



American University of Armenia

Հայաստանի Ամերիկյան Համալսարան

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

2014-2015 Graduate Student Exit Survey

Content

[Methodology](#)

[Response Rate and Background Profile](#)

[Employment Status During Graduate Studies](#)

[Further Education and employment plans](#)

[Academic Program](#)

[Educational Methods](#)

[Overall Experience in the Program](#)

[Support in the Degree Program](#)

[University Services](#)

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

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

Methodology

Main topics of survey questionnaire:

- curriculum
- educational experiences
- academic programs and university services

Demographic data collected:

- age
- citizenship
- gender
- employment

The link to the on-line survey questionnaire was e-mailed to 54 graduating students on November 23, 2014, and to 190 graduating students on April 20, 2015. Responses were collected through December 9, 2014 and May 5, 2015 respectively.

A total of 203 (83.0%) out of 244 graduating students participated in the survey. The results of 47 partially completed surveys were excluded in the analyses, thus denoting **a response rate of 64.0%**.

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		
Description	Graduating Students N	Survey Respondents N (%)
Master of Business Administration (MBA)	80	46 (57.5)
Master of Science in Economics (MSE)	16	15 (93.8)
Master of Political Science and International Affairs (M PSIA)	23	23 (100.0)
Master of Laws (LL.M.)	27	15 (55.5)
Master in Teaching English as a Foreign Language (MA TEFL)	33	26 (78.8)
Master of Science in Computer and Information Science (MS CIS)	14	7 (50.0)
Master of Engineering in Industrial Engineering and Systems Management (ME IESM)	12	6 (50.0)
Master of Public Health	20	12 (60.0)
Master of Business Administration and Master of Public Health (MBA+MPH)	4	3 (75.0)
TOTAL Graduate degree programs	229	153 (66.8)
Certificate in Translation (CTr.)	15	3 (20.0)
TOTAL	244	156 (64.0)

Response Rate and Background Profile Cont'd

Distribution by age at graduation	
Age groups	Survey Respondents N (%)
Up to 22	47 (30.1)
23-24	58 (37.2)
25-26	14 (9.0)
27-29	15 (9.6)
30-32	8 (5.1)
33-35	8 (5.1)
Over 35	6 (3.8)
TOTAL	156

Distribution by gender - 1	
Gender	Survey Respondents N (%)
Female	118 (75.6)
Male	38 (24.4)
TOTAL	156

Distribution by gender - 2		
Gender	Graduating Students	Survey Respondents N (%)
Female	175	118 (67.4)
Male	69	38 (55.1)
TOTAL	244	156 (69.8)

Response Rate and Background Profile Cont'd

Among the graduate schools that you considered, was AUA your:		
Choice	Year	Total N (%)
First choice	2011	164 (87.7)
	2012	128 (85.3)
	2013	88 (83.8)
	2014	108 (86.4)
	2014-2015	128 (82.0)
Second choice	2011	21 (11.2)
	2012	16 (10.7)
	2013	14 (13.3)
	2014	14 (11.2)
	2014-2015	24 (15.4)
Third choice or lower	2011	2 (1.1)
	2012	6 (4.0)
	2013	3 (2.9)
	2014	3 (2.4)
	2014-2015	4 (2.6)

Employment Status During Graduate Studies

What was your employment status during most of your graduate education? N (%)			
Description	Male	Female	Total
Worked regularly full time	11 (28.9)	35 (29.7)	46 (29.5)
Worked regularly part time	6 (15.8)	26 (22.0)	32 (20.5)
Worked occasionally (either part time or full time)	12 (31.6)	29 (24.6)	41 (26.3)
Did not work	9 (23.7)	28 (23.7)	37 (23.7)
Total	38	118	156

Employment Status During Graduate Studies Cont'd

What was your employment status during most of your graduate education?		
	Year	N (%)
Worked regularly full time	2011	47 (25.0)
	2012	55 (36.7)
	2013	21 (20.0)
	2014	34 (27.2)
	2014-2015	46 (29.5)
Worked regularly part time	2011	30 (16.0)
	2012	20 (13.3)
	2013	23 (21.9)
	2014	20 (16.0)
	2014-2015	32 (20.5)
Worked occasionally (either part time or full time)	2011	45 (23.9)
	2012	39 (26.0)
	2013	32 (30.5)
	2014	37 (29.6)
	2014-2015	41 (26.3)
Did not work	2011	66 (35.1)
	2012	36 (24.0)
	2013	29 (27.6)
	2014	34 (27.2)
	2014-2015	37 (23.7)

Further Education and Employment Plans

What are your immediate employment/education plans? N (%)			
Description	Female	Male	TOTAL
I am currently employed and am not seeking alternative employment	22 (18.6)	11 (28.9)	33 (21.2)
I am currently employed but am seeking alternative employment	41 (34.7)	9 (23.7)	50 (32.1)
I am unemployed and seeking employment	41 (34.7)	11 (28.9)	52 (33.3)
I am unemployed but not seeking employment	2 (1.7)	3 (7.9)	5 (3.2)
I will be / am continuing my graduate education	6 (5.1)	3 (7.9)	9 (5.8)
Other (please specify)	6 (5.1)	1 (2.6)	7 (4.5)
TOTAL	118	38	156

Which BEST describes your potential employer? N (%)			
Description	Female	Male	TOTAL
Government (RoA or foreign) or other public institution, agency, body	26 (22.4)	9 (24.3)	35 (22.9)
Private for-profit corporation/company/group practice	61 (52.6)	19 (51.4)	80 (52.3)
Private non-profit organization	21 (18.1)	3 (8.1)	24 (15.7)
Self-employment: own business	8 (6.9)	6 (16.2)	14 (9.2)
TOTAL	116	37	153

Employment Plans Cont'd

In what industry is your potential employment? N (%)			
List of industries	Female	Male	TOTAL
Education and educational services	32 (27.1)	2 (5.3)	34 (21.8)
Public administration	15 (12.7)	3 (7.9)	18 (11.5)
Business services	11 (64.7)	3 (35.3)	17 (10.9)
Health	8 (6.8)	4 (10.5)	12 (7.7)
Telecommunication, information technologies	8 (6.8)	2 (5.3)	10 (6.4)
Finance, insurance, real estate	7 (5.9)	2 (5.3)	9 (5.8)
Banking	5 (4.2)	3 (7.9)	8 (5.1)
Professional services	2 (1.7)	5 (13.2)	7 (4.5)
Manufacturing	2 (1.7)	1 (2.6)	3 (1.9)
Wholesale and retail trade	3 (2.5)	0 (0.0)	3 (1.9)
Agriculture, mining	1 (0.8)	1 (2.6)	2 (1.3)
Arts, entertainment, food services	1 (0.8)	1 (2.6)	2 (1.3)
Transportation	1 (0.8)	0 (0.0)	1 (0.6)
Construction	0 (0.0)	0 (0.0)	0 (0.0)
Other	22 (18.6)	8 (21.1)	30 (19.2)
TOTAL	118	38	156

Academic Program

Measures	Year	University-wide*	
The sequence of courses was appropriate.	2011	2.34	72.0
	2012	2.28	69.3
	2013	2.41	61.0
	2014	2.48	56.8
	2014/15	2.18	75.0
Academic policies and procedures were communicated adequately.	2011	2.02	84.9
	2012	2.00	79.3
	2013	2.18	70.5
	2014	2.09	74.4
	2014/15	2.11	73.7
Information about degree requirements was communicated adequately.	2011	1.92	87.3
	2012	1.80	92.0
	2013	2.11	72.4
	2014	2.01	82.4
	2014/15	2.00	80.1
Measures	Year	University-wide*	
There was good communication between faculty and students regarding student needs, concerns, and suggestions.	2011	1.96	75.3
	2012	2.06	72.7
	2013	2.11	70.5
	2014	2.23	68.0
	2014/15	2.03	75.0
Interactions among students and faculty were characterized by mutual respect.	2011	1.68	90.9
	2012	1.71	90.0
	2013	1.80	86.7
	2014/15	1.73	85.8
On the whole, faculty members were well qualified to teach their courses.	2011	2.02	80.6
	2012	2.29	63.3
	2013	2.26	66.7
	2014	2.36	58.4
	2014/15	2.23	66.6
There were many opportunities outside the classroom for interaction between students and faculty.	2011	2.25	68.4
	2012	2.39	58.7
	2013	2.15	67.6
	2014	2.16	69.6
	2014/15	2.26	64.1

*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 Cont'd

Measures	Year	University-wide*	
In general, faculty members prepared carefully for their courses.	2011	1.97	84.3
	2012	2.12	70.0
	2013	2.12	72.4
	2014	2.25	65.6
	2014/15	2.05	73.7
Overall, faculty in my academic program were interested in the professional development of students.	2011	1.97	80.7
	2012	2.08	76.0
	2013	2.04	75.3
	2014	2.16	70.4
	2014/15	1.94	77.5
In general, the courses I took were well taught.	2011	2.11	79.1
	2012	2.14	75.3
	2013	2.20	69.5
	2014	2.40	58.4
	2014/15	2.20	70.5

Measures	Year	University-wide*	
I would recommend my graduate program to prospective students.	2011	1.80	86.1
	2012	1.92	78.7
	2013	2.00	74.3
	2014	2.17	68.0
	2014/15	1.95	80.1
If I had the opportunity to make the choice again, I would enroll in this program again.	2011	1.98	73.3
	2012	2.10	67.3
	2013	2.17	64.8
	2014	2.38	55.2
AUA grading system is fair.	2014/15	2.20	68.6
	2011	2.06	73.7
	2012	2.10	73.3
	2013	2.14	72.4
	2014	2.14	68.0
The grading system of my academic program is fair	2014/15	2.10	71.8
	2011	2.08	74.9
	2012	2.08	72.7
	2013	2.19	67.7
	2014	2.22	66.4
2014/15	2.09	74.3	

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

Educational Methods

During your graduate studies, how often did your coursework use the following educational methods?		
Educational Methods	Year	University-wide*
Memorizing facts and ideas from lectures and readings	2011	4.72
	2012	4.11
	2013	4.09
	2014	4.12
	2014/15	4.19
Analyzing cases or situations in-depth	2011	5.58
	2012	5.22
	2013	5.20
	2014	5.26
	2014/15	5.33
Synthesizing ideas and/or information into new more complex interpretations and relationships	2011	5.30
	2012	4.74
	2013	4.94
	2014	4.65
	2014/15	4.97

* 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 Cont'd

During your graduate studies, how often did your coursework use the following educational methods?		
Educational Methods	Year	University-wide*
Making judgments about the value of information, arguments, or methods	2011	5.56
	2012	5.09
	2013	5.00
	2014	4.74
	2014/15	5.08
Applying theories or concepts to practical problems/situations	2011	5.53
	2012	5.19
	2013	5.15
	2014	5.03
	2014/15	5.06

* 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 Cont'd

How AUA should change the emphasis it places on each of the educational methods used?			
Educational Methods	Year	University-wide*	
Connection between ideas and practice	2012	2.16	67.3
	2013	2.37	56.2
	2014	2.14	67.2
	2014-2015	2.10	67.3
Theoretical knowledge	2012	3.00	19.3
	2013	2.89	20.9
	2014	2.92	24.8
	2014-2015	2.82	28.2
Problem solving	2012	2.33	56.7
	2013	2.06	67.6
	2014	2.10	68.0
	2014-2015	2.18	60.9
Research	2012	2.45	48.7
	2013	2.25	61.9
	2014	2.28	56.8
	2014-2015	2.30	53.2
Applied Research	2012	2.28	57.3
	2013	2.23	60.0
	2014	2.27	61.6
	2014-2015	2.17	60.3

*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 and in general, how would you rate your experience in your program?		
Year	University-wide*	
2011	1.95	81.5
2012	2.03	80.0
2013	2.10	70.5
2014	2.24	59.2
2014-2015	1.87	84.0

Overall and in general, how would you rate your experience in your program? N (%)			
	Female	Male	University-wide
Excellent	40 (33.9)	11 (28.9)	51 (32.7)
Good	61 (51.7)	19 (50.0)	80 (51.3)
Average	14 (11.9)	5 (13.2)	19 (12.2)
Poor	3 (2.5)	3 (7.9)	6 (3.8)
Very poor	0 (0.0)	0 (0.0)	0 (0.0)
TOTAL	118	38	156
Mean	1.83	2.00	1.87

**Mean and combined percent of excellent and very good; scale of 1 to 5, 1=excellent and 5= very poor; missing values excluded*

Support in the Degree Program

Measures	Year	University-wide*	
Student advising (e.g., guidance on academic requirements, thesis/essay)	2011	1.87	88.2
	2012	2.12	73.3
	2013	2.04	78.1
	2014	2.08	74.4
	2014/15	2.00	80.8
Adequacy of support for research (e.g., research facilities such as labs and centers)	2011	1.95	82.6
	2012	2.24	64.7
	2013	2.14	72.4
	2014	2.02	74.2
	2014/15	1.94	82.7
Opportunity for research experience or practical skills application	2011	2.10	76.9
	2012	2.47	54.0
	2013	2.23	66.6
	2014	2.25	60.0
	2014/15	2.18	68.6
Communications about academic policies and procedures	2011	2.14	70.6
	2012	2.26	64.0
	2013	2.24	62.9
	2014	2.25	68.0
	2014/15	2.17	67.3

Measures	Year	University-wide*	
Opportunities for formal student evaluations of instruction	2011	1.98	79.8
	2012	2.13	72.7
	2013	2.26	61.9
	2014	2.28	66.4
	2014/15	2.08	71.1
Career and/or further study advising and planning by faculty	2012	2.67	40.7
	2013	2.64	41.9
	2014	2.40	52.8
	2014/15	2.40	55.7
Support of staff in the degree program	2011	1.80	90.7
	2012	2.14	72.7
	2013	2.00	77.2
	2014	2.09	72.8
	2014/15	2.03	75.0
Advising for students on policies and rights and responsibilities	2011	2.15	67.2
	2012	2.12	70.0
	2013	2.13	67.6
	2014	2.20	64.6
	2014/15	2.27	60.2

*Mean and combined percent of satisfied and very satisfied; scale of 1 to 5; 1=very satisfied and 5=strongly dissatisfied; missing values excluded

University Services

Measures	Year	University-wide*	
Computer resources	2011	1.70	85.7
	2012	1.96	79.3
	2013	1.86	81.9
	2014	1.91	76.8
	2014/15	2.03	75.0
Food services	2011	2.35	60.4
	2012	2.22	67.3
	2013	2.43	52.3
	2014	1.95	78.4
	2014/15	1.84	82.1
Library resources in your field of study	2011	1.65	87.2
	2012	1.88	80.0
	2013	1.77	85.8
	2014	1.80	83.2
	2014/15	1.72	85.9
Library support services	2012	1.73	88.7
	2013	1.43	93.4
	2014	1.47	94.4
	2014/15	1.64	91.0

Measures	Year	University-wide*	
Classroom facilities and equipment	2011	1.32	97.4
	2012	1.46	96.0
	2013	1.57	94.3
	2014	1.36	96.8
	2014/15	1.50	97.4
	Services provided by the Office of the Registrar	2011	1.84
2012		1.90	80.7
2013		1.98	78.1
2014		2.20	69.4
2014/15		2.26	69.9
Financial aid services – scholarships, loans, work study		2011	1.96
	2012	2.03	69.1
	2013	1.92	75.2
	2014	2.06	65.6
	2014/15	2.19	64.1
	Services provided by the Center for Student Success	2014	2.42
2014/15		2.33	51.9

*Mean and combined percent of satisfied and very satisfied; scale of 1 to 5; 1=very satisfied and 5=strongly dissatisfied; missing values excluded

University Services Cont'd

Measures	Year	University-wide*	
Career advising and planning by ACDO	2012	2.24	62.7
	2013	2.30	56.2
	2014	2.08	69.6
	2014/15	2.16	68.0
Job orientations	2012	2.38	56.7
	2013	2.54	46.7
	2014	2.30	57.6
	2014/15	2.33	56.4
Career days	2012	2.54	44.7
	2013	2.61	40.0
	2014	2.40	44.8
	2014/15	2.50	45.6
CV/Cover letter writing sessions	2012	2.66	38.7
	2013	2.69	33.3
	2014	2.50	41.6
	2014/15	2.49	40.4
Job interview advisement	2012	2.78	31.3
	2013	2.62	37.2
	2014	2.46	43.2
	2014/15	2.51	41.0
Job/training/lecture announcements broadcasted via e-mail	2012	2.35	56.0
	2013	2.46	47.6
	2014	2.17	60.8
	2014/15	2.23	59.6

**Mean and combined percent of satisfied and very satisfied; scale of 1 to 5; 1=very satisfied and 5=strongly dissatisfied; missing values excluded*

Graduate Education's Contribution to Student Development

How much did graduate education at AUA contribute to your development in the following areas?	
Description	University-Wide*
Making presentations to forums typical of your field of study	5.57
Presenting papers at conferences/seminars	5.44
Ability to plan and carry out projects independently	5.27
Ability to function as part of a team	5.20
Ability to critically analyze ideas and information	5.19
English Speaking skills	5.15
Applying scientific methods of inquiry	5.14
Ability to solve analytical problems	5.12
Speaking skills	5.11
English Writing skills	5.02
Submitting papers for publication	4.96
Writing skills	4.93
Network with others in the field	4.91
Ability to lead and guide others	4.80
Computer skills	4.37

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

Positive Highlights, Differences and Suggestions for Improvement

What are the three things you liked most about AUA?	N
Atmosphere/ community/ environment/ culture	52
Faculty members and support	49
Teaching/learning methodologies and assignments	34
Facilities, equipment, technologies (comfort, access)	32
Applied knowledge/skills/experience gained	27
Student-faculty relationships/ student centered approach	26

What are the three most important differences between AUA and other universities and colleges in Armenia?	N
Quality of education/ western teaching style	44
Student-faculty relationships/ Student centeredness	32
Atmosphere/ community/ environment/ culture	30
Faculty members and support	29
Teaching/ learning methodologies	27
Knowledge gained/ its practicability	26

What are the three most important things AUA could do to improve the quality of the graduate experience?	N
Improve organizational management (communication, services etc.)	38
Improve the curriculum	37
Invite more (foreign) faculty (better/more qualified/experienced)	36
Improve educational methodologies/processes/materials	28
Increase the number of courses (electives, specific courses) offered	25
Improve facilities/ equipment/ technologies and their management	18
Opportunities of study, exchange, internships (including with institutions abroad)	18

**Open-ended question; Responses recoded*

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