	2.3%			
		5-Very dissatisfied	0	0.0%	0.0%			
		Total	113	85.0%	100.0%			
		N/A	19	14.3%				
		Missing Values	1	0.8%				
		Total	133	100.0%				
<b>Please indicate your level of satisfaction with the following services provided by the Alumni and Career Development Office (ACDO):</b>								
53	a. job orientations	1-Very satisfied	19	14.3%	14.5%	2.28	2.22	2.39
		Satisfied	46	34.6%	35.1%			
		Neither satisfied nor dissatisfied	41	30.8%	31.3%			
		Dissatisfied	3	2.3%	2.3%			
		5-Very dissatisfied	1	0.8%	0.8%			
		Total	110	82.7%	100.0%			
		N/A	21	15.8%				
		Missing Values	2	1.5%				
		Total	133	100.0%				

N	Question	Response options	Count	%	Valid %	Mean by sex						
						Mean	Female	Male				
54	b. career days	1-Very satisfied	18	13.5%	13.8%	2.26	2.21	2.35				
		Satisfied	46	34.6%	35.4%							
		Neither satisfied nor dissatisfied	38	28.6%	29.2%							
		Dissatisfied	2	1.5%	1.5%							
		5-Very dissatisfied	1	0.8%	0.8%							
		Total	105	78.9%	100.0%							
		N/A	25	18.8%								
		Missing Values	3	2.3%								
	Total	133	100.0%									
55	c. CV/Cover letter writing sessions	1-Very satisfied	23	17.3%	17.4%	2.20	2.10	2.39				
		Satisfied	44	33.1%	33.3%							
		Neither satisfied nor dissatisfied	32	24.1%	24.2%							
		Dissatisfied	3	2.3%	2.3%							
		5-Very dissatisfied	2	1.5%	1.5%							
		Total	104	78.2%	100.0%							
		N/A	28	21.1%								
		Missing Values	1	0.8%								
	Total	133	100.0%									
56	d. job interview advisement	1-Very satisfied	24	18.0%	18.2%	2.19	2.15	2.24				
		Satisfied	40	30.1%	30.3%							
		Neither satisfied nor dissatisfied	34	25.6%	25.8%							
		Dissatisfied	3	2.3%	2.3%							
		5-Very dissatisfied	0	0.0%	0.0%							
		Total	102	76.7%	100.0%							
		N/A	30	22.6%								
		Missing Values	1	0.8%								
	Total	133	100.0%									
57	e. job/training/lecture announcements broadcasted via email	1-Very satisfied	34	25.6%	26.0%	2.04	2.00	2.13				
		Satisfied	45	33.8%	34.4%							
		Neither satisfied nor dissatisfied	30	22.6%	22.9%							
		Dissatisfied	3	2.3%	2.3%							
		5-Very dissatisfied	1	0.8%	0.8%							
		Total	113	85.0%	100.0%							
		N/A	18	13.5%								
		Missing Values	2	1.5%								
	Total	133	100.0%									
58	How much did graduate education at AUA contribute to your development in the following? a. writing skills	1-Not at all	6	4.5%	4.5%	4.70	4.77	4.56				
		Very little	8	6.0%	6.0%							
		Somewhat	14	10.5%	10.5%							
		Sufficiently	30	22.6%	22.6%							
		Quite a bit	23	17.3%	17.3%							
		Very much	38	28.6%	28.6%							
		7-Tremendously	14	10.5%	10.5%							
		Total	133	100.0%	100.0%							
		Missing Values	0	0.0%								
			Total	133	100.0%							

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
59	b. English writing skills	1-Not at all	4	3.0%	3.0%	4.79	4.88	4.62
		Very little	11	8.3%	8.3%			
		Somewhat	11	8.3%	8.3%			
		Sufficiently	25	18.8%	18.8%			
		Quite a bit	27	20.3%	20.3%			
		Very much	42	31.6%	31.6%			
		7-Tremendously	13	9.8%	9.8%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
60	c. speaking skills	1-Not at all	5	3.8%	3.8%	4.87	4.82	4.98
		Very little	7	5.3%	5.3%			
		Somewhat	9	6.8%	6.8%			
		Sufficiently	24	18.0%	18.0%			
		Quite a bit	32	24.1%	24.1%			
		Very much	46	34.6%	34.6%			
		7-Tremendously	10	7.5%	7.5%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
61	d. English speaking skills	1-Not at all	3	2.3%	2.3%	5.13	5.14	5.11
		Very little	8	6.0%	6.2%			
		Somewhat	5	3.8%	3.9%			
		Sufficiently	18	13.5%	14.0%			
		Quite a bit	30	22.6%	23.3%			
		Very much	49	36.8%	38.0%			
		7-Tremendously	16	12.0%	12.4%			
		Total	129	97.0%	100.0%			
		Missing Values	4	3.0%				
		Total	133	100.0%				
62	e. applying scientific methods of inquiry	1-Not at all	1	0.8%	0.8%	4.84	4.80	4.91
		Very little	9	6.8%	6.8%			
		Somewhat	19	14.3%	14.4%			
		Sufficiently	25	18.8%	18.9%			
		Quite a bit	25	18.8%	18.9%			
		Very much	33	24.8%	25.0%			
		7-Tremendously	20	15.0%	15.2%			
		Total	132	99.2%	100.0%			
		Missing Values	1	0.8%				
		Total	133	100.0%				
63	f. computer skills	1-Not at all	7	5.3%	5.3%	4.25	4.16	4.42
		Very little	16	12.0%	12.0%			
		Somewhat	26	19.5%	19.5%			
		Sufficiently	24	18.0%	18.0%			
		Quite a bit	24	18.0%	18.0%			
		Very much	20	15.0%	15.0%			
		7-Tremendously	16	12.0%	12.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
64	g. ability to critically analyze ideas and information	1-Not at all	0	0.0%	0.0%	5.04	5.01	5.09
		Very little	4	3.0%	3.0%			
		Somewhat	15	11.3%	11.4%			
		Sufficiently	27	20.3%	20.5%			
		Quite a bit	30	22.6%	22.7%			
		Very much	38	28.6%	28.8%			
		7-Tremendously	18	13.5%	13.6%			
		Total	132	99.2%	100.0%			
		Missing Values	1	0.8%				
		Total	133	100.0%				
65	h. ability to solve analytical problems	1-Not at all	0	0.0%	0.0%	4.97	4.93	5.04
		Very little	4	3.0%	3.0%			
		Somewhat	18	13.5%	13.5%			
		Sufficiently	30	22.6%	22.6%			
		Quite a bit	24	18.0%	18.0%			
		Very much	40	30.1%	30.1%			
		7-Tremendously	17	12.8%	12.8%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
66	i. ability to lead and guide others	1-Not at all	3	2.3%	2.3%	4.66	4.75	4.49
		Very little	6	4.5%	4.5%			
		Somewhat	25	18.8%	18.8%			
		Sufficiently	21	15.8%	15.8%			
		Quite a bit	34	25.6%	25.6%			
		Very much	32	24.1%	24.1%			
		7-Tremendously	12	9.0%	9.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
67	j. ability to function as part of a team	1-Not at all	2	1.5%	1.5%	5.08	5.18	4.89
		Very little	5	3.8%	3.8%			
		Somewhat	13	9.8%	9.8%			
		Sufficiently	21	15.8%	15.9%			
		Quite a bit	32	24.1%	24.2%			
		Very much	37	27.8%	28.0%			
		7-Tremendously	22	16.5%	16.7%			
		Total	132	99.2%	100.0%			
		Missing Values	1	0.8%				
		Total	133	100.0%				
68	k. ability to plan and carry out projects independently	1-Not at all	0	0.0%	0.0%	5.18	5.20	5.13
		Very little	7	5.3%	5.3%			
		Somewhat	14	10.5%	10.5%			
		Sufficiently	15	11.3%	11.3%			
		Quite a bit	33	24.8%	24.8%			
		Very much	40	30.1%	30.1%			
		7-Tremendously	24	18.0%	18.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
69	l. making presentations to forums typical of your field of study	1-Not at all	1	0.8%	0.8%	5.47	5.53	5.33
		Very little	4	3.0%	3.0%			
		Somewhat	10	7.5%	7.5%			
		Sufficiently	14	10.5%	10.5%			
		Quite a bit	24	18.0%	18.0%			
		Very much	48	36.1%	36.1%			
		7-Tremendously	32	24.1%	24.1%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
70	m. presenting papers at conferences/seminars	1-Not at all	6	4.5%	4.5%	5.09	5.03	5.20
		Very little	8	6.0%	6.0%			
		Somewhat	9	6.8%	6.8%			
		Sufficiently	14	10.5%	10.5%			
		Quite a bit	30	22.6%	22.6%			
		Very much	40	30.1%	30.1%			
		7-Tremendously	26	19.5%	19.5%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
71	n. submitting papers for publication	1-Not at all	14	10.5%	10.5%	4.32	4.34	4.29
		Very little	13	9.8%	9.8%			
		Somewhat	18	13.5%	13.5%			
		Sufficiently	20	15.0%	15.0%			
		Quite a bit	19	14.3%	14.3%			
		Very much	37	27.8%	27.8%			
		7-Tremendously	12	9.0%	9.0%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
72	o. network with others in the field	1-Not at all	3	2.3%	2.3%	4.88	4.98	4.69
		Very little	5	3.8%	3.8%			
		Somewhat	20	15.0%	15.0%			
		Sufficiently	21	15.8%	15.8%			
		Quite a bit	26	19.5%	19.5%			
		Very much	44	33.1%	33.1%			
		7-Tremendously	14	10.5%	10.5%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
73	<b>Did you complete either your undergraduate program or another graduate program (not the one in which you are currently enrolled) IN ARMENIA?</b>	Yes	112	84.2%	84.2%			
		No	21	15.8%	15.8%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
74	What are the three things that you like most about AUA? <sup>1</sup>							
75	What are the three most important things AUA could do to improve the quality of the graduate experience? <sup>2</sup>							
76	Based on your experience only, what are the three most important differences between AUA and other universities and colleges in Armenia? <sup>3</sup>							
77	Where did you learn English before being admitted to AUA?	Secondary School	77	33%	33%			
		University where I received my Bachelor degree	48	21%	21%			
		English courses through the AUA Extension Program	14	6%	6%			
		English courses through the AUA, Administered by TEFL or DEP	4	2%	2%			
		Private tutoring	75	33%	33%			
		Other	12	5%	5%			
		Total	230	100%	100%			
78	Have you ever participated in AUA Extension Program courses?	Yes	36	27.1%	27.1%			
		No	97	72.9%	72.9%			
		Total	133	100.0%	100.0%			
		Missing Values	0	0.0%				
		Total	133	100.0%				
79	If you participated in AUA Extension courses, please indicate your satisfaction with the customer service at AUA Extension							
		1-Very satisfied	8	6.0%	22.9%			
		Satisfied	15	11.3%	42.9%			
		Neither satisfied nor dissatisfied	9	6.8%	25.7%			
		Dissatisfied	3	2.3%	8.6%			
		5-Very dissatisfied	0	0.0%	0.0%			
		Total	35	26.3%	100.0%	2.20	2.26	2.13
		Missing Values	98	73.7%				
		Total	133	100.0%				

<sup>1</sup> See Positive highlights, page 25

<sup>2</sup> See Suggestions for improvements, page 27

<sup>3</sup> See Differences between AUA and other universities in Armenia, page 26

N	Question	Response options	Count	%	Valid %	Mean by sex	
						Mean	Female Male
80	In the list below please check UP TO THREE courses in which you would enroll if offered by the AUA Extension Program to support your career, lifelong learning or personal development needs?						
		General English	8	2.0%	2.0%		
		Language Courses (French, Armenian, Arabic, etc.)	17	4.3%	4.3%		
		Speaking English with Confidence	24	6.1%	6.1%		
		Business Writing	24	6.1%	6.1%		
		Communication, Public Speaking and Presentation skills	23	5.8%	5.8%		
		Negotiation Skills/ Conflict Management	26	6.6%	6.6%		
		Strategic Management	22	5.6%	5.6%		
		HR Management	16	4.1%	4.1%		
		Public Relations	13	3.3%	3.3%		
		Digital Marketing	21	5.3%	5.3%		
		Finance for non-Finance Decision-Makers	11	2.8%	2.8%		
		Executive Leadership & Management	27	6.8%	6.8%		
		Managing Change	3	0.8%	0.8%		
		Team Building/ Human Resource Management	10	2.5%	2.5%		
		Tourism and Hospitality Management	8	2.0%	2.0%		
		Project Management Professional ® (PMP) Certification Preparation	30	7.6%	7.6%		
		TOEFL ® Test Preparation	7	1.8%	1.8%		
		GMAT® / GRE® Test Preparation	1	0.3%	0.3%		
		Microsoft ® Excel	9	2.3%	2.3%		
		Certification as Financial Analyst	19	4.8%	4.8%		
		Certified Nonprofit Accounting Professional (CNAP)	1	0.3%	0.3%		
		Procurement Management & Contracting	2	0.5%	0.5%		
		Contract Negotiation, Preparation and Ratification	7	1.8%	1.8%		
		Business, Government & Society	13	3.3%	3.3%		
		Carrying out a successful Research Project	7	1.8%	1.8%		
		Corporate Social Responsibility (CSR)	4	1.0%	1.0%		
		Environmental Policies	3	0.8%	0.8%		
		Software programming	18	4.6%	4.6%		
		Summer Courses	12	3.0%	3.0%		
		Don't know	7	1.8%	1.8%		
		Other	2	0.5%	0.5%		
		Total	395	100.0%	100.0%		
81	Do you or your family own a personal desktop or notebook computer that you use for AUA work?						
		Yes	114	85.7%	89.1%		
		No	14	10.5%	10.9%		
		Total	128	96.2%	100.0%		
		Missing Values	5	3.8%			
		Total	133	100.0%			

N	Question	Response options	Count	%	Valid %	Mean by sex		
						Mean	Female	Male
82	Check your degree:	Master of Public Health (MPH)	6	4.5%	4.5%			
		Master of Engineering in Industrial Engineering and Systems Management (ME IESM)	7	5.3%	5.3%			
		Master of Business Administration (MBA)	39	29.3%	29.3%			
		Master of Science in Economics (MSE)	13	9.8%	9.8%			
		Master of Political Science and International Affairs (MPSIA)	16	12.0%	12.0%			
		Master of Laws (LL.M.)	22	16.5%	16.5%			
		Master of Science in Computer and Information Science (MS CIS)	12	9.0%	9.0%			
		Master of Arts in Teaching English as Foreign Language (MA TEFL)	17	12.8%	12.8%			
		Certificate Programs (e.g., C Translation, C TEFL)	1	0.8%	0.8%			
		Total	133	100.0%	100.0%			
80	If Master of Business Administration, which program:	Full-time Master of Business Administration (FT MBA)	17		43.6%			
		Professional Master of Business Administration (PMBA)	22		56.4%			
		Total	39		100.0%			
	<b>To what extent do you agree or disagree with the following statements about your graduate program. (For MSE students only)</b>							
81	Academic environment in Dilijan met my expectations.	1-Strongly agree	5		38.5%			
		Agree	6		46.2%			
		Neither agree nor disagree	2		15.4%			
		Disagree	0		0.0%			
		5-Strongly disagree	0		0.0%			
		Total	13		100.0%	1.77	1.75	1.78
82	To what extent do you agree or disagree with the following statement about your graduate program: "Provided accommodations in Dilijan met my expectations."	1-Strongly agree	11	8.3%	84.6%			
		Agree	1	0.8%	7.7%			
		Neither agree nor disagree	1	0.8%	7.7%			
		Disagree	0	0.0%	0.0%			
		5-Strongly disagree	0	0.0%	0.0%			
		Total	13	9.8%	100.0%	1.23	1.00	1.33
		Missing Values	120	90.2%				
		Total	133	100.0%				
83	What is your sex?	Female	88	66.2%	66.2%			
		Male	45	33.8%	33.8%			
		Total	133	100.0%	100.0%			



## Answers to Open-Ended Questions (recoded)

### Positive Highlights

<b>What are the three things you liked most about AUA? (Open-ended; Responses recoded)</b>					
<b>Categories</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>Total</b>	<b>%</b>
Overall atmosphere	37	21	22	80	26.0%
Curriculum - academic	26	24	18	68	22.1%
Faculty	11	20	9	40	13.0%
Facilities	15	11	12	38	12.3%
Faculty - Student Interaction	5	6	5	16	5.2%
Policies and Procedures	3	6	4	13	4.2%
Students	2	4	4	10	3.2%
Staff	2	2	4	8	2.6%
Extra-curricular activities	0	4	3	7	2.3%
Other	1	3	2	6	1.9%
Communication	2	0	3	5	1.6%
Food Services	1	0	4	5	1.6%
Resources	1	2	2	5	1.6%
Financial (Tuition, Tuition assistance, insurance)	1	1	1	3	1.0%
Management/Administration	0	0	2	2	0.6%
Support Services	0	1	1	2	0.6%
<b>Total</b>	<b>107</b>	<b>105</b>	<b>96</b>	<b>308</b>	<b>100.0%</b>

## Differences between AUA and other universities in Armenia

Based on your experience only, what are the three most important differences between AUA and other universities and colleges in Armenia? ( <i>Open-ended; Responses recoded</i> )						
Categories	1	2	3	Total	%	
Quality of education/Education system/ Western teaching style/ High standards/International experience	21	8	2	31	13.0%	
Teaching/ Learning methodologies, assignments and materials/Teamwork	9	9	10	28	11.8%	
Atmosphere/ Community/ Environment/ Culture	8	5	6	19	8.0%	
Facilities/ Equipment/ Technologies	4	6	5	15	6.3%	
Student-faculty relationships/ Student centered approach	1	5	7	13	5.5%	
Faculty members and support/ Professors	5	6	2	13	5.5%	
Knowledge gained/Practicability/ Critical and analytical thinking skills	6	0	6	12	5.0%	
English language environment	7	3	2	12	5.0%	
Academic freedom/ Excellence/ Rigor/Equal approach/Inspiration/Motivation/Discipline	2	4	3	9	3.8%	
Professionalism /Competency of the professors	4	2	2	8	3.4%	
Students/ Peers	3	3	2	8	3.4%	
Academic program/ Courses	2	2	2	6	2.5%	
Responsiveness/ Willingness to help/Reliability/Care	0	4	2	6	2.5%	
Fairness/ Grading system/Examination method	4	0	1	5	2.1%	
Organizational management/ Flexibility /Support services	0	2	3	5	2.1%	
Not much difference	1	2	2	5	2.1%	
Opportunities (research, elective courses, professional growth, extra-curricular activities, work at AUA)	2	0	2	4	1.7%	
Network	0	2	2	4	1.7%	
Corruption free/Politically independent	1	0	3	4	1.7%	
Ethics/Communication/Friendly relationships/Mind openness	0	2	2	4	1.7%	
Staff/People	0	2	1	3	1.3%	
Availability of academic and other resources	2	1	0	3	1.3%	
Curriculum	0	3	0	3	1.3%	
Invalid comment	1	1	1	3	1.3%	
Library	1	1	0	2	0.8%	
Tuition assistance	1	1	0	2	0.8%	
AUA policies	0	1	0	1	0.4%	
Tuition	0	1	0	1	0.4%	
Active Alumni & Career Development Office	0	1	0	1	0.4%	
Accreditation	0	1	0	1	0.4%	
Plagiarism and cheating free	1	0	0	1	0.4%	
Foreign faculty members	0	1	0	1	0.4%	
Policies (including American and European practice)	0	1	0	1	0.4%	
Interesting	1	0	0	1	0.4%	
Tasty food	0	0	1	1	0.4%	
Motivation in other universities was higher	1	0	0	1	0.4%	
Other	0	0	1	1	0.4%	
<b>Total</b>	<b>88</b>	<b>80</b>	<b>70</b>	<b>238</b>	<b>100.0%</b>	

## Suggestions for improvements

What are the three most important things AUA could do to improve the quality of the graduate experience? ( <i>Open-ended; Responses recoded</i> )					
Categories	1	2	3	Total	%
Curriculum - academic	27	31	22	80	35.9%
Faculty	33	8	3	44	19.7%
Facilities	6	5	7	18	8.1%
Support Services	3	4	7	14	6.3%
Curriculum - logistics	3	3	2	8	3.6%
Discipline/Behavior/Academic Integrity	3	2	2	7	3.1%
Extra-curricular activities	1	2	4	7	3.1%
Financial (Tuition, Tuition assistance, insurance)	1	3	3	7	3.1%
Faculty - Student Interaction	0	4	2	6	2.7%
Resources	1	3	2	6	2.7%
Admission Standards	3	2		5	2.2%
Communication	2	2	1	5	2.2%
Policies and Procedures	1	1	3	5	2.2%
Academic Programming (Number of academic programs, levels)	1	1	1	3	1.3%
Management/Administration	2	0	0	2	0.9%
Overall atmosphere	0	0	2	2	0.9%
Other	0	1	1	2	0.9%
Food Services	1	0	0	1	0.4%
Students	1	0	0	1	0.4%
<b>Total</b>	<b>89</b>	<b>72</b>	<b>62</b>	<b>223</b>	<b>100.0%</b>