

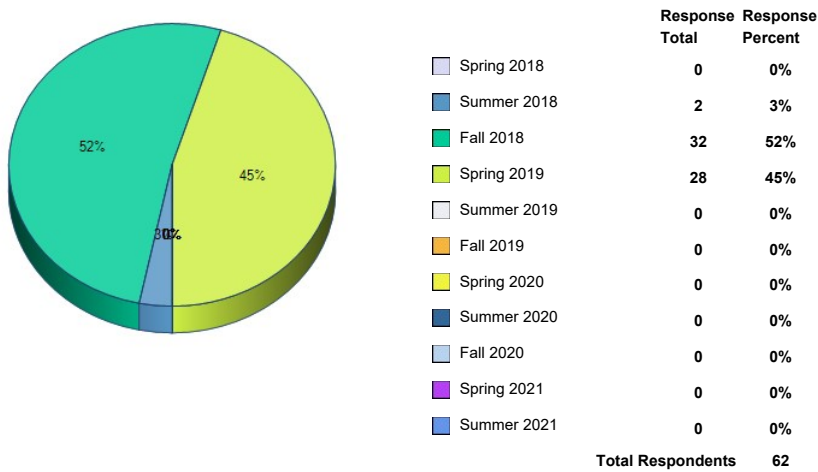


**Graduating Student Feedback**

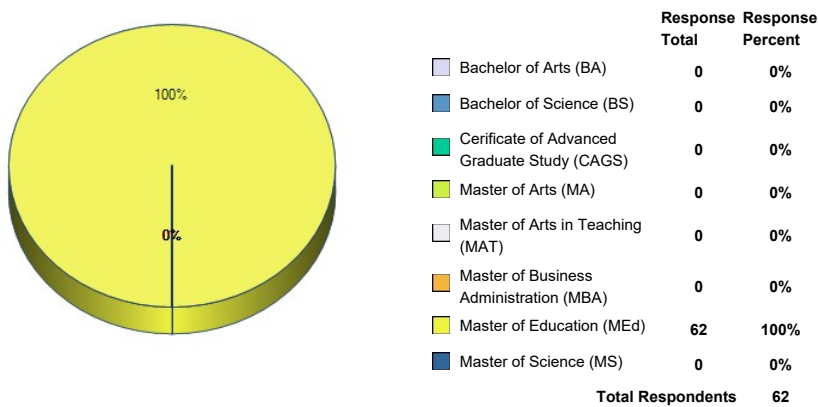
Survey Title: Graduating Student Feedback

**Responses By Question Analysis:**

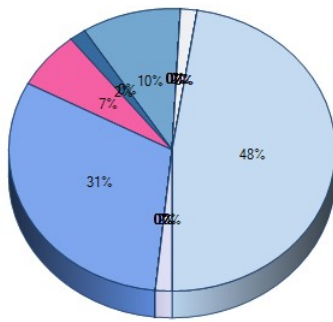
1. Please select the semester will you complete your program requirements from the list below:



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

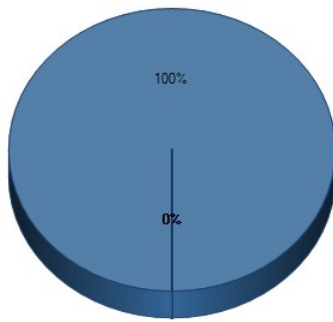


3. Please select the major field your studied for your degree:



	Response Total	Response Percent
Arts Education (MEd only)	1	2%
Biology	0	0%
Business Administration	0	0%
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	19	31%
Early Childhood Education	4	7%
Educational Leadership	1	2%
Economics	0	0%
Elementary Education	6	10%
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 Baccalaureate	0	0%
Nursing - RN to Baccalaureate	0	0%
Occupational/Vocational Education	1	2%
Political Science	0	0%
Psychological Science	0	0%
Sociology	0	0%
Special Education	29	48%
Technology Education (Grades 5-12)	0	0%
<b>Total Respondents</b>	<b>61</b>	
<b>(skipped this question)</b>	<b>1</b>	

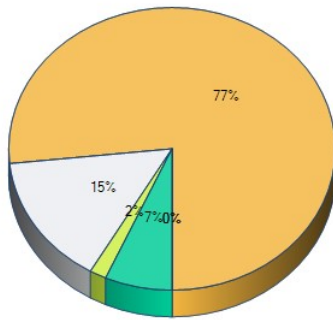
4. Please select your minor from the list below:



	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	0	0%
Chemistry	0	0%
Communication Studies	0	0%
Computer Science	0	0%
Construction Technology	0	0%
Criminal Justice	0	0%
Deaf Studies	0	0%
Disability Studies	0	0%
Early Childhood Education	0	0%
Economics	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	10	100%

Total Respondents 10  
(skipped this question) 52

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	0	0%
Evening On-line Student	4	7%
Evening Extended Campus Student	1	2%
Online Student	9	15%
Graduate Student	46	77%
<b>Total Respondents</b>	<b>60</b>	
(skipped this question)	2	

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)	38.46% (20) 0% (0)	38.46% (20) 0% (0)	15.38% (8) 0% (0)	5.77% (3) 0% (0)	0% (0) 0%	1.92% (1) 0% (0)	52	0	0
Frequency of course offerings	25.49% (13) 0% (0)	33.33% (17) 0% (0)	27.45% (14) 0% (0)	11.76% (6) 0% (0)	0% (0) 0%	1.96% (1) 0% (0)	51	0	0
Size of classes	39.22% (20) 0% (0)	37.25% (19) 0% (0)	15.69% (8) 0% (0)	3.92% (2) 0% (0)	0% (0) 0%	3.92% (2) 0% (0)	51	0	0
Quality of instruction	19.61% (10) 0% (0)	50.98% (26) 0% (0)	19.61% (10) 0% (0)	5.88% (3) 0% (0)	1.96% (1) 0% (0)	1.96% (1) 0% (0)	51	0	0
Quality of texts and other instructional materials	19.61% (10) 0% (0)	39.22% (20) 0% (0)	27.45% (14) 0% (0)	7.84% (4) 0% (0)	3.92% (2) 0% (0)	1.96% (1) 0% (0)	51	0	0
Availability of faculty outside of the classroom	31.37% (16) 0% (0)	43.14% (22) 0% (0)	19.61% (10) 0% (0)	1.96% (1) 0% (0)	1.96% (1) 0% (0)	1.96% (1) 0% (0)	51	0	0
Timeliness and relevance of course content	28% (14) 0%	44% (22) 0%	20% (10) 0%	4% (2) 0%	2% (1) 0%	2% (1) 0%	50	0	0
Quality of high impact (outside the classroom) experiences (e.g. internships, practicum, etc.)	23.53% (12) 0% (0)	39.22% (20) 0% (0)	21.57% (11) 0% (0)	5.88% (3) 0% (0)	0% (0) 0%	9.8% (5) 0%	51	0	0
Overall level of challenge in the coursework	27.45% (14) 0% (0)	45.1% (23) 0% (0)	17.65% (9) 0% (0)	7.84% (4) 0% (0)	0% (0) 0%	1.96% (1) 0% (0)	51	0	0
Match between career goals and course-of-study requirements	32% (16) 0%	42% (21) 0%	18% (9) 0%	6% (3) 0%	0% (0) 0%	2% (1) 0%	50	0	0
Overall level of faculty advisement	30.77% (16) 0% (0)	40.38% (21) 0% (0)	21.15% (11) 0% (0)	1.92% (1) 0% (0)	5.77% (3) 0% (0)	0% (0) 0%	52	0	0
<b>Total Respondents</b>							<b>51</b>		
(skipped this question)							11		

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	7.84% (4) 0% (0)	29.41% (15) 0% (0)	33.33% (17) 0% (0)	1.96% (1) 0% (0)	0% (0) 0%	27.45% (14) 0% (0)	51	0	0
Labs	8% (4) 0%	8% (4) 0%	8% (4) 0%	0% (0) 0%	0% (0) 0%	76% (38) 0%	50	0	0
Other General facilities (e.g. studios, gym)	9.8% (5) 0%	11.76% (6) 0%	9.8% (5) 0%	0% (0) 0%	0% (0) 0%	68.63% (35) 0% (0)	51	0	0
Computer Labs	8% (4) 0%	10% (5) 0%	18% (9) 0%	2% (1) 0%	2% (1) 0%	60% (30) 0%	50	0	0
Library	22% (11) 0% (0)	36% (18) 0% (0)	14% (7) 0% (0)	2% (1) 0%	0% (0) 0%	26% (13) 0% (0)	50	0	0
Technology in the classroom	10% (5) 0%	18% (9) 0%	26% (13) 0%	6% (3) 0%	0% (0) 0%	40% (20) 0%	50	0	0
<b>Total Respondents</b>							<b>50</b>	<b>0</b>	<b>0</b>

Online technologies utilized in your classes	28% (14) 0% (0)	28% (14) 0% (0)	30% (15) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	14% (7) 0% (0)			
Musical or theatrical performances on-campus	6.12% (3) 0% (0)	2.04% (1) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	91.84% (45) 0% (0)	49	0	0
Intramural athletic offerings	8.16% (4) 0% (0)	4.08% (2) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	87.76% (43) 0% (0)	49	0	0
Intercollegiate athletic events	8.16% (4) 0% (0)	4.08% (2) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	87.76% (43) 0% (0)	49	0	0
Greek Life	6.12% (3) 0% (0)	2.04% (1) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	91.84% (45) 0% (0)	49	0	0
Student Organizations	6.12% (3) 0% (0)	8.16% (4) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	85.71% (42) 0% (0)	49	0	0
<b>Total Respondents</b>								<b>51</b>		
(skipped this question)								11		

**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	43.14% (22) 0% (0)	41.18% (21) 0% (0)	15.69% (8) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	51	0	0
Ability to acquire new skills and knowledge on your own	43.14% (22) 0% (0)	49.02% (25) 0% (0)	7.84% (4) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	51	0	0
Ability to use the knowledge, ideas, or perspectives gained from your major field	49.02% (25) 0% (0)	43.14% (22) 0% (0)	7.84% (4) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	51	0	0
Ability to orally communicate well	39.22% (20) 0% (0)	39.22% (20) 0% (0)	21.57% (11) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	51	0	0
Ability to judge information/ideas/actions/conclusions based on sources/methods/reasoning	43.14% (22) 0% (0)	39.22% (20) 0% (0)	17.65% (9) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	51	0	0
Ability to write effectively	41.18% (21) 0% (0)	37.25% (19) 0% (0)	21.57% (11) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	51	0	0
Ability to use information technology in intellectual and/or professional pursuits	40.38% (21) 0% (0)	42.31% (22) 0% (0)	15.38% (8) 0% (0)	1.92% (1) 0% (0)	0% (0) 0% (0)	52	0	0
Ability to understand and appreciate cultural and ethnic differences between people	29.41% (15) 0% (0)	43.14% (22) 0% (0)	27.45% (14) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	51	0	0
Ability to understand international perspectives on economic, political, social, and cultural issues	23.53% (12) 0% (0)	39.22% (20) 0% (0)	35.29% (18) 0% (0)	0% (0) 0% (0)	1.96% (1) 0% (0)	51	0	0
Ability to gain an understanding of or appreciation for the arts	25.49% (13) 0% (0)	25.49% (13) 0% (0)	47.06% (24) 0% (0)	0% (0) 0% (0)	1.96% (1) 0% (0)	51	0	0
Ability to understand and apply quantitative principles and methods	35.29% (18) 0% (0)	43.14% (22) 0% (0)	19.61% (10) 0% (0)	0% (0) 0% (0)	1.96% (1) 0% (0)	51	0	0
Ability to understand scientific method	25% (13) 0% (0)	36.54% (19) 0% (0)	36.54% (19) 0% (0)	0% (0) 0% (0)	1.92% (1) 0% (0)	52	0	0
<b>Total Respondents</b>						<b>51</b>		
(skipped this question)						11		

**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	49.02% (25) 0% (0)	39.22% (20) 0% (0)	11.76% (6) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	51	0	0
Your ability to get along with people of diverse backgrounds and perspectives	54% (27) 0% (0)	34% (17) 0% (0)	12% (6) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	50	0	0
Your ability to lead others effectively	43.14% (22) 0% (0)	37.25% (19) 0% (0)	19.61% (10) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	51	0	0
Your ability to evaluate and choose between alternative courses of action	48% (24) 0% (0)	34% (17) 0% (0)	18% (9) 0% (0)	0% (0) 0% (0)	0% (0) 0% (0)	50	0	0
Your awareness of contemporary issues and their causes and consequences	39.22% (20) 0% (0)	41.18% (21) 0% (0)	17.65% (9) 0% (0)	0% (0) 0% (0)	1.96% (1) 0% (0)	51	0	0
<b>Total Respondents</b>						<b>51</b>		
(skipped this question)						11		

**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. I was very content with Fitchburg State and would highly recommend the University  
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.
3. 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. 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.
4. 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.
5. 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.
6. 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 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.
7. 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.
8. 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!
9. None
10. Updating and re-evaluating of classes may need to happen in order to provide quality information to help advance teacher instruction and preparation.
11. Very little was done in the classroom to address changes in the education system happening due to current politics. This was no address by any Professor.  
Availability of online professors wasn't/isn'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.
12. 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.  
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.
13. 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.

**Total Respondents 18**

(skipped this question) 44

**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
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Faculty demonstrated commitment to my learning, personal well being and success	53.06% (26)	34.69% (17)	6.12% (3)	4.08% (2)	0% (0)	0% (0)	2.04% (1)	49	0	0	
Administrators (e.g. vice presidents, deans and directors) demonstrated commitment to my learning, personal well being and success	29.17% (14)	37.5% (18)	16.67% (8)	2.08% (1)	2.08% (1)	0% (0)	12.5% (6)	48	0	0	
Other University staff demonstrated commitment to my learning, personal well being and success	32.65% (16)	38.78% (19)	6.12% (3)	4.08% (2)	0% (0)	0% (0)	18.37% (9)	49	0	0	
Library resources (e.g. books, database subscriptions, inter-library loan) were adequate for my research and learning needs	50% (24)	35.42% (17)	8.33% (4)	2.08% (1)	0% (0)	0% (0)	4.17% (2)	48	0	0	
Library hours and web resource availability were adequate for my research and learning needs	49.02% (25)	31.37% (16)	5.88% (3)	1.96% (1)	0% (0)	0% (0)	11.76% (6)	51	0	0	
Library staff were knowledgeable and demonstrated commitment to my learning and academic success.	40.82% (20)	18.37% (9)	6.12% (3)	4.08% (2)	0% (0)	0% (0)	30.61% (15)	49	0	0	
I learned about research strategies and sources of information from the library staff.	34% (17)	28% (14)	12% (6)	2% (1)	0% (0)	0% (0)	24% (12)	50	0	0	
<b>Total Respondents</b>								<b>49</b>			
(skipped this question)									13		

**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	44.9% (22)	30.61% (15)	8.16% (4)	0% (0)	0% (0)	14.29% (7)	2.04% (1)	49	0	0
Admissions Office	37.5% (18)	47.92% (23)	6.25% (3)	0% (0)	2.08% (1)	6.25% (3)	0% (0)	48	0	0
Advising Center	25% (12)	27.08% (13)	8.33% (4)	2.08% (1)	2.08% (1)	31.25% (15)	4.17% (2)	48	0	0
Bookstore	16.33% (8)	32.65% (16)	8.16% (4)	4.08% (2)	0% (0)	30.61% (15)	8.16% (4)	49	0	0
Capital Planning and Maintenance (e.g. buildings & grounds)	16.67% (8)	10.42% (5)	2.08% (1)	0% (0)	0% (0)	60.42% (29)	10.42% (5)	48	0	0
Career Counseling Office	8.16% (4)	4.08% (2)	4.08% (2)	2.04% (1)	0% (0)	67.35% (33)	14.29% (7)	49	0	0
Center for Diversity and Inclusiveness	4.17% (2)	2.08% (1)	4.17% (2)	0% (0)	0% (0)	72.92% (35)	16.67% (8)	48	0	0
Chartwell's Dining Services	4.17% (2)	2.08% (1)	4.17% (2)	2.08% (1)	0% (0)	75% (36)	12.5% (6)	48	0	0
Commuter Affairs	4.17% (2)	4.17% (2)	6.25% (3)	0% (0)	0% (0)	70.83% (34)	14.58% (7)	48	0	0
Counseling Services	4.17% (2)	4.17% (2)	4.17% (2)	0% (0)	0% (0)	72.92% (35)	14.58% (7)	48	0	0
Disability Services	4.26% (2)	2.13% (1)	4.26% (2)	0% (0)	0% (0)	74.47% (35)	14.89% (7)	47	0	0
Financial Aid	12.77% (6)	21.28% (10)	8.51% (4)	6.38% (3)	0% (0)	42.55% (20)	8.51% (4)	47	0	0
Graduate and Continuing Education (GCE)	50% (24)	33.33% (16)	6.25% (3)	0% (0)	0% (0)	10.42% (5)	0% (0)	48	0	0
Health Services								47	0	0

	4.26% (2) 0% (0)	4.26% (2) 0% (0)	4.26% (2) 0% (0)	0% (0) (0)	0% (0) (0)	0% (0) (0)	76.6% (36) 0% (0)	10.64% (5) 0% (0)			
Housing and Residential Services	4.26% (2) 0% (0)	2.13% (1) 0% (0)	4.26% (2) 0% (0)	0% (0) (0)	0% (0) (0)	0% (0) (0)	76.6% (36) 0% (0)	12.77% (6) 0% (0)	47	0	0
Information Desk (Hammond Hall)	10.64% (5) 0% (0)	4.26% (2) 0% (0)	4.26% (2) 0% (0)	0% (0) (0)	0% (0) (0)	0% (0) (0)	70.21% (33) 0% (0)	10.64% (5) 0% (0)	47	0	0
International Education (e.g. study abroad)	4.26% (2) 0% (0)	2.13% (1) 0% (0)	4.26% (2) 0% (0)	0% (0) (0)	0% (0) (0)	0% (0) (0)	76.6% (36) 0% (0)	12.77% (6) 0% (0)	47	0	0
On-campus Job Recruitment	4.26% (2) 0% (0)	2.13% (1) 0% (0)	4.26% (2) 0% (0)	0% (0) (0)	0% (0) (0)	0% (0) (0)	76.6% (36) 0% (0)	12.77% (6) 0% (0)	47	0	0
One Card	15.22% (7) 0% (0)	15.22% (7) 0% (0)	8.7% (4) 0% (0)	0% (0) (0)	0% (0) (0)	0% (0) (0)	50% (23) 0% (0)	10.87% (5) 0% (0)	46	0	0
Online Services (e.g. financial aid, registration, add/drop)	31.91% (15) 0% (0)	25.53% (12) 0% (0)	17.02% (8) 0% (0)	0% (0) (0)	0% (0) (0)	0% (0) (0)	23.4% (11) 0% (0)	2.13% (1) 0% (0)	47	0	0
Parking	16.67% (8) 0% (0)	27.08% (13) 0% (0)	10.42% (5) 0% (0)	4.17% (2) 0% (0)	0% (0) (0)	0% (0) (0)	37.5% (18) 0% (0)	4.17% (2) 0% (0)	48	0	0
Recreation Services	8.51% (4) 0% (0)	8.51% (4) 0% (0)	4.26% (2) 0% (0)	0% (0) (0)	0% (0) (0)	0% (0) (0)	65.96% (31) 0% (0)	12.77% (6) 0% (0)	47	0	0
Registrar's Office	39.13% (18) 0% (0)	23.91% (11) 0% (0)	6.52% (3) 0% (0)	0% (0) (0)	0% (0) (0)	0% (0) (0)	26.09% (12) 0% (0)	4.35% (2) 0% (0)	46	0	0
Shuttle Service	4.35% (2) 0% (0)	2.17% (1) 0% (0)	2.17% (1) 0% (0)	0% (0) (0)	0% (0) (0)	0% (0) (0)	76.09% (35) 0% (0)	13.04% (6) 0% (0)	46	0	0
Student Accounts	19.15% (9) 0% (0)	29.79% (14) 0% (0)	6.38% (3) 0% (0)	2.13% (1) 0% (0)	0% (0) (0)	0% (0) (0)	38.3% (18) 0% (0)	4.26% (2) 0% (0)	47	0	0
Student Development Office	6.38% (3) 0% (0)	2.13% (1) 0% (0)	2.13% (1) 0% (0)	2.13% (1) 0% (0)	0% (0) (0)	0% (0) (0)	74.47% (35) 0% (0)	12.77% (6) 0% (0)	47	0	0
Technology Help Desk	27.66% (13) 0% (0)	23.4% (11) 0% (0)	2.13% (1) 0% (0)	2.13% (1) 0% (0)	0% (0) (0)	0% (0) (0)	36.17% (17) 0% (0)	8.51% (4) 0% (0)	47	0	0
Tutor Center	4.17% (2) 0% (0)	4.17% (2) 0% (0)	2.08% (1) 0% (0)	2.08% (1) 0% (0)	0% (0) (0)	0% (0) (0)	75% (36) 0% (0)	12.5% (6) 0% (0)	48	0	0
University Catalog	17.02% (8) 0% (0)	17.02% (8) 0% (0)	8.51% (4) 0% (0)	2.13% (1) 0% (0)	0% (0) (0)	0% (0) (0)	46.81% (22) 0% (0)	8.51% (4) 0% (0)	47	0	0
University Email	29.79% (14) 0% (0)	31.91% (15) 0% (0)	10.64% (5) 0% (0)	2.13% (1) 0% (0)	0% (0) (0)	0% (0) (0)	23.4% (11) 0% (0)	2.13% (1) 0% (0)	47	0	0
University Police	4.26% (2) 0% (0)	10.64% (5) 0% (0)	2.13% (1) 0% (0)	2.13% (1) 0% (0)	0% (0) (0)	0% (0) (0)	70.21% (33) 0% (0)	10.64% (5) 0% (0)	47	0	0
University Website	25% (12) 0% (0)	29.17% (14) 0% (0)	16.67% (8) 0% (0)	0% (0) (0)	0% (0) (0)	0% (0) (0)	25% (12) 0% (0)	4.17% (2) 0% (0)	48	0	0
Veteran Services	4.26% (2) 0% (0)	2.13% (1) 0% (0)	2.13% (1) 0% (0)	2.13% (1) 0% (0)	0% (0) (0)	0% (0) (0)	74.47% (35) 0% (0)	14.89% (7) 0% (0)	47	0	0
Volunteer Center	4.26% (2) 0% (0)	2.13% (1) 0% (0)	2.13% (1) 0% (0)	2.13% (1) 0% (0)	0% (0) (0)	0% (0) (0)	74.47% (35) 0% (0)	14.89% (7) 0% (0)	47	0	0
<b>Total Respondents</b>									<b>49</b>		
(skipped this question)									13		

**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?

- Every one that I had contacted at the University over the years has been extremely helpful.
- Please refer to the previous page regarding my advisor, Ms. Anne Howard
- 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.
- N/A
- I applied for a waiver of the late registration fee, due to having to wait for MTEL results. I never got a response back.
- Special Education offices and personnel are wonderful and supportive.
- None
- 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.

**Total Respondents** 8

(skipped this question) 54

**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?

- I wish that there are more DESE approved graduate level math courses to help us "math" teachers satisfy DESE requirements.
- None



3. 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.
4. 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!
5. N/A
6. 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.
7. None
8. 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.
9. 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.

**Total Respondents 9**

(skipped this question) 53

**15.** Please select your level of agreement with the following statements:

	Very High	High	Average	Low	Very Low	Response Total	Points	Avg
Overall satisfaction with my experience with Fitchburg State University	51.02% (25) 0% (0)	32.65% (16) 0% (0)	12.24% (6) 0% (0)	2.04% (1) 0% (0)	2.04% (1) 0% (0)	49	0	0
Likelihood that I will recommend the University to others	51.02% (25) 0% (0)	32.65% (16) 0% (0)	12.24% (6) 0% (0)	0% (0) 0% (0)	4.08% (2) 0% (0)	49	0	0
Likelihood that I will stay connected to the campus after completion of my degree	28.57% (14) 0% (0)	18.37% (9) 0% (0)	40.82% (20) 0% (0)	6.12% (3) 0% (0)	6.12% (3) 0% (0)	49	0	0

**Total Respondents 49**  
(skipped this question) 13

**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. 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.
2. I would be happy to be a resource for future studentes as they are looking for practicums and site visits.
3. I would not recommend CLB program to any colleague, or friend.
4. Overall great experience at Fitchburg State University. I have recommended the graduate program to many people.
5. 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.
6. 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.
7. 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.
8. 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.
- 9.

- I was an online and satellite campus student. I had the necessary accommodations to succeed at the highest possible level.
10. The review of online professors should be taken more seriously because although some have been outstanding, some have not been.
11. 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.

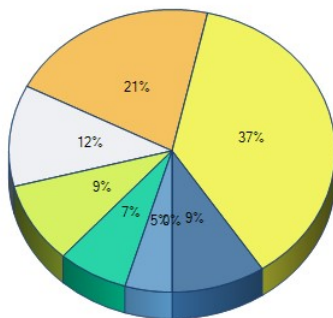
**Total Respondents 11**

(skipped this question) 51

**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	93.88% (46)0% (0)	6.12% (3)0% (0)	0% (0)0% (0)	49	0	0
I am currently employed or have a job offer in a field that is not related to my current program of study	8.33% (4)0% (0)	54.17% (26)0% (0)	37.5% (18)0% (0)	48	0	0
I am searching for employment in a field closely related to my current program of study	25% (12)0% (0)	37.5% (18)0% (0)	37.5% (18)0% (0)	48	0	0
I am searching for employment in a field not closely related to my current program of study	2.08% (1)0% (0)	54.17% (26)0% (0)	43.75% (21)0% (0)	48	0	0
I have been accepted into a graduate program to continue my education at Fitchburg State University	0% (0)0% (0)	32.65% (16)0% (0)	67.35% (33)0% (0)	49	0	0
I have been accepted into a graduate or doctoral program to continue my education at another institution	4.17% (2)0% (0)	41.67% (20)0% (0)	54.17% (26)0% (0)	48	0	0
I am not planning to continue my education at this time	24.49% (12)0% (0)	28.57% (14)0% (0)	46.94% (23)0% (0)	49	0	0
I am pursuing the military	0% (0)0% (0)	61.7% (29)0% (0)	38.3% (18)0% (0)	47	0	0
<b>Total Respondents</b>				<b>49</b>		
(skipped this question)				13		

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



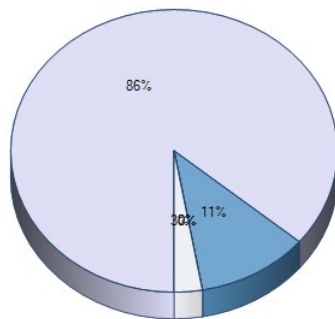
	Response Total	Response Percent
None - not working	0	0%
Less than \$20,000	2	5%
\$20,001 - \$30,000	3	7%
\$30,001 - \$40,000	4	9%
\$40,001 - \$50,000	5	12%
\$50,001 - \$60,000	9	21%
\$60,001 +	16	37%
Prefer not to disclose	4	9%
<b>Total Respondents</b>	<b>43</b>	
(skipped this question)	19	

**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	24.44% (11)0% (0)	33.33% (15)0% (0)	40% (18)0% (0)	2.22% (1)0% (0)	0% (0)0% (0)	45	0	0
Low student-to-faculty ratio	40% (18)0% (0)	37.78% (17)0% (0)	20% (9)0% (0)	2.22% (1)0% (0)	0% (0)0% (0)	45	0	0
					0% (0)0% (0)	45	0	0

Accessible to my work/home/family	62.22% (28) 0% (0)	26.67% (12) 0% (0)	8.89% (4) 0% (0)	2.22% (1) 0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Close-knit, friendly culture	20% (9) 0% (0)	37.78% (17) 0% (0)	40% (18) 0% (0)	2.22% (1) 0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Diversity of student body	15.22% (7) 0% (0)	36.96% (17) 0% (0)	36.96% (17) 0% (0)	8.7% (4) 0% (0)	2.17% (1) 0% (0)	0% (0)	0% (0)	0% (0)
Academic program(s)	65.91% (29) 0% (0)	25% (11) 0% (0)	9.09% (4) 0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Affordability	75.56% (34) 0% (0)	20% (9) 0% (0)	4.44% (2) 0% (0)	0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Faculty	55.56% (25) 0% (0)	35.56% (16) 0% (0)	6.67% (3) 0% (0)	2.22% (1) 0% (0)	0% (0)	0% (0)	0% (0)	0% (0)
Residential life	11.11% (5) 0% (0)	6.67% (3) 0% (0)	53.33% (24) 0% (0)	15.56% (7) 0% (0)	13.33% (6) 0% (0)	0% (0)	0% (0)	0% (0)
Facilities	15.91% (7) 0% (0)	34.09% (15) 0% (0)	40.91% (18) 0% (0)	4.55% (2) 0% (0)	4.55% (2) 0% (0)	0% (0)	0% (0)	0% (0)
Financial Aid	28.89% (13) 0% (0)	24.44% (11) 0% (0)	37.78% (17) 0% (0)	4.44% (2) 0% (0)	4.44% (2) 0% (0)	0% (0)	0% (0)	0% (0)
Many activities in the region	15.56% (7) 0% (0)	11.11% (5) 0% (0)	48.89% (22) 0% (0)	15.56% (7) 0% (0)	8.89% (4) 0% (0)	0% (0)	0% (0)	0% (0)
Services/support to first generation students	17.78% (8) 0% (0)	13.33% (6) 0% (0)	48.89% (22) 0% (0)	11.11% (5) 0% (0)	8.89% (4) 0% (0)	0% (0)	0% (0)	0% (0)
Volunteer opportunities	13.33% (6) 0% (0)	13.33% (6) 0% (0)	55.56% (25) 0% (0)	8.89% (4) 0% (0)	8.89% (4) 0% (0)	0% (0)	0% (0)	0% (0)
Athletics	11.36% (5) 0% (0)	13.64% (6) 0% (0)	45.45% (20) 0% (0)	15.91% (7) 0% (0)	13.64% (6) 0% (0)	0% (0)	0% (0)	0% (0)
Military-friendly	15.56% (7) 0% (0)	20% (9) 0% (0)	44.44% (20) 0% (0)	11.11% (5) 0% (0)	8.89% (4) 0% (0)	0% (0)	0% (0)	0% (0)
LGBTQ-friendly	17.78% (8) 0% (0)	17.78% (8) 0% (0)	46.67% (21) 0% (0)	6.67% (3) 0% (0)	11.11% (5) 0% (0)	0% (0)	0% (0)	0% (0)
Honors Program	22.73% (10) 0% (0)	13.64% (6) 0% (0)	50% (22) 0% (0)	4.55% (2) 0% (0)	9.09% (4) 0% (0)	0% (0)	0% (0)	0% (0)
Employment prospects	28.26% (13) 0% (0)	19.57% (9) 0% (0)	39.13% (18) 0% (0)	4.35% (2) 0% (0)	8.7% (4) 0% (0)	0% (0)	0% (0)	0% (0)
Internships	25.58% (11) 0% (0)	18.6% (8) 0% (0)	39.53% (17) 0% (0)	6.98% (3) 0% (0)	9.3% (4) 0% (0)	0% (0)	0% (0)	0% (0)
Study Abroad opportunities	13.64% (6) 0% (0)	13.64% (6) 0% (0)	52.27% (23) 0% (0)	11.36% (5) 0% (0)	9.09% (4) 0% (0)	0% (0)	0% (0)	0% (0)
ROTC/National Guard	9.09% (4) 0% (0)	9.09% (4) 0% (0)	52.27% (23) 0% (0)	15.91% (7) 0% (0)	13.64% (6) 0% (0)	0% (0)	0% (0)	0% (0)
<b>Total Respondents</b>								<b>45</b>
(skipped this question)								17

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



Response	Total	Percent
None	31	86%
Once	4	11%
2 Times	0	0%
3 times	0	0%
More than 3 times	1	3%
<b>Total Respondents</b>	<b>36</b>	
(skipped this question)	26	

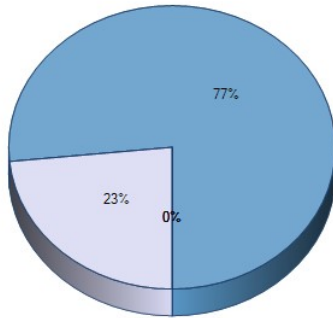
**21.** As you finish your degree journey at Fitchburg State University, we would like to know how much your time here has impacted your growth. Please select the answer that best fits our impact on your growth below.

	Very Significant	Significant	No Change	Insignificant	Very Insignificant	Response Total	Points	Avg
Academic Growth (broadened your perception of the need to learn)	42.22% (19) 0% (0)	44.44% (20) 0% (0)	11.11% (5) 0% (0)	2.22% (1) 0% (0)	0% (0) 0% (0)	45	0	0
Personal Growth	42.22% (19) 0% (0)	35.56% (16) 0% (0)	20% (9) 0% (0)	2.22% (1) 0% (0)	0% (0) 0% (0)	45	0	0
Professional Growth (broaden your understanding of the need to continue to)	46.67% (21) 0% (0)	44.44% (20) 0% (0)	6.67% (3) 0% (0)	2.22% (1) 0% (0)	0% (0) 0% (0)	45	0	0

learn to achieve your career goals)

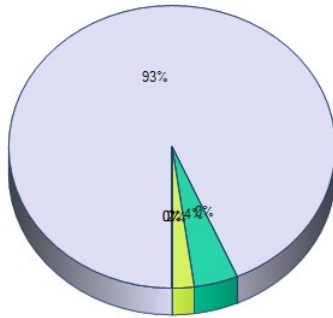
**Total Respondents** 45  
(skipped this question) 17

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



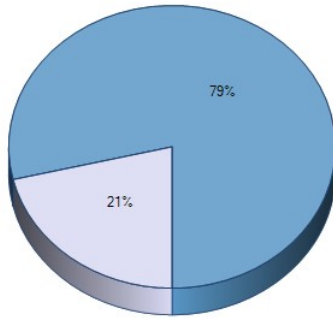
	Response Total	Response Percent
Male	11	23%
Female	36	77%
Transgender Male	0	0%
Transgender Female	0	0%
Do not identify as female, male or transgender	0	0%
<b>Total Respondents</b>	<b>47</b>	
<b>(skipped this question)</b>	<b>15</b>	

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



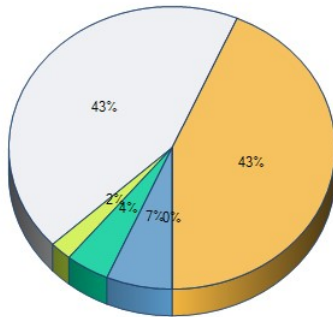
	Response Total	Response Percent
White/Caucasian	43	93%
Asian	0	0%
Hispanic/Latino	2	4%
Black/African American	1	2%
American Indian	0	0%
Other	0	0%
<b>Total Respondents</b>	<b>46</b>	
<b>(skipped this question)</b>	<b>16</b>	

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



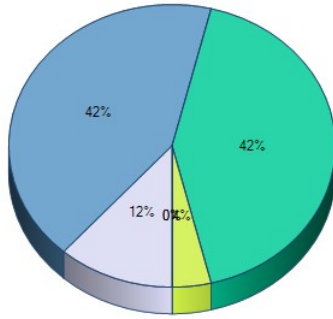
	Response Total	Response Percent
Full-time	10	21%
Part-time	37	79%
<b>Total Respondents</b>	<b>47</b>	
<b>(skipped this question)</b>	<b>15</b>	

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



	Response Total	Response Percent
0	0	0%
1 - 10	3	7%
11 - 20	2	4%
21 - 30	1	2%
31 - 40	20	43%
40+	20	43%
<b>Total Respondents</b>	<b>46</b>	
<b>(skipped this question)</b>	<b>16</b>	

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



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

	Response Total	Response Percent
1	3	12%
2	11	42%
3	11	42%
4	1	4%
5	0	0%
5+	0	0%
<b>Total Respondents</b>	<b>26</b>	
<b>(skipped this question)</b>	<b>36</b>	