

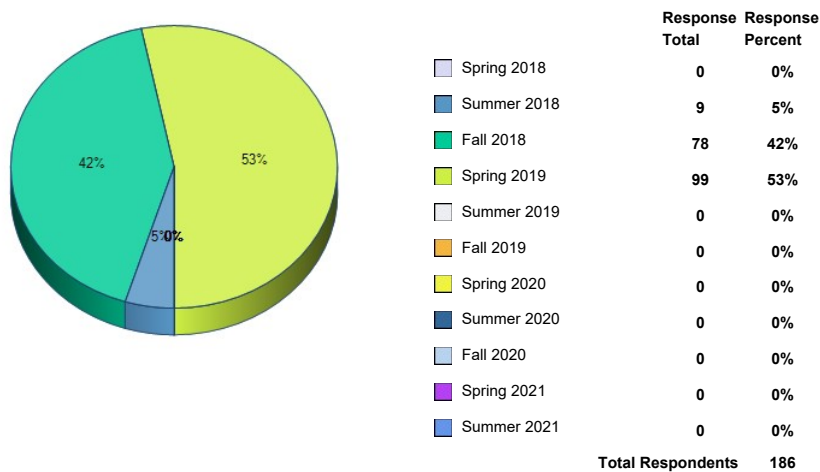


## Graduating Student Feedback

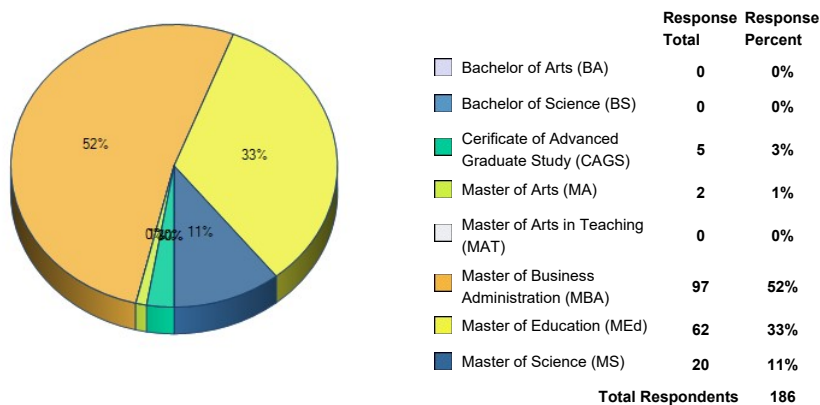
Survey Title: Graduating Student Feedback

### Responses By Question Analysis:

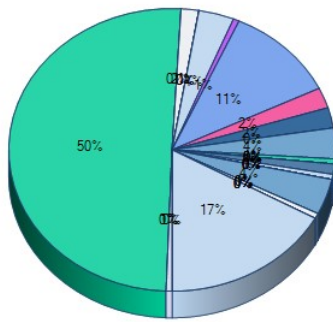
1. Please select the semester will you complete your program requirements from the list below:



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

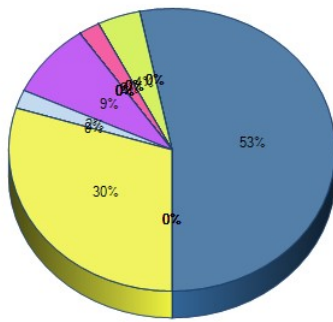


3. Please select the major field your studied for your degree:



|                                    | Response Total | Response Percent |
|------------------------------------|----------------|------------------|
| Arts Education (MEd only)          | 1              | 1%               |
| Biology                            | 0              | 0%               |
| Business Administration            | 86             | 50%              |
| Chemistry                          | 0              | 0%               |
| Clinical Mental Health Counseling  | 3              | 2%               |
| Communication (MS only)            | 0              | 0%               |
| Communications Media               | 0              | 0%               |
| Computer Information Systems       | 0              | 0%               |
| Computer Science                   | 6              | 4%               |
| Criminal Justice                   | 1              | 1%               |
| Curriculum and Teaching            | 19             | 11%              |
| Early Childhood Education          | 4              | 2%               |
| Educational Leadership             | 4              | 2%               |
| Economics                          | 0              | 0%               |
| Elementary Education               | 6              | 4%               |
| English Studies                    | 1              | 1%               |
| Environmental and Earth Science    | 0              | 0%               |
| Exercise and Sports Science        | 0              | 0%               |
| Game Design                        | 0              | 0%               |
| Geographic Science and Technology  | 0              | 0%               |
| History                            | 2              | 1%               |
| Human Services                     | 1              | 1%               |
| Industrial Technology              | 0              | 0%               |
| Interdisciplinary Studies          | 0              | 0%               |
| LECOM Early Acceptance             | 0              | 0%               |
| Mathematics                        | 0              | 0%               |
| Middle School Education            | 0              | 0%               |
| Nursing - General                  | 7              | 4%               |
| Nursing - LPN to Baccalaureate     | 0              | 0%               |
| Nursing - RN to Baccalaureate      | 0              | 0%               |
| Occupational/Vocational Education  | 1              | 1%               |
| Political Science                  | 0              | 0%               |
| Psychological Science              | 0              | 0%               |
| Sociology                          | 0              | 0%               |
| Special Education                  | 29             | 17%              |
| Technology Education (Grades 5-12) | 0              | 0%               |
| <b>Total Respondents</b>           | <b>171</b>     |                  |
| <b>(skipped this question)</b>     | <b>15</b>      |                  |

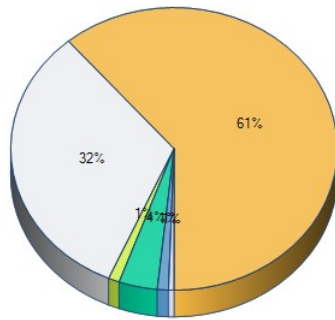
4. Please select your minor from the list below:



|   | 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             | 30%              |
| Chemistry                               | 0              | 0%               |
| Communication Studies                   | 1              | 2%               |
| Computer Science                        | 4              | 9%               |
| Construction Technology                 | 0              | 0%               |
| Criminal Justice                        | 0              | 0%               |
| Deaf Studies                            | 0              | 0%               |
| Disability Studies                      | 0              | 0%               |
| Early Childhood Education               | 0              | 0%               |
| Economics                               | 0              | 0%               |
| English Studies - Literature            | 0              | 0%               |
| English Studies -- Professional Writing | 0              | 0%               |
| Environmental and Earth Science         | 0              | 0%               |
| Film Studies                            | 0              | 0%               |
| French                                  | 0              | 0%               |
| Game Design                             | 0              | 0%               |
| Geographic Design                       | 0              | 0%               |
| History                                 | 0              | 0%               |
| History Secondary Education             | 0              | 0%               |
| Industrial Training                     | 0              | 0%               |
| International Studies                   | 0              | 0%               |
| Latin                                   | 0              | 0%               |
| Manufacturing Technology                | 0              | 0%               |
| Mathematics                             | 0              | 0%               |
| Mathematics for Education               | 0              | 0%               |
| Middle School Education                 | 0              | 0%               |
| Music                                   | 0              | 0%               |
| Neuroscience, Behavior, and Cognition   | 0              | 0%               |
| Peace Studies                           | 0              | 0%               |
| Philosophy                              | 0              | 0%               |
| Political Science                       | 0              | 0%               |
| Psychological Science                   | 1              | 2%               |
| Romance Languages                       | 0              | 0%               |
| Social Science                          | 0              | 0%               |
| Sociology                               | 0              | 0%               |
| Spanish                                 | 0              | 0%               |
| Special Education                       | 2              | 4%               |
| Studio Art                              | 0              | 0%               |
| Theater                                 | 0              | 0%               |
| Women, Gender and Sexuality Studies     | 0              | 0%               |
| None                                    | 25             | 53%              |

Total Respondents 47  
(skipped this question) 139

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



|                                 | Response Total | Response Percent |
|---------------------------------|----------------|------------------|
| Day Student                     | 1              | 1%               |
| Evening On Campus Student       | 2              | 1%               |
| Evening On-line Student         | 7              | 4%               |
| Evening Extended Campus Student | 2              | 1%               |
| Online Student                  | 59             | 32%              |
| Graduate Student                | 112            | 61%              |
| <b>Total Respondents</b>        | <b>183</b>     |                  |
| (skipped this question)         | 3              |                  |

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)  | 47.02% (71)<br>0% (0) | 27.15% (41)<br>0% (0) | 16.56% (25)<br>0% (0) | 7.95% (12)<br>0% (0)  | 0% (0)<br>0%        | 0% (0)<br>0%         | 151            | 0      | 0   |
| Frequency of course offerings  | 32.89% (50)<br>0% (0) | 19.08% (29)<br>0% (0) | 29.61% (45)<br>0% (0) | 15.13% (23)<br>0% (0) | 2.63% (4)<br>0% (0) | 0.66% (1)<br>0% (0)  | 152            | 0      | 0   |
| Size of classes  | 48.32% (72)<br>0% (0) | 28.19% (42)<br>0% (0) | 14.77% (22)<br>0% (0) | 3.36% (5)<br>0% (0)   | 1.34% (2)<br>0% (0) | 4.03% (6)<br>0% (0)  | 149            | 0      | 0   |
| Quality of instruction   | 32% (48)<br>0%        | 39.33% (59)<br>0% (0) | 20% (30)<br>0%        | 6.67% (10)<br>0% (0)  | 0.67% (1)<br>0% (0) | 1.33% (2)<br>0% (0)  | 150            | 0      | 0   |
| Quality of texts and other instructional materials   | 32.43% (48)<br>0% (0) | 32.43% (48)<br>0% (0) | 26.35% (39)<br>0% (0) | 6.76% (10)<br>0% (0)  | 1.35% (2)<br>0% (0) | 0.68% (1)<br>0% (0)  | 148            | 0      | 0   |
| Availability of faculty outside of the classroom   | 37.16% (55)<br>0% (0) | 37.16% (55)<br>0% (0) | 15.54% (23)<br>0% (0) | 4.73% (7)<br>0% (0)   | 0.68% (1)<br>0% (0) | 4.73% (7)<br>0% (0)  | 148            | 0      | 0   |
| Timeliness and relevance of course content   | 40.69% (59)<br>0% (0) | 35.86% (52)<br>0% (0) | 16.55% (24)<br>0% (0) | 5.52% (8)<br>0% (0)   | 0.69% (1)<br>0% (0) | 0.69% (1)<br>0% (0)  | 145            | 0      | 0   |
| Quality of high impact (outside the classroom) experiences (e.g. internships, practicum, etc.) | 28.19% (42)<br>0% (0) | 25.5% (38)<br>0% (0)  | 13.42% (20)<br>0% (0) | 7.38% (11)<br>0% (0)  | 0% (0)<br>0%        | 25.5% (38)<br>0% (0) | 149            | 0      | 0   |
| Overall level of challenge in the coursework   | 36.24% (54)<br>0% (0) | 38.26% (57)<br>0% (0) | 16.11% (24)<br>0% (0) | 7.38% (11)<br>0% (0)  | 1.34% (2)<br>0% (0) | 0.67% (1)<br>0% (0)  | 149            | 0      | 0   |
| Match between career goals and course-of-study requirements                                    | 39.19% (58)<br>0% (0) | 33.78% (50)<br>0% (0) | 18.92% (28)<br>0% (0) | 5.41% (8)<br>0% (0)   | 0.68% (1)<br>0% (0) | 2.03% (3)<br>0% (0)  | 148            | 0      | 0   |
| Overall level of faculty advisement  | 37.33% (56)<br>0% (0) | 32% (48)<br>0%        | 18% (27)<br>0%        | 7.33% (11)<br>0% (0)  | 3.33% (5)<br>0% (0) | 2% (3)<br>0%         | 150            | 0      | 0   |
| <b>Total Respondents</b>   |                       |                       |                       |                       |                     |                      | <b>149</b>     |        |     |
| (skipped this question)  |                       |                       |                       |                       |                     |                      | 37             |        |     |

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                                   | 15.44% (23)<br>0% (0) | 16.78% (25)<br>0% (0) | 16.78% (25)<br>0% (0) | 2.01% (3)<br>0% (0) | 0% (0)<br>0%        | 48.99% (73)<br>0% (0)  | 149            | 0      | 0   |
| Labs   | 8.84% (13)<br>0% (0)  | 5.44% (8)<br>0% (0)   | 6.12% (9)<br>0% (0)   | 0.68% (1)<br>0% (0) | 0% (0)<br>0%        | 78.91% (116)<br>0% (0) | 147            | 0      | 0   |
| Other General facilities (e.g. studios, gym) | 10.14% (15)<br>0% (0) | 7.43% (11)<br>0% (0)  | 6.76% (10)<br>0% (0)  | 0.68% (1)<br>0% (0) | 0% (0)<br>0%        | 75% (111)<br>0% (0)    | 148            | 0      | 0   |
| Computer Labs                                | 11.64% (17)<br>0% (0) | 5.48% (8)<br>0% (0)   | 10.96% (16)<br>0% (0) | 1.37% (2)<br>0% (0) | 1.37% (2)<br>0% (0) | 69.18% (101)<br>0% (0) | 146            | 0      | 0   |
| Library                                      | 21.23% (31)<br>0% (0) | 19.18% (28)<br>0% (0) | 10.96% (16)<br>0% (0) | 1.37% (2)<br>0% (0) | 0% (0)<br>0%        | 47.26% (69)<br>0% (0)  | 146            | 0      | 0   |
| <b>Total Respondents</b>                     |                       |                       |                       |                     |                     |                        | <b>146</b>     |        |     |
| (skipped this question)                      |                       |                       |                       |                     |                     |                        | 37             |        |     |

|  |                       |                       |                       |                     |                     |                        |            |    |   |
|--|-----------------------|-----------------------|-----------------------|---------------------|---------------------|------------------------|------------|----|---|
| Technology in the classroom                  | 15.75% (23)<br>0% (0) | 11.64% (17)<br>0% (0) | 15.07% (22)<br>0% (0) | 2.05% (3)<br>0% (0) | 0% (0)<br>0%        | 55.48% (81)<br>0% (0)  |            |    |   |
| Online technologies utilized in your classes | 31.97% (47)<br>0% (0) | 23.81% (35)<br>0% (0) | 19.73% (29)<br>0% (0) | 0% (0)<br>0%        | 0% (0)<br>0%        | 24.49% (36)<br>0% (0)  | 147        | 0  | 0 |
| Musical or theatrical performances on-campus | 9.59% (14)<br>0% (0)  | 3.42% (5)<br>0% (0)   | 2.74% (4)<br>0% (0)   | 0.68% (1)<br>0% (0) | 0% (0)<br>0%        | 83.56% (122)<br>0% (0) | 146        | 0  | 0 |
| Intramural athletic offerings                | 9.66% (14)<br>0% (0)  | 3.45% (5)<br>0% (0)   | 2.76% (4)<br>0% (0)   | 1.38% (2)<br>0% (0) | 0% (0)<br>0%        | 82.76% (120)<br>0% (0) | 145        | 0  | 0 |
| Intercollegiate athletic events              | 10.27% (15)<br>0% (0) | 3.42% (5)<br>0% (0)   | 4.11% (6)<br>0% (0)   | 0.68% (1)<br>0% (0) | 0% (0)<br>0%        | 81.51% (119)<br>0% (0) | 146        | 0  | 0 |
| Greek Life                                   | 8.28% (12)<br>0% (0)  | 2.07% (3)<br>0% (0)   | 2.76% (4)<br>0% (0)   | 0% (0)<br>0%        | 0.69% (1)<br>0% (0) | 86.21% (125)<br>0% (0) | 145        | 0  | 0 |
| Student Organizations                        | 8.84% (13)<br>0% (0)  | 4.76% (7)<br>0% (0)   | 4.08% (6)<br>0% (0)   | 0.68% (1)<br>0% (0) | 0% (0)<br>0%        | 81.63% (120)<br>0% (0) | 147        | 0  | 0 |
| <b>Total Respondents</b>                     |                       |                       |                       |                     |                     |                        | <b>149</b> |    |   |
| (skipped this question)                      |                       |                       |                       |                     |                     |                        |            | 37 |   |

**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  | 53.74% (79)<br>0% (0) | 36.05% (53)<br>0% (0) | 10.2% (15)<br>0% (0)  | 0% (0)<br>0%        | 0% (0)<br>0%        | 147            | 0      | 0   |
| Ability to acquire new skills and knowledge on your own  | 56.46% (83)<br>0% (0) | 38.1% (56)<br>0% (0)  | 5.44% (8)<br>0%       | 0% (0)<br>0%        | 0% (0)<br>0%        | 147            | 0      | 0   |
| Ability to use the knowledge, ideas, or perspectives gained from your major field                    | 57.82% (85)<br>0% (0) | 36.05% (53)<br>0% (0) | 5.44% (8)<br>0%       | 0.68% (1)<br>0% (0) | 0% (0)<br>0%        | 147            | 0      | 0   |
| Ability to orally communicate well   | 49.66% (73)<br>0% (0) | 32.65% (48)<br>0% (0) | 17.69% (26)<br>0% (0) | 0% (0)<br>0%        | 0% (0)<br>0%        | 147            | 0      | 0   |
| Ability to judge information/ideas/actions/conclusions based on sources/methods/reasoning            | 53.06% (78)<br>0% (0) | 37.41% (55)<br>0% (0) | 9.52% (14)<br>0% (0)  | 0% (0)<br>0%        | 0% (0)<br>0%        | 147            | 0      | 0   |
| Ability to write effectively   | 55.1% (81)<br>0% (0)  | 31.29% (46)<br>0% (0) | 13.61% (20)<br>0% (0) | 0% (0)<br>0%        | 0% (0)<br>0%        | 147            | 0      | 0   |
| Ability to use information technology in intellectual and/or professional pursuits                   | 52.35% (78)<br>0% (0) | 36.91% (55)<br>0% (0) | 9.4% (14)<br>0%       | 1.34% (2)<br>0% (0) | 0% (0)<br>0%        | 149            | 0      | 0   |
| Ability to understand and appreciate cultural and ethnic differences between people                  | 49.66% (73)<br>0% (0) | 30.61% (45)<br>0% (0) | 19.73% (29)<br>0% (0) | 0% (0)<br>0%        | 0% (0)<br>0%        | 147            | 0      | 0   |
| Ability to understand international perspectives on economic, political, social, and cultural issues | 42.18% (62)<br>0% (0) | 34.01% (50)<br>0% (0) | 22.45% (33)<br>0% (0) | 0% (0)<br>0%        | 1.36% (2)<br>0% (0) | 147            | 0      | 0   |
| Ability to gain an understanding of or appreciation for the arts                                     | 38.1% (56)<br>0% (0)  | 24.49% (36)<br>0% (0) | 30.61% (45)<br>0% (0) | 2.04% (3)<br>0% (0) | 4.76% (7)<br>0% (0) | 147            | 0      | 0   |
| Ability to understand and apply quantitative principles and methods                                  | 49.66% (73)<br>0% (0) | 34.01% (50)<br>0% (0) | 14.97% (22)<br>0% (0) | 0.68% (1)<br>0% (0) | 0.68% (1)<br>0% (0) | 147            | 0      | 0   |
| Ability to understand scientific method  | 39.73% (58)<br>0% (0) | 34.25% (50)<br>0% (0) | 22.6% (33)<br>0% (0)  | 2.74% (4)<br>0% (0) | 0.68% (1)<br>0% (0) | 146            | 0      | 0   |
| <b>Total Respondents</b>   |                       |                       |                       |                     |                     | <b>147</b>     |        |     |
| (skipped this question)  |                       |                       |                       |                     |                     |                | 39     |     |

**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                           | 49.66% (73)<br>0% (0) | 32.65% (48)<br>0% (0) | 17.69% (26)<br>0% (0) | 0% (0)<br>0% | 0% (0)<br>0%    | 147            | 0      | 0   |
| Your ability to get along with people of diverse backgrounds and perspectives | 57.53% (84)<br>0% (0) | 28.08% (41)<br>0% (0) | 14.38% (21)<br>0% (0) | 0% (0)<br>0% | 0% (0)<br>0%    | 146            | 0      | 0   |
| Your ability to lead others effectively                                       | 50% (73)<br>0%        | 30.14% (44)<br>0% (0) | 19.86% (29)<br>0% (0) | 0% (0)<br>0% | 0% (0)<br>0%    | 146            | 0      | 0   |
| Your ability to evaluate and choose between alternative courses of action     | 50.68% (74)<br>0% (0) | 36.3% (53)<br>0%      | 13.01% (19)<br>0% (0) | 0% (0)<br>0% | 0% (0)<br>0%    | 146            | 0      | 0   |
| Your awareness of contemporary issues and their causes and consequences       | 48.63% (71)<br>0% (0) | 34.25% (50)<br>0% (0) | 16.44% (24)<br>0% (0) | 0% (0)<br>0% | 0.68% (1)<br>0% | 146            | 0      | 0   |

**Total Respondents 148**  
(skipped this question) 38

**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 wish that there are more DESE approved graduate level math courses to help us "math" teachers satisfy DESE requirements.  
As an education major, it is disheartening to have gone through a Bachelor's and Master's program at a NON-updated McKay building. When we go upstairs, we see how the other departments have been updated; however, the education level is still stuck in decades that have long been in the past. I would love to see some updated classrooms for the education department.
2. great online program with fast graduation
3. I was very content with Fitchburg State and would highly recommend the University
4. CLB program was confusing and hard to manage at points. Reaching the CLB office was difficult and over the phone, CLB was rude and unprofessional. Questions regarding tuition was met with frustration and yelling on CLB's part. Fitchburg was always helpful in helping sort out my confusion but not having a new student packet made logging onto web4, student email, and other portions of the FSU site difficult and frustrating.  
My advisor only interacted with me once when I first applied at FSU. I needed her help planning and mapping out my courses. The tentative plan she gave me covered all my courses, only it did not take into account pre-requisites! I was the one who caught the fact that some courses are pre-requisites for others and so had to switch around the courses in order to make sure I graduate within 2 years, as I wanted. Had I followed her plan as is, I would have had to graduate one semester late because of one course that was planned to be taken during my last semester, when in fact it is a pre-requisite for one of my other courses.
5. I was an undergraduate at Fitchburg State and had an amazing experience with my professors and the school itself. I came back as a graduate student and was disappointed to find out that all of the special education master's programs were online. Personally, I do not get as much out of the class with the on-line format and would have had a more meaningful experience if I was able to meet with my professor's in person.
6. 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.  
I am very appreciative of the vision and efforts by Dr. Daneen Deptula to add structure and rigor as well as incorporate evidence-based studies into the curriculum of the Clinical Mental Health Counseling program.
7. This is a critical strategy to prepare new clinicians for performing well in what is becoming a more evidence-based clinical profession. Philip M. Papoojian  
I am in the MBA graduate online program. Professors have too many students sometimes 100-180 at a time. With that many students, there is very little activity/feedback from the professor. I received the same one-sentence feedback for each assignment for two classes by the same professor. Professors didn't always read your posts or papers using software to grade them. Some of the material was out of date. For example, no material used more current than 2012. I had to use chapter learning to come up with ways Apple could do better since the iPod was introduced. My best classes were with professors that had 45 or less students.
8. It would be helpful if the courses in the Online Graduate rotation were offered each seven week term for those who don't wish to take a three month break between October 30th, 2018 and January 21, 2019.  
My academic advisor Bev Hollingsworth was not very helpful the one time I emailed her regarding the differences between 2 accounting courses. She only answered which class would fulfill the graduation requirement in 1 sentence but did not answer my second question on the differences or which class was better in terms of management. I was disappointed and avoided taking her classes because of my brief not so positive interaction.
9. For the years to come, I think the graduate program in clinical mental health counseling needs more support with establishing internship sites.  
For the most part, I had the privilege of working with professors of a high caliber of knowledge, professionalism, and involvement in my online/hybrid graduate program. The course evaluation survey did not allow me to provide specific feedback beyond a rating. This was especially frustrating when I, (on rare occasion), encountered a professor with seemingly little investment in his/her own class. I would have appreciated the opportunity to specifically identify those qualities, attributes, and practices of the professor that either explicitly contributed or did not contribute to my learning experience.
10. In regards to the Severe Program for Special Education, much of the content focuses on the teaching at the level of inclusion and grade level academics. There is very little course content for the students who are in substantial separate classroom and functioning at extremely low academic levels.  
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 are 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.
11. Online class sizes of 60 plus were too big. Wasn't able to really get to know people at all once in large classes like that. Had a couple of classes in the mid 20s size range which was far better for online instruction.
12. None
13. Blackboard has been a great resource to online classes.
14. I have learned so much in my courses, and I cannot speak highly enough of the M.B.A. program.
15. I feel blessed to be a part of Fitchburg state University. I am able to explore my potentials fully.

22. The information on the textbooks needed for the courses need to be easily accessible . There are times when the book infor doesnt become availabe until the class is about to start and that doesnt help students with limited income to plan for the course.
23. none
24. 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.
25. Truly I only have straight applause and respect for the system that you have created
26. The workload and deadlines were significant and difficult to meet with an above average effort, in this particular Masters Program. Not sure if this is normal.  
I think that the university faculty teachers do a much better job with keeping up with grading and in communication with the students. The adjunct faculty that I had did a poor job with this, but they also had full-time jobs elsewhere as teachers, Principals of schools, and related jobs in education. As a student who
27. is primarily learning on-line, timely grading and responses from instructors is imperative, in order for learners to know if they are on target. At times I had to wait one month to get grades back; meanwhile, there were many other assignments that I had to submit, without knowing how I did on previous assignments.
28. Fitchburg State has been supportive in this process; however, the MTEL system and DESE requirements need to be evaluated and changed. Teachers, like myself, are deeply discouraged and lose their passion for their career.
29. not applicable
30. The instructors that I had were very knowledgeable and I felt that they all wanted me to succeed and were very supportive even when I faced some difficult health issues. I am proud to be graduating from Fitchburg University!
31. None
32. 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
33. No
34. Updating and re-evaluating of classes may need to happen in order to provide quality information to help advance teacher instruction and preparation.
35. Accounting not listed as a Major or Minor for choices re MBA.
36. Very little was done in the classroom to adress changes in the education system happening due to current politics. This was no address by any Professor.
37. 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.
38. Housing services could be improved. And how well the bookstore is managed could be improved  
Availability of online professors wasn't/visn't always as supportive as it should be. Some online professors weren't very actively involved in the instruction of course content and didn't prepare many of their own resources for the course. Many online professors didn't incorporate many technology aspects. The use of ZOOM was not as beneficial as an in-class session would have been. The use of group and cooperative learning was not incorporated into many courses. Although group learning is challenging to incorporate into online courses, it should have been more of a priority.  
I have had a wonderful experience over the last few years in the MSN graduate program. Finding clinical experiences to complete the required hours would have been much easier if we had more information and support from the nursing faculty. I practically had to beg for a list of previous placements when I began my clinical. By narrowing down a list of willing clinical sites, students will have a better clinical experience. I understand that this is a unique major, but if it has been part of the Fitchburg State University academic program, the college of nursing must provide more support in finding appropriate placements in Massachusetts.
40. For the final course, nursing research, I consistently reached out by phone and email to the professor/advisor for feedback on my paper. Most of the time I did not receive a reply, and had to make multiple attempts to reach her before she would give feedback on the progress of the paper. I felt that her feedback was snarky at times, and points were taken off of grading for things that she made corrections on, as I made the changes she requested. Reaching out for help seemed futile at times. I believe that although I have finished my research paper and am graduating, I would have benefitted from having an advisor who was not the professor for the course. It seems that her mind is focused elsewhere and not on advising students in their last semester, which should be a major focus. I have heard similar comments and concerns from other graduate students. I trust that this feedback is anonymous and that I will not be penalized for my comments. I look forward to graduation on December 21, 2018.  
Overall I have had a great experience and professors have been beyond amazing. The academic advisors are never available and it seem no one ever has a valid reason why they can not be found. For online students it is very important to return calls in a manner shorter than 2 weeks. Also the curriculum for the MBA online program w/ concentration in hr should be amended to state that alter active courses can be taken for the elective recon course. It state that it is required and my advisor did was not available to advise.
41. My advisor was continuously unavailable (would ignore emails, not call back, etc) throughout my time at FSU. I felt unsupported if a problem came up.
42. 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.
43. I am an online graduate student. I felt hard to get online library text. It should be polished.
- 44.

- 45. 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.  
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).
- 46. 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.
- 47. I feel that in some of the education courses teachers are made to feel guilty and responsible for everything the students do. The main predictor of student achievement is "Socioeconomic background" since students get access to many opportunities. Teacher can try to remediate many issues but they are human. They can not remediate all of the problems of our society. Many of the problems our students face are a reflection of things that have to be improved in Society.
- 48. 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.
- 49. 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.
- 50. 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.
- 51. na
- 52. N/A
- 53. 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.
- 54. Online graduate MBA is excellent
- 55. 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.
- 56. None
- 57. I loved it!!!!
- 58. The course content in the classes doesn't seem to have changed in several years; there were even syllabi provided that weren't updated with the current year/term. I think the program COULD HAVE been really strong, but needs some tweaking to make it better. Additionally, despite being in an online forum, with technologically these days, ways to better engage distance learners should be explored to enhance the learning experience. The assigned tasks were not always aligned with the provided readings. Providing a more engaging environment would have been helpful in students better understanding the application of concepts.
- 59.

**Total Respondents 59**

(skipped this question) 127

**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  | 51.82% (71)<br>0% (0) | 38.69% (53)<br>0% (0) | 5.84% (8)<br>0% (0)   | 2.19% (3)<br>0% (0) | 0% (0)<br>0%        | 1.46% (2)<br>0% (0)    | 137            | 0      | 0   |
| Administrators (e.g. vice presidents, deans and directors) demonstrated commitment to my learning, personal well being and success | 35.07% (47)<br>0% (0) | 26.87% (36)<br>0% (0) | 14.18% (19)<br>0% (0) | 2.24% (3)<br>0% (0) | 0.75% (1)<br>0% (0) | 20.9% (28)<br>0% (0)   | 134            | 0      | 0   |
| Other University staff demonstrated commitment to my learning, personal well being and success                                     | 36.23% (50)<br>0% (0) | 31.16% (43)<br>0% (0) | 11.59% (16)<br>0% (0) | 1.45% (2)<br>0% (0) | 0% (0)<br>0%        | 19.57% (27)<br>0% (0)  | 138            | 0      | 0   |
| Library resources (e.g. books, database subscriptions, inter-library loan) were adequate for my                                    | 41.04% (55)<br>0% (0) | 29.1% (39)<br>0% (0)  | 9.7% (13)<br>0% (0)   | 0.75% (1)<br>0% (0) | 0% (0)<br>0%        | 19.4% (26)<br>0% (0)   | 134            | 0      | 0   |



|   |             |             |            |           |           |        |             |            |     |   |   |
|---|-------------|-------------|------------|-----------|-----------|--------|-------------|------------|-----|---|---|
| research and learning needs   |             |             |            |           |           |        |             |            |     |   |   |
| Library hours and web resource availability were adequate for my research and learning needs      | 40.88% (56) | 24.82% (34) | 5.84% (8)  | 1.46% (2) | 0% (0)    | 0% (0) | 27.01% (37) |            | 137 | 0 | 0 |
|   | 0% (0)      | 0% (0)      | 0% (0)     | 0% (0)    | 0% (0)    | 0% (0) | 0% (0)      |            |     |   |   |
| Library staff were knowledgeable and demonstrated commitment to my learning and academic success. | 33.82% (46) | 18.38% (25) | 7.35% (10) | 1.47% (2) | 0% (0)    | 0% (0) | 38.97% (53) |            | 136 | 0 | 0 |
|   | 0% (0)      | 0% (0)      | 0% (0)     | 0% (0)    | 0% (0)    | 0% (0) | 0% (0)      |            |     |   |   |
| I learned about research strategies and sources of information from the library staff.            | 30.37% (41) | 20.74% (28) | 9.63% (13) | 0.74% (1) | 0.74% (1) | 0% (0) | 37.78% (51) |            | 135 | 0 | 0 |
|   | 0% (0)      | 0% (0)      | 0% (0)     | 0% (0)    | 0% (0)    | 0% (0) | 0% (0)      |            |     |   |   |
| <b>Total Respondents</b>  |             |             |            |           |           |        |             | <b>136</b> |     |   |   |
| (skipped this question)   |             |             |            |           |           |        |             | 50         |     |   |   |

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

|  | <b>Very Positive</b> | <b>Mostly Positive</b> | <b>Neutral</b> | <b>Mostly Negative</b> | <b>Very Negative</b> | <b>No Interaction</b> | <b>Was Unaware</b> | <b>Response Total</b> | <b>Points</b> | <b>Avg</b> |   |
|--|----------------------|------------------------|----------------|------------------------|----------------------|-----------------------|--------------------|-----------------------|---------------|------------|---|
| Academic Department Office/Staff                             | 48.89% (66)          | 24.44% (33)            | 8.15% (11)     | 0% (0)                 | 0% (0)               | 0% (0)                | 16.3% (22)         | 2.22% (3)             | 135           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Admissions Office  | 50.75% (68)          | 35.82% (48)            | 4.48% (6)      | 0% (0)                 | 0.75% (1)            | 7.46% (10)            | 0.75% (1)          | 0% (0)                | 134           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Advising Center  | 34.81% (47)          | 22.96% (31)            | 6.67% (9)      | 2.22% (3)              | 0.74% (1)            | 28.89% (39)           | 3.7% (5)           | 0% (0)                | 135           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Bookstore  | 23.13% (31)          | 17.91% (24)            | 11.19% (15)    | 2.99% (4)              | 1.49% (2)            | 38.06% (51)           | 5.22% (7)          | 0% (0)                | 134           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Capital Planning and Maintenance (e.g. buildings & grounds)  | 15.67% (21)          | 8.21% (11)             | 5.22% (7)      | 0% (0)                 | 0% (0)               | 60.45% (81)           | 10.45% (14)        | 0% (0)                | 134           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Career Counseling Office                                     | 15.04% (20)          | 7.52% (10)             | 5.26% (7)      | 0.75% (1)              | 0% (0)               | 60.15% (80)           | 11.28% (15)        | 0% (0)                | 133           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Center for Diversity and Inclusiveness                       | 10.53% (14)          | 6.02% (8)              | 3.01% (4)      | 0% (0)                 | 0% (0)               | 66.92% (89)           | 13.53% (18)        | 0% (0)                | 133           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Chartwell's Dining Services                                  | 8.27% (11)           | 5.26% (7)              | 5.26% (7)      | 1.5% (2)               | 0% (0)               | 67.67% (90)           | 12.03% (16)        | 0% (0)                | 133           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Commuter Affairs   | 9.09% (12)           | 4.55% (6)              | 6.82% (9)      | 0% (0)                 | 0% (0)               | 67.42% (89)           | 12.12% (16)        | 0% (0)                | 132           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Counseling Services  | 12.12% (16)          | 6.06% (8)              | 3.79% (5)      | 0% (0)                 | 0% (0)               | 67.42% (89)           | 10.61% (14)        | 0% (0)                | 132           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Disability Services  | 8.4% (11)            | 4.58% (6)              | 4.58% (6)      | 0% (0)                 | 0% (0)               | 70.23% (92)           | 12.21% (16)        | 0% (0)                | 131           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Financial Aid  | 19.23% (25)          | 19.23% (25)            | 6.92% (9)      | 3.08% (4)              | 0% (0)               | 45.38% (59)           | 6.15% (8)          | 0% (0)                | 130           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Graduate and Continuing Education (GCE)                      | 54.48% (73)          | 26.87% (36)            | 5.97% (8)      | 0.75% (1)              | 0% (0)               | 11.19% (15)           | 0.75% (1)          | 0% (0)                | 134           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Health Services  | 10.61% (14)          | 6.06% (8)              | 5.3% (7)       | 0.76% (1)              | 0% (0)               | 66.67% (88)           | 10.61% (14)        | 0% (0)                | 132           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Housing and Residential Services                             | 9.16% (12)           | 5.34% (7)              | 4.58% (6)      | 0% (0)                 | 0.76% (1)            | 69.47% (91)           | 10.69% (14)        | 0% (0)                | 131           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Information Desk (Hammond Hall)                              | 13.53% (18)          | 7.52% (10)             | 4.51% (6)      | 0% (0)                 | 0% (0)               | 64.66% (86)           | 9.77% (13)         | 0% (0)                | 133           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| International Education (e.g. study abroad)                  | 8.33% (11)           | 4.55% (6)              | 5.3% (7)       | 0% (0)                 | 0% (0)               | 68.94% (91)           | 12.88% (17)        | 0% (0)                | 132           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| On-campus Job Recruitment                                    | 9.92% (13)           | 4.58% (6)              | 4.58% (6)      | 0% (0)                 | 0% (0)               | 69.47% (91)           | 11.45% (15)        | 0% (0)                | 131           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| One Card   | 16.79% (22)          | 11.45% (15)            | 6.11% (8)      | 2.29% (3)              | 0.76% (1)            | 54.2% (71)            | 8.4% (11)          | 0% (0)                | 131           | 0          | 0 |
|  | 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) | 43.61% (58)          | 27.07% (36)            | 12.03% (16)    | 0% (0)                 | 0% (0)               | 15.79% (21)           | 1.5% (2)           | 0% (0)                | 133           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |
| Parking  | 14.29% (19)          | 16.54% (22)            | 9.02% (12)     | 3.01% (4)              | 0.75% (1)            | 51.13% (68)           | 5.26% (7)          | 0% (0)                | 133           | 0          | 0 |
|  | 0% (0)               | 0% (0)                 | 0% (0)         | 0% (0)                 | 0% (0)               | 0% (0)                | 0% (0)             | 0% (0)                |               |            |   |

|                            |                       |                       |                       |                     |                     |                       |                       |            |   |   |
|----------------------------|-----------------------|-----------------------|-----------------------|---------------------|---------------------|-----------------------|-----------------------|------------|---|---|
| Recreation Services        | 9.16% (12)<br>0% (0)  | 8.4% (11)<br>0% (0)   | 5.34% (7)<br>0% (0)   | 0% (0)0% (0)        | 0.76% (1)<br>0% (0) | 65.65% (86)<br>0% (0) | 10.69% (14)<br>0% (0) | 131        | 0 | 0 |
| Registrar's Office         | 39.1% (52)<br>0% (0)  | 29.32% (39)<br>0% (0) | 5.26% (7)<br>0% (0)   | 0.75% (1)<br>0% (0) | 0% (0)0% (0)        | 23.31% (31)<br>0% (0) | 2.26% (3)<br>0% (0)   | 133        | 0 | 0 |
| Shuttle Service            | 9.09% (12)<br>0% (0)  | 4.55% (6)<br>0% (0)   | 5.3% (7)0% (0)        | 0.76% (1)<br>0% (0) | 0% (0)0% (0)        | 68.18% (90)<br>0% (0) | 12.12% (16)<br>0% (0) | 132        | 0 | 0 |
| Student Accounts           | 25.95% (34)<br>0% (0) | 23.66% (31)<br>0% (0) | 8.4% (11)<br>0% (0)   | 1.53% (2)<br>0% (0) | 0% (0)0% (0)        | 37.4% (49)<br>0% (0)  | 3.05% (4)<br>0% (0)   | 131        | 0 | 0 |
| Student Development Office | 12.88% (17)<br>0% (0) | 6.06% (8)<br>0% (0)   | 3.79% (5)<br>0% (0)   | 0.76% (1)<br>0% (0) | 0% (0)0% (0)        | 66.67% (88)<br>0% (0) | 9.85% (13)<br>0% (0)  | 132        | 0 | 0 |
| Technology Help Desk       | 28.57% (38)<br>0% (0) | 19.55% (26)<br>0% (0) | 4.51% (6)<br>0% (0)   | 1.5% (2)<br>0% (0)  | 0.75% (1)<br>0% (0) | 39.1% (52)<br>0% (0)  | 6.02% (8)<br>0% (0)   | 133        | 0 | 0 |
| Tutor Center               | 10.69% (14)<br>0% (0) | 5.34% (7)<br>0% (0)   | 3.82% (5)<br>0% (0)   | 0.76% (1)<br>0% (0) | 0% (0)0% (0)        | 67.94% (89)<br>0% (0) | 11.45% (15)<br>0% (0) | 131        | 0 | 0 |
| University Catalog         | 25.95% (34)<br>0% (0) | 19.08% (25)<br>0% (0) | 6.87% (9)<br>0% (0)   | 1.53% (2)<br>0% (0) | 0% (0)0% (0)        | 39.69% (52)<br>0% (0) | 6.87% (9)<br>0% (0)   | 131        | 0 | 0 |
| University Email           | 37.12% (49)<br>0% (0) | 28.79% (38)<br>0% (0) | 10.61% (14)<br>0% (0) | 2.27% (3)<br>0% (0) | 0% (0)0% (0)        | 19.7% (26)<br>0% (0)  | 1.52% (2)<br>0% (0)   | 132        | 0 | 0 |
| University Police          | 12.21% (16)<br>0% (0) | 9.16% (12)<br>0% (0)  | 3.82% (5)<br>0% (0)   | 0.76% (1)<br>0% (0) | 0% (0)0% (0)        | 63.36% (83)<br>0% (0) | 10.69% (14)<br>0% (0) | 131        | 0 | 0 |
| University Website         | 31.85% (43)<br>0% (0) | 27.41% (37)<br>0% (0) | 11.85% (16)<br>0% (0) | 0.74% (1)<br>0% (0) | 0.74% (1)<br>0% (0) | 23.7% (32)<br>0% (0)  | 3.7% (5)0% (0)        | 135        | 0 | 0 |
| Veteran Services           | 7.63% (10)<br>0% (0)  | 4.58% (6)<br>0% (0)   | 3.82% (5)<br>0% (0)   | 0.76% (1)<br>0% (0) | 0% (0)0% (0)        | 69.47% (91)<br>0% (0) | 13.74% (18)<br>0% (0) | 131        | 0 | 0 |
| Volunteer Center           | 7.58% (10)<br>0% (0)  | 5.3% (7)0% (0)        | 3.79% (5)<br>0% (0)   | 0.76% (1)<br>0% (0) | 0% (0)0% (0)        | 68.94% (91)<br>0% (0) | 13.64% (18)<br>0% (0) | 132        | 0 | 0 |
| <b>Total Respondents</b>   |                       |                       |                       |                     |                     |                       |                       | <b>135</b> |   |   |
| (skipped this question)    |                       |                       |                       |                     |                     |                       |                       | 51         |   |   |

**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. Every one that I had contacted at the University over the years has been extremely helpful.
3. Please refer to the previous page regarding my advisor, Ms. Anne Howard
4. 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.
5. Online MBA professors have too many students.
6. The Education Department for Graduate students is an awesome department that really tried to go above and beyond to help their students, both academically and professionally. I have had nothing but positive interactions with my professors.
7. no
8. Some of the professors know Blackboard a lot better than others. I had 1 out of the 10 not utilize blackboard to it's capabilities and we had to submit a lot of things via email instead of uploading to the site.
9. None
10. For online graduate students, I think there needs to be more interaction from an advisor throughout the program.
11. No
12. Np
13. All professors were highly engaged and provided meaningful and great value to the learning experience.
14. N/A
15. I applied for a waiver of the late registration fee, due to having to wait for MTEL results. I never got a response back.
16. Special Education offices and personnel are wonderful and supportive.
17. None
18. No
19. Although I'm now a graduate student and luckily only needed to park on campus on the weekends for in-class sessions, I still would suggest more parking for students.
20. Please see comments made above
21. Please have advisors return phone calls and emails. It appeared that maybe they worked from home and no one was willing to state this or follow up with them.
22. It was a very good experience.
23. 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 going to be an online program, effective email communication should be stressed to members of the faculty and staff.
24. 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.
- Individual Advisors should be captured as they are a huge reason student's academic success...
25. Unfortunately, my advisor was not a champion for me but there were many others who were that help offset their negativity.
26. Staff were very good about my Army National Guard tuition and fee waiver. I have recommended the online MBA to many of my Soldiers
27. The chair of the business department should retire. He practically had one foot in and one foot out. It's time for someone else to step in.
28. N/A
29. N/A
30. 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.
31. None
32. For the most part, I had a very positive experience with the professors in the MSN program. The admin, however, I found to be rude often and seemed to make things unnecessarily difficult.

**Total Respondents 32**

(skipped this question)  
154

**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. I wish that there are more DESE approved graduate level math courses to help us "math" teachers satisfy DESE requirements.
2. n/a
3. None
4. The website is difficult to navigate
5. It would be nice to have someone help you plan your courses or have guidance during your MBA. Someone who knows the frequency and schedule at which classes are offered.
6. All departments are great and organized. One area for improvement would be a "How to" form when applying to Fitchburg State for those who cannot attend meetings. I struggled with the process of what to do and when once I applied. Several people that I interacted with told me I should have done something else first (apply for Financial aid before registering for classes otherwise I have to upfront the money), but no one communicated the steps of how to get settled in. This is partly because people weren't sure how other departments worked. Overall, everyone was very flexible, patient, and willing to work with me and guide me in the right direction.
7. no
8. Making the decision to return to school and pursue a masters degree at age 55, was a difficult one. The members of the admissions team were kind, patient, and encouraging throughout the entire process. Registrar employees were also extremely friendly and patient when guiding me through online processes and any issues that I encountered. I always knew that if I needed to make a call and talk to someone at FSU, my inquiries would be met and handled with courtesy, respect, and expertise!. In a world of "on-line" everything, it is reassuring to know that there is still a person behind the scenes who can assist an older and perhaps, less skilled student navigate all of the on-line processes!
9. None
10. It would be great to incorporate more scholarships for online students.
11. No
12. No
13. Not at this time.
14. N/A
15. The math MTEL review course did not help me at all with the MTEL preparation. The Literacy and Communication MTEL prep course and the General Curriculum MTEL course were both very helpful.
16. None
17. No
18. As a graduate student I often didn't feel as much of a need to talk to my advisor, but definitely feel as if advisors need to have less students to work with to ensure that they're able to be supportive enough. Especially at the undergraduate level and for graduate students who are new to FSU and/or who need more support.
19. I would have benefited from more information on how to use the online library for my classes. I had to use outside resources for my work.
20. N/A
21. N/A
22. no
23. N/A
24. None
- 25.

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

**Total Respondents 25**

(skipped this question) 161

**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           | 54.01% (74)<br>0% (0)    | 32.12% (44)<br>0% (0) | 11.68% (16)<br>0% (0) | 1.46% (2)<br>0% (0)  | 0.73% (1)<br>0% (0) | 137            | 0      | 0   |
| Likelihood that I will recommend the University to others                         | 58.82% (80)<br>0% (0)    | 26.47% (36)<br>0% (0) | 11.76% (16)<br>0% (0) | 0.74% (1)<br>0% (0)  | 2.21% (3)<br>0% (0) | 136            | 0      | 0   |
| Likelihood that I will stay connected to the campus after completion of my degree | 30.83% (41)<br>0% (0)    | 21.8% (29)<br>0% (0)  | 33.83% (45)<br>0% (0) | 7.52% (10)<br>0% (0) | 6.02% (8)<br>0% (0) | 133            | 0      | 0   |
|   | <b>Total Respondents</b> |                       |                       |                      |                     | <b>136</b>     |        |     |
|   | (skipped this question)  |                       |                       |                      |                     | 50             |        |     |

**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?

- I have mentioned to many people that I know who want to go back to school that FSU is a wonderful place for school and that many degree programs are built around working individuals. I hope to return to FSU in the near future as a professor.
- great experience
- I would be happy to be a resource for future studentes as they are looking for practicums and site visits.
- I would not recommend CLB program to any colleague, or friend.
- Overall great experience at Fitchburg State University. I have recommended the graduate program to many people.
- I had a wonderful time being a distant learner at FSU. I look forward to my graduation ceremony as attaining a Masters Degree has been a life-long dream of mine. Thank you for a wonderful experience and for professors who genuinely care about their students. I will attempt to apply as an adjunct faculty once I graduate as I would love to keep my relationship with FSU ongoing.
- 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.
- Make the MBA program more personal and supportive. Currently, it is very DIY.
- When filling out this survey, I have been comparing Fitchburg State to my undergraduate MA state school, and I have found that Fitchburg State is much more organized, flexible, and way more communicative, which makes me feel much more at ease. I don't feel like I have to constantly defend myself or fight my way to take classes to keep my graduation date. This school was recommended by a family member of mine and I am very happy I took her advice and attended Fitchburg State.
- 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.
- My overall experience was pleasant, and although I enjoy all my professors on a personal level, my experience with online class was at times frustrating. Many times information was not updated correctly on blackboard; syllabus would have previous semesters due dates on them, or due dates would be marked difficulty in different areas. Some professors experienced technical difficulties posting links, assignments, podcast, etc. would make complete my homework on time very difficult. Not all professor post assignments, notifications, due dates or resources under the same tables on blackboard so trying to find information could be very time consuming.
- More programs or interaction with online graduate students would be great.
- Not so far
- I would like to reiterate the course offerings should be provided in greater quantity more frequently.
- The McKay building looks beautiful on the second floor. However, as the first floor is the one that is seen first, and as first impressions are important, it seems as if remodeling of the first floor should have been a priority.
- I was an online and satellite campus student. I had the necessary accommodations to succeed at the highest possible level.
- No
- The review of online professors should be taken more seriously because although some have been outstanding, some have not been.
- I enjoyed and feel blessed to be apart of this University.

- 20. 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."  
I was enrolled in the Severe Program for Special Education. The majority of coursework seems to be geared to moderate disabilities or inclusive classroom settings. As someone who has worked in Residential settings and currently works for a collaborative, I found it difficult to apply my coursework to my students with low cognitive abilities.
- 21. Make it challenging to stimulate our minds and bring back feedback to our jobs.
- 22. Services were great. Staff very helpful and eager to help
- 23. No  
Early in my time with the OAP MBA program, a student advisor (Marjorie) 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.
- 24. I loved it!!
- 25. Please see previous responses.
- 26. Fantastic online program, I really enjoyed my experience at FSU as an online accelerated graduate student.

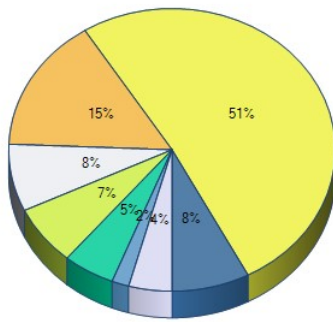
**Total Respondents 28**

(skipped this question) 158

**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     | 80.88% (110)0% (0) | 17.65% (24)0% (0) | 1.47% (2)0% (0)   | 136            | 0      | 0   |
| I am currently employed or have a job offer in a field that is not related to my current program of study | 18.32% (24)0% (0)  | 51.15% (67)0% (0) | 30.53% (40)0% (0) | 131            | 0      | 0   |
| I am searching for employment in a field closely related to my current program of study                   | 35.11% (46)0% (0)  | 33.59% (44)0% (0) | 31.3% (41)0% (0)  | 131            | 0      | 0   |
| I am searching for employment in a field not closely related to my current program of study               | 6.98% (9)0% (0)    | 53.49% (69)0% (0) | 39.53% (51)0% (0) | 129            | 0      | 0   |
| I have been accepted into a graduate program to continue my education at Fitchburg State University       | 3.01% (4)0% (0)    | 29.32% (39)0% (0) | 67.67% (90)0% (0) | 133            | 0      | 0   |
| I have been accepted into a graduate or doctoral program to continue my education at another institution  | 5.34% (7)0% (0)    | 40.46% (53)0% (0) | 54.2% (71)0% (0)  | 131            | 0      | 0   |
| I am not planning to continue my education at this time   | 29.55% (39)0% (0)  | 25.76% (34)0% (0) | 44.7% (59)0% (0)  | 132            | 0      | 0   |
| I am pursuing the military  | 2.31% (3)0% (0)    | 49.23% (64)0% (0) | 48.46% (63)0% (0) | 130            | 0      | 0   |
| <b>Total Respondents</b>  |                    |                   |                   | <b>136</b>     |        |     |
| (skipped this question)   |                    |                   |                   | 50             |        |     |

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

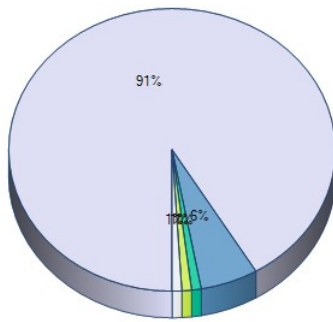


|                                | Response Total | Response Percent |
|--------------------------------|----------------|------------------|
| None - not working             | 5              | 4%               |
| Less than \$20,000             | 2              | 2%               |
| \$20,001 - \$30,000            | 6              | 5%               |
| \$30,001 - \$40,000            | 8              | 7%               |
| \$40,001 - \$50,000            | 9              | 8%               |
| \$50,001 - \$60,000            | 18             | 15%              |
| \$60,001 +                     | 60             | 51%              |
| Prefer not to disclose         | 9              | 8%               |
| <b>Total Respondents</b>       | <b>117</b>     |                  |
| <b>(skipped this question)</b> | <b>69</b>      |                  |

**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                     | 29.03% (36)<br>0% (0) | 20.97% (26)<br>0% (0) | 34.68% (43)<br>0% (0) | 10.48% (13)<br>0% (0) | 4.84% (6)<br>0%   | 124            | 0      | 0   |
| Low student-to-faculty ratio                  | 45.6% (57)<br>0%      | 30.4% (38)<br>0%      | 18.4% (23)<br>0%      | 4% (5)<br>0%          | 1.6% (2)<br>0%    | 125            | 0      | 0   |
| Accessible to my work/home/family             | 56.35% (71)<br>0%     | 25.4% (32)<br>0%      | 12.7% (16)<br>0%      | 3.97% (5)<br>0%       | 1.59% (2)<br>0%   | 126            | 0      | 0   |
| Close-knit, friendly culture                  | 30.65% (38)<br>0%     | 34.68% (43)<br>0%     | 26.61% (33)<br>0%     | 4.84% (6)<br>0%       | 3.23% (4)<br>0%   | 124            | 0      | 0   |
| Diversity of student body                     | 33.33% (42)<br>0%     | 28.57% (36)<br>0%     | 25.4% (32)<br>0%      | 7.14% (9)<br>0%       | 5.56% (7)<br>0%   | 126            | 0      | 0   |
| Academic program(s)                           | 72.8% (91)<br>0%      | 21.6% (27)<br>0%      | 4.8% (6)<br>0%        | 0.8% (1)<br>0%        | 0% (0)<br>0%      | 125            | 0      | 0   |
| Affordability                                 | 82.68% (105)<br>0%    | 14.17% (18)<br>0%     | 2.36% (3)<br>0%       | 0.79% (1)<br>0%       | 0% (0)<br>0%      | 127            | 0      | 0   |
| Faculty                                       | 60% (75)<br>0%        | 29.6% (37)<br>0%      | 8% (10)<br>0%         | 2.4% (3)<br>0%        | 0% (0)<br>0%      | 125            | 0      | 0   |
| Residential life                              | 13.82% (17)<br>0%     | 11.38% (14)<br>0%     | 39.02% (48)<br>0%     | 17.89% (22)<br>0%     | 17.89% (22)<br>0% | 123            | 0      | 0   |
| Facilities                                    | 19.51% (24)<br>0%     | 26.83% (33)<br>0%     | 31.71% (39)<br>0%     | 10.57% (13)<br>0%     | 11.38% (14)<br>0% | 123            | 0      | 0   |
| Financial Aid                                 | 38.21% (47)<br>0%     | 21.14% (26)<br>0%     | 24.39% (30)<br>0%     | 7.32% (9)<br>0%       | 8.94% (11)<br>0%  | 123            | 0      | 0   |
| Many activities in the region                 | 17.6% (22)<br>0%      | 15.2% (19)<br>0%      | 37.6% (47)<br>0%      | 12.8% (16)<br>0%      | 16.8% (21)<br>0%  | 125            | 0      | 0   |
| Services/support to first generation students | 21.14% (26)<br>0%     | 13.82% (17)<br>0%     | 39.02% (48)<br>0%     | 11.38% (14)<br>0%     | 14.63% (18)<br>0% | 123            | 0      | 0   |
| Volunteer opportunities                       | 16.13% (20)<br>0%     | 16.94% (21)<br>0%     | 42.74% (53)<br>0%     | 10.48% (13)<br>0%     | 13.71% (17)<br>0% | 124            | 0      | 0   |
| Athletics                                     | 14.75% (18)<br>0%     | 12.3% (15)<br>0%      | 40.98% (50)<br>0%     | 13.93% (17)<br>0%     | 18.03% (22)<br>0% | 122            | 0      | 0   |
| Military-friendly                             | 18.7% (23)<br>0%      | 16.26% (20)<br>0%     | 39.84% (49)<br>0%     | 12.2% (15)<br>0%      | 13.01% (16)<br>0% | 123            | 0      | 0   |
| LGBTQ-friendly                                | 19.67% (24)<br>0%     | 16.39% (20)<br>0%     | 39.34% (48)<br>0%     | 9.84% (12)<br>0%      | 14.75% (18)<br>0% | 122            | 0      | 0   |
| Honors Program                                | 23.39% (29)<br>0%     | 16.94% (21)<br>0%     | 37.1% (46)<br>0%      | 9.68% (12)<br>0%      | 12.9% (16)<br>0%  | 124            | 0      | 0   |
| Employment prospects                          | 34.13% (43)<br>0%     | 19.84% (25)<br>0%     | 26.98% (34)<br>0%     | 7.94% (10)<br>0%      | 11.11% (14)<br>0% | 126            | 0      | 0   |
| Internships                                   | 30% (36)<br>0%        | 19.17% (23)<br>0%     | 26.67% (32)<br>0%     | 10% (12)<br>0%        | 14.17% (17)<br>0% | 120            | 0      | 0   |
| Study Abroad opportunities                    | 19.51% (24)<br>0%     | 17.07% (21)<br>0%     | 34.96% (43)<br>0%     | 11.38% (14)<br>0%     | 17.07% (21)<br>0% | 123            | 0      | 0   |
| ROTC/National Guard                           | 12.61% (15)<br>0%     | 10.92% (13)<br>0%     | 44.54% (53)<br>0%     | 12.61% (15)<br>0%     | 19.33% (23)<br>0% | 119            | 0      | 0   |
| <b>Total Respondents</b>                      |                       |                       |                       |                       |                   | <b>128</b>     |        |     |
| <b>(skipped this question)</b>                |                       |                       |                       |                       |                   | <b>58</b>      |        |     |

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

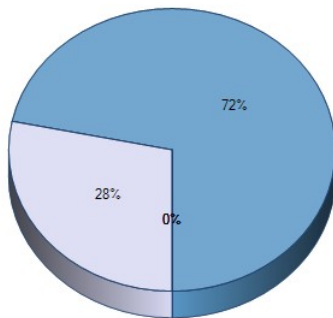


| Response                       | Total      | Response Percent |
|--------------------------------|------------|------------------|
| None                           | 96         | 91%              |
| Once                           | 6          | 6%               |
| 2 Times                        | 1          | 1%               |
| 3 times                        | 1          | 1%               |
| More than 3 times              | 1          | 1%               |
| <b>Total Respondents</b>       | <b>105</b> |                  |
| <b>(skipped this question)</b> | <b>81</b>  |                  |

**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.

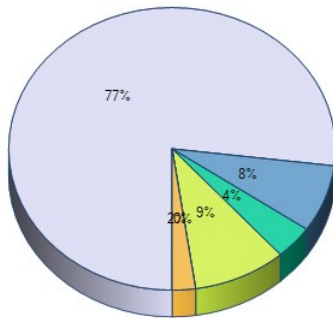
|   | Very Significant      | Significant           | No Change             | Insignificant       | Very Insignificant | Response Total | Points | Avg |
|---|-----------------------|-----------------------|-----------------------|---------------------|--------------------|----------------|--------|-----|
| Academic Growth<br>(broadened your perception of the need to learn)   | 46.46% (59)<br>0% (0) | 44.88% (57)<br>0% (0) | 7.87% (10)<br>0% (0)  | 0.79% (1)<br>0% (0) | 0% (0)<br>0% (0)   | 127            | 0      | 0   |
| Personal Growth   | 50.77% (66)<br>0% (0) | 36.15% (47)<br>0% (0) | 11.54% (15)<br>0% (0) | 1.54% (2)<br>0% (0) | 0% (0)<br>0% (0)   | 130            | 0      | 0   |
| Professional Growth<br>(broaden your understanding of the need to continue to learn to achieve your career goals) | 55.38% (72)<br>0% (0) | 37.69% (49)<br>0% (0) | 6.15% (8)<br>0% (0)   | 0.77% (1)<br>0% (0) | 0% (0)<br>0% (0)   | 130            | 0      | 0   |
| <b>Total Respondents</b>  | <b>129</b>            |                       |                       |                     |                    |                |        |     |
| <b>(skipped this question)</b>  | <b>57</b>             |                       |                       |                     |                    |                |        |     |

**22.** To which gender identity do you most identify?



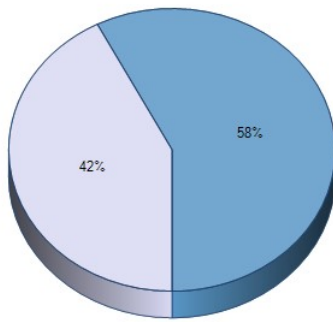
| Response                                       | Total      | Response Percent |
|--|------------|------------------|
| Male   | 37         | 28%              |
| Female   | 94         | 72%              |
| Transgender Male                               | 0          | 0%               |
| Transgender Female                             | 0          | 0%               |
| Do not identify as female, male or transgender | 0          | 0%               |
| <b>Total Respondents</b>                       | <b>131</b> |                  |
| <b>(skipped this question)</b>                 | <b>55</b>  |                  |

**23.** To which racial heritage do you predominantly identify?



| Response                       | Total      | Response Percent |
|--------------------------------|------------|------------------|
| White/Caucasian                | 100        | 77%              |
| Asian                          | 10         | 8%               |
| Hispanic/Latino                | 5          | 4%               |
| Black/African American         | 12         | 9%               |
| American Indian                | 0          | 0%               |
| Other                          | 3          | 2%               |
| <b>Total Respondents</b>       | <b>130</b> |                  |
| <b>(skipped this question)</b> | <b>56</b>  |                  |

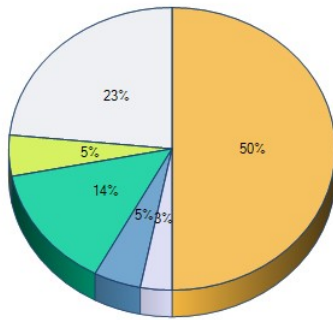
**24.** During your time at the University, did you attend full-time or part-time?



- Full-time
- Part-time

|                                | Response Total | Response Percent |
|--------------------------------|----------------|------------------|
| Full-time                      | 56             | 42%              |
| Part-time                      | 76             | 58%              |
| <b>Total Respondents</b>       | <b>132</b>     |                  |
| <b>(skipped this question)</b> | <b>54</b>      |                  |

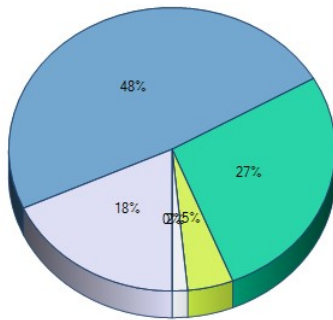
25. During your time at the University, approximately how many hours did you work per week?



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

|                                | Response Total | Response Percent |
|--------------------------------|----------------|------------------|
| 0                              | 4              | 3%               |
| 1 - 10                         | 6              | 5%               |
| 11 - 20                        | 18             | 14%              |
| 21 - 30                        | 6              | 5%               |
| 31 - 40                        | 30             | 23%              |
| 40+                            | 64             | 50%              |
| <b>Total Respondents</b>       | <b>128</b>     |                  |
| <b>(skipped this question)</b> | <b>58</b>      |                  |

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



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

|                                | Response Total | Response Percent |
|--------------------------------|----------------|------------------|
| 1                              | 12             | 18%              |
| 2                              | 32             | 48%              |
| 3                              | 18             | 27%              |
| 4                              | 3              | 5%               |
| 5                              | 1              | 2%               |
| 5+                             | 0              | 0%               |
| <b>Total Respondents</b>       | <b>66</b>      |                  |
| <b>(skipped this question)</b> | <b>120</b>     |                  |