



American University of Armenia

Հայաստանի Ամերիկյան Համալսարան

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

2013 Graduate Student Exit Survey

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Main topics of survey questionnaire:

- curriculum
- educational experiences
- academic programs and university services

Demographic data collected:

- age
- citizenship
- gender
- employment

The link to the on-line survey questionnaire was e-mailed to 139 graduating students on May 2, 2013, and survey responses were collected through May 24, 2013.

A total of 113 (81.3%) out of 139 graduating students participated in the survey. The results of 8 partially completed surveys were excluded in the analyses, thus denoting a response rate of **75.5%**.

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

Response Rate and Background Profile

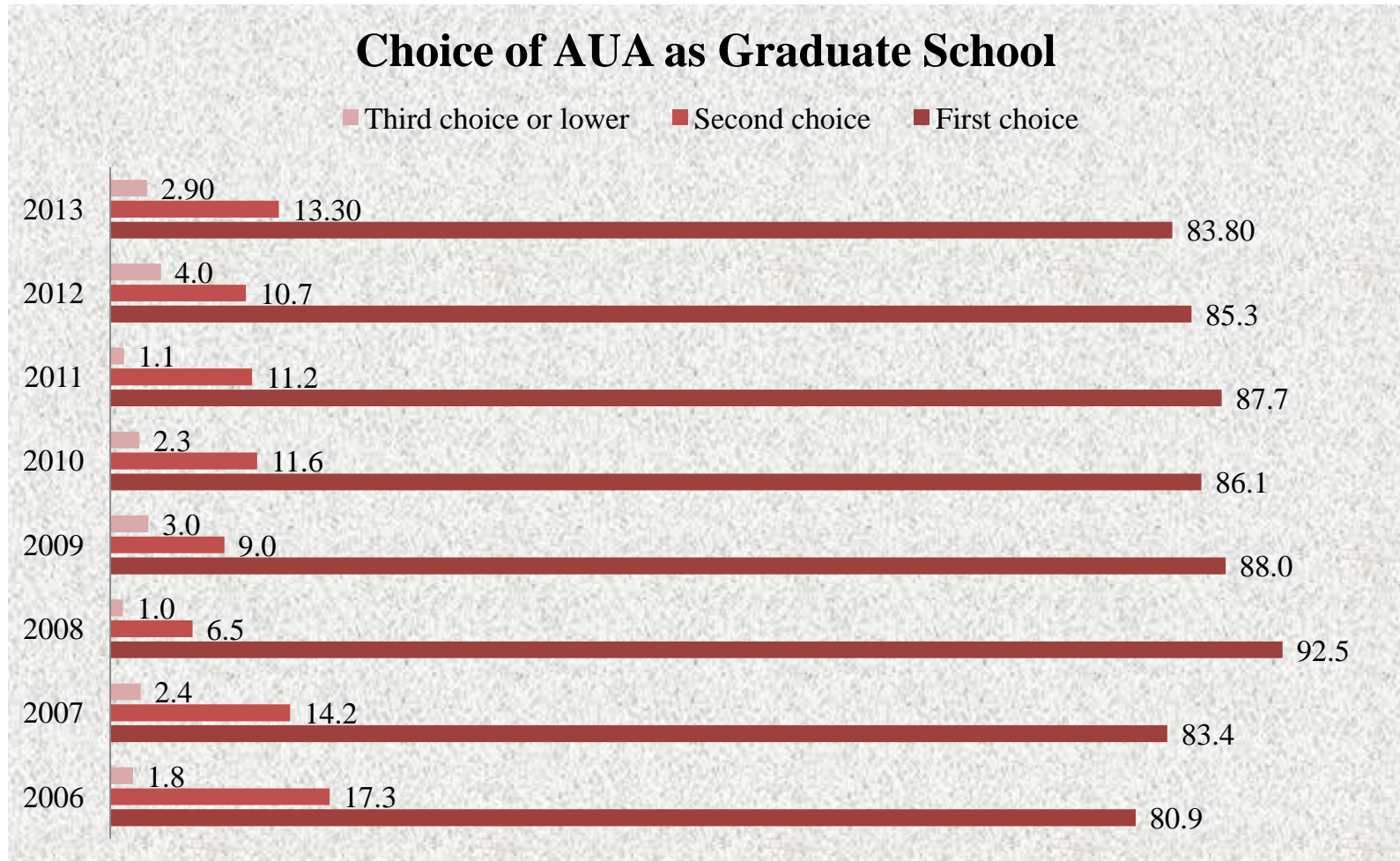
Response rate by academic program		
Degree Name	N of Students in Sample	Respondents N (%)
Master of Engineering in Industrial Engineering and Systems Management (ME IESM)	13	11 (84.6)
Master of Science in Computer and Information Science (MS CIS)	15	8 (53.3)
Master of Business Administration (MBA)	28	19 (67.9)
Master of Public Health (MPH)	17	15 (88.2)
Master of Arts in Teaching English as a Foreign Language (MA TEFL)	10	10 (100)
Master of Political Science and International Affairs (MPSIA)	25	21 (84.0)
Master of Laws (LL.M.)	26	21 (80.8)
Certificate in Translation (CTr.)	5	0 (0.0)
Total	139	105 (75.5)

Response Rate and Background Profile (cont'd)

Distribution by gender			
	Total Number of Students	Response Rate Frequency	Response rate percent per total numbers
Female	103	83	80.6
Male	36	22	61.1
TOTAL	139	105	75.5

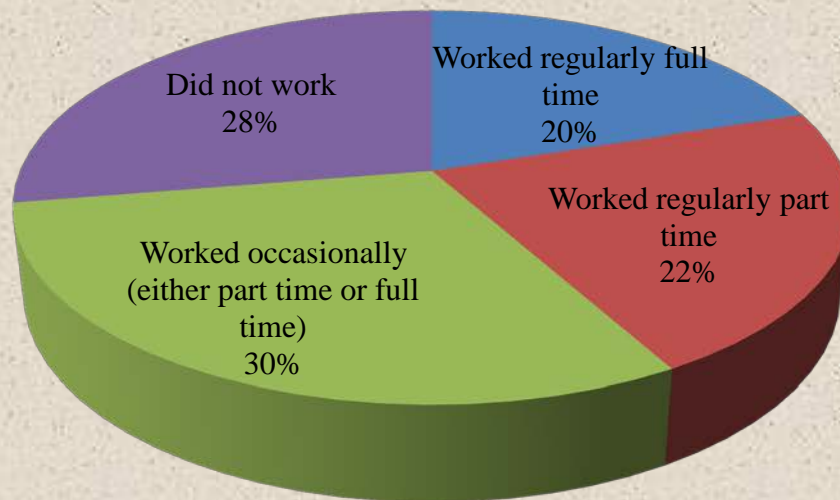
Distribution by age at graduation			
	Number of Students	Valid Percent	Cumulative Percent
Up to 22	26	24.8	24.8
23-24	50	47.6	72.4
25-26	8	7.6	80.0
27-29	7	6.7	86.7
30-32	8	7.6	94.3
33-35	2	1.9	96.2
Over 35	4	3.8	100.0
TOTAL	105	100.0	

Response Rate and Background Profile (cont'd)



Employment Status During Graduate Studies

Employment status (%)



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

	ME IESM	MBA	MA PSIA	LL.M.	MS CIS	MA TEFL	MPH	TOTAL
Worked regularly full time	0 (0.0)	1 (5.3)	1 (4.8)	13 (61.9)	1 (12.5)	1 (10.0)	4 (26.7)	21 (20.0)
Worked regularly part time	3 (27.3)	5 (26.3)	3 (14.3)	2 (9.5)	3 (37.5)	3 (30.0)	4 (26.7)	23 (21.9)
Worked occasionally (either part time or full time)	4 (36.4)	7 (36.8)	9 (42.9)	2 (9.5)	3 (37.5)	2 (20.0)	5 (33.3)	32 (30.5)
Did not work	4 (36.4)	6 (31.6)	8 (38.1)	4 (19.0)	1 (12.5)	4 (40.0)	2 (13.3)	29 (27.6)
Total	11	19	21	21	8	10	15	105

Employment Status During Graduate Studies (cont'd)

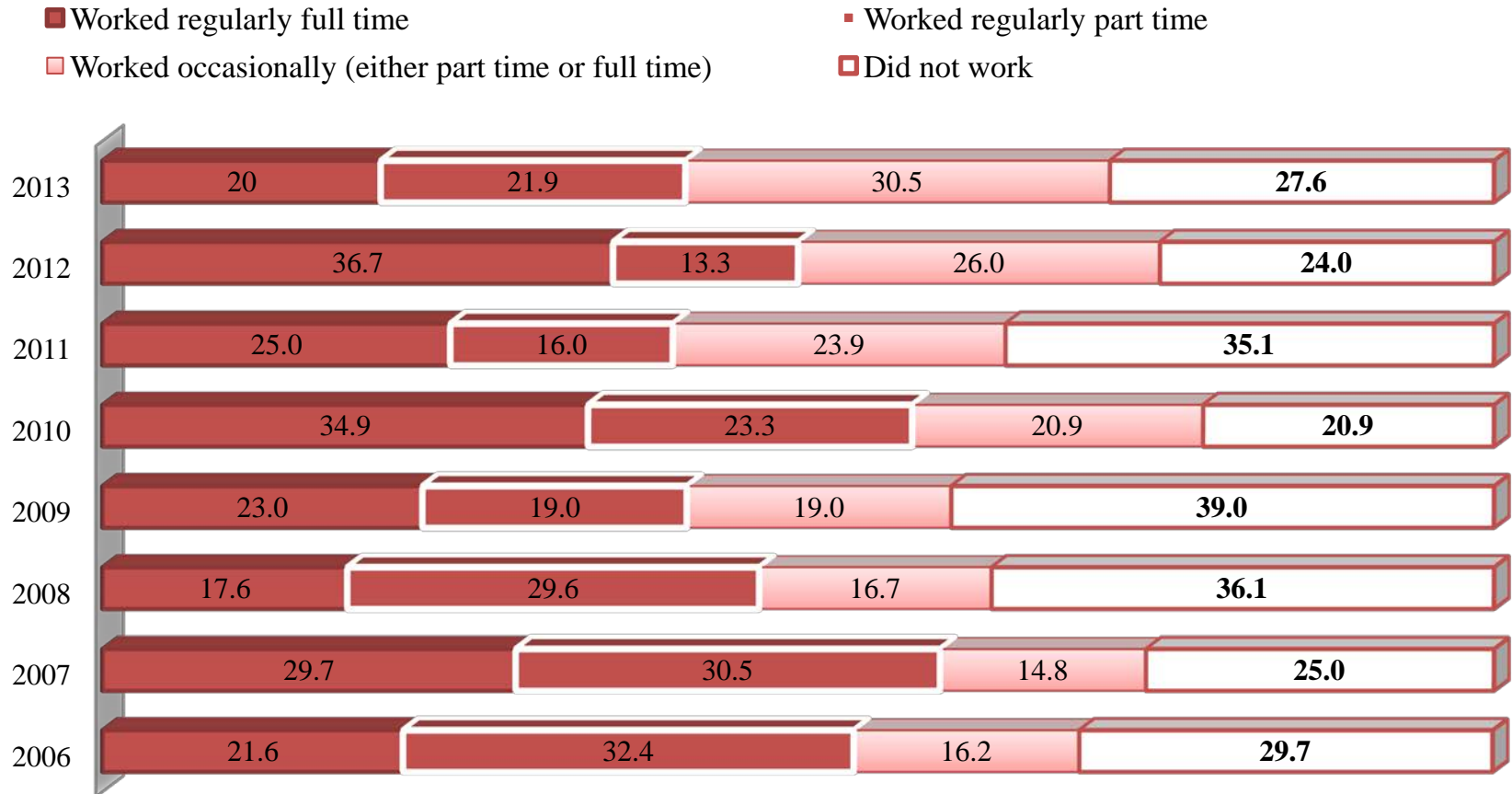
Employment Status by Gender

■ Female ■ Male



Employment Status During Graduate Studies (cont'd)

Employment Status by Year of Graduation (2006-2013)



Academic Program

Measures	Year	University-wide*	
The sequence of courses was appropriate.	2008	2.21	71.3
	2009	2.38	66.3
	2010	2.23	72.7
	2011	2.34	72.0
	2012	2.28	69.3
	2013	2.41	61.0
Academic policies and procedures were communicated adequately.	2008	2.11	73.8
	2009	2.08	79.8
	2010	2.18	75.0
	2011	2.02	84.9
	2012	2.00	79.3
	2013	2.18	70.5
Information about degree requirements was communicated adequately.	2008	2.03	75.5
	2009	2.02	83.5
	2010	2.05	81.0
	2011	1.92	87.3
	2012	1.80	92.0
	2013	2.11	72.4

Measures	Year	University-wide*	
There was good communication between faculty and students regarding student needs, concerns, and suggestions.	2008	2.04	76.9
	2009	1.92	80.8
	2010	2.02	75.0
	2011	1.96	75.3
	2012	2.06	72.7
	2013	2.11	70.5
Interactions among students and faculty were characterized by mutual respect.	2008	1.71	91.7
	2009	1.66	91.9
	2010	1.84	88.6
	2011	1.68	90.9
	2012	1.71	90.0
	2013	1.80	86.7
On the whole, faculty members were well qualified to teach their courses.	2008	2.18	72.0
	2009	2.15	74.0
	2010	2.23	67.4
	2011	2.02	80.6
	2012	2.29	63.3
	2013	2.26	66.7

*Mean and combined percent of strongly agree and agree

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

Academic Program

Measures	Year	University-wide*		Measures	Year	University-wide*	
There were many opportunities outside the classroom for interaction between students and faculty.	2008	1.97	77.8	I would recommend my graduate program to prospective students.	2008	1.84	84.1
	2009	2.03	77.6		2009	1.83	83.8
	2010	2.30	61.4		2010	1.93	77.3
	2011	2.25	68.4		2011	1.80	86.1
	2012	2.39	58.7		2012	1.92	78.7
	2013	2.15	67.6		2013	2.00	74.3
In general, faculty members prepared carefully for their courses.	2008	1.91	85.2	If I had the opportunity to make the choice again, I would enroll in this program again.	2008	2.15	69.4
	2009	2.03	77.8		2009	2.07	73.7
	2010	2.09	72.1		2010	2.30	65.1
	2011	1.97	84.3		2011	1.98	73.3
	2012	2.12	70.0		2012	2.10	67.3
	2013	2.12	72.4		2013	2.17	64.8
Overall, faculty in my department were interested in the professional development of students.	2008	1.87	83.3	I believe that the AUA grading system is fair.	2008	1.96	79.4
	2009	1.92	79.8		2009	1.94	79.6
	2010	1.93	79.5		2010	2.41	65.9
	2011	1.97	80.7		2011	2.06	73.7
	2012	2.08	76.0		2012	2.10	73.3
	2013	2.04	75.3		2013	2.14	72.4
In general, the courses I took were well taught.	2008	2.09	76.9	I believe that the grading system of my academic program is fair	2011	2.08	74.9
	2009	2.10	75.8		2012	2.08	72.7
	2010	2.07	75.0		2013	2.19	67.7
	2011	2.11	79.1				
	2012	2.14	75.3				
	2013	2.20	69.5				

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

Educational Methods

During your graduate studies, how often did your coursework use the following educational methods? *

	ME IESM	MBA	M PSIA	LL.M.	MS CIS	MA TEFL	MPH	University-wide
Memorizing facts and ideas from lectures and readings.	4.36	4.15	4.52	4.71	3.87	1.70	4.06	4.09
Analyzing cases or situations in-depth (e.g. case studies and analysis).	4.54	5.63	5.14	5.47	4.37	5.90	4.80	5.20
Synthesizing ideas and/or information into new more complex interpretations and relationships.	3.81	4.94	5.04	4.90	4.25	6.20	5.20	4.94
Making judgments about the value of information, arguments, or methods.	4.54	4.89	5.28	4.80	4.12	6.20	5.06	5.00
Applying theories or concepts to practical problems/situations.	3.72	5.15	5.57	5.38	5.00	5.90	4.86	5.15

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

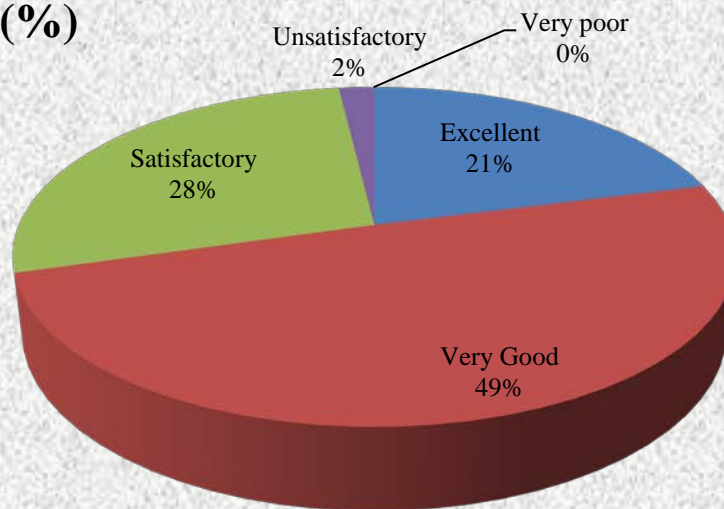
Educational Methods

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

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

Overall Experience in Academic Program

Overall Experience (%)



Overall Experience in Academic Program (2006-2013)

Year	University-wide*	
2006	2.13	71.2
2007	2.21	64.3
2008	1.93	83.0
2009	2.00	81.0
2010	2.19	69.8
2011	1.95	81.5
2012	2.03	80.0
2013	2.10	70.5

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

Support in the Degree Program

Measures	Year	University-wide*		Measures	Year	University-wide*	
Student advising (e.g., guidance on academic requirements, thesis/essay)	2008	1.88	89.4	Opportunities for formal student evaluations of instruction	2008	2.04	79.4
	2009	1.88	88.8		2009	2.06	78.7
	2010	2.23	72.7		2010	2.23	72.1
	2011	1.87	88.2		2011	1.98	79.8
	2012	2.12	73.3		2012	2.13	72.7
	2013	2.04	78.1		2013	2.26	61.9
Adequacy of support for research (e.g., research facilities such as labs and centers)	2008	2.08	75.0	Career and/or further study advising and planning by faculty	2012	2.67	40.7
	2009	2.08	75.8		2013	2.64	41.9
	2010	2.11	77.3	Support of staff in the degree program	2008	1.84	90.3
	2011	1.95	82.6		2009	1.82	90.4
	2012	2.24	64.7		2010	1.89	86.4
	2013	2.14	72.4		2011	1.80	90.7
Opportunity for research experience or practical skills application	2008	2.24	65.0		2012	2.14	72.7
	2009	2.50	52.1		2013	2.00	77.2
	2010	2.20	68.2	Advising for students on policies and rights and responsibilities	2008	2.36	61.0
	2011	2.10	76.9		2009	2.20	67.7
	2012	2.47	54.0		2010	2.31	64.3
	2013	2.23	66.6		2011	2.15	67.2
Communications about academic policies and procedures	2008	2.27	64.7		2012	2.12	70.0
	2009	2.23	63.4		2013	2.13	67.6
	2010	2.12	79.1				
	2011	2.14	70.6				
	2012	2.26	64.0				
	2013	2.24	62.9				

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

University Services

Measures	Year	University-wide*	
Computer resources	2008	2.12	79.8
	2009	1.98	77.8
	2010	2.16	68.2
	2011	1.70	85.7
	2012	1.96	79.3
	2013	1.86	81.9
Food services	2008	2.43	60.6
	2009	2.00	54.1
	2010	2.62	50.0
	2011	2.35	60.4
	2012	2.22	67.3
	2013	2.43	52.3
Library resources in your field of study	2008	1.94	82.7
	2009	1.83	88.9
	2010	1.91	83.7
	2011	1.65	87.2
	2012	1.88	80.0
	2013	1.77	85.8

Measures	Year	University-wide*	
Library support services	2012	1.73	88.7
	2013	1.43	93.4
Services provided by Room 19 (Student Academic Affairs Office)	2008	2.05	79.0
	2009	2.09	73.7
	2010	1.67	93.0
	2011	1.84	80.4
	2012	1.90	80.7
	2013	1.98	78.1
Financial aid services – scholarships, loans, work study	2008	1.95	72.8
	2009	2.00	70.4
	2010	2.28	60.0
	2011	1.96	70.1
	2012	2.03	69.1
	2013	1.92	75.2
Classroom facilities and equipment	2008	2.28	68.6
	2009	1.60	94.9
	2010	1.39	100
	2011	1.32	97.4
	2012	1.46	96.0
	2013	1.57	94.3

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

University Services (cont'd)

Measures	Year	University-wide*	
Career advising and planning (<i>omitted in 2009 and 2010</i>)	2008	2.50	49.5
	2009-2010	N/A	N/A
	2011	2.39	54.0
Career advising and planning by ACDO	2012	2.24	62.7
	2013	2.30	56.2
Job orientations	2012	2.38	56.7
	2013	2.54	46.7
Career days	2012	2.54	44.7
	2013	2.61	40.0
CV/Cover letter writing sessions	2012	2.66	38.7
	2013	2.69	33.3
Job interview advisement	2012	2.78	31.3
	2013	2.62	37.2
Job/training/lecture announcements broadcasted via e-mail	2012	2.35	56.0
	2013	2.46	47.6

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

Graduate Education's Contribution to Student Development

How much did your graduate education at AUA contribute to your development in the following areas? *								
	ME IESM	MBA	M PSIA	LL.M.	MS CIS	MA TEFL	MPH	University-wide
Ability to solve analytical problems	5.09	5.68	4.61	5.19	5.37	6.1	5.4	5.28
Presenting papers at conferences /seminars	5	5.63	5.33	4.61	4.75	6.3	4.86	5.19
Ability to function as part of a team	4.72	5.1	4.95	4.85	5.62	6.2	5.2	5.14
Making presentations to forums typical to your field of study	5.27	6.15	5.38	4.8	5	6.4	5.66	5.5
Applying scientific methods of inquiry	4.54	5.63	4.66	5.14	5.5	5.8	5.46	5.2
English speaking skills	4.18	5.78	4.57	5.09	5	6.1	4.86	5.07
Speaking skills	4.27	5.57	4.66	5.04	5.12	6.1	4.8	5.05
English writing skills	4.09	5.52	4.8	5.04	4.5	6.1	5	5.03
Ability to lead and guide others	4.27	5.05	4.42	4.76	5.37	5.9	4.8	4.85
Network with others in the field	4.72	4.94	4.38	4.33	5	5.7	4.73	4.73
Submitting papers for publication	4.45	4.05	4.23	4.42	4.37	5.4	5.2	4.52
Computer skills	4.9	4.42	3.42	3.33	4.87	5.4	4.4	4.18

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

Positive Highlights, Differences and Suggestions for Improvements

What are the three things you liked most about AUA? *	N	What are the three most important differences between AUA and other universities and colleges in Armenia?	N
Atmosphere/ community/ environment/ culture	36	Atmosphere/ community/ environment/ culture	34
Teaching methodologies and assignments	27	Teaching methodologies	26
Faculty members and support	25	Quality of education/ western teaching style	23
Facilities and equipment	20	Student-faculty relationships	23
Quality of education/ Western teaching style	19	Organizational management/ flexibility /support services	18
Knowledge/skills/experience gained	19	Faculty members and support	17
Student-faculty relationships/ student centered approach	17	Fairness/ ethics/equity	14
Organizational management/ flexibility/support services	15	Academic freedom/ excellence/ rigor	11
Library resources and support	13	Facilities and equipments	10

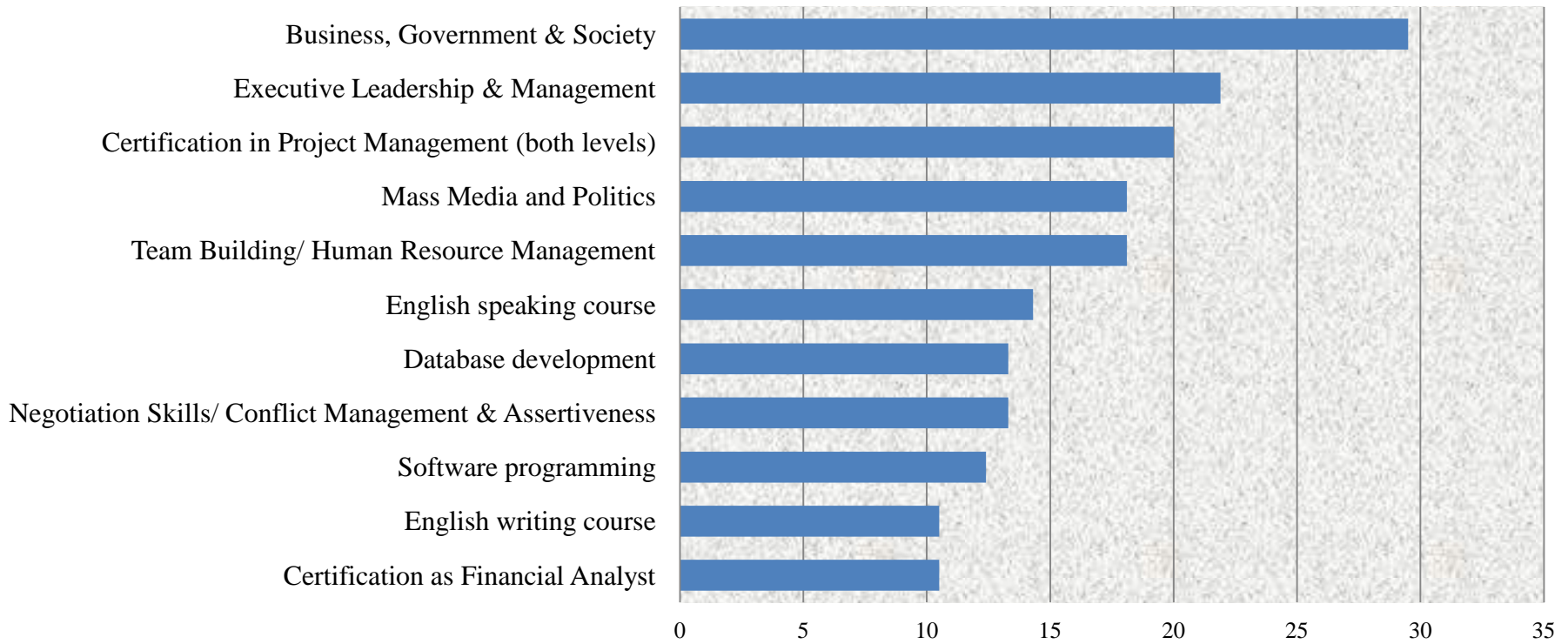
What are the three most important things AUA could do to improve the quality of the graduate experience? *	N
Invite more (foreign) faculty (better/more qualified/experienced)	35
Improve organizational management	16
Improve educational methodologies/processes	14
Increase the number of courses (electives, Armenia related courses, specific courses or concentration) offered	14
Improve faculty hiring procedures	11
Consider students' feedback/ needs/opinion	11
Support with career development/advising	10

**Open-ended question; Responses recoded*

AUA Extension

Have you ever participated in AUA Extension courses?		
	Frequency	Valid Percent
Yes	29	27.6
No	76	72.4
TOTAL	105	100.0

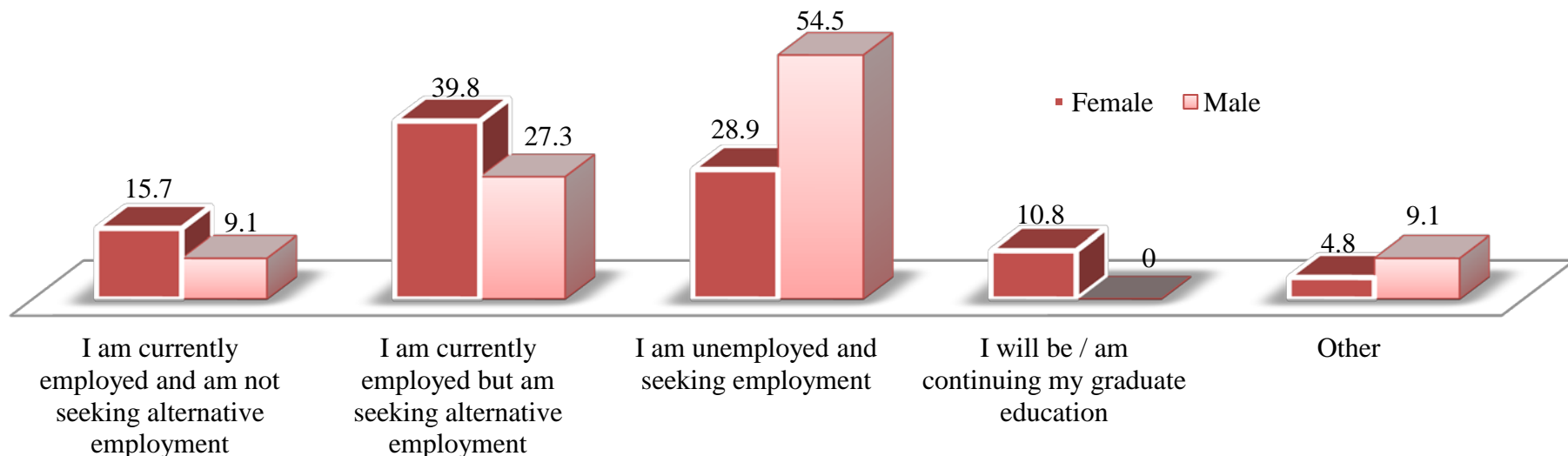
Check up to **THREE** courses you would enroll if offered by AUA Extension (top 11)



Employment and Further Education

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

	ME IESM	MBA	MA PSIA	LL.M.	MS CIS	MA TEFL	MPH	TOTAL
I am currently employed and am not seeking alternative employment	2 (18.2)	4 (21.1)	2 (9.5)	4 (19.0)	1 (12.5)	0 (0.0)	2 (13.3)	15 (14.3)
I am currently employed but am seeking alternative employment	1 (9.1)	7 (36.8)	5 (23.8)	11 (52.4)	4 (50.0)	5 (50.0)	6 (40.0)	39 (37.1)
I am unemployed and seeking employment	7 (63.6)	8 (42.1)	9 (42.9)	2 (9.5)	2 (25.0)	4 (40.0)	4 (26.7)	36 (34.3)
I am unemployed but not seeking employment	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)	0 (0.0)
I will be / am continuing my graduate education	1 (9.1)	0 (0.0)	2 (9.5)	2 (9.5)	0 (0.0)	1 (10.0)	3 (20.0)	9 (8.6)
Other	0 (0.0)	0 (0.0)	3 (14.3)	2 (9.5)	1 (12.5)	0 (0.0)	0 (0.0)	6 (5.7)



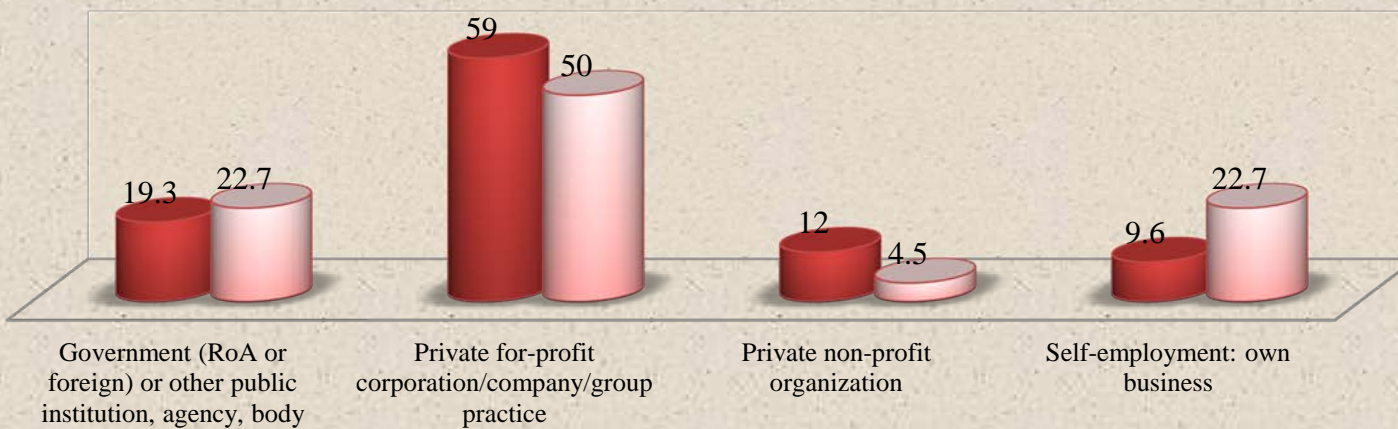
Employment Plans

If you are seeking employment, which BEST describes your potential employer? N(%)

	ME IESM	MBA	MA PSIA	LL.M.	MS CIS	MA TEFL	MPH	TOTAL
Government (RoA or foreign) or other public institution, agency, body	1 (9.1)	0 (0.0)	8 (38.1)	5 (23.8)	0 (0.0)	4 (40.0)	3 (20.0)	21 (20.0)
Private for-profit corporation/company/group practice	6 (54.5)	16 (84.2)	8 (38.1)	15 (71.4)	5 (62.5)	4 (40.0)	6 (40.0)	60 (57.1)
Private non-profit organization	0 (0.0)	1 (5.3)	4 (19.0)	0 (0.0)	0 (0.0)	1 (10.0)	5 (33.3)	11 (10.5)
Self-employment: own business	4 (36.4)	2 (10.5)	1 (4.8)	1 (4.8)	3 (37.5)	1 (10.0)	1 (6.7)	13 (12.4)

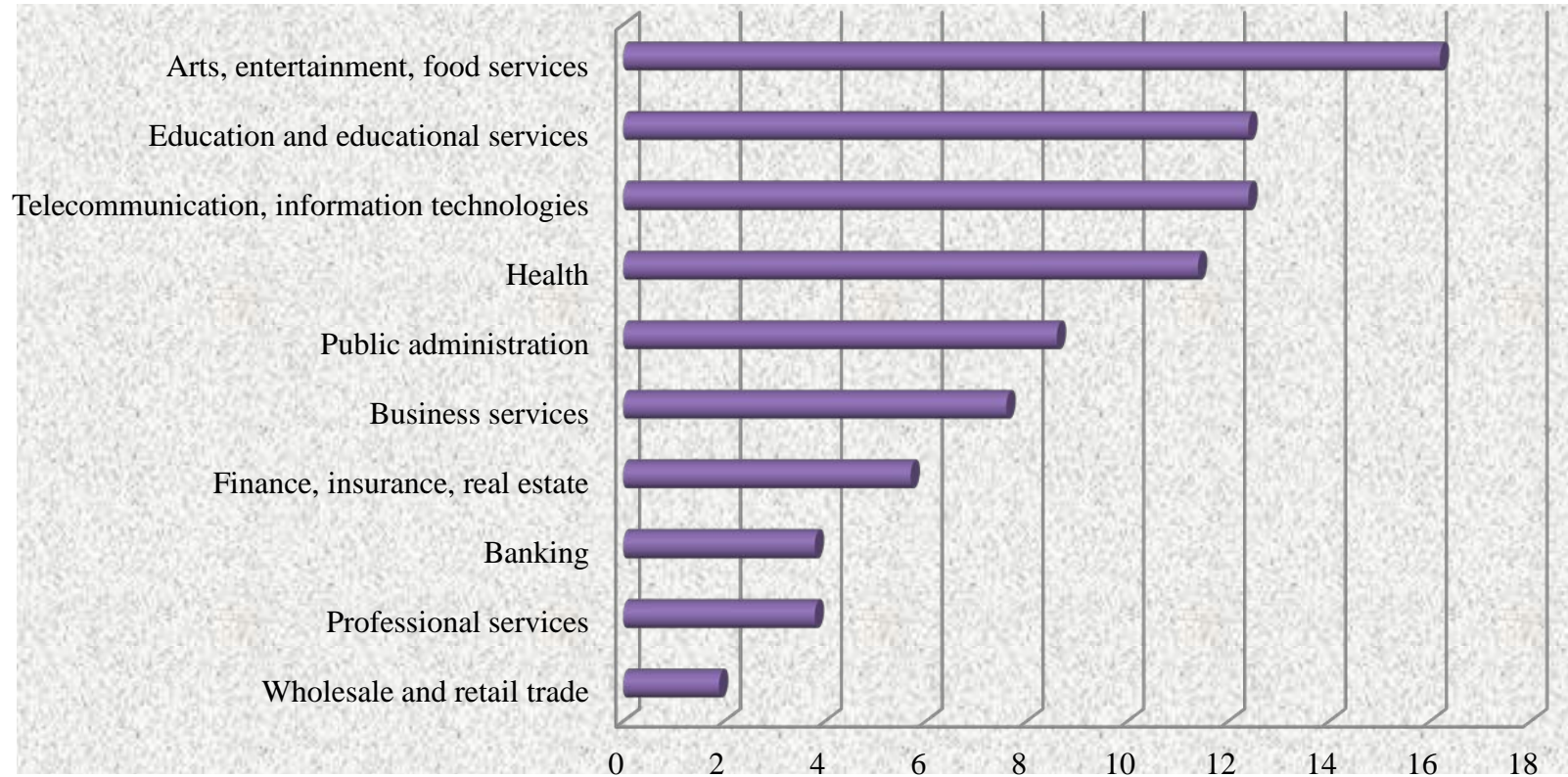
Potential Employment by Gender

■ Female ■ Male



Employment Plans (cont'd)

Current/ Potential Industry of Employment (top 10)



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