



*Northern Arizona University*

**Preliminary Examination of the 2003 Alumni Survey Report**

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

**Fall 2003**

# Northern Arizona University

## Preliminary Examination of the 2003 Alumni Survey Results

### Background and Purpose

For the past six years, Northern Arizona University 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 the faculty, career preparation, advising, the extent to which they were helped in the development of certain basic skills, and their overall experience. This feedback from alumni allows NAU to shape programs to help the university better meet the academic and personal needs of future students.

The purpose of this preliminary examination is to provide the campus community with a preview of the results and the forthcoming report that will be completed within the next several months.

This fall, 2003, the Social Research Laboratory administered a phone survey to 404 students that had graduated in 1999 or 2000. This sample size yields an error rate below  $\pm 5$  percent.

### Summary of Responses on the Alumni Survey

**Overall Experience Ratings:** When alumni were asked how they would rate his or her overall undergraduate experience at NAU, 99% of the respondents reported a rating of either *excellent* or *good*. Ninety-six percent (96%) of the alumni respondents reported that they would still chose to attend NAU.

**Employment After Graduating:** Fifty-one percent of alumni have or are currently pursuing a graduate or professional degree and 89% of respondents have been regularly employed since graduation. Eighty-six percent of the respondents that have been employed are employed in a job that is related to their field of study.

**Academic Experience Ratings:** Respondents were asked to evaluation several aspects of their educational experiences at NAU including advising, general academics, faculty, their major field of study, and experiences outside the classroom. These results are summarized in tables 1 – 5 below. Overall satisfaction in the areas of general academics, faculty, major field of study, and experiences outside the classroom are all overwhelmingly positive with the majority of respondents indicating satisfaction ratings in the 90 – 100% range for all indicators.

**Table 1. Satisfaction with General Academics**

<b>Satisfaction with General Academics</b>	<b>% of R's that were Satisfied or Very Satisfied</b>
R's satisfaction with challenge of academic coursework at NAU	96.3%
R's satisfaction with variety of courses offered outside of major	94.2%
R's satisfaction with ability to register in courses outside of major	90.6%

**Table 2. Satisfaction with Major Field of Study**

<b>Satisfaction with Major Field of Study</b>	<b>% of R's that were Satisfied or Very Satisfied</b>
R's overall satisfaction with quality of major department	95.8%
R's satisfaction with ability to register for required major courses	95.5%
R's satisfaction with challenge of major coursework	92.8%
R's satisfaction with preparation in major for career	85.3%

**Table 3. Satisfaction with Faculty**

<b>Satisfaction with Faculty</b>	<b>% of R's that were Satisfied or Very Satisfied</b>
R's satisfaction with quality of faculty instruction	95.5%
R's satisfaction with availability of faculty	94.5%

**Table 4. Evaluation of Experiences Outside the Classroom**

<b>Experiences Outside the Classroom</b>	<b>% of R's that were Satisfied or Very Satisfied</b>
R's satisfaction with social experience at NAU	97.2%
R's satisfaction with overall customer service	90.5%
R's satisfaction with choice of extra activities available?	90.1%
R's satisfaction with campus involvement activities	91.0%

**Table 5. Alumni Satisfaction with Advising**

<b>Alumni Satisfaction with Advising</b>	<b>% of R's that were Satisfied or Very Satisfied</b>
R's satisfaction with advising regarding career goals	84.2%
R's satisfaction with the academic advising prior to declaring a major	83.4%
R's satisfaction with advising in major field	80.4%
How often was R's advisor available when needed	77.4%

The Office of Planning and Institutional Research will analyze the responses from the 2003 Alumni Survey to complete three separate reports. The first report will provide a comprehensive comparison of the 2003 Alumni Survey to the results from previous survey administrations. This report will focus on questions that have been asked on the survey from year to year in order to study trends in alumni satisfaction during six years this survey has been completed at NAU.

The second report that will be generated from the 2003 Alumni Survey will examine respondent's satisfaction for the college that they graduated in. The selected questions measure alumni satisfaction with their major, faculty, major advising, and development of skills.

The final report in the series, Alumni Assessment of Their Academic and Non-Academic Experiences at Northern Arizona University, will summarize alumni satisfaction in five areas: advising, general academics, major department, faculty, skills development, and experiences outside the classroom. Several covariates of satisfaction will be examined including gender and ethnicity.

Following in Appendix A are student comments grouped loosely by category.

## **Appendix A**

### **2003 Alumni Comments**

#### ***General Positive Comments***

Would recommend it to others my kids go there and it is good

Respondent graduated and 4 of 5 children went to NAU, quite a family tradition to pick NAU.

Overall very satisfied with university; it was a very good experience and I would recommend it to anybody.

Wonderful school

Wished NAU had more sites or jobs sites with actual construction going on, also professors explaining more on the board because he was shy. He likes NAU because is close from home since he is Navajo. Liked NAU a lot!

Well worth it

Was a transfer student, came with all the base classes; my last two years were adequate to help you obtain degree and be successful in the work environment in my chosen field

Was a really wonderful experience. The most beautiful years of life

Very good NAU experience

Two degrees and was satisfied with experience

Think its an awesome school and would love to teach there.

The writing requirements were a little lacking in some of the classes (not a very high standard) everything else was great they really challenged you to think critically

The campus identity very beautiful and it is always so clean.

Still believe that NAU is a great school, but availability of opportunities at NAU is not the same as in the master's program. It's let down cause things are not the same. But that just might be the nature of getting a master's.

Small classes are good

Praise cultural diversity which makes the campus unique.

Overall it was a great school. Great environment. Could have done better with job search for graduates. Help us look for jobs better

Out of three schools I have attended, NAU is the best at student friendly environment.

Nice size

Nice campus

NAU was the best years of my life; I wouldn't have changed a day of time at NAU; wonderful experience; met great people had great education look on it with the best memories ever.

## **Appendix A 2003 Alumni Comments**

NAU was the best place to go for teacher preparation; any classes I take is being stacked up against the quality of NAU.

NAU was great, all of my classes and instructions were wonderful. Had a problem with an academic advisor on the Havasupi campus but she is no longer down there

NAU was a good time  
NAU prepared me well for my profession

NAU is overall well rounded and diversified with good tech. On the right track

NAU is not a big campus and that makes it a good university

NAU has been a great experience and feel that I have grown professionally and personally.

Much better then u of AZ

Moved to Florida and ran across 3 people that went to NAU and in Alaska, ran into 2 people that grad. From NAU, NAU has a great education program and is well known for being such a small university.

Most important thing NAU can offer to graduates is negotiating skills and interviewing skills when it comes to job offers and especially when it comes to benefits, etc. And definitely what is needed in the real world.

Loved this school. Like classes offered more often so it would be easier to integrate with schedule, to graduate sooner makes planning easier.

Keep up the good work and make improvements where improvements are needed for native American students

It was an excellent experience.

It was a wonderful experience

It was a wonderful experience

It was a great experience

It was a good school little sister is up here be nice to her.

It is the most affordable university to meet future career goals.

It's a great university and would recommend it to anyone.

It's a great school. Feeling of safeness.

It's a great school and I recommend it highly to future students

It's a great a school

In looking at class mates at other university in AZ I was better prepared than them, (those with similar majors) mainly due to small class sizes and teacher availability

If I didn't live so faraway I'd go there for my graduate work.

I thought it was a great experience. I'm glad I didn't go anywhere else

I think the ultimate compliment is the fact that I'm recommending NAU to other people

## Appendix A 2003 Alumni Comments

I think that NAU is a wonderful college, offers broad knowledge for students and could improve activities for the older population; social dance, picnics, hikes, just include everyone in what is going on.

I think it's a great school. Overall I had an awesome experience.

I speak highly of NAU and recommend it to others I would do it again

I scored some answers low, it helped me in the long run to be a better person because what they didn't have the world taught me-vice versa. I wouldn't trade NAU for anything, they're doing a great job now, I hope they get more like spec ed

I really enjoyed undergraduate experience I hope NAU cont. To grow and be successful

I really enjoyed my experience at NAU and if I had the chance to do it over again I would.

I loved NAU and I would recommend NAU to anyone

I loved it. I thought it was the best experience and I would encourage people to go there

I loved going to NAU

I love the mountain campus.

I liked the small classes and cozy campus.

I had a great time

I had a great experience

I enjoyed the class sizes. All of the teachers, for the most part, were very approachable. Same with the T.A.'s. The advisors need a little help.

I enjoyed NAU; they seem to lose my paperwork for loan payments but other than that I have no problems at all

I enjoyed my time there it was good stuff; I was happy with my experience at NAU and what not.

I enjoyed my graduate degree much more than my undergraduate degree, it was much more smoother process than what my undergraduate degree was

Had fun, it was great, learned a lot

Had a good experience at NAU.

Great school

Great school

Great institution I really enjoyed attending; I have a lot of fond memories of my time there.

Great experience; I've encouraged my kids to go that way too; I'm enjoying the masters program I'm in too.

Great college

Good school, good area, I enjoyed it, very diverse let you learn and become a better person

Good overall experience.

## **Appendix A 2003 Alumni Comments**

Good job. Weren't too unhappy with it, wife is getting masters there.

Good experience, good eye opener for diversity and other things, broadened language skills, received a lot of help, very family oriented, teachers knew name and worked to help, not a number

Good experience at NAU!

Good education for the amount of money you have to pay, financially very feasible.

Good atmosphere and location but feels that the education program wasn't challenging enough

Go NAU, go lumberjack.

Glad you went, and glad you are done.

Flagstaff is a beautiful environment. Environment made the major difference.

Fantastic school

Excellent availability of classes

Everyone was very accommodating because of long distance traveling and being older than everyone else. Instructors and staff were accommodating to personal schedule.

Enjoyed it. Spend more time, could have used a double major

Enjoyed experience at NAU

Class room size small, great Greek life, great outdoor activities

Campus is well laid out, look of school, aesthetically pleasing.

Basically you tell everyone you know to go there, best things ever. Good experience.

As far as praise goes-great university, a local resident, but problems are-need to cooperate to a greater extent to Coconino community college.

A really good school and had a good time

A great experience at NAU.

3 yrs degree was a great program and well organized and the students in it worked well together.

### ***Faculty Specific Comments***

NAU offers something that no other university offers and that is professors are there to talk to you and it is an advantage to be able to speak to advisor and professor with the smaller classes. Environment is beautiful and service is great.

Very, very happy with the teachers and would like to go back, but to a campus.

There was an excellent professor in my program, \*\*\*. Really goes above and beyond, I'd give her five stars.

## **Appendix A**

### **2003 Alumni Comments**

Professor \*\*\* school of education, he was really good, using his notes now

Prof \*\*\* in hotel and restaurant management was excellent; thought the whole college of HRM went above and beyond on preparing their students; those working in the student services seemed to be lacking in communication and knowledge

Instructors shouldn't persuade student to give up life dream b/c of their grades; grades student get are often a reflection of the instructor; there should be a better understanding between student & inst

I think they have great faculty. Need more concentration on major courses and less in liberal studies.

I didn't realize what a good school it was until after I was gone. I think the professors in my major did an outstanding job with their ability to educate me for my future

I'd like to praise the elder professors in the philosophy department. Everyone I dealt with as a student and a teacher was very friendly.

Happy with education here at NAU, pleased with professors and their knowledge as far as the area they taught in.

Give \*\*\* a big raise!

Feel you had a very well rounded degree, and the professors were very knowledgeable about subject matter and they were interesting.

Criminal justice head \*\*\* - best instructor. \*\*\* social behavior building, displeased with service

An unfair amount of given power to students to get rid of professors on limited reason and evidence/they only hear the bad things and miss the good things ask for statements on the other side

\*\*\* was a contributing factor to me completing my degree at NAU because of her assistance. Dissatisfied due to having numerous advisors who didn't have what I felt was my best interest at heart; they were more focused on what they wanted for me

Was very dissatisfied with the professors being out of touch. They did not prepare me for the real world experience in the classroom. The special aid teachers were more in touch than the general

Overall teachers were very good. Greek life very much needed improvement. Campus does not cater very nicely to Greek life

### ***Statewide / Satellite Programs***

The statewide system is great! That is the only reason that I was able to get my BA. I like the small classes/ NAU has a lot going for them because of the statewide program

## **Appendix A**

### **2003 Alumni Comments**

The state wide campus was really good, the advisors, the teachers were very accessible they would do what ever they needed to do to answer question

Statewide campuses are top of the line in what they offer/the only way that I received my degree//but advisement was poor in several areas, conflict with some credits trans.& wasted time in unneeded classes due to poor advisement/slowed grad.

Outreach program is a great assistant for people who don't live in flagstaff

NAU provided opportunity for many people in outer areas to accomplish goals. Increase choices of degrees in outer areas but other than that NAU did a great job providing the edu that was equal to that at their main campus.

It's great to have an opportunity to have NAU available outside the flagstaff campus

I really enjoy Yavapai, it allowed respondent to graduate, and attend where respondent is living. NAU has a great statewide program.

I really appreciate NAU goes to the community outside of flag; allow people to go back to school to pursue a career; never would've done that if they didn't offer their state wide programs. Dr. \*\*\* was very helpful, went above & beyond

I appreciate the statewide program because as an older student it would be hard to come campus and start all over again

I'm an older mother returning to school, they made it very easy to return. I attended the satellite schools so I don't know how different my perception would be if I was on the main campus but in all areas the satellite school exceeded my expectations

Great job, extended campus is wonderful.

Grateful to the satellite program

Glad they have distance learning program in rural communities especially in the health professions

Glad that they had a Yuma campus

Definitely keep the statewide program benefits a lot of people/ a little bit more regulation on the statewide professors as far as expectations (extreme)

Biggest appreciation is the way they have the extension campuses, like in Yuma; its great because you get the chance to get higher degrees

Attended Yuma campus and very satisfied with the teaching and the teachers spent a lot of time with the students and helped with finding internships with students.

Statewide program needs to be more organized.

## **Appendix A**

### **2003 Alumni Comments**

#### ***Student Service Related Comments***

Very helpful in the registrar's dept., especially towards those in the military.

Counseling staff was wonderful and they made you feel comfortable compared to Arizona western college.

Cohort programs were really great and still maintained a great college environment

Library staff have been very quick to get materials needed sent out to Kingman which has been very useful

I think that registration system has improved a lot.

Hope to have more technology in a classroom, and hopefully parking services has changed for the better.

There was a huge problem with parking on campus.

Think that NAU parking service is the worst and unethical organization to work on campus. that their greed and undisciplined operations defy any use of common discretion and no other gov't organization in town charges for parking.

I think that parking services, I don't agree w/ the way they handle tickets, it's too expensive for a town as small as this; fin aid needs to be more user friendly.

Think advisement needs to be improved, be available to help with desired courses of the student not classes the advisor would take

The questions on registering and advising are hard to answer because my advisors were either really good or really bad so it was hard to answer the questions.

The only problem I had was with my counselor because she had plenty of time to review my record. She gave me bad information, I was short in my credits, she delayed my BS degree.

The advisors need more knowledge, more cohesiveness.

Sometimes the main campus and the branch in Yuma don't communicate, they mislead the students.

Rules and procedures is not clear between people, professors, departments, and campuses

Professors signature for adding/dropping a class was very problematic

## **Appendix A**

### **2003 Alumni Comments**

Praise to academic environment. The fin aid needs to be more clear to students because sometimes the info sent in the mail isn't clear to a 19 yr old; they could be more helpful, explanatory instead of leaving in dark, explain forms more.

NAU can be daunting for returning NAU students. A lot more should happen for returning NAU students and older students.

Liked how the professors in the college of business were readily available, didn't like the people in the registrar's office and hates parking services.

It's been a while since I've graduated and they've updated registering on the web; the advisors need to have more knowledge for completing graduation-credit requirements, be more sensitive to students preferences based on students life

I would recommend they support native American programs, and I would have liked more male role models for the native American programs

Graduate school-has problems with feedback or helping with cb. Is very frustrating to try and try and get a hold of people and they lose enrollment that way. Personally will not be coming back

#### ***Major / Program Specific Comments***

Very good program overall

Think that NAU offers excellent education programs, and that it made you a better teacher.

The education program was very good

The psych dept was amazing; the faculty made it stand out; the community on campus and in flagstaff as a whole made the entire experience very worthwhile

The department of restaurant and management was wonderful but she felt that the other departments lacked the same availability

Think that dept. Education very lacking in current up to date of training. Vocational dept was comprehensive and up to date and the education has too much liberal garbage in it.

Program HRM was outstanding

Overall satisfied with NAU experience and with the strong education program

Loved teachers and major which was hotel and restaurant management

## **Appendix A**

### **2003 Alumni Comments**

Hotel restaurant management department wonderful!!!

The choral program was great!

History department was excellent

Loved IITV and NAU has got a great program for that.

Support and help students who graduate to find jobs within their major

I think that NAU has a good educational program. I like the way they have state wide campuses and classes. I like the educational building in Flagstaff. I took classes there and I really liked it and the way the teachers taught.

I really loved college, I enjoyed school, I think the English education dept there is one of the best in the country I felt very prepared for teaching.

They probably could've done more to meet multicultural needs in the biological science area

They did an excellent job presenting the business environment, but wasn't in tune enough with the business world. Lack of communication with alumni was very poor.

The education and biology school were excellent however they didn't meet individual needs of students very well

The courses weren't challenging in English language; many instructors didn't correct papers for English usage.

I was a geology major and I was very satisfied. From what I hear they took our advice in our exiting interview; it had an effect and it is a better program because of it.

Nursing program experiences of school did not carry over to real life practice/ not enough clinical time to learn the nursing skills needed when you first begin

Need more funding in the interior design program

NAU was attractive because it was small; one of the drawbacks NAU started to focus on their regional environment: the Colorado plateau. Didn't concentrate outside of area. Social and environmental sciences needed to be more prepared nationally than regionally

Liked NAU, except academic advising in biology dept. Had to change major due to lack of classes

It was a good school, but a little more tech. In forestry, more field operation.

## **Appendix A 2003 Alumni Comments**

I step program although hard to get into really prepared him for his career; advisor \*\*\* was wonderful, always there for him.

Internship will be successfully in the exercise program

If partnership program is merged with school dist and dist claims they're going to hire you upon completion they should do so; I found they hired other teachers outside of NAU; the principal gave out recommendation but hired young or male teachers

I think the arts and science need more budget allocated, particularly the geology program, they didn't have the computer mapping programs and technology other schools have and that the students were using.

I don't think NAU is challenging enough, specifically the engineering program. The most dissatisfying part about NAU is the math dept in not allowing me to take the classes that I needed to graduate.

Half the social department is a problem, the education department is a problem

Had a good experience, the school could be more challenging, and helped develop a little more, pushed kids to go above and beyond and professors should have pushed kids more as well. The educational program was very good but is going downhill

Growing up in rural area, the diversity at NAU was great and the size of the campus was perfect, not too small or big. Great education programs very unique, and a lot of elementary grade involvement was excellent.

Graduated with a degree in accounting and thought that the business school was outstanding.

Graduated w/ a psych degree; there should be more research and communication between the psych, bio, and biochemistry department - dealing with pharmaceuticals and teaching student to use software for analysis

Give studio arts more recognition. And separate studio arts with an art college with a program masters of fine arts as well a funding

Extremely happy with the program

Don't think that chosen major gave much preparation, and did not actually learn to do anything just learned mainly ideas, if you were to do over, choose something that you could actually do something besides learning ideas.

Dept of psych have more selection of classes such as neuro psych. More introduction of tests in psych and more classes in industrial psych. And more interaction between advisors and students, more info about jobs or else you're screwed.

Criminal justice dept: very little advising, advised self whole undergrad, not satisfied with the amount of advisors and/or quality of advising when he did go in. Minimum amount of time spent with student

Business college: didn't learn a lot about international school and semesters abroad, to correlate the two together being able to know more about semesters abroad

### ***What areas should NAU work on to improve? / Other Comments***

Marketing NAU facilities and what is available in flag

## Appendix A 2003 Alumni Comments

More ads about stuff to do off campus and in the town

More variety in clubs (i.e. target shooting club)

Let incoming freshmen know what resources are available to them help them out

People were too noisy and really too nosey in the campus environment. Too strict on little things/very inconvenient many times/the parking situation was bad as well

Parking is too expensive, new Louie system is too slow.

Being able to interact with students and work as a team was very important

The best NAU has going for it is it's location; I think it's a little too liberal minded in its academics; I think they should broaden the scope of liberal studies requirements so that student can pick stuff more in their interest

This is the first time NAU has contacted me and I would like you to have my updated information and keep in touch.

Paid to much for tuition

Classes fill up so fast and hard to get in classes that you need and hard to get a hold of web courses.

Think that the university has improved since 1991 and 1999 and the enrollment improved over those years also.

There needs to be something that needs to done with the drinking problem, the college campus really doesn't care, he is a recovering alcoholic

There needs more choices for the satellite program, without having to go through the computer

Only negative experience was that couldn't continue graduate degree at Yuma.

NAU helped the computer dept.

My brother and sister go to NAU and I keep getting their mail and they keep getting mine, it's sort of annoying

Improve the quality of sanitation of the dorms

If there was more control over other people being quiet in the dorms

I was a very mature adult student and that is why some of the questions didn't pertain to me

I thought they did a great job but since I went to school in AZ but I got a job in CA. I now have more classes to complete. Maybe the standards need to be the same in other states. Or maybe AZ in needs to be the same in other states.

I did a lot for NAU but I didn't get a golden axe award. Everyone else got one; I thought I was good enough to deserve one but they said there was just too many good people

Housing needs to have more opportunity, this is for family housing; we should be able to choose where we wanted to live. The resident life is the only dissatisfaction on the NAU campus.

Dorms a problem

Didn't get residency and wanted to go to NAU but had nowhere to live

The interviewer was extremely polite and professional.

**Appendix A**  
**2003 Alumni Comments**

All the questions are relevant to me because NAU was there and it was up to me to take advantage

I don't think so.