



American University of Armenia

Հայաստանի Ամերիկյան Համալսարան

A US-accredited institution
affiliated with the University
of California providing a
global education in Armenia

2014 Graduate Student Exit Survey

Content

[Methodology](#)

[Response Rate and Background Profile](#)

[Employment Status During Graduate Studies](#)

[Academic Program](#)

[Educational Methods](#)

[Overall Experience in the Program](#)

[Support in the Degree Program](#)

[University Services](#)

[Graduate Education's Contribution to Student Development](#)

[Positive Highlights about AUA, Differences, and Suggestions for Improvement](#)

[AUA Extension](#)

[Employment and Further Education](#)

[Employment Plans](#)

Methodology

Main topics of survey questionnaire:

- curriculum
- educational experiences
- academic programs and university services

Demographic data collected:

- age
- citizenship
- gender
- employment

The link to the on-line survey questionnaire was e-mailed to 179 graduating students on April 23, 2014, and survey responses were collected through May 6, 2014.

A total of 142 (79.3%) out of 179 graduating students participated in the survey. The results of 17 partially completed surveys were excluded in the analyses, thus **denoting a response rate of 69.8%**.

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		
	Graduating Students N	Survey Respondents N (%)
Master of Engineering in Industrial Engineering and Systems Management (ME IESM)	20	10 (50.0)
Master of Business Administration (MBA)	54	40 (74.1)
Master of Political Science and International Affairs (M PSIA)	29	22 (75.9)
Master of Laws (LL.M.)	25	19 (76.0)
Master of Science in Computer and Information Science (MS CIS)	19	9 (47.4)
Master in Teaching English as a Foreign Language (MA TEFL)	23	20 (87.0)
Certificate in Translation (CTr.)	9	5 (55.6)
TOTAL	179	125 (69.8)

Response Rate and Background Profile Cont'd

Distribution by age at graduation	
Age range	Respondents N (%)
Up to 22	32 (25.6)
23-24	50 (40.0)
25-26	18 (14.4)
27-29	12 (9.6)
30-32	5 (4.0)
33-35	4 (3.2)
Over 35	4 (3.2)
TOTAL	125 (100.0)

Distribution by gender - 1	
	Survey Respondents N (%)
Female	95 (76.0)
Male	30 (24.0)
TOTAL	125

Distribution by gender - 2		
	Graduating Students	Survey Respondents N (%)
Female	132	95 (72.0)
Male	47	30 (63.8)
TOTAL	179	125 (69.8)

Response Rate and Background Profile Cont'd

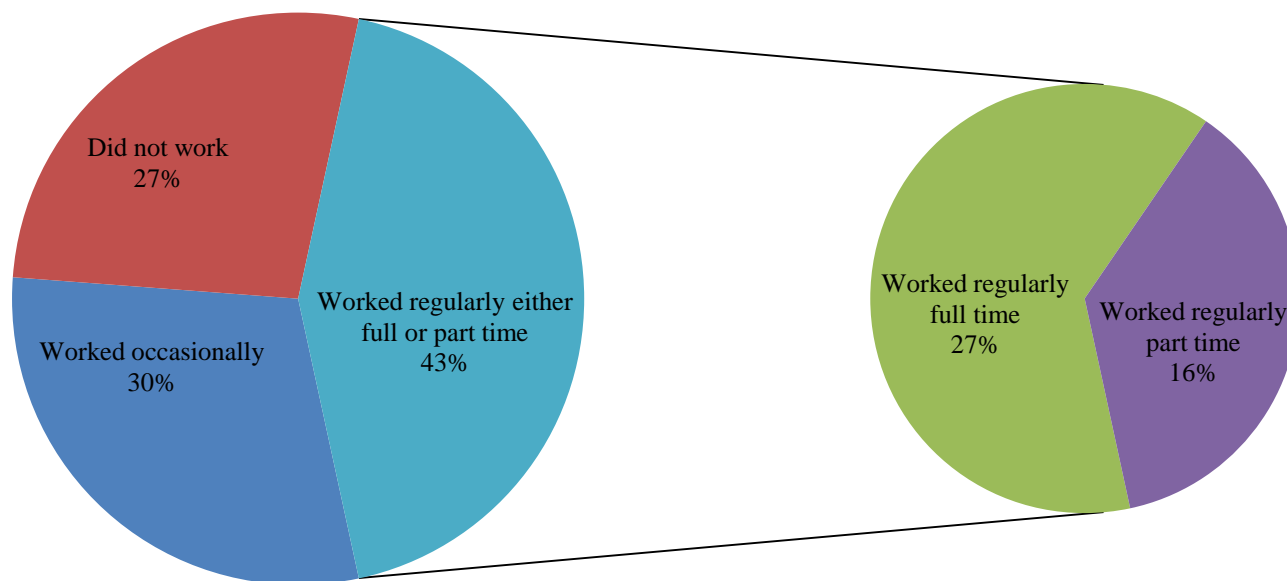
Choice of Graduate School (2006-2014) %

■ Third choice or lower ■ Second choice ■ First choice



Employment Status During Graduate Studies

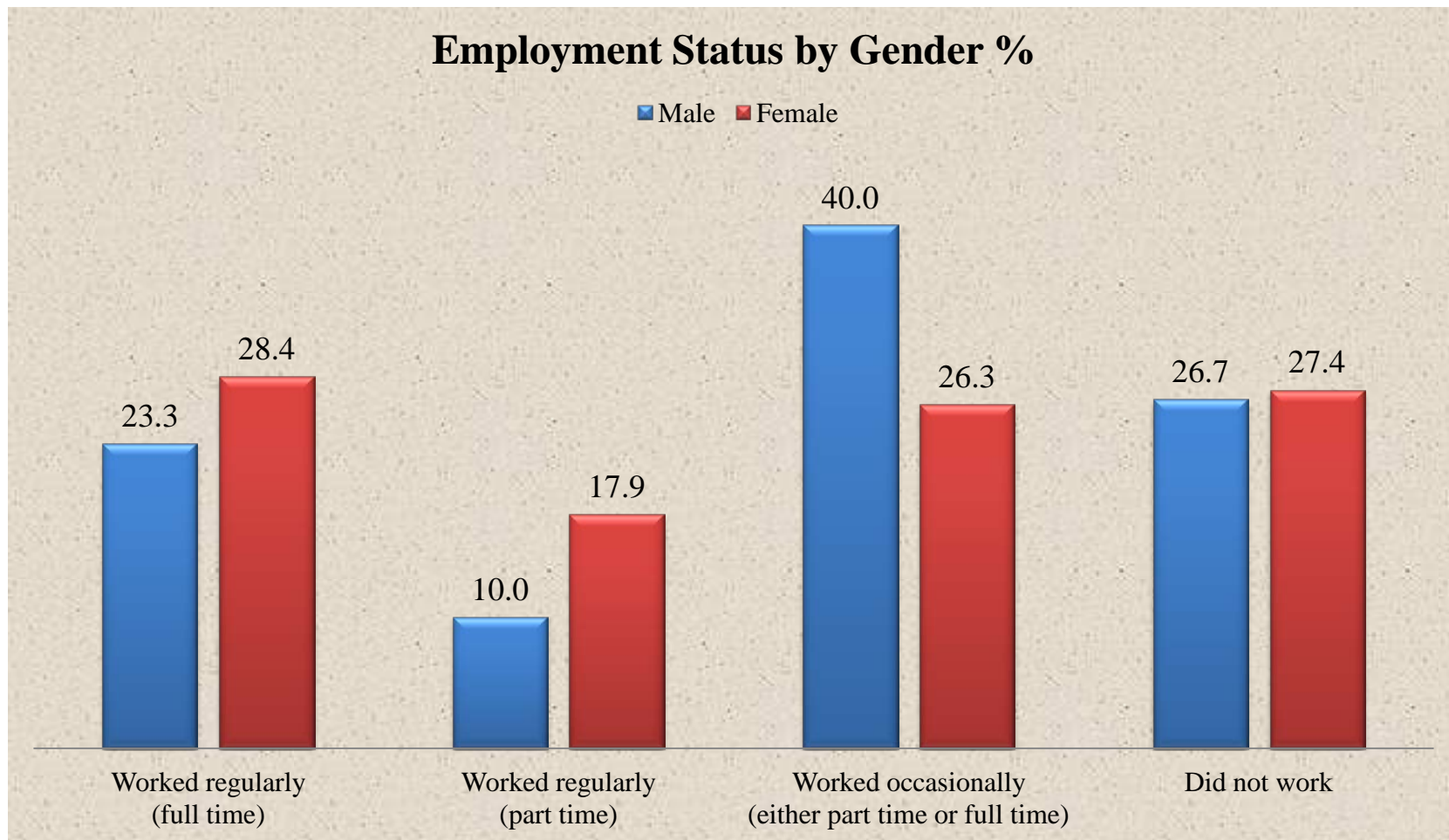
Employment Status %



Employment status during graduate education(by program) N (%)

	ME IESM	MBA	M PSIA	LL.M.	MS CIS	MA TEFL	CTr.	TOTAL
Worked regularly full time	2 (20.0)	7 (17.5)	3 (13.6)	10 (52.6)	5 (55.6)	2 (10.0)	5 (100)	34 (27.2)
Worked regularly part time	3 (30.0)	5 (12.5)	2 (9.1)	1 (5.3)	2 (22.2)	7 (35.0)	0 (0.0)	20 (16.0)
Worked occasionally (p/t or f/t)	4 (40.0)	14 (35.0)	10 (45.5)	4 (21.1)	1 (11.1)	4 (20.0)	0 (0.0)	37 (29.6)
Did not work	1 (10.0)	14 (35.0)	7 (31.8)	4 (21.1)	1 (11.1)	7 (35.0)	0 (0.0)	34 (27.2)
TOTAL	10	40	22	19	9	20	5	125

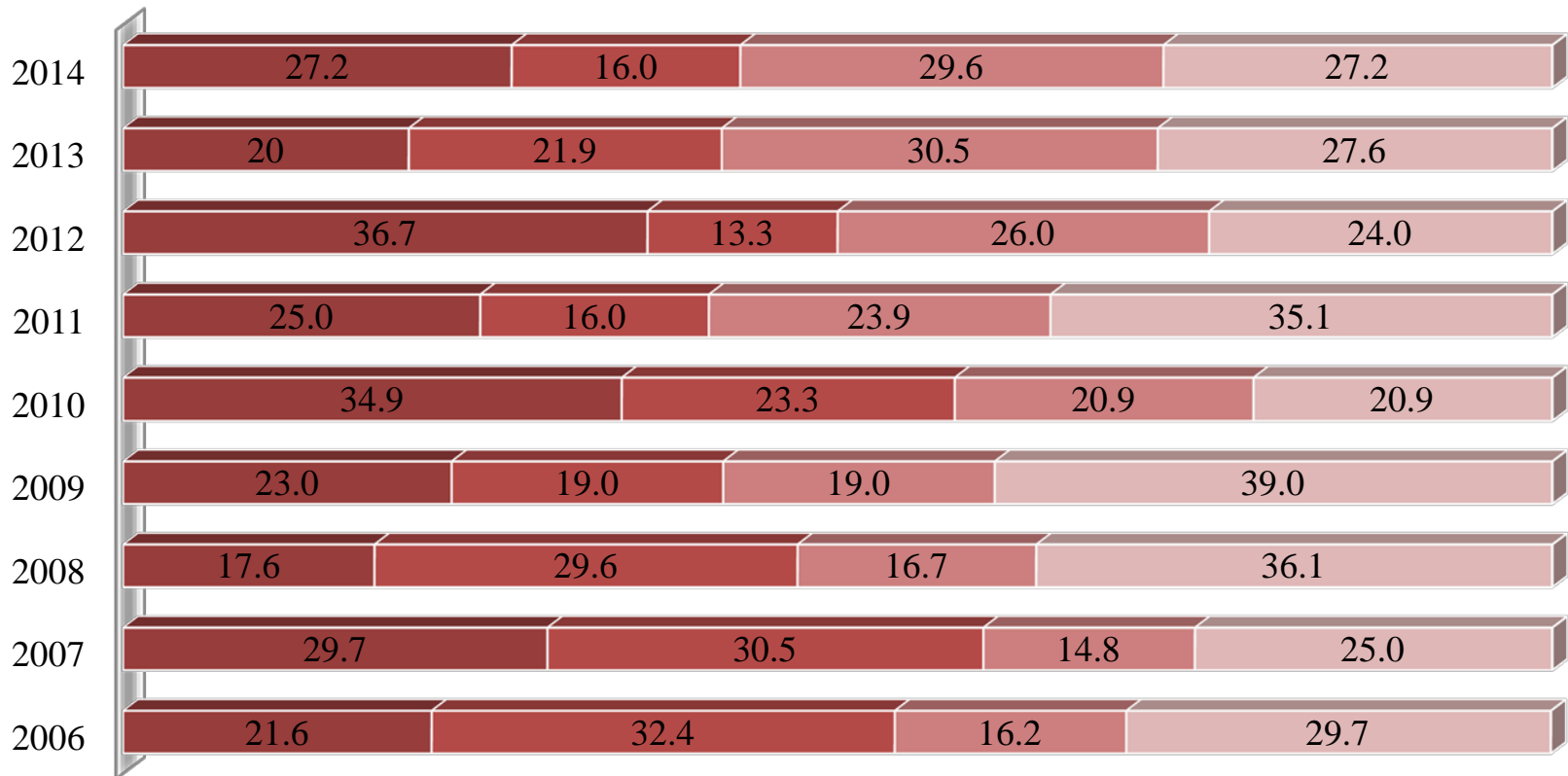
Employment Status During Graduate Studies Cont'd



Employment Status During Graduate Studies Cont'd

Employment Status (2006-2014) %

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



Academic Program (2010-2014)

Measures	Year	University-wide*	
The sequence of courses was appropriate.	2010	2.23	72.7
	2011	2.34	72.0
	2012	2.28	69.3
	2013	2.41	61.0
	2014	2.48	56.8
Academic policies and procedures were communicated adequately.	2010	2.18	75.0
	2011	2.02	84.9
	2012	2.00	79.3
	2013	2.18	70.5
	2014	2.09	74.4
Information about degree requirements was communicated adequately.	2010	2.05	81.0
	2011	1.92	87.3
	2012	1.80	92.0
	2013	2.11	72.4
	2014	2.01	82.4

Measures	Year	University-wide*	
There was good communication between faculty and students regarding student needs, concerns, and suggestions.	2010	2.02	75.0
	2011	1.96	75.3
	2012	2.06	72.7
	2013	2.11	70.5
	2014	2.23	68.0
Interactions among students and faculty were characterized by mutual respect.	2010	1.84	88.6
	2011	1.68	90.9
	2012	1.71	90.0
	2013	1.80	86.7
On the whole, faculty members were well qualified to teach their courses.	2010	2.23	67.4
	2011	2.02	80.6
	2012	2.29	63.3
	2013	2.26	66.7
	2014	2.36	58.4
There were many opportunities outside the classroom for interaction between students and faculty.	2010	2.30	61.4
	2011	2.25	68.4
	2012	2.39	58.7
	2013	2.15	67.6
	2014	2.16	69.6

*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 (2010-2014) Cont'd

Measures	Year	University-wide*	
In general, faculty members prepared carefully for their courses.	2010	2.09	72.1
	2011	1.97	84.3
	2012	2.12	70.0
	2013	2.12	72.4
	2014	2.25	65.6
Overall, faculty in my department were interested in the professional development of students.	2010	1.93	79.5
	2011	1.97	80.7
	2012	2.08	76.0
	2013	2.04	75.3
	2014	2.16	70.4
In general, the courses I took were well taught.	2010	2.07	75.0
	2011	2.11	79.1
	2012	2.14	75.3
	2013	2.20	69.5
	2014	2.40	58.4

Measures	Year	University-wide*	
I would recommend my graduate program to prospective students.	2010	1.93	77.3
	2011	1.80	86.1
	2012	1.92	78.7
	2013	2.00	74.3
	2014	2.17	68.0
If I had the opportunity to make the choice again, I would enroll in this program again.	2010	2.30	65.1
	2011	1.98	73.3
	2012	2.10	67.3
	2013	2.17	64.8
	2014	2.38	55.2
AUA grading system is fair.	2010	2.41	65.9
	2011	2.06	73.7
	2012	2.10	73.3
	2013	2.14	72.4
	2014	2.14	68.0
The grading system of my academic program is fair	2011	2.08	74.9
	2012	2.08	72.7
	2013	2.19	67.7
	2014	2.22	66.4

*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? *

	ME IESM	MBA	M PSIA	LL.M.	MS CIS	MA TEFL	CTr.	University-wide
Memorizing facts and ideas from lectures and readings.	4.60	4.50	4.22	4.68	3.66	3.10	4.80	4.12
Analyzing cases or situations in-depth (e.g. case studies and analysis).	4.60	5.02	5.90	5.21	5.22	5.45	5.20	5.26
Synthesizing ideas and/or information into new more complex interpretations and relationships.	4.10	4.00	5.86	4.42	4.44	5.00	5.60	4.65
Making judgments about the value of information, arguments, or methods.	3.90	3.90	5.77	5.00	4.55	5.40	5.40	4.74
Applying theories or concepts to practical problems/situations.	4.20	4.35	5.72	5.42	5.00	5.55	5.60	5.03

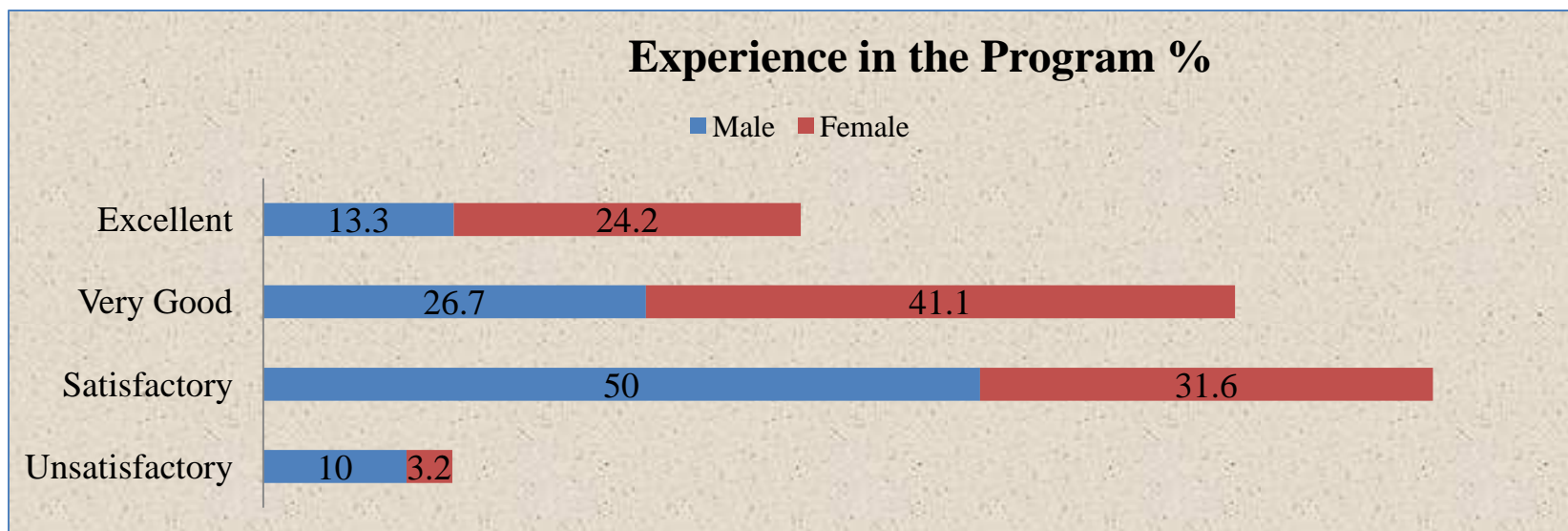
** Scale from 1 to 7; 1=never, 2=rarely, 3=sometimes, 4=on the average, 5=often, 6=most of the time, 7=always;
Missing values excluded*

Educational Methods (2012-2014) Cont'd

How AUA should change the emphasis it places on each of the educational methods used?			
	Year	University-wide*	
Connection between ideas and practice	2012	2.16	67.3
	2013	2.37	56.2
	2014	2.14	67.2
Theoretical knowledge	2012	3.00	19.3
	2013	2.89	20.9
	2014	2.92	24.8
Problem solving	2012	2.33	56.7
	2013	2.06	67.6
	2014	2.10	68.0
Research	2012	2.45	48.7
	2013	2.25	61.9
	2014	2.28	56.8
Applied Research	2012	2.28	57.3
	2013	2.23	60.0
	2014	2.27	61.6

**Mean and Combined Percent of Increase a great deal and Increase somewhat, 1=Increase a great deal and 5=Reduce a great deal; missing values excluded*

Overall Experience in Academic Program (2006-2014)



Overall Experience in Academic Program (2006-2014)		
Year	University-wide*	
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
2013	2.10	70.5
2014	2.24	59.2

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

Support in the Degree Program (2010-2014)

Measures	Year	University-wide*	
Student advising (e.g., guidance on academic requirements, thesis/essay)	2010	2.23	72.7
	2011	1.87	88.2
	2012	2.12	73.3
	2013	2.04	78.1
	2014	2.08	74.4
Adequacy of support for research (e.g., research facilities such as labs and centers)	2010	2.11	77.3
	2011	1.95	82.6
	2012	2.24	64.7
	2013	2.14	72.4
	2014	2.02	74.2
Opportunity for research experience or practical skills application	2010	2.20	68.2
	2011	2.10	76.9
	2012	2.47	54.0
	2013	2.23	66.6
	2014	2.25	60.0
Communications about academic policies and procedures	2010	2.12	79.1
	2011	2.14	70.6
	2012	2.26	64.0
	2013	2.24	62.9
	2014	2.25	68.0

Measures	Year	University-wide*	
Opportunities for formal student evaluations of instruction	2010	2.23	72.1
	2011	1.98	79.8
	2012	2.13	72.7
	2013	2.26	61.9
	2014	2.28	66.4
Career and/or further study advising and planning by faculty	2012	2.67	40.7
	2013	2.64	41.9
	2014	2.40	52.8
Support of staff in the degree program	2010	1.89	86.4
	2011	1.80	90.7
	2012	2.14	72.7
	2013	2.00	77.2
	2014	2.09	72.8
Advising for students on policies and rights and responsibilities	2010	2.31	64.3
	2011	2.15	67.2
	2012	2.12	70.0
	2013	2.13	67.6
	2014	2.20	64.6

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

University Services (2010-2014)

Measures	Year	University-wide*	
Computer resources	2010	2.16	68.2
	2011	1.70	85.7
	2012	1.96	79.3
	2013	1.86	81.9
	2014	1.91	76.8
Food services	2010	2.62	50.0
	2011	2.35	60.4
	2012	2.22	67.3
	2013	2.43	52.3
	2014	1.95	78.4
Library resources in your field of study	2010	1.91	83.7
	2011	1.65	87.2
	2012	1.88	80.0
	2013	1.77	85.8
	2014	1.80	83.2
Library support services	2012	1.73	88.7
	2013	1.43	93.4
	2014	1.47	94.4

Measures	Year	University-wide*	
Classroom facilities and equipment	2010	1.39	100
	2011	1.32	97.4
	2012	1.46	96.0
	2013	1.57	94.3
	2014	1.36	96.8
Services provided by the Office of the Registrar	2010	1.67	93.0
	2011	1.84	80.4
	2012	1.90	80.7
	2013	1.98	78.1
	2014	2.20	69.4
Financial aid services – scholarships, loans, work study	2010	2.28	60.0
	2011	1.96	70.1
	2012	2.03	69.1
	2013	1.92	75.2
2014	2.06	65.6	

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

University Services (2012-2014) Cont'd

Measures	Year	University-wide*	
Career advising and planning by ACDO	2012	2.24	62.7
	2013	2.30	56.2
	2014	2.08	69.6
Job orientations	2012	2.38	56.7
	2013	2.54	46.7
	2014	2.30	57.6
Career days	2012	2.54	44.7
	2013	2.61	40.0
	2014	2.40	44.8
CV/Cover letter writing sessions	2012	2.66	38.7
	2013	2.69	33.3
	2014	2.50	41.6
Job interview advisement	2012	2.78	31.3
	2013	2.62	37.2
	2014	2.46	43.2
Job/training/lecture announcements broadcasted via e-mail	2012	2.35	56.0
	2013	2.46	47.6
	2014	2.17	60.8

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

Graduate Education's Contribution to Student Development

How much did your graduate education at AUA contribute to your development in the following areas? *								
	ME IESM	MBA	M PSIA	LL.M.	MS CIS	MA TEFL	CTr.	University-wide
Writing skills	5.20	4.75	5.77	4.68	4.77	5.15	4.40	5.00
English Writing skills	5.10	4.80	5.81	5.00	4.77	5.05	4.40	5.05
Speaking skills	5.10	4.75	5.22	4.31	4.66	5.00	4.20	4.80
English Speaking skills	4.90	4.77	5.45	4.36	4.66	5.05	4.20	4.85
Applying scientific methods of inquiry	5.30	4.27	5.90	4.36	4.33	5.45	4.20	4.84
Computer skills	5.30	3.67	4.54	3.57	3.77	5.30	2.80	4.17
Ability to critically analyze ideas and information	5.30	4.32	5.90	4.73	4.44	5.45	5.40	4.97
Ability to solve analytical problems	5.50	4.30	5.59	5.15	4.11	5.10	4.80	4.88
Ability to lead and guide others	5.30	4.45	5.09	4.57	4.55	4.75	3.40	4.66
Ability to function as part of a team	5.70	5.02	5.45	4.84	4.33	5.00	4.80	5.06
Ability to plan and carry out projects independently	5.70	4.92	5.77	4.63	4.77	5.60	4.60	5.17
Making presentations to forums typical of your field of study	5.60	5.35	5.81	5.10	5.22	5.80	4.20	5.43

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

Positive Highlights, Differences and Suggestions for Improvement

What are the three things you liked most about AUA? *	N	What are the three most important differences between AUA and other universities and colleges in Armenia? *	N
Atmosphere/ community/ environment/ culture	62	Teaching/ learning methodologies	35
Facilities and equipment (comfort, access)	51	Atmosphere/ community/ environment/ culture	33
Faculty members and support	38	Quality of education/ western teaching style	25
Teaching/learning methodologies and assignments	28	Faculty members and support	24
Quality of education/ Western teaching style	25	Student-faculty relationships/ Student centered approach	23
Knowledge/skills/experience gained	25	Fairness/ grading system	23
Library resources and support	24	Organizational management/ flexibility /support services	22
Organizational management/ flexibility/support services	21	Facilities/ equipments/ technologies	19
Student-faculty relationships/ student centered approach	18	English language environment	12

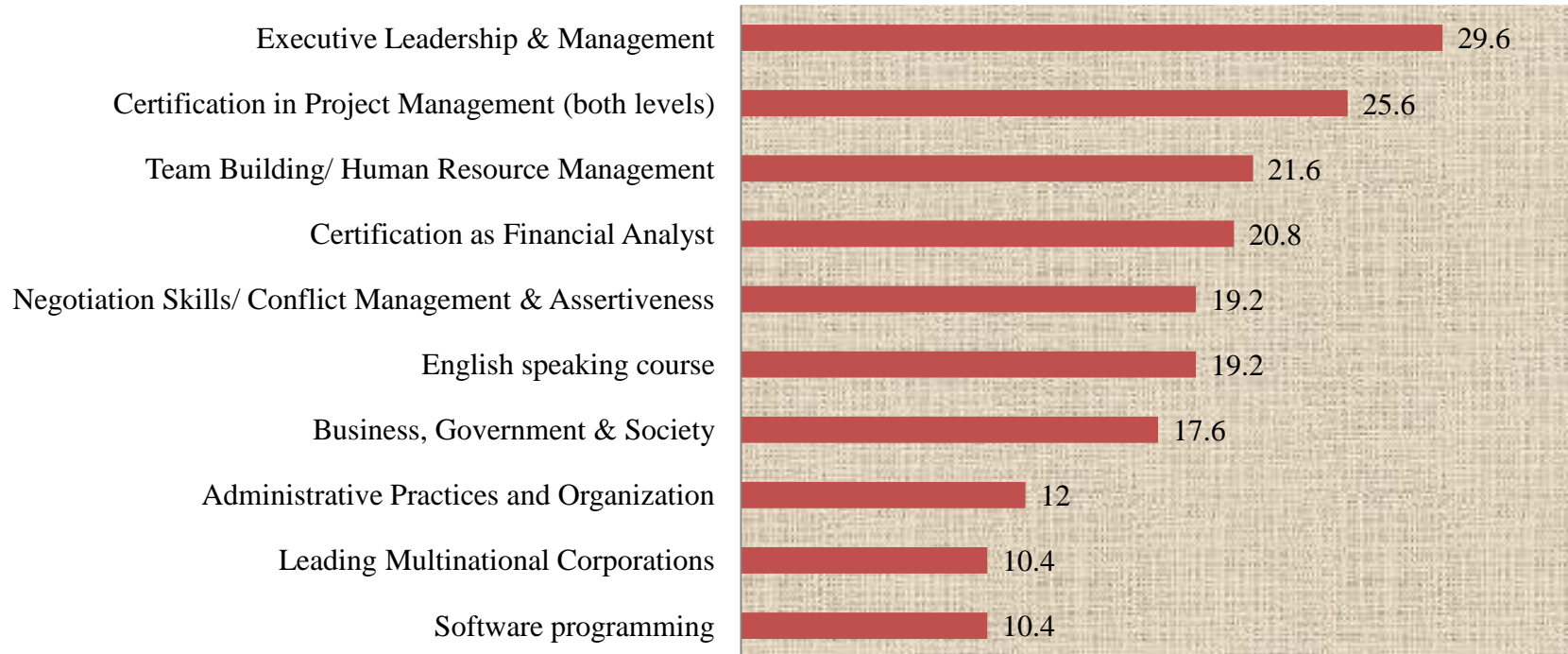
What are the three most important things AUA could do to improve the quality of the graduate experience? *	N
Invite more (foreign) faculty (better/more qualified/experienced/full-time)	54
Improve the curriculum	35
Emphasize practical approach	29
Improve organizational management (communication, accountability, services etc.)	24
Improve educational methodologies/processes/materials	19
Increase the number of courses (electives, Armenia related courses, specific courses or concentration) offered	19
Increase standards of admission	18

**Open-ended question; Responses recoded*

AUA Extension

Have you ever participated in AUA Extension courses?		
	Frequency	Valid Percent
Yes	28	22.4
No	97	77.6
TOTAL	125	100.0

Check up to **THREE** courses you would enroll in, if offered by AUA % (top 10)



Employment and Further Education

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

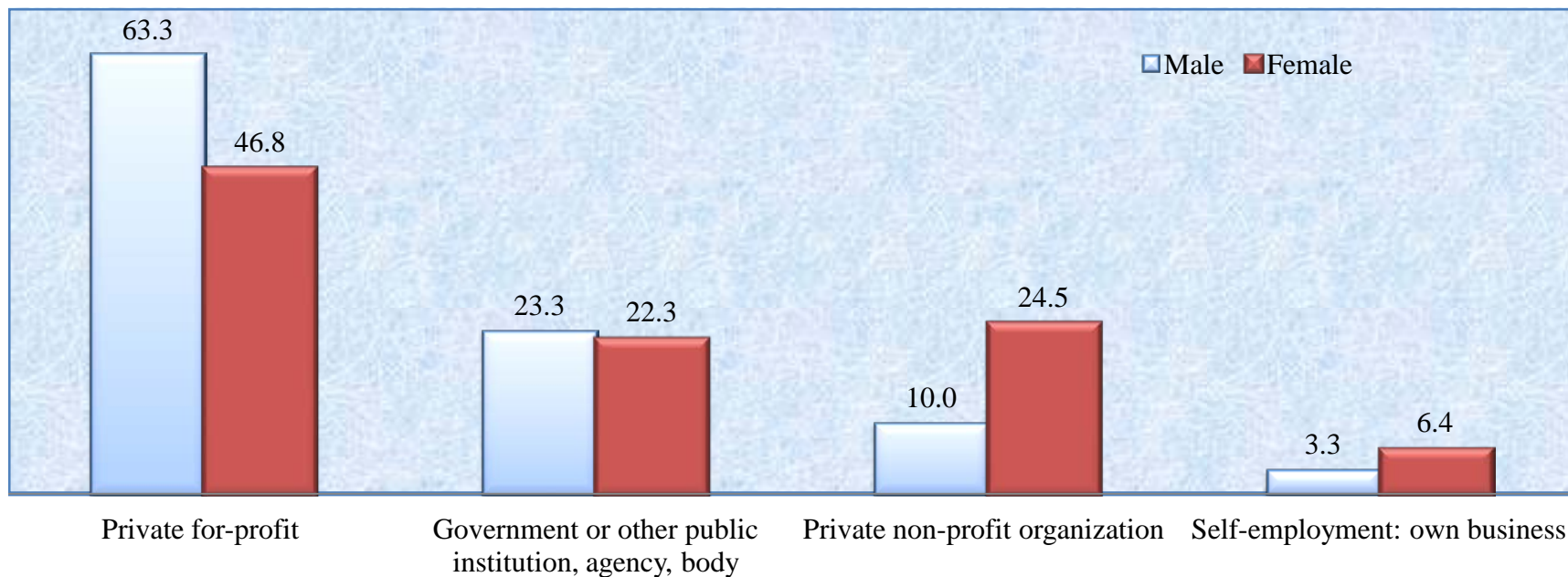
	ME IESM	MBA	MA PSIA	LL.M.	MS CIS	MA TEFL	CTr.	TOTAL
I am currently employed and am not seeking alternative employment	0 (0.0)	12 (30.0)	3 (13.6)	4 (21.1)	4 (44.4)	4 (20.0)	1 (20.0)	28 (22.4)
I am currently employed but am seeking alternative employment	6 (60.0)	9 (22.5)	6 (27.3)	8 (42.1)	3 (33.3)	4 (20.0)	2 (40.0)	38 (30.4)
I am unemployed and seeking employment	4 (40.0)	15 (37.5)	13 (59.1)	3 (15.8)	1 (11.1)	8 (40.0)	0 (0.0)	44 (35.2)
I am unemployed but not seeking employment	0 (0.0)	1 (2.5)	0 (0.0)	0 (0.0)	0 (0.0)	1 (5.0)	0 (0.0)	2 (1.6)
I will be / am continuing my graduate education	0 (0.0)	3 (7.5)	0 (0.0)	4 (21.1)	0 (0.0)	1 (5.0)	2 (40.0)	10 (8.0)
Other	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)	1 (11.1)	2 (10.0)	0 (0.0)	3 (2.4)



Employment Plans

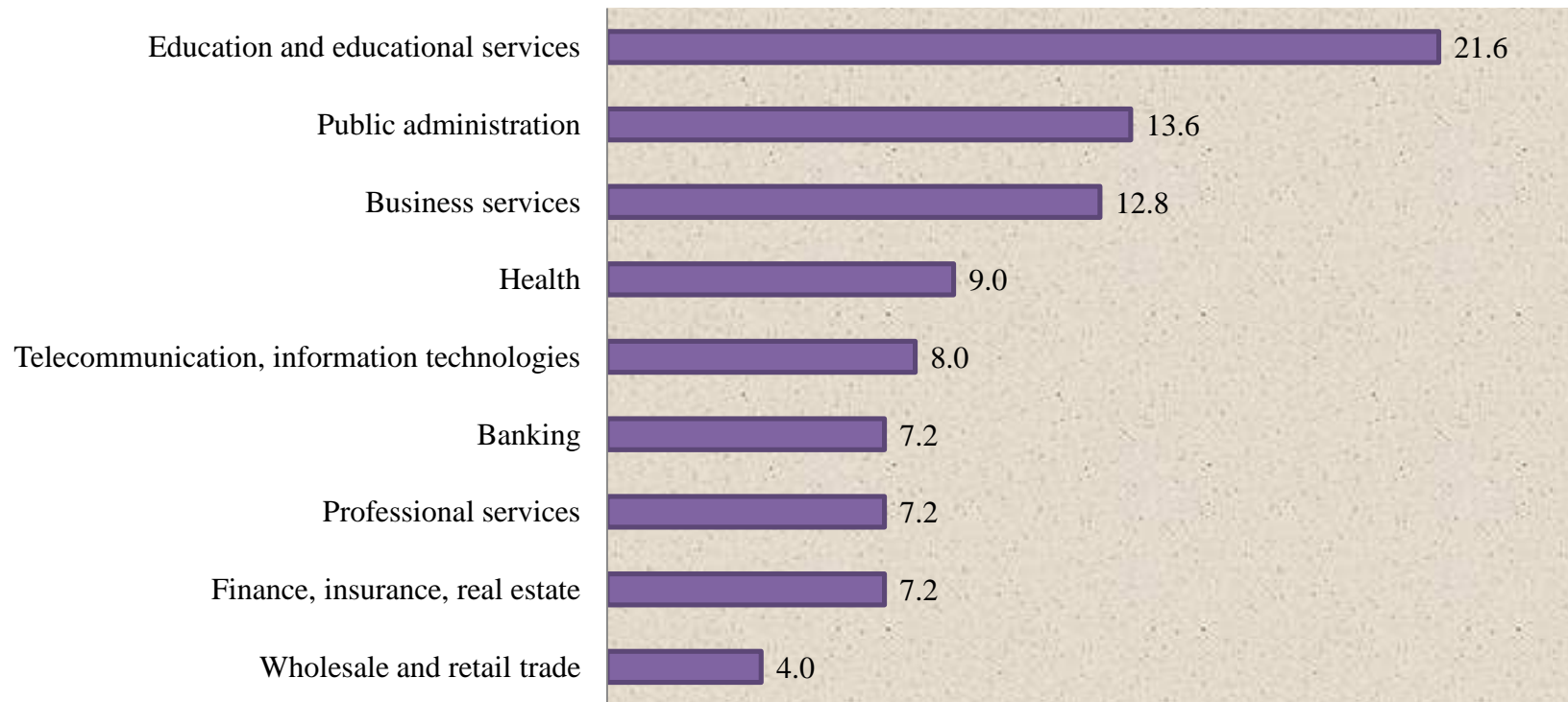
Which BEST describes your potential employer? N(%)

	ME IESM	MBA	MA PSIA	LL.M.	MS CIS	MA TEFL	CTr.	TOTAL
Government (RoA or foreign) or other public institution, agency, body	1 (10.0)	2 (5.0)	10 (45.5)	10 (52.6)	0 (0.0)	3 (15.0)	2 (50.0)	28 (22.6)
Private for-profit corporation/ company/group practice	8 (80.0)	30 (75.0)	2 (9.1)	6 (31.6)	8 (88.9)	8 (40.0)	1 (25.0)	63 (50.8)
Private non-profit organization	0 (0.0)	4 (10.0)	10 (45.5)	3 (15.8)	1 (11.1)	7 (35.0)	1 (25.0)	26 (21.0)
Self-employment: own business	1 (10.0)	4 (10.0)	0 (0.0)	0 (0.0)	0 (0.0)	2 (10.0)	0 (0.0)	7 (5.6)



Employment Plans Cont'd

Potential Industry of Employment % (top9)



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