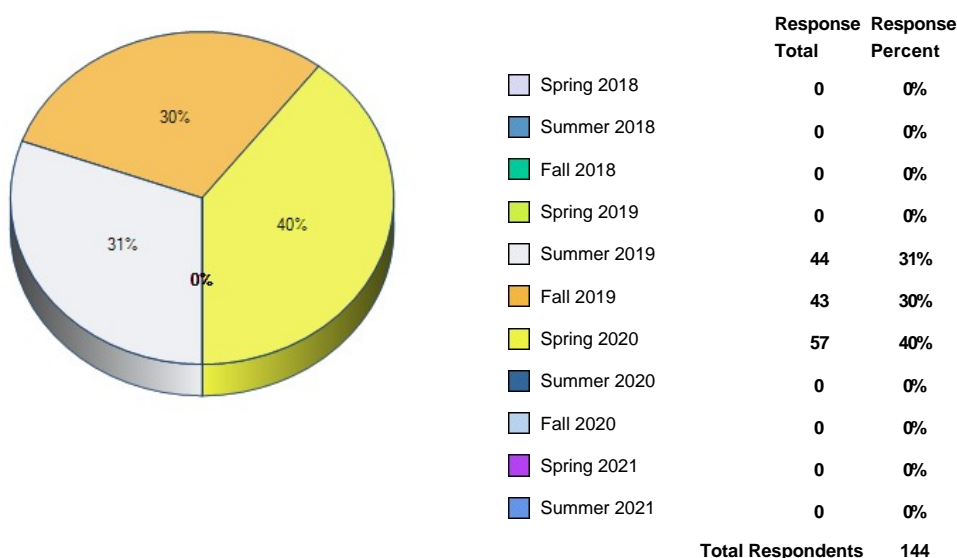# FITCHBURG STATE UNIVERSITY

Export Data CSV

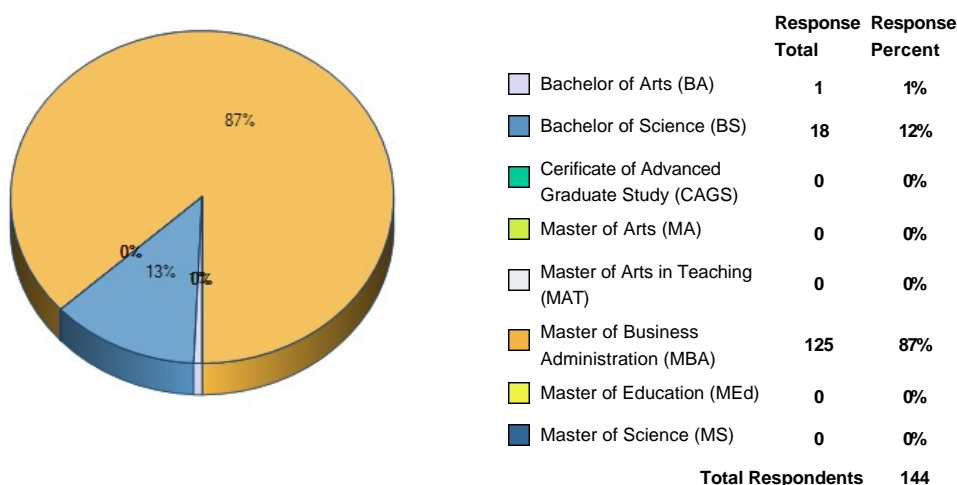## Graduating Student Feedback 2019 & 2020

Survey Title: Graduating Student Feedback

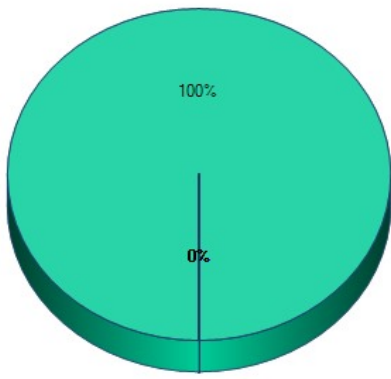## Responses By Question Analysis:

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

		Response Total	Response Percent
	Spring 2018	0	0%
	Summer 2018	0	0%
	Fall 2018	0	0%
	Spring 2019	0	0%
	Summer 2019	44	31%
	Fall 2019	43	30%
	Spring 2020	57	40%
	Summer 2020	0	0%
	Fall 2020	0	0%
	Spring 2021	0	0%
	Summer 2021	0	0%
	Total Respondents		**144**

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)	1	1%
	Bachelor of Science (BS)	18	12%
	Cerificate of Advanced Graduate Study (CAGS)	0	0%
	Master of Arts (MA)	0	0%
	Master of Arts in Teaching (MAT)	0	0%
	Master of Business Administration (MBA)	125	87%
	Master of Education (MEd)	0	0%
	Master of Science (MS)	0	0%
	Total Respondents		**144**

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	144	100%
☐	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%
☐	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	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 Baccalaureatte	0	0%
☐	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 Respondents		**144**

4. Please select your minor from the list below:
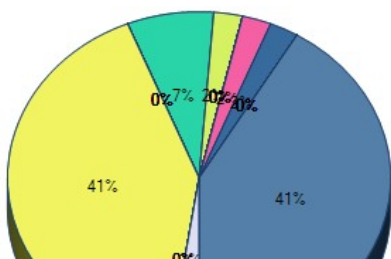
		Response Total	Response Percent
☐	African-American Studies	1	2%
☐	American Studies	0	0%
☐	Art	0	0%
☐	Art History	0	0%
☐	Asian Studies	0	0%
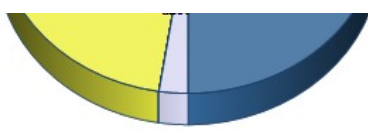
■	Biology	0	0%
■	Business Administration	17	41%
■	Chemistry	0	0%
■	Communication Studies	0	0%
■	Computer Science	0	0%
■	Construction Technology	0	0%
■	Criminal Justice	0	0%
■	Deaf Studies	0	0%
■	Disability Studies	0	0%
■	Early Childhood Education	0	0%
■	Economics	3	7%
■	English Studies - Literature	1	2%
■	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	1	2%
■	Romance Languages	1	2%
■	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	17	41%
	Total Respondents	**41**	
	(skipped this question)	103	

5. Please select the student group you most identify with from the list below:
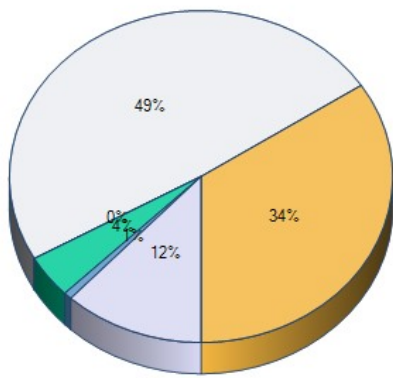
	Response Total	Response Percent
Day Student	17	12%
Evening On Campus Student	1	1%
Evening On-line Student	6	4%
Evening Extended Campus Student	0	0%
Online Student	70	49%
Graduate Student	49	34%
Total Respondents		143
(skipped this question)		1

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

	Excellent	Very Good	Good	Fair	Poor	Not Applicable	Response Total	Points	Avg
Availability of classes (e.g. time offered, seats open)	55.74% (68)	20.49% (25)	14.75% (18)	6.56% (8)	1.64% (2)	0.82% (1)	122		
Frequency of course offerings	35.25% (43)	28.69% (35)	16.39% (20)	14.75% (18)	4.92% (6)	0% (0)	122		
Size of classes	40.16% (49)	31.97% (39)	15.57% (19)	4.1% (5)	0.82% (1)	7.38% (9)	122		
Quality of instruction	30.89% (38)	35.77% (44)	26.02% (32)	5.69% (7)	1.63% (2)	0% (0)	123		
Quality of texts and other instructional materials	31.15% (38)	37.7% (46)	23.77% (29)	6.56% (8)	0.82% (1)	0% (0)	122		
Availability of faculty outside of the classroom	36.59% (45)	28.46% (35)	21.14% (26)	5.69% (7)	0% (0)	8.13% (10)	123		
Timeliness and relevance of course content	32.5% (39)	39.17% (47)	27.5% (33)	0.83% (1)	0% (0)	0% (0)	120		
Quality of high impact (outside the classroom) experiences (e.g. internships, practicum, etc.)	23.58% (29)	19.51% (24)	11.38% (14)	4.07% (5)	0% (0)	41.46% (51)	123		
Overall level of challenge in the coursework	31.71% (39)	39.84% (49)	23.58% (29)	3.25% (4)	0.81% (1)	0.81% (1)	123		
Match between career goals and course-of-study requirements	34.17% (41)	38.33% (46)	21.67% (26)	2.5% (3)	1.67% (2)	1.67% (2)	120		
Overall level of faculty advisement	30.33% (37)	32.79% (40)	19.67% (24)	9.84% (12)	4.92% (6)	2.46% (3)	122		
Total Respondents							122		
(skipped this question)							22		

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	10.66% (13)	9.02% (11)	8.2% (10)	0.82% (1)	0.82% (1)	70.49% (86)	122		
Labs	11.11% (13)	3.42% (4)	7.69% (9)	0% (0)	0% (0)	77.78% (91)	117		
Other General facilities (e.g. studios, gym)	7.76% (9)	3.45% (4)	8.62% (10)	1.72% (2)	0% (0)	78.45% (91)	116		
Computer Labs	9.4% (11)	2.56% (3)	10.26% (12)	0% (0)	0% (0)	77.78% (91)	117		
Library	14.41% (17)	9.32% (11)	8.47% (10)	0% (0)	0.85% (1)	66.95% (79)	118		
Technology in the classroom	11.76% (14)	8.4% (10)	8.4% (10)	2.52% (3)	0% (0)	68.91% (82)	119		
Online technologies utilized in your classes	21.85% (26)	22.69% (27)	19.33% (23)	4.2% (5)	0% (0)	31.93% (38)	119		
Musical or theatrical performances on-campus	6.84% (8)	3.42% (4)	4.27% (5)	1.71% (2)	0.85% (1)	82.91% (97)	117		
Intramural athletic offerings	6.84% (8)	4.27% (5)	5.13% (6)	0.85% (1)	0% (0)	82.91% (97)	117		

Intercollegiate athletic events	6.84% (8)	4.27% (5)	5.98% (7)	0.85% (1)	0% (0)	82.05% (96)	117
Greek Life	7.69% (9)	3.42% (4)	3.42% (4)	1.71% (2)	0.85% (1)	82.91% (97)	117
Student Organizations	10.26% (12)	5.98% (7)	7.69% (9)	0.85% (1)	0% (0)	75.21% (88)	117

Total Respondents	**120**
(skipped this question)	24

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	49.17% (59)	41.67% (50)	8.33% (10)	0.83% (1)	0% (0)	**120**		
Ability to acquire new skills and knowledge on your own	49.59% (60)	44.63% (54)	4.96% (6)	0.83% (1)	0% (0)	**121**		
Ability to use the knowledge, ideas, or perspectives gained from your major field	52.1% (62)	42.86% (51)	4.2% (5)	0.84% (1)	0% (0)	**119**		
Ability to orally communicate well	39.67% (48)	37.19% (45)	20.66% (25)	0.83% (1)	1.65% (2)	**121**		
Ability to judge information/ideas/actions/conclusions based on sources/methods/reasoning	45.45% (55)	49.59% (60)	4.96% (6)	0% (0)	0% (0)	**121**		
Ability to write effectively	45.45% (55)	41.32% (50)	11.57% (14)	0.83% (1)	0.83% (1)	**121**		
Ability to use information technology in intellectual and/or professional pursuits	43.8% (53)	44.63% (54)	9.92% (12)	1.65% (2)	0% (0)	**121**		
Ability to understand and appreciate cultural and ethnic differences between people	42.15% (51)	41.32% (50)	15.7% (19)	0% (0)	0.83% (1)	**121**		
Ability to understand international perspectives on economic, political, social, and cultural issues	41.32% (50)	44.63% (54)	12.4% (15)	1.65% (2)	0% (0)	**121**		
Ability to gain an understanding of or appreciation for the arts	31.4% (38)	30.58% (37)	35.54% (43)	0% (0)	2.48% (3)	**121**		
Ability to understand and apply quantitative principles and methods	41.32% (50)	42.15% (51)	14.05% (17)	0.83% (1)	1.65% (2)	**121**		
Ability to understand scientific method	31.62% (37)	37.61% (44)	26.5% (31)	1.71% (2)	2.56% (3)	**117**		

Total Respondents	**121**
(skipped this question)	23

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	41.32% (50)	35.54% (43)	21.49% (26)	1.65% (2)	0% (0)	**121**		
Your ability to get along with people of diverse backgrounds and perspectives	45% (54)	40% (48)	14.17% (17)	0.83% (1)	0% (0)	**120**		
Your ability to lead others effectively	44.54% (53)	31.93% (38)	21.01% (25)	2.52% (3)	0% (0)	**119**		
Your ability to evaluate and choose between alternative courses of action	47.5% (57)	39.17% (47)	12.5% (15)	0.83% (1)	0% (0)	**120**		
Your awareness of contemporary issues and their causes and consequences	44.54% (53)	39.5% (47)	14.29% (17)	0.84% (1)	0.84% (1)	**119**		

Total Respondents	**121**
(skipped this question)	23

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. Summer offerings are sometimes sparce when it comes to completing a graduate degree online, which can extend someones time to complete the degree. Stepping away a semester due to lack of course offerings is not favorable, as it decreases motivation and creates a difficult return; if one does return. Continuous opportunities for classes ensures completion in a timely format.

2. Everything was captured above

3. I did my MBA completely online and found the work to be quite challenging, which I view as a positive. I learned so much from the materials, fellow students, and professors. I do need to point out that this survey does not have the minor of "Human Resources" listed under MBA major. Thank you and I look forward to

finish8ng my degree from Fitchburg and feel that I've received an excellent quality education.

4. Overall I've had a great experience with the program.

5. No, I have nothing further to add - thanks!

6. N/A

7. Nothing more to add

8. I was disappointed in the program. I found the material irrelevant to my career goals much of the time. I wanted to learn how to create an organizational financial and strategic plan, and I did not learn to do that. I also did not get an opportunity to evaluate my classes (with one exception). I feel that one of my professors was unethical in her behavior, but I did not get an opportunity to share this. I asked my advisor how to make an evaluation, and she was not very helpful. In fact, I did not know I had an advisor until a few days ago, when I asked the coordinator how I could give feedback to the professors. The classes aren't listed until the day you're supposed to start doing homework, which is difficult for a person with a full time job and a toddler. I would have much preferred the classes to be listed a week or so in advance so I am not rushing to order the textbook when my first assignment is due 48 hours later.

9. I felt like classes related to math could have been more challenging. Would they probably have been very difficult for me? Yes. But it seemed like it was more general concepts, which is fine, but I look at other programs that prepare you more for business reporting, real-life assignments, and calculating, and I feel like this is weaker than those.

10. Using Blackboard was sometimes challenging. Transferring text from Word to Blackboard was challenging, especially formatting, and would require extra time editing to get a post to display properly.

11. A number of professors I had used the same syllabus that they have used for several years that they never updated. They also would use the same learning materials that were old and no longer relevant. This made it really difficult to understand from the syllabus what was really expected or to learn from materials that were no longer relevant. There were a few really great professors who updated their materials regularly and really communicated with the class and then there were others who acted like you were disturbing them if you sent them an email asking a question. It is frustrating to pay for a course and have the instructor act like you are bothering them when you are trying to only gain clarity on a specific topic in class.

12. Wish they allowed you to take more classes each quarter for the online mba program.

13. I think the use videos on a weekly basis by some of my professors really helped make a student/teacher connection. I would suggest more instructors use that approach.

14. The online program is disorganized. The MBA Chair is terrible in both her job as advisor and as professor.

15. Some professors do not interact with discussions etc. they simply have students regurgitate from text. Professor Leamy should be the standard for programs - interactive, encourages collaboration, reads and analyzes student discussions.

16. None

17. Video lectures would be beneficial for certain aspects of assignments and examples of what is required when facilitating online classes to allow students to better understand what is required for assignments

18. So far so good

19. More parking for commuter students

20. N/A

21. No time between courses in summer 2 to fall 1 semesters.

22. The food needs a lot of help however the lack of quality is a bonding experience for students.

23. As an online student, the professors that used non- traditional materials (i.e. books by current relevant gurus, Ted talks, Youtube video, video's the professors made themselves, etc.) facilitated the learning process 100 times better than those that used a traditional textbook method such Pearson textbooks. I believe the non-traditional methods and sources provided the best up-to-date information and trends on the subjects presented. While the traditional method was merely rote learning regurgitating facts, figures, and data.

24. Overall, it is a great school and the MBA program is tough but amazing. I personally would recommend this.

Highly advise the advisors to connect with students upfront and be transparent. Moreover, exceptions to the rules should be made on case by case situation especially if the person has 10+ years of finance background then what is the point of taking a class which won't give any additional benefit.

Perhaps offer more courses for MBA program every semester and some courses that are rotational and are offered only once a year does mess up things sometimes. Moreover, if a student is getting straight A's and is willing to take 4th or 5th course with full responsibility then it should be allowed.

As far as professors - they are all great and they go above and beyond to help. Assignments are tough but fair and realistic. One suggestion is that perhaps have more WebEx which can help the students in terms of giving class-room like feel as well through online course.

Hire more online professors who graduated from online school as that would give them better perspective on how student's are feeling.

Lastly, great school and keep up the good work.

25. Online portion for MBA program is excellent! Thank you for providing a program that is beneficial and affordable to me. Recommended this school to other students!

26. Some of the professors for online classes seem to not actually care if anyone learns anything. There is a lack of consistency in the quality of faculty for online courses.

27.	Human Resources minor is not listed in selection.
28.	Blackboard is not a well-designed forum for online learning Need a student chat function within Blackboard to help with questions, queries, etc. Without it, you feel like you're on an island all by yourself. Required texts should be announced more than 2 days before a class begins Class sizes are enormous.
29.	Some of the materials used in the MBA classes were dated. My advisor was nearly useless on the couple of times i reached out to her. One of my classes wasnt offered and i had to stretch the program out for an extra semester.
30.	I studied Business Admin with a concentration in Accounting. When I first came to the school in 2015, I was told there was no way I could do accounting online. I loaded up on all the classes I could the first two years and as I began to get closer to my goals the courses for my degree became slim picking. I ended up taking 5 years instead of 4 to graduate because during my last year there was not enough accounting teachers and Advanced Accounting II ended up not being offered for 3 semesters in a row. Finally Janet Gelinas was hired and stepped in to save the day!! I really enjoyed my time at Fitchburg, what I can say about campus itself is being an online student and coming in during the evening for meetings with my advisor was hard. I work full time and didn't have a parking pass so parking far at night in that area was not easy, and the bus back and forth was not around in some situations. There needs to be parking for visitors without a pass required, or a way for commuters to get emailed a pass to print out for meeting use.
31.	For the online accelerated MBA program, some instructors were great at providing feedback and meaningful assignments that contributed to learning, while others provided massive amounts of busy work which gave no real value to the degree or to use in a practical career. I was not impressed with many of the adjunct professors.
32.	In the last 2 semesters , there were little to no class on campus . Most classes were offered online which was not very favorable for my learning . I prefer going to class and that's the reason i did not opt in for the online program. It will be great if they can stick to the program we opt in for and make sure there is available on campus session to cater for students who prefer to learn with face to face interaction
33.	I really enjoyed completing my MBA through Fitchburg. The course work was relevant, challenging and enjoyable. The professors were kind and supportive and I could tell they wanted to see their students succeed. I would definitely recommend this program as a great, affordable option for continuing education.
34.	Great Online Accelerated Program!!
35.	I just wish I knew i had to apply to graduate, so I have to wait till august for my diploma even tho I met the requirements
36.	Teachers varied greatly. Most were average to excellent, some were hard to get a hold of or did not give much feedback through mount the semester.

Total Respondents 36

(skipped this question)   108

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	43.14% (44)	49.02% (50)	5.88% (6)	0.98% (1)	0.98% (1)	0% (0)	**102**		
Administrators (e.g. vice presidents, deans and directors) demonstrated commitment to my learning, personal well being and success	25.25% (25)	30.3% (30)	12.12% (12)	4.04% (4)	1.01% (1)	27.27% (27)	**99**		
Other University staff demonstrated commitment to my learning, personal well being and success	29.29% (29)	40.4% (40)	10.1% (10)	0% (0)	1.01% (1)	19.19% (19)	**99**		
Library resources (e.g. books, database subscriptions, inter-library loan) were adequate for my research and learning needs	24.75% (25)	27.72% (28)	2.97% (3)	0.99% (1)	0.99% (1)	42.57% (43)	**101**		
Library hours and web resource availability were adequate for my research and learning needs	26.73% (27)	20.79% (21)	5.94% (6)	1.98% (2)	0.99% (1)	43.56% (44)	**101**		
Library staff were knowledgeable and demonstrated commitment to my	19.19% (19)	13.13% (13)	6.06% (6)	1.01% (1)	1.01% (1)	59.6% (59)	**99**		

learning and academic success.

I learned about research strategies and sources of information from the library staff.	18% (18)	12% (12)	9% (9)	1% (1)	1% (1)	59% (59)	**100**

Total Respondents	**101**
(skipped this question)	43

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	41% (41)	27% (27)	9% (9)	1% (1)	0% (0)	20% (20)	2% (2)	**100**		
Admissions Office	46.53% (47)	29.7% (30)	6.93% (7)	2.97% (3)	0% (0)	12.87% (13)	0.99% (1)	**101**		
Advising Center	31% (31)	18% (18)	22% (22)	3% (3)	1% (1)	21% (21)	4% (4)	**100**		
Bookstore	24.49% (24)	13.27% (13)	12.24% (12)	3.06% (3)	0% (0)	40.82% (40)	6.12% (6)	**98**		
Capital Planning and Maintenance (e.g. buildings & grounds)	13.27% (13)	3.06% (3)	9.18% (9)	0% (0)	0% (0)	65.31% (64)	9.18% (9)	**98**		
Career Counseling Office	12.24% (12)	6.12% (6)	12.24% (12)	1.02% (1)	2.04% (2)	59.18% (58)	7.14% (7)	**98**		
Center for Diversity and Inclusiveness	11.34% (11)	1.03% (1)	9.28% (9)	1.03% (1)	0% (0)	68.04% (66)	9.28% (9)	**97**		
Chartwell's Dining Services	10.2% (10)	2.04% (2)	9.18% (9)	2.04% (2)	0% (0)	66.33% (65)	10.2% (10)	**98**		
Commuter Affairs	10.42% (10)	5.21% (5)	7.29% (7)	0% (0)	0% (0)	66.67% (64)	10.42% (10)	**96**		
Counseling Services	12.63% (12)	2.11% (2)	8.42% (8)	0% (0)	0% (0)	66.32% (63)	10.53% (10)	**95**		
Disability Services	13.27% (13)	1.02% (1)	8.16% (8)	0% (0)	0% (0)	67.35% (66)	10.2% (10)	**98**		
Financial Aid	27.84% (27)	17.53% (17)	9.28% (9)	2.06% (2)	0% (0)	35.05% (34)	8.25% (8)	**97**		
Graduate and Continuing Education (GCE)	40.59% (41)	25.74% (26)	8.91% (9)	0.99% (1)	0.99% (1)	21.78% (22)	0.99% (1)	**101**		
Health Services	12.37% (12)	1.03% (1)	6.19% (6)	1.03% (1)	0% (0)	69.07% (67)	10.31% (10)	**97**		
Housing and Residential Services	10.42% (10)	1.04% (1)	5.21% (5)	1.04% (1)	1.04% (1)	71.88% (69)	9.38% (9)	**96**		
Information Desk (Hammond Hall)	15.31% (15)	1.02% (1)	9.18% (9)	1.02% (1)	0% (0)	64.29% (63)	9.18% (9)	**98**		
International Education (e.g. study abroad)	11.34% (11)	2.06% (2)	6.19% (6)	1.03% (1)	0% (0)	68.04% (66)	11.34% (11)	**97**		
On-campus Job Recruitment	11.34% (11)	3.09% (3)	5.15% (5)	1.03% (1)	0% (0)	70.1% (68)	9.28% (9)	**97**		
One Card	18.56% (18)	12.37% (12)	8.25% (8)	0% (0)	0% (0)	50.52% (49)	10.31% (10)	**97**		
Online Services (e.g. financial aid, registration, add/drop	34.34% (34)	31.31% (31)	10.1% (10)	2.02% (2)	0% (0)	16.16% (16)	6.06% (6)	**99**		
Parking	12.37% (12)	8.25% (8)	9.28% (9)	4.12% (4)	1.03% (1)	56.7% (55)	8.25% (8)	**97**		
Recreation Services	11.34% (11)	4.12% (4)	8.25% (8)	0% (0)	0% (0)	67.01% (65)	9.28% (9)	**97**		
Registrar's Office	34.34% (34)	20.2% (20)	9.09% (9)	1.01% (1)	0% (0)	29.29% (29)	6.06% (6)	**99**		
Shuttle Service	12.63% (12)	2.11% (2)	10.53% (10)	0% (0)	0% (0)	65.26% (62)	9.47% (9)	**95**		
Student Accounts	24.21% (23)	16.84% (16)	10.53% (10)	0% (0)	0% (0)	42.11% (40)	6.32% (6)	**95**		
Student Development Office	13.4% (13)	2.06% (2)	10.31% (10)	0% (0)	0% (0)	64.95% (63)	9.28% (9)	**97**		
Technology Help Desk	21.65% (21)	12.37% (12)	9.28% (9)	0% (0)	1.03% (1)	47.42% (46)	8.25% (8)	**97**		
Tutor Center	12.5% (12)	6.25% (6)	7.29% (7)	0% (0)	0% (0)	64.58% (62)	9.38% (9)	**96**		
University Catalog	16.49% (16)	12.37% (12)	9.28% (9)	0% (0)	0% (0)	53.61% (52)	8.25% (8)	**97**		
University Email	35.71% (35)	36.73% (36)	5.1% (5)	0% (0)	0% (0)	19.39% (19)	3.06% (3)	**98**		
University Police	13.83% (13)	5.32% (5)	8.51% (8)	0% (0)	0% (0)	61.7% (58)	10.64% (10)	**94**		

University Website	29.9% (29)	31.96% (31)	12.37% (12)	1.03% (1)	0% (0)	20.62% (20)	4.12% (4)	**97**
Veteran Services	11.46% (11)	1.04% (1)	7.29% (7)	0% (0)	1.04% (1)	67.71% (65)	11.46% (11)	**96**
Volunteer Center	11.58% (11)	1.05% (1)	7.37% (7)	0% (0)	0% (0)	68.42% (65)	11.58% (11)	**95**
						Total Respondents		**100**
						(skipped this question)		44

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. Some of the professors seem to take the easy road and will post the same curriculum that they used years prior. For example, I had a professor who opened up Blackboard for our course in 2019, but all the material were announcements and information that was used for a class in early 2017. It made it very difficult to know and understand what was relevant now in the class. I also feel professors need to be more careful about updating their syllabus because many of my courses I found that the actually curriculum did not match what the professor stated in their syllabus.

2. You should add a drop down menu to rate the professors and teachers. That way in case there was a really good or bad one, feedback could be given anonymously. I had a less-than-stellar experience with a professor, regarding communication and feedback and it was very disappointing to be in his classes.

3. Student information should be thoroughly reviewed in the Admissions process and graduation process before contacting students in order to share accurate information.

4. Nothing to add

5. The writing tutor for online students was top notch. They were prompt courteous and genuinely interested in my success.

6. None

7. I appreciated the accessibility staff has with their students. from the beginning when I was registering for the program to the end.

8. I am an online student and was told that I had to pick up my books at the bookstore rather than having them mailed to me. I explained that I live in TENNESSEE and that is not an option. It basically took an act of Congress for them to mail my books to me. I had to talk to multiple people to make this happen. The process for online students and their books needs to be evaluated.

9. None

10. None

11. No

12. All of my interaction with the university haa been very positive.

13. I never heard from my advisor at all during my course studies. No email, no phone call, nothing!
I didn't even know you had veteran services. Being a veteran that might have been nice to know or at least know what services they had to offer.
Being a distance student, I got lots of emails about on-campus events but to me, that was just junk mail! It makes one feel ostracized when 98% of the communication I received was for campus students.

14. Professors are awesome especially the online adjunct professors and they should be made full-time because in my experience they went above and beyond in trying to teach i.e., Marion Simion, Gary Farr, and Denise Simion.
Student Coordinator (Marjorie) for MBA program is awesome. She regularly called and check up on student. I really appreciated her. She deserves more for what she does (I am assuming she isn't getting what she deserves). Honestly, she was a better advisor than the actual advisor for most of my program for me personally.

15. Being a fully online student, I had a great experience with the registrar office as well as admissions. Everyone I spoke with was very kind and helpful.

16. Please, for the love of god, create two email lists. One for online students and one for on campus students. I get so many useless emails that I often miss the ones I actually need. And add a function where you get an email when something is graded.

17. I was shocked and disappointed to find that the career services team didnt have a list of employers they work with in placing graduates of the MBA program. Seems like there are enough people going through the programs for there to be a list of employers who would be knowledgeable of the graduates of the program.

18. Some of the professors were definitely more beneficial than others. Professors who will not provide grades until the end of the semester are frustrating for an online student. Some professors were very unclear In their expectations and changed from the syllabus multiple times.

19. no

20. I had an incredibly negative experience with the advising and online MBA staff during my program at FSU. Although all other interactions were generally positive, that negative experience really made me dislike engaging with any other FSU administrators.

21. n/a

	Total Respondents	**21**
(skipped this question)	123	

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

1. No, you were generally very thorough in your questions.

2. N/A

3.   no

4.   None

5.   None

6.   None

7.   No

8.   No

9.   MBA Program was great and I wish they were more classes offered as that would have allowed me to graduate Spring Session A. Second, a student with 4.0 with 21 credits should be allowed to take 4 or 5 classes if they are requesting and stating the they can handle it. Too many restrictions on the courses should be implemented.

        More online teachers should be hired for MBA online program.

10.   Registering for classes was confusing. It was difficult to use the seats list.

11.   Being a fully online student, I had a great experience with the registrar office as well as admissions. Everyone I spoke with was very kind and helpful.

12.   Getting a call from someone unaffiliated with the university every 6 months wasn't really impactful.

13.   Overall I was happy with the program and I learned a lot that I was able to bring over into my career. The online library database used off campus was terrible and I could barely access it throughout my entire program and there was no support there. Otherwise, some classes and professors were phenomenal and others were very unclear and inconsistent.

14.   no

15.   I think it would be helpful for the online students to have a bit more interaction with their academic advisors-maybe just email check ins at the beginning and end of each semester.

Total Respondents	**15**

(skipped this question)   129

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	55.34% (57)	29.13% (30)	13.59% (14)	1.94% (2)	0% (0)	**103**		
Likelihood that I will recommend the University to others	55.88% (57)	26.47% (27)	13.73% (14)	2.94% (3)	0.98% (1)	**102**		
Likelihood that I will stay connected to the campus after completion of my degree	27.18% (28)	21.36% (22)	30.1% (31)	9.71% (10)	11.65% (12)	**103**		

Total Respondents	**102**	
(skipped this question)	42	

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.   Offer GCE and online students the option of an organized visit to campus.

2.   I would like to stay as connected as possible considering I'm located a few states away.

3.   I personally feel that everything is very well planned right now and I have no complaints.

4.   No thanks.

5.   N/A

6.   So far all is good

7.   Forgot to mention a few screens back. When there are required class offerings for online students that are only available in during the summer months, it would be helpful for your student coordinator/adviser to make you aware. This way, if you hope to graduate in May, you can take that summer course during your first year so you are not left with one course to take after your expected May graduation time frame. Also, more importantly, conferral should happen more than 3 times a year. My course ends July 7 but I need to wait until August 31 for degree conferral. This hampers my ability to obtain official transcripts with conferral to submit to the state for certification until well into September taking me out of the running for applying to job opportunities that occur in the educational field mostly over the summer months.

8.   None

9.   More options for courses and electives

10.   None

11.   Excellent Experience

| 12.	My overall experience was great. My only difficulty as a commute student was parking availability. I had to walk a long distance before to reach my classes.
13.	Not enough commuter parking. Often have to park at McKay for a class on main campus, as there is nowhere else to park.
14.	The University has a very good online program. I feel it offers a great value in education.
15.	It was really amazing and one of the best decision of my life that I enrolled in MBA program. I thank Marian Simion (1st class) professor who inspired me to continue as full time and finish and even go beyond MBA. He is the best and FSU should hire him full time if he is available. FSU should do more marketing and try to rank it among top schools. Safety and crime is the only concern that I have but overall I didn't think it was that problematic.
16.	I have told several friends and coworkers about FSU and I am looking to potentially double major.
17.	Better access to online resources through the off campus library database. More online class offerings per semester.
18.	no
19.	I had an unpleasant experience in one or two courses where I was not particularly pleased with the quality of instruction or the instructor's attitude or response to certain issues. One instructor bragged about how hard his class was and that he didn't give As often. I got straight As except for his class, where he gave me an A-. This particularly sucked because if I remember correctly, his syllabus and Blackboard dates hadn't been changed in a while. Instructors should be required to update their due dates and schedules for the current semester - I don't think that's too much to ask for. A couple classes were basically "read 4 chapters this week and submit an assignment". However, most classes were very stimulating and had a variety of materials. It's nice as a student to be able to work at my own pace, but I think some classes had no relevant ties to current events. Some instructors would make a weekly post about what was going on in an industry and tie it to classes. That was really cool and made me feel good about the class. I can read a textbook on my own, so I felt like some instructors didn't really provide any value to my education except for giving me credit towards my degree. Another complaint is that some of my classmates had absolutely terrible work and writing skills. I know that that's not something that is in any way your fault, it's just disappointing to see my peers with such terrible writing skills. Anyways, I'm overall satisfied with my experience at FSU. I knew I wasn't going to get an ivy league experience here, especially considering the price point. It's just some small details like the due dates or syllabuses not being updated that were kind of a disappointment. I really wish we were able to give narrative reviews like this during course reviews. I feel like when courses ended, I was not able to give any relevant feedback. Sometimes we just like to be heard.
20.	Great experience over all! very excited and proud to receive my MBA from Fitchburg

	Total Respondents	20
(skipped this question)	124	

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	77% (77)	21% (21)	2% (2)	100		
I am currently employed or have a job offer in a field that is not related to my current program of study	33.68% (32)	34.74% (33)	31.58% (30)	95		
I am searching for employment in a field closely related to my current program of study	36.56% (34)	33.33% (31)	30.11% (28)	93		
I am searching for employment in a field not closely related to my current program of study	8.7% (8)	51.09% (47)	40.22% (37)	92		
I have been accepted into a graduate program to continue my education at Fitchburg State University	3.26% (3)	32.61% (30)	64.13% (59)	92		
I have been accepted into a graduate or doctoral program to continue my education at another institution	4.35% (4)	35.87% (33)	59.78% (55)	92		
I am not planning to continue my education at this time	41.49% (39)	24.47% (23)	34.04% (32)	94		
I am pursuing the military	1.1% (1)	59.34% (54)	39.56% (36)	91		
			Total Respondents	101		

18. What is your current or expected (if you are just starting a new position) annual salary?
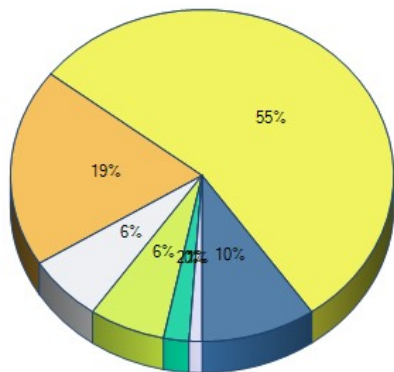
	Response Total	Response Percent
☐ None - not working	1	1%
☐ Less than $20,000	0	0%
☐ $20,001 - $30,000	2	2%
☐ $30,001 - $40,000	6	6%
☐ $40,001 - $50,000	6	6%
☐ $50,001 - $60,000	18	19%
☐ $60,001 +	51	55%
☐ Prefer not to disclose	9	10%
Total Respondents	**93**	
(skipped this question)	51	

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	23.08% (21)	13.19% (12)	36.26% (33)	12.09% (11)	15.38% (14)	91		
Low student-to-faculty ratio	27.78% (25)	36.67% (33)	23.33% (21)	3.33% (3)	8.89% (8)	90		
Accessible to my work/home/family	42.86% (39)	25.27% (23)	18.68% (17)	3.3% (3)	9.89% (9)	91		
Close-knit, friendly culture	21.11% (19)	25.56% (23)	38.89% (35)	3.33% (3)	11.11% (10)	90		
Diversity of student body	22.73% (20)	31.82% (28)	34.09% (30)	1.14% (1)	10.23% (9)	88		
Academic program(s)	56.04% (51)	34.07% (31)	8.79% (8)	0% (0)	1.1% (1)	91		
Affordability	80.43% (74)	14.13% (13)	5.43% (5)	0% (0)	0% (0)	92		
Faculty	43.96% (40)	37.36% (34)	17.58% (16)	0% (0)	1.1% (1)	91		
Residential life	14.44% (13)	7.78% (7)	36.67% (33)	12.22% (11)	28.89% (26)	90		
Facilities	20.88% (19)	17.58% (16)	35.16% (32)	4.4% (4)	21.98% (20)	91		
Financial Aid	41.94% (39)	21.51% (20)	25.81% (24)	1.08% (1)	9.68% (9)	93		
Many activities in the region	14.77% (13)	15.91% (14)	38.64% (34)	6.82% (6)	23.86% (21)	88		
Services/support to first generation students	20% (18)	17.78% (16)	34.44% (31)	7.78% (7)	20% (18)	90		
Volunteer opportunities	16.67% (15)	11.11% (10)	42.22% (38)	6.67% (6)	23.33% (21)	90		
Athletics	13.33% (12)	13.33% (12)	37.78% (34)	12.22% (11)	23.33% (21)	90		
Military-friendly	16.85% (15)	12.36% (11)	40.45% (36)	8.99% (8)	21.35% (19)	89		
LGBTQ-friendly	15.73% (14)	14.61% (13)	37.08% (33)	11.24% (10)	21.35% (19)	89		
Honors Program	23.86% (21)	13.64% (12)	34.09% (30)	9.09% (8)	19.32% (17)	88		
Employment prospects	31.46% (28)	22.47% (20)	28.09% (25)	3.37% (3)	14.61% (13)	89		
Internships	25.84% (23)	14.61% (13)	31.46% (28)	6.74% (6)	21.35% (19)	89		
Study Abroad opportunities	15.73% (14)	13.48% (12)	33.71% (30)	12.36% (11)	24.72% (22)	89		
ROTC/National Guard	13.64% (12)	5.68% (5)	43.18% (38)	12.5% (11)	25% (22)	88		
				Total Respondents		**94**		
				(skipped this question)		50		

20. How many times did you change your major at Fitchburg State University?
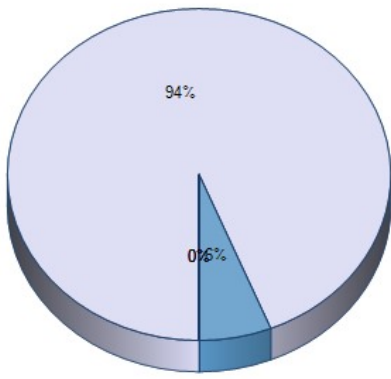
	Response Total	Response Percent
None	77	94%
Once	5	6%
2 Times	0	0%
3 times	0	0%
More than 3 times	0	0%
Total Respondents	**82**	
(skipped this question)	62	

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)	53.12% (51)	37.5% (36)	9.38% (9)	0% (0)	0% (0)	96		
Personal Growth	51.06% (48)	42.55% (40)	6.38% (6)	0% (0)	0% (0)	94		
Professional Growth (broaden your understanding of the need to continue to learn to achieve your career goals)	61.46% (59)	33.33% (32)	5.21% (5)	0% (0)	0% (0)	96		

Total Respondents	**96**
(skipped this question)	48

22. To which gender identity do you most identify?
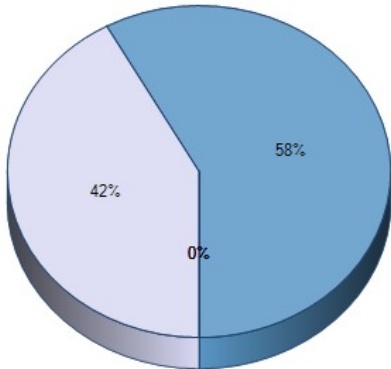
	Response Total	Response Percent
Male	42	42%
Female	58	58%
Transgender Male	0	0%
Transgender Female	0	0%
Do not identify as female, male or transgender	0	0%
Total Respondents	**100**	
(skipped this question)	44	

23. To which racial heritage do you predominantly identify?
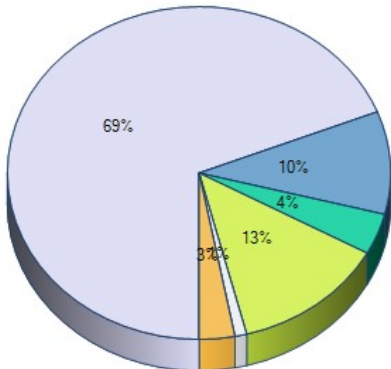
	Response Total	Response Percent
White/Caucasian	69	69%
Asian	10	10%
Hispanic/Latino	4	4%
Black/African American	13	13%
American Indian	1	1%
Other	3	3%
Total Respondents	**100**	
(skipped this question)	44	

24. During your time at the University, did you attend full-time or part-time?
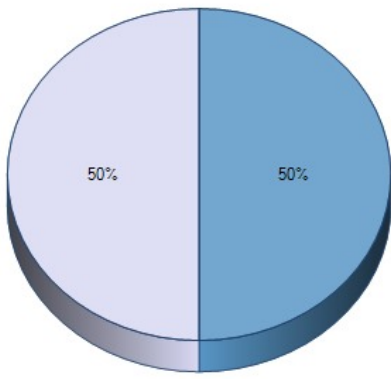
	Response Total	Response Percent
☐ Full-time	50	50%
☐ Part-time	50	50%
Total Respondents	**100**	
(skipped this question)	44	

25. During your time at the University, approximately how many hours did you work per week?
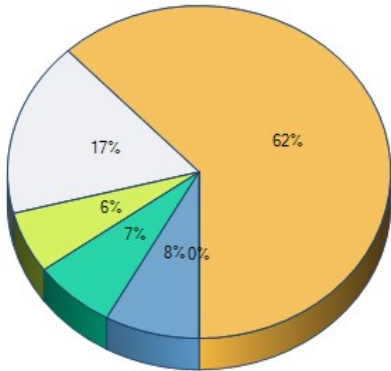
	Response Total	Response Percent
☐ 0	0	0%
☐ 1 - 10	8	8%
☐ 11 - 20	7	7%
☐ 21 - 30	6	6%
☐ 31 - 40	17	17%
☐ 40+	62	62%
Total Respondents	**100**	
(skipped this question)	44	

26. How many dependents do you have (not including yourself)?
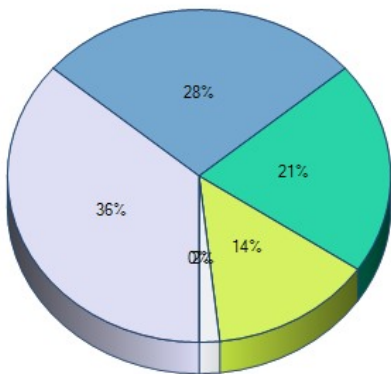
	Response Total	Response Percent
☐ 1	21	36%
☐ 2	16	28%
☐ 3	12	21%
☐ 4	8	14%
☐ 5	1	2%
☐ 5+	0	0%
Total Respondents	**58**	
(skipped this question)	86	