

**American University of Armenia**  
**2018**  
**Undergraduate Graduating Student Exit Survey**



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## Methodology and Background

### *Instrument Design and Timeline*

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

The objectives of the survey were to gather information from undergraduate graduating students about their experience during undergraduate studies, academic environment, extracurricular activities, satisfaction with services provided at the university, expectations for moving forward, 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>
<b>Bachelor of Arts in Business (BAB)</b>	163	55	33.7%
<b>Bachelor of Science in Computational Sciences (BS CS)</b>	46	12	26.1%
<b>Bachelor of Arts in English and Communications (BA EC)</b>	72	48	66.7%
<b>Missing Values</b>		1	
<b>Total</b>	281	116	41.3%

The survey population included 281 undergraduate graduating 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 fliers 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 147 (52.3%) out of 281 undergraduate graduating students participated in the survey. The results of 31 partially completed surveys were excluded from the analyses, thus denoting a **response rate of 41.3%**.

### *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	How would you rate your overall educational experience at AUA?	1-Excellent	28	24%	24%	1.9
		Good	68	59%	59%	
		Average	18	16%	16%	
		Poor	2	2%	2%	
		5-Very Poor	0	0%	0%	
		Sub Total	116	100%	100%	
		Missing Values	0	0%		
		Total	116	100%		
2	What was your employment status during most of your undergraduate studies at AUA?	Did not work	32	28%	28%	
		Worked occasionally (either part time or full time)	48	41%	41%	
		Worked regularly part time	31	27%	27%	
		Worked regularly full time	5	4%	4%	
		Sub Total	116	100%	100%	
		Missing Values	0	0%		
		Total	116	100%		
		3	In addition to your undergraduate studies at AUA, did you study elsewhere?	Yes. I studied part time at another university in Armenia.	3	
Yes. I studied full time at another university in Armenia.	1			1%	1%	
No. I did not study elsewhere.	112			97%	97%	
Sub Total	116			100%	100%	
Missing Values	0			0%		
Total	116			100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
4	<b>During your undergraduate studies 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	7	6%	6%	
		6-10	40	34%	34%	
		11-15	37	32%	32%	
		16-20	21	18%	18%	
		More than 20	11	9%	9%	
		Sub Total	116	100%	100%	[11-15]
		Missing Values	0	0%		
		Total	116	100%		
	<b>b. Working at a job for pay</b>	0	27	23%	24%	
		1-5	19	16%	17%	
		6-10	11	9%	10%	
		11-15	11	9%	10%	
		16-20	29	25%	25%	
		More than 20	17	15%	15%	
		Sub Total	114	98%	100%	[6-10]- [11-15]
		Missing Values	2	2%		
		Total	116	100%		
	<b>c. Participating in activities such as sports, student newspaper, student council, music groups, etc.</b>	0	27	23%	24%	
		1-5	62	53%	54%	
		6-10	17	15%	15%	
		11-15	4	3%	4%	
		16-20	2	2%	2%	
		More than 20	2	2%	2%	
		Sub Total	114	98%	100%	[1-5]
		Missing Values	2	2%		
		Total	116	100%		
	<b>d. Volunteering</b>	0	43	37%	37%	
		1-5	51	44%	44%	
		6-10	14	12%	12%	
		11-15	3	3%	3%	
		16-20	2	2%	2%	
		More than 20	2	2%	2%	
		Sub Total	115	99%	100%	[1-5]
		Missing Values	1	1%		
		Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
4	<b>During your undergraduate studies on average approximately how many hours did you spend EACH WEEK doing the following? (cont'd)</b> <b>e. Socializing or spending time with friends</b>	0	1	1%	1%	
		1-5	45	39%	39%	
		6-10	34	29%	30%	
		11-15	20	17%	17%	
		16-20	5	4%	4%	
		More than 20	10	9%	9%	
		Sub Total	115	99%	100%	[6-10]
		Missing Values	1	1%		
		Total	116	100%		
5	<b>During your undergraduate studies on average approximately how many hours did you spend on homework for EACH COURSE in a typical week?</b>	0	0	0%	0%	
		1-5	71	61%	62%	
		6-10	35	30%	30%	
		11-15	4	3%	3%	
		16-20	4	3%	3%	
		More than 20	1	1%	1%	
		Sub Total	115	99%	100%	[1-5]
		Missing Values	1	1%		
Total	116	100%				
6	<b>To what extent did your courses challenge you to do your best work during your undergraduate studies?</b>	1-Not at all	1	1%	1%	
		Very little	5	4%	4%	
		Some	40	34%	34%	
		Quite a bit	55	47%	47%	
		5-Very much	15	13%	13%	
		Sub Total	116	100%	100%	3.7
		Missing Values	0	0%		
		Total	116	100%		
7	<b>Have you participated in or attended any UNIVERSITY-SPONSORED co-curricular activities (student clubs, public lectures, clean-ups, etc.) during your undergraduate studies?</b>	Yes	95	82%	83%	
		No	20	17%	17%	
		Sub Total	115	99%	100%	
		Missing Values	1	1%		
		Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
8	<b>During your undergraduate studies, did you experience difficulty with the following?</b>	<b>a. Learning new material</b>				
		Yes	30	26%	26%	
		Not Sure	9	8%	8%	
		No	77	66%	66%	
		Sub Total	116	100%	100%	
		Missing values	0	0%		
		Total	116	100%		
		<b>b. Managing your time</b>				
		Yes	65	56%	56%	
		Not Sure	9	8%	8%	
		No	42	36%	36%	
		Sub Total	116	100%	100%	
		Missing Values	0	0%		
		Total	116	100%		
		<b>c. Balancing studies, work, and home/family life</b>				
		Yes	74	64%	64%	
		Not Sure	7	6%	6%	
		No	34	29%	30%	
		Sub Total	115	99%	100%	
		Missing Values	1	1%		
		Total	116	100%		
		<b>d. Paying tuition</b>				
		Yes	44	38%	38%	
		Not Sure	13	11%	11%	
		No	59	51%	51%	
		Sub Total	116	100%	100%	
		Missing Values	0	0%		
Total	116	100%				
<b>e. Getting help with course work</b>						
Yes	13	11%	11%			
Not Sure	15	13%	13%			
No	88	76%	76%			
Sub Total	116	100%	100%			
Missing Values	0	0%				
Total	116	100%				
<b>f. Making new friends</b>						
Yes	13	11%	11%			
Not Sure	6	5%	5%			
No	97	84%	84%			
Sub Total	116	100%	100%			
Missing Values	0	0%				
Total	116	100%				
<b>g. Relating to faculty</b>						
Yes	22	19%	19%			
Not Sure	14	12%	12%			
No	80	69%	69%			
Sub Total	116	100%	100%			
Missing Values	0	0%				
Total	116	100%				



N	Question	Response Options	Count	%	Valid %	Mean/ [Median]	
8	<b>During your undergraduate studies, did you experience difficulty with the following? (cont'd)</b> <b>h. Resolving a challenge with faculty or staff</b>	Yes	24	21%	21%		
		Not Sure	15	13%	13%		
		No	77	66%	66%		
		Sub Total	116	100%	100%		
		Missing Values	0	0%			
		Total	116	100%			
		<b>i. Managing a personal/social relationship</b>	Yes	34	29%	29%	
			Not Sure	3	3%	3%	
			No	79	68%	68%	
			Sub Total	116	100%	100%	
			Missing Values	0	0%		
			Total	116	100%		
		<b>j. Concentrating in/following class due to noise/distraction in the classroom</b>	Yes	51	44%	44%	
			Not Sure	8	7%	7%	
			No	57	49%	49%	
			Sub Total	116	100%	100%	
			Missing Values	0	0%		
Total	116		100%				
9	<b>During your undergraduate studies, did you experience:</b> <b>a. Anxiety or nervousness taking tests</b>	Yes	75	65%	65%		
		Not sure	10	9%	9%		
		No	31	27%	27%		
		Sub Total	116	100%	100%		
		Missing Values	0	0%			
		Total	116	100%			
		<b>b. Stress regarding your studies</b>	Yes	92	79%	79%	
			Not sure	7	6%	6%	
			No	17	15%	15%	
			Sub Total	116	100%	100%	
			Missing Values	0	0%		
			Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
9	<b>During your undergraduate studies, did you experience: (cont'd) c. Distraction from your studies due to social obligations</b>	Yes	60	52%	52%	
		Not sure	18	16%	16%	
		No	37	32%	32%	
		Sub Total	115	99%	100%	
		Missing Values	1	1%		
		Total	116	100%		
	<b>d. Family pressure to earn specific grades</b>	Yes	18	16%	16%	
		Not sure	8	7%	7%	
		No	90	78%	78%	
		Sub Total	116	100%	100%	
		Missing Values	0	0%		
		Total	116	100%		
	<b>e. Peer pressure to earn specific grades</b>	Yes	18	16%	16%	
		Not sure	7	6%	6%	
		No	91	78%	78%	
		Sub Total	116	100%	100%	
		Missing Values	0	0%		
		Total	116	100%		
10	<b>During your undergraduate studies did you observe an act of academic dishonesty among your peers at AUA?</b>	Yes	57	49%	49%	
		No	59	51%	51%	
		Sub Total	116	100%	100%	
		Missing Values	0	0%		
		Total	116	100%		
11	<b>During your undergraduate studies did you commit an act of academic dishonesty?</b>	Yes	14	12%	12%	
		No	102	88%	88%	
		Sub Total	116	100%	100%	
		Missing Values	0	0%		
		Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]				
12	Describe the quality of your interaction with the following during your undergraduate studies.	<b>a. Other students</b>	1-Very poor	0	0%	0%				
			2	1	1%	1%				
			3	2	2%	2%				
			4	13	11%	11%				
			5	25	22%	22%				
			6	41	35%	35%				
			7-Excellent	34	29%	29%				
			Sub Total	116	100%	100%	5.8			
			N/A	0	0%					
			Missing Values	0	0%					
			Total	116	100%					
			<b>b. Your program chair</b>			1-Very poor	6	5%	5%	
						2	4	3%	4%	
3	3	3%				3%				
4	14	12%				13%				
5	26	22%				23%				
6	30	26%				27%				
7-Excellent	28	24%				25%				
Sub Total	111	96%				100%	5.3			
N/A	5	4%								
Missing Values	0	0%								
Total	116	100%								
<b>c. Your academic advisor</b>			1-Very poor	6	5%	5%				
			2	6	5%	5%				
			3	6	5%	5%				
			4	12	10%	11%				
			5	27	23%	25%				
			6	26	22%	24%				
			7-Excellent	27	23%	25%				
			Sub Total	110	95%	100%	5.1			
			N/A	6	5%					
			Missing Values	0	0%					
Total	116	100%								
<b>d. Faculty</b>			1-Very poor	1	1%	1%				
			2	1	1%	1%				
			3	7	6%	6%				
			4	17	15%	15%				
			5	32	28%	28%				
			6	36	31%	31%				
			7-Excellent	21	18%	18%				
			Sub Total	115	99%	100%	5.3			
			N/A	1	1%					
			Missing Values	0	0%					
Total	116	100%								

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
12	Describe the quality of your interaction with the following during your undergraduate studies. (cont'd)					
	<b>e. Staff in the Center for Student Success</b>	1-Very poor	5	4%	5%	
		2	2	2%	2%	
		3	9	8%	10%	
		4	18	16%	20%	
		5	22	19%	24%	
		6	21	18%	23%	
		7-Excellent	14	12%	15%	
		Sub Total	91	78%	100%	4.9
		N/A	25	22%		
		Missing Values	0	0%		
		Total	116	100%		
	<b>f. Staff in the Office of the Registrar</b>	1-Very poor	8	7%	7%	
		2	8	7%	7%	
		3	11	9%	10%	
		4	12	10%	10%	
		5	20	17%	17%	
		6	31	27%	27%	
		7-Excellent	25	22%	22%	
		Sub Total	115	99%	100%	4.9
		N/A	1	1%		
		Missing Values	0	0%		
		Total	116	100%		
	<b>g. Staff in the Office of Financial Aid</b>	1-Very poor	4	3%	5%	
		2	2	2%	2%	
		3	5	4%	6%	
		4	14	12%	16%	
		5	23	20%	26%	
		6	21	18%	24%	
		7-Excellent	19	16%	22%	
		Sub Total	88	76%	100%	5.1
		N/A	28	24%		
		Missing Values	0	0%		
		Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
12	Describe the quality of your interaction with the following during your undergraduate studies. (cont'd)					
	<b>h. Staff in the Library</b>	1-Very poor	1	1%	1%	
		2	0	0%	0%	
		3	2	2%	2%	
		4	10	9%	9%	
		5	25	22%	22%	
		6	24	21%	21%	
		7-Excellent	53	46%	46%	
		Sub Total	115	99%	100%	6.0
		N/A	1	1%		
		Missing Values	0	0%		
		Total	116	100%		
	<b>i. Staff in the Alumni and Career Development Office</b>	1-Very poor	7	6%	9%	
		2	2	2%	3%	
		3	2	2%	3%	
		4	9	8%	12%	
		5	14	12%	18%	
		6	19	16%	25%	
		7-Excellent	23	20%	30%	
		Sub Total	76	66%	100%	5.2
		N/A	40	34%		
		Missing Values	0	0%		
		Total	116	100%		
	<b>j. Other administrative staff</b>	1-Very poor	3	3%	3%	
		2	1	1%	1%	
		3	4	3%	5%	
		4	7	6%	8%	
		5	29	25%	33%	
		6	25	22%	29%	
		7-Excellent	18	16%	21%	
		Sub Total	87	75%	100%	5.4
		N/A	28	24%		
		Missing Values	1	1%		
		Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]		
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	22%	22%	2.2		
		Agree	56	48%	48%			
		Neither agree nor disagree	26	22%	22%			
		Disagree	6	5%	5%			
		5-Strongly Disagree	2	2%	2%			
		Sub Total	116	100%	100%			
		Missing Values	0	0%				
		Total	116	100%				
		b. Interactions among students and faculty are characterized by mutual respect.	1-Strongly Agree	22	19%		19%	2.1
			Agree	69	59%		59%	
			Neither agree nor disagree	18	16%		16%	
			Disagree	4	3%		3%	
			5-Strongly Disagree	3	3%		3%	
Sub Total	116		100%	100%				
Missing Values	0		0%					
Total	116		100%					
c. On the whole, faculty members are well qualified to teach their courses.	1-Strongly Agree	14	12%	12%	2.3			
	Agree	66	57%	57%				
	Neither agree nor disagree	23	20%	20%				
	Disagree	8	7%	7%				
	5-Strongly Disagree	5	4%	4%				
	Sub Total	116	100%	100%				
	Missing Values	0	0%					
	Total	116	100%					

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]		
13	<b>To what extent do you agree or disagree with the following statements about your undergraduate experience so far. (cont'd)</b> <b>d. In general, the courses I took are well taught.</b>	1-Strongly Agree	10	9%	9%	2.3		
		Agree	69	59%	59%			
		Neither agree nor disagree	27	23%	23%			
		Disagree	8	7%	7%			
		5-Strongly Disagree	2	2%	2%			
		Sub Total	116	100%	100%			
		Missing Values	0	0%				
		Total	116	100%				
		<b>e. The courses I have taken are intellectually challenging and stimulating.</b>	1-Strongly Agree	14	12%		12%	2.4
			Agree	49	42%		42%	
			Neither agree nor disagree	46	40%		40%	
			Disagree	5	4%		4%	
			5-Strongly Disagree	2	2%		2%	
Sub Total	116		100%	100%				
Missing Values	0		0%					
Total	116		100%					
<b>f. There are opportunities outside the classroom for interaction between students and faculty.</b>	1-Strongly Agree	29	25%	25%	2.1			
	Agree	61	53%	53%				
	Neither agree nor disagree	18	16%	16%				
	Disagree	7	6%	6%				
	5-Strongly Disagree	1	1%	1%				
	Sub Total	116	100%	100%				
	Missing Values	0	0%					
	Total	116	100%					
<b>g. Faculty return written work with constructive feedback.</b>	1-Strongly Agree	11	9%	9%	2.5			
	Agree	51	44%	44%				
	Neither agree nor disagree	43	37%	37%				
	Disagree	9	8%	8%				
	5-Strongly Disagree	2	2%	2%				
	Sub Total	116	100%	100%				
	Missing Values	0	0%					
	Total	116	100%					

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]		
13	<b>To what extent do you agree or disagree with the following statements about your undergraduate experience so far. (cont'd)</b> <b>h. Faculty return written work in a timely manner.</b>	1-Strongly Agree	6	5%	5%			
		Agree	42	36%	36%			
		Neither agree nor disagree	46	40%	40%			
		Disagree	19	16%	16%			
		5-Strongly Disagree	3	3%	3%			
		Sub Total	116	100%	100%	2.8		
		Missing Values	0	0%				
		Total	116	100%				
		<hr/>						
			<b>i. I understand all of my degree requirements.</b>	1-Strongly Agree	22	19%	19%	
				Agree	75	65%	65%	
				Neither agree nor disagree	13	11%	11%	
				Disagree	5	4%	4%	
		5-Strongly Disagree	0	0%	0%			
		Sub Total	115	99%	100%	2.0		
		Missing Values	1	1%				
		Total	116	100%				
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	<b>j. The grading system at AUA is fair.</b>	1-Strongly Agree	16	14%	14%			
		Agree	63	54%	54%			
		Neither agree nor disagree	21	18%	18%			
		Disagree	12	10%	10%			
		5-Strongly Disagree	4	3%	3%			
		Sub Total	116	100%	100%	2.4		
		Missing Values	0	0%				
		Total	116	100%				
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	<b>k. Policies and procedures are fair.</b>	1-Strongly Agree	17	15%	15%			
		Agree	65	56%	57%			
		Neither agree nor disagree	23	20%	20%			
		Disagree	7	6%	6%			
		5-Strongly Disagree	3	3%	3%			
		Sub Total	115	99%	100%	2.3		
		Missing Values	1	1%				
		Total	116	100%				



N	Question	Response Options	Count	%	Valid %	Mean/ [Median]			
13	<b>To what extent do you agree or disagree with the following statements about your undergraduate experience so far. (cont'd)</b> <b>l. The way in which the university communicates with me is effective.</b>	1-Strongly Agree	21	18%	18%	2.1			
		Agree	68	59%	59%				
		Neither agree nor disagree	20	17%	17%				
		Disagree	6	5%	5%				
		5-Strongly Disagree	1	1%	1%				
		Sub Total	116	100%	100%				
		Missing Values	0	0%					
		Total	116	100%					
		<hr/>							
			<b>m. Academic policies and procedures are communicated adequately.</b>	1-Strongly Agree	17		15%	15%	2.2
Agree	64			55%	56%				
Neither agree nor disagree	25			22%	22%				
Disagree	7			6%	6%				
5-Strongly Disagree	2			2%	2%				
Sub Total	115			99%	100%				
Missing Values	1			1%					
Total	116			100%					
<hr/>									
	<b>n. Information regarding study abroad opportunities was communicated adequately.</b>	1-Strongly Agree	17	15%	15%	2.5			
		Agree	45	39%	39%				
		Neither agree nor disagree	33	28%	28%				
		Disagree	16	14%	14%				
		5-Strongly Disagree	5	4%	4%				
		Sub Total	116	100%	100%				
		Missing Values	0	0%					
		Total	116	100%					

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
13	<b>To what extent do you agree or disagree with the following statements about your undergraduate experience so far. (cont'd)</b>	<b>o. Information about degree requirements are communicated adequately.</b>				
		1-Strongly Agree	18	16%	16%	
		Agree	73	63%	63%	
		Neither agree nor disagree	20	17%	17%	
		Disagree	4	3%	3%	
		5-Strongly Disagree	1	1%	1%	
		Sub Total	116	100%	100%	2.1
		Missing Values	0	0%		
		Total	116	100%		
		<b>p. I would recommend AUA to prospective undergraduate students.</b>				
		1-Strongly Agree	41	35%	35%	
		Agree	58	50%	50%	
		Neither agree nor disagree	14	12%	12%	
Disagree	3	3%	3%			
5-Strongly Disagree	0	0%	0%			
Sub Total	116	100%	100%	1.8		
Missing Values	0	0%				
Total	116	100%				
<b>q. I would recommend my academic program to prospective undergraduate students.</b>						
1-Strongly Agree	29	25%	25%			
Agree	59	51%	51%			
Neither agree nor disagree	17	15%	15%			
Disagree	6	5%	5%			
5-Strongly Disagree	5	4%	4%			
Sub Total	116	100%	100%	2.1		
Missing Values	0	0%				
Total	116	100%				

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
13	<b>To what extent do you agree or disagree with the following statements about your undergraduate experience so far. (cont'd)</b> <b>r. University's communication with me regarding events and activities was effective.</b>	1-Strongly Agree	27	23%	23%	
		Agree	77	66%	67%	
		Neither agree nor disagree	10	9%	9%	
		Disagree	1	1%	1%	
		5-Strongly Disagree	0	0%	0%	
		Sub Total	115	99%	100%	1.9
		Missing Values	1	1%		
		Total	116	100%		
	<b>s. If I could start all over again, I would want to attend AUA for undergraduate studies.</b>	1-Strongly Agree	42	36%	36%	
		Agree	49	42%	42%	
		Neither agree nor disagree	16	14%	14%	
		Disagree	7	6%	6%	
		5-Strongly Disagree	2	2%	2%	
		Sub Total	116	100%	100%	1.9
		Missing Values	0	0%		
		Total	116	100%		
14	<b>How would you rate your academic program at AUA?</b>	1-Excellent	18	16%	16%	
		Good	66	57%	57%	
		Average	29	25%	25%	
		Poor	2	2%	2%	
		5-Very Poor	1	1%	1%	
		Sub Total	116	100%	100%	2.2
		Missing Values	0	0%		
		Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]	
15	<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>					
		1-Very satisfied	15	13%	13%		
		Satisfied	65	56%	57%		
		Neither satisfied nor dissatisfied	30	26%	26%		
		Dissatisfied	3	3%	3%		
		5-Very dissatisfied	1	1%	1%		
		Sub Total	114	98%	100%	2.2	
		N/A	2	2%			
		Missing Values	0	0%			
		Total	116	100%			
		<b>b. Classroom facilities and equipment</b>					
		1-Very satisfied	44	38%	38%		
		Satisfied	67	58%	58%		
		Neither satisfied nor dissatisfied	3	3%	3%		
		Dissatisfied	2	2%	2%		
5-Very dissatisfied	0	0%	0%				
Sub Total	116	100%	100%	1.7			
N/A	0	0%					
Missing Values	0	0%					
Total	116	100%					
<b>c. Computer resources</b>							
1-Very satisfied	41	35%	36%				
Satisfied	61	53%	53%				
Neither satisfied nor dissatisfied	10	9%	9%				
Dissatisfied	3	3%	3%				
5-Very dissatisfied	0	0%	0%				
Sub Total	115	99%	100%	1.8			
N/A	0	0%					
Missing Values	1	1%					
Total	116	100%					
<b>d. Wifi access</b>							
1-Very satisfied	30	26%	26%				
Satisfied	55	47%	48%				
Neither satisfied nor dissatisfied	16	14%	14%				
Dissatisfied	12	10%	10%				
5-Very dissatisfied	2	2%	2%				
Sub Total	115	99%	100%	2.1			
N/A	0	0%					
Missing Values	1	1%					
Total	116	100%					

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]	
15	Thinking about your experience at AUA, please indicate your level of satisfaction with the following. (cont'd)	<b>e. Food services</b>					
		1-Very satisfied	17	15%	15%		
		Satisfied	51	44%	44%		
		Neither satisfied nor dissatisfied	29	25%	25%		
		Dissatisfied	11	9%	9%		
		5-Very dissatisfied	8	7%	7%		
		Sub Total	116	100%	100%	2.5	
		N/A	0	0%			
		Missing Values	0	0%			
		Total	116	100%			
		<b>f. Library resources</b>					
		1-Very satisfied	47	41%	41%		
		Satisfied	58	50%	50%		
		Neither satisfied nor dissatisfied	8	7%	7%		
		Dissatisfied	2	2%	2%		
5-Very dissatisfied	0	0%	0%				
Sub Total	115	99%	100%	1.7			
N/A	1	1%					
Missing Values	0	0%					
Total	116	100%					
<b>g. Library support services</b>							
1-Very satisfied	44	38%	39%				
Satisfied	59	51%	52%				
Neither satisfied nor dissatisfied	7	6%	6%				
Dissatisfied	3	3%	3%				
5-Very dissatisfied	0	0%	0%				
Sub Total	113	97%	100%	1.7			
N/A	3	3%					
Missing Values	0	0%					
Total	116	100%					
<b>h. Moodle</b>							
1-Very satisfied	34	29%	29%				
Satisfied	68	59%	59%				
Neither satisfied nor dissatisfied	8	7%	7%				
Dissatisfied	5	4%	4%				
5-Very dissatisfied	1	1%	1%				
Sub Total	116	100%	100%	1.9			
N/A	0	0%					
Missing Values	0	0%					
Total	116	100%					

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
15	Thinking about your experience at AUA, please indicate your level of satisfaction with the following. (cont'd) i. Services provided by the Office of the Registrar (except Financial Aid services)	1-Very satisfied	22	19%	19%	2.4
		Satisfied	48	41%	42%	
		Neither satisfied nor dissatisfied	25	22%	22%	
		Dissatisfied	16	14%	14%	
		5-Very dissatisfied	3	3%	3%	
		Sub Total	114	98%	100%	
		N/A	2	2%		
		Missing Values	0	0%		
		Total	116	100%		
			j. Services provided by the Financial Aid Office– tuition assistance, scholarship, deferred payment, customized payment plans, work study	1-Very satisfied	22	
Satisfied	47			41%	49%	
Neither satisfied nor dissatisfied	20			17%	21%	
Dissatisfied	4			3%	4%	
5-Very dissatisfied	3			3%	3%	
Sub Total	96			83%	100%	
N/A	20			17%		
Missing Values	0			0%		
Total	116			100%		
	k. Workshops provided by Center for Student Success			1-Very satisfied	7	6%
		Satisfied	45	39%	45%	
		Neither satisfied nor dissatisfied	43	37%	43%	
		Dissatisfied	3	3%	3%	
		5-Very dissatisfied	1	1%	1%	
		Sub Total	99	85%	100%	
		N/A	17	15%		
		Missing Values	0	0%		
		Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
15	Thinking about your experience at AUA, please indicate your level of satisfaction with the following. (cont'd)					
	<b>l. Services provided by the Writing and Math Center</b>	1-Very satisfied	9	8%	12%	
		Satisfied	27	23%	35%	
		Neither satisfied nor dissatisfied	38	33%	49%	
		Dissatisfied	3	3%	4%	
		5-Very dissatisfied	1	1%	1%	
		Sub Total	78	67%	100%	2.5
		N/A	37	32%	0%	
		Missing Values	1	1%		
		Total	116	100%		
	<b>m. Counseling Services</b>	1-Very satisfied	9	8%	13%	
		Satisfied	20	17%	29%	
		Neither satisfied nor dissatisfied	37	32%	54%	
		Dissatisfied	2	2%	3%	
		5-Very dissatisfied	1	1%	1%	
		Sub Total	69	59%	100%	2.5
		N/A	47	41%		
		Missing Values	0	0%		
		Total	116	100%		
	<b>n. Services provided by the Alumni and Career Development Office (ACDO)</b>	1-Very satisfied	19	16%	22%	
		Satisfied	44	38%	50%	
		Neither satisfied nor dissatisfied	24	21%	27%	
		Dissatisfied	1	1%	1%	
		5-Very dissatisfied	0	0%	0%	
		Sub Total	88	76%	100%	2.1
		N/A	27	23%	0%	
		Missing Values	1	1%		
		Total	116	100%		
	<b>o. Academic probation workshops</b>	1-Very satisfied	3	3%	6%	
		Satisfied	20	17%	38%	
		Neither satisfied nor dissatisfied	26	22%	50%	
		Dissatisfied	3	3%	6%	
		5-Very dissatisfied	0	0%	0%	
		Sub Total	52	45%	100%	2.6
		N/A	64	55%		
		Missing Values	0	0%		
		Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
15	<b>Thinking about your experience at AUA, please indicate your level of satisfaction with the following. (cont'd)</b> <b>p. Peer mentoring</b>	1-Very satisfied	5	4%	9%	
		Satisfied	17	15%	30%	
		Neither satisfied nor dissatisfied	31	27%	55%	
		Dissatisfied	3	3%	5%	
		5-Very dissatisfied	0	0%	0%	
		Sub Total	56	48%	100%	2.6
		N/A	60	52%		
		Missing Values	0	0%		
		Total	116	100%		
			<b>q. Procedures for registering for classes</b>	1-Very satisfied	3	3%
Satisfied	29			25%	25%	
Neither satisfied nor dissatisfied	25			22%	22%	
Dissatisfied	29			25%	25%	
5-Very dissatisfied	30			26%	26%	
Sub Total	116			100%	100%	3.5
N/A	0			0%		
Missing Values	0			0%		
Total	116			100%		
	<b>r. Guidance on course selection</b>			1-Very satisfied	10	9%
		Satisfied	43	37%	38%	
		Neither satisfied nor dissatisfied	41	35%	36%	
		Dissatisfied	10	9%	9%	
		5-Very dissatisfied	10	9%	9%	
		Sub Total	114	98%	100%	2.7
		N/A	2	2%		
		Missing Values	0	0%		
		Total	116	100%		
			<b>s. Procedures for paying tuition</b>	1-Very satisfied	16	14%
Satisfied	68			59%	60%	
Neither satisfied nor dissatisfied	23			20%	20%	
Dissatisfied	2			2%	2%	
5-Very dissatisfied	5			4%	4%	
Sub Total	114			98%	100%	2.2
N/A	2			2%		
Missing Values	0			0%		
Total	116			100%		



N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
15	<b>Thinking about your experience at AUA, please indicate your level of satisfaction with the following. (cont'd)</b> <b>t. Academic Advising</b>	1-Very satisfied	17	15%	15%	
		Satisfied	58	50%	50%	
		Neither satisfied nor dissatisfied	26	22%	23%	
		Dissatisfied	12	10%	10%	
		5-Very dissatisfied	2	2%	2%	
		Sub Total	115	99%	100%	2.3
		N/A	1	1%		
		Missing Values	0	0%		
		Total	116	100%		
16	<b>For your undergraduate studies, are you a recipient of ANY KIND of financial aid provided or administered the University (need-based tuition assistance, deferred payment, work-study, scholarship, MoES subsidy).</b>	Yes	60	52%	52%	
		No	55	47%	48%	
		Sub Total	115	99%	100%	
		Missing Values	1	1%		
		Total	116	100%		
17	<b>How did you pay for your University education?</b>	AUA-provided or administered financial support (any kind: need-based tuition assistance, deferred payment, work-study, scholarship, MoES subsidy)	58	50%	50%	
		Support from parents or relatives	100	86%	86%	
		Job	31	27%	27%	
		Loan	9	8%	8%	
		Other (please specify)	9	8%	8%	
		Total <sup>1</sup>	116			
18	<b>What are the three things that you like most about AUA?<sup>2</sup></b>					
19	<b>What are the three most important things AUA could do to improve the quality of your undergraduate experience?<sup>3</sup></b>					

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

<sup>2</sup> For Positive highlights, see p.34 for summary responses

<sup>3</sup> For Suggestions for improvements, see p.34 for summary responses

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
20	Now that you have almost completed your undergraduate studies, how prepared do you feel in the following skills to continue your studies?					
	<b>a. Writing skills</b>	1-Not at all	0	0%	0%	
		2	0	0%	0%	
		3	1	1%	1%	
		4	8	7%	7%	
		5	28	24%	24%	
		6	51	44%	44%	
		7-Tremendously	27	23%	23%	
		Sub Total	115	99%	100%	5.8
		Missing Values	1	1%		
		Total	116	100%		
	<b>b. English writing skills</b>	1-Not at all	0	0%	0%	
		2	0	0%	0%	
		3	0	0%	0%	
		4	7	6%	6%	
		5	24	21%	21%	
		6	47	41%	41%	
		7-Tremendously	37	32%	32%	
		Sub Total	115	99%	100%	6.0
		Missing Values	1	1%		
		Total	116	100%		
	<b>c. Speaking skills</b>	1-Not at all	1	1%	1%	
		2	0	0%	0%	
		3	0	0%	0%	
		4	6	5%	5%	
		5	25	22%	22%	
		6	51	44%	44%	
		7-Tremendously	32	28%	28%	
		Sub Total	115	99%	100%	5.9
		Missing Values	1	1%		
		Total	116	100%		
	<b>d. English speaking skills</b>	1-Not at all	0	0%	0%	
		2	1	1%	1%	
		3	1	1%	1%	
		4	6	5%	5%	
		5	24	21%	21%	
		6	48	41%	42%	
		7-Tremendously	35	30%	30%	
		Sub Total	115	99%	100%	5.9
		Missing Values	1	1%		
		Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
20	Now that you have almost completed your undergraduate studies, how prepared do you feel in the following skills to continue your studies? (cont'd)					
	<b>e. Applying scientific methods of inquiry</b>	1-Not at all	0	0%	0%	
		2	1	1%	1%	
		3	6	5%	5%	
		4	8	7%	7%	
		5	36	31%	31%	
		6	40	34%	35%	
		7-Tremendously	24	21%	21%	
		Sub Total	115	99%	100%	5.6
		Missing Values	1	1%		
		Total	116	100%		
	<b>f. Computer skills</b>	1-Not at all	2	2%	2%	
		2	3	3%	3%	
		3	5	4%	4%	
		4	11	9%	10%	
		5	30	26%	26%	
		6	36	31%	31%	
		7-Tremendously	28	24%	24%	
		Sub Total	115	99%	100%	5.5
		Missing Values	1	1%		
		Total	116	100%		
	<b>g. To critically analyze ideas and information</b>	1-Not at all	0	0%	0%	
		2	1	1%	1%	
		3	1	1%	1%	
		4	7	6%	6%	
		5	18	16%	16%	
		6	50	43%	43%	
		7-Tremendously	38	33%	33%	
		Sub Total	115	99%	100%	6.0
		Missing Values	1	1%		
		Total	116	100%		
	<b>h. To lead and guide others</b>	1-Not at all	0	0%	0%	
		2	0	0%	0%	
		3	3	3%	3%	
		4	10	9%	9%	
		5	26	22%	23%	
		6	40	34%	35%	
		7-Tremendously	36	31%	31%	
		Sub Total	115	99%	100%	5.8
		Missing Values	1	1%		
		Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
20	Now that you have almost completed your undergraduate studies, how prepared do you feel in the following skills to continue your studies? (cont'd) i. To function as part of a team	1-Not at all	0	0%	0%	6.0
		2	1	1%	1%	
		3	3	3%	3%	
		4	6	5%	5%	
		5	20	17%	17%	
		6	41	35%	36%	
		7-Tremendously	44	38%	38%	
		Sub Total	115	99%	100%	
		Missing Values	1	1%		
		Total	116	100%		
21	What are your immediate plans after graduation?	I plan to work full time or part time	64	55%	55%	
		I plan to do my military service	2	2%	2%	
		I plan to continue my education in graduate/professional studies	37	32%	32%	
		I don't have any plans	3	3%	3%	
		Other	10	9%	9%	
		Sub Total	116	100%	100%	
		Missing Values	0	0%		
		Total	116	100%		
		22	If you plan to continue your education, do you intend to apply to AUA?	Yes	19	
No	15			13%	41%	
I don't know	3			3%	8%	
Sub Total	37			32%	100%	
Missing Values	79			68%		
Total	116			100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
23	If you plan to work after graduation, which of the following best reflects your current status.	Already accepted a position	9	8%	14%	
		Considering one or more job offers	4	3%	6%	
		Currently searching for a position	19	16%	30%	
		Will begin searching after graduation	14	12%	22%	
		Already have a position and plan to stay in the same position	18	16%	28%	
		Sub Total	64	55%	100%	
		Missing Values	52	45%		
		Total	116	100%		
24	Which BEST describes your current/potential employer?	Public – RoA Government	4	3%	6%	
		Public – Non RoA Government	3	3%	5%	
		Private- Commercial	40	34%	65%	
		Private – Non - commercial	7	6%	11%	
		Self-employment	8	7%	13%	
		Sub Total	62	53%	100%	
		Missing Values	54	47%		
		Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
25	<b>In what industry is your current/potential employment?</b>	Agriculture, forestry, and fishing	1	1%	2%	
		Mining and natural resources	1	1%	2%	
		Manufacturing	2	2%	3%	
		Utilities	0	0%	0%	
		Construction	0	0%	0%	
		Wholesale and retail trade	1	1%	2%	
		Transportation and storage	2	2%	3%	
		Accommodation and food/beverage service activities	2	2%	3%	
		Information and communication	18	16%	29%	
		Banking, financial and insurance activities; Real estate	6	5%	10%	
		Professional, scientific, and technical activities	3	3%	5%	
		Administrative and support service activities	3	3%	5%	
		Public administration and defense	1	1%	2%	
		Education	3	3%	5%	
		Human health and social work activities	2	2%	3%	
		Arts, entertainment and recreation	8	7%	13%	
		Other	10	9%	16%	
	Sub Total	63	54%	100%		
	Missing Values	53	46%			
	Total	116	100%			
26	<b>Where do you plan to live after graduation?</b>	In Armenia	91	78%	80%	
		Outside of Armenia	23	20%	20%	
		Sub Total	114	98%	100%	
		Missing Values	2	2%		
		Total	116	100%		
27	<b>Have you ever participated in AUA Extension courses?</b>	Yes	31	27%	27%	
		No	85	73%	73%	
		Sub Total	116	100%	100%	
		Missing Values	0	0%		
		Total	116	100%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
28	<b>If you participated in AUA Extension courses, please indicate your satisfaction with the customer service at AUA Extension.</b>	1-Very satisfied	4	3%	13%	
		Satisfied	12	10%	40%	
		Neither satisfied nor dissatisfied	9	8%	30%	
		Dissatisfied	4	3%	13%	
		5-Very dissatisfied	1	1%	3%	
		Sub Total	30	26%	100%	2.5
		Missing Values	86	74%		
		Total	116	100%		
29	<b>In the list below please check UP TO THREE courses in which you would enroll if offered by the AUA Extension Program to support your career, lifelong learning or personal development needs.</b>	General English Language Courses (French, Italian, Armenian, Arabic, Russian, Turkish, etc.)	9	8%		
		Speaking English with Confidence	32	28%		
		Business Writing	9	8%		
		Communication, Public Speaking and Presentation Skills	13	11%		
		Negotiation Skills/ Conflict Management	13	11%		
		Strategic Management	15	13%		
		Human Resources Management	8	7%		
		Management	7	6%		
		Public Relations	14	12%		
		Digital Marketing	13	11%		
		Finance for non-Finance Decision-Makers	8	7%		
		Executive Leadership & Management	12	10%		
		Managing Change	3	3%		
		Team Building, Group Dynamic and Managing Conflict	5	4%		
		Tourism and Hospitality Management	19	16%		

N	Question	Response Options	Count	%	Valid %	Mean/ [Median]
29	In the list below please check UP TO THREE courses in which you would enroll if offered by the AUA Extension Program to support your career, lifelong learning or personal development needs. (cont'd)	Project Management Professional ® (PMP) Certification Preparation	20	17%		
		TOEFL ® Test Preparation	3	3%		
		GMAT® / GRE® Test Preparation	9	8%		
		Microsoft ® Excel Certification as	10	9%		
		Financial Analyst	18	16%		
		Certification as Business Analyst	25	22%		
		Procurement Management & Contracting	6	5%		
		Software/ Application development or other IT related course	24	21%		
		Total	116			
30	<b>Additional feedback, comments, or suggestions</b>					
31	Among the undergraduate schools that you considered, was AUA your:	First choice	99	85%	86%	
		Second choice	10	9%	9%	
		Third choice or lower	6	5%	5%	
		Sub Total	115	99%	100%	
		Missing Values	1	1%		
		Total	116	100%		
32	What is your major?	Business	55	47%	48%	
		Computer Science	12	10%	10%	
		English and Communications	48	41%	42%	
		Sub Total	115	99%	100%	
		Missing Values	1	1%		
		Total	116	100%		



<b>N</b>	<b>Question</b>	<b>Response Options</b>	<b>Count</b>	<b>%</b>	<b>Valid %</b>	<b>Mean/ [Median]</b>
<b>33</b>	<b>Did you change your major since entering AUA?</b>	Yes	7	6%	6%	
		No	108	93%	94%	
		Sub Total	115	99%	100%	
		Missing Values	1	1%		
		Total	116	100%		
<b>34</b>	<b>What is your sex?</b>	Female	73	63%	65%	
		Male	40	34%	35%	
		Sub Total	113	97%	100%	
		Missing Values	3	3%		
<b>35</b>	<b>Do you or your family own a personal desktop or notebook computer that you use for AUA.</b>	Yes	104	90%	90%	
		No	11	9%	10%	
		Sub Total	115	99%	100%	
		Missing Values	1	1%		
		Total	116	100%		
<b>36</b>	<b>What is your current age?</b>	19	1	1%	1%	
		20	21	21%	21%	
		21	55	55%	55%	
		22	14	14%	14%	
		23	5	5%	5%	
		24	3	3%	3%	
		25 or more	1	1%	1%	
		Sub Total	100	100%	100%	
		Missing Values	0	0%		
		Total	100	100%		

## Answers to Open-Ended Questions (coded)

### Positive highlights

What are the three things that you like most about AUA? (Open-ended, Responses coded)			
N	Response Options	Count	%
1	Overall atmosphere	83	26.5%
2	Faculty	51	16.3%
3	Facilities	42	13.4%
4	Resources	39	12.5%
5	Faculty - Student Interaction	36	11.5%
6	Curriculum	30	9.6%
7	Extra-curricular activities	19	6.1%
8	Other	13	4.2%
	Total	313	100.0%

### Suggestions for improvements

What are the three most important things AUA could do to improve the quality of your undergraduate experience? (Open-ended, Responses coded)			
N	Response Options	Count	%
1	Curriculum	67	26.6%
2	Faculty	52	20.6%
3	Other	47	18.7%
4	Extra-curricular activities	32	12.7%
5	Facilities	31	12.3%
6	Support Services	23	9.1%
	Total	252	100.0%