



Northern Arizona University 2003 Graduating Senior Survey Report:

Student Assessment of Their Academic and Non-Academic Experiences at Northern Arizona University

Introduction

- A survey of graduating seniors has been conducted at Northern Arizona University (NAU) for the past six years. It attempts to assess student satisfaction and opinions about their experiences at the university, while also addressing specific questions that are asked by the Arizona Board of Regents (ABOR) for the Undergraduate Consolidated Accountability Report (UCAR) each year. Student satisfaction is measured in five areas: general academics, major department, faculty, skills development, and experiences outside the classroom.

Methods¹

- A phone survey was administered by the Social Research Laboratory to 404 students graduating in the Fall 2002 or Spring, Summer 2003. This sample size yields an error rate below ± 5 percent. The survey sample was similar to the overall population of seniors on most characteristics examined. Table A (in Appendix A) shows the background characteristics of the survey sample compared to the overall graduating senior population at NAU. For each question, frequencies for each response category was compiled and recorded as a percentage.

Summary of Results

Five Areas of Evaluation

- Student satisfaction is the highest in the area of faculty with 93% of students reportedly being satisfied with the quality of faculty instruction and the availability of faculty. The second highest rated area was their major field of study where 86% of respondents indicated satisfaction. General academic area of study was third overall in student satisfaction. Respondents rated their satisfaction with experiences outside the classroom at 72% and skills development was rated the lowest at 65%.

¹ Refer to Appendix A for complete methodology

Area 1: General Academic

- Respondents were generally quite satisfied with the challenge of their academic coursework in general (94% at least “Satisfied”), the variety of courses outside their major (87%), and their ability to register for courses outside their major (86%). Satisfaction, however, was lower (64%) for lower-division academic advising (prior to declaring a major).
 - One specific aspect of general academics is the incorporation of technology in the learning process. Eighty-nine percent of respondents thought that the university was successful when integrating technology in the learning process. Thirty-one percent of these respondents had taken a web course, 13% of respondents had taken at least one IITV course, and 18% of these respondents had taken both a web and IITV course. Table 3 presents respondents’ satisfaction with web and interactive TV courses.

Area 2: Major Field of Study

- While satisfaction with the overall quality of the major department was high (94% at least “Satisfied”), satisfaction with both academic advising (77%) and career goals advising (72%), were the lowest rated areas within the major field of study.
- Other areas within the major with high levels of satisfaction included the challenge of major coursework (92%), the ability to register for major courses (90%), and preparation for a career in the chosen area (87%). Eighty-three percent of the respondents were satisfied with the variety of courses available in their majors.

Area 3: Faculty

- Satisfaction was very high in the two faculty areas assessed, with the vast majority of students at least “Satisfied” with the quality (94%) and availability (91%) of faculty. Additionally, 34% of respondents were involved with research or creative projects with faculty, 89% of respondents reported discussing coursework or assignments with faculty outside of class at least a few times each semester, and 77% of respondents indicated they had discussed subjects not related to coursework (e.g., career, graduate school, personal matters) with at least three different faculty members.

Area 4: Skill Development

- In general, the majority of respondents felt that NAU has facilitated their skill development, with at least 50% indicating they have been helped at least “Quite a Bit” on 12 of the 13 skill areas assessed. The areas in which respondents perceived the most help included working effectively with others, learning effectively on their own (both 78%), and thinking critically and analytically (74%). The areas in which respondents did not perceive as much help included understanding the principles of scientific inquiry (48%), understanding the impact of technology (58%), and analyzing quantitative problems (55%).

Area 5: Factors Outside the Classroom

- Overall satisfaction was average for respondents' satisfaction with extracurricular activities (67%) and social life in Flagstaff (68%). The highest area of satisfaction with factors outside the classroom was for the availability of computer labs (78%). These factors outside the classroom are rated significantly lower than the evaluations from the 2002 Graduating Senior Survey. This may be an area worthy of additional attention.

Student Satisfaction Based Upon Question Comparison

- Eighteen specific questions required respondents to describe their satisfaction in the five general areas described above. Overall, satisfaction was high in the survey sample. Ten out of the 18 questions had satisfaction levels greater than 85%.
 - The specific aspects of these five areas that respondents were the most satisfied with were: the quality of faculty instruction (95%), the challenge of coursework in general (94%) the challenge of coursework in major (92%), the overall quality of their major department (93%), the availability of faculty (91%), the ability to register for courses in major (91%), the variety of courses offered in major (90%).
 - The specific aspects of these five areas that respondents were the least satisfied with were the three areas of advising; lower-division academic advising (64%), major academic advising (78%), and career goals advising (72%), and the four questions measuring student satisfaction with activities outside the classroom, extracurricular activities, town social life, diversity on campus, and NAU social life.

Overall Impression of Northern Arizona University

- When asked to rate their overall experience at NAU, ninety-seven percent of the respondents rated their experience as either "Good" or "Excellent," with almost half (44%) indicating they felt they had an excellent experience. Ninety-two percent of respondents felt they would probably or definitely choose NAU if they could start over again.

Summary of Responses on the Graduating Senior Survey

Overall Satisfaction for the Five Areas Evaluated

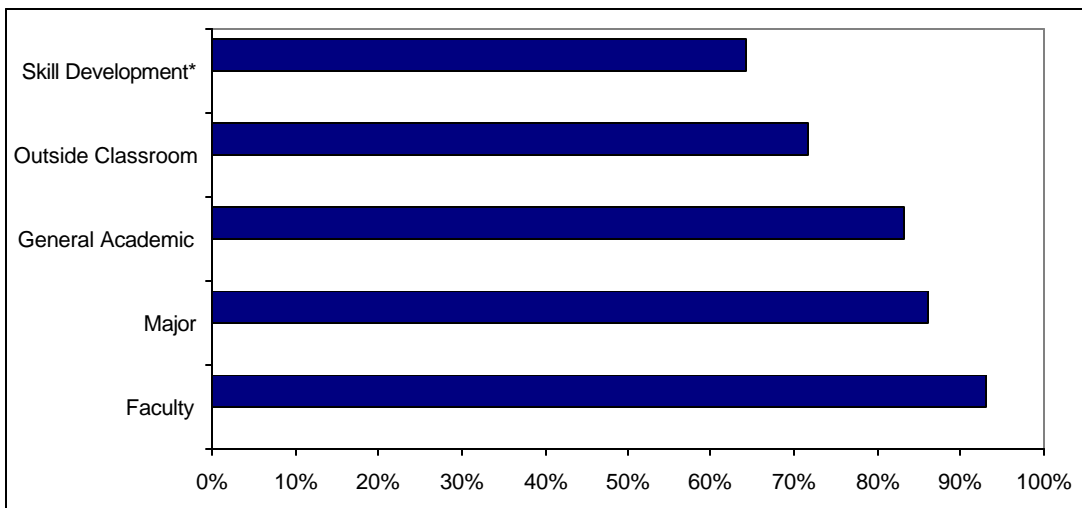
- The average satisfaction for the five areas measured on the survey were computed and compared. Table 1 summarizes the results of this comparison. Each of these five areas is subsequently examined in greater detail.

Table 1. Comparison of the five areas of evaluation

Area	# of Questions Measuring Area	Satisfied
General Academic	4	83%
Major	7	86%
Faculty	2	93%
Skill Development*	13	64%
Outside Classroom	5	72%

* For skill development, response choices were “Quite a Bit” and “Very Much,” not “Satisfied” and “Very Satisfied”

Figure 1. Average satisfaction for the five areas assessed on the survey.



Area 1: General Academics

- Table 2 presents the data from the questions addressing satisfaction in the area of general academics. Respondents had the option of rating the following academic areas by: very dissatisfied, dissatisfied, satisfied, or very satisfied.

Table 2. Evaluation of general academic questions

Area	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Challenge of Coursework	2%	4%	68%	26%
Variety of Courses Outside Major	2%	11%	71%	16%
Course Registration Outside Major	2%	10%	62%	26%
Academic Advising (lower-division)	10%	26%	45%	19%

Table 3. Evaluation of technology at NAU

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Web Courses	3%	14%	51%	33%
Interactive TV Courses	4%	11%	58%	27%

- Satisfaction is generally high for both web courses and interactive TV courses (84% and 89%).

Area 2: Major Field of Study

- Thirty-three percent of the respondents indicated that they had changed their major at least one time. Of those that have changed their major, 66% changed their major once, 19% changed their major twice, 10% changed three times, and 5% of respondents changed their majors four or more times.
- Respondents were asked to evaluate their major field of study at the time of graduation. Table 4 summarizes the results of this evaluation.

Table 4. Respondent’s evaluation of their major field of study

Area	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Challenge of Coursework	2%	6%	59%	33%
Variety of Courses Offered	3%	13%	57%	26%
Ability to Register for Courses	2%	7%	47%	43%
Academic Advising	6%	17%	42%	35%
Advising with Future Career Goals	6%	22%	53%	19%
Preparation for a Career	4%	10%	56%	31%
Overall Quality of Major Department	1%	6%	55%	39%

Area 3: Faculty at Northern Arizona University

- Table 5 presents the data from the questions addressing satisfaction with faculty.

Table 5. Evaluation of satisfaction with faculty

Area	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Quality of Faculty Instruction	2%	4%	64%	30%
Availability of Faculty	2%	7%	55%	36%

Area 4: Skill Development

- Respondents were asked to rate how effective NAU was in facilitating the development of a variety of skill areas. Table 6 presents the data from the se questions.

Table 6. Respondent evaluation of the extent NAU contributed to skill development

Skill	Very Little	Some	Quite a Bit	Very Much
Writing Clearly & Effectively	10	24	39	27
Speaking Clearly & Effectively	10	23	37	30
Thinking Critically & Analytically	4	21	41	35
Reading Critically	8	28	37	26
Analyzing Quantitative Problems	14	32	36	19
Understanding Principles of Scientific Inquiry	21	32	28	20
Acting Upon Ethical Principles	11	26	31	32
Working Effectively with Others	6	16	37	41
Learning Effectively on Own	6	16	42	36
Using Computer/Info Technology	13	26	30	31
Developing a Tolerance for Diversity	10	29	31	30
Understanding Impact of Technology	12	30	33	25
Understanding Relationship b/w People & Environment	7	33	35	26

Area 5: Factors Outside the Classroom

- Table 7 presents the data from the questions addressing satisfaction with factors outside the classroom.

Table 7. Respondent evaluation of activities outside the classroom

Area	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied
Availability of Computer Labs	5	9	36	42
Social Life in Flagstaff	3	10	43	25
Extracurricular Activities	3	7	46	21
Campus Social Life at NAU	2	6	45	29
Diversity on Campus*	4	11	52	19

* row percentage does not add to 100 as respondents had the choice of not applicable (15%)

Other:

Plans After Graduation

- Sixty percent of respondents reported their plans after graduation as a job opportunity related to their major, 9% reported a job opportunity not related to their major, 7% of graduating seniors plan on traveling upon graduation, and 28% reported graduate school as their plan after graduation.

Open-Ended Comments

- Respondents were given a chance at the end of the survey to provide any comments, criticisms, and/or praise about the university or their experience. See Appendix B for a list of these comments.

Comparison of Satisfaction and Skill Development Questions

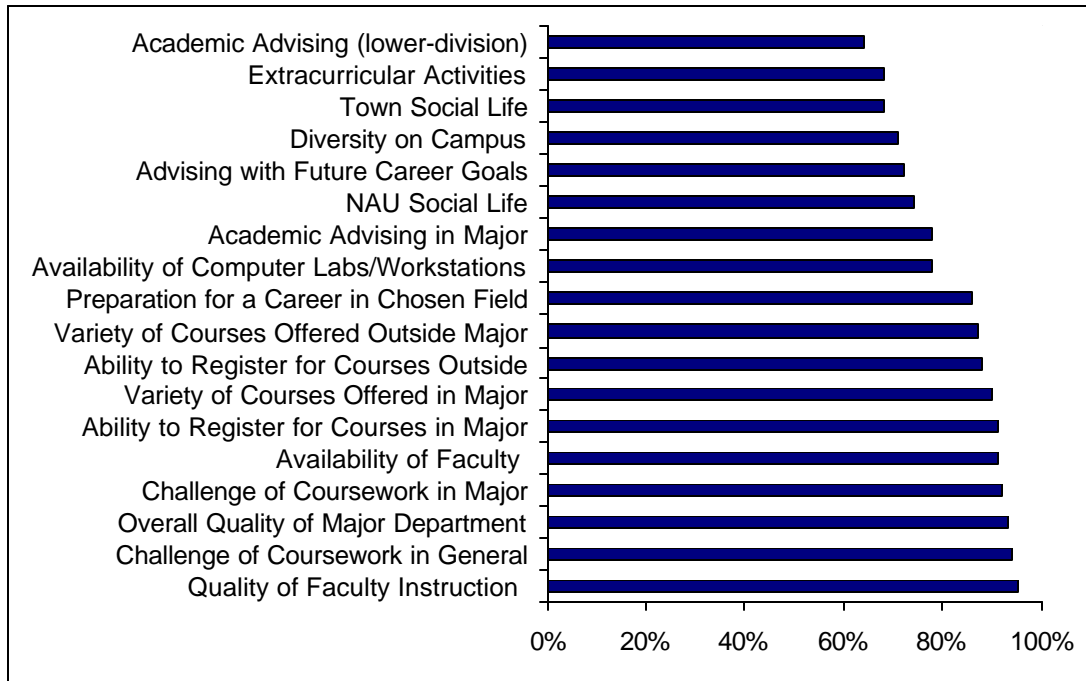
- In order to get a better idea of the satisfaction of the graduating seniors, all of the satisfaction questions were compared across the grouping categories presented above. Table 8 presents the magnitude of satisfaction on all 18 questions that were asked in the survey. The areas are sorted from highest to lowest satisfaction. Figure 2 shows this in graphical form.

Table 8 . Comparison for questions measuring respondent satisfaction across categories

Area	Category	Satisfied*
Quality of Faculty Instruction	Faculty	95%
Challenge of Coursework in General	General Academic	94%
Overall Quality of Major Department	Major	93%
Challenge of Coursework in Major	Major	92%
Availability of Faculty	Faculty	91%
Ability to Register for Courses in Major	Major	91%
Variety of Courses Offered in Major	Major	90%
Ability to Register for Courses Outside Major	General Academic	88%
Variety of Courses Offered Outside Major	General Academic	87%
Preparation for a Career in Chosen Field	Major	86%
Availability of Computer Labs/Workstations	Outside Classroom	78%
Academic Advising in Major	Major	78%
NAU Social Life	Outside Classroom	74%
Advising with Future Career Goals	Major	72%
Diversity on Campus	Outside Classroom	71%
Town Social Life	Outside Classroom	68%
Choice of Extracurricular Activities	Outside Classroom	68%
Academic Advising (lower-division)	General Academic	64%

* Respondents indicating they are either “Satisfied” or “Very Satisfied”

Figure 2. Comparison of Satisfaction



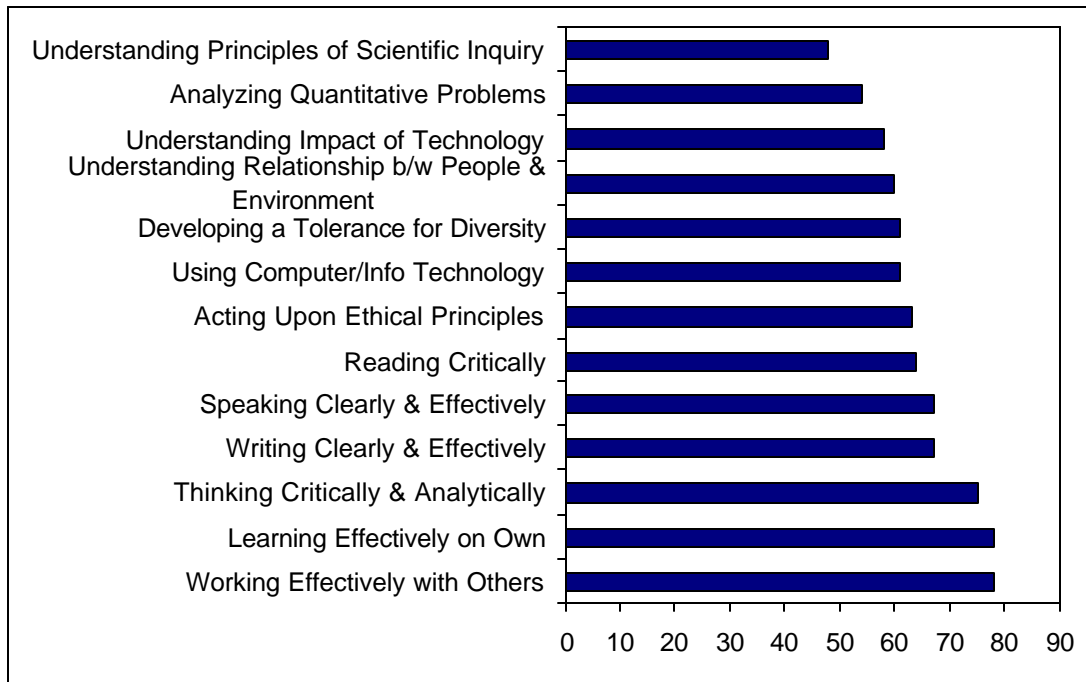
- Table 9 shows the 13 skill areas sorted from highest perceptions of help to lowest. Figure 3 presents the same information in graphical form.

Table 9. Magnitude comparison for the 13 skill development questions.

Skill	Helped*
Working Effectively with Others	78%
Learning Effectively on Own	78%
Thinking Critically & Analytically	75%
Writing Clearly & Effectively	67%
Speaking Clearly & Effectively	67%
Reading Critically	64%
Acting Upon Ethical Principles	63%
Using Computer/Info Technology	61%
Developing a Tolerance for Diversity	61%
Understanding Relationship b/w People & Environment	60%
Understanding Impact of Technology	58%
Analyzing Quantitative Problems	54%
Understanding Principles of Scientific Inquiry	48%

* Percentage of respondents indicating they have been helped “Quite a Bit” or “Very Much”

Figure 3. Percentage of respondents indicating they have been helped either “Quite a Bit” or “Very Much” in each of the 13 skill areas assessed.



Overall Opinion of Experiences at NAU

- Respondents were asked to report their overall opinions regarding their experiences at NAU. Table 10 summarizes these responses.

Table 10. Summary of overall opinion on NAU

	Definitely No	Probably No	Probably Yes	Definitely Yes
Would Choose NAU Again	4%	4%	31%	61%

	Very Poor	Poor	Good	Excellent
Overall Experience Rating	1%	2%	53%	44%

Appendix A: Methodology

- All participating survey respondents expected to graduate either in Fall 2002, or Spring or Summer 2003, with 88% expecting to graduate in the Spring, 9% in the Summer, and 3% in the Fall. Student satisfaction is measured in the specific areas of general academics, major department, faculty, skills development, and experiences outside the classroom
- The survey consisted of 47 multiple-choice and open-ended questions asked by a trained survey administrator from the Social Research Laboratory at NAU. Questions addressed satisfaction in key areas, development of certain essential skills, opinions about the university environment, and various other opinions. See Appendix B for a list of the questions.
 - It is important to note that response categories were 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?” 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, for the purposes of analysis.
- Table A shows the background characteristics of the survey sample compared to the overall graduating senior population at NAU. As is common in survey research, females and Whites tend to be overrepresented as survey respondents, while minorities, specifically Native Americans in this case, tend to be underrepresented. 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 respondents compared to all graduating seniors

	Survey Respondents	All Graduating Seniors
Gender		
Female	65%	59%
Male	35%	41%
Ethnicity*		
Black	1%	2%
Native American	3%	10%
Asian	2%	2%
Hispanic	12%	10%
White	80%	75%
AZ Resident	84%	86%
FT Student	85%	80%
Median GPA	3.27	3.08
Group Size	404	3556

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

Appendix B. Additional Graduating Senior Comments

Statewide Program / Distance Learning Initiatives

Extremely pleased NAU offers long distance ed, very pleased with vast majority of instruction although lacking ethnic diversity, disappointed with sociology dept instructors, instructors need to be experienced in adult education

Fortunate to be able to attend through statewide program

I really like the statewide campuses and the teachers are from the area and I am comfortable with them, geared to the people of the area, teachers more helpful than the counselors, counselors had misinformation

Incorporate statewide questions with IITV, IITV is more preferred over web classes

Praise Gina-my statewide academic advisor, technology & literacy courses need to be more challenging , except 3 classes, none of the courses were a challenge, people felt like they knew more than the teachers, we need a change in professors

Really big problem at signal peak campus, no help no support

Statewide advising is horrible, calls weren't returned, nothing ever got accomplished

Statewide students- this is great program to go to school and work, the financial aid program, faculty, statewide program is great!

Statewide students need a bookstore in Tucson because u of a doesn't always have what they need, also for NAU items, because if their texts are not available it's too much to ask to have them drive up to flagstaff

The statewide program is very convenient, it would help if the computer labs would be open on Sundays

They need to have a psychology program in Tucson, make distance learning more diverse

Very pleased when 2nd semester leadership with Dr. Hill. IITV courses and web courses still need work

Would be easier online and more people would be willing to do it online

A lot of the correspondence for statewide students would not get there in time to respond and I would have to overnight it which is very costly, very satisfied with NAU.

As a statewide student in Nogales, classes and faculty were unavailable, NAU should provide more classes via web or IITV, also had to drive to Tucson which was an inconvenience that could have been avoided

At the statewide program the professors for general studies did very well, I was disappointed with the statewide interior design program

Overall Positive Comments for NAU

A good school

Can't praise NAU enough, been to other colleges and they don't even compare to what NAU offers

Enjoyed experience at NAU, well-prepared for chosen field, happy with experience academically and socially, HRM faculty helped prepare for career of choice, impressed with level doctors, faculty, students all relate well to each other

Enjoyed her time at NAU and is sad to go

Go lumberjacks

Great school

I love NAU, enjoyed attending NAU

It's a good school

It's a good school and I had fun!!

It's a great school and has a very good freshman connections program in the residence halls, it has good retention

It was a good experience

Like the fact that the school focused on maintaining the upper edge, staying with incoming demands, should focus on organizing grant programs a little more, to get assistance within the grant program

My experience with NAU was satisfactory

Overall a good experience, very diverse in working with students in particular situations, Dean Pielstick was an excellent advisor and instructor at NAU Thatcher

Overall liked the NAU program, at some points didn't feel challenged enough, with so many projects, there weren't ever tests about what was known or not known from the textbooks, would have stretched us more instead of getting by with a lot of things

Overall the people I've worked with have had the biggest impact on me at NAU

Really enjoyed NAU and would choose to come back here anytime

The campus grounds look amazing!!!

Transferred from ASU and was very happy here

Very good program, went back to school b/c she started to work for NAU and it is way superior to ASU

Very good school, family came here and would recommend it to anyone else

Very satisfied and thankful to earn degree through NAU, the best thing NAU could ever do is give the working adult an opportunity to go to school at night and still be able to work and take care of the family

Very very well executed

Whole experience worthwhile

Advising / Administration Related Comments

A good program, need a new advisor, night program was very helpful and they should keep the night class programs available, graduating in education

Advising in Apache Junction does not have enough time for students

Advisor in the Communication dept needs to do a better job, I ended up with 60 hours that I did not need to have

Business advising dept is really unhelpful, somebody always tells you something different, unfriendly too

I was given a certain time to graduate with certain classes needed and then later on there were changes

Lack of class availability, had to go to dean to get class - that was ridiculous, lack of advising for transfer students, had to find out the hard way through bad advice, it was frustrating, I would never do it again

More involvement in assisting in getting internships and jobs and active information for the fairs/more research in job options

My only complaint is the classes I needed were offered only once and there were no options, whereas other universities would offer needed classes often

NAU did a good job preparing me for teaching but my advisor was not good

Once you are in the program it usually ok, before that point everybody has a hard time knowing what to take, even after declaring a major it may be difficult to know if you have all the required classes to graduate

Overall was a positive experience, advisors weren't as helpful as could be, running around when it's getting too late, administrative offices incompetent, res life, any question ends up being a runaround and never getting the same answer.

Teachers' instructions are good, registering and all administrative areas need help, Fronske needs to give better medical help

The advisor isn't very good at the SCC outlet

Undeclared advisor very poor, spent an extra year at NAU due to poor advisement/different advisor every week, not very knowledgeable in specific requirements in courses for liberal studies, not one advisor knew completely about course books

Comments Specific to Major Field of Study

Advertising and photo major , they could have included digitalized computer programs in major, especially quark and digital cameras

Biology program and labs need to be set up better

Engineering facilities were inadequate

English education is terrific, school of education needs some work

Expand the physics department

HRM dept was awesome, teachers, advisors, administration, best experience, the business dept profs are arrogant in their accomplishments, in the HRM dept profs are just as established but they better prepare their students

I'm a CIS major and it's too focused on programming, it needs to develop into other areas like preparing you for job market

I was an education major and i feel that the education here has taught me all i need to know about becoming a teacher, i feel prepared to teach with confidence, a good school of education

In the college of education the professional development program was excellent

Music ed program offers way too many classes for too little credit and the advising is very poor, the dean of the performing arts school is really messing up the school and the professors are really angry

My minor had excellent teachers and advisors but people in Communication dept were not, all questions answered with Communication dept in mind, which was major

Need to encourage more research in biology for better preparation for graduate school

Not satisfied with preparation with science degree, now I does not have a job for it

Room for a lot of improvement in dental hygiene dept- need a head of chair, better instructors who care for students, not impressed with instruction from some profs, wouldn't recommend to anybody, not enough clinical instructors to give proper attention

The career fair should have more variety like for CIS majors

The hotel restaurant faculty/program is very excellent, the faculty truly cares about their students

Very dissatisfied because she taught for 4 years and they did not consider previous experience as a teacher as a qualification for student teaching. There wasn't any flexibility and were very unclear as to why. Advisor 'sat on' papers and therefore were

Very satisfied with NAU in college of engineering.

Administration allows new position to be created when there are so many budget cuts

Well qualified teachers teach in the education department

Wish we had more banquet and convention service in Spanish language, our class did not cover that and i think it is very important in the hotel restaurant management field

Attract California big city students that are willing to travel and give them warning that it's hard to live here because of low wages and high cost of living

Teach more organization skills to incoming freshmen, e.g., picking a major ASAP, prejudice against Greek life, bursar's office needs to get organized, not convenient for drivers, parking tickets are insane, no leeway

Faculty Related

Don't feel that the teacher surveys clout with who stays and who goes, there should be reviews for tenured teachers and should weight with tenured counselors

Dr. Boreen is fantastic, she is readily available and excellent, the education dept did not have challenging curriculum and inspires grade inflation, nothing but easy A's

Dr. Linda Carrey in the education dept is fabulous, the praxis program is very helpful and prepares students well for teaching careers

Fired Kurt Wildermuth, best professor

Had some really good teachers, some really bad, teachers put egos in front of grades, problem in teachers is subjectivity, belief vs truth in psych is difficult, psych is fuzzy, impossible to make what it is to be human a dogmatic science

I don't think they take enough care to make sure that the professors are there at NAU for the students and not for own selfish purposes

Instructors are very helpful in the Phoenix area

One bad teacher but wrote a letter, happy that I had an opportunity to reprimand her as a student, glad you had a choice to speak, other than that all teachers were great

Professors should be more enthusiastic and be friendlier when you are asking questions, not so annoyed when people ask questions that are relevant to the coursework

Feedback Specific to the Administration of the Survey

They need to expand their scale--diversity of answers on this survey

I did the survey last year, I don't understand why you asked you me to do it this year

It would make a bigger difference in the survey if you asked what major people are in seeing as the questions are so specific

Next time they have a survey there need to be more options on answers, something like "fair"

Questionnaire could be a little bit shorter

Survey is a waste of time, can't give full answers with choice of responses, would prefer to get something written instead of checking boxes so as to put more feedback in opinion

The reason for poor choices to survey questions was not academic related, something happened to me that affected my NAU attitude

Other

Computer lab workers should be a little more educated on the computers, south lab has no people at the help desk, undergrad advising was very discouraging

Different class times to choose from

It irritated me that we paid a \$50 lab fee for every class that went to nothing, high quality printers which are required for a graphic design major were not accessible, wasn't challenged enough through profs and projects

Student community, no support for students

Quit raising tuition and find other ways to raise money because this school is horrible and needs to find money somewhere else

They need to pay more attention to the students administratively because it just shows that they just want to take the money and don't care about students' needs as far as that goes

Appendix C: Graduating Senior Survey, 2003

Hello, may I speak to (STATE NAME OF PERSON ON LIST)? 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 graduating seniors, and we would like to ask you a few questions. All of your answers will be confidential. Is this a good time?

1. First in what **semester and year** do you expect to graduate (or did you graduate)?

1. Spring 2003
2. Summer 2003
3. Fall 2003
4. Different time [TERMINATE SURVEY]
5. Do not expect to graduate from NAU [TERMINATE SURVEY]

Overall

2. How do you rate your **overall experience** at NAU – very poor, poor, good, or excellent?

1. Very Poor
2. Poor
3. Good
4. Excellent

3. If you could start over, would you still choose to attend NAU?

1. Definitely No
2. Probably No
3. Probably Yes
4. Definitely Yes

Thinking about the quality of your relationships with people at NAU, I am going to ask you to rate your relationships with other students, faculty members, and administrative personnel and offices.

4. First think about your relationships with OTHER STUDENTS. On a scale of 1 to 7 with 1 being “Unfriendly, Unsupportive, Sense of Alienation” and 7 being “Friendly, Supportive, Sense of Belonging” how would you rate the quality of your relationship with OTHER STUDENTS

Unfriendly, Unsupportive Sense of Alienation	1	2	3	4	5	6	7	Friendly, Supportive, Sense of Belonging
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5. Next think about your relationships with FACULTY MEMBERS. On a scale of 1 to 7 with 1 being “Unavailable, Unhelpful, Unsympathetic” and 7 being “Available, Helpful, Sympathetic” how would you rate the quality of your relationship with FACULTY MEMBERS

Unavailable, Unhelpful, Unsympathetic	1	2	3	4	5	6	7	Available, Helpful, Sympathetic
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6. Finally think about your relationships with ADMINISTRATIVE PERSONNEL AND OFFICES. On a scale of 1 to 7 with 1 being “Unhelpful, Inconsiderate, Rigid” and 7 being “Helpful, Considerate, Flexible” how would you rate the quality of your relationship with ADMINISTRATIVE PERSONNEL AND OFFICES.

Unhelpful, Inconsiderate Rigid	1	2	3	4	5	6	7	Available, Considerate Flexible
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General Academics

7. Looking back on your NAU education, how **satisfied** have you been with the **challenge of the academic coursework in general** – very dissatisfied, dissatisfied, satisfied, or very satisfied?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

8. How **satisfied** have you been with the **variety of courses offered outside your major**?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

9. How **satisfied** have you been with your **ability to register for desired courses outside your major**?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

10. How **satisfied** have you been with the **academic advising you received at the lower-division level** (prior to declaring a major)?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

11. Have you taken (or are you presently taking) any **web** or **IITV** courses?

1. Web (go to (a) below)
2. IITV (go to (b) below)
3. Both (go to (a) and (b) below)
4. Neither (go to question 7)

a) How **satisfied** were you with the web format?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied
5. Not Applicable

b) How **satisfied** were you with the IITV format?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied
5. Not Applicable

12. How **successfully** has NAU integrated technology into the learning process – very unsuccessfully, unsuccessfully, successfully, or very successfully?

1. Very Unsuccessfully
2. Unsuccessfully
3. Successfully
4. Very Successfully

13. Did you **change your major** during your time at NAU?

1. Yes (If yes, how many times? _____)
2. No

14. Did you participate in a **research-related or capstone course** at NAU?

1. Yes
2. No

15. Did you participate in any **research or creative projects** with a faculty member, either in or outside of class, while at NAU?

1. Yes
2. No

Faculty

16. How **satisfied** have you been with the **quality of faculty instruction in general** – very dissatisfied, dissatisfied, satisfied, or very satisfied?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

17. How **satisfied** have you been with the **availability of faculty** (for office hours, before/after class)?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

18. How **often** during your time at NAU did you discuss coursework or assignments with faculty (e.g., after class, during office hours, via e-mail)?

1. Never
2. Once a Semester or Less
3. A Few Times Each Semester
4. Every Few Weeks
5. Once a Week

19. With **how many** faculty have you discussed subjects **not related to coursework** (e.g., career, graduate school, or personal matters)?

1. None
2. One
3. Two
4. Three
5. Four
6. Five
7. Six or more

Major

20. How **satisfied** have you been with the **challenge of your major coursework/requirements** – very dissatisfied, dissatisfied, satisfied, or very satisfied?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

21. How **satisfied** have you been with the **variety of courses offered in your major department?**

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

22. How **satisfied** have you been with your **ability to register for required courses in your major?**

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

23. How **satisfied** have you been with the **academic advising in your major field of study?**

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

24. Has academic advising in your major field been **available when you have needed it?**

1. Never
2. Some of the Time
3. Most of the Time
4. Always

25. How **satisfied** have you been with the **advising with future career goals?**

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

26. How **satisfied** have you been with how your major has **prepared you for a career in your chosen area?**

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

27. How **satisfied** have you been with the **overall quality of your major department?**

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied

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 – very little, some, quite a bit, or very much (REPEAT RESPONSES AS NECESSARY).

28. **Writing** clearly and effectively

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

29. **Speaking** clearly and effectively

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

30. **Thinking** critically and analytically

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

31. **Reading** critically

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

32. Analyzing **quantitative problems**

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

33. Understanding **principles of scientific inquiry**

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

34. Acting upon **ethical principles**

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

35. Working effectively **with others**

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

36. Learning effectively **on your own**

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

37. Ability to use **computer and information technology**

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

38. Developing a **tolerance for divergent views/human diversity**

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

39. Understanding the **impact of technology**

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

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

1. Very Little
2. Some
3. Quite a Bit
4. Very Much

Outside the Classroom

41. How **satisfied** have you been with the **availability of computer labs and workstations** – very dissatisfied, dissatisfied, satisfied, or very satisfied?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied
5. Not Applicable

42. How **satisfied** have you been with the **town social life in Flagstaff**?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied
5. Not Applicable

43. How **satisfied** have you been with the **choice of extracurricular/out of class activities** (clubs, student government, recreation, Greek life, etc.)

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied
5. Not Applicable

44. How **satisfied** have you been with your **campus social life** at NAU?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied
5. Not Applicable

45. How **satisfied** have you been with the **diversity of campus** (e.g., in student body, faculty, coursework)?

1. Very Dissatisfied
2. Dissatisfied
3. Satisfied
4. Very Satisfied
5. Not Applicable

46. Did you work **on-campus or off-campus** this year while attending NAU?

1. On-campus
2. Off-campus
3. Did not work

a. If so, about how many hours per week?

1. 1-5
2. 6-10
3. 11-15
4. 16-20
5. 21-25
6. 26-30
7. More than 30

47. What are your plans after graduation (CIRCLE ALL THAT APPLY)?

1. Graduate School (What type of degree? _____)
2. Job opportunity related to major
3. Job opportunity not related to major
4. Travel
5. Other _____
6. Don't know

48. Thank you very much for your time! Any other comments/criticism/praise?
(WRITE DOWN WHAT IS SAID IN THE RESPONDENT'S WORDS AS MUCH AS POSSIBLE.)