



American University of Armenia

Հայաստանի Ամերիկյան Համալսարան

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

2015-2016 Graduate Student Exit Survey

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Methodology

Main topics of survey questionnaire:

- educational experience
- academic programs and university services
- employment

Demographic data: gender

The link to the on-line survey questionnaire was e-mailed to 72 graduating students on November 3, 2015, and to 205 graduating students on April 18, 2016. Responses were collected through December 08, 2015, and May 02, 2016 respectively.

A total of 183 (66%) out of 277 graduating students participated in the survey. The result of 21 partially completed surveys were excluded in the analyses, thus denoting **a response rate of 58.5%**.

Upon completion of the on-line survey, data were generated through SPSS, and 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)	87	53 (61.0)
Master of Science in Economics (MSE)	18	13 (72.0)
Master of Political Science and International Affairs (M PSIA)	32	21 (66.0)
Master of Laws (LL.M.)	31	13 (42.0)
Master of Arts in Teaching English as a Foreign Language (MA TEFL)	29	19 (66.0)
Master of Science in Computer and Information Science (MS CIS)	15	8 (53.0)
Master of Engineering in Industrial Engineering and Systems Management (ME IESM)	28	18 (64.0)
Master of Public Health	19	11 (58.0)
TOTAL Graduate degree programs	259	156 (60.0)
Graduate Certificates	18	6 (33.0)
TOTAL	277	162 (58.0)

Response Rate and Background Profile Cont'd

Distribution by sex (number and % of male and female students out of survey respondents)	
Gender	Survey Respondents N (%)
Female	113 (71.1)
Male	46 (28.9)
TOTAL	159 (100.0)

Distribution by sex (number and % of male and female respondents out of respective number of graduating students)		
Gender	Number of Graduating Students	Survey Respondents N (%)
Female	197	113 (57.4)
Male	80	46 (57.5)
TOTAL	277	159 (57.4)

Response Rate and Background Profile Cont'd

Among the graduate schools that you considered, was AUA your:		
Choice	Year	Survey Respondents N (%)
First choice	2012	128 (85.3)
	2013	88 (83.8)
	2014	108 (86.4)
	2014-2015	128 (82.0)
	2015-2016	136 (84.0)
Second choice	2012	16 (10.7)
	2013	14 (13.3)
	2014	14 (11.2)
	2014-2015	24 (15.4)
	2015-2016	23 (14.2)
Third choice or lower	2012	6 (4.0)
	2013	3 (2.9)
	2014	3 (2.4)
	2014-2015	4 (2.6)
	2015-2016	3 (1.9)

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	23 (50.0)	34 (30.4)	57 (36.1)
Worked regularly part time	11 (23.9)	18 (16.1)	29 (18.4)
Worked occasionally (either part time or full time)	8 (17.4)	27 (24.1)	35 (22.2)
Did not work	4 (8.7)	33 (29.5)	37 (23.4)
TOTAL	46 (100.0)	112 (100.0)	158 (100.0)

Employment Status During Graduate Studies Cont'd

What was your employment status during most of your graduate education?		
Description	Year	N (%)
Worked regularly full time	2012	55 (36.7)
	2013	21 (20.0)
	2014	34 (27.2)
	2014-2015	46 (29.5)
	2015-2016	57 (36.1)
Worked regularly part time	2012	20 (13.3)
	2013	23 (21.9)
	2014	20 (16.0)
	2014-2015	32 (20.5)
	2015-2016	29 (18.4)
Worked occasionally (either part time or full time)	2012	39 (26.0)
	2013	32 (30.5)
	2014	37 (29.6)
	2014-2015	41 (26.3)
	2015-2016	35 (22.2)
Did not work	2012	36 (24.0)
	2013	29 (27.6)
	2014	34 (27.2)
	2014-2015	37 (23.7)
	2015-2016	37 (23.4)

Further Education and Employment Plans

What are your immediate employment/education plans? (by gender) N (%)			
Description	Female	Male	TOTAL
I am currently employed and am not seeking alternative employment	14 (12.4)	15 (32.6)	29 (18.2)
I am currently employed but am seeking alternative employment	48 (42.5)	16 (34.8)	64 (40.3)
I am unemployed and seeking employment	45 (39.8)	10 (21.7)	55 (34.6)
I am unemployed but not seeking employment	2 (1.8)	0 (0.0)	2 (1.3)
I will be / am continuing my graduate education	3 (2.7)	4 (8.7)	7 (4.4)
Other (please specify)	1 (0.9)	1 (2.2)	2 (1.3)
TOTAL	112 (100.0)	46 (100.0)	158 (100.0)

Further Education and Employment Plans Cont'd

What are your immediate employment/education plans? (by gender) N (%)			
Description	Female	Male	TOTAL
Public – RoA Government (including public organizations, institutions, agencies, and bodies run by Armenian national, regional, and/or local government)	13 (11.8)	4 (8.9)	17 (11.0)
Public – Non RoA Government (including public organizations, institutions, agencies, and bodies run by Armenian national, regional, and/or local government)	21 (19.1)	3 (6.7)	24 (15.5)
Private- Commercial (including Armenian and non-Armenian/multinational FOR PPOFIT organizations, businesses, companies, corporations, group practices, etc.)	54 (49.1)	23 (51.1)	77 (49.7)
Private – Non - commercial (including Armenian and non-Armenian/multinational NOT FOR PROFIT organizations, NGOs, CSOs, foundations, charities, etc.)	12 (10.9)	4 (8.9)	16 (10.3)
Self-employment (including sole proprietors, individual entrepreneurs, sole traders, freelancers, and independent professional practitioners)	10 (9.1)	11 (24.4)	21 (13.5)
TOTAL	110 (100.0)	45 (100.0)	155 (100.0)

Employment Plans Cont'd

In what industry is your current/potential employment? (by gender) N (%)			
List of industries	Female	Male	TOTAL
Information and communication	15 (14.2)	10 (21.7)	25 (16.4)
Education	21 (19.8)	3 (6.5)	24 (15.8)
Banking, financial and insurance activities; Real estate	17 (16.0)	7 (15.2)	24 (15.8)
Professional, scientific, and technical activities	15 (14.2)	1 (2.2)	16 (10.5)
Human health and social work activities	7 (6.6)	3 (6.5)	10 (6.6)
Public administration and defense	7 (6.6)	2 (4.3)	9 (5.9)
Administrative and support service activities	5 (4.7)	3 (6.5)	8 (5.3)
Manufacturing	3 (2.8)	3 (6.5)	6 (3.9)
Wholesale and retail trade	2 (1.9)	3 (6.5)	5 (3.3)
Accommodation and food/beverage service activities	1 (0.9)	2 (4.3)	3 (2.0)
Agriculture, forestry, and fishing	1 (0.9)	2 (4.3)	3 (2.0)
Arts, entertainment and recreation	3 (2.8)	0 (0.0)	3 (2.0)
Utilities	0 (0.0)	2 (4.3)	2 (1.3)
Transportation and storage	1 (0.9)	1 (2.2)	2 (1.3)
Mining and natural resources	1 (0.9)	0 (0.0)	1 (0.7)
Construction	1 (0.9)	0 (0.0)	1 (0.7)
Other (please specify)	6 (5.7)	4 (8.7)	10 (6.6)
TOTAL	106 (100.0)	46 (100.0)	152 (100.0)

Academic Program

Measures	Year	Total		Measures	Year	Total	
		M	%			M	%
The sequence of courses was appropriate	2012	2.28	69.3	Interactions among students and faculty were characterized by mutual respect	2012	1.71	90.0
	2013	2.41	61.0		2013	1.80	86.7
	2014	2.48	56.8		2014	1.71	88.8
	2014-2015	2.18	75.0		2014-2015	1.73	85.8
	2015-2016	2.32	71.3		2015-2016	1.85	83.8
Academic policies and procedures were communicated adequately	2012	2.00	79.3	In general, faculty members prepared carefully for their courses	2012	2.12	70.0
	2013	2.18	70.5		2013	2.12	72.4
	2014	2.09	74.4		2014	2.25	65.6
	2014-2015	2.11	73.7		2014-2015	2.05	73.7
	2015-2016	2.10	77.7		2015-2016	2.18	72.6
Information about degree requirements was communicated adequately	2012	1.80	92.0	On the whole, faculty members were well qualified to teach their courses.	2012	2.29	63.3
	2013	2.11	72.4		2013	2.26	66.7
	2014	2.01	82.4		2014	2.36	58.4
	2014-2015	2.00	80.1		2014-2015	2.23	66.6
	2015-2016	2.03	80.5		2015-2016	2.40	61.0
There was good communication between faculty and students regarding student needs, concerns, and suggestions	2012	2.06	72.7	There were many opportunities outside the classroom for interaction between students and faculty.	2012	2.39	58.7
	2013	2.11	70.5		2013	2.15	67.6
	2014	2.23	68.0		2014	2.16	69.6
	2014-2015	2.03	75.0		2014-2015	2.26	64.1
	2015-2016	2.15	68.8		2015-2016	2.32	68.8

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

Academic Program Cont'd

Measures	Year	Total		Measures	Year	Total	
		M	%			M	%
Overall, faculty in my academic program were interested in the professional development of students	2012	2.08	76.0	I would recommend my graduate program to prospective students	2012	1.92	78.7
	2013	2.04	75.3		2013	2.00	74.3
	2014	2.16	70.4		2014	2.17	68.0
	2014-2015	1.94	77.5		2014-2015	1.95	80.1
	2015-2016	2.09	71.3		2015-2016	2.10	72.5
In general, the courses I took were well taught	2012	2.14	75.3	If I had the opportunity to make the choice again, I would enroll in this program again	2012	2.10	67.3
	2013	2.20	69.5		2013	2.17	64.8
	2014	2.40	58.4		2014	2.38	55.2
	2014-2015	2.20	70.5		2014-2015	2.20	68.6
	2015-2016	2.21	70.0		2015-2016	2.24	65.7
The courses I took were valuable for my future career	2012	2.04	79.3	The grading system at AUA is fair	2012	2.10	73.3
	2013	1.96	75.2		2013	2.14	72.4
	2014	2.06	76.0		2014	2.14	68.0
	2014-2015	2.02	77.6		2014-2015	2.10	71.8
	2015-2016	2.08	78.2		2015-2016	2.08	73.8
My program was intellectually challenging and stimulating	2012	1.89	84.7	The grading system of my academic program is fair	2012	2.08	72.7
	2013	1.94	82.9		2013	2.19	67.7
	2014	2.16	74.4		2014	2.22	66.4
	2014-2015	1.98	78.8		2014-2015	2.09	74.3
	2015-2016	2.00	81.8		2015-2016	2.10	74.1

*Mean and combined percent of strongly agree and agree, 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	Mean
Memorizing facts and ideas from lectures and readings	2012	4.11
	2013	4.09
	2014	4.12
	2014-2015	4.19
	2015-2016	3.88
Analyzing cases or situations in-depth	2012	5.22
	2013	5.20
	2014	5.26
	2014-2015	5.33
	2015-2016	4.92
Synthesizing ideas and/or information into new more complex interpretations and relationships	2012	4.74
	2013	4.94
	2014	4.65
	2014-2015	4.97
	2015-2016	4.65

* Mean, 1=not at all, 2=very little, 3=somewhat, 4=sufficiently, 5=quite a bit, 6=very much, 7=tremendously

Educational Methods Cont'd

During your graduate studies, how often did your coursework use the following educational methods?		
Educational Methods	Year	Mean
Making judgments about the value of information, arguments, or methods	2012	5.09
	2013	5.00
	2014	4.74
	2014-2015	5.08
	2015-2016	4.87
Applying theories or concepts to practical problems/ situations	2012	5.19
	2013	5.15
	2014	5.03
	2014-2015	5.06
	2015-2016	4.98

* Mean, 1=not at all, 2=very little, 3=somewhat, 4=sufficiently, 5=quite a bit, 6=very much, 7=tremendously

Educational Methods Cont'd

Measures	Year	Total	
		M	%
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
	2015-2016	1.90	78.0
Theoretical knowledge	2012	3.00	19.3
	2013	2.89	20.9
	2014	2.92	24.8
	2014-2015	2.82	28.2
	2015-2016	2.82	28.9
Problem solving	2012	2.33	56.7
	2013	2.06	67.6
	2014	2.10	68.0
	2014-2015	2.18	60.9
	2015-2016	2.05	71.6

Measures	Year	Total	
		M	%
Research	2012	2.45	48.7
	2013	2.25	61.9
	2014	2.28	56.8
	2014-2015	2.30	53.2
	2015-2016	2.29	55.4
Applied Research	2012	2.28	57.3
	2013	2.23	60.0
	2014	2.27	61.6
	2014-2015	2.17	60.3
	2015-2016	2.17	65.0

** 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 and in general, how would you rate your experience in your program? M (%)		
2012	2.03	80.0
2013	2.10	70.5
2014	2.24	59.2
2014-2015	1.87	84.0
2015-2016	1.95	81.5

Overall and in general, how would you rate your experience in your program? N (%)			
	Female	Male	TOTAL
Excellent	30 (26.5)	10 (21.7)	40 (25.2)
Good	65 (57.5)	26 (56.5)	91 (57.2)
Average	17 (15.0)	10 (21.7)	27 (17.0)
Poor	0 (0.0)	0 (0.0)	0 (0.0)
Very poor	1 (0.9)	0 (0.0)	1 (0.6)
TOTAL	113 (100.0)	46 (100.0)	159 (100.0)
Mean (<i>1=excellent and 5=very poor</i>)	1.91	2.00	1.93

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

Support in the Degree Program

Measures	Year	Total		Measures	Year	Total	
		M	%			M	%
Student advising (e.g., guidance on academic requirements, thesis/essay)	2012	2.12	73.3	Opportunities for formal student evaluations of instruction	2012	2.13	72.7
	2013	2.04	78.1		2013	2.26	61.9
	2014	2.08	74.4		2014	2.28	66.4
	2014-2015	2.00	80.8		2014-2015	2.08	71.1
	2015-2016	2.18	73.2		2015-2016	2.22	67.7
Adequacy of support for research (e.g., research facilities such as labs and centers)	2012	2.24	64.7	Career and/or further study advising and planning by faculty	2012	2.67	40.7
	2013	2.14	72.4		2013	2.64	41.9
	2014	2.02	74.2		2014	2.40	52.8
	2014-2015	1.94	82.7		2014-2015	2.40	55.7
	2015-2016	2.20	68.2		2015-2016	2.58	51.3
Opportunity for research experience or practical skills application	2012	2.47	54.0	Support of staff in the degree program	2012	2.14	72.7
	2013	2.23	66.6		2013	2.00	77.2
	2014	2.25	60.0		2014	2.09	72.8
	2014-2015	2.18	68.6		2014-2015	2.03	75.0
	2015-2016	2.28	65.4		2015-2016	2.10	71.9
Communications about academic policies and procedures	2012	2.26	64.0	Advising for students on policies and rights and responsibilities	2012	2.12	70.0
	2013	2.24	62.9		2013	2.13	67.6
	2014	2.25	68.0		2014	2.20	64.6
	2014-2015	2.17	67.3		2014-2015	2.27	60.2
	2015-2016	2.28	61.7		2015-2016	2.28	63.7

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

University Services

Measures	Year	Total		Measures	Year	Total	
		M	%			M	%
Computer resources	2012	1.96	79.3	Classroom facilities and equipment	2012	1.46	96.0
	2013	1.86	81.9		2013	1.57	94.3
	2014	1.91	76.8		2014	1.36	96.8
	2014-2015	1.75	87.2		2014-2015	1.50	97.4
	2015-2016	1.91	78.1		2015-2016	1.60	96.3
Food services	2012	2.22	67.3	Services provided by the Office of the Registrar	2012	1.90	80.7
	2013	2.43	52.3		2013	1.98	78.1
	2014	1.95	78.4		2014	2.20	69.4
	2014-2015	1.84	82.1		2014-2015	2.26	69.9
	2015-2016	1.91	79.4		2015-2016	2.01	81.0
Library resources in your field of study	2012	1.88	80.0	Financial aid services – scholarships, loans, work study	2012	2.03	69.1
	2013	1.77	85.8		2013	1.92	75.2
	2014	1.80	83.2		2014	2.06	65.6
	2014-2015	1.72	85.9		2014-2015	2.19	64.1
	2015-2016	1.86	83.1		2015-2016	2.22	65.0
Library support services	2012	1.73	88.7	Services provided by the Center for Student Success	2012	-	-
	2013	1.43	93.4		2013	-	-
	2014	1.47	94.4		2014	2.28	63.7
	2014-2015	1.64	91.0		2014-2015	2.42	48.8
	2015-2016	1.69	91.2		2015-2016	2.33	51.9

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

University Services Cont'd

Measures	Year	Total	
		M	%
Career advising and planning by ACDO	2012	2.24	62.7
	2013	2.30	56.2
	2014	2.08	69.6
	2014-2015	2.16	68.0
	2015-2016	2.21	64.5
Job orientations	2012	2.38	56.7
	2013	2.54	46.7
	2014	2.30	57.6
	2014-2015	2.33	56.4
	2015-2016	2.32	57.6
CV/Cover letter writing sessions	2012	2.66	38.7
	2013	2.69	33.3
	2014	2.50	41.6
	2014-2015	2.49	40.4
	2015-2016	2.46	44.9

Measures	Year	Total	
		M	%
Job interview advisement	2012	2.78	31.3
	2013	2.62	37.2
	2014	2.46	43.2
	2014-2015	2.51	41.0
	2015-2016	2.44	44.6
Job/training/lecture announcements broadcasted via e-mail	2012	2.35	56.0
	2013	2.46	47.6
	2014	2.17	60.8
	2014-2015	2.23	59.6
	2015-2016	2.21	60.8

**Mean and combined percent of very satisfied and satisfied, 1=very satisfied and 5=very 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	Mean
Making presentations to forums typical of your field of study	5.30
Ability to function as part of a team	5.17
Ability to plan and carry out projects independently	5.10
Presenting papers at conferences/seminars	5.00
Ability to critically analyze ideas and information	4.96
Ability to solve analytical problems	4.91
English Speaking skills	4.87
Network with others in the field	4.80
Applying scientific methods of inquiry	4.78
Speaking skills	4.77
English Writing skills	4.74
Ability to lead and guide others	4.67
Writing skills	4.61
Submitting papers for publication	4.53
Computer skills	4.17

**Mean, 1=not at all, 2=very little, 3=somewhat, 4=sufficiently, 5=quite a bit, 6=very much, 7=tremendously*

Positive Highlights, Differences and Suggestions for Improvement

What are the three things you liked most about AUA? Top seven	N
Atmosphere/ community/ environment/ culture	54
Faculty members and support	44
Facilities, equipment, technologies	31
Teaching/learning methodologies and assignments	29
Library resources and support	25
Quality of education/ western teaching style	21
Student-faculty relationships/ student centered approach	20

What are the three most important differences between AUA and other universities and college in Armenia? Top seven	N
Atmosphere/ community/ environment/ culture	34
Knowledge gained/ its practicability/ skills	29
Student-faculty relationships/ student centered approach	28
Faculty members and support	25
Facilities/ equipment/ technologies	25
Quality of education/ western teaching style	13
Teaching/ learning methodologies and assignments	4

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)	50
Increase the number of courses (electives, specific courses) offered	28
Improve educational methodologies/processes/materials	19
Improve the curriculum	18
Opportunities of study, exchange, internships (including with institutions abroad)	17
Improve facilities/ equipment/ technologies and their management	12

**Open-ended question; responses recoded*

For additional information contact:
Institutional Research Office
Tel: +374 60 61 25 16/24
iro@aua.am