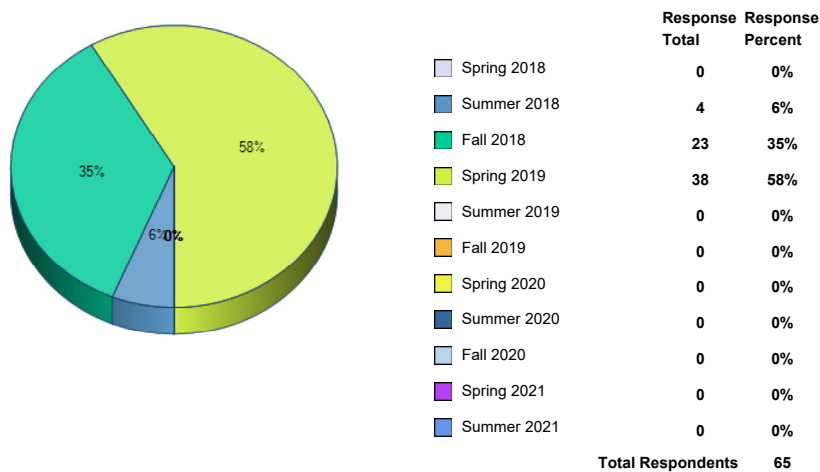# FITCHBURG STATE UNIVERSITY
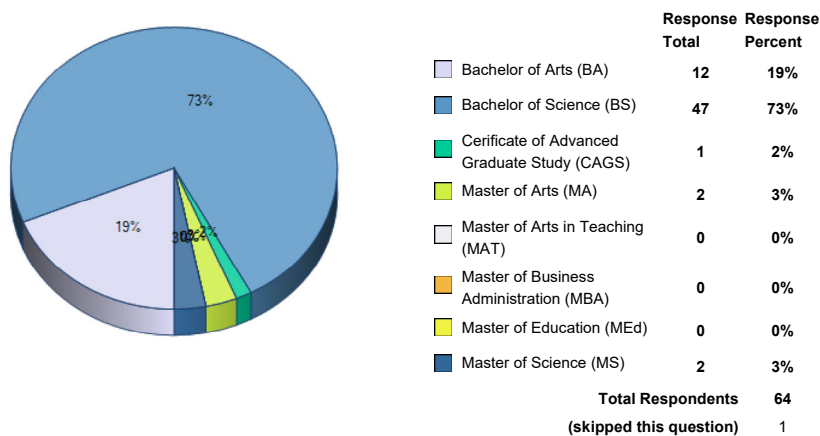

Graduating Student Feedback

Survey Title: Graduating Student Feedback
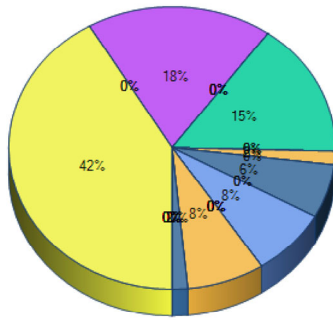
Responses By Question Analysis:

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	4	6%
Fall 2018	23	35%
Spring 2019	38	58%
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		**65**

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)	12	19%
Bachelor of Science (BS)	47	73%
Cerificate of Advanced Graduate Study (CAGS)	1	2%
Master of Arts (MA)	2	3%
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)	2	3%
Total Respondents		**64**
(skipped this question)		**1**

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

		Response Total	Response 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	27	42%
	Computer Information Systems	0	0%
	Computer Science	0	0%
	Criminal Justice	12	18%
	Curriculum and Teaching	0	0%
	Early Childhood Education	0	0%
	Educational Leadership	0	0%
	Economics	0	0%
	Elementary Education	0	0%
	English Studies	10	15%
	Environmental and Earth Science	0	0%
	Exercise and Sports Science	0	0%
	Game Design	1	2%
	Geographic Science and Technology	0	0%
	History	4	6%
	Human Services	0	0%
	Industrial Technology	0	0%
	Interdisciplinary Studies	5	8%
	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 Baccalaureatte	0	0%
	Occupational/Vocational Education	0	0%
	Political Science	5	8%
	Psychological Science	0	0%
	Sociology	1	2%
	Special Education	0	0%
	Technology Education (Grades 5-12)	0	0%
	Total Respondents	**65**	

4. Please select your minor from the list below:
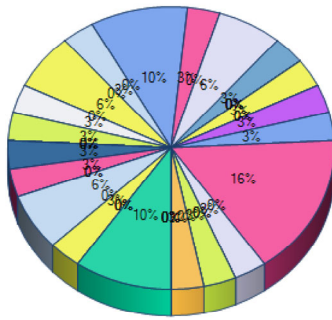
		Response Total	Response Percent
	African-American Studies	0	0%
	American Studies	0	0%
	Art	3	10%
	Art History	0	0%
	Asian Studies	0	0%
	Biology	0	0%
	Business Administration	1	3%
	Chemistry	0	0%
	Communication Studies	2	6%
	Computer Science	0	0%
	Construction Technology	0	0%
	Criminal Justice	1	3%
	Deaf Studies	1	3%
	Disability Studies	0	0%
	Early Childhood Education	0	0%
	Economics	0	0%
	English Studies - Literature	1	3%
	English Studies -- Professional Writing	1	3%
	Environmental and Earth Science	0	0%
	Film Studies	2	6%
	French	0	0%
	Game Design	1	3%
	Geographic Design	0	0%
	History	3	10%
	History Secondary Education	1	3%
	Industrial Training	0	0%
	International Studies	2	6%
	Latin	1	3%
	Manufacturing Technology	0	0%
	Mathematics	0	0%
	Mathematics for Education	0	0%
	Middle School Education	0	0%
	Music	1	3%
	Neuroscience, Behavior, and Cognition	0	0%
	Peace Studies	0	0%
	Philosophy	1	3%
	Political Science	1	3%
	Psychological Science	5	16%
	Romance Languages	0	0%
	Social Science	1	3%
	Sociology	0	0%
	Spanish	0	0%
	Special Education	1	3%
	Studio Art	0	0%
	Theater	1	3%
	Women, Gender and Sexuality Studies	0	0%
	None	0	0%

	Total Respondents	31
	(skipped this question)	34

5. Please select the student group you most identify with from the list below:

		Response Total	Response Percent
	Day Student	58	89%
	Evening On Campus Student	1	2%
	Evening On-line Student	0	0%
	Evening Extended Campus Student	0	0%
	Online Student	2	3%
	Graduate Student	4	6%
	Total Respondents	65	
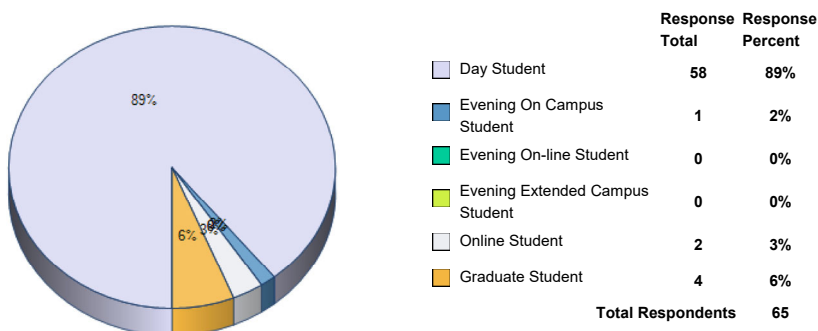
6. Please rate the following academic experiences at Fitchburg State University:

	Excellent	Very Good	Good	Fair	Poor	Not Applicable	Response Total	Points	Avg
Availability of classes (e.g. time offered, seats open)	12.28% (7) 0% (0)	29.82% (17) 0% (0)	40.35% (23) 0% (0)	12.28% (7) 0% (0)	5.26% (3) 0% (0)	0% (0)0% (0)	57	0	0
Frequency of course offerings	8.62% (5) 0% (0)	18.97% (11) 0% (0)	39.66% (23) 0% (0)	24.14% (14) 0% (0)	8.62% (5) 0% (0)	0% (0)0% (0)	58	0	0
Size of classes	30.51% (18) 0% (0)	40.68% (24) 0% (0)	22.03% (13) 0% (0)	6.78% (4) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	59	0	0
Quality of instruction	17.54% (10) 0% (0)	42.11% (24) 0% (0)	33.33% (19) 0% (0)	7.02% (4) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	57	0	0
Quality of texts and other instructional materials	8.62% (5) 0% (0)	32.76% (19) 0% (0)	34.48% (20) 0% (0)	18.97% (11) 0% (0)	5.17% (3) 0% (0)	0% (0)0% (0)	58	0	0
Availability of faculty outside of the classroom	31.03% (18) 0% (0)	27.59% (16) 0% (0)	32.76% (19) 0% (0)	6.9% (4)0% (0)	1.72% (1) 0% (0)	0% (0)0% (0)	58	0	0
Timeliness and relevance of course content	17.86% (10) 0% (0)	35.71% (20) 0% (0)	35.71% (20) 0% (0)	8.93% (5) 0% (0)	1.79% (1) 0% (0)	0% (0)0% (0)	56	0	0
Quality of high impact (outside the classroom) experiences (e.g. internships, practicum, etc.)	26.23% (16) 0% (0)	19.67% (12) 0% (0)	27.87% (17) 0% (0)	9.84% (6) 0% (0)	8.2% (5) 0% (0)	8.2% (5)0% (0)	61	0	0
Overall level of challenge in the coursework	16.95% (10) 0% (0)	33.9% (20) 0% (0)	37.29% (22) 0% (0)	8.47% (5) 0% (0)	3.39% (2) 0% (0)	0% (0)0% (0)	59	0	0
Match between career goals and course-of-study requirements	18.97% (11) 0% (0)	32.76% (19) 0% (0)	25.86% (15) 0% (0)	15.52% (9) 0% (0)	5.17% (3) 0% (0)	1.72% (1) 0% (0)	58	0	0
Overall level of faculty advisement	24.56% (14) 0% (0)	31.58% (18) 0% (0)	28.07% (16) 0% (0)	10.53% (6) 0% (0)	5.26% (3) 0% (0)	0% (0)0% (0)	57	0	0
					Total Respondents		58		
					(skipped this question)		7		

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	22.81% (13) 0% (0)	22.81% (13) 0% (0)	38.6% (22) 0% (0)	12.28% (7) 0% (0)	3.51% (2) 0% (0)	0% (0)0% (0)	57	0	0
Labs	24.14% (14) 0% (0)	27.59% (16) 0% (0)	25.86% (15) 0% (0)	1.72% (1) 0% (0)	0% (0)0% (0)	20.69% (12) 0% (0)	58	0	0
Other General facilities (e.g. studios, gym)	15.52% (9) 0% (0)	27.59% (16) 0% (0)	37.93% (22) 0% (0)	6.9% (4)0% (0)	5.17% (3) 0% (0)	6.9% (4)0% (0)	58	0	0
Computer Labs	18.97% (11) 0% (0)	32.76% (19) 0% (0)	31.03% (18) 0% (0)	3.45% (2) 0% (0)	1.72% (1) 0% (0)	12.07% (7) 0% (0)	58	0	0
Library	38.98% (23) 0% (0)	30.51% (18) 0% (0)	25.42% (15) 0% (0)	1.69% (1) 0% (0)	0% (0)0% (0)	3.39% (2) 0% (0)	59	0	0
							59	0	0

							Response Total	Points	Avg
Technology in the classroom	16.95% (10) 0% (0)	23.73% (14) 0% (0)	44.07% (26) 0% (0)	8.47% (5) 0% (0)	3.39% (2) 0% (0)	3.39% (2) 0% (0)			
Online technologies utilized in your classes	20.69% (12) 0% (0)	22.41% (13) 0% (0)	41.38% (24) 0% (0)	10.34% (6) 0% (0)	1.72% (1) 0% (0)	3.45% (2) 0% (0)	58	0	0
Musical or theatrical performances on-campus	22.03% (13) 0% (0)	28.81% (17) 0% (0)	22.03% (13) 0% (0)	3.39% (2) 0% (0)	1.69% (1) 0% (0)	22.03% (13) 0% (0)	59	0	0
Intramural athletic offerings	12.07% (7) 0% (0)	15.52% (9) 0% (0)	20.69% (12) 0% (0)	6.9% (4)0% (0)	0% (0)0% (0)	44.83% (26) 0% (0)	58	0	0
Intercollegiate athletic events	12.28% (7) 0% (0)	17.54% (10) 0% (0)	22.81% (13) 0% (0)	1.75% (1) 0% (0)	0% (0)0% (0)	45.61% (26) 0% (0)	57	0	0
Greek Life	12.28% (7) 0% (0)	12.28% (7) 0% (0)	14.04% (8) 0% (0)	3.51% (2) 0% (0)	7.02% (4) 0% (0)	50.88% (29) 0% (0)	57	0	0
Student Organizations	22.03% (13) 0% (0)	27.12% (16) 0% (0)	22.03% (13) 0% (0)	10.17% (6) 0% (0)	1.69% (1) 0% (0)	16.95% (10) 0% (0)	59	0	0
						Total Respondents	58		
						(skipped this question)	7		

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	38.6% (22) 0% (0)	42.11% (24) 0% (0)	15.79% (9) 0% (0)	1.75% (1) 0% (0)	1.75% (1) 0% (0)	57	0	0
Ability to acquire new skills and knowledge on your own	38.6% (22) 0% (0)	45.61% (26) 0% (0)	14.04% (8) 0% (0)	0% (0)0% (0)	1.75% (1) 0% (0)	57	0	0
Ability to use the knowledge, ideas, or perspectives gained from your major field	38.6% (22) 0% (0)	43.86% (25) 0% (0)	12.28% (7) 0% (0)	1.75% (1) 0% (0)	3.51% (2) 0% (0)	57	0	0
Ability to orally communicate well	31.03% (18) 0% (0)	51.72% (30) 0% (0)	13.79% (8) 0% (0)	1.72% (1) 0% (0)	1.72% (1) 0% (0)	58	0	0
Ability to judge information/ideas/actions/conclusions based on sources/methods/reasoning	33.33% (19) 0% (0)	47.37% (27) 0% (0)	17.54% (10) 0% (0)	0% (0)0% (0)	1.75% (1) 0% (0)	57	0	0
Ability to write effectively	40.35% (23) 0% (0)	40.35% (23) 0% (0)	14.04% (8) 0% (0)	3.51% (2) 0% (0)	1.75% (1) 0% (0)	57	0	0
Ability to use information technology in intellectual and/or professional pursuits	25% (14)0% (0)	48.21% (27) 0% (0)	23.21% (13) 0% (0)	1.79% (1) 0% (0)	1.79% (1) 0% (0)	56	0	0
Ability to understand and appreciate cultural and ethnic differences between people	42.11% (24) 0% (0)	43.86% (25) 0% (0)	12.28% (7) 0% (0)	0% (0)0% (0)	1.75% (1) 0% (0)	57	0	0
Ability to understand international perspectives on economic, political, social, and cultural issues	32.14% (18) 0% (0)	42.86% (24) 0% (0)	19.64% (11) 0% (0)	3.57% (2) 0% (0)	1.79% (1) 0% (0)	56	0	0
Ability to gain an understanding of or appreciation for the arts	36.21% (21) 0% (0)	43.1% (25) 0% (0)	17.24% (10) 0% (0)	0% (0)0% (0)	3.45% (2) 0% (0)	58	0	0
Ability to understand and apply quantitative principles and methods	26.32% (15) 0% (0)	38.6% (22) 0% (0)	29.82% (17) 0% (0)	1.75% (1) 0% (0)	3.51% (2) 0% (0)	57	0	0
Ability to understand scientific method	26.32% (15) 0% (0)	36.84% (21) 0% (0)	26.32% (15) 0% (0)	3.51% (2) 0% (0)	7.02% (4) 0% (0)	57	0	0
					Total Respondents	57		
					(skipped this question)	8		

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	36.21% (21) 0% (0)	41.38% (24) 0% (0)	18.97% (11) 0% (0)	3.45% (2)0% (0)	0% (0)0% (0)	58	0	0
Your ability to get along with people of diverse backgrounds and perspectives	36.21% (21) 0% (0)	46.55% (27) 0% (0)	15.52% (9)0% (0)	0% (0)0% (0)	1.72% (1)0% (0)	58	0	0
Your ability to lead others effectively	34.48% (20) 0% (0)	46.55% (27) 0% (0)	15.52% (9)0% (0)	1.72% (1)0% (0)	1.72% (1)0% (0)	58	0	0
Your ability to evaluate and choose between alternative courses of action	39.66% (23) 0% (0)	39.66% (23) 0% (0)	15.52% (9)0% (0)	3.45% (2)0% (0)	1.72% (1)0% (0)	58	0	0
Your awareness of contemporary issues and their causes and consequences	29.31% (17) 0% (0)	50% (29)0% (0)	17.24% (10) 0% (0)	1.72% (1)0% (0)	1.72% (1)0% (0)	58	0	0

Total Respondents	**57**
(skipped this question)	8

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. I have heard that the quality of instruction, fairness, and professor availability varies VERY widely within my department and across the school.

2. Teach your professors how to use the computers! I don't know how many times I've had classes come grinding to a halt because the professor can't figure out how the computer/projector works

3. Too often are the rooms in the school of abysmal quality and distracting from classes, construction efforts are disruptive, and parking makes being a commuter an unbearable pain. Instruction at the school wildly varies and often is completely arbitrary or unhelpful in teaching a topic. And of particular note is the terrible lack of professional in scheduling classes and aiding students to graduation. Not even worth 50% of the cash put into the school.

   Lastly the computer science program fails to prepare people for even basic new trends in the field and did nothing to serve me nor any future graduates of the program.

4. Fitchburg State University has an outdated Communications program specifically for Film/Video Production. They are not preparing us enough for a career in the real world, and most students are not even motivated enough within their groups during projects. There tends to be hostility and competition amongst film students, many of whom are cocky and do not want to help other film students who are not as educated as they are. For example, if a student does not know anything about Cinematography, they are more likely to be criticized by other film students rather than those students helping them learn and grow. It is not a collaborative environment amongst the students (although there are definitely exceptions to this. i.e. students that are willing to teach and work with each other).

   More importantly, the internship program is outdated. The internship program is the reason that I chose to attend this school rather than any of my other options. Every year, I hear about TALENTED and smart students in my major that got screwed over during the school's internship process. Students are afraid to go out and apply for their own internships because the Internship Program is supposed to give you options that THEY chose. However, most of the connections that they have are outdated and useless, causing students to have to wait another semester to try and get an internship which delays their graduation. There is no reason that students should not be allowed to apply to their own. There is no harm in applying. If they were to start getting acceptances into internships, they could then consult with the internship program to make sure that it is suitable for them. However, the school gives them 1-3 options of places to apply, and if none of them work, they can then start to apply for their own. At this point, it is too late in the semester to be applying for internships in hopes of being accepted. How is it fair that some students get 1 option of who to contact for an internship when some of the connections are outdated? I have heard stories of people in the major who contacted their "1 connection" and it turns out that the person has not worked there in years. I have heard other stories of people who have been sent to internships only to find out that they are not doing anything productive that is increasing their learning experience. When I asked the internship advisor why the school picks, he responded that this was because they have sifted through internships and chose ones where you would not be stuck "filing paperwork in an office all day". This is not the case. Either way, internships like that are usually in major corporate offices where major connections can be made and students can actually learn a lot. But, we are not allowed to go on these internships because it would not be "hands on" enough. No thanks, Fitchburg State. You cannot stop students from choosing to apply for themselves. We would be able to pick better internships for ourselves than the program would be able to get us anyway. Update your connections and stop telling oncoming students all about a failing Film Program and how it still works.

5. Hiring more professors in the criminal justice department so a reasonable number of classes may be held at the same time.

6. No. Overall, I truly enjoyed my time at FSU.

7. The clubs on campus need to be more inclusive. I know that they already attempt to be, but for some reason, a lot of students of color don't feel welcomed. There is a reason why clubs like LASO and WIN often have fall-outs and it is because there is a miscommunication happening. There needs to be more people of color in the staff and faculty. Personally, as a woman of color, there is not one single person that I can identify in my major (Film/com media) which is one of the biggest ones on campus. If that doesn't tell you how things are going, then I don't know what will.

8. Some course felt, in hindsight, rather useless to what it is I am actually trying I accomplish in This last stretch of classes and coursework before my internship.

9. Better advising, some advisors focus on the negative rather than pushing you in a positive way. The random switches of advisors and the lack of help/caring from some really effects the college experience.

10. Housing services could be improved. And how well the bookstore is managed could be improved

11. Better gym and more fitness classes would be ideal (for example spin, barre, Pilates etc). And listening more to student feedback on professors. My classmates and I often felt unheard even after professor evaluations.

12. As a graduate student there was only one class per semester I could take. I already had many of these skills as an undergrad. Some professors did great helping us develop our writing and the research process, others just gave us content.

13. The school needs to care more about students who report sexual assault. The disrespect I recieved really motivated me to leave this school and not want to come back. Staff needs training on supporting victims. You dont know where your students will end up and say about the school after they leave. Care about your students who come out and report.

14. No

15. I can only speak to the overall quality of the English department, which is fantastic. I have never met a (collectively) more caring group of people who are willing to work with students and help them achieve success. Take better care of them.

16. Invest in faculty and students, not just cosmetic changes to the campus.

						Total Respondents	16

(skipped this question)   49

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	36.96% (17) 0% (0)	41.3% (19) 0% (0)	13.04% (6) 0% (0)	2.17% (1) 0% (0)	6.52% (3) 0% (0)	0% (0)0% (0)	46	0	0
Administrators (e.g. vice presidents, deans and directors) demonstrated commitment to my learning, personal well being and success	27.27% (12) 0% (0)	27.27% (12) 0% (0)	22.73% (10) 0% (0)	13.64% (6) 0% (0)	4.55% (2) 0% (0)	4.55% (2) 0% (0)	44	0	0
Other University staff demonstrated commitment to my learning, personal well being and success	35.56% (16) 0% (0)	35.56% (16) 0% (0)	17.78% (8) 0% (0)	4.44% (2) 0% (0)	2.22% (1) 0% (0)	4.44% (2) 0% (0)	45	0	0
Library resources (e.g. books, database subscriptions, inter-library loan) were adequate for my research and learning needs	30.43% (14) 0% (0)	47.83% (22) 0% (0)	13.04% (6) 0% (0)	2.17% (1) 0% (0)	2.17% (1) 0% (0)	4.35% (2) 0% (0)	46	0	0
Library hours and web resource availability were adequate for my research and learning needs	30.43% (14) 0% (0)	45.65% (21) 0% (0)	17.39% (8) 0% (0)	0% (0)0% (0)	2.17% (1) 0% (0)	4.35% (2) 0% (0)	46	0	0
Library staff were knowledgeable and demonstrated commitment to my learning and academic success.	31.11% (14) 0% (0)	40% (18)0% (0)	17.78% (8) 0% (0)	0% (0)0% (0)	2.22% (1) 0% (0)	8.89% (4) 0% (0)	45	0	0
I learned about research strategies and sources of information from the library staff.	26.67% (12) 0% (0)	33.33% (15) 0% (0)	20% (9)0% (0)	6.67% (3) 0% (0)	2.22% (1) 0% (0)	11.11% (5) 0% (0)	45	0	0

						Total Respondents	45
						(skipped this question)	20

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	33.33% (15) 0% (0)	40% (18) 0% (0)	8.89% (4) 0% (0)	2.22% (1) 0% (0)	2.22% (1) 0% (0)	13.33% (6) 0% (0)	0% (0)0% (0)	45	0	0
Admissions Office	36.96% (17) 0% (0)	39.13% (18) 0% (0)	19.57% (9) 0% (0)	0% (0)0% (0)	2.17% (1) 0% (0)	2.17% (1) 0% (0)	0% (0)0% (0)	46	0	0
Advising Center	22.73% (10) 0% (0)	22.73% (10) 0% (0)	18.18% (8) 0% (0)	2.27% (1) 0% (0)	2.27% (1) 0% (0)	31.82% (14) 0% (0)	0% (0)0% (0)	44	0	0
Bookstore	20% (9)0% (0)	37.78% (17) 0% (0)	28.89% (13) 0% (0)	4.44% (2) 0% (0)	4.44% (2) 0% (0)	4.44% (2) 0% (0)	0% (0)0% (0)	45	0	0
Capital Planning and Maintenance (e.g. buildings & grounds)	23.4% (11) 0% (0)	25.53% (12) 0% (0)	29.79% (14) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	21.28% (10) 0% (0)	0% (0)0% (0)	47	0	0
Career Counseling Office	20.83% (10) 0% (0)	20.83% (10) 0% (0)	10.42% (5) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	43.75% (21) 0% (0)	4.17% (2) 0% (0)	48	0	0
Center for Diversity and Inclusiveness	32.61% (15) 0% (0)	17.39% (8) 0% (0)	8.7% (4)0% (0)	0% (0)0% (0)	0% (0)0% (0)	39.13% (18) 0% (0)	2.17% (1) 0% (0)	46	0	0
Chartwell's Dining Services	13.04% (6) 0% (0)	15.22% (7) 0% (0)	17.39% (8) 0% (0)	23.91% (11) 0% (0)	10.87% (5) 0% (0)	19.57% (9) 0% (0)	0% (0)0% (0)	46	0	0

Service								Total		
Commuter Affairs	14.89% (7)	21.28% (10)	10.64% (5)	0% (0)	4.26% (2)	46.81% (22)	2.13% (1)	47	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Counseling Services	23.91% (11)	17.39% (8)	15.22% (7)	0% (0)	0% (0)	41.3% (19)	2.17% (1)	46	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Disability Services	17.39% (8)	13.04% (6)	13.04% (6)	0% (0)	0% (0)	56.52% (26)	0% (0)	46	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Financial Aid	18.18% (8)	29.55% (13)	25% (11)	6.82% (3)	2.27% (1)	18.18% (8)	0% (0)	44	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Graduate and Continuing Education (GCE)	15.22% (7)	15.22% (7)	15.22% (7)	2.17% (1)	0% (0)	52.17% (24)	0% (0)	46	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Health Services	24.44% (11)	26.67% (12)	13.33% (6)	0% (0)	2.22% (1)	33.33% (15)	0% (0)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Housing and Residential Services	26.09% (12)	19.57% (9)	17.39% (8)	6.52% (3)	10.87% (5)	19.57% (9)	0% (0)	46	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Information Desk (Hammond Hall)	32.61% (15)	28.26% (13)	23.91% (11)	0% (0)	0% (0)	15.22% (7)	0% (0)	46	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
International Education (e.g. study abroad)	20% (9)	17.78% (8)	22.22% (10)	0% (0)	2.22% (1)	35.56% (16)	2.22% (1)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
On-campus Job Recruitment	15.56% (7)	17.78% (8)	28.89% (13)	2.22% (1)	0% (0)	28.89% (13)	6.67% (3)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
One Card	31.11% (14)	31.11% (14)	24.44% (11)	4.44% (2)	0% (0)	8.89% (4)	0% (0)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Online Services (e.g. financial aid, registration, add/drop)	33.33% (15)	42.22% (19)	20% (9)	2.22% (1)	2.22% (1)	0% (0)	0% (0)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Parking	15.56% (7)	15.56% (7)	24.44% (11)	15.56% (7)	22.22% (10)	6.67% (3)	0% (0)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Recreation Services	22.73% (10)	31.82% (14)	18.18% (8)	6.82% (3)	2.27% (1)	18.18% (8)	0% (0)	44	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Registrar's Office	31.11% (14)	35.56% (16)	24.44% (11)	4.44% (2)	2.22% (1)	2.22% (1)	0% (0)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Shuttle Service	13.33% (6)	24.44% (11)	15.56% (7)	11.11% (5)	11.11% (5)	22.22% (10)	2.22% (1)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Student Accounts	26.67% (12)	35.56% (16)	26.67% (12)	2.22% (1)	4.44% (2)	4.44% (2)	0% (0)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Student Development Office	24.44% (11)	22.22% (10)	13.33% (6)	6.67% (3)	2.22% (1)	26.67% (12)	4.44% (2)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Technology Help Desk	26.67% (12)	24.44% (11)	22.22% (10)	2.22% (1)	4.44% (2)	17.78% (8)	2.22% (1)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Tutor Center	19.57% (9)	17.39% (8)	15.22% (7)	2.17% (1)	2.17% (1)	41.3% (19)	2.17% (1)	46	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
University Catalog	17.78% (8)	26.67% (12)	24.44% (11)	0% (0)	2.22% (1)	22.22% (10)	6.67% (3)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
University Email	24.44% (11)	35.56% (16)	28.89% (13)	0% (0)	2.22% (1)	4.44% (2)	4.44% (2)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
University Police	36.36% (16)	25% (11)	22.73% (10)	4.55% (2)	2.27% (1)	6.82% (3)	2.27% (1)	44	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
University Website	26.67% (12)	33.33% (15)	24.44% (11)	6.67% (3)	2.22% (1)	4.44% (2)	2.22% (1)	45	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Veteran Services	10.87% (5)	10.87% (5)	13.04% (6)	0% (0)	4.35% (2)	56.52% (26)	4.35% (2)	46	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			
Volunteer Center	17.39% (8)	19.57% (9)	13.04% (6)	0% (0)	6.52% (3)	36.96% (17)	6.52% (3)	46	0	0
	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)			

Total Respondents 45

(skipped this question) 20

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. Trying to update the website more often with the new courses and programs faster than its being done now.

2. In all fairness while overall the experience has been quite terrible I have found a handfull of enjoyable and intelligent peers among the faculty. They have had an important role in keeping me from moving on from the school.

3. As an active member of several clubs and organizations on campus, the Office of Student Development picks favoritism amongst the clubs on campus. They do not equally cater to all organizations, which is unfortunate when the clubs need to go through that office to get funds approved for events. They either approve the funds easily or the club has to keep reminding them to approve the request before the event deadline. Many vendors that my clubs have been in contact with have been frustrated by the Office of Student Development's slow ability to communicate with us. Also, when requesting funds for the club for the next year, one club had a hard time getting funds because the students on the board to approve budgets at

the club's budget hearing did not understand that club and had no personal interest in the club's events. This lead to the club having a lower budget, even though the club presented proof that the events were popular on the campus and there was a huge amount of student activity in the club. There was no reason for this club's budget to be lowered just because the student members on the board were not personally interested in participating in the events.

4. No.

5. The financial aid and student accounts office needs to be more welcoming and less harsh. Every student I've talked to, especially transfer students, have had negative experiences regarding their customer service. I've personally seen international students be talked down to when attempting to communicate with them, it was embarrassing.

6. Some faculty are great mentors and people to seek when you need guidance, but as professors they were surely lacking in terms of providing information and making sure we knew said information.

7. Though the masters program switched to an online only program during my time, it was difficult to contact some professors while off campus. I have emails that went unanswered for many weeks, and I am still waiting for a response from some. It is easier to talk when classes are face-to-face and we can get answers rather than keep following up with emails or phone calls. It is is going to be an online program, effective email communication should be stressed to members of the faculty and staff.

8. Shuttle bus drivers are not actually driving to pick of students. When it turns 11pm they tend to either not drive or they go around once until time is up.

Also we need more diversity on campus of professors. There is only 2 latinx professors on campus. In the next years to come more Hispanic students are coming and you only have 2 professors who can relate to them.

9. No

10. I slept on someone else's floor for 3 weeks in Freshman year because housing didn't think I needed to be moved, despite having a very hostile roommate. I was talked down to almost every time I went to the office. No matter how nice I was, I was often treated like a child.

Total Respondents   **10**

(skipped this question)   55

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. Parking and housing/residential services have been one of the worst offices I've dealt with including having to pay bogus tickets not attributed to my licence plate and filling out unnecessary forms to reveal private information. I'll be walking in the snow rather than pay for a pass.

2. I wish I knew about Expanding Horizons before I came to college. I am a first generation college student and could have beneffitted from their office, but did not learn of them until the fall semester of my junior year.

3. No.

4. Most of the programs are okay, but there is a lack of engagement from the school for some reason.

5. N/A

6. Way to many junk emails. I don't care about athletics or any of the other daily spam emails.

7. Student conduct needs to have training on how to give help to victims of sexual assault. Or needs to hire people who actually want to help students heal.

8. The shuttles are not reliable and the tracker never works.
Make housing more affordable
The school needs closer resident parking and resident students should not be ticketed for parking in a commuter lot

9. outreach for commuter students is abysmal.

Total Respondents   **9**

(skipped this question)   56

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	34.04% (16) 0% (0)	38.3% (18)0% (0)	21.28% (10) 0% (0)	4.26% (2)0% (0)	2.13% (1)0% (0)	47	0	0
Likelihood that I will recommend the University to others	34.04% (16) 0% (0)	36.17% (17) 0% (0)	19.15% (9)0% (0)	4.26% (2)0% (0)	6.38% (3)0% (0)	47	0	0
Likelihood that I will stay connected to the campus after completion of my degree	29.17% (14) 0% (0)	25% (12)0% (0)	20.83% (10) 0% (0)	20.83% (10) 0% (0)	4.17% (2)0% (0)	48	0	0

Total Respondents   **47**

(skipped this question)   18

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. Commuter parking is awful. Please stop blocking off spots for unnecessary reasons. It does not make sense to make commuters park by the athletic field and walk more than 10 minutes just to get to the main campus. It would make more sense to have residents park in the athletic area since most do not use their cars on a daily basis. Whatever the reasoning is behind this, please be more conscious of student commuters since they make up at least half of your student body and the parking situation was a nightmare during my 3 years at FSU.

2. Fitchburg State University is the best state university in the Commonwealth of Massachusetts. There's a great sense of community, the faculty show great support, the student body is diverse, and filled with great educational opportunities that correlate with my career goals. The University's moot court program has equipped me with essential skills and experience needed to pursue my career interests as well as interning in offices of elected officials, being an orientation leader, and attending leadership retreats. The experiences I've gained at Fitchburg State will not only help me serve on the board of trustees, it will help me turn my dreams into a reality. I will forever take pride in the fact that I am part of the falcon family. Thank you.

3. A terrible experience watching my parents hemorrhage money into the wallets of distant elitists. Hardly academic and I'll be sooner to get a job on my own merit than by academic credentials.

4. I have noticed that our president has been more open to listening to student feedback in the past year. My overall experience would have been much different if the Communications Media film department was improved and fixed. Unfortunately, film students do not realize how bad the program is until it is too late. Ask your graduated film students.

5. I hope to attend graduate classes at FSU in the future.

6. While educationally, I had a good experience, there seems to be a lack of interaction among students. Like I mentioned before, a lot of minorities don't engage much, and it's because there is an odd feeling of not belonging. There isn't much that can be done about the atmosphere that the students exude, but the staff and faculty can definitely improve in terms of that. In addition to that, the housing office is not very helpful, and are pretty unfair when it comes to room inspection and damages (I've been charged twice already in the 1.5 years that I lived on campus for things that I reported when I moved in), but they still made me pay, despite the fact that I didn't do those damages.

7. It would be appreciated if there was WAY more emphasis on the internship and the lead up and how to appropriately be prepared to go into internship. Because frankly, three meetings before the process begins doesn't feel like enough. I'm surprised there wasn't a dedicated class about the entire process students are required to take maybe their junior year of college. It feels as though (like many classes and situations here) were thrown to the wolves and it's either sink or swim. Not sure how this could be rectified, but it's north having a conversation with the right person about.

8. I chose Fitchburg State University because it was a face-to-face program. It switched to online halfway through, which I did not like. I could have gone anywhere through an online program, but I liked that Fitchburg still had personal interactions, and I think that connection to campus, my professors, and my classmates went away as it moved to online. I grew up in the area but feel no connection to the campus and do not feel like a "Falcon."

9. Care about your students needs. There is a big disconnect from the school and its students. I wouldn't recommend due to your lack of care of sexual assault victims. If someone asked me about wanting to go to Fitchburg I will tell them never to come here especially if they are woman.

10. There are times I wished I'd never come here and the only thing that doesn't make me regret the entire experience is the support I got from professors and faculty who genuinely cared about me and not just about my money.

|	
Total Respondents	**10**

(skipped this question)	55

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	28.26% (13)0% (0)	67.39% (31)0% (0)	4.35% (2)0% (0)	**46**	**0**	**0**
I am currently employed or have a job offer in a field that is not related to my current program of study	39.13% (18)0% (0)	43.48% (20)0% (0)	17.39% (8)0% (0)	**46**	**0**	**0**
I am searching for employment in a field closely related to my current program of study	73.91% (34)0% (0)	15.22% (7)0% (0)	10.87% (5)0% (0)	**46**	**0**	**0**
I am searching for employment in a field not closely related to my current program of study	42.22% (19)0% (0)	48.89% (22)0% (0)	8.89% (4)0% (0)	**45**	**0**	**0**
I have been accepted into a graduate program to continue my education at Fitchburg State University	4.44% (2)0% (0)	60% (27)0% (0)	35.56% (16)0% (0)	**45**	**0**	**0**
I have been accepted into a graduate or doctoral program to continue my	4.55% (2)0% (0)	65.91% (29)0% (0)	29.55% (13)0% (0)	**44**	**0**	**0**

education at another institution							
I am not planning to continue my education at this time	46.67% (21)0% (0)	35.56% (16)0% (0)	17.78% (8)0% (0)		45	0	0
I am pursuing the military	4.65% (2)0% (0)	74.42% (32)0% (0)	20.93% (9)0% (0)		43	0	0

Total Respondents	46
(skipped this question)	19

18. What is your current or expected (if you are just starting a new position) annual salary?
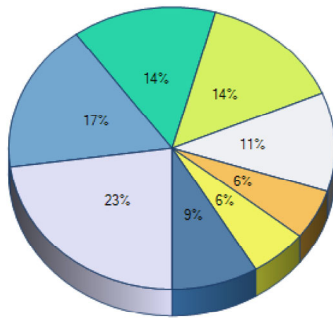
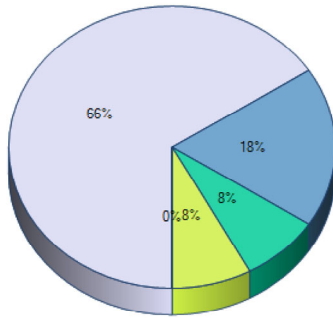|	Response Total	Response Percent
None - not working	8	23%
Less than $20,000	6	17%
$20,001 - $30,000	5	14%
$30,001 - $40,000	5	14%
$40,001 - $50,000	4	11%
$50,001 - $60,000	2	6%
$60,001 +	2	6%
Prefer not to disclose	3	9%
Total Respondents	35	
(skipped this question)	30	

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	27.91% (12) 0% (0)	44.19% (19) 0% (0)	20.93% (9) 0% (0)	2.33% (1)0% (0)	4.65% (2)0% (0)	43	0	0
Low student-to-faculty ratio	34.88% (15) 0% (0)	48.84% (21) 0% (0)	16.28% (7) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	43	0	0
Accessible to my work/home/family	39.53% (17) 0% (0)	46.51% (20) 0% (0)	13.95% (6) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	43	0	0
Close-knit, friendly culture	32.56% (14) 0% (0)	41.86% (18) 0% (0)	20.93% (9) 0% (0)	2.33% (1)0% (0)	2.33% (1)0% (0)	43	0	0
Diversity of student body	33.33% (14) 0% (0)	40.48% (17) 0% (0)	16.67% (7) 0% (0)	7.14% (3)0% (0)	2.38% (1)0% (0)	42	0	0
Academic program(s)	46.51% (20) 0% (0)	34.88% (15) 0% (0)	13.95% (6) 0% (0)	4.65% (2)0% (0)	0% (0)0% (0)	43	0	0
Affordability	67.44% (29) 0% (0)	25.58% (11) 0% (0)	6.98% (3)0% (0)	0% (0)0% (0)	0% (0)0% (0)	43	0	0
Faculty	48.84% (21) 0% (0)	32.56% (14) 0% (0)	16.28% (7) 0% (0)	0% (0)0% (0)	2.33% (1)0% (0)	43	0	0
Residential life	30.23% (13) 0% (0)	34.88% (15) 0% (0)	25.58% (11) 0% (0)	2.33% (1)0% (0)	6.98% (3)0% (0)	43	0	0
Facilities	34.88% (15) 0% (0)	44.19% (19) 0% (0)	16.28% (7) 0% (0)	0% (0)0% (0)	4.65% (2)0% (0)	43	0	0
Financial Aid	51.16% (22) 0% (0)	27.91% (12) 0% (0)	16.28% (7) 0% (0)	0% (0)0% (0)	4.65% (2)0% (0)	43	0	0
Many activities in the region	18.6% (8)0% (0)	37.21% (16) 0% (0)	25.58% (11) 0% (0)	9.3% (4)0% (0)	9.3% (4)0% (0)	43	0	0
Services/support to first generation students	25.58% (11) 0% (0)	37.21% (16) 0% (0)	20.93% (9) 0% (0)	6.98% (3)0% (0)	9.3% (4)0% (0)	43	0	0
Volunteer opportunities	23.26% (10) 0% (0)	34.88% (15) 0% (0)	25.58% (11) 0% (0)	4.65% (2)0% (0)	11.63% (5)0% (0)	43	0	0
Athletics	13.95% (6) 0% (0)	30.23% (13) 0% (0)	23.26% (10) 0% (0)	13.95% (6)0% (0)	18.6% (8)0% (0)	43	0	0
Military-friendly	13.64% (6) 0% (0)	36.36% (16) 0% (0)	22.73% (10) 0% (0)	9.09% (4)0% (0)	18.18% (8)0% (0)	44	0	0
LGBTQ-friendly	34.88% (15) 0% (0)	30.23% (13) 0% (0)	23.26% (10) 0% (0)	2.33% (1)0% (0)	9.3% (4)0% (0)	43	0	0
Honors Program	25.58% (11) 0% (0)	34.88% (15) 0% (0)	23.26% (10) 0% (0)	6.98% (3)0% (0)	9.3% (4)0% (0)	43	0	0
Employment prospects	47.73% (21) 0% (0)	34.09% (15) 0% (0)	11.36% (5) 0% (0)	2.27% (1)0% (0)	4.55% (2)0% (0)	44	0	0
Internships	46.51% (20) 0% (0)	32.56% (14) 0% (0)	13.95% (6) 0% (0)	2.33% (1)0% (0)	4.65% (2)0% (0)	43	0	0
Study Abroad opportunities	30.23% (13) 0% (0)	39.53% (17) 0% (0)	18.6% (8)0% (0)	2.33% (1)0% (0)	9.3% (4)0% (0)	43	0	0
ROTC/National Guard						43	0	0

| 11.63% (5) | 27.91% (12) | 25.58% (11) | 13.95% (6)0% | 20.93% (9)0% |
| 0% (0) | 0% (0) | 0% (0) | (0) | (0) |

	Total Respondents	43
	(skipped this question)	22

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

		Response Total	Response Percent
☐	None	25	66%
☐	Once	7	18%
☐	2 Times	3	8%
☐	3 times	3	8%
☐	More than 3 times	0	0%
	Total Respondents	**38**	
	(skipped this question)	27	

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)	35.71% (15) 0% (0)	45.24% (19) 0% (0)	9.52% (4)0% (0)	2.38% (1)0% (0)	7.14% (3)0% (0)	42	0	0
Personal Growth	53.49% (23) 0% (0)	32.56% (14) 0% (0)	9.3% (4)0% (0)	0% (0)0% (0)	4.65% (2)0% (0)	43	0	0
Professional Growth (broaden your understanding of the need to continue to learn to achieve your career goals)	37.21% (16) 0% (0)	39.53% (17) 0% (0)	11.63% (5) 0% (0)	6.98% (3)0% (0)	4.65% (2)0% (0)	43	0	0

	Total Respondents	43
	(skipped this question)	22

22. To which gender identity do you most identify?
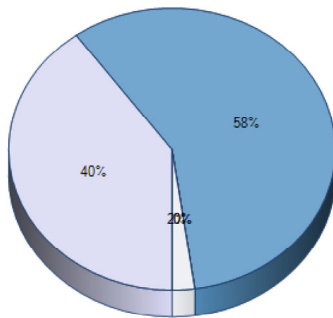
		Response Total	Response Percent
☐	Male	18	40%
☐	Female	26	58%
☐	Transgender Male	0	0%
☐	Transgender Female	0	0%
☐	Do not identify as female, male or transgender	1	2%
	Total Respondents	**45**	
	(skipped this question)	20	

23. To which racial heritage do you predominantly identify?
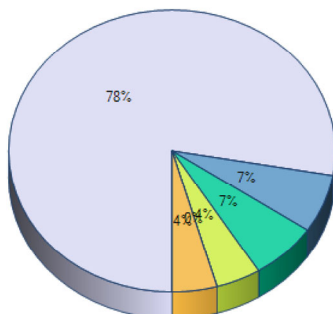
		Response Total	Response Percent
☐	White/Caucasian	35	78%
☐	Asian	3	7%
☐	Hispanic/Latino	3	7%
☐	Black/African American	2	4%
☐	American Indian	0	0%
☐	Other	2	4%
	Total Respondents	**45**	
	(skipped this question)	20	

24. During your time at the University, did you attend full-time or part-time?
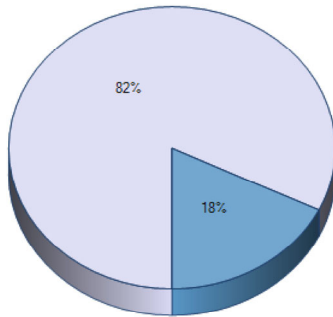
		Response Total	Response Percent
☐	Full-time	37	82%
■	Part-time	8	18%
	Total Respondents	45	
	(skipped this question)	20	

25. During your time at the University, approximately how many hours did you work per week?
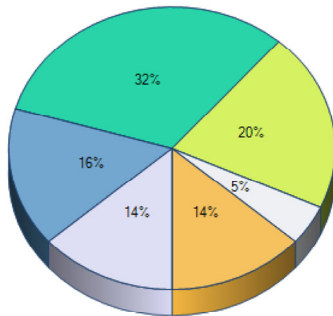
		Response Total	Response Percent
☐	0	6	14%
■	1 - 10	7	16%
■	11 - 20	14	32%
■	21 - 30	9	20%
☐	31 - 40	2	5%
■	40+	6	14%
	Total Respondents	44	
	(skipped this question)	21	

26. How many dependents do you have (not including yourself)?
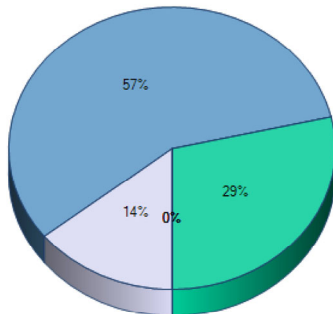
		Response Total	Response Percent
☐	1	1	14%
■	2	4	57%
■	3	2	29%
■	4	0	0%
☐	5	0	0%
■	5+	0	0%
	Total Respondents	7	
	(skipped this question)	58	