

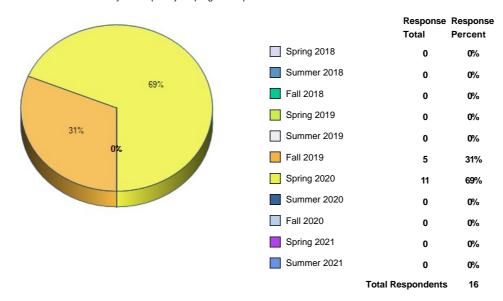
### Export Data CSV

### **Graduating Student Feedback 2019 & 2020**

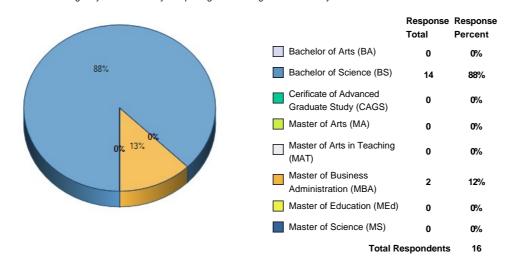
Survey Title: Graduating Student Feedback

### **Responses By Question Analysis:**

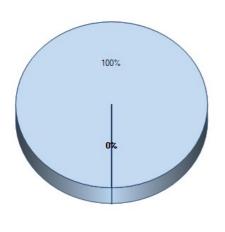
1. Please select the semester will you complete your program requirements from the list below:



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

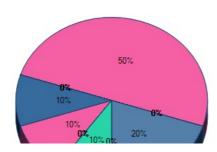


 ${f 3}$  . Please select the major field your studied for your degree:

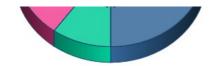


		Response Total	Respons Percent
	Arts Education (MEd only)	0	0%
	Biology	0	0%
	Business Administration	0	0%
	Chemistry	0	0%
	Clinical Mental Health Counseling	0	0%
	Communication (MS only)	0	0%
	Communications Media	0	0%
	Computer Information Systems	0	0%
	Computer Science	0	0%
	Criminal Justice	0	0%
	Curriculum and Teaching	0	0%
	Early Childhood Education	0	0%
	Educational Leadership	0	0%
	Economics	0	0%
20	Elementary Education	0	0%
	English Studies	0	0%
	Environmental and Earth Science	0	0%
	Exercise and Sports Science	0	0%
	Game Design	0	0%
	Geographic Science and Technology	0	0%
	History	0	0%
	Human Services	16	100%
	Industrial Technology	0	0%
	Interdisciplinary Studies	0	0%
	LECOM Early Acceptance	0	0%
	Mathematics	0	0%
	Middle School Education	0	0%
	Nursing - General	0	0%
	Nursing - LPN to Baccalaureatte	0	0%
	Nursing - RN to	0	0%
	Baccalaureatte Occupational/Vocational		
	Education	0	0%
	Political Science	0	0%
	Psychological Science	0	0%
	Sociology	0	0%
	Special Education	0	0%
	Technology Education (Grades 5-12)	0	0%
	Total Re	espondents	16

# 4. Please select your minor from the list below:

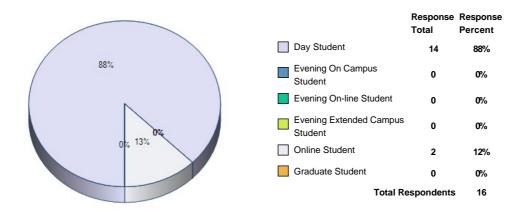


	Response Total	Response Percent
African-American Studies	0	0%
American Studies	0	0%
Art	1	10%
Art History	0	0%
Asian Studies	0	0%



	Biology	0	0%
	Business Administration	0	0%
_	Chemistry	0	0%
	Communication Studies	0	0%
	Computer Science	0	0%
	Construction Technology	0	0%
	Criminal Justice	1	10%
	Deaf Studies	1	10%
	Disability Studies	0	0%
	Early Childhood Education	0	0%
	Economics	0	0%
	English Studies - Literature	0	0%
	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	0	0%
	History	0	0%
	History Secondary Education	0	0%
	Industrial Training	0	0%
	International Studies	0	0%
	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	0	0%
	Peace Studies	0	0%
	Philosophy	0	0%
	Political Science	0	0%
	Psychological Science	5	50%
	Romance Languages	0	0%
	Social Science	0	0%
	Sociology	0	0%
	Spanish	0	0%
	Special Education	0	0%
	Studio Art	0	0%
	Theater	0	0%
	Women, Gender and Sexuality Studies	0	0%
	None	2	20%
	Total Respo	ndents	10
	(skipped this qu	estion)	6

 $\boldsymbol{5}$  . Please select the student group you most identify with from the list below:



## $\textbf{6.} \ \ \text{Please rate the following academic experiences at Fitchburg State University:}$

	Excellent	Very Good	Good	Fair	Poor	Not Applicable	Response Total	Points	Avg
Availability of classes (e.g. time offered, seats open)	53.85% (7)	7.69% (1)	23.08% (3)	15.38% (2)	0% (0)	0% (0)	13		
Frequency of course offerings	30.77% (4)	15.38% (2)	46.15% (6)	7.69% (1)	0% (0)	0% (0)	13		
Size of classes	46.15% (6)	23.08% (3)	23.08% (3)	7.69% (1)	0% (0)	0% (0)	13		
Quality of instruction	33.33% (4)	25% (3)	41.67% (5)	0% (0)	0% (0)	0% (0)	12		
Quality of texts and other instructional materials	46.15% (6)	7.69% (1)	38.46% (5)	7.69% (1)	0% (0)	0% (0)	13		
Availability of faculty outside of the classroom	38.46% (5)	7.69% (1)	30.77% (4)	7.69% (1)	7.69% (1)	7.69% (1)	13		
Timeliness and relevance of course content	38.46% (5)	30.77% (4)	30.77% (4)	0% (0)	0% (0)	0% (0)	13		
Quality of high impact (outside the classroom) experiences (e.g. internships, practicum, etc.)	38.46% (5)	23.08% (3)	30.77% (4)	0% (0)	0% (0)	7.69% (1)	13		
Overall level of challenge in the coursework	38.46% (5)	23.08% (3)	38.46% (5)	0% (0)	0% (0)	0% (0)	13		
Match between career goals and course-of-study requirements	30.77% (4)	38.46% (5)	30.77% (4)	0% (0)	0% (0)	0% (0)	13		
Overall level of faculty advisement	46.15% (6)	23.08% (3)	30.77% (4)	0% (0)	0% (0)	0% (0)	13		
			Total Respondent		espondents	13			
					(skipped t	his question)	3		

### ${f 7}$ . 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	30.77% (4)	23.08% (3)	30.77% (4)	7.69% (1)	0% (0)	7.69% (1)	13		
Labs	16.67% (2)	33.33% (4)	8.33% (1)	0% (0)	8.33% (1)	33.33% (4)	12		
Other General facilities (e.g. studios, gym)	25% (3)	33.33% (4)	25% (3)	8.33% (1)	0% (0)	8.33% (1)	12		
Computer Labs	25% (3)	33.33% (4)	8.33% (1)	8.33% (1)	0% (0)	25% (3)	12		
Library	25% (3)	41.67% (5)	16.67% (2)	8.33% (1)	0% (0)	8.33% (1)	12		
Technology in the classroom	25% (3)	25% (3)	25% (3)	16.67% (2)	0% (0)	8.33% (1)	12		
Online technologies utilized in your classes	25% (3)	41.67% (5)	33.33% (4)	0% (0)	0% (0)	0% (0)	12		
Musical or theatrical performances on- campus	16.67% (2)	25% (3)	16.67% (2)	0% (0)	0% (0)	41.67% (5)	12		
Intramural athletic offerings	16.67% (2)	16.67% (2)	8.33% (1)	0% (0)	0% (0)	58.33% (7)	12		
Intercollegiate athletic events	16.67% (2)	25% (3)	16.67% (2)	0% (0)	0% (0)	41.67% (5)	12		
Greek Life	16.67% (2)	16.67% (2)	0% (0)	0% (0)	8.33% (1)	58.33% (7)	12		

 Student Organizations
 25% (3)
 25% (3)
 8.33% (1)
 0% (0)
 0% (0)
 41.67% (5)
 12

 Total Respondents
 12

 (skipped this question)
 4

 $oldsymbol{8}$  . 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	46.15% (6)	53.85% (7)	0% (0)	0% (0)	0% (0)	13		
Ability to acquire new skills and knowledge on your own	46.15% (6)	53.85% (7)	0% (0)	0% (0)	0% (0)	13		
Ability to use the knowledge, ideas, or perspectives gained from your major field	53.85% (7)	46.15% (6)	0% (0)	0% (0)	0% (0)	13		
Ability to orally communicate well	30.77% (4)	61.54% (8)	7.69% (1)	0% (0)	0% (0)	13		
Ability to judge information/ideas/actions/conclusions based on sources/methods/reasoning	38.46% (5)	61.54% (8)	0% (0)	0% (0)	0% (0)	13		
Ability to write effectively	30.77% (4)	61.54% (8)	7.69% (1)	0% (0)	0% (0)	13		
Ability to use information technology in intellectual and/or professional pursuits	46.15% (6)	53.85% (7)	0% (0)	0% (0)	0% (0)	13		
Ability to understand and appreciate cultural and ethnic differences between people	50% (6)	50% (6)	0% (0)	0% (0)	0% (0)	12		
Ability to understand international perspectives on economic, political, social, and cultural issues	46.15% (6)	46.15% (6)	7.69% (1)	0% (0)	0% (0)	13		
Ability to gain an understanding of or appreciation for the arts	53.85% (7)	30.77% (4)	7.69% (1)	0% (0)	7.69% (1)	13		
Ability to understand and apply quantitative principles and methods	38.46% (5)	53.85% (7)	7.69% (1)	0% (0)	0% (0)	13		
Ability to understand scientific method	38.46% (5)	46.15% (6)	15.38% (2)	0% (0)	0% (0)	13		
				Total R	espondents	13		
				(skipped th	nis question)	3		

 $\textbf{9.} \ \ \text{How well did Fitchburg State University prepare you for the following personal and professional situational skill sets:}$ 

	Very Well	Well	Neutral	Poorly	Very Poorly	Total	Points	Avg
Your ability to work as a member of a team or group	61.54% (8)	38.46% (5)	0% (0)	0% (0)	0% (0)	13		
Your ability to get along with people of diverse backgrounds and perspectives	46.15% (6)	46.15% (6)	7.69% (1)	0% (0)	0% (0)	13		
Your ability to lead others effectively	38.46% (5)	46.15% (6)	15.38% (2)	0% (0)	0% (0)	13		
Your ability to evaluate and choose between alternative courses of action	38.46% (5)	53.85% (7)	7.69% (1)	0% (0)	0% (0)	13		
Your awareness of contemporary issues and their causes and consequences	30.77% (4)	61.54% (8)	7.69% (1)	0% (0)	0% (0)	13		
				Total	Respondents	13		
				(skipped	this question)	3		

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?

There needs to be consistency of workload in the different classes. There 2 or 3 professors in the MBA program that give an extraordinary amount of work compared to their counterparts in the program (i.e. Crawley and Greenwood). This makes it very difficult for the student to anticipate time management requirements. Prof. Greenwood literally gives 3 times the amount of homework as any other professor in the

- MBA program. This lack of consistency hurts students, who are most likely taking an online MBA because they already have full time work and family responsibilities. This issue needs to be addressed if FSU wants to attract more professionals to its Online MBA programs. In business consistency is key and while small variations are understandable and expected, having a workload 3 times greater than in any other class is unacceptable.
- 2. Great experience! Will probably be coming back for my Masters degree!

- The weight room at the rec center needs improvement. Most machines have been broken for almost a year without being fixed.
- Living in the dorms during my time at FSU, during the spring and summer months were very hot. Fans do not do justice. Maybe AC's?
- I wish each building had a "commuter station" with a microwave and utensils. Most of my classes were in McKay, and when the cafe closed, the microwave would be locked up.

11

Total Respondents 5

(skipped this question)

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

•	•		•						
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	No Basis for F Judgement	Response Total	Points	Avg
Faculty demonstrated commitment to my learning, personal well being and success	60% (6)	30% (3)	10% (1)	0% (0)	0% (0)	0% (0)	10		
Administrators (e.g. vice presidents, deans and directors) demonstrated commitment to my learning, personal well being and success	30% (3)	30% (3)	20% (2)	10% (1)	0% (0)	10% (1)	10		
Other University staff demonstrated commitment to my learning, personal well being and success	40% (4)	50% (5)	10% (1)	0% (0)	0% (0)	0% (0)	10		
Library resources (e.g. books, database subscriptions, interlibrary loan) were adequate for my research and learning needs	40% (4)	40% (4)	20% (2)	0% (0)	0% (0)	0% (0)	10		
Library hours and web resource availability were adequate for my research and learning needs	40% (4)	40% (4)	10% (1)	0% (0)	0% (0)	10% (1)	10		
Library staff were knowledgeable and demonstrated commitment to my learning and academic success.	40% (4)	40% (4)	10% (1)	0% (0)	0% (0)	10% (1)	10		
I learned about research strategies and sources of information from the library staff.	30% (3)	50% (5)	10% (1)	0% (0)	0% (0)	10% (1)	10		
					Total R	espondents	10		

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	50% (5)	30% (3)	10% (1)	0% (0)	0% (0)	10% (1)	0% (0)	10		
Admissions Office	40% (4)	50% (5)	10% (1)	0% (0)	0% (0)	0% (0)	0% (0)	10		
Advising Center	40% (4)	30% (3)	20% (2)	0% (0)	0% (0)	10% (1)	0% (0)	10		
Bookstore	40% (4)	30% (3)	30% (3)	0% (0)	0% (0)	0% (0)	0% (0)	10		
Capital Planning and Maintenance (e.g. buildings & grounds)	30% (3)	40% (4)	10% (1)	0% (0)	0% (0)	20% (2)	0% (0)	10		
Career Counseling Office	20% (2)	40% (4)	10% (1)	0% (0)	0% (0)	30% (3)	0% (0)	10		
Center for Diversity and Inclusiveness	30% (3)	30% (3)	10% (1)	0% (0)	0% (0)	30% (3)	0% (0)	10		
Chartwell's Dining Services	40% (4)	30% (3)	20% (2)	0% (0)	0% (0)	10% (1)	0% (0)	10		
Commuter Affairs	20% (2)	30% (3)	30% (3)	0% (0)	0% (0)	20% (2)	0% (0)	10		

(skipped this question)

Counseling Services		20% (2)	20% (2)	0% (0)	0% (0)	20% (2)	0% (0)	10
Disability Services	30% (3)	20% (2)	20% (2)	10% (1)	0% (0)	20% (2)	0% (0)	10
Financial Aid	30% (3)	20% (2)	30% (3)	10% (1)	0% (0)	10% (1)	0% (0)	10
Graduate and Continuing Education (GCE)	20% (2)	30% (3)	20% (2)	0% (0)	0% (0)	20% (2)	10% (1)	10
Health Services	40% (4)	10% (1)	20% (2)	0% (0)	0% (0)	30% (3)	0% (0)	10
Housing and Residential Services	20% (2)	30% (3)	20% (2)	0% (0)	0% (0)	30% (3)	0% (0)	10
Information Desk (Hammond Hall)	40% (4)	40% (4)	10% (1)	0% (0)	0% (0)	10% (1)	0% (0)	10
International Education (e.g. study abroad)	20% (2)	20% (2)	20% (2)	10% (1)	0% (0)	30% (3)	0% (0)	10
On-campus Job Recruitment	20% (2)	30% (3)	30% (3)	0% (0)	0% (0)	20% (2)	0% (0)	10
One Card	40% (4)	30% (3)	20% (2)	0% (0)	0% (0)	10% (1)	0% (0)	10
Online Services (e.g. financial aid, registration, add/drop	50% (5)	40% (4)	10% (1)	0% (0)	0% (0)	0% (0)	0% (0)	10
Parking	20% (2)	10% (1)	30% (3)	30% (3)	0% (0)	10% (1)	0% (0)	10
Recreation Services	30% (3)	40% (4)	20% (2)	0% (0)	0% (0)	10% (1)	0% (0)	10
Registrar's Office	30% (3)	50% (5)	10% (1)	0% (0)	0% (0)	10% (1)	0% (0)	10
Shuttle Service	20% (2)	20% (2)	30% (3)	0% (0)	0% (0)	30% (3)	0% (0)	10
Student Accounts	20% (2)	60% (6)	10% (1)	0% (0)	0% (0)	10% (1)	0% (0)	10
Student Development Office	30% (3)	30% (3)	20% (2)	0% (0)	0% (0)	20% (2)	0% (0)	10
Technology Help Desk	30% (3)	40% (4)	10% (1)	0% (0)	0% (0)	20% (2)	0% (0)	10
Tutor Center	20% (2)	30% (3)	20% (2)	0% (0)	0% (0)	30% (3)	0% (0)	10
University Catalog	27.27% (3)	36.36% (4)	27.27% (3)	0% (0)	0% (0)	9.09% (1)	0% (0)	11
University Email	40% (4)	50% (5)	10% (1)	0% (0)	0% (0)	0% (0)	0% (0)	10
University Police	20% (2)	50% (5)	20% (2)	0% (0)	0% (0)	10% (1)	0% (0)	10
University Website	30% (3)	60% (6)	10% (1)	0% (0)	0% (0)	0% (0)	0% (0)	10
Veteran Services	20% (2)	20% (2)	30% (3)	0% (0)	0% (0)	30% (3)	0% (0)	10
Volunteer Center	20% (2)	20% (2)	30% (3)	0% (0)	0% (0)	30% (3)	0% (0)	10
						Total Res	pondents	10
						(skipped this	question)	6
							•	

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?

Allow online MBA students to complete work at their own pace by meeting deadlines and allowing them access to all the class assignments on day one. This way they can manage their own schedules and complete assignments ahead of time if they anticipate that work or family obligations will prevent them from completing assignments on time. We are adults, treat us like adults.

- 2.
- Dr. William Cummings has worked with me numerous times, and I just want to let you all know that he is an asset for this school, and would do anything for FSU. I hope you keep him for a very long time!
- All of the staff in the Human Services program are amazing!

**Total Respondents** 

(skipped 12 question)

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?

- The parking services women who handled parking tickets is not very responsive to students and is never in 1. her office
- Make FSU tutition free or try to make FSU cheaper than it already is! Its programs and fees go up every
- 3. The food service staff in all of the buildings were so helpful and sweet. They are so kind.

**Total Respondents** 3

(skipped this

13 question)

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

Response Very High High Average Very Low **Points** Low Avg Total

					spondents is question)	<b>10</b> 6
Likelihood that I will stay connected to the campus after completion of my degree	50% (5)	20% (2)	20% (2)	0% (0)	10% (1)	10
Likelihood that I will recommend the University to others	60% (6)	20% (2)	20% (2)	0% (0)	0% (0)	10
my experience with Fitchburg State University	60% (6)	30% (3)	10% (1)	0% (0)	0% (0)	10

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?

You are listing Hispanic as a Race. Hispanic is not a race, but rather an ethnicity. Hispanics can be White,

- Asian, Native American, Black or a mixture of any of these. You should remove Hispanic from race, and add a field for ethnicity with Hispanic and Non-Hispanic as the option.
- 2. Jamie Cochran and Shane Franzen with CDI are gems! Please keep them for as long as possible! Jamie has got to know me and many, many other students. Do not know where I would be without her!

Total Respondents

(skipped this

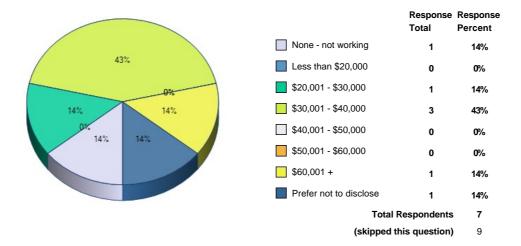
this 14

question)

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	20% (2)	70% (7)	10% (1)	10		
I am currently employed or have a job offer in a field that is not related to my current program of study	40% (4)	50% (5)	10% (1)	10		
I am searching for employment in a field closely related to my current program of study	90% (9)	0% (0)	10% (1)	10		
I am searching for employment in a field not closely related to my current program of study	0% (0)	80% (8)	20% (2)	10		
I have been accepted into a graduate program to continue my education at Fitchburg State University	0% (0)	40% (4)	60% (6)	10		
I have been accepted into a graduate or doctoral program to continue my education at another institution	0% (0)	40% (4)	60% (6)	10		
I am not planning to continue my education at this time	40% (4)	30% (3)	30% (3)	10		
I am pursuing the military	0% (0)	90% (9)	10% (1)	10		
			Total Respondents	10		
			(skipped this question)	6		

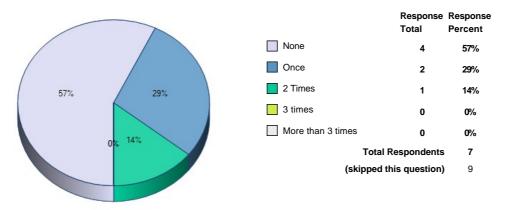
18. What is your current or expected (if you are just starting a new position) annual salary?



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

•			J	0 0	,			
	Very Important	Important	Neutral	Unimportant	Very Unimportant	Response Total	Points	Avg
Small, New England campus	44.44% (4)	33.33% (3)	22.22% (2)	0% (0)	0% (0)	9		
Low student-to-faculty ratio	66.67% (6)	11.11% (1)	22.22% (2)	0% (0)	0% (0)	9		
Accessible to my work/home/family	77.78% (7)	0% (0)	22.22% (2)	0% (0)	0% (0)	9		
Close-knit, friendly culture	66.67% (6)	11.11% (1)	22.22% (2)	0% (0)	0% (0)	9		
Diversity of student body	66.67% (6)	11.11% (1)	22.22% (2)	0% (0)	0% (0)	9		
Academic program(s)	77.78% (7)	11.11% (1)	11.11% (1)	0% (0)	0% (0)	9		
Affordability	88.89% (8)	0% (0)	11.11% (1)	0% (0)	0% (0)	9		
Faculty	77.78% (7)	11.11% (1)	11.11% (1)	0% (0)	0% (0)	9		
Residential life	44.44% (4)	33.33% (3)	22.22% (2)	0% (0)	0% (0)	9		
Facilities	66.67% (6)	11.11% (1)	22.22% (2)	0% (0)	0% (0)	9		
Financial Aid	77.78% (7)	0% (0)	22.22% (2)	0% (0)	0% (0)	9		
Many activities in the region	55.56% (5)	11.11% (1)	33.33% (3)	0% (0)	0% (0)	9		
Services/support to first generation students	44.44% (4)	11.11% (1)	44.44% (4)	0% (0)	0% (0)	9		
Volunteer opportunities	55.56% (5)	22.22% (2)	22.22% (2)	0% (0)	0% (0)	9		
Athletics	44.44% (4)	22.22% (2)	33.33% (3)	0% (0)	0% (0)	9		
Military-friendly	33.33% (3)	22.22% (2)	44.44% (4)	0% (0)	0% (0)	9		
LGBTQ-friendly	33.33% (3)	11.11% (1)	44.44% (4)	11.11% (1)	0% (0)	9		
Honors Program	22.22% (2)	22.22% (2)	44.44% (4)	11.11% (1)	0% (0)	9		
Employment prospects	44.44% (4)	33.33% (3)	22.22% (2)	0% (0)	0% (0)	9		
Internships	55.56% (5)	22.22% (2)	11.11% (1)	11.11% (1)	0% (0)	9		
Study Abroad opportunities	33.33% (3)	33.33% (3)	22.22% (2)	11.11% (1)	0% (0)	9		
ROTC/National Guard	22.22% (2)	22.22% (2)	44.44% (4)	11.11% (1)	0% (0)	9		
				Total	9			
				(skipped	7			

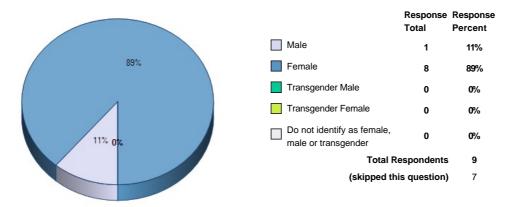
20. How many times did you change your major at Fitchburg State University?



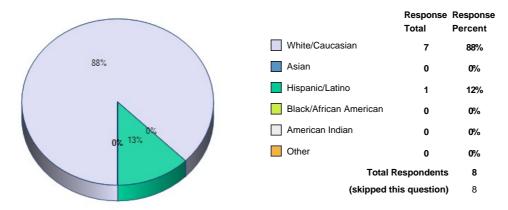
21. As you finish your degree journey at Fitchburg State University, we would like to know how much your time here has impacted your growth. Please select the answer that best fits our impact on your growth below.

	Very Significant	Significant	No Change	Insignificant	Very Insignificant	Response Total	Points	Avg
Academic Growth (broadened your perception of the need to learn)	70% (7)	20% (2)	10% (1)	0% (0)	0% (0)	10		
Personal Growth	77.78% (7)	22.22% (2)	0% (0)	0% (0)	0% (0)	9		
Professional Growth (broaden your understanding of the need to continue to learn to achieve your career goals)	70% (7)	20% (2)	10% (1)	0% (0)	0% (0)	10		
				Total	9			
				(skipped	7			

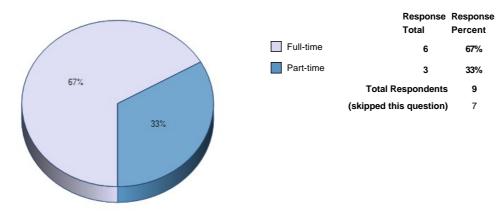
22. To which gender identity do you most identify?



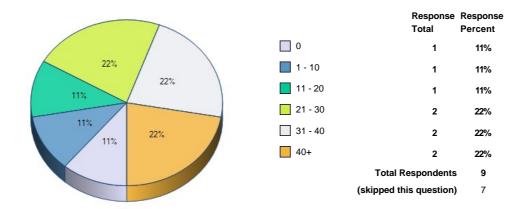
23. To which racial heritage do you predominantly identify?



**24.** During your time at the University, did you attend full-time or part-time?



 ${\bf 25.}\ \ {\hbox{During your time at the University, approximately how many hours did you work per week?}}$ 



 ${\bf 26.}\ \ {\bf How\ many\ dependents\ do\ you\ have\ (not\ including\ yourself)?}$ 

