



American University of Armenia

Հայաստանի Ամերիկյան Համալսարան

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

2014 Freshman Exit Survey

Contents

[Methodology](#)

[Response Rate and Background Profile](#)

[First Year Experience](#)

[Overall Educational Experience](#)

[Academic Program](#)

[University Services](#)

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

[Positive Highlights vs. Suggestions for Improvement](#)

[Expectations From the Upcoming Academic Year](#)

[Other](#)

Methodology

Objectives. Gather information from freshman students about

- first-year experience
- academic environment
- extracurricular activities
- satisfaction with services provided at the university
- expectations for upcoming academic year

Conducted: During April 23 –May 5, 2014 (The university's first Freshman Exit Survey.)

152 (57%) out of 267 freshmen participated in the survey

Nine (9) partially completed surveys were excluded. **Response rate of 53.6%**

Response Rate and Background Profile

Distribution of respondents by academic program	Frequency	Percent	Valid Percent
Business	77	53.8	54.6
Computational Sciences	23	16.1	16.3
English and Communications	41	28.7	29.1
Total	141	98.6	100
Missing values	2	1.4	
Total	143	100	

Response rate by academic program	Freshmen	Survey Respondents	Percent
Business	165	77	46.7
Computational Sciences	58	23	39.7
English and Communications	44	41	93.2

Response Rate and Background Profile Cont'd

Distribution by gender	Frequency	Valid Percent
Female	92	65.2
Male	49	34.8
Total	141	100

Response rate by gender	Freshmen	Respondents	Percent
Female	148	92	62.2
Male	119	49	41.2
Total	267	141	52.8

Response rate by academic program and gender N (%)	Female	Male	Total
Business	48 (62.3)	29 (37.7)	77 (100)
Computational Sciences	8 (34.8)	15 (65.2)	23 (100)
English and Communications	36 (87.8)	5 (12.2)	41 (100)

Response Rate and Background Profile Cont'd

Distribution by age	Frequency	Valid Percent
17	32	22.7
18	80	56.7
19	17	12.0
20 and over	12	8.5
Total	141	100

Distribution by citizenship	Frequency	Percent
Republic of Armenia (incl. the Republic of Nagorno-Karabakh)	131	91.6
Non-Republic of Armenia	12	8.4
Total	143	100

First Year Experience

Expectations vs. Perceived Experience			
Description	Hours per week expected to spend / spent on various activities	Expectations: 2013 Entering Freshmen N (%)*	Perceived Experience: 2014 Exiting Freshmen N (%)**
Studying, reading, or doing home tasks to prepare for class	More than 20	131 (68.3)	57 (40.2)
	11-20	41 (21.4)	53 (37.2)
	1-10	20 (10.5)	32 (22.6)
	0	0 (0.0)	0 (0)
	Total	192	142
Working at a job for pay	More than 20	11 (6.0)	6 (4.4)
	11-20	25 (13.5)	10 (7.3)
	1-10	62 (33.5)	8 (5.9)
	0	87 (47.0)	113 (82.5)
	Total	185	137

* 2013 Entering Freshman Survey ** 2014 Freshman Exit Survey

First Year Experience

Expectations vs. Perceived Experience (Cont'd)			
Description	Hours per week expected to spend / spent on various activities	Expectations: 2013 Entering Freshmen N (%)*	Perceived Experience: 2014 Exiting Freshmen N (%)**
Participating in activities such as sports, student newspaper, student government, music groups, etc.	More than 20	22 (11.5)	7 (5.0)
	11-20	63 (33.2)	11 (7.9)
	1-10	102 (53.7)	110 (78.6)
	0	3 (1.6)	12 (8.6)
	Total	190	140
Volunteering	More than 20	13 (6.9)	9 (6.4)
	11-20	29 (15.6)	7 (5.0)
	1-10	115 (61.5)	84 (60.0)
	0	30 (16.0)	40 (28.6)
	Total	187	140
Socializing or spending time with friends	More than 20	30 (15.8)	22 (15.9)
	11-20	56 (29.4)	34 (24.5)
	1-10	104 (54.7)	81 (58.3)
	0	0 (0.0)	2 (1.4)
	Total	190	139

* 2013 Entering Freshman Survey ** 2014 Freshman Exit Survey

First Year Experience Cont'd

Time for homework: Expectations vs. Perceived Experience		
Hours per week expected to spend / spent on homework for each course	Expectations: 2013 Entering Freshmen (%)*	Perceived Experience: 2014 Exiting Freshmen N (%)**
More than 20	43 (22.3)	17 (11.9)
11-20	67 (24.7)	34 (23.8)
1-10	83 (43.0)	92 (64.4)
0	0 (0.0)	0 (0.0)
Total	193	143

* 2013 Entering Freshman Survey ** 2014 Freshman Exit Survey

First Year Experience Cont'd

Writing assignments: Expectations vs. Perceived Experience	Number of writing assignments expected to complete / completed	Expectations: 2013 Entering Freshmen N (%)*	Perceived Experience: 2014 Exiting Freshmen N (%)**
Up to 2 pages	10 and more	142 (78.0)	62 (44.9)
	1-9	40 (22.0)	76 (55.1)
	0	0 (0.0)	0 (0.0)
	Total	182	138
Between 3 and 5 pages	10 and more	116 (63.7)	17 (12.3)
	1-9	66 (36.3)	115 (82.7)
	0	0 (0.0)	7 (5.0)
	Total	182	139
Between 6 and 10 pages	10 and more	61 (33.1)	3 (2.1)
	1-9	119 (64.7)	67 (50.7)
	0	4 (2.2)	62 (47.0)
	Total	184	132
11 pages or more	10 and more	33 (17.9)	3 (2.3)
	1-9	131 (71.2)	24 (18.2)
	0	20 (10.9)	105 (79.5)
	Total	184	132

* 2013 Entering Freshman Survey ** 2014 Freshman Exit Survey

First Year Experience Cont'd

Educational activities: Expectations vs. Perceived Experience - Mean	Expected frequency of doing activities during 2013-2014 academic year*	Frequency of activities done during 2013-2014 academic year**
Study when there were more interesting things to do	4.63	4.15
Look for information to help you understand course material	5.31	4.74
Take part in class discussion	5.4	4.73
Ask your instructor for help with difficult assignments	4.73	3.75
Finish what you started despite difficulties	5.44	5.13
Keep working hard even if you received a bad grade on an assignment	5.47	4.82
<i>Mean (1=Never 2 3 4 5 6=Very often)</i>		

* 2013 Entering Freshman Survey ** 2014 Freshman Exit Survey

First Year Experience Cont'd

Difficulties at AUA: Expectations vs. Perceived Experience		Do you expect difficulty? Respondents N (%)*	Did you experience difficulty? Respondents N (%)**
Learning new material	No	112 (58.9)	69 (48.9)
	Yes	33 (17.4)	52 (36.9)
	Not sure	45 (23.7)	20 (14.2)
	Total	190 (100)	141 (100)
Managing your time	No	81 (42.4)	44 (31.4)
	Yes	58 (30.4)	84 (60.0)
	Not sure	52 (27.2)	12 (8.6)
	Total	191 (100)	140 (100)
Paying tuition	No	79 (41.6)	65 (46.8)
	Yes	44 (23.2)	55 (39.6)
	Not sure	67 (35.3)	19 (13.7)
	Total	190 (100)	139 (100)

* 2013 Entering Freshman Survey ** 2014 Freshman Exit Survey

First Year Experience Cont'd

Difficulties at AUA: Expectations vs. Perceived Experience (Cont'd)		Do you expect difficulty? Respondents N (%)*	Did you experience difficulty? Respondents N (%)**
Getting help with classes	No	134 (71.3)	93 (66.4)
	Yes	8 (4.3)	28 (20.0)
	Not sure	46 (24.5)	19 (13.6)
	Total	188 (100)	140 (100)
Making new friends	No	161 (84.3)	122 (87.8)
	Yes	13 (6.8)	14 (10.1)
	Not sure	17 (8.9)	3 (2.2)
	Total	191 (100)	139 (100)
Relating to faculty	No	154 (81.1)	103 (74.1)
	Yes	7 (3.7)	20 (14.4)
	Not sure	29 (15.3)	16 (11.5)
	Total	190 (100)	139 (100)

* 2013 Entering Freshman Survey ** 2014 Freshman Exit Survey

Academic Program

Satisfaction with academic program			
Mean (cumulative percentage of strongly agree and agree)			
	<i>Gender</i>		University-wide
	Female	Male	
Academic policies and procedures were communicated adequately.	2.25 (70.3)	2.29 (62.5)	2.27 (67.1)
Information about degree requirements was communicated adequately.	2.29 (67.4)	2.25 (62.5)	2.28 (66.0)
There was good communication between faculty and students regarding student needs, concerns, and suggestions.	2.16 (66.0)	2.33 (62.5)	2.23 (64.3)
Interactions among students and faculty were characterized by mutual respect.	1.94 (82.4)	1.96 (83.3)	1.95 (82.9)
There were opportunities outside the classroom for interaction between students and faculty.	1.98 (80.0)	2.34 (61.7)	2.11 (73.2)
The grading system at AUA is fair.	2.48 (52.1)	2.56 (54.1)	2.51 (52.5)
<i>Summary of means and cumulative percentage of strongly agree and agree</i>			
<i>Mean (1=strongly agree and 5=strongly disagree)</i>			

University Services

Satisfaction with university services			
Mean (cumulative percentage of very satisfied and satisfied)			
	<i>Gender</i>		University-wide
	Female	Male	
Classroom facilities and equipment	1.60 (93.5)	1.59 (95.9)	1.60 (94.4)
Computer resources	1.65 (90.3)	1.82 (81.6)	1.71 (87.3)
Food services	1.82 (84.8)	1.90 (77.6)	1.85 (82.4)
Library resources	1.60 (95.6)	1.51 (89.8)	1.57 (93.6)
Library support services	1.53 (95.7)	1.51 (87.7)	1.53 (93.0)
Services provided by the Office of the Registrar (except Financial Aid services)	2.28 (67.4)	1.85 (82.9)	2.14 (72.1)
Financial Aid services—tuition assistance, scholarship, loan, work study	2.28 (54.3)	2.26 (55.1)	2.28 (54.2)
Student advising on policies, rights and responsibilities	2.21 (66.0)	2.10 (71.5)	2.17 (68.1)
Services provided by Center for Student Success	2.02 (76.1)	1.84 (81.6)	1.96 (78.2)
<i>Summary of means and cumulative percentage of very satisfied and satisfied</i>			
<i>Mean (1=Very satisfied and 5=Very dissatisfied)</i>			

Undergraduate Education's Contribution to Students' Development

Students preparedness - Mean	How well prepared are you in the following skills?*	How prepared do you feel in the following skills to continue your studies? **
Writing skills	5.47	5.79
English writing skills	5.28	5.82
Speaking skills	5.91	6.04
English speaking skills	5.47	5.87
Applying scientific methods of enquiry	4.77	5.13
Computer skills	5.19	5.33
To critically analyze ideas and information	5.90	5.89
To lead and guide others	5.50	5.70
To function as part of a team	6.04	6.06
<i>Mean (1=Not at all and 7=Very well)</i>		

* 2013 Entering Freshman Survey ** 2014 Freshman Exit Survey

Positive Highlights vs. Suggestions for Improvements

Three things that you like most about AUA*(top 6)	N
Atmosphere/community/environment/culture	51
Facilities and equipment (comfort, access)	45
Library resources and support	45
Faculty members and support	33
Quality of education/Western teaching style	27
Food services	21
Total number of comments	399

Three most important things AUA could do to improve the quality of undergraduate experience* (top 5)	N
Improve organizational management	36
Improve educational methodologies/processes/materials/course design	30
Improve facilities/equipments/technologies' accessibility/more study space	24
Invite more faculty and teaching assistants	22
Increase the number of courses: general education, electives etc.	20
Total number of comments	292

**Open-ended; Responses recoded*

Expectations From the Upcoming Academic Year

How often do you expect to do the following in the NEXT academic year? - Mean	2013-2014 Academic Year *	2014 -2015 Academic Year**
Finish what you start despite difficulties	5.44	5.54
Keep working hard even if you receive a bad grade on an assignment	5.47	5.46
Take part in class discussions	5.24	5.38
Look for information to help you understand course material	5.31	5.11
Ask your instructor for help with difficult assignments	4.73	4.97
Study when there are more interesting things to do	4.63	4.63
<i>Mean (1=Never and 6=Very often)</i>		

* 2013 Entering Freshman Survey ** 2014 Freshman Exit Survey

Expectations From the Upcoming Academic Year

For you, how important is it that the University provides? - Mean	2013 Entering Freshman Survey *	2014 Freshman Exit Survey **
Academic challenge	5.21	5.21
Support for student success	5.55	5.21
Campus activities and events	5.23	5.19
Diverse student body	4.86	5.05
<i>Mean (1=Not important and 6=Very important)</i>		

Expected average grade	Expected average grade in 2013-2014 Academic Year Respondents N (%)*	Expected average grade in 2014-2015 Academic Year Respondents N (%)**
A	79 (40.9)	75 (53.2)
A-	84 (43.5)	54 (38.3)
B+ and lower	30 (15.6)	12 (8.5)
Total	193	141

* 2013 Entering Freshman Survey ** 2014 Freshman Exit Survey

Expectations From the Upcoming Academic Year

Do you expect to graduate in four years? N (%)**	Female***	Male***	Total
Yes	85 (93.4)	39 (79.6)	124 (88.6)
No	1 (1.1)	0 (0.0)	1 (0.7)
Uncertain	5 (5.5)	10 (20.4)	15 (10.7)
Total	91 (100)	49 (100)	140 (100)

Do you expect to graduate in four years?	2013 Entering Freshman Survey Respondents N (%)	2014 Freshman Exit Survey Respondents N(%)
Yes	172 (87.8)	124 (88.6)
No	6 (3.1)	1 (0.7)
Uncertain	15 (7.7)	15 (10.7)
Total	193	140

*** Significance in T-test testing the difference in expectation to graduate in four years between male and female respondents;
T-test: $t(138) = 2.654$; $p < 0.05$ (two tailed).

Other

For the current academic year (2013-2014), are you a recipient of financial aid from the University (tuition assistance, deferred payment, work-study, scholarship)? *N (%)*

	2013 Entering Freshman Survey Respondents <i>N (%)</i>	2014 Freshman Exit Survey Respondents <i>N (%)</i>
Yes	90 (45.9)	66 (46.2)
No	101 (51.5)	74 (51.7)
Total	191	140

How are you paying for your university education? <i>N (%)</i>	2013 Entering Freshman Survey Respondents <i>N (%)</i>	2014 Freshman Exit Survey Respondents <i>N (%)</i>
Support from parents or relatives	160 (84.2)	112 (79.0)
Tuition assistance	48 (25.3)	41 (28.7)
Grants or scholarships	29 (15.3)	21 (14.7)
Job or personal savings	22 (11.6)	16 (11.2)
Deferred payment	9 (4.7)	5 (3.5)
Other	10 (5.3)	6 (4.2)
Total	190	140

Other Cont'd

How many of your close friends attend AUA?	2013 Entering Freshman Survey Respondents N (%)	2014 Freshman Exit Survey Respondents N (%)
4 or more	94 (49.0)	71 (50.7)
3	13 (6.8)	19 (13.6)
2	25 (13.0)	10 (7.1)
1	25 (13.0)	13 (9.3)
None	35 (17.9)	27 (19.3)
Total	192	140

Location of class preparation	During the coming academic year (2013-2014), where do you mostly intend to prepare for class? Respondents N (%) *	During the current academic year (2013-2014), where did you mostly prepare for class? Respondents N (%) **
Where I was residing/living	111 (57.8)	84 (59.6)
The University library	75 (39.1)	51 (36.2)
At a public or other library	0 (0.0)	2 (1.4)
At a friend's house	1 (0.5)	1 (0.7)
Other	5 (2.6)	3 (2.1)
Total	192 (100)	141 (100)

* 2013 Entering Freshman Survey ** 2014 Freshman Exit Survey

Other Cont'd

Means of getting to AUA: Expectations vs. Perceived Experience	During the coming academic year (2013-2014), how will you mostly get to class? Respondents N (%)*	During the current academic year (2013-2014), how did you mostly get to class? Respondents N (%)**
Public transportation	133 (67.9)	92 (65.2)
Walk	33 (16.8)	29 (20.6)
Drive	21 (10.7)	16 (11.3)
Other	7 (3.6)	4 (2.8)
Total	194	141

Place of living: Expectations vs. Perceived Experience	During the coming academic year, where will you be living? Respondents N (%)*	During the current academic year, where were you living? Respondents N (%)**
At home with my immediate family	164 (84.5)	119 (84.4)
In an apartment or house I was renting alone or with others	14 (7.2)	9 (6.4)
At the home of a relative or friend	13 (6.6)	7 (5.0)
Other (please specify)	3 (1.5)	6 (4.3)
Total	194	141

* 2013 Entering Freshman Survey ** 2014 Freshman Exit Survey

Overall Educational Experience

Satisfaction with overall education experience - Mean (Combined percentage)	Gender		Total***
	Female	Male	
How would you rate your OVERALL educational experience during the current academic year (2013-2014)?*	2.26 (68.5)	2.27 (65.3)	2.26*** (67.3)
If I could start all over again, I would want to attend AUA.**	1.78 (82.6)	1.71 (83.6)	1.76*** (83.1)
<p>* Mean (1=Excellent and 5=Very poor) and cumulative percentage of excellent and very good. ** Mean (1=Strongly agree and 5=Strongly disagree) and cumulative percentage of strongly agree and agree. *** Pearson's Correlation: $r=0.493$, $N=142$, $p<0.01$</p>			

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