

American University of Armenia
2018
Sophomore 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 Sophomore Student Exit Survey from April 23, to May 7, 2018.

The objectives of the survey were to gather information from sophomore students about their 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

Program	Number of eligible respondents	Number of survey respondents	Percent (%) completed
Bachelor of Arts in Business (BAB)	211	51	24.2%
Bachelor of Science in Computational Sciences (BS CS)	75	18	24.0%
Bachelor of Arts in English and Communications (BA EC)	86	25	29.1%
Missing Values	1	1	
Total	373	95	25.4%

The survey population included 185 sophomore¹ 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.

¹ Sophomore is determined by 30-59 earned semester credits

A total of 185 (75.1%) out of 373 sophomore students participated in the survey. The results of 95 partially completed surveys were excluded from the analysis, denoting a **response rate of 25.4%**.

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	How would you rate your overall educational experience at AUA?	Excellent	20	21%	21%	
		Good	53	56%	56%	
		Average	18	19%	19%	
		Poor	4	4%	4%	
		Very Poor	0	0%	0%	
		Sub Total	95	100%	100%	2.1
		Missing Values	0	0%		
		Total	95	100%		
2	During the current academic year on average approximately how many hours did you spend EACH WEEK doing the following?					
	a. Studying, reading, or doing home tasks to prepare for class	0	0	0%	0%	
		1-5	7	7%	7%	
		6-10	40	42%	42%	
		11-15	26	27%	27%	
		16-20	13	14%	14%	
		More than 20	9	10%	10%	
		Sub Total	95	100%	100%	[11-15]
		Missing Values	0	0%		
		Total	95	100%		
	b. Working at a job for pay	0	54	57%	57%	
		1-5	8	8%	8%	
		6-10	4	4%	4%	
		11-15	7	7%	7%	
		16-20	6	6%	6%	
		More than 20	16	17%	17%	
		Sub Total	95	100%	100%	[0]
		Missing Values	0	0%		
		Total	95	100%		
	c. Participating in activities such as sports student newspaper, student council, music groups, etc.	0	22	23%	23%	
		1-5	43	45%	46%	
		6-10	19	20%	20%	
		11-15	9	10%	10%	
		16-20	1	1%	1%	
		More than 20	0	0%	0%	
		Sub Total	94	99%	100%	[1-5]
		Missing values	1	1%		
		Total	95	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	38	40%	40%	
		1-5	40	42%	43%	
		6-10	12	13%	13%	
		11-15	1	1%	1%	
		16-20	2	2%	2%	
		More than 20	1	1%	1%	
		Sub Total	94	99%	100%	[1-5]
		Missing values	1	1%		
		Total	95	100%		
	e. Socializing or spending time with friends	0	0	0%	0%	
		1-5	33	35%	35%	
		6-10	28	30%	30%	
		11-15	20	21%	21%	
		16-20	8	8%	8%	
		More than 20	6	6%	6%	
		Sub Total	95	100%	100%	[6-10]
		Missing values	0	0%		
		Total	95	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	54	57%	57%	
		6-10	35	37%	37%	
		11-15	1	1%	1%	
		16-20	2	2%	2%	
		More than 20	3	3%	3%	
		Sub Total	95	100%	100%	[1-5]
		Missing values	0	0%		
		Total	95	100%		
4	During the current academic year how many writing assignments of the following lengths did you complete?					
	a. Up to 2 pages	0	2	2%	2%	
		1-2	15	16%	17%	
		3-9	42	44%	46%	
		10-15	17	18%	19%	
		More than 15	15	16%	17%	
		Sub Total	91	96%	100%	[3-9]
		Missing values	4	4%		
		Total	95	100%		

N	Question	Response options	Count	%	Valid %	Mean/[Median]
4	During the current academic year how many writing assignments of the following lengths did you complete? (cont'd)					
	b. Between 3 and 5 pages	0	5	5%	5%	
		1-2	25	26%	27%	
		3-9	49	52%	53%	
		10-15	11	12%	12%	
		More than 15	3	3%	3%	
		Sub Total	93	98%	100%	[3-9]
		Missing values	2	2%		
		Total	95	100%		
	c. Between 6 and 10 pages	0	30	32%	33%	
		1-2	47	50%	52%	
		3-9	13	14%	14%	
		10-15	0	0%	0%	
		More than 15	0	0%	0%	
		Sub Total	90	95%	100%	[1-2]
		Missing values	5	5%		
		Total	95	100%		
	d. 11 pages or more	0	56	59%	64%	
		1-2	25	26%	28%	
		3-9	7	7%	8%	
		10-15	0	0%	0%	
		More than 15	0	0%	0%	
		Sub Total	88	93%	100%	[0]
		Missing values	7	7%		
		Total	95	100%		
5	To what extent did your courses challenge you to do your best work during the current academic year?					
		Not at all	3	3%	3%	
		Very little	5	5%	5%	
		Some	33	35%	35%	
		Quite a bit	37	39%	39%	
		Very much	17	18%	18%	
		Sub Total	95	100%	100%	3.6
		Missing values	0	0%		
		Total	95	100%		

N	Question	Response options	Count	%	Valid %	Mean/[Median]
6	During the current academic year how often did you do the following?					
	a. Study when there were more interesting things to do	1-Never	5	5%	5%	
		2	9	10%	10%	
		3	21	22%	22%	
		4	19	20%	20%	
		5	20	21%	21%	
		6-Very often	21	22%	22%	
		Sub Total	95	100%	100%	4.1
		Missing values	0	0%		
		Total	95	100%		
	b. Look for information to help you understand course material	1-Never	2	2%	2%	
		2	6	6%	6%	
		3	11	12%	12%	
		4	29	31%	31%	
		5	23	24%	24%	
		6-Very often	24	25%	25%	
		Sub Total	95	100%	100%	4.4
		Missing values	0	0%		
		Total	95	100%		
	c. Take part in class discussions	1-Never	1	1%	1%	
		2	8	8%	8%	
		3	16	17%	17%	
		4	25	26%	26%	
		5	19	20%	20%	
		6-Very often	26	27%	27%	
		Sub Total	95	100%	100%	4.4
		Missing values	0	0%		
		Total	95	100%		
	d. Ask your instructor for help with difficult assignments	1-Never	9	10%	10%	
		2	22	23%	23%	
		3	21	22%	22%	
		4	11	12%	12%	
		5	18	19%	19%	
		6-Very often	14	15%	15%	
		Sub Total	95	100%	100%	3.5
		Missing values	0	0%		
		Total	95	100%		

N	Question	Response options	Count	%	Valid %	Mean/[Median]
6	During the current academic year how often did you do the following? (cont'd)					
	e. Finish what you started despite difficulties	1-Never	0	0%	0%	
		2	3	3%	3%	
		3	8	8%	8%	
		4	14	15%	15%	
		5	21	22%	22%	
		6-Very often	49	52%	52%	
		Sub Total	95	100%	100%	5.1
		Missing values	0	0%		
		Total	95	100%		
	f. Keep working hard even if you received a bad grade on an assignment	1-Never	1	1%	1%	
		2	4	4%	4%	
		3	13	14%	14%	
		4	19	20%	20%	
		5	29	31%	31%	
		6-Very often	29	31%	31%	
		Sub Total	95	100%	100%	4.7
		Missing values	0	0%		
		Total	95	100%		
7	Have you participated in or attended any UNIVERSITY-SPONSORED co-curricular activities (student clubs, public lectures, clean-ups, etc.) during the current academic year?	Yes	55	58%	59%	
		No	39	41%	42%	
		Sub Total	94	99%	100%	
		Missing values	1	1%		
		Total	95	100%		
8	During the current academic year did you experience difficulty with the following?					
	a. Learning new material	Yes	23	24%	24%	
		Not sure	12	13%	13%	
		No	60	63%	63%	
		Sub Total	95	100%	100%	
		Missing values	0	0%		
		Total	95	100%		

N	Question	Response options	Count	%	Valid %	Mean/[Median]
8	During the current academic year did you experience difficulty with the following? (cont'd)					
	b. Managing your time	Yes	55	58%	58%	
		Not sure	8	8%	8%	
		No	32	34%	34%	
		Sub Total	95	100%	100%	
		Missing values	0	0%		
		Total	95	100%		
	c. Paying tuition	Yes	47	50%	50%	
		Not sure	15	16%	16%	
		No	32	34%	34%	
		Sub Total	94	99%	100%	
		Missing values	1	1%		
		Total	95	100%		
	d. Getting help with course work	Yes	13	14%	14%	
		Not sure	13	14%	14%	
		No	69	73%	73%	
		Sub Total	95	100%	100%	
		Missing values	0	0%		
		Total	95	100%		
	e. Making new friends	Yes	9	10%	10%	
		Not sure	13	14%	14%	
		No	72	76%	77%	
		Sub Total	94	99%	100%	
		Missing values	1	1%		
		Total	95	100%		
	f. Relating to faculty	Yes	10	11%	11%	
		Not sure	16	17%	17%	
		No	68	72%	72%	
		Sub Total	94	99%	100%	
		Missing values	1	1%		
		Total	95	100%		
9	During the current academic year did you experience:					
	a. Anxiety or nervousness taking tests	Yes	56	59%	59%	
		Not sure	9	10%	10%	
		No	30	32%	32%	
		Sub Total	95	100%	100%	
		Missing values	0	0%		
		Total	95	100%		

N	Question	Response options	Count	%	Valid %	Mean/[Median]
9	During the current academic year did you experience: (cont'd)					
	b. Stress regarding your studies	Yes	62	65%	65%	
		Not sure	12	13%	13%	
		No	21	22%	22%	
		Sub Total	95	100%	100%	
		Missing values	0	0%		
		Total	95	100%		
10	Describe the quality of your interaction with the following during the current academic year.					
	a. Other students	1-Very poor	2	2%	2%	
		2	0	0%	0%	
		3	4	4%	4%	
		4	10	11%	11%	
		5	19	20%	20%	
		6	20	21%	21%	
		7-Excellent	37	39%	39%	
		Sub Total	92	97%	98%	5.7
		N/A	2	2%		
		Missing values	1	1%		
		Total	95	100%		
	b. Your academic advisor	1-Very poor	7	7%	7%	
		2	6	6%	6%	
		3	6	6%	6%	
		4	12	13%	13%	
		5	14	15%	15%	
		6	14	15%	15%	
		7-Excellent	19	20%	20%	
		Sub Total	78	82%	83%	4.8
		N/A	16	17%		
		Missing values	1	1%		
		Total	95	100%		
	c. Faculty	1-Very poor	5	5%	5%	
		2	3	3%	3%	
		3	8	8%	9%	
		4	11	12%	12%	
		5	23	24%	25%	
		6	15	16%	16%	
		7-Excellent	21	22%	22%	
		Sub Total	86	91%	92%	5.0
		N/A	8	8%		
		Missing values	1	1%		
		Total	95	100%		

N	Question	Response options	Count	%	Valid %	Mean/[Median]
10	Describe the quality of your interaction with the following during the current academic year. (cont'd)					
	d. Staff in the Center for Student Success	1-Very poor	11	12%	12%	
		2	2	2%	2%	
		3	4	4%	4%	
		4	9	10%	10%	
		5	9	10%	10%	
		6	13	14%	14%	
		7-Excellent	20	21%	22%	
		Sub Total	68	72%	73%	4.8
		N/A	25	26%		
		Missing values	2	2%		
		Total	95	100%		
	e. Staff in the Office of the Registrar including Financial Aid	1-Very poor	8	8%	9%	
		2	11	12%	12%	
		3	12	13%	13%	
		4	13	14%	14%	
		5	13	14%	14%	
		6	10	11%	11%	
		7-Excellent	21	22%	22%	
		Sub Total	88	93%	94%	4.4
		N/A	6	6%		
		Missing values	1	1%		
		Total	95	100%		
	f. Staff in the Library	1-Very poor	3	3%	3%	
		2	2	2%	2%	
		3	1	1%	1%	
		4	10	11%	11%	
		5	23	24%	25%	
		6	20	21%	21%	
		7-Excellent	33	35%	35%	
		Sub Total	92	97%	98%	5.6
		N/A	2	2%		
		Missing values	1	1%		
		Total	95	100%		

N	Question	Response options	Count	%	Valid %	Mean/[Median]
10	Describe the quality of your interaction with the following during the current academic year. (cont'd)					
	g. Other administrative staff	1-Very poor	6	6%	7%	
		2	1	1%	1%	
		3	5	5%	5%	
		4	6	6%	7%	
		5	16	17%	17%	
		6	25	26%	27%	
		7-Excellent	16	17%	17%	
		Sub Total	75	79%	81%	5.2
		N/A	18	19%		
		Missing values	2	2%		
		Total	95	100%		
11	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	20	21%	21%	
		Agree	51	54%	54%	
		Neither agree nor disagree	18	19%	19%	
		Disagree	3	3%	3%	
		Strongly Disagree	2	2%	2%	
		Sub Total	94	99%	100%	2.1
		Missing values	1	1%		
		Total	95	100%		
	b. Interactions among students and faculty are characterized by mutual respect.	Strongly Agree	26	27%	28%	
		Agree	60	63%	64%	
		Neither agree nor disagree	7	7%	7%	
		Disagree	0	0%	0%	
		Strongly Disagree	1	1%	1%	
		Sub Total	94	99%	100%	1.8
		Missing values	1	1%		
		Total	95	100%		

N	Question	Response options	Count	%	Valid %	Mean/[Median]
11	To what extent do you agree or disagree with the following statements about your undergraduate experience so far. (cont'd)					
	c. On the whole, faculty members are well qualified to teach their courses.	Strongly Agree	25	26%	27%	
		Agree	48	51%	52%	
		Neither agree nor disagree	14	15%	15%	
		Disagree	5	5%	5%	
		Strongly Disagree	1	1%	1%	
		Sub Total	93	98%	100%	2.0
		Missing values	2	2%		
		Total	95	100%		
	d. In general, the courses I took are well taught.	Strongly Agree	19	20%	20%	
		Agree	52	55%	55%	
		Neither agree nor disagree	15	16%	16%	
		Disagree	7	7%	7%	
		Strongly Disagree	1	1%	1%	
		Sub Total	94	99%	100%	2.1
		Missing values	1	1%		
		Total	95	100%		
	e. The courses I have taken so far are intellectually challenging and stimulating.	Strongly Agree	12	13%	13%	
		Agree	48	51%	51%	
		Neither agree nor disagree	22	23%	23%	
		Disagree	9	10%	10%	
		Strongly Disagree	3	3%	3%	
		Sub Total	94	99%	100%	2.4
		Missing values	1	1%		
		Total	95	100%		
	f. There are opportunities outside the classroom for interaction between students and faculty.	Strongly Agree	17	18%	18%	
		Agree	51	54%	54%	
		Neither agree nor disagree	13	14%	14%	
		Disagree	10	11%	11%	
		Strongly Disagree	3	3%	3%	
		Sub Total	94	99%	100%	2.3
		Missing values	1	1%		
		Total	95	100%		

N	Question	Response options	Count	%	Valid %	Mean/[Median]
11	To what extent do you agree or disagree with the following statements about your undergraduate experience so far. (cont'd)					
	g. Faculty return written work with constructive feedback.	Strongly Agree	10	11%	11%	
		Agree	52	55%	56%	
		Neither agree nor disagree	23	24%	25%	
		Disagree	8	8%	9%	
		Strongly Disagree	0	0%	0%	
		Sub Total	93	98%	100%	2.3
		Missing values	2	2%		
		Total	95	100%		
	h. Faculty return written work in a timely manner.	Strongly Agree	9	10%	10%	
		Agree	45	47%	48%	
		Neither agree nor disagree	21	22%	22%	
		Disagree	15	16%	16%	
		Strongly Disagree	4	4%	4%	
		Sub Total	94	99%	100%	2.6
		Missing values	1	1%		
		Total	95	100%		
	i. The grading system at AUA is fair.	Strongly Agree	10	11%	11%	
		Agree	51	54%	54%	
		Neither agree nor disagree	22	23%	23%	
		Disagree	7	7%	7%	
		Strongly Disagree	4	4%	4%	
		Sub Total	94	99%	100%	2.4
		Missing values	1	1%		
		Total	95	100%		
	j. Policies and procedures are fair.	Strongly Agree	14	15%	15%	
		Agree	57	60%	61%	
		Neither agree nor disagree	12	13%	13%	
		Disagree	9	10%	10%	
		Strongly Disagree	2	2%	2%	
		Sub Total	94	99%	100%	2.2
		Missing values	1	1%		
		Total	95	100%		

N	Question	Response options	Count	%	Valid %	Mean/[Median]
11	To what extent do you agree or disagree with the following statements about your undergraduate experience so far. (cont'd)					
	k. The way in which the university communicates with me is effective.	Strongly Agree	22	23%	23%	
		Agree	49	52%	52%	
		Neither agree nor disagree	20	21%	21%	
		Disagree	3	3%	3%	
		Strongly Disagree	0	0%	0%	
		Sub Total	94	99%	100%	2.0
		Missing values	1	1%		
		Total	95	100%		
	l. Academic policies and procedures are communicated adequately.	Strongly Agree	15	16%	16%	
		Agree	51	54%	54%	
		Neither agree nor disagree	25	26%	27%	
		Disagree	3	3%	3%	
		Strongly Disagree	0	0%	0%	
		Sub Total	94	99%	100%	2.2
		Missing values	1	1%		
		Total	95	100%		
	m. Information about degree requirements are communicated adequately.	Strongly Agree	15	16%	16%	
		Agree	52	55%	55%	
		Neither agree nor disagree	22	23%	23%	
		Disagree	5	5%	5%	
		Strongly Disagree	0	0%	0%	
		Sub Total	94	99%	100%	2.2
		Missing values	1	1%		
		Total	95	100%		
	n. I would recommend AUA to prospective undergraduate students.	Strongly Agree	30	32%	32%	
		Agree	49	52%	53%	
		Neither agree nor disagree	9	10%	10%	
		Disagree	2	2%	2%	
		Strongly Disagree	3	3%	3%	
		Sub Total	93	98%	100%	1.9
		Missing values	2	2%		
		Total	95	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.					
	a. Class size (number of students in a class)	Very satisfied	12	13%	13%	
		Satisfied	60	63%	64%	
		Neither satisfied nor dissatisfied	14	15%	15%	
		Dissatisfied	6	6%	6%	
		Very dissatisfied	1	1%	1%	
		Sub Total	93	98%	99%	2.2
		N/A	1	1%		
		Missing values	1	1%		
		Total	95	100%		
	b. Classroom facilities and equipment	Very satisfied	27	28%	29%	
		Satisfied	55	58%	59%	
		Neither satisfied nor dissatisfied	8	8%	9%	
		Dissatisfied	3	3%	3%	
		Very dissatisfied	0	0%	0%	
		Sub Total	93	98%	99%	1.9
		N/A	1	1%		
		Missing values	1	1%		
		Total	95	100%		
	c. Computer resources	Very satisfied	26	27%	28%	
		Satisfied	57	60%	61%	
		Neither satisfied nor dissatisfied	8	8%	9%	
		Dissatisfied	3	3%	3%	
		Very dissatisfied	0	0%	0%	
		Sub Total	94	99%	100%	1.9
		N/A	0	0%		
		Missing values	1	1%		
		Total	95	100%		
	d. Food services	Very satisfied	9	10%	10%	
		Satisfied	38	40%	40%	
		Neither satisfied nor dissatisfied	21	22%	22%	
		Dissatisfied	17	18%	18%	
		Very dissatisfied	8	8%	9%	
		Sub Total	93	98%	99%	2.8
		N/A	1	1%		
		Missing values	1	1%		
		Total	95	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)					
	e. Library resources	Very satisfied	25	26%	27%	
		Satisfied	56	59%	60%	
		Neither satisfied nor dissatisfied	9	10%	10%	
		Dissatisfied	4	4%	4%	
		Very dissatisfied	0	0%	0%	
		Sub Total	94	99%	100%	1.9
		N/A	0	0%		
		Missing values	1	1%		
		Total	95	100%		
	f. Library support services	Very satisfied	30	32%	32%	
		Satisfied	54	57%	58%	
		Neither satisfied nor dissatisfied	4	4%	4%	
		Dissatisfied	3	3%	3%	
		Very dissatisfied	0	0%	0%	
		Sub Total	91	96%	98%	1.8
		N/A	2	2%		
		Missing values	2	2%		
		Total	95	100%		
	g. Services provided by the Office of the Registrar (except Financial Aid services)	Very satisfied	23	24%	25%	
		Satisfied	39	41%	42%	
		Neither satisfied nor dissatisfied	18	19%	19%	
		Dissatisfied	3	3%	3%	
		Very dissatisfied	5	5%	5%	
		Sub Total	88	93%	95%	2.2
		N/A	5	5%		
		Missing values	2	2%		
		Total	95	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)					
	h. Services provided by the Financial Aid Office– tuition assistance, scholarship, deferred payment, customized payment plans, work study	Very satisfied	19	20%	20%	
		Satisfied	37	39%	39%	
		Neither satisfied nor dissatisfied	17	18%	18%	
		Dissatisfied	7	7%	7%	
		Very dissatisfied	4	4%	4%	
		Sub Total	84	88%	89%	2.3
		N/A	10	11%		
		Missing values	1	1%		
		Total	95	100%		
	i. Workshops provided by Center for Student Success	Very satisfied	8	8%	9%	
		Satisfied	31	33%	33%	
		Neither satisfied nor dissatisfied	25	26%	27%	
		Dissatisfied	0	0%	0%	
		Very dissatisfied	0	0%	0%	
		Sub Total	64	67%	69%	2.3
		N/A	29	31%		
		Missing values	2	2%		
		Total	95	100%		
	g. Services provided by the Writing and Math Center	Very satisfied	4	4%	4%	
		Satisfied	28	30%	30%	
		Neither satisfied nor dissatisfied	21	22%	22%	
		Dissatisfied	4	4%	4%	
		Very dissatisfied	1	1%	1%	
		Sub Total	58	61%	62%	2.5
		N/A	36	38%		
		Missing values	1	1%		
		Total	95	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)					
	k. Counseling Services	Very satisfied	5	5%	5%	
		Satisfied	28	30%	30%	
		Neither satisfied nor dissatisfied	24	25%	26%	
		Dissatisfied	1	1%	1%	
		Very dissatisfied	1	1%	1%	
		Sub Total	59	62%	63%	2.4
		N/A	35	37%		
		Missing values	1	1%		
		Total	95	100%		
	l. Services provided by the Alumni and Career Development Office (ACDO)	Very satisfied	11	12%	12%	
		Satisfied	36	38%	39%	
		Neither satisfied nor dissatisfied	19	20%	20%	
		Dissatisfied	1	1%	1%	
		Very dissatisfied	2	2%	2%	
		Sub Total	69	73%	74%	2.2
		N/A	24	25%		
		Missing values	2	2%		
		Total	95	100%		
	m. Academic probation workshops	Very satisfied	5	5%	5%	
		Satisfied	23	24%	25%	
		Neither satisfied nor dissatisfied	21	22%	23%	
		Dissatisfied	1	1%	1%	
		Very dissatisfied	1	1%	1%	
		Sub Total	51	54%	55%	2.4
		N/A	42	44%		
		Missing values	2	2%		
		Total	95	100%		
	n. Procedures for paying tuition	Very satisfied	13	14%	14%	
		Satisfied	43	45%	46%	
		Neither satisfied nor dissatisfied	16	17%	17%	
		Dissatisfied	5	5%	5%	
		Very dissatisfied	2	2%	2%	
		Sub Total	79	83%	85%	2.2
		N/A	14	15%		
		Missing values	2	2%		
		Total	95	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)					
	o. Guidance on course selection.	Very satisfied	10	11%	11%	
		Satisfied	44	46%	47%	
		Neither satisfied nor dissatisfied	24	25%	26%	
		Dissatisfied	6	6%	6%	
		Very dissatisfied	3	3%	3%	
		Sub Total	87	92%	93%	2.4
		N/A	7	7%		
		Missing values	1	1%		
		Total	95	100%		
	p. Academic Advising	Very satisfied	12	13%	13%	
		Satisfied	40	42%	43%	
		Neither satisfied nor dissatisfied	22	23%	24%	
		Dissatisfied	2	2%	2%	
		Very dissatisfied	1	1%	1%	
		Sub Total	77	81%	83%	2.2
		N/A	16	17%		
		Missing values	2	2%		
		Total	95	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	54	57%	57%	
		No	40	42%	43%	
		Sub Total	94	99%	100%	
		Missing values	1	1%		
		Total	95	100%		
14	How are you paying for your University education? ²	AUA-provided or administered financial aid ³	52	55%	55%	
		Support from parents or relatives	72	77%	77%	
		Job	13	14%	14%	
		Loan	11	12%	12%	
		Other	2	2%	2%	
		Total	94			
15	What are the THREE things that you like most about AUA? ⁴					

² Sub Total and Total are based on the total number of respondents (not responses)

³ In order to avoid complexity in the tables, this response has been shortened.

⁴ For Positive highlights, see p. 27 for summary responses

N	Question	Response options	Count	%	Valid %	Mean/[Median]
16	What are the three most important things AUA could do to improve the quality of your undergraduate experience? ⁵					
17	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	39	41%	41%	
		Agree	39	41%	41%	
		Neither agree nor disagree	9	10%	10%	
		Disagree	6	6%	6%	
		Strongly disagree	2	2%	2%	
		Sub Total	95	100%	100%	1.9
		Missing values	0	0%		
		Total	95	100%		
18	Now that you have almost completed the current academic year, how prepared do you feel in the following skills to continue your studies?					
	a. Writing skills	1-Not at all	1	1%	1%	
		2	1	1%	1%	
		3	3	3%	3%	
		4	5	5%	5%	
		5	31	33%	33%	
		6	39	41%	42%	
		7-Tremendously	13	14%	14%	
		Sub Total	93	98%	100%	5.5
		Missing values	2	2%		
		Total	95	100%		
	b. English writing skills	1-Not at all	0	0%	0%	
		2	1	1%	1%	
		3	3	3%	3%	
		4	6	6%	7%	
		5	30	32%	32%	
		6	34	36%	37%	
		7-Tremendously	19	20%	20%	
		Sub Total	93	98%	100%	5.6
		Missing values	2	2%		
		Total	95	100%		

⁵ For Suggestions for improvements, see p. 27 for summary responses

N	Question	Response options	Count	%	Valid %	Mean/[Median]
18	Now that you have almost completed the current academic year, how prepared do you feel in the following skills to continue your studies? (cont'd)					
	c. Speaking skills	1-Not at all	0	0%	0%	
		2	2	2%	2%	
		3	2	2%	2%	
		4	11	12%	12%	
		5	17	18%	18%	
		6	42	44%	45%	
		7-Tremendously	19	20%	20%	
		Sub Total	93	98%	100%	5.6
		Missing values	2	2%		
		Total	95	100%		
	d. English speaking skills	1-Not at all	0	0%	0%	
		2	2	2%	2%	
		3	4	4%	4%	
		4	10	11%	11%	
		5	22	23%	24%	
		6	37	39%	40%	
		7-Tremendously	18	19%	19%	
		Sub Total	93	98%	100%	5.5
		Missing values	2	2%		
		Total	95	100%		
	e. Applying scientific methods of inquiry	1-Not at all	0	0%	0%	
		2	2	2%	2%	
		3	1	1%	1%	
		4	22	23%	24%	
		5	30	32%	32%	
		6	25	26%	27%	
		7-Tremendously	13	14%	14%	
		Sub Total	93	98%	100%	5.2
		Missing values	2	2%		
		Total	95	100%		
	f. Computer skills	1-Not at all	1	1%	1%	
		2	1	1%	1%	
		3	6	6%	7%	
		4	15	16%	16%	
		5	27	28%	29%	
		6	21	22%	23%	
		7-Tremendously	22	23%	24%	
		Sub Total	93	98%	100%	5.3
		Missing values	2	2%		
		Total	95	100%		

N	Question	Response options	Count	%	Valid %	Mean/[Median]
18	Now that you have almost completed the current academic year, how prepared do you feel in the following skills to continue your studies? (cont'd)					
	g. To critically analyze ideas and information	1-Not at all	1	1%	1%	
		2	0	0%	0%	
		3	2	2%	2%	
		4	9	10%	10%	
		5	26	27%	28%	
		6	33	35%	36%	
		7-Tremendously	22	23%	24%	
		Sub Total	93	98%	100%	5.6
		Missing values	2	2%		
		Total	95	100%		
	h. To lead and guide others	1-Not at all	0	0%	0%	
		2	2	2%	2%	
		3	6	6%	7%	
		4	16	17%	17%	
		5	15	16%	16%	
		6	29	31%	32%	
		7-Tremendously	24	25%	26%	
		Sub Total	92	97%	100%	5.5
		Missing values	3	3%		
		Total	95	100%		
	i. To function as part of a team	1-Not at all	0	0%	0%	
		2	2	2%	2%	
		3	2	2%	2%	
		4	8	8%	9%	
		5	24	25%	26%	
		6	32	34%	34%	
		7-Tremendously	25	26%	27%	
		Sub Total	93	98%	100%	5.7
		Missing values	2	2%		
		Total	95	100%		
19	For you, how important is it that the University provides?					
	a. Academic challenge	1-Not important	1	1%	1%	
		2	0	0%	0%	
		3	3	3%	3%	
		4	15	16%	16%	
		5	29	31%	31%	
		6-Very important	46	48%	49%	
		Sub Total	94	99%	100%	5.2
		Missing values	1	1%		
		Total	95	100%		

N	Question	Response options	Count	%	Valid %	Mean/[Median]
	b. Support for student success	1-Not important	1	1%	1%	
		2	2	2%	2%	
		3	2	2%	2%	
		4	14	15%	15%	
		5	25	26%	27%	
		6-Very important	50	53%	53%	
		Sub Total	94	99%	100%	5.2
		Missing values	1	1%		
	Total	95	100%			
<hr/>						
	19 For you, how important is it that the University provides? (cont'd)					
	c. Diverse student body	1-Not important	2	2%	2%	
		2	0	0%	0%	
		3	5	5%	5%	
		4	15	16%	16%	
		5	28	30%	30%	
		6-Very important	43	45%	46%	
		Sub Total	93	98%	100%	5.1
		Missing values	2	2%		
	Total	95	100%			
	<hr/>					
	d. Campus activities and events	1-Not important	2	2%	2%	
		2	1	1%	1%	
		3	9	10%	10%	
		4	13	14%	14%	
		5	32	34%	34%	
		6-Very important	37	39%	39%	
		Sub Total	94	99%	100%	4.9
		Missing values	1	1%		
	Total	95	100%			
	<hr/>					
	20 Do you expect to complete your undergraduate degree in four years?					
	Yes	87	92%	92%		
	No	2	2%	2%		
	Uncertain	6	6%	6%		
	Sub Total	95	100%	100%		
	Missing values	0	0%			
	Total	95	100%			
	<hr/>					
	21 What is your major?					
	Business	51	54%	54%		
	Computer Science	18	19%	19%		
	English and Communications	25	26%	27%		
	Sub Total	94	99%	100%		
	Missing values	1	1%			
	Total	95	100%			

N	Question	Response options	Count	%	Valid %	Mean/[Median]
22	Have you changed your major since entering AUA?	Yes	3	3%	3%	
		No	92	97%	97%	
		Sub Total	95	100%	100%	
		Missing values	0	0%		
		Total	95	100%		
23	What is your sex?	Female	60	63%	63%	
		Male	35	37%	37%	
		Sub Total	95	100%	100%	
		Missing values	0	0%		
		Total	95	100%		
24	What is your current age?	18	26	27%	28%	
		19	42	44%	45%	
		20	17	18%	18%	
		21	7	7%	7%	
		22	1	1%	1%	
		23	1	1%	1%	
		Sub Total	94	99%	100%	19.1
		Missing values	1	1%		
		Total	95	100%		
25	Do you or your family own a personal desktop or notebook computer that you use for AUA work?	Yes	86	91%	91%	
		No	9	10%	10%	
		Sub Total	95	100%	100%	
		Missing values	0	0%		
		Total	95	100%		
26	Please use the space below to provide any additional feedback, comments, or suggestions.					

Answers to Open-Ended Questions (coded)⁶

Positive Highlights

What are the three things that you like most about AUA?		
Categories	Count	% ⁷
Overall atmosphere	66	26.2%
Faculty	47	18.7%
Resources	38	15.1%
Faculty - Student interaction	29	11.5%
Curriculum	24	9.5%
Facilities	21	8.3%
Extra-curricular activities	16	6.3%
Other	11	4.4%
Total	252	100.0%

Suggestions for improvement

What are the three most important things AUA could do to improve the quality of your undergraduate experience?		
Categories	Count	%
Curriculum	49	25.3%
Other	39	20.1%
Faculty	33	17.0%
Support Services	25	12.9%
Extra-curricular activities	25	12.9%
Facilities	23	11.9%
Total	194	100.0%

⁶ Codes were determined based on the previous years' surveys

⁷ The percent is calculated taking the total number of responses as base