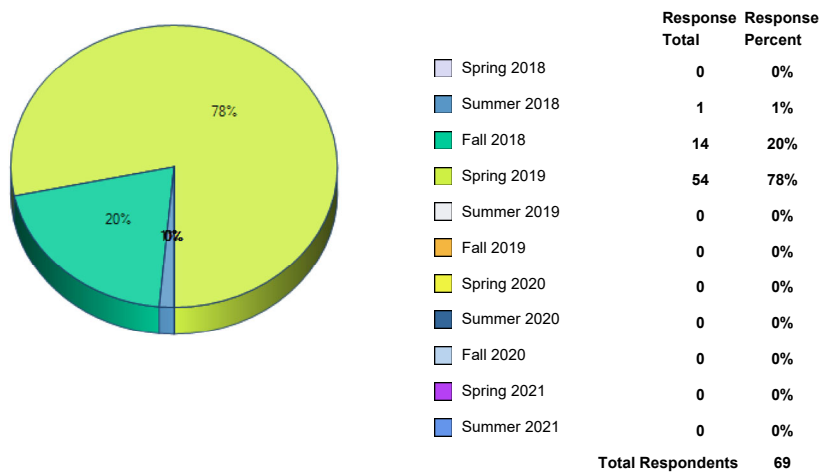# FITCHBURG STATE UNIVERSITY

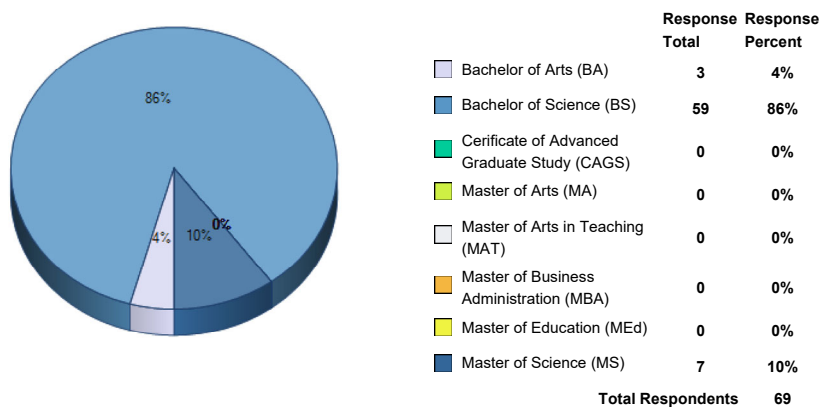**Graduating Student Feedback**

Survey Title: Graduating Student Feedback
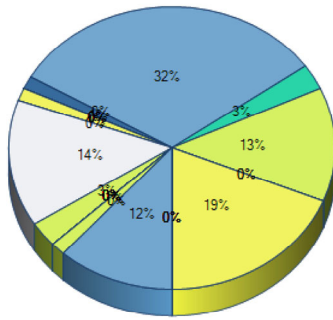
Responses By Question Analysis:

1. Please select the semester will you complete your program requirements from the list below:

		Response Total	Response Percent
	Spring 2018	0	0%
	Summer 2018	1	1%
	Fall 2018	14	20%
	Spring 2019	54	78%
	Summer 2019	0	0%
	Fall 2019	0	0%
	Spring 2020	0	0%
	Summer 2020	0	0%
	Fall 2020	0	0%
	Spring 2021	0	0%
	Summer 2021	0	0%
	Total Respondents		**69**

2. Please select the Degree you are currently completing at Fitchburg State University from the list below:

		Response Total	Response Percent
	Bachelor of Arts (BA)	3	4%
	Bachelor of Science (BS)	59	86%
	Cerificate of Advanced Graduate Study (CAGS)	0	0%
	Master of Arts (MA)	0	0%
	Master of Arts in Teaching (MAT)	0	0%
	Master of Business Administration (MBA)	0	0%
	Master of Education (MEd)	0	0%
	Master of Science (MS)	7	10%
	Total Respondents		**69**

3. Please select the major field your studied for your degree:

		Response Total	Response Percent
	Arts Education (MEd only)	0	0%
	Biology	8	12%
	Business Administration	0	0%
	Chemistry	1	1%
	Clinical Mental Health Counseling	0	0%
	Communication (MS only)	0	0%
	Communications Media	0	0%
	Computer Information Systems	0	0%
	Computer Science	0	0%
	Criminal Justice	0	0%
	Curriculum and Teaching	0	0%
	Early Childhood Education	0	0%
	Educational Leadership	0	0%
	Economics	0	0%
	Elementary Education	0	0%
	English Studies	0	0%
	Environmental and Earth Science	2	3%
	Exercise and Sports Science	10	14%
	Game Design	0	0%
	Geographic Science and Technology	1	1%
	History	0	0%
	Human Services	0	0%
	Industrial Technology	0	0%
	Interdisciplinary Studies	0	0%
	LECOM Early Acceptance	0	0%
	Mathematics	1	1%
	Middle School Education	0	0%
	Nursing - General	22	32%
	Nursing - LPN to Baccalaureatte	2	3%
	Nursing - RN to Baccalaureatte	9	13%
	Occupational/Vocational Education	0	0%
	Political Science	0	0%
	Psychological Science	13	19%
	Sociology	0	0%
	Special Education	0	0%
	Technology Education (Grades 5-12)	0	0%
Total Respondents			69

4. Please select your minor from the list below:
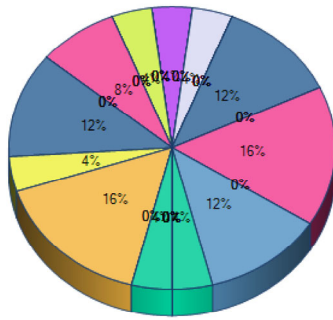
		Response Total	Response Percent
	African-American Studies	0	0%
	American Studies	0	0%
	Art	1	4%
	Art History	0	0%
	Asian Studies	0	0%
	Biology	4	16%
	Business Administration	1	4%
	Chemistry	3	12%
	Communication Studies	0	0%
	Computer Science	0	0%
	Construction Technology	0	0%
	Criminal Justice	2	8%
	Deaf Studies	0	0%
	Disability Studies	0	0%
	Early Childhood Education	0	0%
	Economics	0	0%
	English Studies - Literature	1	4%
	English Studies -- Professional Writing	0	0%
	Environmental and Earth Science	0	0%
	Film Studies	0	0%
	French	0	0%
	Game Design	0	0%
	Geographic Design	1	4%
	History	0	0%
	History Secondary Education	0	0%
	Industrial Training	0	0%
	International Studies	1	4%
	Latin	0	0%
	Manufacturing Technology	0	0%
	Mathematics	0	0%
	Mathematics for Education	0	0%
	Middle School Education	0	0%
	Music	0	0%
	Neuroscience, Behavior, and Cognition	3	12%
	Peace Studies	0	0%
	Philosophy	0	0%
	Political Science	0	0%
	Psychological Science	4	16%
	Romance Languages	0	0%
	Social Science	0	0%
	Sociology	3	12%
	Spanish	1	4%
	Special Education	0	0%
	Studio Art	0	0%
	Theater	0	0%
	Women, Gender and Sexuality Studies	0	0%
	None	0	0%

Total Respondents	25	
(skipped this question)	44	

5. Please select the student group you most identify with from the list below:
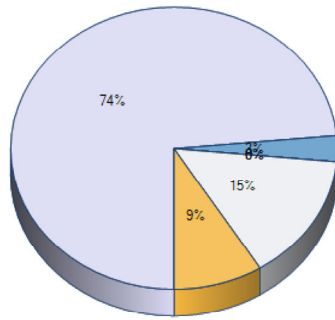
	Response Total	Response Percent
Day Student	50	74%
Evening On Campus Student	2	3%
Evening On-line Student	0	0%
Evening Extended Campus Student	0	0%
Online Student	10	15%
Graduate Student	6	9%
Total Respondents	68	
(skipped this question)	1	

6. Please rate the following academic experiences at Fitchburg State University:

	Excellent	Very Good	Good	Fair	Poor	Not Applicable	Response Total	Points	Avg
Availability of classes (e.g. time offered, seats open)	29.09% (16) 0% (0)	23.64% (13) 0% (0)	27.27% (15) 0% (0)	20% (11) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	55	0	0
Frequency of course offerings	16.98% (9) 0% (0)	11.32% (6) 0% (0)	50.94% (27) 0% (0)	15.09% (8) 0% (0)	5.66% (3) 0% (0)	0% (0)0% (0)	53	0	0
Size of classes	40.74% (22) 0% (0)	40.74% (22) 0% (0)	18.52% (10) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	0% (0)0% (0)	54	0	0
Quality of instruction	27.78% (15) 0% (0)	44.44% (24) 0% (0)	20.37% (11) 0% (0)	7.41% (4) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	54	0	0
Quality of texts and other instructional materials	20.37% (11) 0% (0)	37.04% (20) 0% (0)	31.48% (17) 0% (0)	11.11% (6) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	54	0	0
Availability of faculty outside of the classroom	29.63% (16) 0% (0)	38.89% (21) 0% (0)	22.22% (12) 0% (0)	9.26% (5) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	54	0	0
Timeliness and relevance of course content	28.57% (16) 0% (0)	46.43% (26) 0% (0)	25% (14)0% (0)	0% (0)0% (0)	0% (0)0% (0)	0% (0)0% (0)	56	0	0
Quality of high impact (outside the classroom) experiences (e.g. internships, practicum, etc.)	20.37% (11) 0% (0)	33.33% (18) 0% (0)	27.78% (15) 0% (0)	5.56% (3) 0% (0)	0% (0)0% (0)	12.96% (7) 0% (0)	54	0	0
Overall level of challenge in the coursework	25.93% (14) 0% (0)	50% (27)0% (0)	20.37% (11) 0% (0)	3.7% (2)0% (0)	0% (0)0% (0)	0% (0)0% (0)	54	0	0
Match between career goals and course-of-study requirements	23.64% (13) 0% (0)	45.45% (25) 0% (0)	27.27% (15) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	3.64% (2) 0% (0)	55	0	0
Overall level of faculty advisement	35.19% (19) 0% (0)	33.33% (18) 0% (0)	29.63% (16) 0% (0)	1.85% (1) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	54	0	0
					Total Respondents		54		
					(skipped this question)		15		

7. Please rate the quality of the facilities and activities offered at Fitchburg State University:

	Excellent	Very Good	Good	Fair	Poor	No Interaction	Response Total	Points	Avg
Classrooms	14.81% (8) 0% (0)	35.19% (19) 0% (0)	22.22% (12) 0% (0)	11.11% (6) 0% (0)	0% (0)0% (0)	16.67% (9) 0% (0)	54	0	0
Labs	24.07% (13) 0% (0)	29.63% (16) 0% (0)	20.37% (11) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	25.93% (14) 0% (0)	54	0	0
Other General facilities (e.g. studios, gym)	12.96% (7) 0% (0)	25.93% (14) 0% (0)	24.07% (13) 0% (0)	5.56% (3) 0% (0)	1.85% (1) 0% (0)	29.63% (16) 0% (0)	54	0	0
Computer Labs	9.26% (5) 0% (0)	22.22% (12) 0% (0)	33.33% (18) 0% (0)	7.41% (4) 0% (0)	1.85% (1) 0% (0)	25.93% (14) 0% (0)	54	0	0
Library	31.48% (17) 0% (0)	38.89% (21) 0% (0)	16.67% (9) 0% (0)	1.85% (1) 0% (0)	1.85% (1) 0% (0)	9.26% (5) 0% (0)	54	0	0
Technology in the classroom	9.09% (5) 0% (0)	21.82% (12) 0% (0)	32.73% (18) 0% (0)	12.73% (7) 0% (0)	1.82% (1) 0% (0)	21.82% (12) 0% (0)	55	0	0

	Very Well	Well	Neutral	Poorly	Very Poorly		Response Total	Points	Avg
Online technologies utilized in your classes	21.82% (12) 0% (0)	23.64% (13) 0% (0)	32.73% (18) 0% (0)	7.27% (4) 0% (0)	3.64% (2) 0% (0)	10.91% (6) 0% (0)	55	0	0
Musical or theatrical performances on-campus	5.56% (3) 0% (0)	11.11% (6) 0% (0)	16.67% (9) 0% (0)	1.85% (1) 0% (0)	0% (0)0% (0)	64.81% (35) 0% (0)	54	0	0
Intramural athletic offerings	7.41% (4) 0% (0)	12.96% (7) 0% (0)	18.52% (10) 0% (0)	1.85% (1) 0% (0)	0% (0)0% (0)	59.26% (32) 0% (0)	54	0	0
Intercollegiate athletic events	7.41% (4) 0% (0)	16.67% (9) 0% (0)	16.67% (9) 0% (0)	1.85% (1) 0% (0)	0% (0)0% (0)	57.41% (31) 0% (0)	54	0	0
Greek Life	3.7% (2)0% (0)	7.41% (4) 0% (0)	12.96% (7) 0% (0)	0% (0)0% (0)	3.7% (2) 0% (0)	72.22% (39) 0% (0)	54	0	0
Student Organizations	11.11% (6) 0% (0)	16.67% (9) 0% (0)	20.37% (11) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	51.85% (28) 0% (0)	54	0	0

	Total Respondents	54
	(skipped this question)	15

8. How well did Fitchburg State University prepare you in terms of the following skill sets:

	Very Well	Well	Neutral	Poorly	Very Poorly	Response Total	Points	Avg
Ability to think analytically and logically	50.91% (28) 0% (0)	45.45% (25) 0% (0)	3.64% (2)0% (0)	0% (0)0% (0)	0% (0)0% (0)	55	0	0
Ability to acquire new skills and knowledge on your own	51.85% (28) 0% (0)	42.59% (23) 0% (0)	3.7% (2)0% (0)	1.85% (1) 0% (0)	0% (0)0% (0)	54	0	0
Ability to use the knowledge, ideas, or perspectives gained from your major field	52.83% (28) 0% (0)	43.4% (23) 0% (0)	3.77% (2)0% (0)	0% (0)0% (0)	0% (0)0% (0)	53	0	0
Ability to orally communicate well	40.74% (22) 0% (0)	48.15% (26) 0% (0)	11.11% (6) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	54	0	0
Ability to judge information/ideas/actions/conclusions based on sources/methods/reasoning	57.41% (31) 0% (0)	38.89% (21) 0% (0)	3.7% (2)0% (0)	0% (0)0% (0)	0% (0)0% (0)	54	0	0
Ability to write effectively	48.15% (26) 0% (0)	44.44% (24) 0% (0)	5.56% (3)0% (0)	1.85% (1) 0% (0)	0% (0)0% (0)	54	0	0
Ability to use information technology in intellectual and/or professional pursuits	42.59% (23) 0% (0)	48.15% (26) 0% (0)	9.26% (5)0% (0)	0% (0)0% (0)	0% (0)0% (0)	54	0	0
Ability to understand and appreciate cultural and ethnic differences between people	45.45% (25) 0% (0)	47.27% (26) 0% (0)	3.64% (2)0% (0)	1.82% (1) 0% (0)	1.82% (1) 0% (0)	55	0	0
Ability to understand international perspectives on economic, political, social, and cultural issues	41.82% (23) 0% (0)	45.45% (25) 0% (0)	7.27% (4)0% (0)	3.64% (2) 0% (0)	1.82% (1) 0% (0)	55	0	0
Ability to gain an understanding of or appreciation for the arts	34.55% (19) 0% (0)	40% (22)0% (0)	18.18% (10) 0% (0)	3.64% (2) 0% (0)	3.64% (2) 0% (0)	55	0	0
Ability to understand and apply quantitative principles and methods	41.82% (23) 0% (0)	56.36% (31) 0% (0)	1.82% (1)0% (0)	0% (0)0% (0)	0% (0)0% (0)	55	0	0
Ability to understand scientific method	54.55% (30) 0% (0)	40% (22)0% (0)	5.45% (3)0% (0)	0% (0)0% (0)	0% (0)0% (0)	55	0	0

	Total Respondents	54
	(skipped this question)	15

9. How well did Fitchburg State University prepare you for the following personal and professional situational skill sets:

	Very Well	Well	Neutral	Poorly	Very Poorly	Response Total	Points	Avg
Your ability to work as a member of a team or group	50.91% (28) 0% (0)	41.82% (23) 0% (0)	7.27% (4)0% (0)	0% (0)0% (0)	0% (0)0% (0)	55	0	0
Your ability to get along with people of diverse backgrounds and perspectives	54.55% (30) 0% (0)	36.36% (20) 0% (0)	9.09% (5)0% (0)	0% (0)0% (0)	0% (0)0% (0)	55	0	0
Your ability to lead others effectively	46.3% (25)0% (0)	40.74% (22) 0% (0)	12.96% (7)0% (0)	0% (0)0% (0)	0% (0)0% (0)	54	0	0
Your ability to evaluate and choose between alternative courses of action	43.4% (23)0% (0)	45.28% (24) 0% (0)	11.32% (6)0% (0)	0% (0)0% (0)	0% (0)0% (0)	53	0	0
Your awareness of contemporary issues and their causes and consequences	51.85% (28) 0% (0)	38.89% (21) 0% (0)	9.26% (5)0% (0)	0% (0)0% (0)	0% (0)0% (0)	54	0	0

	Total Respondents	54

(skipped this question)   15

10. We are always looking for feedback to help us with quality and improvements. Is there something you would like to share with us regarding facilities or your program that wasn't captured above?

1. We needed better library hours.

2. Holmes dining needs better quality food!

3. No

4. more online classes and better classes offered for seniors.

5. More classes available at different times. Lab times are awful and for people with jobs makes it very difficult when only one lab time is available for everyday of the week.

6. Offer all classes each semester to ensure students are able to graduate on time. rather than being put back a year due to classes not being offered.

7. This is the first program that I had to provide/figure out my own internship. I don't feel this was too difficult since I have many years of experience already as a nurse. However, I am not sure that the follow up from program, to internship, to student would be as effective for students entering the nursing program with little or no experience. My last internship, during the semester there was no contact at all between the woman I was shadowing, and my professor. I have completed both a paramedic program and another nursing program where the instructors were onsite with students, or checked in while on site with students, or requested some type of feedback this was not the case.

8. Extended the library, and dining hall hours

9. Commuters desperately need more parking!

10. Housing and parking facilities need some major improvement.

11. No

12. I have had a wonderful experience over the last few years in the MSN graduate program. Finding clinical experiences to complete the required hours would have been much easier if we had more information and support from the nursing faculty. I practically had to beg for a list of previous placements when I began my clinical. By narrowing down a list of willing clinical sites, students will have a better clinical experience. I understand that this is a unique major, but if it has been part of the Fitchburg State University academic program, the college of nursing must provide more support in finding appropriate placements in Massachusetts.

For the final course, nursing research, I consistently reached out by phone and email to the professor/advisor for feedback on my paper. Most of the time I did not receive a reply, and had to make multiple attempts to reach her before she would give feedback on the progress of the paper. I felt that her feedback was snarky at times, and points were taken off of grading for things that she made corrections on, as I made the changes she requested. Reaching out for help seemed futile at times. I believe that although I have finished my research paper and am graduating, I would have benefitted from having an advisor who was not the professor for the course. It seems that her mind is focused elsewhere and not on advising students in their last semester, which should be a major focus. I have heard similar comments and concerns from other graduate students. I trust that this feedback is anonymous and that I will not be penalized for my comments. I look forward to graduation on December 21, 2018.

13. The science department is full of some of the most excellent instructors I've ever had the privelege of being educated by. I think for a smaller-scale institution the academic and administrative departments are incredible.

Also, commuters need more parking.

14. na

15. The course content in the classes doesn't seem to have changed in several years; there were even syllabi provided that weren't updated with the current year/term. I think the program COULD HAVE been really strong, but needs some tweaking to make it better. Additionally, despite being in an online forum, with technologically these days, ways to better engage distance learners should be explored to enhance the learning experience. The assigned tasks were not always aligned with the provided readings. Providing a more engaging environment would have been helpful in students better understanding the application of concepts.

Total Respondents   15

(skipped this question)   54

11. What is your level of agreement with the following statements:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Basis for Judgement	Response Total	Points	Avg
Faculty demonstrated commitment to my learning, personal well being and success	39.53% (17) 0% (0)	44.19% (19) 0% (0)	13.95% (6) 0% (0)	2.33% (1) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	43	0	0
Administrators (e.g. vice presidents, deans and directors) demonstrated commitment to my learning, personal well being and success	27.91% (12) 0% (0)	32.56% (14) 0% (0)	16.28% (7) 0% (0)	11.63% (5) 0% (0)	0% (0)0% (0)	11.63% (5) 0% (0)	43	0	0

Other University staff demonstrated commitment to my learning, personal well being and success	34.88% (15) 0% (0)	39.53% (17) 0% (0)	18.6% (8) 0% (0)	2.33% (1) 0% (0)	0% (0)0% (0)	4.65% (2) 0% (0)	43	0	0
Library resources (e.g. books, database subscriptions, inter-library loan) were adequate for my research and learning needs	47.62% (20) 0% (0)	40.48% (17) 0% (0)	9.52% (4) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	2.38% (1) 0% (0)	42	0	0
Library hours and web resource availability were adequate for my research and learning needs	47.62% (20) 0% (0)	35.71% (15) 0% (0)	2.38% (1) 0% (0)	7.14% (3) 0% (0)	4.76% (2) 0% (0)	2.38% (1) 0% (0)	42	0	0
Library staff were knowledgeable and demonstrated commitment to my learning and academic success.	45.45% (20) 0% (0)	31.82% (14) 0% (0)	11.36% (5) 0% (0)	2.27% (1) 0% (0)	2.27% (1) 0% (0)	6.82% (3) 0% (0)	44	0	0
I learned about research strategies and sources of information from the library staff.	39.53% (17) 0% (0)	37.21% (16) 0% (0)	9.3% (4)0% (0)	2.33% (1) 0% (0)	2.33% (1) 0% (0)	9.3% (4)0% (0)	43	0	0

Total Respondents	42
(skipped this question)	27

12. Please rate your overall experience with the following offices, programs and services at Fitchburg State University:

	Very Positive	Mostly Positive	Neutral	Mostly Negative	Very Negative	No Interaction	Was Unaware	Response Total	Points	Avg
Academic Department Office/Staff	42.86% (18) 0% (0)	33.33% (14) 0% (0)	4.76% (2) 0% (0)	2.38% (1) 0% (0)	0% (0)0% (0)	14.29% (6) 0% (0)	2.38% (1) 0% (0)	42	0	0
Admissions Office	38.1% (16) 0% (0)	42.86% (18) 0% (0)	7.14% (3) 0% (0)	2.38% (1) 0% (0)	0% (0)0% (0)	9.52% (4) 0% (0)	0% (0)0% (0)	42	0	0
Advising Center	46.34% (19) 0% (0)	24.39% (10) 0% (0)	7.32% (3) 0% (0)	2.44% (1) 0% (0)	0% (0)0% (0)	19.51% (8) 0% (0)	0% (0)0% (0)	41	0	0
Bookstore	30.95% (13) 0% (0)	30.95% (13) 0% (0)	21.43% (9) 0% (0)	4.76% (2) 0% (0)	2.38% (1) 0% (0)	9.52% (4) 0% (0)	0% (0)0% (0)	42	0	0
Capital Planning and Maintenance (e.g. buildings & grounds)	21.43% (9) 0% (0)	26.19% (11) 0% (0)	9.52% (4) 0% (0)	0% (0)0% (0)	2.38% (1) 0% (0)	40.48% (17) 0% (0)	0% (0)0% (0)	42	0	0
Career Counseling Office	16.28% (7) 0% (0)	18.6% (8) 0% (0)	13.95% (6) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	44.19% (19) 0% (0)	6.98% (3) 0% (0)	43	0	0
Center for Diversity and Inclusiveness	18.6% (8) 0% (0)	16.28% (7) 0% (0)	4.65% (2) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	53.49% (23) 0% (0)	6.98% (3) 0% (0)	43	0	0
Chartwell's Dining Services	16.67% (7) 0% (0)	21.43% (9) 0% (0)	14.29% (6) 0% (0)	7.14% (3) 0% (0)	0% (0)0% (0)	33.33% (14) 0% (0)	7.14% (3) 0% (0)	42	0	0
Commuter Affairs	24.39% (10) 0% (0)	19.51% (8) 0% (0)	2.44% (1) 0% (0)	4.88% (2) 0% (0)	0% (0)0% (0)	43.9% (18) 0% (0)	4.88% (2) 0% (0)	41	0	0
Counseling Services	11.9% (5) 0% (0)	16.67% (7) 0% (0)	4.76% (2) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	59.52% (25) 0% (0)	7.14% (3) 0% (0)	42	0	0
Disability Services	12.2% (5) 0% (0)	12.2% (5) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	0% (0)0% (0)	68.29% (28) 0% (0)	7.32% (3) 0% (0)	41	0	0
Financial Aid	29.27% (12) 0% (0)	31.71% (13) 0% (0)	14.63% (6) 0% (0)	4.88% (2) 0% (0)	0% (0)0% (0)	17.07% (7) 0% (0)	2.44% (1) 0% (0)	41	0	0
Graduate and Continuing Education (GCE)	29.27% (12) 0% (0)	14.63% (6) 0% (0)	12.2% (5) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	39.02% (16) 0% (0)	4.88% (2) 0% (0)	41	0	0
Health Services	33.33% (14) 0% (0)	21.43% (9) 0% (0)	7.14% (3) 0% (0)	2.38% (1) 0% (0)	0% (0)0% (0)	33.33% (14) 0% (0)	2.38% (1) 0% (0)	42	0	0
Housing and Residential Services	14.63% (6) 0% (0)	14.63% (6) 0% (0)	17.07% (7) 0% (0)	4.88% (2) 0% (0)	0% (0)0% (0)	43.9% (18) 0% (0)	4.88% (2) 0% (0)	41	0	0
Information Desk (Hammond Hall)	23.81% (10) 0% (0)	14.29% (6) 0% (0)	19.05% (8) 0% (0)	4.76% (2) 0% (0)	0% (0)0% (0)	35.71% (15) 0% (0)	2.38% (1) 0% (0)	42	0	0
International Education (e.g. study abroad)	15% (6)0% (0)	20% (8)0% (0)	7.5% (3)0% (0)	2.5% (1) 0% (0)	0% (0)0% (0)	47.5% (19) 0% (0)	7.5% (3) 0% (0)	40	0	0

Service								Total		
On-campus Job Recruitment	16.67% (7) 0% (0)	9.52% (4) 0% (0)	4.76% (2) 0% (0)	4.76% (2) 0% (0)	0% (0)0% (0)	54.76% (23) 0% (0)	9.52% (4) 0% (0)	42	0	0
One Card	31.71% (13) 0% (0)	31.71% (13) 0% (0)	14.63% (6) 0% (0)	0% (0)0% (0)	2.44% (1) 0% (0)	19.51% (8) 0% (0)	0% (0)0% (0)	41	0	0
Online Services (e.g. financial aid, registration, add/drop)	50% (21) 0% (0)	30.95% (13) 0% (0)	14.29% (6) 0% (0)	4.76% (2) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	0% (0)0% (0)	42	0	0
Parking	16.67% (7) 0% (0)	14.29% (6) 0% (0)	19.05% (8) 0% (0)	14.29% (6) 0% (0)	14.29% (6) 0% (0)	19.05% (8) 0% (0)	2.38% (1) 0% (0)	42	0	0
Recreation Services	23.26% (10) 0% (0)	13.95% (6) 0% (0)	23.26% (10) 0% (0)	2.33% (1) 0% (0)	2.33% (1) 0% (0)	34.88% (15) 0% (0)	0% (0)0% (0)	43	0	0
Registrar's Office	31.71% (13) 0% (0)	36.59% (15) 0% (0)	17.07% (7) 0% (0)	2.44% (1) 0% (0)	0% (0)0% (0)	12.2% (5) 0% (0)	0% (0)0% (0)	41	0	0
Shuttle Service	14.29% (6) 0% (0)	28.57% (12) 0% (0)	14.29% (6) 0% (0)	4.76% (2) 0% (0)	2.38% (1) 0% (0)	33.33% (14) 0% (0)	2.38% (1) 0% (0)	42	0	0
Student Accounts	34.15% (14) 0% (0)	29.27% (12) 0% (0)	19.51% (8) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	17.07% (7) 0% (0)	0% (0)0% (0)	41	0	0
Student Development Office	26.19% (11) 0% (0)	26.19% (11) 0% (0)	14.29% (6) 0% (0)	2.38% (1) 0% (0)	0% (0)0% (0)	30.95% (13) 0% (0)	0% (0)0% (0)	42	0	0
Technology Help Desk	33.33% (14) 0% (0)	23.81% (10) 0% (0)	16.67% (7) 0% (0)	0% (0)0% (0)	2.38% (1) 0% (0)	21.43% (9) 0% (0)	2.38% (1) 0% (0)	42	0	0
Tutor Center	36.59% (15) 0% (0)	12.2% (5) 0% (0)	12.2% (5) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	39.02% (16) 0% (0)	0% (0)0% (0)	41	0	0
University Catalog	30% (12) 0% (0)	37.5% (15) 0% (0)	17.5% (7) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	10% (4)0% (0)	5% (2)0% (0)	40	0	0
University Email	34.88% (15) 0% (0)	39.53% (17) 0% (0)	16.28% (7) 0% (0)	2.33% (1) 0% (0)	0% (0)0% (0)	4.65% (2) 0% (0)	2.33% (1) 0% (0)	43	0	0
University Police	33.33% (14) 0% (0)	21.43% (9) 0% (0)	14.29% (6) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	28.57% (12) 0% (0)	2.38% (1) 0% (0)	42	0	0
University Website	35.71% (15) 0% (0)	33.33% (14) 0% (0)	26.19% (11) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	4.76% (2) 0% (0)	0% (0)0% (0)	42	0	0
Veteran Services	11.9% (5) 0% (0)	14.29% (6) 0% (0)	7.14% (3) 0% (0)	2.38% (1) 0% (0)	0% (0)0% (0)	54.76% (23) 0% (0)	9.52% (4) 0% (0)	42	0	0
Volunteer Center	14.29% (6) 0% (0)	16.67% (7) 0% (0)	14.29% (6) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	50% (21) 0% (0)	4.76% (2) 0% (0)	42	0	0

Total Respondents 42

(skipped this question) 27

13. Is there something that you would like to share with us regarding our faculty, staff, or administrators that wasn't captured in the questions above?

1. The only downside that I have found with administration was that complete lack of help or interest to help students in the study abroad program. This was in no way the faculty that works within the office. Instead it was administration. I have also heard other students say the same.
2. No
3. N/A
4. no
5. No
6. Please see comments made above
7. For the most part I feel that the employees here are great people. Custodial staff are always pleasant and enjoyable to talk to. In all honesty though, the subway workers can be more than a bit rude. Other than that I have nothing but compliments for faculty, staff and most administrators. One of the academic deans in the science department however was not a fan favorite.
8. For the most part, I had a very positive experience with the professors in the MSN program. The admin, however, I found to be rude often and seemed to make things unnecessarily difficult.

Total Respondents 8

(skipped this question) 61

14. Is there something you would like to share with us regarding our offices, programs and services at Fitchburg State Univesity that wasn't captured in the questions above?

1. No
2. Please smile more. If I'm stressed going into a campus office such as registrar or financial aid, I would like to see a happy face wanting to help me, not a pissed off person that looks like they don't care about my issues or questions.
3. N/A
4. no
5. student accounts are the most clueless people when it comes to their job. every semester I had a issue that was poorly adressed
6. No

7. As a commuter I never knew anything regaridng shuttling services. But also, the parking here is a real issue. Theres never any spots and the police are out there ticketing with a passion I've never seen. Residents buy commuter passes and take up spots in commuter lots in addition to their own large lot on North. That lot should be commuters as well. Theres no reason to drive in 30-60 minutes then still have a 10+ minute walk to class. People are late to class because of this and it causes panic during parking which then leads to parking violations and more tickets. You can't win.

8. I feel like parking as a commuter is abysmal. Some commuters drive over an hour and through traffic and then have to struggle to find parking and sometimes have to park as far away as McKay which can also entail a treacherous walk. Sometimes too residents park in these lots and take up our commuter spaces and sometimes nothing is done about it. On top of that, they get a lot right next to Hammond that is just as big as Ross but is technically closer than most of the buildings on campus. Commuters make up just as much as residents in campus life but it seems they get less ample parking.

9. I received way too many emails regarding undergraduate concerns and campus life. There must be a way for you to filter out emails sent to exclude distance learners rather than sending to the every enrolled student. Even with this survey - I selected that I was an off-campus GCE student, and the majority of these survey questions are related to offices and experiences with whom I had no contact. Start making things more relevant to the population you are serving and I think you will an increase in satisfied students.

Total Respondents		**9**
(skipped this question)		60

15. Please select your level of agreement with the following statements:

	Very High	High	Average	Low	Very Low	Response Total	Points	Avg
Overall satisfaction with my experience with Fitchburg State University	47.62% (20) 0% (0)	35.71% (15) 0% (0)	14.29% (6)0% (0)	2.38% (1)0% (0)	0% (0)0% (0)	**42**	**0**	**0**
Likelihood that I will recommend the University to others	50% (21)0% (0)	35.71% (15) 0% (0)	9.52% (4)0% (0)	2.38% (1)0% (0)	2.38% (1)0% (0)	**42**	**0**	**0**
Likelihood that I will stay connected to the campus after completion of my degree	25.58% (11) 0% (0)	32.56% (14) 0% (0)	23.26% (10) 0% (0)	11.63% (5) 0% (0)	6.98% (3)0% (0)	**43**	**0**	**0**

Total Respondents	**42**
(skipped this question)	27

16. As we have stated previously, we are always looking for feedback that will help us improve. Is there something more you would like to share with us about your overall experience at Fitchburg State University?

1. No

2. no

3. As someone from the area, I said I would never go to Fitchburg State because I wanted to get out of my hometown. I'm happy I ended up at Fitchburg because it was a great experience and I learned so much from my professors. Having smaller classes compared to larger universities is such a huge benefit because you feel like professors really know you and care about your education and career.

4. No

5. This school genuinly provided me with opportunities I'd never thought of, and now I have my entire graduate life set up. Thank you.

6. Please see previous responses.

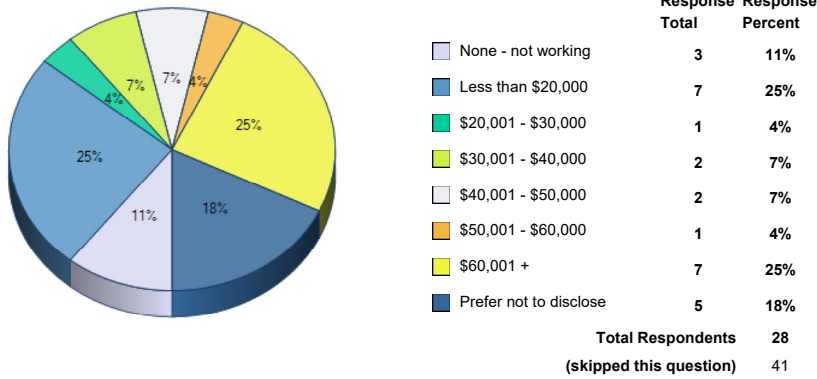|		
Total Respondents		**6**
(skipped this question)		63

17. As you prepare to leave Fitchburg State University, we would like to know about your short-term plans. Please mark each of the following as they relate to you currently.

	Yes	No	Not Applicable	Response Total	Points	Avg
I am currently employed or have a job offer in a field closely related to my current program of study	48.78% (20)0% (0)	36.59% (15)0% (0)	14.63% (6)0% (0)	**41**	**0**	**0**
I am currently employed or have a job offer in a field that is not related to my current program of study	30% (12)0% (0)	60% (24)0% (0)	10% (4)0% (0)	**40**	**0**	**0**
I am searching for employment in a field closely related to my current program of study	63.41% (26)0% (0)	26.83% (11)0% (0)	9.76% (4)0% (0)	**41**	**0**	**0**
I am searching for employment in a field not	20% (8)0% (0)	72.5% (29)0% (0)	7.5% (3)0% (0)	**40**	**0**	**0**

closely related to my current program of study

I have been accepted into a graduate program to continue my education at Fitchburg State University	4.76% (2)0% (0)	57.14% (24)0% (0)	38.1% (16)0% (0)	42	0	0
I have been accepted into a graduate or doctoral program to continue my education at another institution	9.76% (4)0% (0)	56.1% (23)0% (0)	34.15% (14)0% (0)	41	0	0
I am not planning to continue my education at this time	24.39% (10)0% (0)	51.22% (21)0% (0)	24.39% (10)0% (0)	41	0	0
I am pursuing the military	7.32% (3)0% (0)	80.49% (33)0% (0)	12.2% (5)0% (0)	41	0	0
			Total Respondents	41		
			(skipped this question)	28		

18. What is your current or expected (if you are just starting a new position) annual salary?

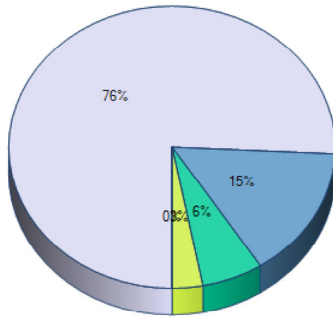|	Response Total	Response Percent
None - not working	3	11%
Less than $20,000	7	25%
$20,001 - $30,000	1	4%
$30,001 - $40,000	2	7%
$40,001 - $50,000	2	7%
$50,001 - $60,000	1	4%
$60,001 +	7	25%
Prefer not to disclose	5	18%
Total Respondents	28	
(skipped this question)	41	

19. How would you rate the importance of the following while attending Fitchburg State University:

	Very Important	Important	Neutral	Unimportant	Very Unimportant	Response Total	Points	Avg
Small, New England campus	51.28% (20)0% (0)	25.64% (10)0% (0)	12.82% (5)0% (0)	10.26% (4)0% (0)	0% (0)0% (0)	39	0	0
Low student-to-faculty ratio	65% (26)0% (0)	27.5% (11)0% (0)	5% (2)0% (0)	2.5% (1)0% (0)	0% (0)0% (0)	40	0	0
Accessible to my work/home/family	64.1% (25)0% (0)	25.64% (10)0% (0)	7.69% (3)0% (0)	2.56% (1)0% (0)	0% (0)0% (0)	39	0	0
Close-knit, friendly culture	39.47% (15)0% (0)	39.47% (15)0% (0)	15.79% (6)0% (0)	5.26% (2)0% (0)	0% (0)0% (0)	38	0	0
Diversity of student body	35.9% (14)0% (0)	30.77% (12)0% (0)	23.08% (9)0% (0)	7.69% (3)0% (0)	2.56% (1)0% (0)	39	0	0
Academic program(s)	65% (26)0% (0)	25% (10)0% (0)	7.5% (3)0% (0)	2.5% (1)0% (0)	0% (0)0% (0)	40	0	0
Affordability	80% (32)0% (0)	20% (8)0% (0)	0% (0)0% (0)	0% (0)0% (0)	0% (0)0% (0)	40	0	0
Faculty	58.54% (24)0% (0)	29.27% (12)0% (0)	7.32% (3)0% (0)	2.44% (1)0% (0)	2.44% (1)0% (0)	41	0	0
Residential life	25.64% (10)0% (0)	33.33% (13)0% (0)	23.08% (9)0% (0)	12.82% (5)0% (0)	5.13% (2)0% (0)	39	0	0
Facilities	47.37% (18)0% (0)	36.84% (14)0% (0)	15.79% (6)0% (0)	0% (0)0% (0)	0% (0)0% (0)	38	0	0
Financial Aid	53.85% (21)0% (0)	30.77% (12)0% (0)	10.26% (4)0% (0)	0% (0)0% (0)	5.13% (2)0% (0)	39	0	0
Many activities in the region	25% (10)0% (0)	37.5% (15)0% (0)	27.5% (11)0% (0)	5% (2)0% (0)	5% (2)0% (0)	40	0	0
Services/support to first generation students	30% (12)0% (0)	30% (12)0% (0)	25% (10)0% (0)	10% (4)0% (0)	5% (2)0% (0)	40	0	0
Volunteer opportunities	17.95% (7)0% (0)	38.46% (15)0% (0)	33.33% (13)0% (0)	10.26% (4)0% (0)	0% (0)0% (0)	39	0	0
Athletics	12.82% (5)0% (0)	35.9% (14)0% (0)	33.33% (13)0% (0)	12.82% (5)0% (0)	5.13% (2)0% (0)	39	0	0
Military-friendly	25.64% (10)0% (0)	25.64% (10)0% (0)	41.03% (16)0% (0)	5.13% (2)0% (0)	2.56% (1)0% (0)	39	0	0
LGBTQ-friendly	34.21% (13)0% (0)	23.68% (9)0% (0)	31.58% (12)0% (0)	7.89% (3)0% (0)	2.63% (1)0% (0)	38	0	0

	Very Significant	Significant	No Change	Insignificant	Very Insignificant	Response Total	Points	Avg
Honors Program	21.05% (8) 0% (0)	28.95% (11) 0% (0)	34.21% (13) 0% (0)	13.16% (5)0% (0)	2.63% (1)0% (0)	38	0	0
Employment prospects	47.37% (18) 0% (0)	26.32% (10) 0% (0)	21.05% (8) 0% (0)	2.63% (1)0% (0)	2.63% (1)0% (0)	38	0	0
Internships	41.03% (16) 0% (0)	38.46% (15) 0% (0)	10.26% (4) 0% (0)	7.69% (3)0% (0)	2.56% (1)0% (0)	39	0	0
Study Abroad opportunities	23.08% (9) 0% (0)	38.46% (15) 0% (0)	20.51% (8) 0% (0)	7.69% (3)0% (0)	10.26% (4)0% (0)	39	0	0
ROTC/National Guard	18.42% (7) 0% (0)	13.16% (5) 0% (0)	42.11% (16) 0% (0)	13.16% (5)0% (0)	13.16% (5)0% (0)	38	0	0

	Total Respondents	39
	(skipped this question)	30

20. How many times did you change your major at Fitchburg State University?

	Response Total	Response Percent
None	25	76%
Once	5	15%
2 Times	2	6%
3 times	1	3%
More than 3 times	0	0%
Total Respondents	**33**	
(skipped this question)	36	

21. As you finish your degree journey at Fitchburg State University, we would like to know how much your time here has impacted your growth. Please select the answer that best fits our impact on your growth below.

|	Very Significant	Significant	No Change	Insignificant	Very Insignificant	Response Total	Points	Avg
Academic Growth (broadened your perception of the need to learn)	67.5% (27) 0% (0)	27.5% (11) 0% (0)	2.5% (1)0% (0)	2.5% (1)0% (0)	0% (0)0% (0)	40	0	0
Personal Growth	72.5% (29) 0% (0)	17.5% (7)0% (0)	5% (2)0% (0)	5% (2)0% (0)	0% (0)0% (0)	40	0	0
Professional Growth (broaden your understanding of the need to continue to learn to achieve your career goals)	65% (26)0% (0)	35% (14)0% (0)	0% (0)0% (0)	0% (0)0% (0)	0% (0)0% (0)	40	0	0

	Total Respondents	40
	(skipped this question)	29

22. To which gender identity do you most identify?
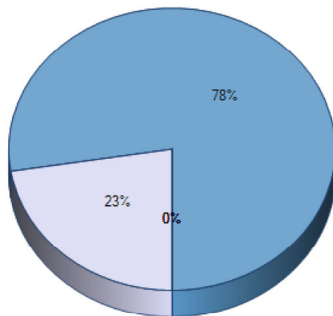
	Response Total	Response Percent
Male	9	22%
Female	31	78%
Transgender Male	0	0%
Transgender Female	0	0%
Do not identify as female, male or transgender	0	0%
Total Respondents	**40**	
(skipped this question)	29	

23. To which racial heritage do you predominantly identify?
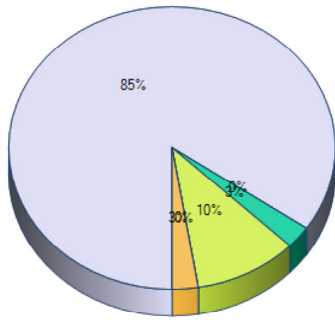
	Response Total	Response Percent
☐ White/Caucasian	33	85%
☐ Asian	0	0%
☐ Hispanic/Latino	1	3%
☐ Black/African American	4	10%
☐ American Indian	0	0%
☐ Other	1	3%
Total Respondents	39	
(skipped this question)	30	

**24.** During your time at the University, did you attend full-time or part-time?
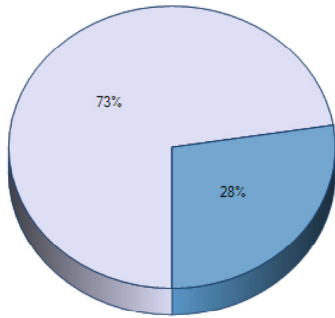
	Response Total	Response Percent
☐ Full-time	29	72%
☐ Part-time	11	28%
Total Respondents	40	
(skipped this question)	29	

25. During your time at the University, approximately how many hours did you work per week?
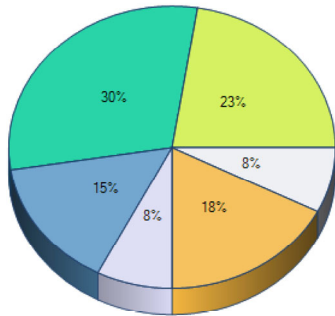
	Response Total	Response Percent
☐ 0	3	8%
☐ 1 - 10	6	15%
☐ 11 - 20	12	30%
☐ 21 - 30	9	22%
☐ 31 - 40	3	8%
☐ 40+	7	18%
Total Respondents	40	
(skipped this question)	29	

26. How many dependents do you have (not including yourself)?
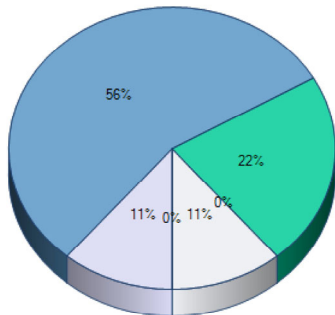
	Response Total	Response Percent
☐ 1	1	11%
☐ 2	5	56%
☐ 3	2	22%
☐ 4	0	0%
☐ 5	1	11%
☐ 5+	0	0%
Total Respondents	9	
(skipped this question)	60	