
American University of Armenia



2012 Graduate Student Exit Survey

September 2012

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Methodology

Main topics of survey questionnaire:

- curriculum
- educational experiences
- academic programs and university services

Demographic data collected:

- age
- citizenship
- gender
- employment

The link to on-line survey questionnaire was e-mailed to 167 graduating students on May 29, 2012, and survey responses were collected through June 8, 2012.

A total of **150 out of 167 graduating students** completed the survey, thus denoting a **response rate of 89.8 percent**.

Upon completion of the on-line survey, data were generated through SPSS. The information from paper surveys was added to the master SPSS file. Upon completion of the data entry, statistical analyses such as frequencies, cross-tabulations, and mean average of the responses were performed.

Response Rate and Background Profile

Response rate by academic program			
	Number of Graduating Students	Number of Survey Respondents	Percent of Respondents per Program
Master of Industrial Engineering and Systems Management (ME IESM)	24	22	91.7
Master of Business Administration (MBA)	50	47	94.0
Master of Political Science and International Affairs (MA PSIA)	30	25	83.3
Master of Laws (LL.M.)	29	25	86.2
Master of Science in Computer and Information Science (MS CIS)	18	15	83.3
Master in Teaching English as Foreign Language (MA TEFL)	16	16	100.0
TOTAL	167	150	89.8

On-line vs. paper survey N(%)							
	ME IESM	MBA	MA PSIA	LLM	MS CIS	MA TEFL	TOTAL
On-line	19(86.4)	41(87.2)	13(52.0)	21(84.0)	15 (100.0)	11(68.75)	120(80.0)
Paper	3 (13.6)	6(12.8)	12(48.0)	4(16.0)	0(0.0)	5(31.25)	30(20.0)
TOTAL	22	47	25	25	15	16	150(100.0)

Response Rate and Background Profile (cont'd)

Distribution by citizenship		
	Response rate frequency	Valid Percent
Republic of Armenia	134	89.3
Non Republic of Armenia	16	10.7
TOTAL	150	

Distribution by gender		
	Response rate frequency	Valid Percent
Female	104	69.3
Male	46	30.7
TOTAL	150	100.0

Age at graduation			
	Number of Students	Valid Percent	Cumulative Percent
Up to 22	43	28.7	28.7
23-24	56	37.3	66.0
25-26	27	18.0	84.0
27-29	11	7.3	91.3
30-32	7	4.7	96.0
33-35	3	2.0	98.0
Over 35	3	2.0	100.0
TOTAL	150	100.0	

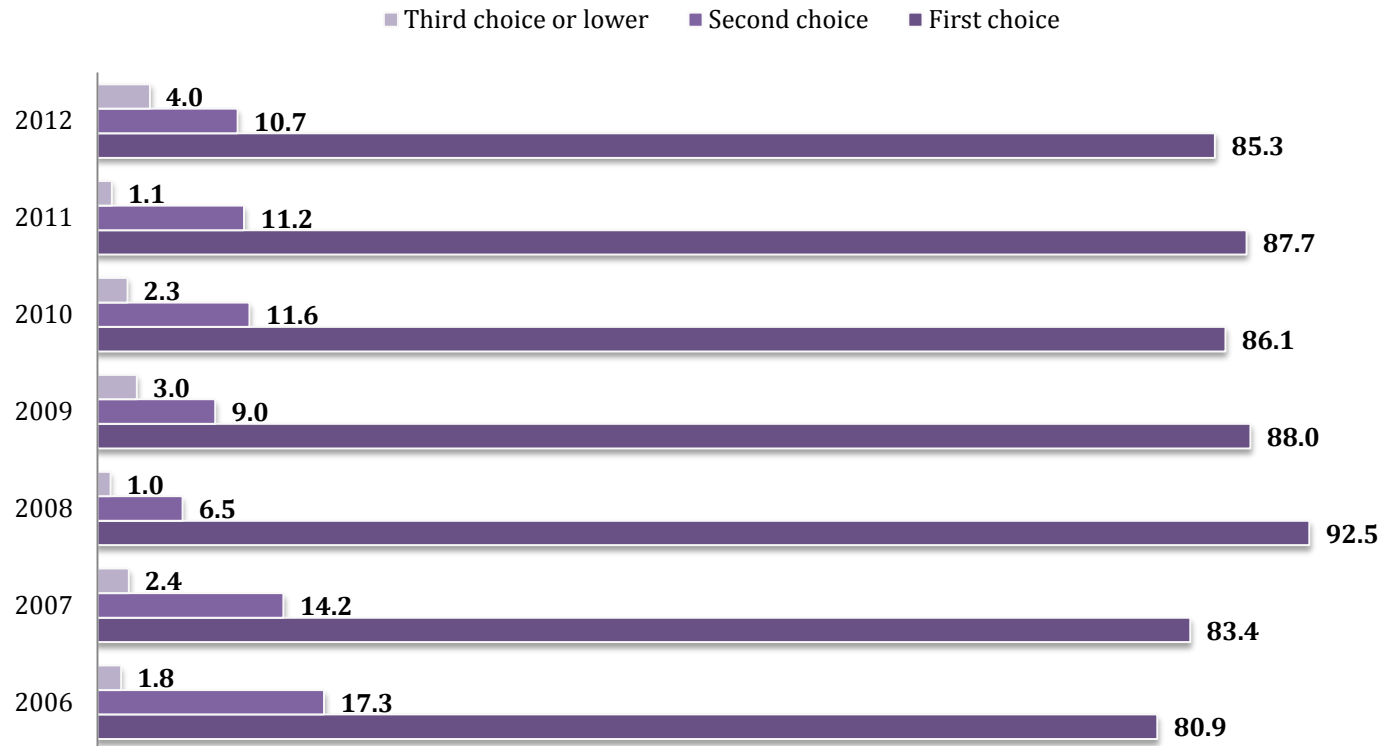
Background Profile - Choice of Graduate School

Among the graduate schools that you considered, was AUA your : N(%)							
	ME IESM	MBA	MA PSIA	LLM	MS CIS	MA TEFL	TOTAL
First choice	18(81.8)	37(78.7)	22(88.0)	22(88.0)	14(93.3)	15(93.75)	128 (85.3)
Second choice	2(9.1)	7(14.9)	3(12.0)	3(12.0)	1(6.7)		16 (10.7)
Third choice or lower	2(9.1)	3(6.4)				1(6.25)	6 (4.0)
TOTAL	22	47	25	25	15	16	150 (100.0)

Among the graduate schools that you considered, was AUA your:			
	Female N (%)	Male N (%)	TOTAL
First choice	95 (91.4)	33 (71.7)	128
Second choice	7 (6.7)	9 (19.6)	16
Third choice or lower	2 (1.9)	4 (8.7)	6
TOTAL	104	46	150

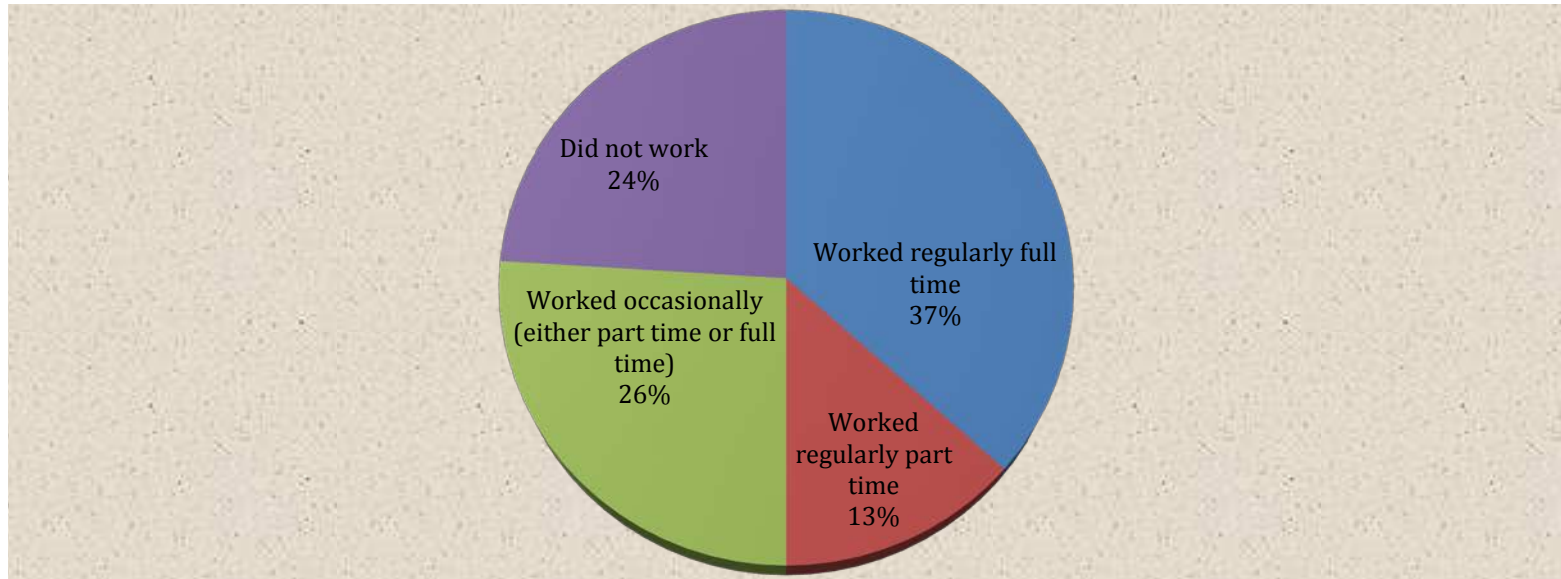
Background Profile - Choice of Graduate School

AUA as Choice of Graduate School % (2006-2012)



Employment Status During Graduate Studies

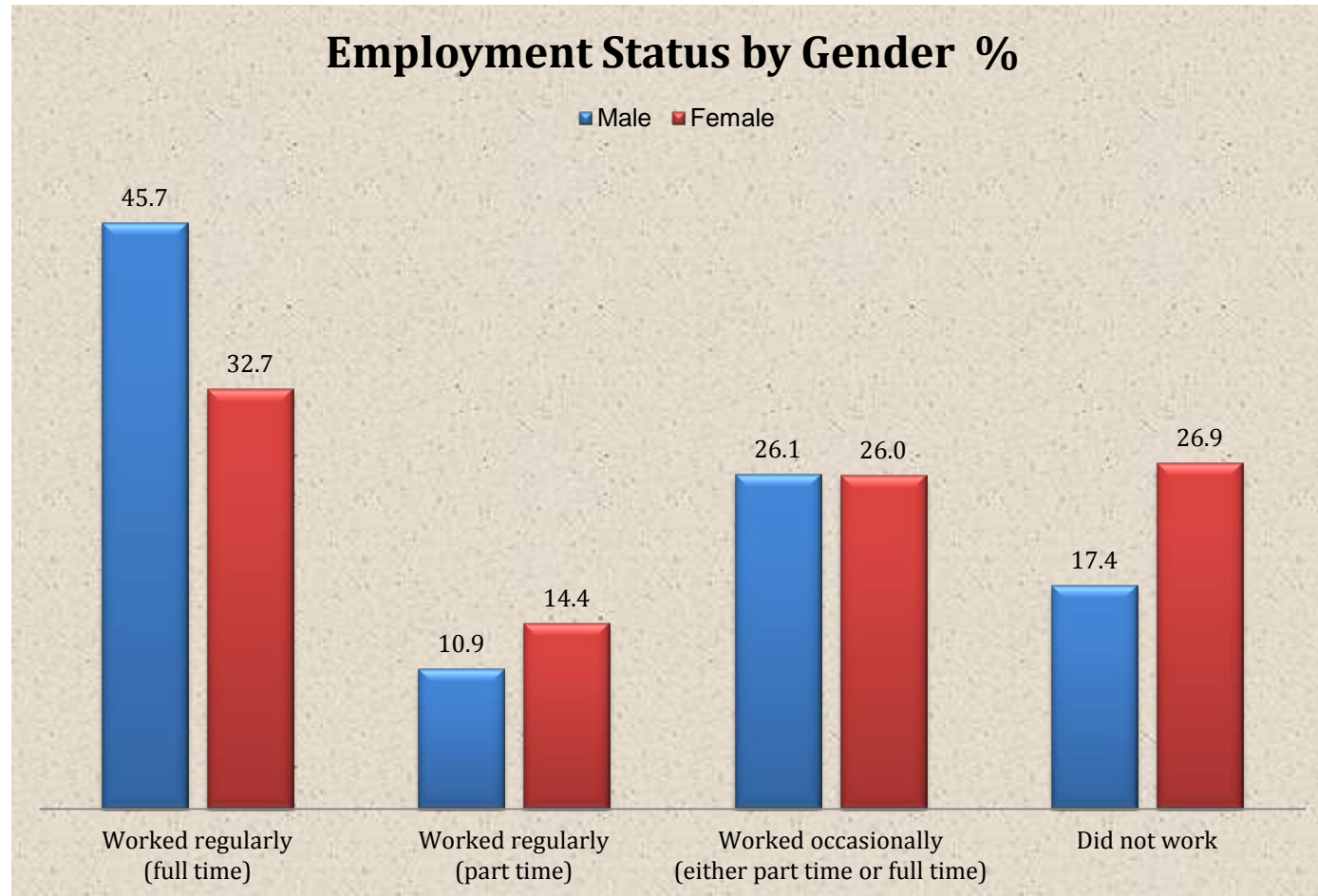
Employment Status



What was your employment status during most of your graduate education? N(%)

	ME IESM	MBA	MA PSIA	LL.M.	MS CIS	MA TEFL	TOTAL
Worked regularly full time	4 (18.1)	28(59.6)	6 (24.0)	11(44.0)	3 (20.0)	3 (18.75)	55 (37%)
Worked regularly part time	4 (18.1)	4 (8.5)	1 (4.0)	3 (12.0)	5 (33.3)	3 (18.75)	20 (13%)
Worked occasionally (either part time or full time)	8 (36.4)	12 (25.5)	8 (32.0)	4 (16.0)	4 (26.7)	3 (18.75)	39 (26%)
Did not work	6 (27.4)	3 (6.4)	10 (40.0)	7 (28.0)	3 (20.0)	7 (43.75)	36 (24%)
TOTAL	22	47	25	25	15	16	150

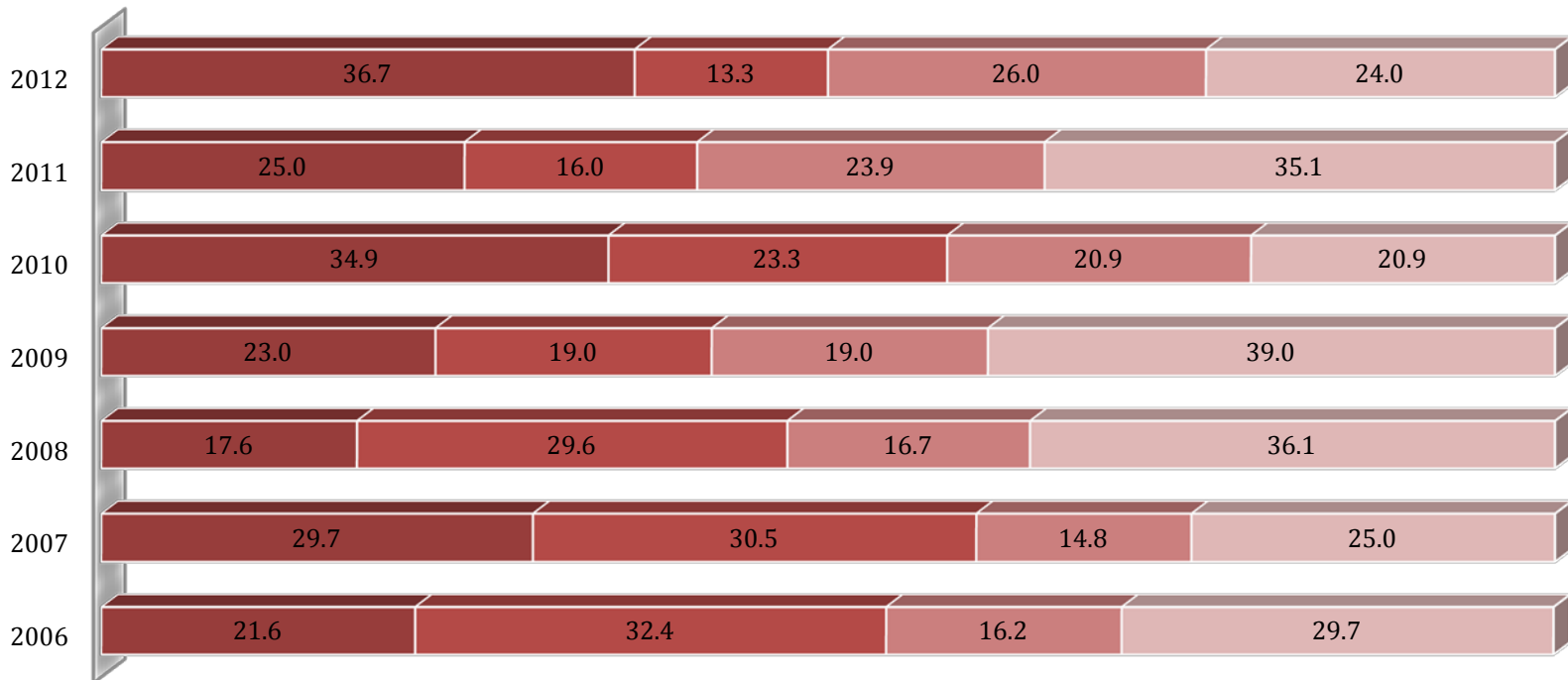
Employment Status During Graduate Studies (cont'd)



Employment Status During Graduate Studies (cont'd)

Employment Status % (2007-2012)

■ Worked regularly full time ■ Worked regularly part time ■ Worked occasionally (either part time or full time) ■ Did not work



Academic Program

Measures	Year	University-wide *		Measures	Year	University-wide	
		Mean	Percent			Mean	Percent
The sequence of courses was appropriate.	2006	2.31	73.6	There was good communication between faculty and students regarding student needs, concerns, and suggestions.	2006	2.17	70.9
	2007	2.32	73.0		2007	2.33	63.6
	2008	2.21	71.3		2008	2.04	76.9
	2009	2.38	66.3		2009	1.92	80.8
	2010	2.23	72.7		2010	2.02	75.0
	2011	2.34	72.0		2011	1.96	75.3
	2012	2.28	69.3		2012	2.06	72.7
Academic policies and procedures were communicated adequately.	2006	2.30	70.6	Interactions among students and faculty were characterized by mutual respect.	2006	1.83	88.0
	2007	2.37	64.3		2007	2.01	79.1
	2008	2.11	73.8		2008	1.71	91.7
	2009	2.08	79.8		2009	1.66	91.9
	2010	2.18	75.0		2010	1.84	88.6
	2011	2.02	84.9		2011	1.68	90.9
	2012	2.00	79.3		2012	1.71	90.0
Information about degree requirements was communicated adequately.	2006	2.13	74.8	On the whole, faculty members were well qualified to teach their courses.	2006	2.17	69.7
	2007	2.12	79.7		2007	2.36	63.8
	2008	2.03	75.5		2008	2.18	72.0
	2009	2.02	83.5		2009	2.15	74.0
	2010	2.05	81.0		2010	2.23	67.4
	2011	1.92	87.3		2011	2.02	80.6
	2012	1.80	92.0		2012	2.29	63.3

*Mean and combined percent of strongly agree and agree

* Scale of 1 to 5; 1=strongly agree and 5=strongly disagree; missing values excluded

Academic Program (cont'd)

Measures	Year	University-wide*	
		Mean	Percent
There were many opportunities outside the classroom for interaction between students and faculty.	2006	2.44	57.7
	2007	2.30	63.6
	2008	1.97	77.8
	2009	2.03	77.6
	2010	2.30	61.4
	2011	2.25	68.4
	2012	2.39	58.7
In general, faculty members prepared carefully for their courses.	2006	2.06	78.7
	2007	2.18	75.2
	2008	1.91	85.2
	2009	2.03	77.8
	2010	2.09	72.1
	2011	1.97	84.3
	2012	2.12	70.0
Overall, faculty in my department were interested in the professional development of students.	2006	2.25	68.2
	2007	2.09	72.9
	2008	1.87	83.3
	2009	1.92	79.8
	2010	1.93	79.5
	2011	1.97	80.7
	2012	2.08	76.0

Measures	Year	University-wide	
		Mean	Percent
In general, the courses I took were well taught.	2006	2.20	72.7
	2007	2.24	73.6
	2008	2.09	76.9
	2009	2.10	75.8
	2010	2.07	75.0
	2011	2.11	79.1
	2012	2.14	75.3
The courses I took were valuable for my future career.	2006	1.97	78.2
	2007	2.02	79.1
	2008	1.95	83.3
	2009	1.86	87.8
	2010	1.91	77.3
	2011	1.83	85.6
	2012	2.04	79.3
My program was intellectually challenging and stimulating.	2006	1.90	85.5
	2007	1.99	79.8
	2008	1.97	82.4
	2009	1.88	85.7
	2010	1.95	86.4
	2011	1.82	85.9
	2012	1.89	84.7

*Mean and combined percent of strongly agree and agree

*Scale of 1 to 5; 1=strongly agree and 5=strongly disagree; missing values excluded

Academic Program (cont'd)

Measures	Year	University-wide	
		Mean	Percent
My graduate school experiences were relevant to my career goals.	2006	2.05	76.6
	2007	2.00	73.4
	2008	2.00	81.3
	2009	1.88	85.7
	2010	2.02	81.8
	2011	1.89	84.4
	2012	1.94	80.1
I would recommend my graduate program to prospective students.	2006	2.01	77.3
	2007	2.07	76.0
	2008	1.84	84.1
	2009	1.83	83.8
	2010	1.93	77.3
	2011	1.80	86.1
	2012	1.92	78.7
If I had the opportunity to make the choice again, I would enroll in this program again.	2006	2.33	62.7
	2007	2.47	55.0
	2008	2.15	69.4
	2009	2.07	73.7
	2010	2.30	65.1
	2011	1.98	73.3
	2012	2.10	67.3

Measures	Year	University-wide	
		Mean	Percent
I believe that my program provided me with the skills needed in my field.	2006	1.94	84.5
	2007	2.05	79.1
	2008	1.96	79.4
	2009	1.77	89.9
	2010	1.95	79.5
	2011	1.83	83.3
	2012	1.98	80.7
	I believe that the AUA grading system is fair.	2006	2.48
2007		2.55	55.5
2008		1.96	79.4
2009		1.94	79.6
2010		2.41	65.9
2011		2.06	73.7
2012		2.10	73.3
I believe that the grading system of my academic program is fair		2011	2.08
	2012	2.08	72.7

* Mean and combined percent of strongly agree and agree

* Scale of 1 to 5; 1=strongly agree and 5=strongly disagree; missing values excluded

Educational Methods

During your graduate studies, how often did your coursework use the following educational methods?	Mean *
Memorizing facts and ideas from lectures and readings.	4.11
Analyzing cases or situations in-depth (e.g. case studies and analysis).	5.22
Synthesizing ideas and/or information into new more complex interpretations and relationships.	4.74
Making judgments about the value of information, arguments, or methods.	5.09
Applying theories or concepts to practical problems/situations.	5.19

** Scale from 1 to 7; 1=never, 2=rarely, 3=sometimes, 4=on the average, 5=often, 6=most of the time, 7=always;
Missing values excluded*

Educational Methods: Suggested Improvements

Educational Methods	Mean *	Percent
Connections between ideas and practices	2.16	67.3
Theoretical knowledge	3.00	19.3
Problem solving	2.33	56.7
Research	2.45	46.7
Applied Research	2.28	57.3

** Mean and combined percent of “increase a great deal” and “increase somewhat”
Scale from 1 to 5; 1= increase a great deal and 5= reduce a great deal; missing values excluded*

Overall Experience in Academic Program

Overall Experience in Academic Program %



Year	University-wide*	
	Mean	Percent
2006	2.13	71.2
2007	2.21	64.3
2008	1.93	83.0
2009	2.00	81.0
2010	2.19	69.8
2011	1.95	81.5
2012	2.03	80.0

** Mean and combined percent of excellent and very good; Scale from 1 to 5; 1=excellent and 5=very poor, missing values excluded*

Support in the Degree Program

Measures	Year	University-wide *	
		Mean	Percent
Student advising (e.g. guidance on academic requirements* thesis/essay)	2006	2.12	72.1
	2007	2.14	76.6
	2008	1.88	89.4
	2009	1.88	88.8
	2010	2.23	72.7
	2011	1.87	88.2
	2012	2.12	73.3
Adequacy of support for research (e.g. research facilities such as labs and centers)	2006	2.77	50.5
	2007	2.56	55.6
	2008	2.08	75.0
	2009	2.08	75.8
	2010	2.11	77.3
	2011	1.95	82.6
	2012	2.24	64.7
Opportunity for research experience or practical skills application	2006	2.72	46.8
	2007	2.60	53.2
	2008	2.24	65.0
	2009	2.50	52.1
	2010	2.20	68.2
	2011	2.10	76.9
	2012	2.47	54.0

Measures	Year	University-wide	
		Mean	Percent
Communications about academic policies and procedures	2006	2.41	58.7
	2007	2.58	55.2
	2008	2.27	64.7
	2009	2.23	63.4
	2010	2.12	79.1
	2011	2.14	70.6
	2012	2.26	64.0
Opportunities for formal student evaluations of instruction	2006	2.29	68.5
	2007	2.32	68.3
	2008	2.04	79.4
	2009	2.06	78.7
	2010	2.23	72.1
	2011	1.98	79.8
	2012	2.13	72.7
Career and/or further study advising and planning by faculty **	2012	2.67	40.7
Support of staff in the degree program	2006	2.05	79.1
	2007	2.03	80.0
	2008	1.84	90.3
	2009	1.82	90.4
	2010	1.89	86.4
	2011	1.80	90.7
	2012	2.14	72.7

*Mean and combined percent of very satisfied and satisfied; Scale from 1 to 5; 1=very satisfied and 5=very dissatisfied; missing values excluded

** Question added in 2012 to differentiate between support provided by faculty in the degree program and support provided by the ACDO.

University Services

Measures	Year	University-wide *	
		Mean	Percent
Classroom facilities and equipment	2006	2.23	71.2
	2007	2.25	73.0
	2008	2.28	68.6
	2009	1.60	94.9
	2010	1.39	100.0
	2011	1.32	97.4
	2012	1.46	96.0
Computer resources	2006	2.93	44.1
	2007	2.72	52.8
	2008	2.12	79.8
	2009	1.98	77.8
	2010	2.16	68.2
	2011	1.70	85.7
	2012	1.96	79.3
Food services	2006	2.79	48.6
	2007	2.81	38.1
	2008	2.43	60.6
	2009	2.00	54.1
	2010	2.62	50.0
	2011	2.35	60.4
	2012	2.22	67.3

Measures	Year	University-wide	
		Mean	Percent
Library resources in your field of study	2006	2.63	53.6
	2007	2.22	74.0
	2008	1.94	82.7
	2009	1.83	88.9
	2010	1.91	83.7
	2011	1.65	87.2
	2012	1.88	80.0
Library support services **	2012	1.73	88.7
Services provided by Room 19 (Student Academic Affairs Office)	2006	2.18	68.5
	2007	2.15	74.0
	2008	2.05	79.0
	2009	2.09	73.7
	2010	1.67	93.0
	2011	1.84	80.4
	2012	1.90	80.7
Financial aid services – scholarships* loans* work study	2006	2.40	57.3
	2007	2.20	65.1
	2008	1.95	72.8
	2009	2.00	70.4
	2010	2.28	60.0
	2011	1.96	70.1
	2012	2.03	69.1

*Mean and combined percent of very satisfied and satisfied; Scale from 1 to 5; 1=very satisfied and 5=very dissatisfied; missing values excluded

** Question added in 2012

University Services (cont'd)

Measures	Year	University-wide*	
		Mean	Percent
Advising for students on policies and rights and responsibilities	2006	2.50	50.5
	2007	2.52	53.2
	2008	2.36	61.0
	2009	2.20	67.7
	2010	2.31	64.3
	2011	2.15	67.2
	2012	2.12	70.0
Career advising and planning (omitted in 2009 and 2010) **	2006	2.87	47.7
	2007	2.69	43.7
	2008	2.50	49.5
	2009-2010	-	-
	2011	2.39	54.0
Career advising and planning by ACDO ***	2012	2.24	62.7

* Mean and combined percent of very satisfied and satisfied; Scale of 1 to 5; 1=very satisfied and 5=very dissatisfied; missing values excluded

** Question removed in 2012 to differentiate between support provided by faculty in the degree program and support provided by the ACDO.

*** Question added in 2012 to differentiate between support provided by faculty in the degree program and support provided by the ACDO.

Graduate Education's Contribution to Students' Development

How much did your graduate education at AUA contribute to your development in the following areas?	Mean *
Making presentations to forums typical of your field of study	5.36
Ability to function as part of a team	5.28
Ability to plan and carry out projects independently	5.23
Ability to solve analytical problems	5.18
Ability to critically analyze ideas and information	5.17
Applying scientific methods of inquiry	4.91
English Speaking skills	4.91
English Writing skills	4.86
Ability to lead and guide others	4.81
Presenting papers at conferences/seminars	4.80
Speaking skills	4.76
Writing skills	4.75
Network with others in the field	4.69
Computer skills	4.19
Submitting papers for publication	4.18

** Scale from 1 to 7; 1=not at all, 7=tremendously; missing values excluded*

Positive Highlights and Suggestions for Improvements

What are the three things you liked most about AUA? *	N
Atmosphere/community/environment/culture	55
Facilities and equipment	48
Faculty/supervisor	42
Teaching methodologies and assignments	35
Quality of education/western teaching style	27
Relationship with faculty/student-centered approach	27
My program/(challenging) classes/courses	24
Classmates/peers/friends	19
Practicability/relevance of the knowledge received	15
Academic freedom/excellence/independence/values	14
Staff	14
Library resources, (free) books, web-based tools	14
Teamwork/group projects	12
Fairness/ ethics/equity	11
Organizational management (deadlines, discipline, democracy, evaluation, schedule)	11

Three most important things AUA could do to improve the quality of the graduate experience	N
Improve the quality of instructors	56
Support with career development opportunities (internship, research, job, trainings etc.)	40
More emphasis on practical study/applied research	36
Improve the organization of the educational process	30
Attract more experienced foreign faculty	25
Improve facilities and equipment, and management	18
Provide sport and recreational facilities/activities/clubs/student council	17
Increase the number of (diversify) elective courses	15
Improve communication/interaction (interdepartmental, between faculty and students)	15
Improve education quality	12
Keep up with the same level	12
Academic program and course redesign/ improvement	11
Improve grading and students performance evaluation system	11
Increase standards for admission	11

**Open-ended question; Responses recoded*

Differences Between AUA and Other Universities and Colleges in Armenia

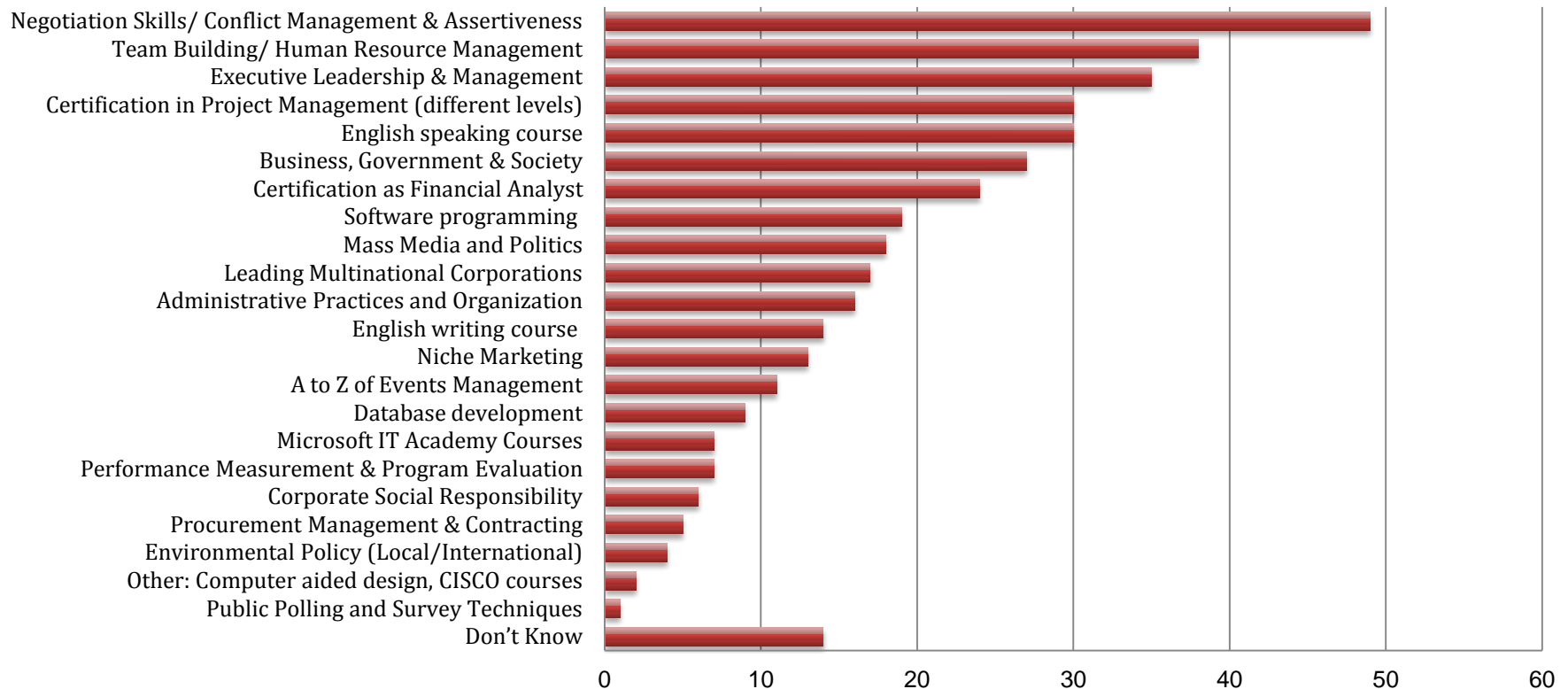
Three most important differences between AUA and other universities and colleges in Armenia *	N
Fairness/ethics/equity	45
Teaching methodologies and assignments	42
(Higher) quality of education/western teaching style	38
(Qualified) faculty and support	37
Facilities and equipment, library, internet, web-based tools	32
Communication and interaction between faculty and students/ student-centered approach	30
Atmosphere/community/environment/culture	30
Practicability/relevance of the knowledge received	20
Leadership and organizational management (deadlines, discipline, democracy, evaluation, schedule)	19
English-speaking environment	13
Academic freedom/excellence/independence/values	13
Networking and professional development opportunities	12
Classmates/peers/friends	11

** Open-ended question; Responses recoded*

Extension Program

Have you ever participated in AUA Extension Program courses?			
	Frequency	Percent	Valid Percent
Yes	40	26.7	26.8
No	109	72.7	73.2
Total	149	99.3	100.0
Missing values	1	.7	
TOTAL	150	100.0	

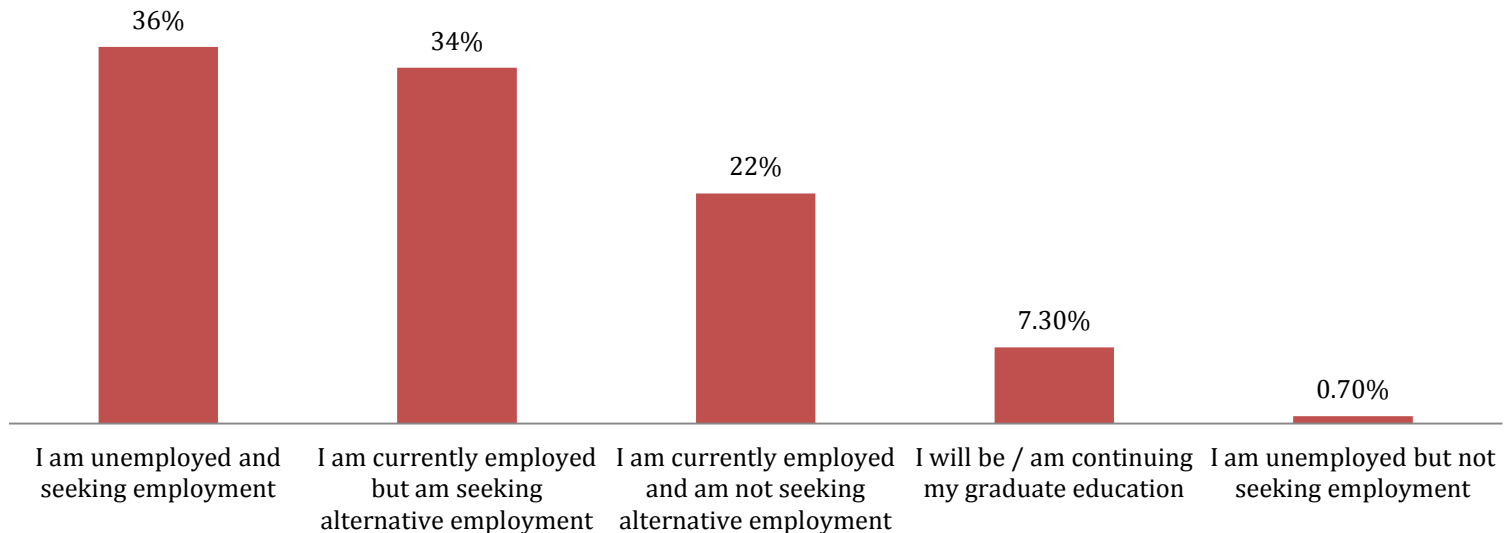
Check up to three courses in which you would enroll if offered by AUA Extension Program



Employment and Future Education Plans

What are your immediate employment/education plans? N(%)

	ME IESM	MBA	MA PSIA	LL.M.	MS CIS	MA TEFL	TOTAL
I am currently employed and am not seeking alternative employment	5 (22.7)	13 (27.6)	3 (12.0)	6 (24.0)	4 (26.7)	2 (12.5)	33 (22%)
I am currently employed but am seeking alternative employment	6 (27.3)	18 (38.3)	6 (24.0)	11 (44.0)	4 (26.7)	6 (37.5)	51 (34%)
I am unemployed and seeking employment	8 (36.4)	15 (32.0)	13 (52.0)	6 (24.0)	4 (26.7)	8 (50.0)	54 (36%)
I am unemployed but not seeking employment			1 (4.0)				1 (.7%)
I will be / am continuing my graduate education	3 (13.6)	1 (2.1)	2 (8.0)	2 (8.0)	3 (20.0)		11 (7.3%)
TOTAL	22	47	25	25	15	16	150



Employment and Future Education Plans

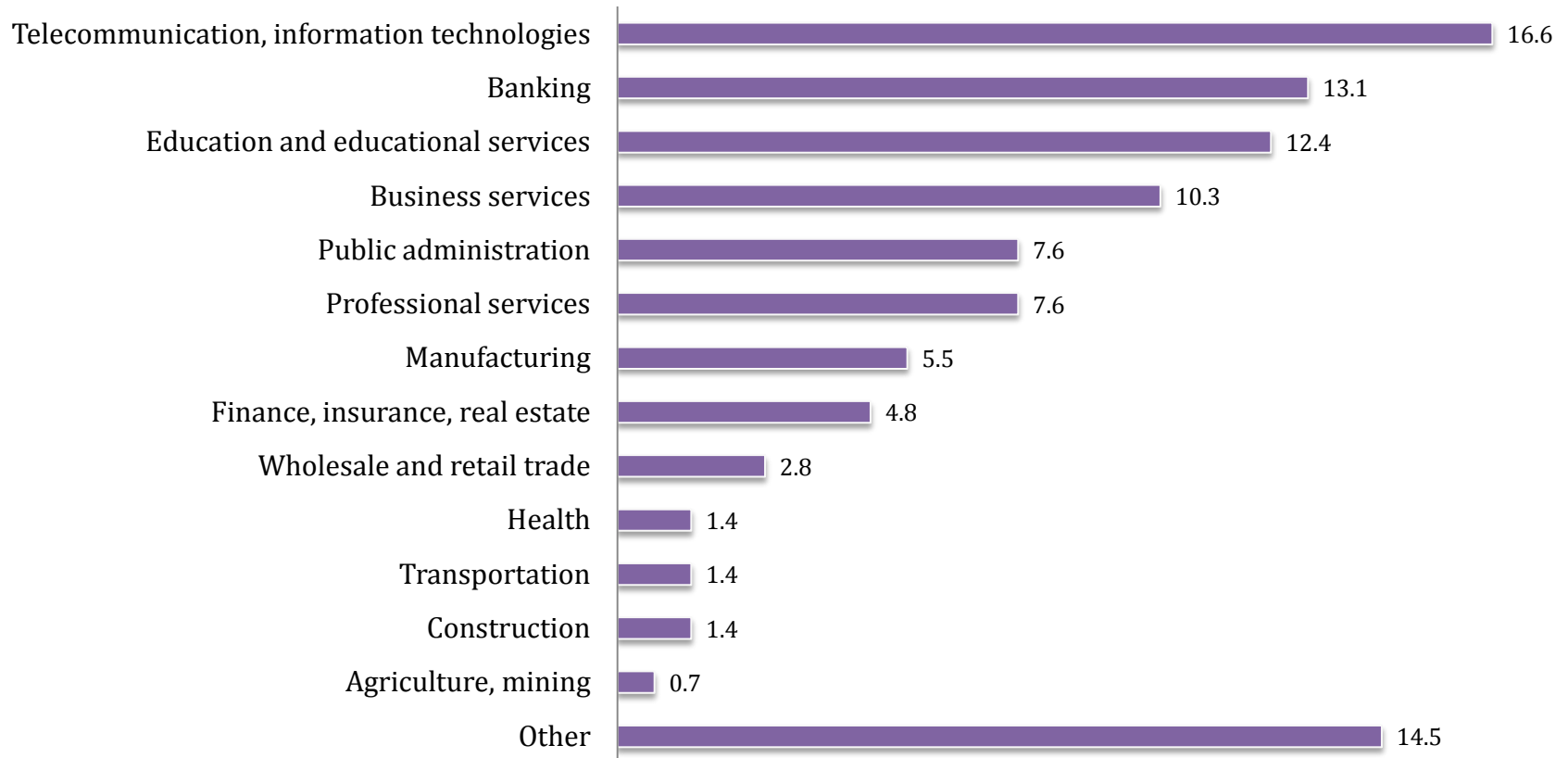
If you are seeking employment, which BEST describes your potential employer? N(%)							
	ME IESM	MBA	MA PSIA	LL.M.	MS CIS	MA TEFL	TOTAL
Government (RoA or foreign) or other public institution, agency, body	3 (13.6)	2 (4.2)	14 (58.3)	10 (41.7)		8 (50.0)	37 (25.0)
Private for-profit corporation/ company/group practice	11 (50.0)	29 (61.7)	6 (25.0)	9 (37.5)	10 (66.7)	5 (31.25)	70 (46.7)
Private non-profit organization	3 (13.6)	2 (4.2)	4 (16.7)			3 (18.75)	12 (8.0)
Self-employment: own business	5 (22.7)	14 (29.8)		5 (20.8)	5 (33.3)		29 (19.3)
TOTAL	22	47	24	24	15	16	148

Potential Employment by Gender %



Employment and Future Employment Plans

Current/ Potential Industry of Employment (%)



For additional information contact
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