



**NORTHERN ARIZONA UNIVERSITY**

**Results from NAU's Alumni Surveys: 1997-2005**

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

**Spring 2005**

# Northern Arizona University

## Results from NAU's Alumni Surveys: 1997-2005

### 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>. This alumni feedback allows NAU to shape programs to help the university better meet the academic and personal needs of future students.

In this report, the results from questions that have consistently been included in NAU's Alumni survey are summarized. The purpose of this report is to provide the campus community with a summary of the trends in alumni satisfaction from 1997-2005.

Phone surveys of NAU's alumni have been administered by the Social Research Laboratory each year from 1997 to 2005. Alumni were contacted three to four years post graduation. An error rate of at least  $\pm 5.3$  percent was achieved each year the survey was administered<sup>3</sup>. Each year the survey samples were similar to the overall population of alumni on most characteristics examined<sup>4</sup>.

### Summary of Responses on the Alumni Survey

- Results from the Alumni Survey indicate that student satisfaction continues to be high. The overall satisfaction rating typically hovers around 97-99%. While there is some variation in the satisfaction within various content areas over the seven years of study, one positive trend is the consistently high satisfaction ratings in all content areas.
- Past respondents from various NAU surveys (Sophomore, Graduating Senior, and Alumni) have identified advising as an area deserving of greater attention. A promising result from analyzing the results of the Alumni survey over the period of 1997 – 2005 is the general increases in satisfaction for the three measurements of academic advising: lower-division, major, and career goals. The satisfaction for advising in the respondents major increased this year to 87%.
- Satisfaction with faculty continues to be rated very high. Satisfaction with faculty has continued to increase over the years and has ranged from 92% - 98%. For the last two years of administration, 97% of respondents indicated satisfaction with faculty instruction.

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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> 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.

<sup>4</sup> As is common in survey research, the Alumni survey typically oversampled women respondents while minority respondents were slightly underrepresented. In the 2005 administration of the alumni survey, females, statewide respondents, and those with a higher cumulative GPA at the time of graduation were oversampled.

- The majority of NAU alumni have been employed since completing their undergraduate degree at NAU (depending upon the year, anywhere from 88% to 95%). The majority of these students indicate that their employment was directly related to their major field of study (68% to 85%). Generally, approximately half of the graduates indicated that they had or were currently pursuing a graduate or professional education after completing their undergraduate degree at NAU.

## Trend Study from 1997 - 2005

With the completion of the 2005 survey administration, the Alumni Survey has been completed nine times. Due to changes in the survey questions during the nine year period, only nine areas are available for a historical comparison. These nine areas are: (1) overall experience, (2) lower-division academic advising, (3) major academic advising, (4) career goals advising, (5) preparation for a career in the chosen field, (6) faculty/quality of instruction, (7) participation in clubs, (8) employment, and (9) graduate or professional education. Tables 1 - 4 present the satisfaction levels by year for all areas, while Figures 1-11 provide a visual depiction of the trends for each area.

### Results

Alumni evaluation of their overall satisfaction with their experience at NAU is consistently high over the nine years of the study. Fluctuations in satisfaction vary from 95% to 99%. The vast majority of alumni (93-96%) would choose to attend NAU if given the opportunity to start over.

**Table 1.** Satisfaction by year for content area: *Overall Satisfaction*

	1997	1999	2000	2001	2002	2003	2004	2005
	N=402	N=403	N=446	N=415	N=400	N=404	N=403	N=303
<i>How would you evaluate your overall satisfaction with your experience at NAU? (% responding "satisfied" or "very satisfied")</i>	97%	95%	97%	99%	99%	99%	98%	99%
<i>Do you believe that the value of your education at NAU was worth the cost in the long run? (% responding "Yes")</i>	93%	93%	92%	92%	-	-	-	95%
<i>If starting over, would you still choose to attend NAU? (% responding "definitely yes" or "probably yes")</i>	-	-	-	-	95%	96%	94%	93%

Advising is one area that has consistently been rated low by NAU students. However, one positive trend is the general increase in major advising and future career goals. Advising in liberal studies has stayed at an 83% satisfaction. The addition of a filter question in the 2003, 2004 & 2005 alumni survey administration assures that only individuals that indicated they had received advising at the lower division level prior to declaring a major are asked to evaluate the advising at this level. This change most likely accounts for the increase in satisfaction for this area of advising.

**Table 2.** Satisfaction by year for content area: *Advising*

	1997	1999	2000	2001	2002	2003	2004	2005
	N=402	N=403	N=446	N=415	N=400	N=404	N=403	N=303
<i>How would you evaluate the liberal studies (lower-division) advising you received at NAU<sup>5</sup>? (% responding “good” or “excellent”)</i>	53%	64%	54%	56%	56%	83%	83%	83%
<i>How would you evaluate the advising you received in your major program (field) of study<sup>6</sup>? (% responding “good” or “excellent”)</i>	80%	81%	77%	84%	87%	80%	83%	87%
<i>How would you evaluate the advising you received concerning your future career goals? (% responding “good” or “excellent”)</i>	47%	63%	53%	62%	83%	84%	83%	84%

Previous surveys has shown that regardless of the population of students surveyed (Sophomore, Graduating Senior, or Alumni), satisfaction with faculty is the highest rated area of student satisfaction. For alumni, satisfaction with faculty continues to be rated high with 97% of alumni reported satisfied with the quality of faculty instruction.

For the 2005 administration of the alumni survey, only 49% of alumni indicated participating in some type of university or community organization while attending NAU. Reported rates of alumni participation in university activities has fluctuated over the years of this survey.

**Table 3.** Satisfaction by year for content area: *Faculty and Participation in Activities*

	1997	1999	2000	2001	2002	2003	2004	2005
	N=402	N=403	N=446	N=415	N=400	N=404	N=403	N=303
<i>How would you evaluate the quality of faculty instruction / overall satisfaction with the faculty at NAU (% “responding good” or “excellent”)<sup>7</sup></i>	93%	92%	92%	98%	98%	96%	97%	97%
<i>Did you participate in clubs, honor societies, or other university or community service organizations while at NAU? (% responding “Yes”)</i>	54%	51%	49%	-	57%	48%	58%	49%

<sup>5</sup> It should be noted that beginning with the 2003 administration, students were first asked if they received lower division academic advising prior to declaring a major. Only those students that answered in the affirmative were asked to evaluate their level of satisfaction with lower-division advising.

<sup>6</sup> From 1997 – 2001, the question was phrased “major program of study.” From 2002 – 2004 the question was phrased “major field of study.”

<sup>7</sup> This question was initially phrased “overall satisfaction with faculty” from 1997 – 2001. In 2002 – 2004 the question was phrased “quality of faculty instruction”

Generally, alumni are satisfied with the preparation they received in their major for their chosen career. About half (43%-67%) of alumni at NAU have pursued additional education in a graduate or pre-professional program. Additionally, the majority of NAU alumni have been employed since completing their undergraduate degree at NAU (depending upon the year, anywhere from 88% to 95%). And the majority of these students indicate that their employment was directly related to their major field of study (68% to 85%). This is the only trend that has fairly consistently decreased over the years of the study and may be due to changes in the wording of the question<sup>8</sup>. For most years, approximately half of the graduates indicated that they had or were currently pursuing a graduate or professional education after completing their undergraduate degree at NAU.

**Table 4.** Satisfaction by year for content area: *Employment / Continuing Education After Graduation*

	1997	1999	2000	2001	2002	2003	2004	2005
	N=402	N=403	N=446	N=415	N=400	N=404	N=403	N=303
<i>How satisfied have you been with the preparation you received in your major for your chosen career?<sup>9</sup> (% respondent "satisfied" or "very satisfied")</i>	76%	76%	77%	80%	88%	85%	84%	89%
<i>Did you pursue a graduate or professional education any time after you completed your undergraduate degree at NAU? (% responding "yes")</i>	51%	49%	50%	67%	52%	51%	47%	43%
<i>Have you been (regularly) employed since completing your undergraduate degree at NAU? (% responding "yes")</i>	95%	94%	94%	94%	88%	89%	91%	91%
<i>Was your employment directly related, indirectly related, or not related to your major field of study (% responding "directly related")</i>	80%	81%	83%	85%	76%	75%	68%	74%

<sup>8</sup> "Was any of your employment in any way related to your major program of study at NAU" was asked from 1997 – 2001 with "yes" or "no" as possible response categories. This question was rephrased in 2002 – 2005 to ask if "employment was directly related, indirectly related, or not related to your major field of study" with possible response categories of "directly related," "indirectly related," or "not related."

<sup>9</sup> From 1997 – 2001 the question was "How well do you believe your academic experience at NAU prepared you for your expected career?" Table results indicate percent of respondents replying "good" or "excellent" for these years.

Figure 1. Percent of Satisfied Respondents: How would you evaluate your overall satisfaction with your experience at NAU? (% responding “satisfied” or “very satisfied”)

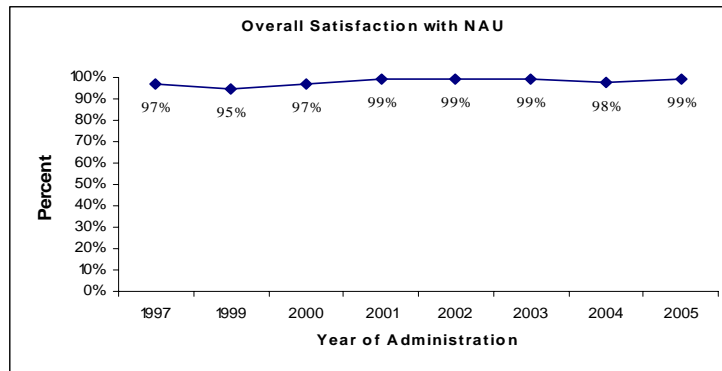


Figure 2. Percent of Satisfied Respondents: How would you evaluate the quality of faculty instruction/overall satisfaction with the faculty at NAU (% responding “good” or “excellent”)

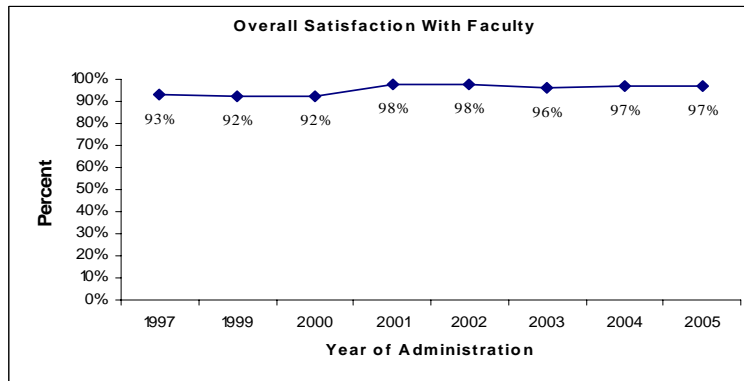
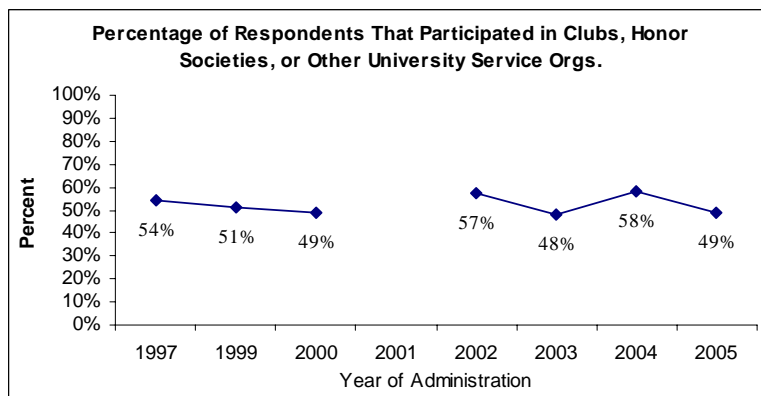


Figure 3. Percent of Respondents that Participated in Clubs: Did you participate in clubs, honor societies, or other university or community service organizations while at NAU? (% responding “yes”<sup>10</sup>)



<sup>10</sup> This question was not asked in the 2001 administration.

Figure 4. Percent of Satisfied Respondents: How would you evaluate the liberal studies (lower-division) advising you received at NAU?

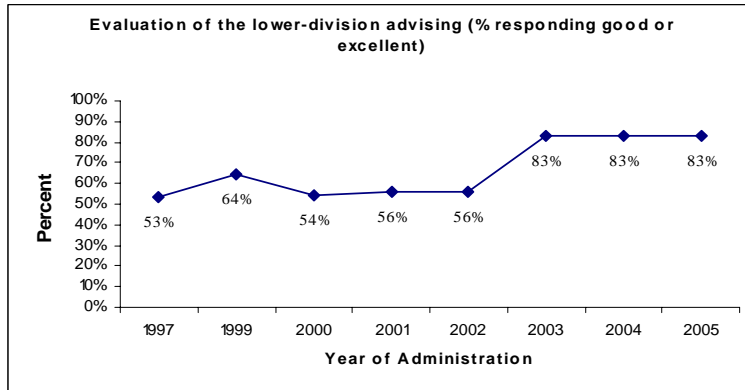


Figure 5. Percent of Satisfied Respondents: How would you evaluate the advising you received in your major field (program) of study?

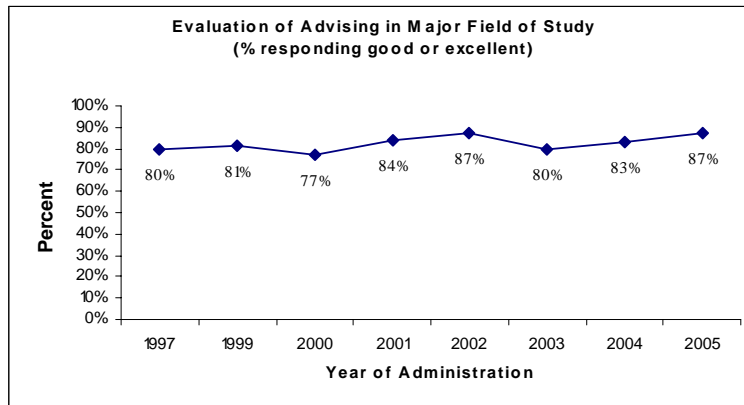


Figure 6. Percent of Satisfied Respondents: How would you evaluate the advising you received concerning your future career goals?

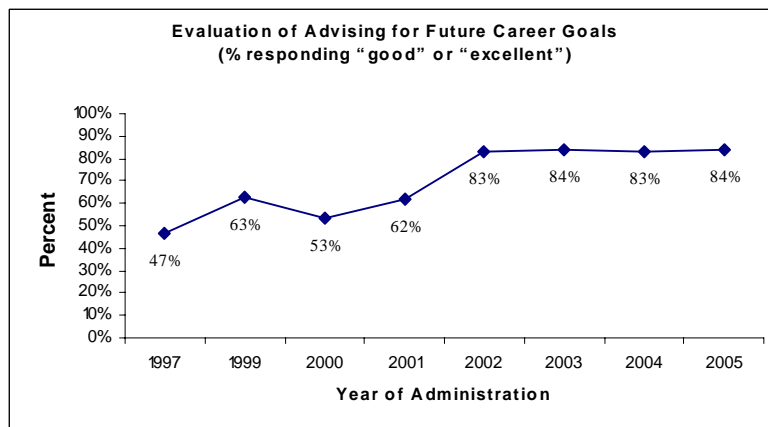


Figure 7. Percent of Satisfied Respondents: How satisfied have you been with the preparation you received in your major for your chosen career?<sup>11</sup>

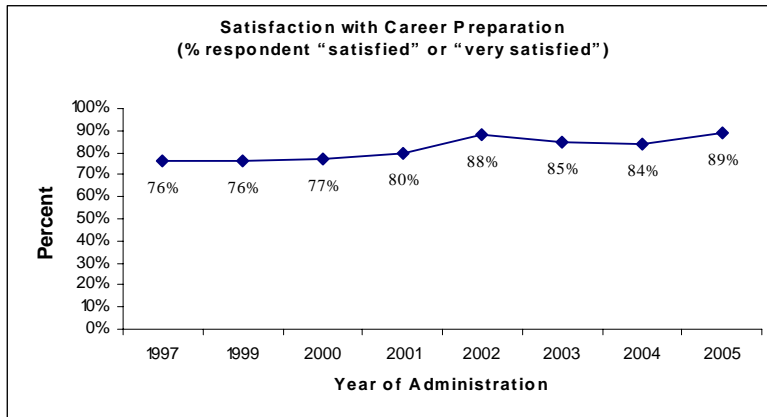


Figure 8. Did you pursue a graduate or professional education any time after you completed your undergraduate degree at NAU? (% responding "Yes")

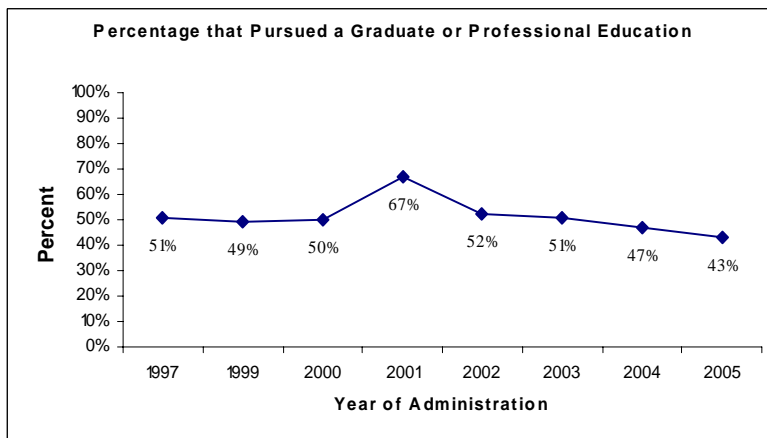
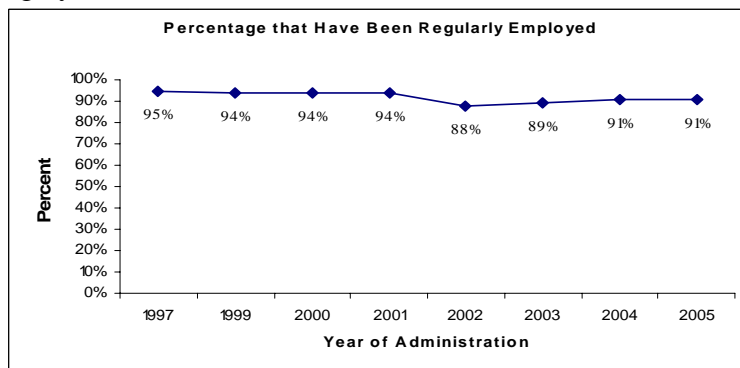


Figure 9. Have you been (regularly) employed since completing your undergraduate degree at NAU? (% responding "yes")



<sup>11</sup> Wording from 1997 – 2001 was “How well do you believe your academic experience at NAU prepared you for your expected career?” and percentages represented respondents that answered “good” or “excellent.” In 2002, the wording changed to read “How satisfied have you been with the preparation you received in your major for your chosen career?” and percentages represent those that responded “satisfied” or “very satisfied.”

Figure 10. Was your employment directly related, indirectly related, or not related to your major program of study at NAU?<sup>12</sup>

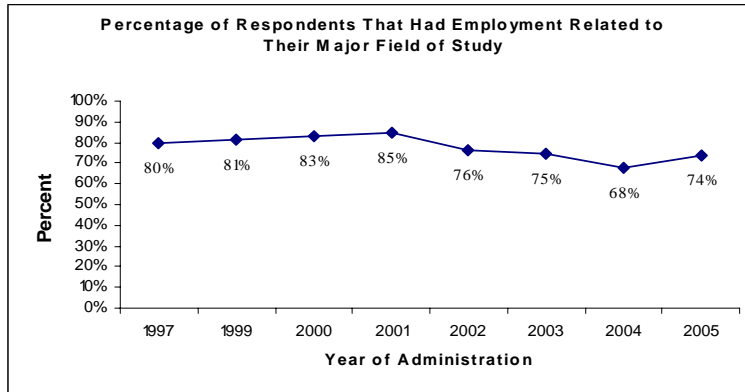


Figure 11. Percent of Satisfied Respondents: Value of your NAU education<sup>13</sup>

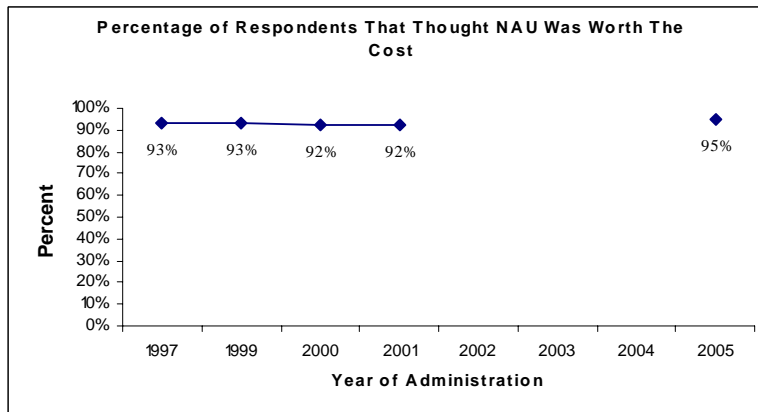
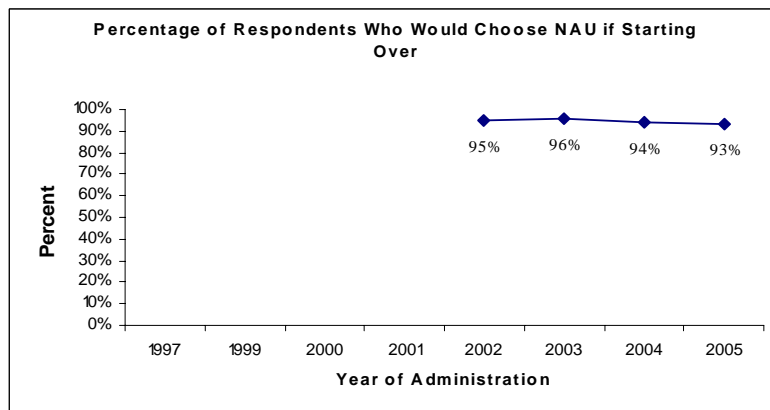


Figure 12. Percent of Respondents: Would Choose NAU if Starting Over Again?



<sup>12</sup> Phrasing for this question in 1997, 1999, 2000, and 2001 was: “Was any of your employment related in any way to your major program of study at NAU?” The percent for these years are the percentage of respondents indicating “yes”. The percent for 2002 – 2005 is the percentage of respondents indicating their employment was “directly related.”

<sup>13</sup> Do you believe that the value of your education at NAU was worth the cost in the long run? (% responding Yes) this was only asked in years 1997, 1999, 2000, 2001 and 2005.

## Appendix A. Methodology

This report summarizes the results from the 1997 – 2005 Alumni Surveys. These surveys assess 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 B 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 (for the 2005 Alumni Administration)

	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

**Appendix B. 2005 Alumni Survey Instrument**

**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

<b>GENERAL ACADEMICS</b>
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- . 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 RRESPONENT.**

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