



**NORTHERN ARIZONA UNIVERSITY**

**Results from NAU's 2005 Alumni Survey  
Comparison of Mountain Campus and Statewide Respondents**

**Office of Planning and Institutional Research  
Northern Arizona University**

**Spring 2005**

## Northern Arizona University's 2005 Alumni Survey Results *Comparison of Mountain Campus and Statewide Respondents*

### **Background and Purpose:**

For the past nine years<sup>1</sup>, Northern Arizona University (NAU) has been surveying its alumni in order to keep track of their graduate school and/or employment activities, and to have them reflect on their experience at the university. In addition to postgraduate activities, the alumni are asked to rate their satisfaction on such topics as faculty, career preparation, advising, their development of certain basic skills, and their overall experience while at NAU<sup>2</sup>. The respondents were also provided the opportunity to provide any additional comments at the end of the survey and these open-ended comments are included in this report in Appendix A. This alumni feedback allows NAU to shape programs to help the university better meet the academic and personal needs of future students.

### **Methodology:**

Phone surveys of NAU's alumni have been administered by the Social Research Laboratory each year from 1997 to 2005. In the 2005 administration the survey was administered by phone by the Social Research Laboratory to 303 students<sup>3</sup> that graduated from NAU three to four years ago. This resulted in an error rate of  $\pm 5.3$  percent<sup>4</sup>. This report summarizes the overall responses for all respondents, and also breaks the respondents down by whether they were a mountain campus or a statewide graduate. Students were asked to self-report whether they were a mountain campus or statewide graduate. Sixty-three students identified themselves as statewide graduates whereas official data indicated 54 statewide graduates. This data uses the student's self-reported category as opposed to the official designation. The survey sample was similar to the overall population of Alumni on some characteristics examined. Appendix B shows the background characteristics of the survey sample compared to the overall Alumni population from NAU.

### **Summary of Results**

Overall alumni are extremely satisfied with their experiences at NAU. Ninety-nine percent of respondents rated their overall experience at NAU as either good or excellent. Ninety-three percent of respondents would choose to attend NAU again if starting over, and 95% of alumni feel the value of their education was worth the cost. There were no differences between the mountain campus and statewide respondents on these overall satisfaction measures.

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<sup>1</sup> Data is unavailable on the 1998 administration.

<sup>2</sup> The most recent version of the alumni survey instrument, 2005, is included in Appendix B.

<sup>3</sup> Of the total 303 respondents, 240 were Mountain Campus graduates and 63 were statewide (including Yuma) graduates.

<sup>4</sup> The sampling error describes the probable difference between interviewing everyone in the population versus interviewing a sample drawn from this population. For example, if 80% of the alumni sampled indicated satisfaction in a specific content area, the actual population parameter falls in the range of 75% - 85% (80% +/- 5%) satisfaction.

## ***Six Areas of Evaluation***

### *Area 1: General Academics: Courses outside of major*

Overall, at least 90% of respondents were satisfied with the challenge of their coursework, the variety of courses offered, registering for courses, and the integration of technology into the learning process. While still very satisfied (91%), the statewide respondents were less satisfied with the variety of courses offered outside of their major than were the mountain campus respondents (97%).

### *Area 2: Major Field of Study*

Overall, at least 90% of respondents were satisfied with the challenge of their major coursework, their ability to register for required courses in their major, and satisfaction with the overall quality of their major department. Eighty-seven percent of the mountain campus respondents were satisfied with how their major prepared them for their career, whereas 94% of the statewide respondents were satisfied with their career preparation.

### *Area 3: Faculty*

Alumni ratings of faculty, like the sophomores and graduating seniors, have always been and continue to be very high. Overall, 97% of alumni were satisfied with the quality of faculty instruction and 96% of alumni were satisfied with the availability of faculty. Satisfaction was equally high for the mountain campus respondents and the statewide respondents.

### *Area 4: Skill Development*

Respondents were asked to evaluate the extent to which their experience at NAU contributed to their knowledge, skills, and personal development in a variety of skill areas. Respondents indicated that NAU contributed the most to their ability to learn effectively on their own, work effectively with others, and to their ability to think critically and analytically. The statewide campus respondents were more likely to indicate that their NAU experience contributed to their development of knowledge in all skill areas when compared to the mountain campus respondents.

### *Area 5: Advising*

Advising has consistently been an area identified by a variety of student populations (sophomores, graduating seniors, and alumni) as being in need of improvement. The statewide respondents were significantly more satisfied with the lower-division academic advising that they received prior to declaring a major when compared to the mountain campus respondents (97% vs. 78%). The statewide respondents were also significantly more likely to indicate that academic advising in their major was available when needed compared to the mountain campus respondents (86% vs. 76%).

### *Area 6: Factors Outside the Classroom*

The mountain campus respondents were more likely to have participated in extracurricular activities while at NAU. The mountain campus and statewide respondents were equally satisfied with the opportunities for involvement with other students and the customer service they received.

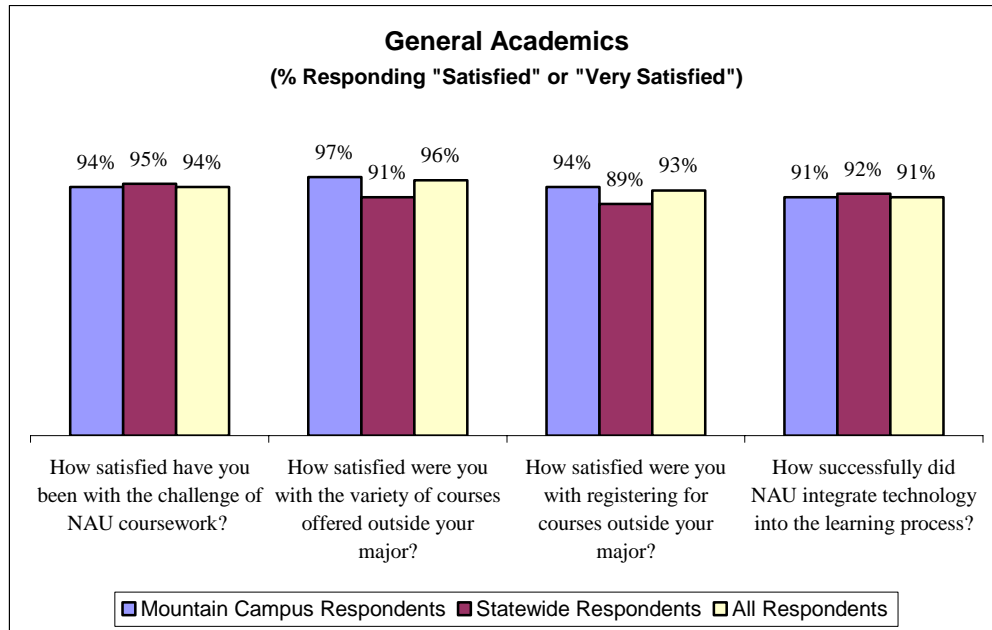
*Area 7: Post Graduation Experiences*

Approximately four out of ten alumni pursued a graduate or professional degree after graduating with their bachelors degree from NAU. Ninety-one percent of respondents have been regularly employed since graduating. Statewide respondents are more likely than the mountain campus respondents to be employed in a job related to their major field of study while at NAU (88% vs. 70%).

## Northern Arizona University's 2005 Alumni Survey Results *Comparison of Mountain Campus and Statewide Respondents*

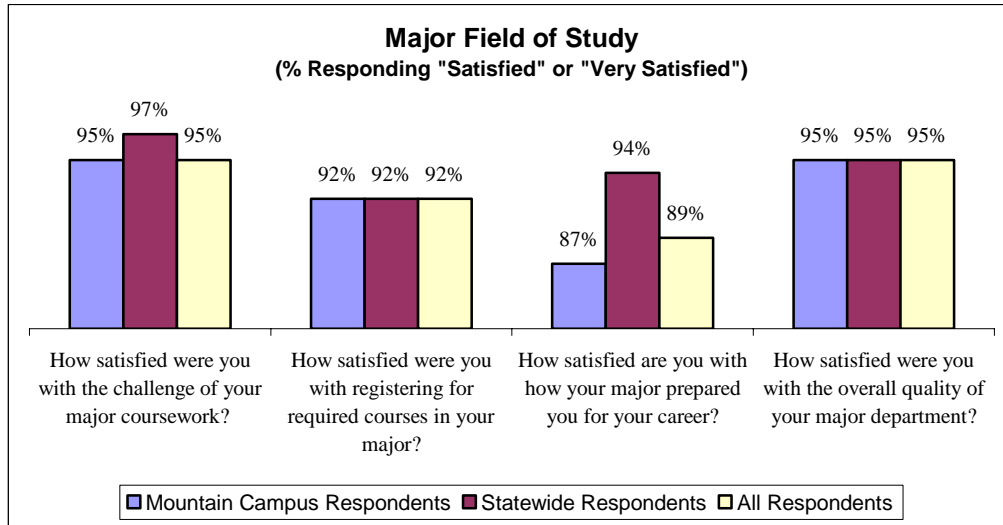
### **Area 1. General Academics**

Alumni rate various aspects of their general academic experiences very high. At least 90% of alumni were satisfied with the variety of courses offered, the challenge of coursework, ability to register for courses, and the integration of technology in the learning process. While still very satisfied (91%), the statewide respondents were less satisfied with the variety of courses offered outside of their major than were the mountain campus respondents (97%).



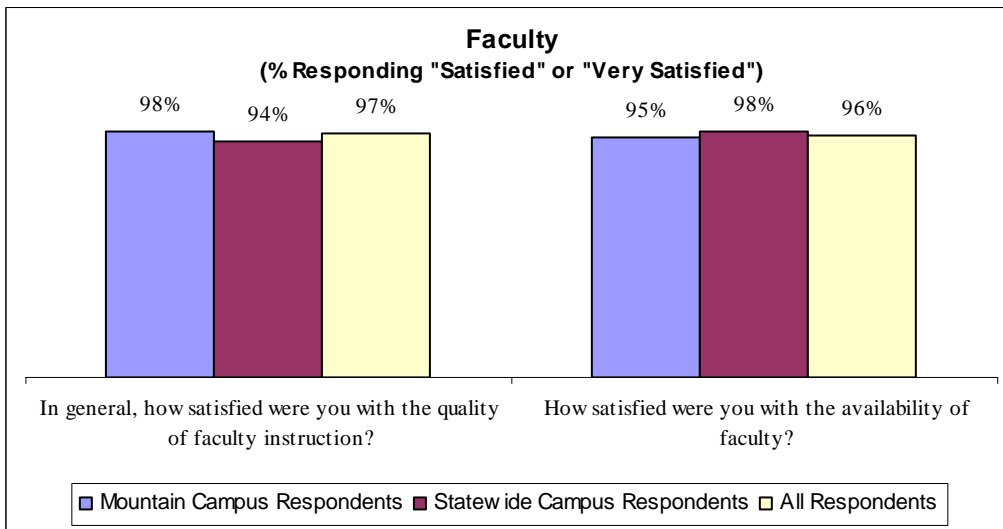
### **Area 2. Major Field of Study**

Alumni rated various aspects of their major field of study very high. Approximately nine out of ten respondents were satisfied with the challenge of their major coursework, the overall quality of their major department, their ability to register for required courses in their major, and how well their major prepared them for their career. While still very satisfied with how their major prepared them for their careers, the mountain campus respondents were less satisfied than the statewide respondents (87% vs. 94%).



**Area 3. Faculty**

Alumni ratings of faculty have always been and continue to be very high. Ninety-seven percent of alumni were satisfied with the quality of faculty instruction. Ninety-six percent of alumni were satisfied with the availability of their faculty.



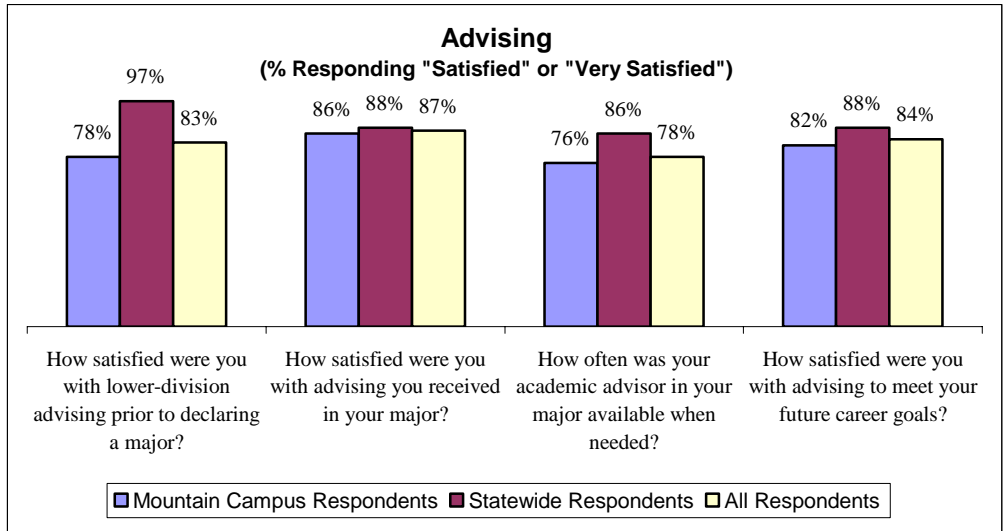
**Area 4. Skill Development**

Respondents were asked to evaluate the extent to which their experience at NAU contributed to their knowledge, skills, and personal development in a variety of skill areas. The results are summarized in the below table. Respondents indicated that NAU contributed the most to their ability to learn effectively on their own, work effectively with others, and to their ability to think critically and analytically. The statewide campus respondents were more likely to indicate that their NAU experience contributed to their development of knowledge in all skill areas when compared to the mountain campus respondents.

<b>Skill development (% responding that NAU experience contributed 'quite a bit' or 'very much')</b>	<b>Mountain Campus Respondents (N=240)</b>	<b>Statewide Campus Respondents (N=63)</b>	<b>All Respondents (N=303)</b>
Learning effectively on your own	80%	87%	81%
Working effectively with others	80%	81%	80%
Thinking critically and analytically	78%	83%	79%
Developing an understanding of diversity	74%	83%	76%
Acquiring job knowledge and skills	73%	81%	74%
Acting upon ethical principles	71%	79%	73%
Writing clearly and effectively	73%	73%	72%
Reading critically	66%	79%	69%
Speaking clearly and effectively	65%	76%	68%
Understanding our relationship with the environment	65%	75%	67%
Thinking creatively	65%	71%	66%
Using computing and information technology	57%	65%	59%
Analyzing quantitative problems	56%	62%	57%
Understanding principles of scientific inquiry	53%	62%	55%
Understanding technology's impact on society	51%	63%	54%

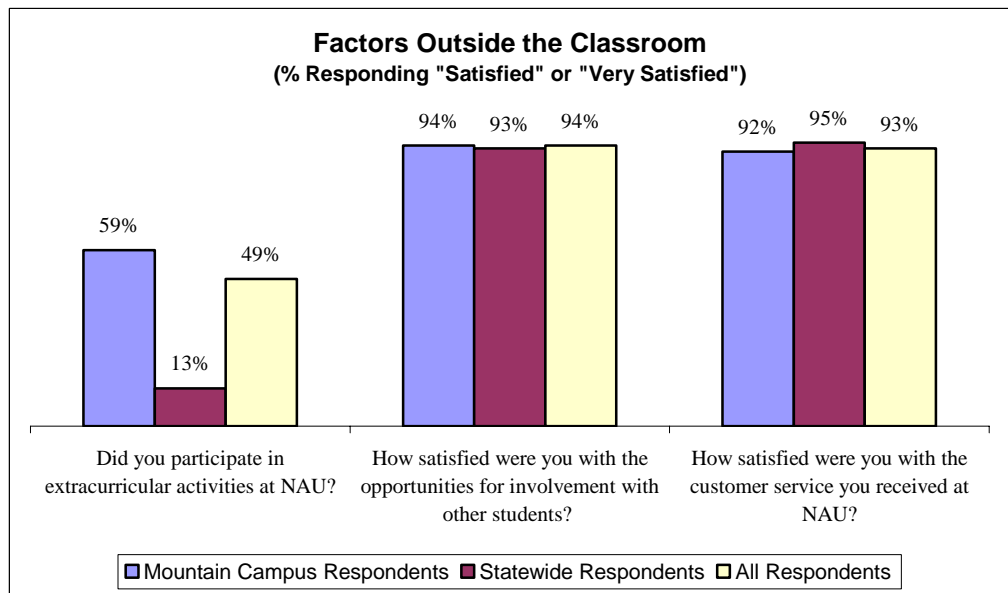
### ***Area 5. Advising***

Alumni ratings of advising range from 78% satisfaction for availability of advising to 87% satisfied with the advising they received in their major. The statewide respondents were significantly more satisfied with the lower-division academic advising that they received prior to declaring a major when compared to the mountain campus respondents (97% vs. 78%). The statewide respondents were also significantly more likely to indicate that academic advising in their major was available when needed compared to the mountain campus respondents (86% vs. 76%).



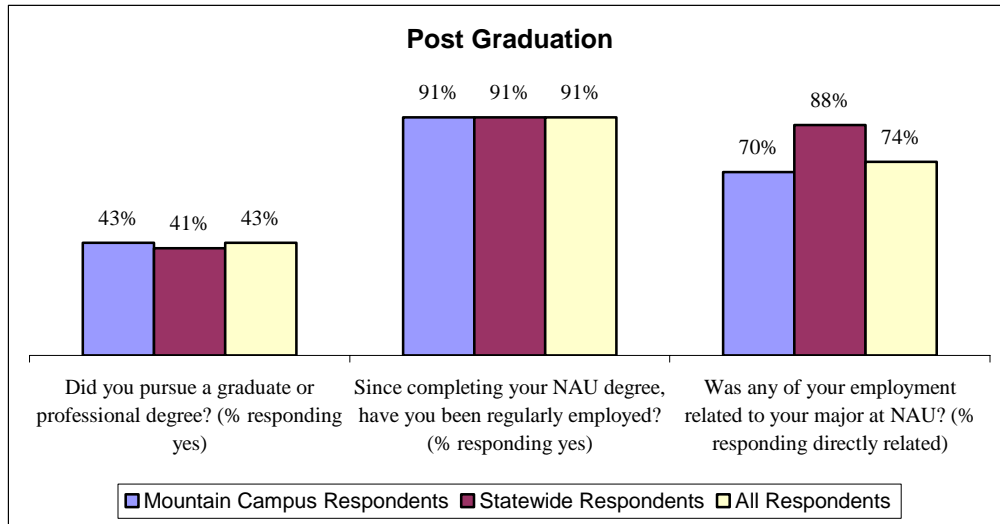
**Area 6. Factors Outside the Classroom**

The mountain campus respondents were more likely to have participated in extracurricular activities at NAU. The mountain campus and statewide respondents were equally satisfied with the opportunities for involvement with other students and the customer service they received.



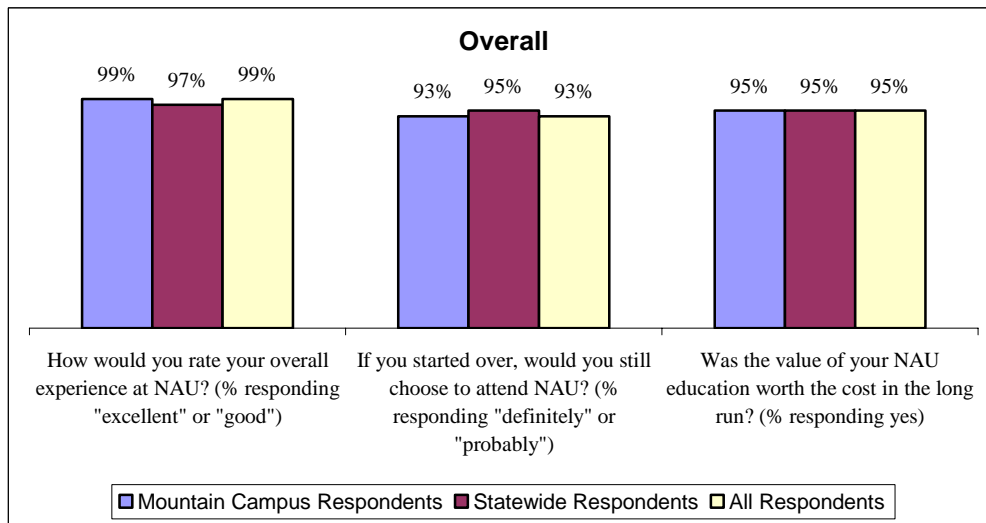
**Post Graduation Experiences**

Approximately four out of ten alumni pursued a graduate or professional degree after graduating with their bachelors degree from NAU. Ninety-one percent of respondents have been regularly employed since graduating. Statewide respondents are more likely than the mountain campus respondents to be employed in a job related to their major field of study while at NAU (88% vs. 70%).



***Overall Evaluation of Northern Arizona University***

Overall alumni are extremely satisfied with their experiences at NAU. Ninety-nine percent of respondents rated their overall experience at NAU as either good or excellent. Ninety-three percent of respondents would choose to attend NAU again if starting over, and 95% of alumni feel the value of their education was worth the cost.



## Appendix A. “Do you have any additional comments?” Alumni responses

### Overall positive comment

- NAU is a really good school for studies. The class sizes are small which is really good.
- NAU is the best experience in my life so far. Great place, wonderful place, magical place. All of the English and creative writing teachers have had a strong impact on my life.
- I am very, very satisfied with the university. I am happy I graduated from there.
- Excellent experience overall, in every way a person's crummy experience is partially their own fault
- Good value for the dollar.
- NAU is still affordable.
- I was not eighteen when I started so I had knowledge of the skills sections well before I started college. As a non-traditional student in music I was not valued by a lot of the performance teachers. I loved NAU, regardless.
- Overall NAU was good at the time and I'm going back
- Good thing going around here in this small university. But they have to still focus on student and their development rather focusing on a lot of research and construction. Then that will be great.
- I just love NAU, and I recommend it to all my students!
- Respondent believes that he got the most out of his experience at NAU.
- Loved going to NAU. Had a great experience
- I had a very positive experience at NAU, housing was excellent and great, NAU was a phenomenal place to go. Don't change the fight song!
- It was a good experience all the way around.
- I had an excellent program and would recommend it to others.
- I loved the university. I wish I could have gone to the campus in flagstaff. I'm glad you have campuses all over Arizona.
- Overall NAU is a great school. The only issue was class availability in respondent's major of business. Due to that he almost didn't graduate on time.
- I hope when I attend graduate school that I can attend NAU.
- I was pretty satisfied with everything--very satisfied with the engineering department.
- I had a great experience.
- I had fun going there.
- I would recommend NAU to anyone and I enjoyed the NAU campus life.
- Very happy with the counseling staff. Bails program was one of the best
- I love NAU! Go lumberjacks!
- Great university and I was happy to transfer to NAU from ASU with a scholarship.
- The best of three state campus I've been on.
- I enjoyed NAU greatly
- Had the time of my life
- Loved my experience up there it was great
- It was a good choice to go to NAU
- I enjoyed my time at NAU.
- I loved the school, but I am 25,000 dollars in debt, graduated in HRM, and am in human resources. The cost for the school is high.
- NAU rocks!
- I wish I had transferred to NAU from ASU twenty years ago. I've highly recommended NAU.
- NAU is a great school, I'm very satisfied with my education there.
- It is a good school and I loved it. I like that it is a smaller school.
- I had a wonderful experience and would definitely recommend it to others and do it again if I had it to do over.
- I would choose NAU next time also.
- They accommodated to our needs on the reservation and to my being a single parent. Being the head of the household, I was able to take care of my kids and go to school at the same time.
- I really enjoyed my experience there and would not change it.
- Enjoyed going to school there, had some trouble with the administration, but over all had a good time.

- Enjoyed my education and its great being part of NAU
- I loved my experience at NAU. If you wanted to get an education, you got a first rate education.
- Education at NAU was fantastic and the education was awesome. The administration was lack there of as far as effectively helping her with her education.
- It was an excellent experience.
- Proud to have the opportunity to be at NAU, it was great
- The only thing I want to say is that I wish to go ahead and do my masters in NAU that will be great.
- I loved NAU. Wonderful educational experience. Both in dorm and off campus.
- Overall I very much enjoyed my time at NAU, but sometimes I felt certain factors of the education could have been better. However, it did not take away from my experience.

### **Program specific**

- I had problem with registering in some required courses due to class availability and prerequisites.
- It was a great department but with only 2 full time staff. I think we could have been better, had our department allocated more full time staff.
- Since I was the only nursing student within 100 miles in a distance learning program I felt isolated.
- I thought it was a very good program because they came to us and offered us a degree we probably would not have been able to get otherwise. We appreciate it. Everybody I know is very glad that they were able to have this experience.
- NAU should have two teaching tracks, one for special needs students and one for typical students.
- Sometimes dealing with registering for classes in my major was difficult. It would be better if there were more classes available. Sometimes I would have to wait a semester to get in, especially in the communication dept.
- Dental hygienist program was always in transition.
- At the time we were the last class of the old program in nursing and we did not receive the proper equipment and training, we would have liked more and I'm glad they have improved on that.
- NAU nursing program lacked clinical time, it needed to be more hands on.
- If there is graduate program online on humanities then that will be better and I would like to join one.
- The faculty at the school of forestry was great. I enjoyed the program.
- Respondent believes that raise program should provide better math instruction.
- I-step program was very good.
- The lower level classes of criminal justice were not good. It is not up to the level what I expected in a quality university. Other than that area professors are fantastic all over. They have to improve on that part.
- I want to praise the education department for a good preparation before starting teaching.
- The education department was great.
- I would recommend them having better internship possibilities for the communication majors. I would upgraded the materials, the programs that they use, and have more people come from the industry to come teach.
- I really enjoyed the sociology department staff.
- There could be a little more availability for student/faculty interaction in courses outside a student's major. He feels that instructors were more compassionate and respectful in the business department during his grad work.
- Respondent would like there to be more information to the cooperating teachers in the student teaching program as far as expectation. Respondent would like for the teachers to go through training like what is offered at NAU.
- The help the college of business had is not sufficient for the student.
- When I was an undergrad in the education department, I was in the DeMiguel program and my professors were amazing. In the master's program, there were a few professors that were not very good, but overall I feel I got a very good education.

### **Distance-learning / web specific courses**

- I really enjoyed the flexibility they had for web courses and having classes offered in evenings because I was working full time.
- Web course needs more instructor involvement for help and input
- The distance learning programs on the reservations were very helpful and were a great advantage.
- Offer more classes on a distant learning site.

- The web courses were not computer friendly to those without computer background. Professors didn't offer technical help.
- I'm very appreciative of the satellite program because it allows me to earn my degree.
- I think if any student is going to take a web course, they should be required to take the survey that measures their compatibility with web courses. Due to the I-step program, I have been more prepared than peers entering education fields
- Maybe they have to offer more online courses for the distance learning program. These are all the comments I have.

### Faculty specific

- Judy was awesome as a teacher and an advisor
- Spend more money on faculty and not on new buildings! The faculty hold the future of NAU.
- Most of my instructors were highly knowledgeable and respectable
- I appreciate Dr. Sandra Stone from education department for her multiage program.
- Dr. Hill had a huge impact on her life
- Dr. Waters helped me out a lot, and I recommend him to others.
- I would have liked to see a more politically diverse faculty

### Overall negative

- When I tried to pick up enrichment classes, they would not even talk to me about it. They said I must be a music minor in order to take the classes. They also did not offer these classes over the summer, when I could take these classes.
- Greek life didn't give a lot of opportunities. Greek life is a joke. They don't have good purposes, waste of time. Respondent was in it his senior yr.
- I am sad to see that the university program is changing from a broad base to a professional education system.
- NAU is very dissatisfying for adult students. Dealing with administration has been very poor. There is more busy work in the online courses which has got nothing with learning.
- The new set up has become convoluted and ineffective in recent years since I've finished my degree. There was not enough diversity at NAU but I still liked my classes
- I attended NAU at the age of 31, so I already have life experience at that point. My thoughts are that I would like the university to have an increased focus on bringing the people in the community into the campus.
- Some of the 100 levels classes are not that good.
- I believe that they didn't challenge the students as much as I supposed. Programs are limited as far as internships are concerned.
- There were few advertisements for the clubs. The academic institution itself was dumbed down and catered to the lowest denominator. Career services should be available to all majors. There should be stricter requirements for admission
- I felt there were too many politics on campus. I was an employee of the university and I felt that people were always looking over their shoulder. There was a lot of mistrust and not enough respect. There's a lot of people who feel that way
- I don't like that you ask the question about customer service because I don't think universities should view students as customers. At the end of my studying I felt that the university was too corporate.
- I think that they need to have more help with finding careers with a major base.
- I still don't know how to access in the reading level, comprehensive level and fluency level. You need to spend more time in class.
- At the beginning I was 39 years old, and I had a complete education in the military. NAU didn't teach me anything but I had to jump through the hoops.
- Better availability of classes for certain degrees
- Respondent thought that the variety of classes offered, both inside and outside his major, at Yuma western college was lack there of.

## Advising

- Advisement could have been better
- Wished that her advisor would have had more of a presence in Winkelman, Arizona.
- Academic advising needs to be improved upon I actually had to stay an extra semester because of advising and I know I'm not the only one, and the communication department needs to find stable ground, hire from outside their former students
- I had to take a summer course after graduation which kept me there longer, so maybe if the advisors were more knowledgeable it would improve the experience.
- The advisors were horrible. I never saw the same advisor twice, and they led me in the wrong direction.
- I had problems with advising which made it take longer for me to graduate.
- Registration/advising department needs a lot of work and needs sorting out
- Only advising is excellent. Staff are good and they have to improve a lot.

## Other

- My experience as an undergrad was different than the graduate work there. I would recommend it for undergrad but not graduate work.
- I think they should have some answers between satisfied and dissatisfied.
- Build more buildings
- NAU should have built the college of business sooner.
- Parking tickets rule is not so good.
- Parking was evil.
- Parking was not good
- Improvement in classroom management, better understanding and involvement with parents, other than that they are ok.
- They need to bring welcome week back because that was one of the best weeks of the whole year.
- Being able to find professors or instructors easier after graduating for recommendation letters would be nice. It is hard to do now, especially the ones that don't work there anymore.
- Encourage the university to hire more professors with different viewpoints.
- Fix the gym in the recreation center; it is terrible!
- Parking was not good
- We should conduct survey through email.
- It would have been nice to have more companies at the job fairs, more direction top help me move into employment in my field.

## Appendix B. Methodology

This report summarizes the results from Northern Arizona University’s 2005 Alumni Survey. This survey assesses the satisfaction and opinions of NAU’s Alumni and provide data that is reported to ABOR for their annual accountability report. The survey consists of multiple-choice and open-ended questions asked by trained survey administrators from the Social Research Laboratory at NAU. Questions addressed satisfaction in key areas, development of certain essential skills, and opinions about the university environment. See Appendix C for a copy of the survey instrument.

It is important to note that response categories are dichotomized to represent satisfaction versus dissatisfaction. For example, students were asked “How satisfied have you been with the quality of faculty instruction in general – very dissatisfied, dissatisfied, satisfied, or very satisfied?” For the purpose of this analysis, these possible response categories were subsequently recoded as dissatisfied, which includes the original categories of “very dissatisfied” and “dissatisfied”, and satisfied, which includes the original categories of “satisfied” and “very satisfied”.

In the most recent administration, 2005, the survey was administered by phone by the Social Research Laboratory to 303 students that graduated from NAU three to four years ago. The survey sample was similar to the overall population of Alumni on some characteristics examined. Table A shows the background characteristics of the survey sample compared to the overall Alumni population from NAU. As is common in survey research, females tended to be overrepresented as survey respondents in the 2005 administration. Additionally, Statewide respondents were oversampled while Flagstaff Mountain campus graduates were undersampled. The mean GPA for the survey respondents was higher than the GPA for all alumni. It is unclear how, if at all, these discrepancies in the sample population affect the overall results of this study.

**Table A.** Demographic characteristics of all respondents compared to all alumni

	Survey Respondents (N=303)	All Alumni (N=2826)
<b>Campus</b>		
Flagstaff	77%	83%
Statewide	18%	13%
Yuma	5%	4%
<b>Gender</b>		
Female	69%	61%
<b>Ethnicity*</b>		
African American	1%	1%
Native American	7%	6%
Asian American	1%	2%
Hispanic	13%	10%
International	0%	2%
Caucasian	79%	79%
AZ Resident	89%	85%
Median GPA	3.36	3.27

\*Column % does not add to 100 due to rounding

**NORTHERN ARIZONA UNIVERSITY**

**ALUMNI 2005 SURVEY**

**Social Research Laboratory**  
Northern Arizona University  
P.O. Box 15301  
Flagstaff, Arizona 86011-5301  
928.523.1069



**September 2005**

Hello, may I speak to (*state first and last name of person on the screen*)? My name is (*state your first and last name*), and I am calling from the Social Research Laboratory at Northern Arizona University. We are conducting a short survey of NAU graduates, and we would like to ask you a few questions. We are not asking for donations of any kind. The survey will take approximately 10 minutes to complete. All of your answers are voluntary and confidential. Is now a good time to answer some questions?

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1. First, **in what year** did you complete your undergraduate work at NAU?
  1. 2001
  2. 2002
  3. Different year
  4. Did not graduate from NAU or will be graduating in the future.
  
- 1a. Did you attend NAU on the Mountain Campus (in Flagstaff), or did you attend on a satellite campus in a distance learning program?
  1. On the Mountain Campus (in Flagstaff)
  2. Satellite campus in a distance learning program
  3. Refused
  
2. Did you attend NAU **starting as a freshman** or did you **transfer to NAU** from another college or university?
  1. Started NAU as a freshman
  2. Transferred from another institution
  
3. When thinking about your undergraduate years at NAU, **how would you rate your overall experience** - was it excellent, good, poor, or very poor?
  1. Excellent
  2. Good
  3. Poor
  4. Very poor
  5. Refused

## GENERAL ACADEMICS

4. In **general**, looking back on your NAU education, how **satisfied** have you been with the **challenge of your academic coursework** – Were you very satisfied, satisfied, dissatisfied or very dissatisfied?

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

5. Using the same scale, how **satisfied** were you with the **variety of courses offered outside your major**?

**Int: Read if necessary**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

6. And how **satisfied** were you with your **ability to register for desired courses outside your major**?

**Int: Read if necessary**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

7. Did you receive lower-division academic advising prior to declaring a major?

1. Yes → Continue with Q7a
2. No → Skip to Q8

- 7a. How **satisfied** were you with the **academic advising you received at the lower-division level** prior to declaring a major?

**Int: Read if necessary**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

8. Did you take any **web** courses while at NAU?

1. Yes → Continue with Q8a
2. No → Skip to Q9

- 8a. How **satisfied** were you with the web course?

**Int: Read if necessary**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

9. Did you take any IITV courses while at NAU?

**Int: IITV courses are courses that you take over the television**

1. Yes → Continue with Q9a
2. No → Skip to Q10

- 9a. How **satisfied** were you with the IITV course?

**Int: Read if necessary**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

10. How **successfully** did NAU integrate technology into the learning process?  
Would you rate that as very successfully, successfully, unsuccessfully, or very  
unsuccessfully?

**Int: If needed: "technology" – assignments requiring use of computers, web research,  
use of common software packages, use of technological equipment in laboratory  
courses.**

1. Very successfully
2. Successfully
3. Unsuccessfully
4. Very unsuccessfully
5. Refused

- 11 Did you **change your major** while you attended NAU?

1. Yes → Continue with 11a
2. No → Skip to 12
3. Don't know → Skip to 12
4. Refused → Skip to 12

11a. How many times did you change your major? \_\_\_\_\_

<b>FACULTY</b>
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12. **In general**, how **satisfied** were you with the **quality of faculty instruction** – Were you  
very satisfied, satisfied, dissatisfied or very dissatisfied?

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

13. Using the same scale, how **satisfied** were you with the **availability of faculty**, such as for  
office hours or meeting before and after class?

**Int: Read if necessary**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

14. How **satisfied** were you with the academic **challenge of your major coursework/requirements** – Were you very satisfied, satisfied, dissatisfied or very dissatisfied?

**Int: If R says they had a double major- ask for them to give an overall judgment of both majors. If they cannot do that, silently select refused.**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

15. How **satisfied** were you with your **ability to register for required courses in your major?**

**Int: If R says they had a double major- ask for them to give an overall judgment of both majors. If they cannot do that select refused.**

**Int: Read if necessary**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

16. How **satisfied** were you with the **academic advising you received in your major field of study?**

**Int: If R says they had a double major- ask for them to give an overall judgment of both majors. If they can not do that select refused.**

**Int: Read if necessary**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Not applicable, did not receive academic advising in my major → (Skip to Q19)
6. Refused

17. Now thinking about your major field of study, how often was your academic advisor **available when you needed it?** Would you say...

**Int: Read categories**

1. Always
2. Most of the time
3. Some of the time or
4. Never
5. Refused

18. How **satisfied** were you with the **advising you received in order to meet your future career goals?**

**Int: Read if necessary**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

19. And, how **satisfied** have you been with the **preparation** you received in your major **for your chosen career?**

**Int: Read if necessary**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Not applicable, have not chosen a career
6. Refused

20. How **satisfied** were you with the **overall quality of the department where you completed your major?**

**Int: Read if necessary**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

<b>EMPLOYMENT/EDUCATION HISTORY AFTER GRADUATION</b>
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21. Since completing your undergraduate degree at NAU, did you **pursue, or are you currently pursuing, a graduate or professional degree?**

1. Yes → Continue with 21a
2. No → Skip to 22

21a. What degree have you completed or plan to complete?

**Int Note: if they say they have not decided, record as undeclared**

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22. **Since completing your undergraduate degree** at NAU, have you been regularly employed?

1. Yes → Continue with Q23
2. No → Skip to Q27
3. Don't know / No answer → Skip to Q25
4. Refused

23. Was any of your employment directly related, indirectly related, or not related **to your major program of study at NAU?**

1. Directly related
2. Indirectly related
3. Not related
4. Refused

24. What are the **two most recent types of employment** you have had since completing your undergraduate degree at NAU? (PROBE FOR LAST 2 POSITIONS)

**Int: Describe as employer, position and/or title. Record response verbatim.**

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## SKILL DEVELOPMENT

Now, I am going to read you a list of skills and abilities. Please tell me the **extent to which your experience at NAU has contributed to your knowledge, skills, and personal development** in the following areas – In describing NAU's contribution, please use the following scale: very much, quite a bit, some or very little.

**Int: REPEAT LEAD-IN and ANSWER SELECTIONS IF NECESSARY**

25. **Acquiring a broad general education?**

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

26. **Acquiring job or work-related knowledge and skills?**

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

27. **Writing** clearly and effectively?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

28. **Speaking** clearly and effectively?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

29. **Thinking** critically and analytically?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

30. **Reading** critically?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

31. Analyzing **quantitative problems**?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

32. Understanding **principles of scientific inquiry**?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

33. Acting upon **ethical principles**?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

34. Working effectively **with others?**

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

35. Learning effectively **on your own?**

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

36. Using **computing and information technology?**

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

37. **Thinking creatively?**

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

38. Developing an **understanding for a wide variety of views and human diversity?**

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

39. Understanding the **impact of technology on society**?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

40. Understanding the **relationship between people and their environment**?

1. Very much
2. Quite a bit
3. Some
4. Very little
5. Refused

<b>NON-ACADEMIC EXPERIENCES</b>
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Now, on to a final few questions about your non-academic experiences at Northern Arizona University:

41. Did you **participate** in any clubs, organizations, Greek life, athletics, student government or other extracurricular activities?

1. Yes
2. No
3. Don't know or remember
4. Refused

42. How satisfied were you with the **opportunities for involvement** with other students? – Were you very satisfied, satisfied, dissatisfied, or very dissatisfied?

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

43. Using the same scale, how **satisfied** were you with the **overall customer service** you received for example, registering for classes or paying your bills?

**Int: Read if necessary**

1. Very satisfied
2. Satisfied
3. Dissatisfied
4. Very dissatisfied
5. Refused

44. Reflecting on your experience at NAU, if you **started over**, would you still choose to attend NAU? Please select from the following categories.

**Int: Read categories**

1. Definitely yes
2. Probably yes
3. Probably no
4. Definitely no
5. Refused

45. Do you believe that the value of your education at NAU was worth the cost in the long run?

1. Yes
2. No
3. Refused

46. Lastly, would you like to add any other comments, criticism or praise?

**Int: WRITE DOWN WHAT IS SAID IN THE RESPONDENT'S OWN WORDS VERBATIM. REPEAT RESPONSE BACK TO RESPONDENT.**

These are all of the questions I have for you. Thank you very much for your time.