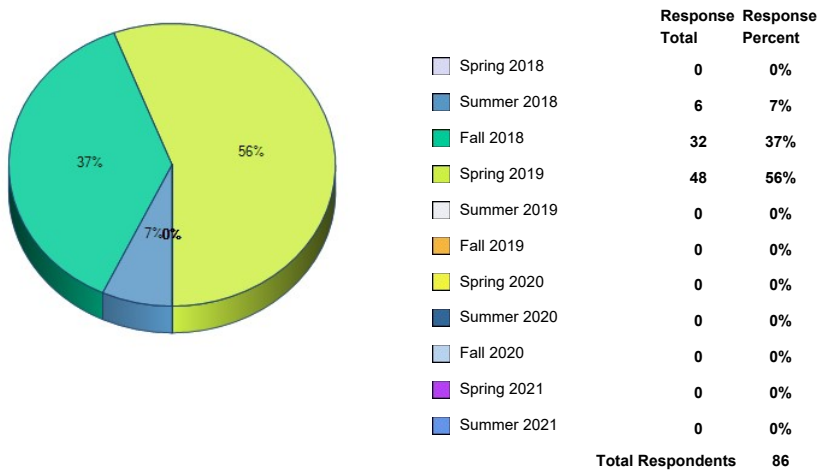**FITCHBURG STATE** UNIVERSITY
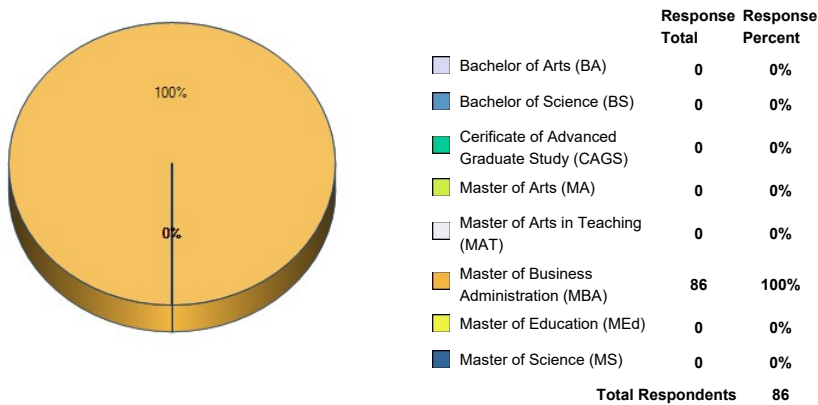
Graduating Student Feedback

Survey Title: Graduating Student Feedback
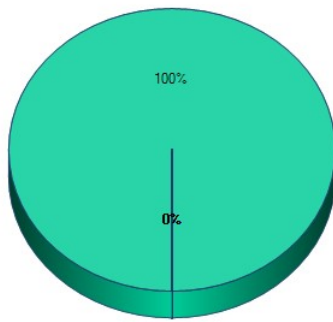
Responses By Question Analysis:

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

	Response Total	Response Percent
Spring 2018	0	0%
Summer 2018	6	7%
Fall 2018	32	37%
Spring 2019	48	56%
Summer 2019	0	0%
Fall 2019	0	0%
Spring 2020	0	0%
Summer 2020	0	0%
Fall 2020	0	0%
Spring 2021	0	0%
Summer 2021	0	0%
Total Respondents	**86**	

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)	0	0%
Bachelor of Science (BS)	0	0%
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)	86	100%
Master of Education (MEd)	0	0%
Master of Science (MS)	0	0%
Total Respondents	**86**	

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	86	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	86	

4. Please select your minor from the list below:
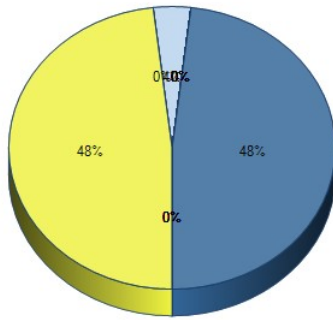
		Response Total	Response Percent
	African-American Studies	0	0%
	American Studies	0	0%
	Art	0	0%
	Art History	0	0%
	Asian Studies	0	0%
	Biology	0	0%
	Business Administration	13	48%
	Chemistry	0	0%
	Communication Studies	1	4%
	Computer Science	0	0%
	Construction Technology	0	0%
	Criminal Justice	0	0%
	Deaf Studies	0	0%
	Disability Studies	0	0%
	Early Childhood Education	0	0%
	Economics	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	0	0%
	Romance Languages	0	0%
	Social Science	0	0%
	Sociology	0	0%
	Spanish	0	0%
	Special Education	0	0%
	Studio Art	0	0%
	Theater	0	0%
	Women, Gender and Sexuality Studies	0	0%
	None	13	48%

	Total Respondents	27
	(skipped this question)	59

5. Please select the student group you most identify with from the list below:
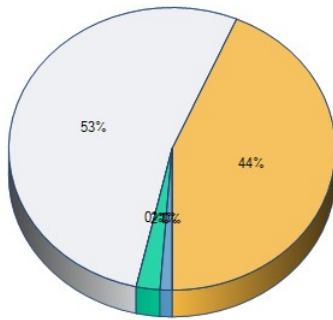
		Response Total	Response Percent
	Day Student	0	0%
	Evening On Campus Student	1	1%
	Evening On-line Student	2	2%
	Evening Extended Campus Student	0	0%
	Online Student	45	53%
	Graduate Student	37	44%
	Total Respondents	**85**	
	(skipped this question)	1	

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)	54.41% (37) 0% (0)	22.06% (15) 0% (0)	14.71% (10) 0% (0)	7.35% (5) 0% (0)	0% (0)0% (0)	1.47% (1) 0% (0)	68	0	0
Frequency of course offerings	42.86% (30) 0% (0)	5.71% (4) 0% (0)	30% (21)0% (0)	17.14% (12) 0% (0)	4.29% (3) 0% (0)	0% (0)0% (0)	70	0	0
Size of classes	61.19% (41) 0% (0)	16.42% (11) 0% (0)	14.93% (10) 0% (0)	1.49% (1) 0% (0)	0% (0)0% (0)	5.97% (4) 0% (0)	67	0	0
Quality of instruction	47.06% (32) 0% (0)	27.94% (19) 0% (0)	14.71% (10) 0% (0)	8.82% (6) 0% (0)	0% (0)0% (0)	1.47% (1) 0% (0)	68	0	0
Quality of texts and other instructional materials	48.48% (32) 0% (0)	25.76% (17) 0% (0)	19.7% (13) 0% (0)	6.06% (4) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	66	0	0
Availability of faculty outside of the classroom	46.97% (31) 0% (0)	27.27% (18) 0% (0)	10.61% (7) 0% (0)	6.06% (4) 0% (0)	0% (0)0% (0)	9.09% (6) 0% (0)	66	0	0
Timeliness and relevance of course content	52.31% (34) 0% (0)	29.23% (19) 0% (0)	12.31% (8) 0% (0)	6.15% (4) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	65	0	0
Quality of high impact (outside the classroom) experiences (e.g. internships, practicum, etc.)	37.88% (25) 0% (0)	9.09% (6) 0% (0)	7.58% (5) 0% (0)	9.09% (6) 0% (0)	0% (0)0% (0)	36.36% (24) 0% (0)	66	0	0
Overall level of challenge in the coursework	51.47% (35) 0% (0)	26.47% (18) 0% (0)	11.76% (8) 0% (0)	7.35% (5) 0% (0)	2.94% (2) 0% (0)	0% (0)0% (0)	68	0	0
Match between career goals and course-of-study requirements	50.75% (34) 0% (0)	20.9% (14) 0% (0)	19.4% (13) 0% (0)	5.97% (4) 0% (0)	1.49% (1) 0% (0)	1.49% (1) 0% (0)	67	0	0
Overall level of faculty advisement	50% (34)0% (0)	22.06% (15) 0% (0)	16.18% (11) 0% (0)	7.35% (5) 0% (0)	1.47% (1) 0% (0)	2.94% (2) 0% (0)	68	0	0
					Total Respondents		67		
					(skipped this question)		19		

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	19.12% (13) 0% (0)	8.82% (6) 0% (0)	4.41% (3) 0% (0)	1.47% (1) 0% (0)	0% (0)0% (0)	66.18% (45) 0% (0)	68	0	0
Labs	11.94% (8) 0% (0)	2.99% (2) 0% (0)	2.99% (2) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	82.09% (55) 0% (0)	67	0	0
Other General facilities (e.g. studios, gym)	11.94% (8) 0% (0)	2.99% (2) 0% (0)	5.97% (4) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	79.1% (53) 0% (0)	67	0	0
Computer Labs	15.15% (10) 0% (0)	1.52% (1) 0% (0)	6.06% (4) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	77.27% (51) 0% (0)	66	0	0
Library	19.7% (13) 0% (0)	6.06% (4) 0% (0)	6.06% (4) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	68.18% (45) 0% (0)	66	0	0
Technology in the classroom	18.18% (12) 0% (0)	3.03% (2) 0% (0)	6.06% (4) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	72.73% (48) 0% (0)	66	0	0

							Response Total	Points	Avg
Online technologies utilized in your classes	36.36% (24) 0% (0)	21.21% (14) 0% (0)	7.58% (5) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	34.85% (23) 0% (0)	66	0	0
Musical or theatrical performances on-campus	13.43% (9) 0% (0)	2.99% (2) 0% (0)	2.99% (2) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	80.6% (54) 0% (0)	67	0	0
Intramural athletic offerings	11.94% (8) 0% (0)	2.99% (2) 0% (0)	2.99% (2) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	82.09% (55) 0% (0)	67	0	0
Intercollegiate athletic events	11.94% (8) 0% (0)	2.99% (2) 0% (0)	2.99% (2) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	82.09% (55) 0% (0)	67	0	0
Greek Life	11.94% (8) 0% (0)	1.49% (1) 0% (0)	1.49% (1) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	85.07% (57) 0% (0)	67	0	0
Student Organizations	13.24% (9) 0% (0)	2.94% (2) 0% (0)	2.94% (2) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	80.88% (55) 0% (0)	68	0	0
					Total Respondents		67		
					(skipped this question)		19		

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	68.18% (45) 0% (0)	22.73% (15) 0% (0)	9.09% (6)0% (0)	0% (0)0% (0)	0% (0)0% (0)	66	0	0
Ability to acquire new skills and knowledge on your own	72.73% (48) 0% (0)	22.73% (15) 0% (0)	4.55% (3)0% (0)	0% (0)0% (0)	0% (0)0% (0)	66	0	0
Ability to use the knowledge, ideas, or perspectives gained from your major field	68.18% (45) 0% (0)	25.76% (17) 0% (0)	4.55% (3)0% (0)	1.52% (1) 0% (0)	0% (0)0% (0)	66	0	0
Ability to orally communicate well	62.69% (42) 0% (0)	19.4% (13) 0% (0)	17.91% (12) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	67	0	0
Ability to judge information/ideas/actions/conclusions based on sources/methods/reasoning	65.15% (43) 0% (0)	28.79% (19) 0% (0)	6.06% (4)0% (0)	0% (0)0% (0)	0% (0)0% (0)	66	0	0
Ability to write effectively	68.18% (45) 0% (0)	19.7% (13) 0% (0)	12.12% (8) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	66	0	0
Ability to use information technology in intellectual and/or professional pursuits	65.67% (44) 0% (0)	25.37% (17) 0% (0)	7.46% (5)0% (0)	1.49% (1) 0% (0)	0% (0)0% (0)	67	0	0
Ability to understand and appreciate cultural and ethnic differences between people	68.18% (45) 0% (0)	13.64% (9) 0% (0)	18.18% (12) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	66	0	0
Ability to understand international perspectives on economic, political, social, and cultural issues	65.15% (43) 0% (0)	16.67% (11) 0% (0)	18.18% (12) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	66	0	0
Ability to gain an understanding of or appreciation for the arts	54.55% (36) 0% (0)	16.67% (11) 0% (0)	24.24% (16) 0% (0)	1.52% (1) 0% (0)	3.03% (2) 0% (0)	66	0	0
Ability to understand and apply quantitative principles and methods	65.15% (43) 0% (0)	19.7% (13) 0% (0)	13.64% (9) 0% (0)	1.52% (1) 0% (0)	0% (0)0% (0)	66	0	0
Ability to understand scientific method	54.55% (36) 0% (0)	25.76% (17) 0% (0)	16.67% (11) 0% (0)	3.03% (2) 0% (0)	0% (0)0% (0)	66	0	0
				Total Respondents		66		
				(skipped this question)		20		

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	53.03% (35) 0% (0)	27.27% (18) 0% (0)	19.7% (13)0% (0)	0% (0)0% (0)	0% (0)0% (0)	66	0	0
Your ability to get along with people of diverse backgrounds and perspectives	65.15% (43) 0% (0)	19.7% (13)0% (0)	15.15% (10) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	66	0	0
Your ability to lead others effectively	56.25% (36) 0% (0)	21.88% (14) 0% (0)	21.88% (14) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	64	0	0
Your ability to evaluate and choose between alternative courses of action	60.61% (40) 0% (0)	31.82% (21) 0% (0)	7.58% (5)0% (0)	0% (0)0% (0)	0% (0)0% (0)	66	0	0
Your awareness of contemporary issues and their causes and consequences	59.38% (38) 0% (0)	26.56% (17) 0% (0)	14.06% (9)0% (0)	0% (0)0% (0)	0% (0)0% (0)	64	0	0
				Total Respondents		66		
				(skipped this question)		20		

10. We are always looking for feedback to help us with quality and improvements. Is there something you would like to share with us regarding facilities or your program that wasn't captured above?

1. great online program with fast graduation

2. I felt that the online MBA program was challenging, invigorating and a great value. I can think of no other institution that can give a high quality graduate education for $12,000. It has been a great experience.

3. 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.

4. 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 dissapointed and avoided taking her classes because of my brief not so positive interaction.

5. 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.

6. None

7. Blackboard has been a great resource to online classes.

8. I have learned so much in my courses, and I cannot speak highly enough of the M.B.A. program.

9. I feel blessed to be a part of Fitchburg state University. I am able to explore my potentials fully.

10. The information on the textbooks needed for the curses 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.

11. none

12. 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.

13. Truly I only have straight applause and respect for the system that you have created

14. not applicable

15. 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 wiling to work with me to resolve any issues. Thank you again

16. Accounting not listed as a Major or Minor for choices re MBA.

17. 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.

18. 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.

19. I am an online graduate student. I felt hard to get online library text. It should be polished.

20. 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).

21. 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.

22. 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.

23. 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.

24. 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.

25. 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.

26. Online graduate MBA is excellent

27. 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.

28.   None

29.   I loved it!!!!

	Total Respondents	29
(skipped this question)	57	

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	58.33% (35) 0% (0)	33.33% (20) 0% (0)	8.33% (5) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	0% (0)0% (0)	60	0	0
Administrators (e.g. vice presidents, deans and directors) demonstrated commitment to my learning, personal well being and success	41.38% (24) 0% (0)	17.24% (10) 0% (0)	12.07% (7) 0% (0)	1.72% (1) 0% (0)	0% (0)0% (0)	27.59% (16) 0% (0)	58	0	0
Other University staff demonstrated commitment to my learning, personal well being and success	44.07% (26) 0% (0)	22.03% (13) 0% (0)	13.56% (8) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	20.34% (12) 0% (0)	59	0	0
Library resources (e.g. books, database subscriptions, inter-library loan) were adequate for my research and learning needs	37.93% (22) 0% (0)	13.79% (8) 0% (0)	13.79% (8) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	34.48% (20) 0% (0)	58	0	0
Library hours and web resource availability were adequate for my research and learning needs	37.29% (22) 0% (0)	11.86% (7) 0% (0)	8.47% (5) 0% (0)	1.69% (1) 0% (0)	0% (0)0% (0)	40.68% (24) 0% (0)	59	0	0
Library staff were knowledgeable and demonstrated commitment to my learning and academic success.	28.81% (17) 0% (0)	13.56% (8) 0% (0)	6.78% (4) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	50.85% (30) 0% (0)	59	0	0
I learned about research strategies and sources of information from the library staff.	29.82% (17) 0% (0)	8.77% (5) 0% (0)	7.02% (4) 0% (0)	0% (0)0% (0)	1.75% (1) 0% (0)	52.63% (30) 0% (0)	57	0	0

	Total Respondents	59
(skipped this question)	27	

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	60.34% (35) 0% (0)	12.07% (7) 0% (0)	6.9% (4) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	18.97% (11) 0% (0)	1.72% (1) 0% (0)	58	0	0
Admissions Office	70.69% (41) 0% (0)	20.69% (12) 0% (0)	1.72% (1) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	5.17% (3) 0% (0)	1.72% (1) 0% (0)	58	0	0
Advising Center	47.46% (28) 0% (0)	13.56% (8) 0% (0)	8.47% (5) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	27.12% (16) 0% (0)	3.39% (2) 0% (0)	59	0	0
Bookstore	26.32% (15) 0% (0)	3.51% (2) 0% (0)	14.04% (8) 0% (0)	1.75% (1) 0% (0)	1.75% (1) 0% (0)	47.37% (27) 0% (0)	5.26% (3) 0% (0)	57	0	0
Capital Planning and Maintenance (e.g. buildings & grounds)	19.3% (11) 0% (0)	3.51% (2) 0% (0)	5.26% (3) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	63.16% (36) 0% (0)	8.77% (5) 0% (0)	57	0	0
Career Counseling Office	25% (14) 0% (0)	5.36% (3) 0% (0)	5.36% (3) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	55.36% (31) 0% (0)	8.93% (5) 0% (0)	56	0	0
Center for Diversity and Inclusiveness	15.79% (9) 0% (0)	5.26% (3) 0% (0)	1.75% (1) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	64.91% (37) 0% (0)	12.28% (7) 0% (0)	57	0	0
Chartwell's Dining Services	12.28% (7) 0% (0)	3.51% (2) 0% (0)	5.26% (3) 0% (0)	0% (0)0% (0)	0% (0)0% (0)	66.67% (38) 0% (0)	12.28% (7) 0% (0)	57	0	0

Service									Total		
Commuter Affairs	12.28% (7) 0% (0)	1.75% (1) 0% (0)	5.26% (3) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	70.18% (40) 0% (0)	10.53% (6) 0% (0)		57	0	0
Counseling Services	21.05% (12) 0% (0)	1.75% (1) 0% (0)	3.51% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	66.67% (38) 0% (0)	7.02% (4) 0% (0)		57	0	0
Disability Services	14.04% (8) 0% (0)	1.75% (1) 0% (0)	3.51% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	70.18% (40) 0% (0)	10.53% (6) 0% (0)		57	0	0
Financial Aid	27.27% (15) 0% (0)	14.55% (8) 0% (0)	3.64% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	49.09% (27) 0% (0)	5.45% (3) 0% (0)		55	0	0
Graduate and Continuing Education (GCE)	67.8% (40) 0% (0)	15.25% (9) 0% (0)	1.69% (1) 0% (0)	1.69% (1) 0% (0)	0% 0% (0) (0)	0% (0) 0% (0)	11.86% (7) 0% (0)	1.69% (1) 0% (0)		59	0	0
Health Services	17.54% (10) 0% (0)	5.26% (3) 0% (0)	3.51% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	63.16% (36) 0% (0)	10.53% (6) 0% (0)		57	0	0
Housing and Residential Services	14.04% (8) 0% (0)	3.51% (2) 0% (0)	3.51% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	70.18% (40) 0% (0)	8.77% (5) 0% (0)		57	0	0
Information Desk (Hammond Hall)	18.97% (11) 0% (0)	6.9% (4) 0% (0)	3.45% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	62.07% (36) 0% (0)	8.62% (5) 0% (0)		58	0	0
International Education (e.g. study abroad)	14.04% (8) 0% (0)	1.75% (1) 0% (0)	5.26% (3) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	66.67% (38) 0% (0)	12.28% (7) 0% (0)		57	0	0
On-campus Job Recruitment	17.86% (10) 0% (0)	1.79% (1) 0% (0)	3.57% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	67.86% (38) 0% (0)	8.93% (5) 0% (0)		56	0	0
One Card	21.05% (12) 0% (0)	3.51% (2) 0% (0)	3.51% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	61.4% (35) 0% (0)	10.53% (6) 0% (0)		57	0	0
Online Services (e.g. financial aid, registration, add/drop)	58.62% (34) 0% (0)	20.69% (12) 0% (0)	6.9% (4) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	12.07% (7) 0% (0)	1.72% (1) 0% (0)		58	0	0
Parking	12.28% (7) 0% (0)	1.75% (1) 0% (0)	7.02% (4) 0% (0)	1.75% (1) 0% (0)	0% 0% (0) (0)	0% (0) 0% (0)	68.42% (39) 0% (0)	8.77% (5) 0% (0)		57	0	0
Recreation Services	10.91% (6) 0% (0)	3.64% (2) 0% (0)	3.64% (2) 0% (0)	0% (0) (0)	1.82% (1) 0% (0)	0% (0) 0% (0)	70.91% (39) 0% (0)	9.09% (5) 0% (0)		55	0	0
Registrar's Office	46.67% (28) 0% (0)	28.33% (17) 0% (0)	1.67% (1) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	21.67% (13) 0% (0)	1.67% (1) 0% (0)		60	0	0
Shuttle Service	13.79% (8) 0% (0)	3.45% (2) 0% (0)	3.45% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	67.24% (39) 0% (0)	12.07% (7) 0% (0)		58	0	0
Student Accounts	37.5% (21) 0% (0)	19.64% (11) 0% (0)	1.79% (1) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	39.29% (22) 0% (0)	1.79% (1) 0% (0)		56	0	0
Student Development Office	19.3% (11) 0% (0)	5.26% (3) 0% (0)	3.51% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	64.91% (37) 0% (0)	7.02% (4) 0% (0)		57	0	0
Technology Help Desk	37.93% (22) 0% (0)	13.79% (8) 0% (0)	3.45% (2) 0% (0)	1.72% (1) 0% (0)	0% 0% (0) (0)	0% (0) 0% (0)	37.93% (22) 0% (0)	5.17% (3) 0% (0)		58	0	0
Tutor Center	15.79% (9) 0% (0)	1.75% (1) 0% (0)	3.51% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	68.42% (39) 0% (0)	10.53% (6) 0% (0)		57	0	0
University Catalog	33.93% (19) 0% (0)	16.07% (9) 0% (0)	3.57% (2) 0% (0)	1.79% (1) 0% (0)	0% 0% (0) (0)	0% (0) 0% (0)	39.29% (22) 0% (0)	5.36% (3) 0% (0)		56	0	0
University Email	48.28% (28) 0% (0)	20.69% (12) 0% (0)	8.62% (5) 0% (0)	1.72% (1) 0% (0)	0% 0% (0) (0)	0% (0) 0% (0)	20.69% (12) 0% (0)	0% (0) 0% (0)		58	0	0
University Police	17.54% (10) 0% (0)	3.51% (2) 0% (0)	3.51% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	64.91% (37) 0% (0)	10.53% (6) 0% (0)		57	0	0
University Website	38.98% (23) 0% (0)	18.64% (11) 0% (0)	8.47% (5) 0% (0)	1.69% (1) 0% (0)	1.69% (1) 0% (0)	0% (0) 0% (0)	28.81% (17) 0% (0)	1.69% (1) 0% (0)		59	0	0
Veteran Services	12.5% (7) 0% (0)	1.79% (1) 0% (0)	3.57% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	69.64% (39) 0% (0)	12.5% (7) 0% (0)		56	0	0
Volunteer Center	10.53% (6) 0% (0)	3.51% (2) 0% (0)	3.51% (2) 0% (0)	0% (0) (0)	0% 0% (0) (0)	0% (0) 0% (0)	70.18% (40) 0% (0)	12.28% (7) 0% (0)		57	0	0

Total Respondents 58

(skipped this question) 28

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. 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.

3. no

4. None

5. For online graduate students, I think there needs to be more interaction from an advisor throughout the program.

6. Np

7. All professors were highly engaged and provided meaningful and great value to the learning experience.

8. It was a very good experience.

9. 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...

10. Unfortunately,my advisor was not a champion for me but rhere were many orhers who were rhat help offset tgeir negativity.

11. Staff were very good about my Army National Guard tuition and fee waiver. I have recommended the online MBA to many of my Soldiers

12. The chair of the business departmentshould retire. He practically had one foot in and one foot out. It's time for someone else to step in.

13. N/A

14. 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.

15. None

Total Respondents	**15**

(skipped this question) 71

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. n/a

2. The website is difficult to navigate

3. no

4. None

5. It would be great to incorporate more scholarships for online students.

6. No

7. Not at this time.

8. N/A

9. no

10. N/A

11. None

Total Respondents	**11**

(skipped this question) 75

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	61.67% (37) 0% (0)	28.33% (17) 0% (0)	8.33% (5)0% (0)	1.67% (1)0% (0)	0% (0)0% (0)	**60**	**0**	**0**
Likelihood that I will recommend the University to others	71.19% (42) 0% (0)	16.95% (10) 0% (0)	8.47% (5)0% (0)	1.69% (1)0% (0)	1.69% (1)0% (0)	**59**	**0**	**0**
Likelihood that I will stay connected to the campus after completion of my degree	40.35% (23) 0% (0)	22.81% (13) 0% (0)	24.56% (14) 0% (0)	5.26% (3)0% (0)	7.02% (4)0% (0)	**57**	**0**	**0**

Total Respondents	**59**
(skipped this question)	27

16. As we have stated previously, we are always looking for feedback that will help us improve. Is there something more you would like to share with us about your overall experience at Fitchburg State University?

1. great experience

2. 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.

3. 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.

4. More programs or interaction with online graduate students would be great.

5. Not so far

6. I would like to reiterate the course offerings should be provided in greater quantity more frequently.

7. I enjoyed and feel blessed to be apart of this University.

8.   Make it challenging to stimulate our minds and bring back feedback to our jobs.

9.   No

10. 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.

11. I loved it!!

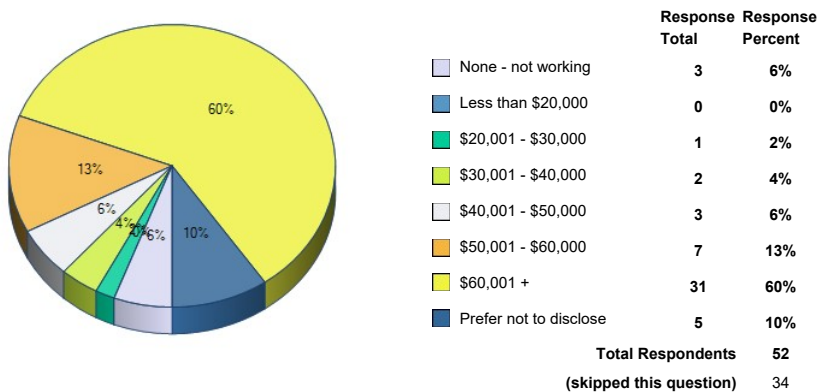12. Fantastic online program, I really enjoyed my experience at FSU as an online accelerated graduate student.

Total Respondents	**12**
(skipped this question)	74

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	75% (45)0% (0)	21.67% (13)0% (0)	3.33% (2)0% (0)	**60**	**0**	**0**
I am currently employed or have a job offer in a field that is not related to my current program of study	28.57% (16)0% (0)	42.86% (24)0% (0)	28.57% (16)0% (0)	**56**	**0**	**0**
I am searching for employment in a field closely related to my current program of study	37.04% (20)0% (0)	31.48% (17)0% (0)	31.48% (17)0% (0)	**54**	**0**	**0**
I am searching for employment in a field not closely related to my current program of study	13.21% (7)0% (0)	45.28% (24)0% (0)	41.51% (22)0% (0)	**53**	**0**	**0**
I have been accepted into a graduate program to continue my education at Fitchburg State University	7.27% (4)0% (0)	25.45% (14)0% (0)	67.27% (37)0% (0)	**55**	**0**	**0**
I have been accepted into a graduate or doctoral program to continue my education at another institution	5.45% (3)0% (0)	36.36% (20)0% (0)	58.18% (32)0% (0)	**55**	**0**	**0**
I am not planning to continue my education at this time	40% (22)0% (0)	23.64% (13)0% (0)	36.36% (20)0% (0)	**55**	**0**	**0**
I am pursuing the military	5.45% (3)0% (0)	38.18% (21)0% (0)	56.36% (31)0% (0)	**55**	**0**	**0**
			Total Respondents	**59**		
			(skipped this question)	27		

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

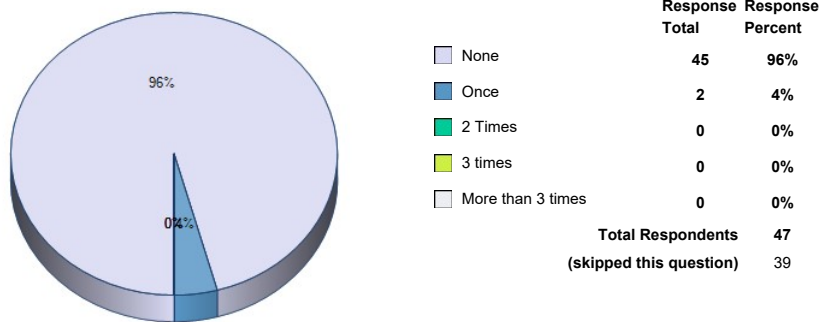|	Response Total	Response Percent
None - not working	3	6%
Less than $20,000	0	0%
$20,001 - $30,000	1	2%
$30,001 - $40,000	2	4%
$40,001 - $50,000	3	6%
$50,001 - $60,000	7	13%
$60,001 +	31	60%
Prefer not to disclose	5	10%
Total Respondents	**52**	
(skipped this question)	34	

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	36.54% (19)0% (0)	9.62% (5)0% (0)	32.69% (17)0% (0)	11.54% (6)0% (0)	9.62% (5)0% (0)	**52**	**0**	**0**

Low student-to-faculty ratio	52.83% (28) 0% (0)	20.75% (11) 0% (0)	18.87% (10) 0% (0)	3.77% (2)0% (0)	3.77% (2)0% (0)	53	0	0
Accessible to my work/home/family	58.49% (31) 0% (0)	16.98% (9) 0% (0)	15.09% (8) 0% (0)	5.66% (3)0% (0)	3.77% (2)0% (0)	53	0	0
Close-knit, friendly culture	40.38% (21) 0% (0)	28.85% (15) 0% (0)	19.23% (10) 0% (0)	5.77% (3)0% (0)	5.77% (3)0% (0)	52	0	0
Diversity of student body	50.94% (27) 0% (0)	16.98% (9) 0% (0)	18.87% (10) 0% (0)	3.77% (2)0% (0)	9.43% (5)0% (0)	53	0	0
Academic program(s)	75.93% (41) 0% (0)	18.52% (10) 0% (0)	3.7% (2)0% (0)	1.85% (1)0% (0)	0% (0)0% (0)	54	0	0
Affordability	89.09% (49) 0% (0)	7.27% (4)0% (0)	1.82% (1)0% (0)	1.82% (1)0% (0)	0% (0)0% (0)	55	0	0
Faculty	66.04% (35) 0% (0)	22.64% (12) 0% (0)	7.55% (4)0% (0)	3.77% (2)0% (0)	0% (0)0% (0)	53	0	0
Residential life	15.69% (8) 0% (0)	9.8% (5)0% (0)	31.37% (16) 0% (0)	19.61% (10) 0% (0)	23.53% (12) 0% (0)	51	0	0
Facilities	20.75% (11) 0% (0)	16.98% (9) 0% (0)	30.19% (16) 0% (0)	13.21% (7)0% (0)	18.87% (10) 0% (0)	53	0	0
Financial Aid	48.08% (25) 0% (0)	11.54% (6) 0% (0)	19.23% (10) 0% (0)	7.69% (4)0% (0)	13.46% (7)0% (0)	52	0	0
Many activities in the region	22.64% (12) 0% (0)	13.21% (7) 0% (0)	30.19% (16) 0% (0)	9.43% (5)0% (0)	24.53% (13) 0% (0)	53	0	0
Services/support to first generation students	25.49% (13) 0% (0)	11.76% (6) 0% (0)	35.29% (18) 0% (0)	7.84% (4)0% (0)	19.61% (10) 0% (0)	51	0	0
Volunteer opportunities	19.61% (10) 0% (0)	13.73% (7) 0% (0)	39.22% (20) 0% (0)	7.84% (4)0% (0)	19.61% (10) 0% (0)	51	0	0
Athletics	17.65% (9) 0% (0)	7.84% (4)0% (0)	41.18% (21) 0% (0)	9.8% (5)0% (0)	23.53% (12) 0% (0)	51	0	0
Military-friendly	26% (13)0% (0)	8% (4)0% (0)	38% (19)0% (0)	8% (4)0% (0)	20% (10)0% (0)	50	0	0
LGBTQ-friendly	20% (10)0% (0)	12% (6)0% (0)	36% (18)0% (0)	10% (5)0% (0)	22% (11)0% (0)	50	0	0
Honors Program	28.3% (15) 0% (0)	13.21% (7) 0% (0)	32.08% (17) 0% (0)	9.43% (5)0% (0)	16.98% (9)0% (0)	53	0	0
Employment prospects	39.62% (21) 0% (0)	15.09% (8) 0% (0)	22.64% (12) 0% (0)	7.55% (4)0% (0)	15.09% (8)0% (0)	53	0	0
Internships	36% (18)0% (0)	12% (6)0% (0)	24% (12)0% (0)	8% (4)0% (0)	20% (10)0% (0)	50	0	0
Study Abroad opportunities	26.92% (14) 0% (0)	13.46% (7) 0% (0)	28.85% (15) 0% (0)	7.69% (4)0% (0)	23.08% (12) 0% (0)	52	0	0
ROTC/National Guard	20.41% (10) 0% (0)	8.16% (4)0% (0)	40.82% (20) 0% (0)	6.12% (3)0% (0)	24.49% (12) 0% (0)	49	0	0
				Total Respondents		56		
				(skipped this question)		30		

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

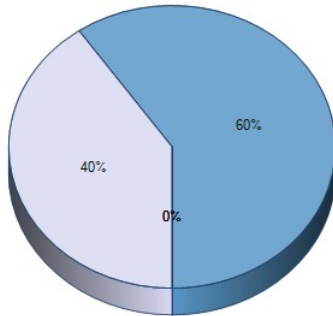|	Response Total	Response Percent
None	45	96%
Once	2	4%
2 Times	0	0%
3 times	0	0%
More than 3 times	0	0%
Total Respondents	47	
(skipped this question)	39	

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)	59.26% (32) 0% (0)	35.19% (19) 0% (0)	5.56% (3)0% (0)	0% (0)0% (0)	0% (0)0% (0)	54	0	0
Personal Growth	66.07% (37) 0% (0)	26.79% (15) 0% (0)	7.14% (4)0% (0)	0% (0)0% (0)	0% (0)0% (0)	56	0	0
Professional Growth (broaden your understanding of the	66.07% (37) 0% (0)	26.79% (15) 0% (0)	7.14% (4)0% (0)	0% (0)0% (0)	0% (0)0% (0)	56	0	0

need to continue to
learn to achieve your
career goals)

Total Respondents	56	
(skipped this question)	30	

22. To which gender identity do you most identify?

	Response Total	Response Percent
Male	23	40%
Female	34	60%
Transgender Male	0	0%
Transgender Female	0	0%
Do not identify as female, male or transgender	0	0%
Total Respondents	57	
(skipped this question)	29	

23. To which racial heritage do you predominantly identify?
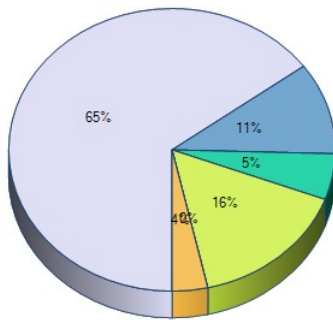
	Response Total	Response Percent
White/Caucasian	37	65%
Asian	6	11%
Hispanic/Latino	3	5%
Black/African American	9	16%
American Indian	0	0%
Other	2	4%
Total Respondents	57	
(skipped this question)	29	

24. During your time at the University, did you attend full-time or part-time?
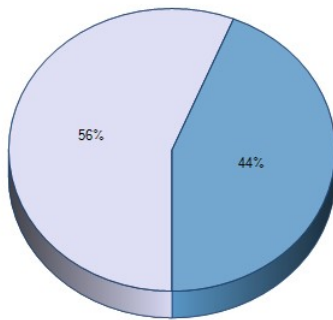
	Response Total	Response Percent
Full-time	32	56%
Part-time	25	44%
Total Respondents	57	
(skipped this question)	29	

25. During your time at the University, approximately how many hours did you work per week?
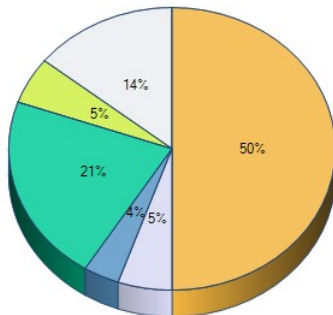
	Response Total	Response Percent
0	3	5%
1 - 10	2	4%
11 - 20	12	21%
21 - 30	3	5%
31 - 40	8	14%
40+	28	50%
Total Respondents	56	
(skipped this question)	30	

26. How many dependents do you have (not including yourself)?
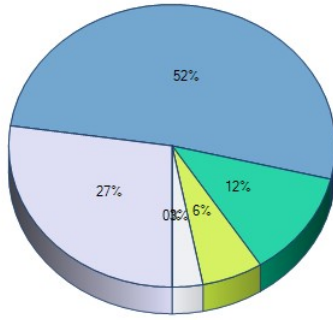
		Response Total	Response Percent
☐	1	9	27%
■	2	17	52%
■	3	4	12%
■	4	2	6%
☐	5	1	3%
■	5+	0	0%
	Total Respondents	33	
	(skipped this question)	53	