

American University of Armenia
2017 Sophomore Student Exit Survey
Summary Report



Prepared by
Office of Institutional Research and Assessment

Email: iro@aua.am
January 2018

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Methodology and Background

Instrument Design and Timeline

From April 18 - May 3, 2016, the American University of Armenia (AUA) administered its 2017 Sophomore Student Exit Survey. 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 sophomore students about their second year experience, academic environment, extracurricular activities, satisfaction with services provided at the university, expectations for upcoming academic year, as well as to identify areas of possible improvements.

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

Sample, Procedures, Response Rate

Program	Number of survey population	Number of respondents
Bachelor of Arts in Business (BAB)	191	85
Bachelor of Science in Computational Sciences (BS CS)	92	40
Bachelor of Arts in English and Communications (BA EC)	88	43
Missing Values		2
Total	371	170

An email was sent from the Provost to all sophomore students on April 18 highlighting the importance of the survey, requesting participation and providing direct link to on-line survey.

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

- Two reminder emails were sent from the IRO on April 25 and May 2.
- Reminder fliers were posted around campus (academic program offices, cafeteria, student lounge, lobbies).
- Deans, Program Chairs, the Center for Student Success and the Office of the Registrar were asked to promote participation.

A total of 229 (61.7%) out of 371 sophomore students participated in the survey. The results of 59 partially completed surveys were excluded in the analyses, thus denoting a response rate of 45.8%.

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

By sex t-test statistics and by program one-way ANOVA was conducted. To reject or not reject the proposed hypothesis the significance level of 5% was chosen. The results of by sex t-test indicated no significance difference between male and female graduate students' perceptions for any statement.

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

For statements that have a *Not Applicable* (N/A) response option, the mean value is calculated without including *Not Applicable* responses. *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**.

University-Wide Report

N	Question	Response options	Count	%	Valid %	Mean
1	During the current academic year, approximately how many hours did you spend each week doing the following?					
	a. Studying, reading, or doing home tasks to prepare for class	0	0	0%	0%	
		1-5	24	14%	14%	
		6-10	38	22%	23%	
		11-15	46	27%	27%	
		16-20	33	19%	20%	
		More than 20	27	16%	16%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		
	b. Working at a job for pay	0	106	62%	63%	
		1-5	17	10%	10%	
		6-10	11	6%	7%	
		11-15	8	5%	5%	
		16-20	7	4%	4%	
		More than 20	18	11%	11%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
	c. Participating in activities such as sports, student newspaper, student council, music groups, etc.	0	38	22%	23%	
		1-5	77	45%	46%	
		6-10	31	18%	18%	
		11-15	12	7%	7%	
		16-20	9	5%	5%	
		More than 20	1	1%	1%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		
	d. Volunteering	0	67	39%	41%	
		1-5	81	48%	50%	
		6-10	9	5%	6%	
		11-15	5	3%	3%	
		16-20	0	0%	0%	
		More than 20	1	1%	1%	
		Sub Total	163	96%	100%	
		Missing values	7	4%		
		Total	170	100%		
	e. Socializing or spending time with friends	0	3	2%	2%	
		1-5	64	38%	38%	
		6-10	51	30%	30%	
		11-15	25	15%	15%	
		16-20	13	8%	8%	
		More than 20	12	7%	7%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean	
2	During the current academic year, approximately how many hours did you spend on homework for EACH COURSE in a typical week?	0	2	1%	1%		
		1-5	92	54%	55%		
		6-10	54	32%	32%		
		11-15	11	6%	7%		
		16-20	6	4%	4%		
		More than 20	3	2%	2%		
		Sub Total	168	99%	100%		
		Missing values	2	1%			
		Total	170	100%			
3	During the current academic year, how many writing assignments of the following lengths did you complete?	a. Up to 2 pages	0	4	2%	2%	
			1-2	36	21%	22%	
			3-9	81	48%	50%	
			10-15	20	12%	12%	
			More than15	21	12%	13%	
			Sub Total	162	95%	100%	
			Missing values	8	5%		
			Total	170	100%		
		b. Between 3 and 5 pages	0	8	5%	5%	
			1-2	47	28%	29%	
			3-9	84	49%	53%	
			10-15	15	9%	9%	
			More than15	6	4%	4%	
			Sub Total	160	94%	100%	
			Missing values	10	6%		
Total	170		100%				
c. Between 6 and 10 pages	0	46	27%	30%			
	1-2	76	45%	49%			
	3-9	27	16%	18%			
	10-15	4	2%	3%			
	More than15	1	1%	1%			
	Sub Total	154	91%	100%			
	Missing values	16	9%				
	Total	170	100%				
d. 11 pages and more	0	87	51%	56%			
	1-2	50	29%	32%			
	3-9	17	10%	11%			
	10-15	2	1%	1%			
	More than15	0	0%	0%			
	Sub Total	156	92%	100%			
	Missing values	14	8%				
	Total	170	100%				
4	To what extent did your courses challenge you to do your best work during the current academic year (2016-2017)?	1 - Not at all	6	4%	4%		
		Very little	15	9%	9%		
		Some	53	31%	32%		
		Quite a bit	77	45%	46%		
		5 - Very much	15	9%	9%		
		Sub Total	166	98%	100%	3.48	
		Missing values	4	2%			
		Total	170	100%			

N	Question	Response options	Count	%	Valid %	Mean
5	During the current academic year, how often did you do the following? a. Study when there were more interesting things to do	1-Never	8	5%	5%	3.92
		2	18	11%	11%	
		3	39	23%	23%	
		4	46	27%	28%	
		5	26	15%	16%	
		6-Very often	30	18%	18%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
			b. Look for information to help you understand course material	1-Never	5	
2	12			7%	7%	
3	30			18%	18%	
4	33			19%	20%	
5	44			26%	26%	
6-Very often	44			26%	26%	
Sub Total	168			99%	100%	
Missing values	2			1%		
Total	170			100%		
	c. Take part in class discussions			1-Never	5	3%
		2	26	15%	16%	
		3	27	16%	16%	
		4	38	22%	23%	
		5	38	22%	23%	
		6-Very often	33	19%	20%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
			d. Ask your instructor for help with difficult assignments	1-Never	31	18%
2	51			30%	30%	
3	37			22%	22%	
4	22			13%	13%	
5	20			12%	12%	
6-Very often	7			4%	4%	
Sub Total	168			99%	100%	
Missing values	2			1%		
Total	170			100%		
	e. Finish what you started despite difficulties			1-Never	2	1%
		2	4	2%	2%	
		3	16	9%	10%	
		4	30	18%	18%	
		5	42	25%	25%	
		6-Very often	74	44%	44%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
	f. Keep working hard even if you receive a bad grade	1-Never	5	3%	3%	
		2	9	5%	5%	
		3	22	13%	13%	
		4	36	21%	22%	
		5	39	23%	23%	
		6-Very often	56	33%	34%	
		Sub Total	167	98%	100%	4.57
		Missing values	3	2%		
	Total	170	100%			
6	Have you participated in or attended any UNIVERSITY-SPONSORED co-curricular activities (clubs, public lectures, clean-ups, etc.) during the current academic year?	Yes	108	64%	65%	
		No	58	34%	35%	
		Sub Total	166	98%	100%	
		Missing values	4	2%		
		Total	170	100%		
7	During the current academic year, did you experience difficulty with the following	a. Learning new material	No	41	24%	24%
			Yes	25	15%	15%
			Not sure	102	60%	61%
			Sub Total	168	99%	100%
			Missing values	2	1%	
			Total	170	100%	
	b. Managing your time	No	91	54%	54%	
		Yes	18	11%	11%	
		Not sure	59	35%	35%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		
	c. Paying tuition	No	85	50%	51%	
		Yes	31	18%	18%	
		Not sure	52	31%	31%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		
	d. Getting help with course work	No	37	22%	22%	
		Yes	19	11%	11%	
		Not sure	112	66%	67%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		
	e. Making new friends	No	18	11%	11%	
		Yes	14	8%	8%	
		Not sure	136	80%	81%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
	f. Relating to faculty	No	30	18%	18%	
		Yes	26	15%	15%	
		Not sure	112	66%	67%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		
8	During the current academic year did you experience:					
	a. Anxiety or nervousness taking tests	No	47	28%	28%	
		Yes	107	63%	64%	
		Subtotal	13	8%	8%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
	b. Stress regarding your studies	No	28	16%	17%	
		Yes	122	72%	73%	
		Not sure	18	11%	11%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		
	Describe the quality of your interaction with the following during the current academic year.					
9	a. Your Academic Advisor	1-Very poor	11	6%	7%	
		2	9	5%	5%	
		3	14	8%	8%	
		4	14	8%	8%	
		5	23	14%	14%	
		6	19	11%	11%	
		7-Excellent	40	24%	24%	
		Sub Total	130	77%	100%	4.89
		Not applicable	37	22%		
		Missing values	3	2%		
		Total	170	100%		
	b. Faculty	1-Very poor	7	4%	4%	
		2	5	3%	3%	
		3	8	5%	5%	
		4	30	18%	18%	
		5	37	22%	22%	
		6	32	19%	19%	
		7-Excellent	36	21%	22%	
		Sub Total	155	91%	100%	5.10
		Not applicable	12	7%	7%	
		Missing values	3	2%		
		Total	170	100%		
	d. Other administrative staff	1-Very poor	10	6%	6%	
		2	5	3%	3%	
		3	9	5%	5%	
		4	22	13%	13%	
		5	27	16%	16%	
		6	24	14%	14%	
		7-Excellent	33	19%	20%	
		Sub Total	130	77%	100%	4.96
		Not applicable	37	22%		
		Missing values	3	2%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
	e. Other students	1-Very poor	1	1%	1%	
		2	4	2%	2%	
		3	9	5%	5%	
		4	21	12%	13%	
		5	23	14%	14%	
		6	41	24%	25%	
		7-Excellent	63	37%	38%	
		Sub Total	167	95%	100%	5.69
		Not applicable	5	3%		
		Missing values	3	2%		
		Total	170	100%		
	f. Staff in the Office of the Registrar including Financial Aid	1-Very poor	4	2%	2%	
		2	11	6%	7%	
		3	5	3%	3%	
		4	13	8%	8%	
		5	33	19%	20%	
		6	34	20%	20%	
		7-Excellent	46	27%	27%	
		Sub Total	146	86%	100%	5.37
		Not applicable	22	13%		
		Missing values	2	1%		
		Total	170	100%		
	g. Staff in the Library	1-Very poor	4	2%	2%	
		2	5	3%	3%	
		3	6	4%	4%	
		4	13	8%	8%	
		5	25	15%	15%	
		6	45	26%	27%	
		7-Excellent	62	36%	37%	
		Sub Total	160	94%	100%	5.71
		Not applicable	8	5%		
		Missing values	2	1%		
		Total	170	100%		
	h. Staff in the Center for Student Success	1-Very poor	16	9%	10%	
		2	7	4%	4%	
		3	7	4%	4%	
		4	14	8%	8%	
		5	18	11%	11%	
		6	19	11%	11%	
		7-Excellent	28	16%	17%	
		Sub Total	109	64%	100%	4.65
		Not applicable	58	34%		
		Missing values	3	2%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
10	Thinking about your experience at AUA, please indicate your level of satisfaction with the following.					
	a. Classroom facilities and equipment					
		1-Very satisfied	44	26%	26%	
		Satisfied	107	63%	64%	
		Neither satisfied nor dissatisfied	14	8%	8%	
		Dissatisfied	2	1%	1%	
		5-Very dissatisfied	0	0%	0%	
		Sub Total	167	98%	100%	1.84
		Not applicable	0	0%		
		Missing values	3	2%		
		Total	170	100%		
	b. Computer resources					
		1-Very satisfied	46	27%	28%	
		Satisfied	102	60%	61%	
		Neither satisfied nor dissatisfied	14	8%	8%	
		Dissatisfied	2	1%	1%	
		5-Very dissatisfied	1	1%	1%	
	Sub Total	165	97%	100%	1.85	
	Not applicable	2	1%			
	Missing values	3	2%			
	Total	170	100%			
c. Food services						
	1-Very satisfied	26	15%	16%		
	Satisfied	87	51%	52%		
	Neither satisfied nor dissatisfied	28	16%	17%		
	Dissatisfied	16	9%	10%		
	5-Very dissatisfied	7	4%	4%		
	Sub Total	164	97%	100%	2.34	
	Not applicable	3	2%			
	Missing values	3	2%			
	Total	170	100%			
d. Library resources						
	1-Very satisfied	46	27%	28%		
	Satisfied	94	55%	56%		
	Neither satisfied nor dissatisfied	17	10%	10%		
	Dissatisfied	6	4%	4%		
	5-Very dissatisfied	0	0%	0%		
	Sub Total	163	96%	100%	1.90	
	Not applicable	4	2%			
	Missing values	3	2%			
	Total	170	100%			
e. Library support services						
	1-Very satisfied	42	25%	25%		
	Satisfied	95	56%	57%		
	Neither satisfied nor dissatisfied	16	9%	10%		
	Dissatisfied	5	3%	3%		
	5-Very dissatisfied	1	1%	1%		
	Sub Total	159	94%	100%	1.92	
	Not applicable	7	4%			
	Missing values	4	2%			
	Total	170	100%			

N	Question	Response options	Count	%	Valid %	Mean
	f. Services provided by the Office of the Registrar (except Financial Aid services)	1-Very satisfied	32	19%	19%	
		Satisfied	92	54%	55%	
		Neither satisfied nor dissatisfied	22	13%	13%	
		Dissatisfied	7	4%	4%	
		5-Very dissatisfied	1	1%	1%	
		Sub Total	154	91%	100%	2.05
		Not applicable	12	7%		
		Missing values	4	2%		
		Total	170	100%		
	g. Services provided by the Financial Aid Office-tuition assistance, scholarship, deferred payment, customized payment plans, work study	1-Very satisfied	29	17%	17%	
		Satisfied	62	36%	37%	
		Neither satisfied nor dissatisfied	24	14%	14%	
		Dissatisfied	12	7%	7%	
		5-Very dissatisfied	7	4%	4%	
		Sub Total	134	79%	100%	2.30
		Not applicable	32	19%		
		Missing values	4	2%		
		Total	170	100%		
	h. Workshops provided by Center for Student Success	1-Very satisfied	14	8%	8%	
		Satisfied	57	34%	34%	
		Neither satisfied nor dissatisfied	38	22%	23%	
		Dissatisfied	6	4%	4%	
		5-Very dissatisfied	2	1%	1%	
		Sub Total	117	69%	100%	2.36
		Not applicable	50	29%		
		Missing values	3	2%		
		Total	170	100%		
	i. Services provided by the Writing and Math Center	1-Very satisfied	11	6%	7%	
		Satisfied	52	31%	31%	
		Neither satisfied nor dissatisfied	39	23%	23%	
		Dissatisfied	2	1%	1%	
		5-Very dissatisfied	3	2%	2%	
		Sub Total	107	63%	100%	2.38
		Not applicable	60	35%		
		Missing values	3	2%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
	j. Counseling Services	1-Very satisfied	11	6%	7%	
		Satisfied	47	28%	28%	
		Neither satisfied nor dissatisfied	41	24%	25%	
		Dissatisfied	2	1%	1%	
		5-Very dissatisfied	1	1%	1%	
		Sub Total	102	60%	100%	2.36
		Not applicable	65	38%		
		Missing values	3	2%		
		Total	170	100%		
	k. Services provided by the Alumni and Career Development Office (ACDO)	1-Very satisfied	16	9%	10%	
		Satisfied	59	35%	36%	
		Neither satisfied nor dissatisfied	34	20%	20%	
		Dissatisfied	3	2%	2%	
		5-Very dissatisfied	3	2%	2%	
		Sub Total	115	68%	100%	2.29
		Not applicable	51	30%		
		Missing values	4	2%		
		Total	170	100%		
	l. Academic probation workshops	1-Very satisfied	9	5%	5%	
		Satisfied	38	22%	23%	
		Neither satisfied nor dissatisfied	41	24%	25%	
		Dissatisfied	2	1%	1%	
		5-Very dissatisfied	2	1%	1%	
		Sub Total	92	54%	100%	2.46
		Not applicable	72	42%		
		Missing values	6	4%		
		Total	170	100%		
	m. Procedures for paying tuition	1-Very satisfied	16	9%	10%	
		Satisfied	80	47%	49%	
		Neither satisfied nor dissatisfied	35	21%	21%	
		Dissatisfied	9	5%	5%	
		5-Very dissatisfied	0	0%	0%	
		Sub Total	140	82%	100%	2.26
		Not applicable	24	14%		
		Missing values	6	4%		
		Total	170	100%		
	n. Guidance on course selection	1-Very satisfied	20	12%	12%	
		Satisfied	78	46%	47%	
		Neither satisfied nor dissatisfied	41	24%	25%	
		Dissatisfied	16	9%	10%	
		5-Very dissatisfied	3	2%	2%	
		Sub Total	158	93%	100%	2.39
		Not applicable	8	5%		
		Missing values	4	2%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
	o. Academic Advising	1-Very satisfied	23	14%	14%	
		Satisfied	73	43%	44%	
		Neither satisfied nor dissatisfied	33	19%	20%	
		Dissatisfied	9	5%	5%	
		5-Very dissatisfied	3	2%	2%	
		Sub Total	141	83%	100%	2.26
		Not applicable	24	14%		
		Missing values	5	3%		
		Total	170	100%		
	p. Class size (number of students in class)	1-Very satisfied	20	12%	12%	
		Satisfied	108	64%	65%	
		Neither satisfied nor dissatisfied	30	18%	18%	
		Dissatisfied	8	5%	5%	
		5-Very dissatisfied	0	0%	0%	
		Sub Total	166	98%	100%	2.16
		Not applicable	1	1%		
		Missing values	3	2%		
		Total	170	100%		
11	For the current academic year are you a recipient of ANY KIND of financial aid provided or administered by the University (need-based tuition assistance, deferred payment, work-study, scholarship, MoES subsidy)?	Yes	84	49%	50%	
		No	83	49%	50%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
12	How are you paying for your University education? (Check all that apply)	AUA-provided or administered financial aid	87	52%	52%	
		Support from parents or relatives	140	83%	83%	
		Job	28	17%	17%	
		Loan	11	7%	7%	
		Other	4	2%	2%	
		Total ¹	168			

¹ Percentages for this statement were calculated based on the number of respondents to this question, not the number of responses.

N	Question	Response options	Count	%	Valid %	Mean		
13	To what extent do you agree or disagree with the following statements about your undergraduate experience so far? a. There is good communication between faculty and students regarding student needs, concerns, and suggestions.	1-Strongly agree	26	15%	16%	2.32		
		Agree	89	52%	53%			
		Neither agree nor disagree	32	19%	19%			
		Disagree	13	8%	8%			
		5-Strongly disagree	7	4%	4%			
		Sub Total	167	98%	100%			
		Missing values	3	2%				
		Total	170	100%				
		b. Interactions among students and faculty are characterized by mutual respect.	1-Strongly agree	29	17%		17%	2.12
			Agree	97	57%		58%	
Neither agree nor disagree	35		21%	21%				
Disagree	4		2%	2%				
5-Strongly disagree	2		1%	1%				
Sub Total	167		98%	100%				
Missing values	3		2%					
Total	170		100%					
c. On the whole, faculty members are well qualified to teach their courses.	1 - Strongly agree	25	15%	15%	2.34			
	Agree	88	52%	53%				
	Neither agree nor disagree	34	20%	20%				
	Disagree	12	7%	7%				
	5 - Strongly disagree	8	5%	5%				
	Sub Total	167	98%	100%				
	Missing values	3	2%					
	Total	170	100%					
d. In general, the courses I took are well taught.	1-Strongly agree	17	10%	10%	2.56			
	Agree	78	46%	47%				
	Neither agree nor disagree	43	25%	26%				
	Disagree	19	11%	11%				
	5-Strongly disagree	10	6%	6%				
	Sub Total	167	98%	100%				
	Missing values	3	2%					
	Total	170	100%					

N	Question	Response options	Count	%	Valid %	Mean
	e. The courses I have taken so far are intellectually challenging and stimulating.					
		1-Strongly agree	18	11%	11%	
		Agrees	68	40%	41%	
		Neither agree nor disagree	56	33%	34%	
		Disagree	18	11%	11%	
		5-Strongly disagree	7	4%	4%	
		Sub Total	167	98%	100%	2.57
		Missing values	3	2%		
		Total	170	100%		
	f. There are opportunities outside the classroom for interaction between students and faculty.					
		1-Strongly agree	27	16%	16%	
		Agrees	90	53%	54%	
		Neither agree nor disagree	35	21%	21%	
		Disagree	10	6%	6%	
		5-Strongly disagree	4	2%	2%	
		Sub Total	166	98%	100%	2.24
		Missing values	4	2%		
		Total	170	100%		
	g. Faculty return written work with constructive feedback.					
		1-Strongly agree	19	11%	11%	
		Agrees	72	42%	43%	
		Neither agree nor disagree	56	33%	34%	
		Disagree	16	9%	10%	
		5-Strongly disagree	3	2%	2%	
		Sub Total	166	98%	100%	2.47
		Missing values	4	2%		
		Total	170	100%		
	h. Faculty return written work in a timely manner.					
		1-Strongly agree	12	7%	7%	
		Agrees	50	29%	30%	
		Neither agree nor disagree	56	33%	34%	
		Disagree	33	19%	20%	
		5-Strongly disagree	15	9%	9%	
		Sub Total	166	98%	100%	2.93
		Missing values	4	2%		
		Total	170	100%		
	i. The grading system at AUA is fair					
		1-Strongly agree	17	10%	10%	
		Agrees	74	44%	45%	
		Neither agree nor disagree	43	25%	26%	
		Disagree	22	13%	13%	
		5-Strongly disagree	10	6%	6%	
		Sub Total	166	98%	100%	2.60
		Missing values	4	2%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
	j. Policies and procedures are fair.	1-Strongly agree	23	14%	14%	2.36
		Agrees	86	51%	52%	
		Neither agree nor disagree	37	22%	22%	
		Disagree	12	7%	7%	
		5-Strongly disagree	7	4%	4%	
		Sub Total	165	97%	100%	
		Missing values	5	3%		
		Total	170	100%		
	k. The way in which the university communicates with me is effective.	1-Strongly agree	28	16%	17%	2.15
		Agrees	100	59%	61%	
		Neither agree nor disagree	27	16%	16%	
		Disagree	5	3%	3%	
		5-Strongly disagree	5	3%	3%	
		Sub Total	165	97%	100%	
		Missing values	5	3%		
		Total	170	100%		
	l. Academic policies and procedures are communicated adequately.	1-Strongly agree	23	14%	14%	2.30
		Agrees	86	51%	52%	
		Neither agree nor disagree	46	27%	28%	
		Disagree	3	2%	2%	
		5-Strongly disagree	7	4%	4%	
		Sub Total	165	97%	100%	
		Missing values	5	3%		
		Total	170	100%		
	m. Information about degree requirements are communicated adequately.	1-Strongly agree	23	14%	14%	2.27
		Agrees	95	56%	57%	
		Neither agree nor disagree	32	19%	19%	
		Disagree	13	8%	8%	
		5-Strongly disagree	3	2%	2%	
		Sub Total	166	98%	100%	
		Missing values	4	2%		
		Total	170	100%		
	n. I would recommend AUA to prospective undergraduate students.	1-Strongly agree	51	30%	31%	1.99
		Agrees	80	47%	48%	
		Neither agree nor disagree	27	16%	16%	
		Disagree	4	2%	2%	
		5-Strongly disagree	5	3%	3%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean	
14	To what extent do you agree or disagree with the following statement? If I could start all over again, I would want to attend AUA.	1-Strongly agree	57	34%	34%	1.98	
		Agrees	73	43%	44%		
		Neither agree nor disagree	24	14%	14%		
		Disagree	9	5%	5%		
		5-Strongly disagree	4	2%	2%		
		Sub Total	167	98%	100%		
		Missing values	3	2%			
		Total	170	100%			
		15	How would you rate your overall educational experience at AUA?	1-Excellent	27		16%
Good	102			60%	60%		
Average	31			18%	18%		
Poor	6			4%	4%		
5-Very poor	3			2%	2%		
Sub Total	169			99%	100%		
Missing values	1			1%			
16	Now that you have almost completed the current academic year, how prepared do you feel in the following skills to continue your studies?	a. Writing skills	1 - Not at all	0	0%	0%	5.38
			2	1	1%	1%	
			3	10	6%	6%	
			4	19	11%	11%	
			5	52	31%	31%	
			6	67	39%	40%	
			7 - Very well	19	11%	11%	
			Sub Total	168	99%	100%	
			Missing values	2	1%		
			Total	170	100%		
16	Now that you have almost completed the current academic year, how prepared do you feel in the following skills to continue your studies?	b. English writing skills	1 - Not at all	0	0%	0%	5.41
			2	1	1%	1%	
			3	6	4%	4%	
			4	17	10%	10%	
			5	60	35%	36%	
			6	67	39%	40%	
			7 - Very well	17	10%	10%	
			Sub Total	168	99%	100%	
			Missing values	2	1%		
			Total	170	100%		
16	Now that you have almost completed the current academic year, how prepared do you feel in the following skills to continue your studies?	c. Speaking skills	1 - Not at all	1	1%	1%	5.46
			2	0	0%	0%	
			3	4	2%	2%	
			4	25	15%	15%	
			5	46	27%	28%	
			6	68	40%	41%	
			7 - Very well	23	14%	14%	
			Sub Total	167	98%	100%	
			Missing values	3	2%		
			Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
	d. English speaking skills	1 - Not at all	1	1%	1%	5.29
		2	4	2%	2%	
		3	5	3%	3%	
		4	28	16%	17%	
		5	50	29%	30%	
		6	56	33%	34%	
		7 - Very well	23	14%	14%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
	e. Applying scientific methods of inquiry	1 - Not at all	1	1%	1%	4.91
		2	1	1%	1%	
		3	16	9%	10%	
		4	36	21%	22%	
		5	63	37%	38%	
		6	38	22%	23%	
		7 - Very well	11	6%	7%	
		Sub Total	166	98%	100%	
		Missing values	4	2%		
		Total	170	100%		
	f. Computer skills	1 - Not at all	2	1%	1%	5.00
		2	6	4%	4%	
		3	17	10%	10%	
		4	31	18%	19%	
		5	45	26%	27%	
		6	41	24%	25%	
		7 - Very well	25	15%	15%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
	g. To critically analyze ideas and information	1 - Not at all	1	1%	1%	5.45
		2	1	1%	1%	
		3	3	2%	2%	
		4	25	15%	15%	
		5	50	29%	30%	
		6	58	34%	35%	
		7 - Very well	27	16%	16%	
		Sub Total	165	97%	100%	
		Missing values	5	3%		
		Total	170	100%		
	h. To lead and guide others	1 - Not at all	1	1%	1%	5.41
		2	2	1%	1%	
		3	9	5%	5%	
		4	21	12%	13%	
		5	45	26%	27%	
		6	62	36%	37%	
		7 - Very well	28	16%	17%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
	i. To function as part of a team	1 - Not at all	3	2%	2%	
		2	6	4%	4%	
		3	9	5%	5%	
		4	20	12%	12%	
		5	45	26%	27%	
		6	61	36%	36%	
		7 - Very well	24	14%	14%	
		Sub Total	168	99%	100%	5.24
		Missing values	2	1%		
		Total	170	100%		
	Please indicate to what extent your ability has changed in the following areas since entering AUA.					
17	a. write effectively	Weaker now	4	2%	2%	
		No change	16	9%	10%	
		Stronger now	137	81%	82%	
		Not sure	10	6%	6%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
	b. Communicate orally	Weaker now	5	3%	3%	
		No change	35	21%	21%	
		Stronger now	119	70%	71%	
		Not sure	8	5%	5%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
	c. Think critically	Weaker now	2	1%	1%	
		No change	40	24%	24%	
		Stronger now	118	69%	71%	
		Not sure	7	4%	4%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
	d. Work collaboratively in a team	Weaker now	3	2%	2%	
		No change	44	26%	26%	
		Stronger now	107	63%	64%	
		Not sure	13	8%	8%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
	e. Work independently	Weaker now	4	2%	2%	
		No change	55	32%	33%	
		Stronger now	99	58%	59%	
		Not sure	9	5%	5%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
	f. Acquire new information on your own	Weaker now	1	1%	1%	
		No change	43	25%	26%	
		Stronger now	119	70%	71%	
		Not sure	4	2%	2%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
	g. Properly document information	Weaker now				
		No change	27	16%	17%	
		Stronger now	125	74%	77%	
		Not sure	11	6%	7%	
		Sub Total	163	96%	100%	
		Missing values	7	4%		
		Total	170	100%		
	h. Understand your own strengths and limitations	Weaker now	5	3%	3%	
		No change	42	25%	25%	
		Stronger now	105	62%	63%	
		Not sure	15	9%	9%	
		Sub Total	167	98%	100%	
		Missing values	3	2%		
		Total	170	100%		
18	How often do you expect to do the following in the NEXT academic year?					
	a. Study when there are more interesting things to do	1 - Never	4	2%	2%	
		2	14	8%	8%	
		3	26	15%	16%	
		4	43	25%	26%	
		5	48	28%	29%	
		6 - Very often	32	19%	19%	
		Sub Total	167	98%	100%	4.28
		Missing values	3	2%		
		Total	170	100%		
	b. Look for information to help you understand course material	1 - Never	1	1%	1%	
		2	8	5%	5%	
		3	17	10%	10%	
		4	41	24%	25%	
		5	52	31%	31%	
		6 - Very often	48	28%	29%	
		Sub Total	167	98%	100%	4.67
		Missing values	3	2%		
		Total	170	100%		
	c. Take part in class discussions	1 - Never	5	3%	3%	
		2	9	5%	5%	
		3	17	10%	10%	
		4	33	19%	20%	
		5	54	32%	33%	
		6 - Very often	48	28%	29%	
		Sub Total	166	98%	100%	4.60
		Missing values	4	2%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
	d. Ask your instructor for help with difficult assignments	1 - Never	10	6%	6%	
		2	18	11%	11%	
		3	27	16%	16%	
		4	42	25%	25%	
		5	46	27%	28%	
		6 - Very often	24	14%	14%	
		Sub Total	167	98%	100%	4.01
		Missing values	3	2%		
		Total	170	100%		
	e. Finish what you start despite difficulties	1 - Never	0	0%	0%	
		2	5	3%	3%	
		3	9	5%	5%	
		4	18	11%	11%	
		5	47	28%	28%	
		6 - Very often	88	52%	53%	
		Sub Total	167	98%	100%	5.22
		Missing values	3	2%		
		Total	170	100%		
	f. Keep working hard even if you receive a bad grade on an assignment	1 - Never	4	2%	2%	
		2	6	4%	4%	
		3	9	5%	5%	
		4	24	14%	14%	
		5	53	31%	32%	
		6 - Very often	71	42%	43%	
		Sub Total	167	98%	100%	4.97
		Missing values	3	2%		
		Total	170	100%		
19	For you, how important is that the University provides?					
	a. Academic challenge	1 - Not important	6	4%	4%	
		2	7	4%	4%	
		3	15	9%	9%	
		4	31	18%	19%	
		5	49	29%	30%	
		6 - Very important	58	34%	35%	
		Sub Total	166	98%	100%	4.71
		Missing values	4	2%		
		Total	170	100%		
	b. Support for student success	1 - Not important	11	6%	7%	
		2	6	4%	4%	
		3	19	11%	11%	
		4	34	20%	20%	
		5	42	25%	25%	
		6 - Very important	55	32%	33%	
		Sub Total	167	98%	100%	4.53
		Missing values	3	2%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
	c. Diverse student body	1 - Not important	14	8%	8%	
		2	6	4%	4%	
		3	15	9%	9%	
		4	39	23%	23%	
		5	54	32%	33%	
		6 - Very important	38	22%	23%	
		Sub Total	166	98%	100%	4.37
		Missing values	4	2%		
		Total	170	100%		
	d. Campus activities and events	1 - Not important	10	6%	6%	
		2	13	8%	8%	
		3	17	10%	10%	
		4	31	18%	19%	
		5	51	30%	31%	
		6 - Very important	44	26%	27%	
		Sub Total	166	98%	100%	4.40
		Missing values	4	2%		
		Total	170	100%		
20	What do you expect your average grade to be during the NEXT academic year?	A	66	39%	39%	
		A-	58	34%	35%	
		B+	28	16%	17%	
		B+	12	7%	7%	
		B-	2	1%	1%	
		C+	1	1%	1%	
		C	1	1%	1%	
		C- or lower	0	0%	0%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		
21	Do you expect to complete your undergraduate degree in four years?	Yes	156	92%	93%	
		No	3	2%	2%	
		Uncertain	9	5%	5%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		
22	What is your sex?	Female	104	61%	62%	
		Male	64	38%	38%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		
23	What is your major?	BAB	85	50%	51%	
		BS CS	40	24%	24%	
		BA EC	43	25%	26%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		

N	Question	Response options	Count	%	Valid %	Mean
24	Have you changed your major since entering AUA?	Yes	11	6%	7%	
		No	157	92%	93%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		
25	Do you or your family own a personal desktop or notebook computer that you use for AUA work?	Yes	147	86%	88%	
		No	21	12%	13%	
		Sub Total	168	99%	100%	
		Missing values	2	1%		
		Total	170	100%		
26	What is your current age?	Up to 16	1	1%	1%	
		17	0	0%	0%	
		18	37	22%	22%	
		19	93	55%	55%	
		20	19	11%	11%	
		21	8	5%	5%	
		22	4	2%	2%	
		23 and over	2	1%	1%	
		Age not specified	6	4%	4%	
		Total	170	100%	100%	

Answers to Open-Ended Questions (recoded)

Positive Highlights

What are three things that you like most about AUA? (Open-ended; Responses recoded)

Categories	1	2	3	Total	%
Overall atmosphere	45	23	23	91	25%
Curriculum - academic	17	21	30	68	18%
Facilities	20	24	20	64	17%
Faculty	24	15	8	47	13%
Extra-curricular activities	1	11	6	18	5%
Food Services	2	6	9	17	5%
Students	6	6	4	16	4%
Faculty - Student Interaction	4	3	2	9	2%
Resources	2	5	2	9	2%
Curriculum - logistics	1	2	3	6	2%
Communication	2	1	2	5	1%
Staff	3	0	2	5	1%
Support Services	1	3	1	5	1%
Management/Administration	1	1	1	3	1%
Policies and Procedures	1	1	1	3	1%
Other	1	2	0	3	1%
Total	131	124	114	369	100%

Suggestions for improvements

What are three most important things AUA could do to improve the quality of undergraduate experience? (Open-ended; Responses recoded)					
Categories	1	2	3	Total	%
Curriculum - academic	36	42	33	111	39.8%
Faculty	15	5	8	28	10.0%
Facilities	11	7	5	23	8.2%
Extra-curricular activities	8	7	6	21	7.5%
Food Services	7	6	2	15	5.4%
Curriculum - logistics	6	4	3	13	4.7%
Discipline/Behavior/Academic Integrity	2	5	3	10	3.6%
Financial (Tuition, Tuition assistance, insurance)	4	4	1	9	3.2%
Resources	2	2	4	8	2.9%
Support Services	2	5	1	8	2.9%
Admission Standards	6	1	0	7	2.5%
Management/Administration	1	3	3	7	2.5%
Policies and Procedures	4	2	1	7	2.5%
Academic Programming (Number of academic programs, levels)	1	2	1	4	1.4%
Other	2	0	1	3	1.1%
Communication	2	0	0	2	0.7%
Faculty - Student Interaction	2	0	0	2	0.7%
Overall atmosphere	0	1	0	1	0.4%
Total	111	96	72	279	100.0%