

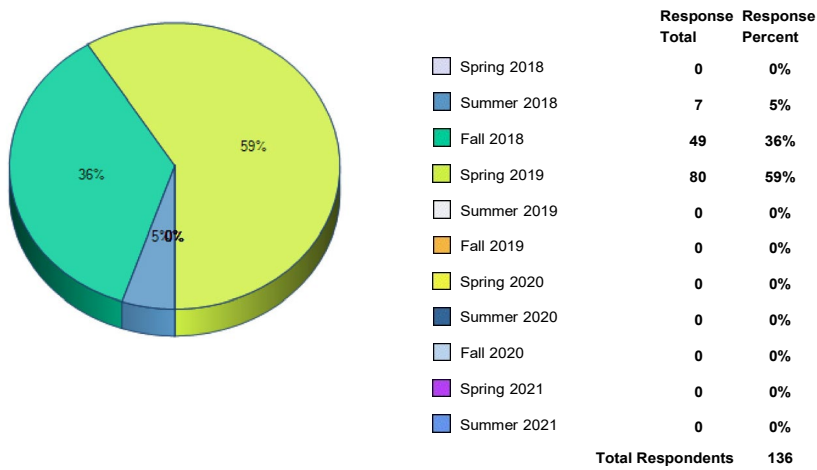


Graduating Student Feedback

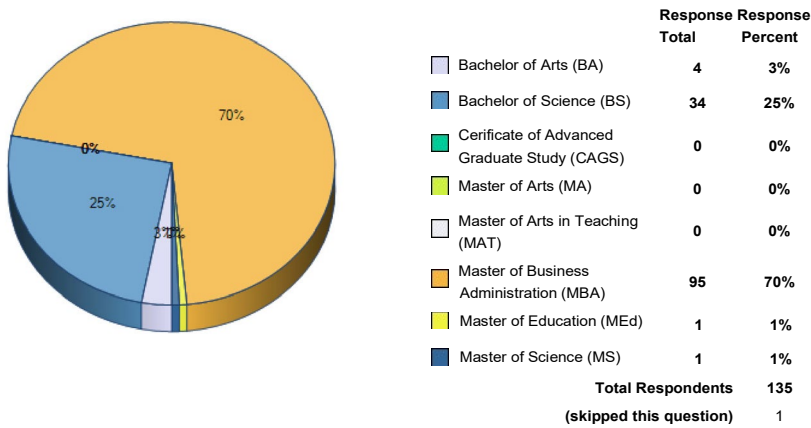
Survey Title: Graduating Student Feedback

Responses By Question Analysis:

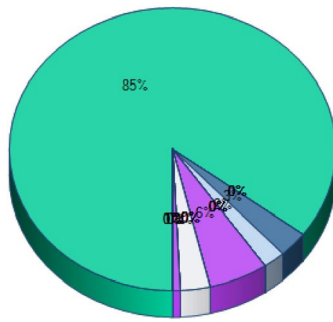
1. Please select the semester will you complete your program requirements from the list below:



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

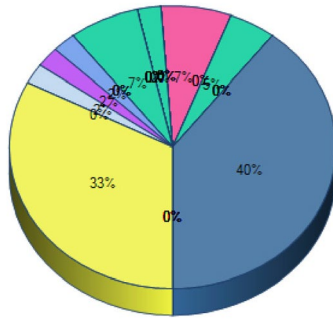


3. Please select the major field your studied for your degree:



	Response Total	Response Percent
Arts Education (MEd only)	0	0%
Biology	0	0%
Business Administration	116	85%
Chemistry	0	0%
Counseling	0	0%
Communication (MS only)	0	0%
Communications Media	0	0%
Computer Information Systems	4	3%
Computer Science	3	2%
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	0	0%
Exercise and Sports Science	0	0%
Game Design	0	0%
Geographic Science and Technology	0	0%
History	0	0%
Human Services	0	0%
Industrial Technology	8	6%
Interdisciplinary Studies	0	0%
LECOM Early Acceptance	0	0%
Mathematics	0	0%
Middle School Education	0	0%
Nursing - General	0	0%
Nursing - LPN to Baccalaureate	0	0%
Nursing - RN to Education Baccalaureate	4	3%
Political Science	0	0%
Occupational/Vocational	0	0%
Psychological Science	0	0%
Sociology	0	0%
Special Education	0	0%
Technology Education (Grades 5-12)	1	1%
Total Respondents	136	

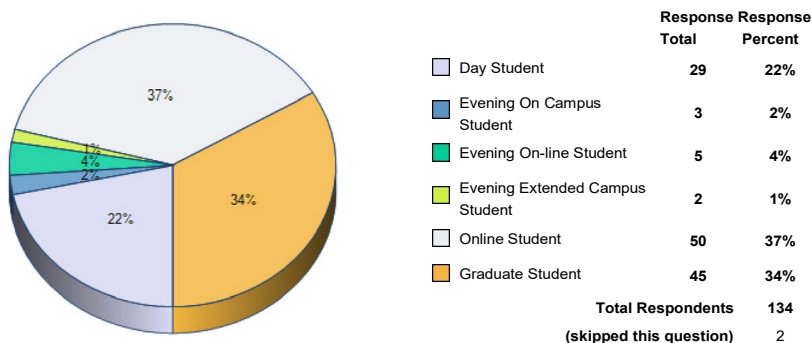
4. Please select your minor from the list below:



	Response Total	Response Percent
African-American Studies	0	0%
American Studies	0	0%
Art	0	0%
Art History	0	0%
Asian Studies	0	0%
Biology	0	0%
Business Administration	14	33%
Chemistry	0	0%
Communication Studies	1	2%
Computer Science	1	2%
Construction Technology	1	2%
Criminal Justice	0	0%
Deaf Studies	0	0%
Disability Studies	0	0%
Early Childhood Education	0	0%
Economics	3	7%
English Studies - Literature	0	0%
Science		
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	1	2%
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	3	7%
Romance Languages	0	0%
Social Science	0	0%
Sociology	0	0%
Spanish	2	5%
Special Education	0	0%
Studio Art	0	0%
Theater	0	0%
Women, Gender and Sexuality Studies	0	0%
None	17	40%

Total Respondents 43
(skipped this question) 93

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



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)	41.75% (43)	26.21% (27)	17.48% (18)	9.71% (10)	2.91% (3)	1.94% (2)	103	0
Frequency of course offerings	31.43% (33)	13.33% (14)	32.38% (34)	17.14% (18)	5.71% (6)	0% (0)	105	0
Size of classes	50.49% (52)	22.33% (23)	16.5% (17)	3.88% (4)	0% (0)	6.8% (7)	103	0
Quality of instruction	32.69% (34)	37.5% (39)	19.23% (20)	9.62% (10)	0% (0)	0.96% (1)	104	0
Quality of texts and other instructional materials	35.64% (36)	29.7% (30)	26.73% (27)	7.92% (8)	0% (0)	0% (0)	101	0
Availability of faculty outside of the classroom	38% (38)	0% (0)	29% (29)	0% (0)	17% (17)	8% (8)	100	0
Timeliness and relevance of course content	40.4% (40)	35.35% (35)	18.18% (18)	6.06% (6)	0% (0)	0% (0)	99	0
Quality of high impact (outside the classroom) experiences (e.g. internships, practicum, etc.)	26.47% (27)	12.75% (13)	14.71% (15)	9.8% (10)	2.94% (3)	33.33% (34)	102	0
Overall level of challenge in the coursework	36.89% (38)	29.13% (30)	23.3% (24)	8.74% (9)	1.94% (2)	0% (0)	103	0
Match between career goals and course-of-study requirements	38.24% (39)	27.45% (28)	21.57% (22)	10.78% (11)	0.98% (1)	0.98% (1)	102	0
Overall level of faculty advisement	37.86% (39)	24.27% (25)	27.18% (28)	7.77% (8)	0.97% (1)	1.94% (2)	103	0
Total Respondents							102	
(skipped this question)							34	

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	16.67% (17)	10.78% (11)	10.78% (11)	3.92% (4)	0% (0)	57.84% (59)	102	0
Labs	11.88% (12)	8.91% (9)	7.92% (8)	0% (0)	0% (0)	71.29% (72)	101	0
Other General facilities (e.g. studios, gym)	11.88% (12)	3.96% (4)	11.88% (12)	0.99% (1)	0% (0)	71.29% (72)	101	0
Computer Labs	14% (14)	0% (0)	4% (4)	13% (13)	2% (2)	67% (67)	100	0
Library	20% (20)	0% (0)	12% (12)	9% (9)	0% (0)	59% (59)	100	0
Total Respondents							100	
(skipped this question)							0	

Technology in the classroom	17% (17)0% (0)	7% (7)0% (0)	12% (12)0% (0)	1% (1)0% (0)	0% (0)0% (0)	63% (63)0% (0)			
Online technologies utilized in your classes	30% (30)0% (0)	27% (27)0% (0)	14% (14)0% (0)	2% (2)0% (0)	0% (0)0% (0)	27% (27)0% (0)	100	0	0
Musical or theatrical performances on-campus	11.76% (12) 0% (0)	2.94% (3) 0% (0)	6.86% (7) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	78.43% (80) 0% (0)	102	0	0
Intramural athletic offerings	10% (10)0% (0)	3% (3)0% (0)	7% (7)0% (0)	1% (1)0% (0)	0% (0)0% (0)	79% (79)0% (0)	100	0	0
Intercollegiate athletic events	9.9% (10) 0% (0)	1.98% (2) 0% (0)	7.92% (8) 0% (0)	0.99% (1) 0% (0)	0% (0)0% (0)	79.21% (80) 0% (0)	101	0	0
Greek Life	10.89% (11) 0% (0)	0.99% (1) 0% (0)	3.96% (4) 0% (0)	0% (0)0% (0)	2.97% (3) 0% (0)	81.19% (82) 0% (0)	101	0	0
Student Organizations	10.89% (11) 0% (0)	5.94% (6) 0% (0)	7.92% (8) 0% (0)	0.99% (1) 0% (0)	0.99% (1) 0% (0)	73.27% (74) 0% (0)	101	0	0
Total Respondents							101		
(skipped this question)							35		

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	55.45% (56) 0% (0)	35.64% (36) 0% (0)	7.92% (8) 0% (0)	0.99% (1) 0% (0)	0% (0)0% (0)	101	0	0
Ability to acquire new skills and knowledge on your own	57.43% (58) 0% (0)	36.63% (37) 0% (0)	4.95% (5) 0% (0)	0.99% (1) 0% (0)	0% (0)0% (0)	101	0	0
Ability to use the knowledge, ideas, or perspectives gained from your major field	56.44% (57) 0% (0)	36.63% (37) 0% (0)	4.95% (5) 0% (0)	1.98% (2) 0% (0)	0% (0)0% (0)	101	0	0
Ability to orally communicate well	51.96% (53) 0% (0)	30.39% (31) 0% (0)	16.67% (17) 0% (0)	0.98% (1) 0% (0)	0% (0)0% (0)	102	0	0
Ability to judge information/ideas/actions/conclusions based on sources/methods/reasoning	53% (53)0% (0)	40% (40)0% (0)	6% (6)0% (0)	1% (1)0% (0)	0% (0)0% (0)	100	0	0
Ability to write effectively	56% (56)0% (0)	32% (32)0% (0)	12% (12)0% (0)	0% (0)0% (0)	0% (0)0% (0)	100	0	0
Ability to use information technology in intellectual and/or professional pursuits	55% (55)0% (0)	34% (34)0% (0)	9% (9)0% (0)	2% (2)0% (0)	0% (0)0% (0)	100	0	0
Ability to understand and appreciate cultural and ethnic differences between people	54.46% (55) 0% (0)	26.73% (27) 0% (0)	17.82% (18) 0% (0)	0.99% (1) 0% (0)	0% (0)0% (0)	101	0	0
Ability to understand international perspectives on economic, political, social, and cultural issues	53% (53)0% (0)	28% (28)0% (0)	16% (16)0% (0)	3% (3)0% (0)	0% (0)0% (0)	100	0	0
Ability to gain an understanding of or appreciation for the arts	43.56% (44) 0% (0)	24.75% (25) 0% (0)	26.73% (27) 0% (0)	2.97% (3) 0% (0)	1.98% (2) 0% (0)	101	0	0
Ability to understand and apply quantitative principles and methods	53% (53)0% (0)	30% (30)0% (0)	13% (13)0% (0)	3% (3)0% (0)	1% (1)0% (0)	100	0	0
Ability to understand scientific method	44% (44)0% (0)	32% (32)0% (0)	18% (18)0% (0)	5% (5)0% (0)	1% (1)0% (0)	100	0	0
Total Respondents						101		
(skipped this question)						35		

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	47% (47)0% (0)	33% (33)0% (0)	19% (19)0% (0)	1% (1)0% (0)	0% (0)0% (0)	100	0	0
Your ability to get along with people of diverse backgrounds and perspectives	55% (55)0% (0)	25% (25)0% (0)	20% (20)0% (0)	0% (0)0% (0)	0% (0)0% (0)	100	0	0
Your ability to lead others effectively	47.96% (47) 0% (0)	27.55% (27) 0% (0)	22.45% (22) 0% (0)	2.04% (2)0% (0)	0% (0)0% (0)	98	0	0
Your ability to evaluate and choose between alternative courses of action	52% (52)0% (0)	35% (35)0% (0)	12% (12)0% (0)	1% (1)0% (0)	0% (0)0% (0)	100	0	0
Your awareness of contemporary issues and their causes and consequences	52.58% (51) 0% (0)	28.87% (28) 0% (0)	16.49% (16) 0% (0)	2.06% (2)0% (0)	0% (0)0% (0)	97	0	0
Total Respondents						100		

(skipped this question) 36

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. great online program with fast graduation
2. I felt that the online MBA program was challenging, invigorating and a great value. I can think of no other institution that can give a high quality graduate education for \$12,000. It has been a great experience. When you offer an online degree, please make sure that you offer all of the requirements in a fully online format.
3. I encountered many difficulties in finding courses offered online. Many were hybrid, which I was unable to do. This makes the degree not a fully online degree.
A few Professors and instructors really have to focus on the subject matter and understand how there assignments relate to the course text and objectives. The good professors that I have had give you feedback on your assignments so that you can address the Professors expectations. A few I have had are teaching current event courses where they should be teaching about how technology impacts business management not how artificial intelligence is driving cars or assisting in medicine. Although many of the assignments are theoretical most are very pertinent with a wide variety of research available. Focusing on limited business models like the NFL or an industry that is so closed that little information is available makes it difficult to relate to and research. I love football as many do but will probably never be a billionaire and able to purchase a team.
4. None
5. Blackboard has been a great resource to online classes.
Fix the bathrooms in Thompson. They are straight up nasty. Why add bathrooms in the second floor of Percival when the ones on the first floor were fine and ALL of the bathrooms in Thompson are straight up vile. They are so warm which makes it even grosser. I feel like I can smell the asbestos in the air. This school has money, and I am sure everyone would appreciate it if you put our tuition dollars to making those bathrooms less disgusting. I literally would walk to the library or Edgerly to use a different bathroom to avoid any of the ones in that building which meant instead of leaving class for 5 minutes, it was 10 to 15 with the walk. I'd be smarter if those bathrooms were nicer is all I'm saying.
6. I have learned so much in my courses, and I cannot speak highly enough of the M.B.A. program.
The program should be more flexible in terms of courses. Considering the fact that there are a good amount of courses that are offered not so often and could not be found at other institutions. It is very frustrating especially when you are in the Senior year and the administration of the University does not want to cooperate.
7. I feel blessed to be a part of Fitchburg state University. I am able to explore my potentials fully.
The information on the textbooks needed for the courses need to be easily accessible. There are times when the book info doesn't become available until the class is about to start and that doesn't help students with limited income to plan for the course.
8. none
9. Regarding the AOP, MBA classes, the course offerings should run more frequently. As I approach the culmination of my MBA journey, I realize that the few classes needed to graduate become less available, pushing my graduation date beyond what should otherwise be a reasonable graduation date.
10. Truly I only have straight applause and respect for the system that you have created
11. not applicable
Thank you for offering the online programs they are well structured. There wasn't any confusion on what needed to be done. The information about each course were clearly defined. The instructors and counselors and registration personnel I interacted with were amazing. They were patient, understanding and willing to work with me to resolve any issues. Thank you again
12. Accounting not listed as a Major or Minor for choices re MBA.
13. Loved the accelerated program. It fit into my schedule and allowed me to complete my degree quickly. I think more graduate programs should consider using the accelerated model. I would have loved that when I was getting my first masters degree.
Some classes did not utilize the grading portion of blackboard. Getting little to no feedback during the course was frustrating at times. Weekly feedback regarding discussions and assignments should be mandatory for professors to follow.
14. I am an online graduate student. I felt hard to get online library text. It should be polished.
It seems that some of the classes are a "rinse and repeat" for the instructors, and so there's limited engagement between students and professors. I'd like to see more instructor involvement with the online students... for example, I'd have appreciated viewing an online lecture from the professors (some did this, and I felt it was helpful in learning the material).
15. None that I can think of.
- 16.
- 17.

- Excellent On-line library for research for the on-line student. The librarians do a great job and although I do not approve of non-subject matter topics elevated by speakers at events designated for a specific purpose; I have to say they work very hard and provide an excellent product that will be key to increasing the potential for success of your on-line student.
24. I had to figure which classes to take at which times on my own. I had asked which classes I could take to continue taking classes without breaks, but kept getting the reply that it didn't matter which order I took them in. I understood that piece, but my point was completely missed and I had to double up one semester.
- 25.
26. Not challenging. Most classes were discussion groups about irrelevant material. About 75% of my MBA was a waste of time. The only professor there that really challenged me was Professor Kim.
- I would have appreciated some type of guidance support rather than the arbitrary calls asking if I'd registered for classes yet. Only because I loved ahead at glad availability was I able to determine that I would not graduate on time without changing the schedule for my last 3 semesters due to the availability of one class.
- 27.
- The quality of student work I would see in discussion boards was often appalling. It led me to question how credible this program is. (I acknowledge that I don't know what grades these students received or if they completed the program.) I'm currently hiring for positions in my organization, and based on the quality of work I've seen from other students, I'm not sure that an FSU MBA is going to carry much weight should I see it on a resume.
- 28.
29. Online graduate MBA is excellent
- Students in the Online Accelerated Program are usually have very limited time available but on occasion would be able to support more extracurricular activities. FSU might look for innovative ways to offer online students ways to optionally engage and be active members of the FSU community.
- 30.
31. None
32. I loved it!!!!
- Scheduling was sometimes an issue and took a class that I was not interested in to get done in a year. As an aside, there was a class I would like to have taken but, because not in my program, was refused ability to take class even though I knew it would have been an elective and wouldn't have gone toward my degree. However, it would have helped with my professional goals...will have to pay someone else to do the same after graduation I guess. Otherwise, great value program, thanks for everything!
- 33.
34. Students in the accelerated online MBA program should be eligible to take Winter session classes.
- Blackboard assignment submissions. Sometimes the submit button does not always work. For my final project, I had to try and submit about 5 times before actually being able to successfully do so. Other than that I have had no issues and the online technology has worked pretty well for the most part.
- 35.
- The online MBA program was most excellent. Materials throughout the program were cohesive and always tied back to the strategic plan. I highly recommend the FSU MBA program and have already begun spreading the word. My thanks not only to the top notch professors that I had the opportunity to work with, but also the Registrar's Office, who provided top notch, prompt customer service!
- 36.

Total Respondents 40

96

(skipped this question)

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	50.54% (47)	34.41% (32)	13.98% (13)	1.08% (1)	0% (0)	0% (0)	93	0	0
Administrators (e.g. vice presidents, deans and directors) demonstrated commitment to my learning, personal well being and success	34.44% (31)	23.33% (21)	16.67% (15)	2.22% (2)	0% (0)	23.33% (21)	90	0	0
Other University staff demonstrated commitment to my learning, personal well being and success	36.26% (33)	26.37% (24)	18.68% (17)	0% (0)	0% (0)	18.68% (17)	91	0	0
Library resources (e.g. books, database subscriptions, inter-library loan) were adequate for my research and learning needs	30% (27)	23.33% (21)	15.56% (14)	2.22% (2)	0% (0)	28.89% (26)	90	0	0
Library hours and web resource availability	29.67% (27)	20.88% (19)	14.29% (13)	1.1% (1)	0% (0)	34.07% (31)	91	0	0

were adequate for my research and learning needs

Library staff were knowledgeable and

demonstrated commitment to my learning and academic success.	26.37% (24)	16.48% (15)	9.89% (9)	0% (0)	0% (0)	0% (0)	47.25% (43)	91	0	0
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I learned about

research strategies and sources of information from the library staff.	25% (22)	0% (0)	15.91% (14)	10.23% (9)	0% (0)	0% (0)	1.14% (1)	47.73% (42)	88	0	0
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Total Respondents 91
(skipped this question) 45

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% (44)	17.05% (15)	7.95% (7)	1.14% (1)	0% (0)	0% (0)	19.32% (17)	88	0	0
Admissions Office	57.3% (51)	29.21% (26)	5.62% (5)	0% (0)	1.12% (1)	0% (0)	5.62% (5)	89	0	0
Advising Center	39.56% (36)	18.68% (17)	12.09% (11)	1.1% (1)	0% (0)	0% (0)	25.27% (23)	91	0	0
Bookstore	21.59% (19)	14.77% (13)	18.18% (16)	2.27% (2)	1.14% (1)	38.64% (34)	3.41% (3)	88	0	0
Capital Planning and Maintenance (e.g. buildings & grounds)	15.56% (14)	12.22% (11)	8.89% (8)	0% (0)	0% (0)	53.33% (48)	10% (9)	90	0	0
Career Counseling Office	16.85% (15)	10.11% (9)	7.87% (7)	2.25% (2)	0% (0)	53.93% (48)	8.99% (8)	89	0	0
Center for Diversity and Inclusiveness	11.24% (10)	8.99% (8)	4.49% (4)	1.12% (1)	0% (0)	60.67% (54)	13.48% (12)	89	0	0
Chartwell's Dining Services	8.99% (8)	5.62% (5)	10.11% (9)	3.37% (3)	1.12% (1)	57.3% (51)	13.48% (12)	89	0	0
Commuter Affairs	7.87% (7)	6.74% (6)	6.74% (6)	0% (0)	0% (0)	66.29% (59)	12.36% (11)	89	0	0
Counseling Services	17.98% (16)	5.62% (5)	5.62% (5)	0% (0)	0% (0)	62.92% (56)	7.87% (7)	89	0	0
Disability Services	10.23% (9)	3.41% (3)	5.68% (5)	0% (0)	0% (0)	70.45% (62)	10.23% (9)	88	0	0
Financial Aid	22.99% (20)	22.99% (20)	9.2% (8)	0% (0)	0% (0)	37.93% (33)	6.9% (6)	87	0	0
Graduate and Continuing Education (GCE)	56.67% (51)	20% (18)	4.44% (4)	1.11% (1)	0% (0)	16.67% (15)	1.11% (1)	90	0	0
Health Services	15.91% (14)	5.68% (5)	5.68% (5)	1.14% (1)	0% (0)	57.95% (51)	13.64% (12)	88	0	0
Housing and Residential Services	10.23% (9)	9.09% (8)	6.82% (6)	0% (0)	0% (0)	61.36% (54)	12.5% (11)	88	0	0
Information Desk (Hammond Hall)	13.33% (12)	14.44% (13)	4.44% (4)	2.22% (2)	0% (0)	55.56% (50)	10% (9)	90	0	0
International Education (e.g. study abroad)	9.09% (8)	4.55% (4)	5.68% (5)	0% (0)	1.14% (1)	64.77% (57)	14.77% (13)	88	0	0
On-campus Job Recruitment	11.49% (10)	5.75% (5)	4.6% (4)	1.15% (1)	0% (0)	64.37% (56)	12.64% (11)	87	0	0
One Card	21.59% (19)	12.5% (11)	5.68% (5)	0% (0)	0% (0)	47.73% (42)	12.5% (11)	88	0	0
Online Services (e.g. financial aid, registration, add/drop)	50% (44)	25% (22)	10.23% (9)	0% (0)	1.14% (1)	9.09% (8)	4.55% (4)	88	0	0
Parking	8.99% (8)	6.74% (6)	10.11% (9)	4.49% (4)	7.87% (7)	51.69% (46)	10.11% (9)	89	0	0
Recreation Services	8.24% (7)	11.76% (10)	4.71% (4)	0% (0)	1.18% (1)	61.18% (52)	12.94% (11)	85	0	0
Registrar's Office	35.16% (32)	36.26% (33)	7.69% (7)	1.1% (1)	0% (0)	17.58% (16)	2.2% (2)	91	0	0

Shuttle Service	8.99% (8)	13.48% (12)	7.87% (7)	0% (0)	0% (0)	0% (0)	55.06% (49)	14.61% (13)			
	0% (0)	0% (0)	0% (0)	(0)	(0)	(0)	0% (0)	0% (0)	89	0	0
Student Accounts	28.74% (25)	28.74% (25)	6.9% (6)	0% (0)	0% (0)	0% (0)	31.03% (27)	4.6% (4)			
	0% (0)	0% (0)	(0)	(0)	(0)	(0)	0% (0)	(0)	87	0	0
Student Development Office	15.91% (14)	10.23% (9)	6.82% (6)	0% (0)	0% (0)	0% (0)	55.68% (49)	11.36% (10)			
	0% (0)	0% (0)	0% (0)	(0)	(0)	(0)	0% (0)	0% (0)	88	0	0
Technology Help Desk	32.58% (29)	20.22% (18)	7.87% (7)	1.12% (1)	0% (0)	0% (0)	31.46% (28)	6.74% (6)			
	0% (0)	0% (0)	0% (0)	0% (0)	(0)	(0)	0% (0)	0% (0)	89	0	0
Tutor Center	10.11% (9)	7.87% (7)	4.49% (4)	0% (0)	0% (0)	0% (0)	64.04% (57)	13.48% (12)			
	0% (0)	0% (0)	0% (0)	(0)	(0)	(0)	0% (0)	0% (0)	89	0	0
University Catalog	24.14% (21)	27.59% (24)	4.6% (4)	0% (0)	2.3% (2)	0% (0)	32.18% (28)	9.2% (8)			
	0% (0)	0% (0)	(0)	(0)	0% (0)	(0)	0% (0)	(0)	87	0	0
University Email	40.45% (36)	31.46% (28)	7.87% (7)	3.37% (3)	0% (0)	0% (0)	14.61% (13)	2.25% (2)			
	0% (0)	0% (0)	0% (0)	0% (0)	(0)	(0)	0% (0)	0% (0)	89	0	0
University Police	14.77% (13)	11.36% (10)	5.68% (5)	0% (0)	0% (0)	0% (0)	54.55% (48)	13.64% (12)			
	0% (0)	0% (0)	0% (0)	(0)	(0)	(0)	0% (0)	0% (0)	88	0	0
University Website	32.22% (29)	30% (27)	10% (9)	0% (0)	3.33% (3)	1.11% (1)	20% (18)	3.33% (3)			
	0% (0)	0% (0)	(0)	(0)	0% (0)	0% (0)	0% (0)	0% (0)	90	0	0
Veteran Services	8.05% (7)	5.75% (5)	3.45% (3)	0% (0)	0% (0)	0% (0)	66.67% (58)	16.09% (14)			
	0% (0)	0% (0)	0% (0)	(0)	(0)	(0)	0% (0)	0% (0)	87	0	0
Volunteer Center	7.95% (7)	7.95% (7)	3.41% (3)	0% (0)	0% (0)	0% (0)	63.64% (56)	17.05% (15)			
	0% (0)	0% (0)	0% (0)	(0)	(0)	(0)	0% (0)	0% (0)	88	0	0
Total Respondents									89		
(skipped this question)									47		

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. great faculty
2. None
3. I am an online student and did not access many of the on-campus facilities. However, I was very impressed by the faculty and their commitment to the students.
4. no
5. no
6. None
7. For online graduate students, I think there needs to be more interaction from an advisor throughout the program.
8. Dr. Chan is the man.
Unfortunately, the administration of the University is not competent enough. Every time I have a question regarding my work degree, credits, necessary paperwork I get three different answers. I am very unsatisfied with the administration of the Fitchburg State University. It gave me a hard time from the beginning of my studies here.
9. I really would like that the administration of the University to be more informed about the situations of students that are transferred from abroad of the US. Also staff and administration should keep in mind that in other countries the education system is different. Thus, they should explain the students how everything is working in the US.
10. Np
11. All professors were highly engaged and provided meaningful and great value to the learning experience.
12. It was a very good experience.
It's fantastic that an advisor calls students at least once during each term to check in and see how the program/class is going and whether there are any questions. This might just be for online students, but I thought it was a terrific value add for the program. I've always received fantastic support from the office staff and administrators, and I'd highly recommend Fitchburg's program because of that extra level of care.
13. The Technology Help Desk, in my opinion, needs to do better with the needs of the students.
Individual Advisors should be captured as they are a huge reason student's academic success...
14. Unfortunately, my advisor was not a champion for me but there were many others who were that help offset their negativity.
15. Staff were very good about my Army National Guard tuition and fee waiver. I have recommended the online MBA to many of my Soldiers
16. N/A
17. Some faculty in the OAP MBA program offered very little material outside of the required text book for courses. More challenging courses such as corporate finance would benefit from having additional resources available to support textbook learning and application.
18. None
19. I feel like the financial office could have explained a few things better. I wish my loan wasn't dispersed to me and kept in the account to continue to pay for my classes since they approve you for the whole program, yet you only pay for one class at a time.
- 20.

Total Respondents 22

(skipped this question) 114

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

1. n/a
2. None
3. Nothing negative comes to mind.
4. The website is difficult to navigate
5. no
6. no
7. None
8. It would be great to incorporate more scholarships for online students.
Parking services sucks and just the parking in general. There are not enough spots for commuters and I have been late to class searching for a parking spot. Why not invest and build a two story parking garage where Ross is, double the parking, and cover the cost by increasing a parking pass from \$50 to \$75-\$100? I think more people would buy passes and over a few years the investment will pay for itself and your students will be happy. Or maybe instead of adding a parking garage, you could eliminate the dumb little gardens and mulched areas in the lot and create more spots.
9. No
10. Not at this time.
The parking tickets that are issued when there is nowhere to park is bogus when this is mostly a commuter school. When a parking pass is purchased and you still get ticketed when there is no spots doesn't really make sense. Also the appeal process is somewhat iffy. I've written a few and some get accented but then simply reduce the fee. If were paying the parking tickets that money should be used not as another source of revenue but to either add parking or work on solutions.
11. None that I can think of.
12. My last class should have been processed much earlier. The Dean of Business waited three- four months to finally get my last three credits
13. N/A
14. no
15. N/A
16. None

Total Respondents 18

(skipped this question) 118

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	51.61% (48) 0% (0)	31.18% (29) 0% (0)	16.13% (15) 0% (0)	1.08% (1) 0%	0% (0) 0%	93	0	0
Likelihood that I will recommend the University to others	58.24% (53) 0% (0)	24.18% (22) 0% (0)	15.38% (14) 0% (0)	1.1% (1) 0%	1.1% (1) 0%	91	0	0
Likelihood that I will stay connected to the campus after completion of my degree	32.22% (29) 0% (0)	25.56% (23) 0% (0)	27.78% (25) 0% (0)	10% (9) 0%	4.44% (4) 0%	90	0	0

Total Respondents 91
(skipped this question) 45

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. great experience
2. None.
3. Continue making the campus and surrounding area visually appealing. Fitchburg State cannot change the way Fitchburg looks, but they can improve the campus and surrounding area to make students feel safer.
In my estimation the FSU online MBA program will become more and more popular as graduate education costs increase. I had classmates from all over the U.S. and several countries. It was a great experience and I will be recommending the program to fiends, family and colleagues.
4. no
- 5.
- 6.

- My experience has been great thus far. The only suggestion I could make is to offer the courses in the online graduate program more frequently. I have an unnecessary three month break because the courses I need to take are unavailable, and I'll have to take two courses simultaneously to graduate on time.
7. More programs or interaction with online graduate students would be great.
The teachers are great. I am very happy with the program here.
 8. Not so far
 9. I would like to reiterate the course offerings should be provided in greater quantity more frequently.
 10. I enjoyed and feel blessed to be apart of this University.
 11. None that I can think of.
Improvements I would suggest are more on campus cameras and security. For an example my car was hit in the Cedar townhouse parking lot and the there were no cameras so the campus police could not help me.
 12. More cameras and security measures could help improve car break-ins, accidents, and the overall safety of our on-campus students.
 13. Make it challenging to stimulate our minds and bring back feedback to our jobs.
 14. No
 15. Parking is awful!
Early in my time with the OAP MBA program, a student advisor would regularly check in and see if I needed additional support. This was a great offer. This support could be enhanced by making students aware of or sharing different aspects or support services to students as these calls are made. Maybe present in an "FSU Fun Fact" format to just give students visibility and awareness of all the great services FSU has to offer students.
 17. I loved it!!
 18. Fantastic online program, I really enjoyed my experience at FSU as an online accelerated graduate student.
I think the online program is very well developed. The course offerings are great and it's pretty simple to be able to take all of the classes you need in the accelerated 17 month time frame. Loved some of the classes I took, but I think there can be a more challenging component. Sometimes I wish I was required to come to campus at least once per semester just to check-in. I didn't really have anything for an advisor to do.
 19. I took, but I think there can be a more challenging component. Sometimes I wish I was required to come to campus at least once per semester just to check-in. I didn't really have anything for an advisor to do.
 20. Please note previous comments!

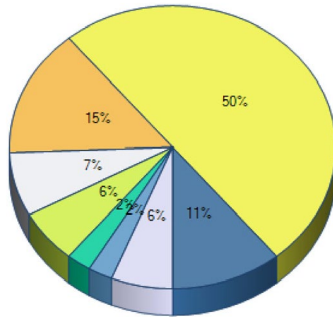
Total Respondents 21

(skipped this question) 115

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	70.97% (66)0% (0)	24.73% (23)0% (0)	4.3% (4)0% (0)	93	0	0
I am currently employed or have a job offer in a field that is not related to my current program of study	28.41% (25)0% (0)	46.59% (41)0% (0)	25% (22)0% (0)	88	0	0
I am searching for employment in a field closely related to my current program of study	42.86% (36)0% (0)	33.33% (28)0% (0)	23.81% (20)0% (0)	84	0	0
I am searching for employment in a field not closely related to my current program of study	9.41% (8)0% (0)	57.65% (49)0% (0)	32.94% (28)0% (0)	85	0	0
I have been accepted into a graduate program to continue my education at Fitchburg State University	5.81% (5)0% (0)	38.37% (33)0% (0)	55.81% (48)0% (0)	86	0	0
I have been accepted into a graduate or doctoral program to continue my education at another institution	4.65% (4)0% (0)	44.19% (38)0% (0)	51.16% (44)0% (0)	86	0	0
I am not planning to continue my education at this time	43.68% (38)0% (0)	24.14% (21)0% (0)	32.18% (28)0% (0)	87	0	0
I am pursuing the military	3.45% (3)0% (0)	49.43% (43)0% (0)	47.13% (41)0% (0)	87	0	0
			Total Respondents	91		
			(skipped this question)	45		

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

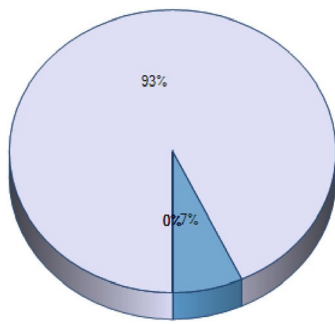


	Response Total	Response Percent
None - not working	5	6%
Less than \$20,000	2	2%
\$20,001 - \$30,000	2	2%
\$30,001 - \$40,000	5	6%
\$40,001 - \$50,000	6	7%
\$50,001 - \$60,000	12	15%
\$60,001 +	41	50%
Prefer not to disclose	9	11%
Total Respondents	82	
(skipped this question)	54	

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	31.71% (26) 0% (0)	21.95% (18) 0% (0)	28.05% (23) 0% (0)	10.98% (9) 0% (0)	7.32% (6) 0% (0)	82	0 0
Low student-to-faculty ratio	48.78% (40) 0% (0)	21.95% (18) 0% (0)	21.95% (18) 0% (0)	3.66% (3) 0% (0)	3.66% (3) 0% (0)	82	0 0
Accessible to my work/home/family	54.88% (45) 0% (0)	19.51% (16) 0% (0)	18.29% (15) 0% (0)	4.88% (4) 0% (0)	2.44% (2) 0% (0)	82	0 0
Close-knit, friendly culture	35% (28) 0% (0)	30% (24) 0% (0)	25% (20) 0% (0)	6.25% (5) 0% (0)	3.75% (3) 0% (0)	80	0 0
Diversity of student body	41.46% (34) 0% (0)	25.61% (21) 0% (0)	20.73% (17) 0% (0)	6.1% (5) 0% (0)	6.1% (5) 0% (0)	82	0 0
Academic program(s)	65.06% (54) 0% (0)	27.71% (23) 0% (0)	6.02% (5) 0% (0)	1.2% (1) 0% (0)	0% (0) 0% (0)	83	0 0
Affordability	85.88% (73) 0% (0)	9.41% (8) 0% (0)	3.53% (3) 0% (0)	1.18% (1) 0% (0)	0% (0) 0% (0)	85	0 0
Faculty	59.76% (49) 0% (0)	25.61% (21) 0% (0)	9.76% (8) 0% (0)	3.66% (3) 0% (0)	1.22% (1) 0% (0)	82	0 0
Residential life	16.46% (13) 0% (0)	11.39% (9) 0% (0)	31.65% (25) 0% (0)	18.99% (15) 0% (0)	21.52% (17) 0% (0)	79	0 0
Facilities	19.75% (16) 0% (0)	19.75% (16) 0% (0)	32.1% (26) 0% (0)	12.35% (10) 0% (0)	16.05% (13) 0% (0)	81	0 0
Financial Aid	45% (36) 0% (0)	17.5% (14) 0% (0)	18.75% (15) 0% (0)	6.25% (5) 0% (0)	12.5% (10) 0% (0)	80	0 0
Many activities in the region	20.99% (17) 0% (0)	14.81% (12) 0% (0)	33.33% (27) 0% (0)	9.88% (8) 0% (0)	20.99% (17) 0% (0)	81	0 0
Services/support to first generation students	20.25% (16) 0% (0)	15.19% (12) 0% (0)	37.97% (30) 0% (0)	11.39% (9) 0% (0)	15.19% (12) 0% (0)	79	0 0
Volunteer opportunities	16.46% (13) 0% (0)	12.66% (10) 0% (0)	41.77% (33) 0% (0)	11.39% (9) 0% (0)	17.72% (14) 0% (0)	79	0 0
Athletics	13.75% (11) 0% (0)	8.75% (7) 0% (0)	42.5% (34) 0% (0)	12.5% (10) 0% (0)	22.5% (18) 0% (0)	80	0 0
Military-friendly	21.79% (17) 0% (0)	11.54% (9) 0% (0)	37.18% (29) 0% (0)	11.54% (9) 0% (0)	17.95% (14) 0% (0)	78	0 0
LGBTQ-friendly	20.51% (16) 0% (0)	17.95% (14) 0% (0)	32.05% (25) 0% (0)	10.26% (8) 0% (0)	19.23% (15) 0% (0)	78	0 0
Honors Program	24.39% (20) 0% (0)	15.85% (13) 0% (0)	30.49% (25) 0% (0)	12.2% (10) 0% (0)	17.07% (14) 0% (0)	82	0 0
Employment prospects	39.02% (32) 0% (0)	14.63% (12) 0% (0)	24.39% (20) 0% (0)	8.54% (7) 0% (0)	13.41% (11) 0% (0)	82	0 0
Internships	33.33% (26) 0% (0)	15.38% (12) 0% (0)	24.36% (19) 0% (0)	10.26% (8) 0% (0)	16.67% (13) 0% (0)	78	0 0
Study Abroad opportunities	21.25% (17) 0% (0)	12.5% (10) 0% (0)	32.5% (26) 0% (0)	11.25% (9) 0% (0)	22.5% (18) 0% (0)	80	0 0
ROTC/National Guard	16% (12) 0% (0)	8% (6) 0% (0)	44% (33) 0% (0)	10.67% (8) 0% (0)	21.33% (16) 0% (0)	75	0 0
Total Respondents						85	
(skipped this question)						51	

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

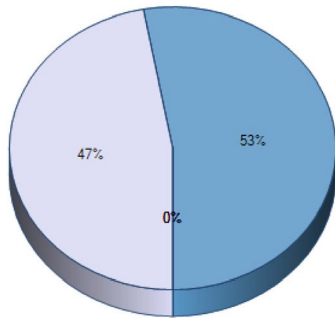


	Response Total	Response Percent
None	67	93%
Once	5	7%
2 Times	0	0%
3 times	0	0%
More than 3 times	0	0%
Total Respondents	72	
(skipped this question)	64	

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.

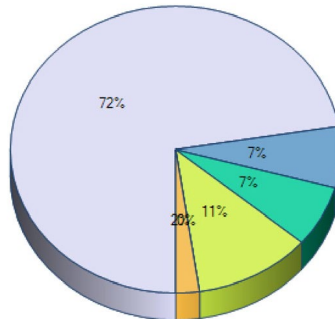
	Very Significant	Significant	No Change	Insignificant	Very Insignificant	Response Total	Points Avg
Academic Growth (broadened your perception of the need to learn)	54.22% (45) 0% (0)	36.14% (30) 0% (0)	9.64% (8) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	83	0 0
Personal Growth	61.18% (52) 0% (0)	29.41% (25) 0% (0)	9.41% (8) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	85	0 0
Professional Growth (broaden your understanding of the need to continue to learn to achieve your career goals)	60% (51) 0% (0)	29.41% (25) 0% (0)	10.59% (9) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	85	0 0
Total Respondents						85	
(skipped this question)						51	

22. To which gender identity do you most identify?



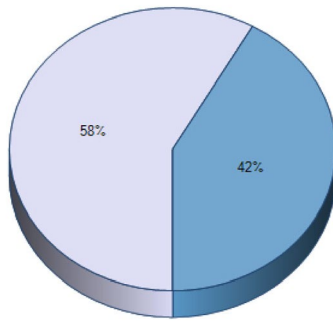
	Response Total	Response Percent
Male	41	47%
Female	46	53%
Transgender Male	0	0%
Transgender Female	0	0%
Do not identify as female, male or transgender	0	0%
Total Respondents	87	
(skipped this question)	49	

23. To which racial heritage do you predominantly identify?



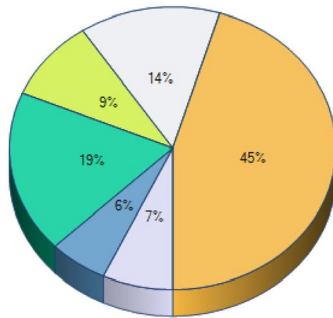
	Response Total	Response Percent
White/Caucasian	63	72%
Asian	6	7%
Hispanic/Latino	6	7%
Black/African American	10	11%
American Indian	0	0%
Other	2	2%
Total Respondents	87	
(skipped this question)	49	

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



- Full-time
- Part-time

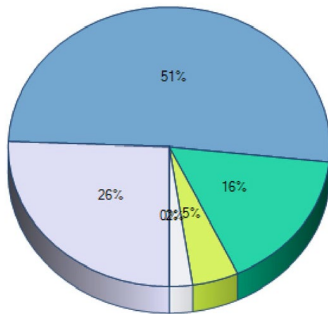
	Response Total	Response Percent
Full-time	50	58%
Part-time	36	42%
Total Respondents	86	
(skipped this question)	50	



- 0
- 1 - 10
- 11 - 20
- 21 - 30
- 31 - 40
- 40+

	Response Total	Response Percent
0	6	7%
1 - 10	5	6%
11 - 20	16	19%
21 - 30	8	9%
31 - 40	12	14%
40+	39	45%
Total Respondents	86	
(skipped this question)	50	

26. How many dependents do you have (not including yourself)?



- 1
- 2
- 3
- 4
- 5
- 5+

	Response Total	Response Percent
1	11	26%
2	22	51%
3	7	16%
4	2	5%
5	1	2%
5+	0	0%
Total Respondents	43	
(skipped this question)	93	