

**American University of Armenia**  
**2018**  
**Freshman Student Exit Survey**



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## Contents

Methodology and Background.....	3
Instrument Design and Timeline .....	3
Sample, Procedures, Response Rate .....	3
Description .....	4
University Wide Report .....	5
Answers to Open-Ended Questions (coded) .....	30
Positive Highlights .....	30
Suggestions for improvements .....	30

## Methodology and Background

### *Instrument Design and Timeline*

The Office of Institutional Research and Assessment administered the University's 2018 Freshman Student Exit Survey from April 23, to May 7, 2018.

The objectives of the survey were to gather information from freshman students about their first year experience, academic environment, extracurricular activities, satisfaction with services provided at the university, and 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*

<b>Program</b>	<b>Number of eligible respondents</b>	<b>Number of survey respondents</b>	<b>Percent (%) completed</b>
Bachelor of Arts in Business (BAB)	171	88	51.5%
Bachelor of Science in Computational Sciences (BS CS)	73	25	34.2%
Bachelor of Arts in English and Communications (BA EC)	86	51	59.3%
Bachelor of Science in Engineering Sciences (BS ES)	26	8	30.8%
Missing Values	-	4	
<b>Total</b>	<b>356</b>	<b>176</b>	<b>49.4%</b>

The survey population included 356 freshman students.

An email was sent from the Provost to all freshman students on April 23 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:

- Three reminder emails were sent from the Office of Institutional Research and Assessment on April 26, May 4, and May 7.
- Reminder flyers were posted around campus (i.e. 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 226 (63.5%) out of 356 freshman students participated in the survey. The results of 50 partially completed surveys were excluded from the analysis, denoting a **response rate of 49.4%**.

### *Description*

Upon completion of the on-line survey, data was analyzed in SPSS. Descriptive analysis includes frequencies, cross-tabulations by sex and academic program, calculation of mean values for categorical variables with Likert scale type response options, and medians for ordinal categorical variables.

For statements that have a Not Applicable (N/A) response option, the mean value is calculated without including Not Applicable responses. For informational purposes, statements in which Missing Values in the total population 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/ [Median]
1	<b>How would you rate your overall educational experience during the current academic year?</b>	Excellent	42	24%	24%	
		Good	100	57%	57%	
		Average	30	17%	17%	
		Poor	2	1%	1%	
		Very poor	1	1%	1%	
		Sub Total	175	99%	100%	2.0
		Missing Values	1	1%		
		Total	176	100%		
2	<b>During the current academic year on average approximately how many hours did you spend EACH WEEK doing the following?</b>					
	<b>a. Studying, reading, or doing home tasks to prepare for class</b>	0	0	0%	0%	
		1-5	13	7%	7%	
		6-10	39	22%	22%	
		11-15	41	23%	23%	
		16-20	45	26%	26%	
		More than 20	38	22%	22%	
		Sub Total	176	100%	100%	[11-15]
		Missing Values	0	0%		
		Total	176	100%		
	<b>b. Working at a job for pay</b>	0	125	71%	74%	
		1-5	10	6%	6%	
		6-10	12	7%	7%	
		11-15	11	6%	7%	
		16-20	8	5%	5%	
		More than 20	4	2%	2%	
		Sub Total	170	97%	100%	[0]
		Missing Values	6	3%		
		Total	176	100%		
	<b>c. Participating in activities such as sports, student newspaper, student council, music groups, etc.</b>	0	50	28%	29%	
		1-5	78	44%	45%	
		6-10	31	18%	18%	
		11-15	9	5%	5%	
		16-20	5	3%	3%	
		More than 20	1	1%	1%	
		Sub Total	174	99%	100%	[1-5]
		Missing Values	2	1%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
2	During the current academic year on average approximately how many hours did you spend EACH WEEK doing the following? (cont'd)					
	d. Volunteering	0	77	44%	45%	
		1-5	62	35%	37%	
		6-10	20	11%	12%	
		11-15	9	5%	5%	
		16-20	1	1%	1%	
		More than 20	1	1%	1%	
		Sub Total	170	97%	100%	[1-5]
		Missing Values	6	3%		
		Total	176	100%		
	e. Socializing or spending time with friends	0	2	1%	1%	
		1-5	45	26%	26%	
		6-10	62	35%	36%	
		11-15	36	21%	21%	
		16-20	15	9%	9%	
		More than 20	14	8%	8%	
		Sub Total	174	99%	100%	[6-10]
		Missing Values	2	1%		
		Total	176	100%		
3	During the current academic year on average approximately how many hours did you spend on homework for EACH COURSE in a typical week?					
		0	0	0%	0%	
		1-5	81	46%	46%	
		6-10	65	37%	37%	
		11-15	21	12%	12%	
		16-20	7	4%	4%	
		More than 20	2	1%	1%	
		Sub Total	176	100%	100%	[6-10]
		Missing Values	0	0%		
		Total	176	100%		
4	During the current academic year how many writing assignments of the following lengths did you complete?					
	a. Up to 2 pages	0	1	1%	1%	
		1-2	17	10%	10%	
		3-9	78	44%	45%	
		10-15	40	23%	23%	
		More than 15	37	21%	21%	
		Sub Total	173	98%	100%	[3-9]
		Missing Values	3	2%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
	<b>During the current academic year how many writing assignments of the following lengths did you complete? (cont'd)</b>					
	<b>b. Between 3 and 5 pages</b>	0	7	4%	4%	
		1-2	58	33%	34%	
		3-9	93	53%	54%	
		10-15	14	8%	8%	
		More than 15	0	0%	0%	
		Sub Total	172	98%	100%	[3-9]
		Missing Values	4	2%		
		Total	176	100%		
	<b>c. Between 6 and 10 pages</b>	0	79	45%	46%	
		1-2	73	42%	42%	
		3-9	16	9%	9%	
		10-15	2	1%	1%	
		More than 15	2	1%	1%	
		Sub Total	172	98%	100%	[1-2]
		Missing Values	4	2%		
		Total	176	100%		
	<b>d. 11 pages or more</b>	0	137	78%	82%	
		1-2	24	14%	14%	
		3-9	4	2%	2%	
		10-15	0	0%	0%	
		More than 15	3	2%	2%	
		Sub Total	168	96%	100%	[0]
		Missing Values	8	5%		
		Total	176	100%		
<b>5</b>	<b>To what extent did your courses challenge you to do your best work during the current academic year?</b>	Not at all	1	1%	1%	
		Very little	12	7%	7%	
		Some	53	30%	30%	
		Quite a bit	67	38%	38%	
		Very much	42	24%	24%	
		Sub Total	175	99%	100%	3.8
		Missing Values	1	1%		
		Total	176	100%		
<b>6</b>	<b>During the current academic year where did you mostly prepare for class (homework, reading, assignments, etc.)?</b>	Where I was residing/living	107	61%	67%	
		The University's library	52	30%	33%	
		Sub Total	159	90%	100%	
		Missing Values	17	10%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
7	<b>During the current academic year where did you do the following?</b>					
	<b>a. Study when there were more interesting things to do</b>	1-Never	11	6%	6%	
		2	19	11%	11%	
		3	38	22%	22%	
		4	38	22%	22%	
		5	30	17%	17%	
		6-Very often	39	22%	22%	
		Sub Total	175	99%	100%	4.0
		Missing Values	1	1%		
		Total	176	100%		
	<b>b. Look for information to help you understand course material</b>	1-Never	3	2%	2%	
		2	8	5%	5%	
		3	24	14%	14%	
		4	34	19%	19%	
		5	45	26%	26%	
		6-Very often	61	35%	35%	
		Sub Total	175	99%	100%	4.7
		Missing Values	1	1%		
		Total	176	100%		
	<b>c. Take part in class discussions</b>	1-Never	5	3%	3%	
		2	16	9%	9%	
		3	26	15%	15%	
		4	36	21%	21%	
		5	39	22%	22%	
		6-Very often	53	30%	30%	
		Sub Total	175	99%	100%	4.4
		Missing Values	1	1%		
		Total	176	100%		
	<b>d. Ask your instructor for help with difficult assignments</b>	1-Never	9	5%	5%	
		2	36	21%	21%	
		3	35	20%	20%	
		4	46	26%	26%	
		5	29	17%	17%	
		6-Very often	19	11%	11%	
		Sub Total	174	99%	100%	3.6
		Missing Values	2	1%		
		Total	176	100%		



N	Question	Response options	Count	%	Valid %	Mean/ [Median]
7	During the current academic year where did you do the following? (cont'd)					
	e. Finish what you started despite difficulties	1-Never	1	1%	1%	
		2	3	2%	2%	
		3	20	11%	12%	
		4	30	17%	17%	
		5	32	18%	19%	
		6-Very often	86	49%	50%	
		Sub Total	172	98%	100%	5.0
		Missing Values	4	2%		
		Total	176	100%		
	f. Keep working hard even if you received a bad grade on an assignment	1-Never	5	3%	3%	
		2	9	5%	5%	
		3	19	11%	11%	
		4	28	16%	16%	
		5	51	29%	29%	
		6-Very often	62	35%	36%	
		Sub Total	174	99%	100%	4.7
		Missing Values	2	1%		
		Total	176	100%		
8	Have you participated in or attended any UNIVERSITY-SPONSORED co-curricular activities (clubs, public lectures, clean-ups, etc.) during the current academic year?	Yes	138	78%	79%	
		No	36	21%	21%	
		Sub Total	174	99%	100%	
		Missing Values	2	1%		
		Total	176	100%		
9	During the current academic year did you experience difficulty with the following?					
	a. Learning new material	Yes	77	44%	44%	
		Not sure	37	21%	21%	
		No	62	35%	35%	
		Sub Total	176	100%	100%	
		Missing Values	0	0%		
		Total	176	100%		
	b. Managing your time	Yes	111	63%	63%	
		Not sure	20	11%	11%	
		No	44	25%	25%	
		Sub Total	175	99%	100%	
		Missing Values	1	1%		
		Total	176	100%		

<b>N</b>	<b>Question</b>	<b>Response options</b>	<b>Count</b>	<b>%</b>	<b>Valid %</b>	<b>Mean/ [Median]</b>
<b>9</b>	<b>During the current academic year did you experience difficulty with the following? (cont'd)</b>					
	<b>c. Paying tuition</b>	Yes	69	39%	39%	
		Not sure	34	19%	19%	
		No	73	42%	42%	
		Sub Total	176	100%	100%	
		Missing Values	0	0%		
		Total	176	100%		
	<b>d. Getting help with course work</b>	Yes	40	23%	23%	
		Not sure	28	16%	16%	
		No	108	61%	61%	
		Sub Total	176	100%	100%	
		Missing Values	0	0%		
		Total	176	100%		
	<b>e. Making new friends</b>	Yes	32	18%	18%	
		Not sure	13	7%	7%	
		No	130	74%	74%	
		Sub Total	175	99%	100%	
		Missing Values	1	1%		
		Total	176	100%		
	<b>f. Relating to faculty</b>	Yes	18	10%	10%	
		Not sure	24	14%	14%	
		No	133	76%	76%	
		Sub Total	175	99%	100%	
		Missing Values	1	1%		
		Total	176	100%		
<b>10</b>	<b>During the current academic year did you experience the following:</b>					
	<b>a. Anxiety or nervousness taking tests</b>	Yes	109	62%	62%	
		Not sure	17	10%	10%	
		No	50	28%	28%	
		Sub Total	176	100%	100%	
		Missing Values	0	0%		
		Total	176	100%	100%	
	<b>b. Stress regarding your studies</b>	Yes	124	71%	71%	
		Not sure	15	9%	9%	
		No	36	21%	21%	
		Sub Total	175	99%	100%	
		Missing Values	1	1%		
		Total	176	100%		

<b>N</b>	<b>Question</b>	<b>Response options</b>	<b>Count</b>	<b>%</b>	<b>Valid %</b>	<b>Mean/ [Median]</b>
<b>11</b>	<b>Describe the quality of your interaction with the following during the current academic year:</b>					
	<b>a. Other students</b>	1 Very poor	2	1%	1%	
		2	5	3%	3%	
		3	1	1%	1%	
		4	19	11%	11%	
		5	29	17%	17%	
		6	41	23%	24%	
		7 Excellent	77	44%	44%	
		Sub Total	174	99%	100%	5.9
		N/A	0	0%		
		Missing Values	2	1%		
		Total	176	100%		
	<b>b. Your Academic Advisor</b>	1 Very poor	6	3%	4%	
		2	6	3%	4%	
		3	7	4%	5%	
		4	22	13%	15%	
		5	31	18%	20%	
		6	33	19%	22%	
		7 Excellent	47	27%	31%	
		Sub Total	152	86%	100%	5.3
		N/A	20	11%		
		Missing Values	4	2%		
		Total	176	100%		
	<b>c. Faculty</b>	1 Very poor	5	3%	3%	
		2	6	3%	4%	
		3	5	3%	3%	
		4	25	14%	15%	
		5	34	19%	20%	
		6	40	23%	24%	
		7 Excellent	54	31%	32%	
		Sub Total	169	96%	100%	5.4
		N/A	4	2%		
		Missing Values	3	2%		
		Total	176	100%		

<b>N</b>	<b>Question</b>	<b>Response options</b>	<b>Count</b>	<b>%</b>	<b>Valid %</b>	<b>Mean/ [Median]</b>
<b>11</b>	<b>Describe the quality of your interaction with the following during the current academic year: (cont'd)</b>					
	<b>d. Staff in the Center for Student Success</b>	1 Very poor	5	3%	3%	
		2	5	3%	3%	
		3	7	4%	4%	
		4	20	11%	12%	
		5	20	11%	12%	
		6	37	21%	23%	
		7 Excellent	67	38%	42%	
		Sub Total	161	92%	100%	5.6
		N/A	13	7%		
		Missing Values	2	1%		
		Total	176	100%		
	<b>e. Staff in the Office of the Registrar including Financial Aid</b>	1 Very poor	12	7%	7%	
		2	13	7%	8%	
		3	11	6%	7%	
		4	27	15%	17%	
		5	25	14%	15%	
		6	31	18%	19%	
		7 Excellent	43	24%	27%	
		Sub Total	162	92%	100%	4.9
		N/A	12	7%		
		Missing Values	2	1%		
		Total	176	100%		
	<b>f. Staff in the Library</b>	1 Very poor	4	2%	2%	
		2	3	2%	2%	
		3	3	2%	2%	
		4	19	11%	11%	
		5	35	20%	20%	
		6	35	20%	20%	
		7 Excellent	73	42%	42%	
		Sub Total	172	98%	100%	5.8
		N/A	2	1%		
		Missing Values	2	1%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
11	<b>Describe the quality of your interaction with the following during the current academic year: (cont'd)</b>					
	<b>g. Other administrative staff</b>	1 Very poor	3	2%	2%	
		2	5	3%	3%	
		3	7	4%	5%	
		4	20	11%	13%	
		5	27	15%	18%	
		6	35	20%	23%	
		7 Excellent	54	31%	36%	
		Sub Total	151	86%	100%	5.5
		N/A	22	13%		
		Missing Values	3	2%		
		Total	176	100%		
12	<b>Thinking about your experience at AUA, please indicate your level of satisfaction with the following:</b>					
	<b>a. Class size (number of students in a class)</b>	Very satisfied	33	19%	19%	
		Satisfied	90	51%	51%	
		Neither satisfied nor dissatisfied	43	24%	24%	
		Dissatisfied	10	6%	6%	
		Very dissatisfied	0	0%	0%	
		Sub Total	176	100%	100%	2.2
		N/A	0	0%		
		Missing Values	0	0%		
		Total	176	100%		
	<b>b. Classroom facilities and equipment</b>	Very satisfied	76	43%	43%	
		Satisfied	81	46%	46%	
		Neither satisfied nor dissatisfied	16	9%	9%	
		Dissatisfied	1	1%	1%	
		Very dissatisfied	1	1%	1%	
		Sub Total	175	99%	100%	1.7
		N/A	0	0%		
		Missing Values	1	1%		
		Total	176	100%		

<b>N</b>	<b>Question</b>	<b>Response options</b>	<b>Count</b>	<b>%</b>	<b>Valid %</b>	<b>Mean/ [Median]</b>
<b>12</b>	<b>Thinking about your experience at AUA, please indicate your level of satisfaction with the following: (cont'd)</b>					
	<b>c. Computer resources</b>	Very satisfied	80	46%	46%	
		Satisfied	75	43%	43%	
		Neither satisfied nor dissatisfied	16	9%	9%	
		Dissatisfied	3	2%	2%	
		Very dissatisfied	2	1%	1%	
		Sub Total	176	100%	100%	1.7
		N/A	0	0%		
		Missing Values	0	0%		
		Total	176	100%		
	<b>d. Food services</b>	Very satisfied	46	26%	27%	
		Satisfied	67	38%	40%	
		Neither satisfied nor dissatisfied	40	23%	24%	
		Dissatisfied	6	3%	4%	
		Very dissatisfied	10	6%	6%	
		Sub Total	169	96%	100%	2.2
		N/A	7	4%		
		Missing Values	0	0%		
		Total	176	100%		
	<b>e. Library resources</b>	Very satisfied	74	42%	44%	
		Satisfied	71	40%	42%	
		Neither satisfied nor dissatisfied	23	13%	14%	
		Dissatisfied	0	0%	0%	
		Very dissatisfied	1	1%	1%	
		Sub Total	169	96%	100%	1.7
		N/A	6	3%		
		Missing Values	1	1%		
		Total	176	100%		
	<b>f. Library support services</b>	Very satisfied	65	37%	39%	
		Satisfied	79	45%	48%	
		Neither satisfied nor dissatisfied	20	11%	12%	
		Dissatisfied	1	1%	1%	
		Very dissatisfied	0	0%	0%	
		Sub Total	165	94%	100%	1.7
		N/A	10	6%		
		Missing Values	1	1%		
		Total	176	100%		

<b>N</b>	<b>Question</b>	<b>Response options</b>	<b>Count</b>	<b>%</b>	<b>Valid %</b>	<b>Mean/ [Median]</b>
<b>12</b>	<b>Thinking about your experience at AUA, please indicate your level of satisfaction with the following: (cont'd)</b>					
	<b>g. Services provided by the Office of the Registrar (except Financial Aid services)</b>	Very satisfied	34	19%	21%	
		Satisfied	75	43%	46%	
		Neither satisfied nor dissatisfied	44	25%	27%	
		Dissatisfied	9	5%	6%	
		Very dissatisfied	3	2%	2%	
		Sub Total	165	94%	100%	2.2
		N/A	10	6%		
		Missing Values	1	1%		
		Total	176	100%		
	<b>h. Services provided by the Financial Aid Office– tuition assistance, scholarship, deferred payment, customized payment plans, work study</b>	Very satisfied	35	20%	23%	
		Satisfied	53	30%	35%	
		Neither satisfied nor dissatisfied	43	24%	28%	
		Dissatisfied	12	7%	8%	
		Very dissatisfied	10	6%	7%	
		Sub Total	153	87%	100%	2.4
		N/A	22	13%		
		Missing Values	1	1%		
		Total	176	100%		
	<b>i. Workshops provided by Center for Student Success</b>	Very satisfied	35	20%	21%	
		Satisfied	73	42%	44%	
		Neither satisfied nor dissatisfied	51	29%	31%	
		Dissatisfied	5	3%	3%	
		Very dissatisfied	3	2%	2%	
		Sub Total	167	95%	100%	2.2
		N/A	8	5%		
		Missing Values	1	1%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
12	Thinking about your experience at AUA, please indicate your level of satisfaction with the following: (cont'd)					
	<b>j. Services provided by the Writing and Math Center</b>	Very satisfied	34	19%	21%	
		Satisfied	64	36%	40%	
		Neither satisfied nor dissatisfied	42	24%	26%	
		Dissatisfied	14	8%	9%	
		Very dissatisfied	6	3%	4%	
		Sub Total	160	91%	100%	2.3
		N/A	16	9%		
		Missing Values	0	0%		
		Total	176	100%		
	<b>k. Counseling Services</b>	Very satisfied	31	18%	28%	
		Satisfied	43	24%	39%	
		Neither satisfied nor dissatisfied	34	19%	31%	
		Dissatisfied	1	1%	1%	
		Very dissatisfied	1	1%	1%	
		Sub Total	110	63%	100%	2.1
		N/A	64	36%		
		Missing Values	2	1%		
		Total	176	100%		
	<b>l. Services provided by the Alumni and Career Development Office (ACDO)</b>	Very satisfied	22	13%	22%	
		Satisfied	33	19%	33%	
		Neither satisfied nor dissatisfied	43	24%	43%	
		Dissatisfied	2	1%	2%	
		Very dissatisfied	0	0%	0%	
		Sub Total	100	57%	100%	2.3
		N/A	73	42%		
		Missing Values	3	2%		
		Total	176	100%		
	<b>m. Academic probation workshops</b>	Very satisfied	20	11%	21%	
		Satisfied	39	22%	40%	
		Neither satisfied nor dissatisfied	34	19%	35%	
		Dissatisfied	1	1%	1%	
		Very dissatisfied	3	2%	3%	
		Sub Total	97	55%	100%	2.3
		N/A	75	43%		
		Missing Values	4	2%		
		Total	176	100%		



N	Question	Response options	Count	%	Valid %	Mean/ [Median]
12	Thinking about your experience at AUA, please indicate your level of satisfaction with the following: (cont'd)					
	<b>n. Procedures for paying tuition</b>	Very satisfied	23	13%	16%	
		Satisfied	66	38%	47%	
		Neither satisfied nor dissatisfied	43	24%	31%	
		Dissatisfied	2	1%	1%	
		Very dissatisfied	7	4%	5%	
		Sub Total	141	80%	100%	2.3
		N/A	33	19%		
		Missing Values	2	1%		
		Total	176	100%		
	<b>o. Guidance on course selection</b>	Very satisfied	30	17%	19%	
		Satisfied	67	38%	43%	
		Neither satisfied nor dissatisfied	45	26%	29%	
		Dissatisfied	5	3%	3%	
		Very dissatisfied	10	6%	6%	
		Sub Total	157	89%	100%	2.4
		N/A	18	10%		
		Missing Values	1	1%		
		Total	176	100%		
	<b>p. Academic Advising</b>	Very satisfied	34	19%	23%	
		Satisfied	66	38%	45%	
		Neither satisfied nor dissatisfied	45	26%	31%	
		Dissatisfied	1	1%	1%	
		Very dissatisfied	1	1%	1%	
		Sub Total	147	84%	100%	2.1
		N/A	28	16%		
		Missing Values	1	1%		
		Total	176	100%		
13	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	67	38%	39%	
		No	106	60%	61%	
		Sub Total	173	98%	100%	
		Missing Values	3	2%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
14	How are you paying for your University education?	AUA-provided or administered financial aid	61	35%	35%	
		Support from parents or relatives	149	85%	85%	
		Job	18	10%	10%	
		Loan	12	7%	7%	
		Other	8	5%	5%	
		Total <sup>1</sup>	176			
15	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.	Strongly agree	63	36%	36%	
		Agree	91	52%	52%	
		Neither agree nor disagree	13	7%	8%	
		Disagree	5	3%	3%	
		Strongly disagree	2	1%	1%	
		Sub Total	174	99%	100%	1.8
		Missing Values	2	1%		
		Total	176	100%		
	b. Interactions among students and faculty are characterized by mutual respect.	Strongly agree	71	40%	41%	
		Agree	84	48%	49%	
		Neither agree nor disagree	13	7%	8%	
		Disagree	5	3%	3%	
		Strongly disagree	0	0%	0%	
		Sub Total	173	98%	100%	1.7
		Missing Values	3	2%		
		Total	176	100%		
	c. On the whole, faculty members are well qualified to teach their courses.	Strongly agree	65	37%	37%	
		Agree	81	46%	47%	
		Neither agree nor disagree	22	13%	13%	
		Disagree	5	3%	3%	
		Strongly disagree	1	1%	1%	
		Sub Total	174	99%	100%	1.8
		Missing Values	2	1%		
		Total	176	100%		

<sup>1</sup> Total is based on the total number of respondents (not responses)

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
15	To what extent do you agree or disagree with the following statements about your undergraduate experience so far? (cont'd)					
	d. In general, the courses I took are well taught.	Strongly agree	52	30%	30%	
		Agree	78	44%	46%	
		Neither agree nor disagree	33	19%	19%	
		Disagree	5	3%	3%	
		Strongly disagree	3	2%	2%	
		Sub Total	171	97%	100%	2.0
		Missing Values	5	3%		
		Total	176	100%		
	e. The courses I have taken so far are intellectually challenging and stimulating.	Strongly agree	48	27%	28%	
		Agree	87	49%	51%	
		Neither agree nor disagree	28	16%	16%	
		Disagree	8	5%	5%	
		Strongly disagree	1	1%	1%	
		Sub Total	172	98%	100%	2.0
		Missing Values	4	2%		
		Total	176	100%		
	f. There are opportunities outside the classroom for interaction between students and faculty.	Strongly agree	63	36%	36%	
		Agree	83	47%	48%	
		Neither agree nor disagree	25	14%	14%	
		Disagree	3	2%	2%	
		Strongly disagree	0	0%	0%	
		Sub Total	174	99%	100%	1.8
		Missing Values	2	1%		
		Total	176	100%		
	g. Faculty return written work with constructive feedback.	Strongly agree	36	21%	21%	
		Agree	91	52%	53%	
		Neither agree nor disagree	33	19%	19%	
		Disagree	10	6%	6%	
		Strongly disagree	2	1%	1%	
		Sub Total	172	98%	100%	2.1
		Missing Values	4	2%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
15	To what extent do you agree or disagree with the following statements about your undergraduate experience so far? (cont'd)					
	<b>h. Faculty return written work in a timely manner.</b>	Strongly agree	31	18%	18%	
		Agree	81	46%	48%	
		Neither agree nor disagree	42	24%	25%	
		Disagree	12	7%	7%	
		Strongly disagree	4	2%	2%	
		Sub Total	170	97%	100%	2.3
		Missing Values	6	3%		
		Total	176	100%		
	<b>i. The grading system at AUA is fair.</b>	Strongly agree	34	19%	20%	
		Agree	92	52%	53%	
		Neither agree nor disagree	35	20%	20%	
		Disagree	8	5%	5%	
		Strongly disagree	4	2%	2%	
		Sub Total	173	98%	100%	2.2
		Missing Values	3	2%		
		Total	176	100%		
	<b>j. Policies and procedures are fair.</b>	Strongly agree	47	27%	27%	
		Agree	98	56%	57%	
		Neither agree nor disagree	22	13%	13%	
		Disagree	4	2%	2%	
		Strongly disagree	1	1%	1%	
		Sub Total	172	98%	100%	1.9
		Missing Values	4	2%		
		Total	176	100%		
	<b>k. The way in which the university communicates with me is effective.</b>	Strongly agree	51	29%	30%	
		Agree	99	56%	58%	
		Neither agree nor disagree	18	10%	11%	
		Disagree	3	2%	2%	
		Strongly disagree	1	1%	1%	
		Sub Total	172	98%	100%	1.9
		Missing Values	4	2%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
15	<b>To what extent do you agree or disagree with the following statements about your undergraduate experience so far? (cont'd)</b>					
	<b>I. Academic policies and procedures are communicated adequately.</b>	Strongly agree	45	26%	26%	
		Agree	109	62%	63%	
		Neither agree nor disagree	16	9%	9%	
		Disagree	2	1%	1%	
		Strongly disagree	0	0%	0%	
		Sub Total	172	98%	100%	1.9
		Missing Values	4	2%		
		Total	176	100%		
	<b>m. Information about degree requirements are communicated adequately.</b>	Strongly agree	40	23%	23%	
		Agree	98	56%	57%	
		Neither agree nor disagree	27	15%	16%	
		Disagree	6	3%	4%	
		Strongly disagree	1	1%	1%	
		Sub Total	172	98%	100%	2.0
		Missing Values	4	2%		
		Total	176	100%		
	<b>n. I would recommend AUA to prospective undergraduate students.</b>	Strongly agree	76	43%	44%	
		Agree	72	41%	42%	
		Neither agree nor disagree	19	11%	11%	
		Disagree	4	2%	2%	
		Strongly disagree	0	0%	0%	
		Sub Total	171	97%	100%	1.7
		Missing Values	5	3%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
16	How many of your close friends attend AUA?	0	23	13%	16%	
		1	14	8%	10%	
		2	20	11%	14%	
		3	16	9%	11%	
		4	14	8%	10%	
		5	27	15%	19%	
		6	5	3%	3%	
		7	5	3%	3%	
		8	2	1%	1%	
		9	2	1%	1%	
		10	16	9%	11%	
		More than 10	9	5%	6%	
		Sub Total	144	82%	100%	[4]
		Missing Values	23	13%		
Total	176	100%				
17	During the current academic year where were you living?	At home with my immediate family	151	86%	86%	
		At the home of a relative or friend	8	5%	5%	
		In an apartment or house I was renting alone or with others	14	8%	8%	
		Other	2	1%	1%	
		Sub Total	175	99%	100%	
		Missing Values	1	1%		
		Total	176	100%		
18	What are the three things that you like most about AUA? Please be specific. <sup>2</sup>					
19	What is the biggest surprise (either positive or negative) you experienced at AUA during your first year?					
20	What are the three most important things AUA could do to improve the quality of your undergraduate experience? <sup>3</sup>					

<sup>2</sup> For Positive highlights, see p.30 for summary responses

<sup>3</sup> For Suggestions for improvements, see p.30 for summary responses

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
21	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."	Strongly agree	92	52%	54%	
		Agree	53	30%	31%	
		Neither agree nor disagree	19	11%	11%	
		Disagree	7	4%	4%	
		Strongly disagree	1	1%	1%	
		Sub Total	172	98%	100%	1.7
		Missing Values	4	2%		
		Total	176	100%		
22	Now that you have almost completed your first academic year, how prepared do you feel in the following skills to continue your studies?					
	a. Writing skills	1 Not at all	1	1%	1%	
		2	3	2%	2%	
		3	3	2%	2%	
		4	13	7%	8%	
		5	49	28%	29%	
		6	66	38%	38%	
		7 Very well	37	21%	22%	
		Sub Total	172	98%	100%	5.6
		Missing Values	4	2%		
		Total	176	100%		
	b. English writing skills	1 Not at all	1	1%	1%	
		2	2	1%	1%	
		3	5	3%	3%	
		4	15	9%	9%	
		5	40	23%	23%	
		6	66	38%	38%	
		7 Very well	43	24%	25%	
		Sub Total	172	98%	100%	5.7
		Missing Values	4	2%		
		Total	176	100%		
	c. Speaking skills	1 Not at all	1	1%	1%	
		2	1	1%	1%	
		3	3	2%	2%	
		4	15	9%	9%	
		5	44	25%	26%	
		6	55	31%	32%	
		7 Very well	53	30%	31%	
		Sub Total	172	98%	100%	5.8
		Missing Values	4	2%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
22	Now that you have almost completed your first academic year, how prepared do you feel in the following skills to continue your studies? (cont'd)					
	<b>d. English speaking skills</b>	1 Not at all	1	1%	1%	
		2	0	0%	0%	
		3	6	3%	4%	
		4	26	15%	15%	
		5	38	22%	22%	
		6	53	30%	31%	
		7 Very well	48	27%	28%	
		Sub Total	172	98%	100%	5.6
		Missing Values	4	2%		
		Total	176	100%		
	<b>e. Applying scientific methods of enquiry</b>	1 Not at all	3	2%	2%	
		2	3	2%	2%	
		3	10	6%	6%	
		4	34	19%	20%	
		5	47	27%	27%	
		6	53	30%	31%	
		7 Very well	22	13%	13%	
		Sub Total	172	98%	100%	5.1
		Missing Values	4	2%		
		Total	176	100%		
	<b>f. Computer skills</b>	1 Not at all	2	1%	1%	
		2	5	3%	3%	
		3	9	5%	5%	
		4	25	14%	15%	
		5	48	27%	28%	
		6	48	27%	28%	
		7 Very well	35	20%	20%	
		Sub Total	172	98%	100%	5.3
		Missing Values	4	2%		
		Total	176	100%		
	<b>g. To critically analyze ideas and information</b>	1 Not at all	0	0%	0%	
		2	1	1%	1%	
		3	5	3%	3%	
		4	11	6%	6%	
		5	52	30%	30%	
		6	58	33%	34%	
		7 Very well	45	26%	26%	
		Sub Total	172	98%	100%	5.7
		Missing Values	4	2%		
		Total	176	100%		



N	Question	Response options	Count	%	Valid %	Mean/ [Median]
22	Now that you have almost completed your first academic year, how prepared do you feel in the following skills to continue your studies? (cont'd)					
	<b>h. To lead and guide others</b>	1 Not at all	3	2%	2%	
		2	2	1%	1%	
		3	10	6%	6%	
		4	13	7%	8%	
		5	47	27%	27%	
		6	51	29%	30%	
		7 Very well	46	26%	27%	
		Sub Total	172	98%	100%	5.5
		Missing Values	4	2%		
		Total	176	100%		
	<b>i. To function as part of a team</b>	1 Not at all	2	1%	1%	
		2	2	1%	1%	
		3	2	1%	1%	
		4	8	5%	5%	
		5	29	17%	17%	
		6	73	42%	42%	
		7 Very well	56	32%	33%	
		Sub Total	172	98%	100%	5.9
		Missing Values	4	2%		
		Total	176	100%		
23	How often do you expect to do the following on the next academic year?					
	<b>a. Study when there are more interesting things to do</b>	1-Never	7	4%	4%	
		2	8	5%	5%	
		3	19	11%	11%	
		4	34	19%	20%	
		5	52	30%	30%	
		6-Very often	51	29%	30%	
		Sub Total	171	97%	100%	4.6
		Missing Values	5	3%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
23	How often do you expect to do the following on the next academic year? (cont'd)					
	<b>b. Look for information to help you understand course material</b>	1-Never	1	1%	1%	
		2	5	3%	3%	
		3	10	6%	6%	
		4	36	21%	21%	
		5	51	29%	30%	
		6-Very often	68	39%	40%	
		Sub Total	171	97%	100%	5.0
		Missing Values	5	3%		
		Total	176	100%		
	<b>c. Take part in class discussions</b>	1-Never	0	0%	0%	
		2	2	1%	1%	
		3	14	8%	8%	
		4	31	18%	18%	
		5	40	23%	23%	
		6-Very often	84	48%	49%	
		Sub Total	171	97%	100%	5.1
		Missing Values	5	3%		
		Total	176	100%		
	<b>d. Ask your instructor for help with difficult assignments</b>	1-Never	0	0%	0%	
		2	11	6%	7%	
		3	8	5%	5%	
		4	41	23%	24%	
		5	49	28%	29%	
		6-Very often	61	35%	36%	
		Sub Total	170	97%	100%	4.8
		Missing Values	6	3%		
		Total	176	100%		
	<b>e. Finish what you start despite difficulties</b>	1-Never	0	0%	0%	
		2	0	0%	0%	
		3	4	2%	2%	
		4	26	15%	15%	
		5	47	27%	28%	
		6-Very often	93	53%	55%	
		Sub Total	170	97%	100%	5.3
		Missing Values	6	3%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
23	How often do you expect to do the following on the next academic year? (cont'd)					
	<b>f. Keep working hard even if you receive a bad grade on an assignment</b>	1-Never	2	1%	1%	
		2	3	2%	2%	
		3	8	5%	5%	
		4	18	10%	11%	
		5	51	29%	30%	
		6-Very often	88	50%	52%	
		Sub Total	170	97%	100%	5.2
		Missing Values	6	3%		
		Total	176	100%		
24	For you, how important is it that the University provides?					
	<b>a. Academic challenge</b>	1-Not important	3	2%	2%	
		2	3	2%	2%	
		3	6	3%	4%	
		4	19	11%	11%	
		5	59	34%	35%	
		6-Very important	81	46%	47%	
		Sub Total	171	97%	100%	5.2
		Missing Values	5	3%		
		Total	176	100%		
	<b>b. Support for student success</b>	1-Not important	8	5%	5%	
		2	2	1%	1%	
		3	3	2%	2%	
		4	15	9%	9%	
		5	46	26%	27%	
		6-Very important	97	55%	57%	
		Sub Total	171	97%	100%	5.2
		Missing Values	5	3%		
		Total	176	100%		
	<b>c. Diverse student body</b>	1-Not important	6	3%	4%	
		2	1	1%	1%	
		3	7	4%	4%	
		4	31	18%	18%	
		5	50	28%	29%	
		6-Very important	75	43%	44%	
		Sub Total	170	97%	100%	5.0
		Missing Values	6	3%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
24	For you, how important is it that the University provides? (cont'd)					
	d. Campus activities and events	1-Not important	7	4%	4%	
		2	3	2%	2%	
		3	8	5%	5%	
		4	35	20%	21%	
		5	44	25%	26%	
		6-Very important	74	42%	43%	
		Sub Total	171	97%	100%	4.9
		Missing Values	5	3%		
		Total	176	100%		
25	Do you expect to graduate in four years?	Yes	157	89%	91%	
		No	2	1%	1%	
		Uncertain	14	8%	8%	
		Sub Total	173	98%	100%	
		Missing Values	3	2%		
		Total	176	100%		
26	What is your major?	Business	88	50%	51%	
		Computer Science	25	14%	15%	
		English and Communications	51	29%	30%	
		Engineering Sciences	8	5%	5%	
		Sub Total	172	98%	100%	
		Missing Values	4	2%		
		Total	176	100%		
27	What is your sex?	Female	113	64%	65%	
		Male	60	34%	35%	
		Sub Total	173	98%	100%	
		Missing Values	3	2%		
		Total	176	100%		
28	What is your current age?	17	40	23%	24%	
		18	92	52%	54%	
		19	26	15%	15%	
		20	7	4%	4%	
		21	3	2%	2%	
		22	1	1%	1%	
		Sub Total	169	96%	100%	18.1
		Missing Values	7	4%		
		Total	176	100%		

N	Question	Response options	Count	%	Valid %	Mean/ [Median]
29	Do you or your family own a personal desktop or notebook computer that you use for AUA work?	Yes	154	88%	91%	
		No	16	9%	9%	
		Sub Total	170	97%	100%	
		Missing Values	6	3%		
		Total	176	100%		
30	Additional feedback, comments or suggestions					

## Answers to Open-Ended Questions (coded)<sup>4</sup>

### Positive Highlights

What are the three things that you like most about AUA? Please be specific.		
Categories	Count	% <sup>5</sup>
Overall atmosphere	147	30.50%
Faculty	64	13.30%
Resources	64	13.30%
Faculty - Student interaction	58	12.00%
Facilities	57	11.80%
Curriculum	51	10.60%
Extra-curricular activities	21	4.40%
Other	20	4.10%
<b>Total</b>	<b>482</b>	<b>100.0%</b>

### Suggestions for improvements

What are the three most important things AUA could do to improve the quality of your undergraduate experience?		
Categories	Count	% <sup>4</sup>
Other	74	20.50%
Curriculum	71	19.70%
Facilities	63	17.50%
Faculty	58	16.10%
Extra-curricular activities	52	14.40%
Support Services	43	11.90%
<b>Total</b>	<b>361</b>	<b>100.0%</b>

<sup>4</sup> Codes were determined based on the previous years' surveys

<sup>5</sup> The percent is calculated taking the total number of responses as base