



REPORT OF 2011 GRADUATING STUDENT SURVEY (GSS) For College of Professional Studies (CPS)

I. INTRODUCTION

In an effort to obtain outcomes and contact information from as many of our graduating students as possible, in Spring 2009 a brief 15-item Graduating Student Survey (GSS) was developed by the Office of Institutional Research with input from St. John's community. It was incorporated into the BANNER online process used by students - excluding School of Law - to register for participation in commencement exercises. The survey was revised and expanded to 23 items in 2010, and it was revised (still 23 items) again in 2011, but the same procedure was followed.

In 2011, 589 undergraduates (70% of graduating student population) and 49 graduate students (69%) from the College of Professional Studies (CPS) participated in the GSS survey. The survey participants were quite representative of the graduating student population in student gender and ethnicity.

This report, prepared by the Office of Institutional Research, provides highlights of the survey results, followed by more detailed findings. The appendix to this report provides detailed results for individual survey items of GSS 2009, 2010, and 2011.

The GSS 2011 report for St. John's University is available online at:

<http://www.stjohns.edu/about/ir/surveys>

II. HIGHLIGHTS

For CPS students, the overall satisfaction with their St. John's experience remained high. For undergraduates in 2011, the percentage of students who were *satisfied / very satisfied* was 92% in 2009 and 94% in 2010 and 2011. For graduate students, the percentage was 100% in 2009 and 2010, and 94% in 2011.

Student ratings on the quality of instruction didn't fluctuate very much for undergraduates during the past three years. Slightly over four-fifths of undergraduates rated the quality of instruction at St. John's as *good / excellent*: 82% in 2009 and 2010, and 83% in 2011. For graduates, the percentage increased from 82% in 2009 to 95% in 2010, and then dropped to 88% in 2011 (The fluctuation may be partly due to the small number of graduate students.).

Student perceptions on tuition paid as a worthwhile investment did fluctuate for both undergraduate and graduate students: 69% of undergraduates *agreed / strongly agreed* that tuition paid was a worthwhile investment in 2009, the percentage dropped to

63% in 2010, and then increased to 66% in 2011; the corresponding figures for graduate students were 83%, 94%, and 77%.

In 2011, about two-thirds of both undergraduate and graduate students perceived that the Catholic and Vincentian Mission had a *positive / very positive* impact on their experience (undergraduates: 66% in 2009, 74% in 2010, and 67% in 2011; graduate students: 76% in 2009, 80% in 2010, and 67% in 2011).

There has been an upward trend in student ratings on the University's support of internship programs. For undergraduates, the percentage of students who were *satisfied / very satisfied* increased from 82% in 2009, to 85% in 2010, and then to 88% in 2011. The corresponding figures for graduate students were 80%, 84%, and 81%.

The percentage of undergraduates with internships (not including student teaching or clinical rotation) was 59% in 2010 and it increased 63% in 2011. For graduate students the percentage increased from 36% in 2010 to 53% in 2011.

From 2010 to 2011, the job placement rate dropped, from 23% (14% keeping current jobs; 9% accepted an offer) to 15% (8%; 7%) for undergraduates, and from 36% (36%; 0%) to 17% (17%; 0%) for graduate students.

The percentage of undergraduates who were planning to further their education was 50% in 2009, 49% 2010, and it dropped to 39% in 2011. For graduates, the corresponding figures were 42%, 48%, and 26%.

In 2011, 73% of undergraduates and 82% of graduate students indicated that St. John's did a *good / excellent* job at providing students with course work and academic experience that prepared them for career and job placement; 27% of undergraduates and 18% of graduate students rated it as *fair / poor*.

In 2011, 57% of undergraduates and 58% of graduate students perceived that the Career Center did a *good / excellent* job at providing students with career preparation for job placement; 44% of undergraduates and 42% of graduate students rated it as *fair / poor*.

In 2010, 75% of undergraduates indicated that the quality of academic advising was *good / excellent*, and it increased 76% in 2011. The corresponding figures for graduate students were 86% and 78%.

In 2011, 44% of undergraduates and 51% of graduate students indicated that they had no exposure to a global experience while at St. John's.

III. DETAILED SURVEY RESULTS

This section covers detailed survey results. It consists of five parts: 1) Student overall perceptions, 2) Internships, job status, and further education for undergraduates, 3) Internships, job status, and further education for graduate students, 4) Global experience,

technology, and academic advising, and 5) St. John's Catholic and Vincentian Mission, services, activities, and alumni relations.

1. Student Overall Perceptions

As shown in the following table, student overall satisfaction remained high in 2011: 94% of undergraduates and graduate students in CPS were *satisfied / very satisfied* with their overall St. John's experience. (Please note that the combined *satisfied / very satisfied* percentage is the sum of the two percentages for *satisfied* and *very satisfied*. Therefore, the combined percentage may be one point higher or lower than the figures in the appendix due to decimal rounding.)

	Undergraduates		Graduate Students	
	2010	2011	2010	2011
Overall satisfaction with St. John's	94%	94%	100%	94%
Very satisfied	35%	37%	63%	36%
Satisfied	59%	57%	37%	58%
Quality of instruction	82%	83%	95%	88%
Excellent	26%	29%	57%	37%
Good	56%	54%	38%	51%
Tuition paid as a worthwhile investment	63%	66%	94%	77%
Strongly agree	9%	11%	26%	19%
Agree	54%	55%	68%	58%
Impact of Catholic and Vincentian Mission	74%	72%	80%	67%
Very positive	17%	17%	35%	28%
Positive	57%	55%	45%	39%
Satisfaction with University's support of internship	85%	88%	84%	81%
Very satisfied	27%	32%	42%	35%
Satisfied	58%	56%	42%	46%

Student ratings on the quality of instruction at St. John's didn't change much for undergraduates from 2010 to 2011: 82% of them rated it as *good / excellent* in 2010 and 83% did in 2011. For graduate students, it dropped from 95% in 2010 to 88% in 2011 (The fluctuation may be partly due to the small number of graduate students.).

In 2010, 63% of undergraduates perceived that tuition paid was a worthwhile investment, and the percentage increased to 66% in 2011. For graduate students, it dropped from 94% in 2010 to 77% in 2011.

Regarding the impact of the Catholic and Vincentian Mission, 74% of undergraduates perceived that it had a *positive / very positive* impact on their experience

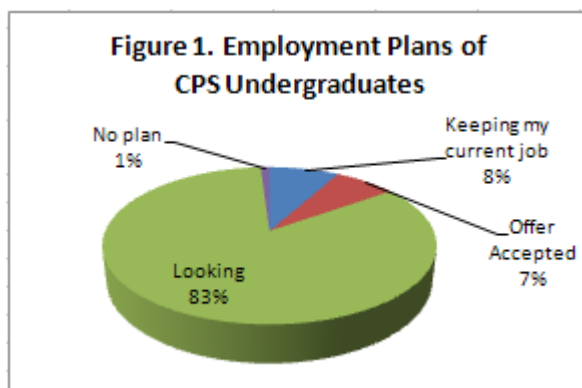
at St. John's in 2010 and the percentage dropped to 72% in 2011. For graduate students, the percentage dropped from 80% in 2010 to 67% in 2011.

When asked whether they were satisfied with the University's support of internship programs, 85% of undergraduates were *satisfied* / *very satisfied* in 2010, and it increased to 88% in 2011. For graduate students, the percentage dropped from 84% to 81%. (Table 1 in the Appendix provides the GSS 2009, 2010 and 2011 trend data for each survey item. The following results mainly concentrate on the 2011 data.)

2. Undergraduate Students: Internships, Job Status, and Further Education

The GSS 2011 data indicate that 39% of CPS undergraduates were planning to pursue further studies in Fall 2011 or Spring 2012: 5% planned to pursue a bachelor's degree, 23% for master's, and 11% for professional (MD, JD, etc.). (Question 1, Table 1).

When asked about their employment plans, as Figure 1 illustrates, 83% were still looking, 8% indicated that they would keep their current jobs, 7% had accepted a job offer, and the remaining 1% had no plan. (Q3, Table 1).



When asked how well St. John's did at providing course work and academic experiences that prepared students for their career and job placement, 25% of undergraduates rated it as *excellent*, 48% *good*, 24% *fair*, and 3% *poor*. (Q9, Table 1).

When asked how well the Career Center did at providing them with career preparation for job placement, 12% of undergraduates rated it as *excellent*, 45% *good*, 30% *fair*, and 14% *poor*. (Q10, Table 1).

The data indicate that 63% of undergraduates had internships. Regarding the type of internships that students completed, 51% had academic internships for credit, 10% experienced paid internships, 16% had unpaid internships (non-credit), and 1% completed student teaching (This is a check-all-that-apply question. The total percentage may add up to more than 63%). (Q6, Table 1)

For the remaining 37% of undergraduates who didn't have any internship, 11% wanted to participate but were unable to secure one, 2% were not eligible, 7% were not interested, and 16% indicated that they couldn't afford to take one. (Q5, Table 1)

For undergraduates who had internships, 21% of them found an internship through the Career Center, 23% through an academic department, 61% on their own, and

23% through other channels (This is a check-all-that-apply question. The total percentage may add up to more than 100%). (Q7, Table 1)

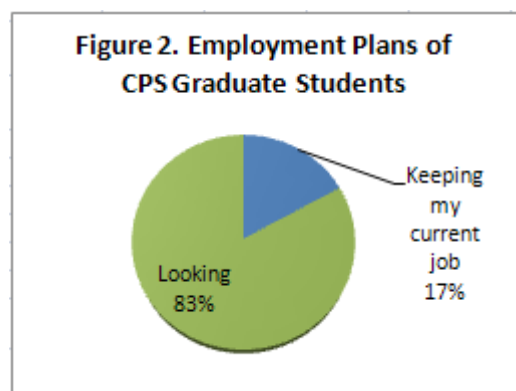
When asked to rate their satisfaction with the University's support of internship programs, 32% of undergraduates were *very satisfied*, 56% *satisfied*, 9% *dissatisfied*, and 3% *very dissatisfied*. (Q8, Table 1)

3. Graduate Students: Internships, Job Status, and Further Education

The GSS 2011 data reveal that 26% of CPS graduate students were planning to pursue further studies in Fall 2011 or Spring 2012: 6% for master's, 11% for doctorate, and 9% for professional (MD, JD, etc.). (Q1, Table 1).

When asked about their employment plans, as Figure 2 illustrates, 83% were still looking, and 17% indicated that they would keep their current jobs. (Q3, Table 1).

When asked how well St. John's did at providing course work and academic experiences that prepared students for their career and job placement, 30% of graduate students rated it as *excellent*, 52% *good*, 12% *fair*, and 6% *poor*. (Q9, Table 1).



When asked how well the Career Center did at providing them with career preparation for job placement, 11% of them rated it as *excellent*, 47% *good*, 16% *fair*, and 26% *poor*. (Q10, Table 1).

The data indicate that 53% of graduate students had internships. Regarding the type of internships that students completed, 53% had academic internships for credit, 8% experienced paid internships, and 5% had unpaid internships (non-credit). (Q6, Table 1)

For the remaining 47% of graduate students who didn't have any internship, 5% were not eligible, 11% were not interested, and 32% indicated that they couldn't afford to take one. (Q5, Table 1)

For graduate students who had internships, 9% of them found an internship through the Career Center, 23% through an academic department, 59% on their own, and 18% through other channels (This is a check-all-that-apply question. The total percentage may add up to more than 100%). (Q7, Table 1)

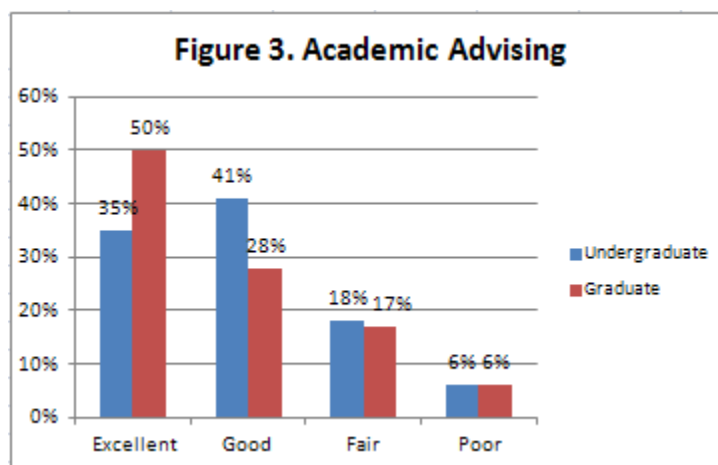
When asked to rate their satisfaction with the University's support of internship programs, 35% of graduate students were *very satisfied*, 46% *satisfied*, 19% *dissatisfied*, and 0% *very dissatisfied*. (Q8, Table 1)

4. Global Experience, Technology, and Academic Advising

When asked how well St. John's provided a global experience through studying abroad, in the classroom, or student activities, 44% of undergraduates and 51% of graduate students indicated that they had no exposure to global experience. For the students who had such experience, 34% of undergraduates rated it as *excellent*, 40% *good*, 23% *fair*, 3% *poor*. The corresponding figures for graduate students were 71%, 18%, 6%, and 6%. (Q14, Table 1)

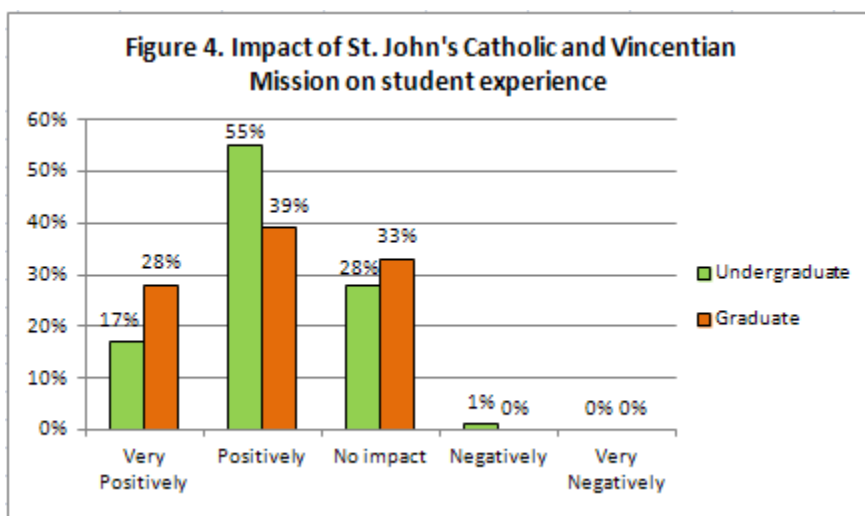
When asked how well St. John's University integrated technology into the learning experience, 30% of undergraduates rated it as *excellent*, 51% *good*, 17% *fair*, and 2% *poor*. The corresponding figures for graduate students were 46%, 34%, 17%, and 3%. (Q.15, Table 1)

Regarding the quality of academic advising, as Figure 3 illustrates, 35% of undergraduates rated it as *excellent*, 41% *good*, 18% *fair*, and 6% *poor*. The corresponding figures for graduate students were 50%, 28%, 17%, and 6%. (Q12, Table 1)



5. St. John's Catholic and Vincentian Mission, Service, Activities, and Alumni Relations

When asked how St. John's Catholic and Vincentian Mission impacted their experience at St. John's, as Figure 4 illustrates, 17% of undergraduates rated it as *very positively*, 55% *positively*, 28% *no impact*, 1% *negatively*, and 0% *very negatively*. The corresponding figures for graduate students were 28%, 39%, 33%, 0%, and 0%. (Q16, Table 1)



When asked to what extent their experience at St. John's allowed for the development of a faith dimension in their life, 17% of undergraduates indicated "to a great extent", 52% "to some extent", and

31% “not at all”. The corresponding figures for graduate students were 16%, 50%, and 34%. (Q18, Table 1)

When asked to list all of the student clubs, organizations and societies with which they were affiliated during their years at St. John’s, 49% of undergraduates and 28% of graduate students indicated that they were affiliated with one or more clubs, organizations, or societies. For undergraduate students, when these individual clubs and societies were grouped, 26% of them belonged to Special Interests category, 25% the Academic category, 16% Cultural, 12% Honor societies, 8% Greek Letter clubs, 7% Religious, 2% Social Justice, 2% Political, and 1% Performing Arts. For graduate students, 42% belonged to Special Interests, 17% the Academic category, 17% Greek Letter clubs, 8% Honor societies, 8% Cultural, and 8% Social Justice. (Q19, Table 1)

When asked how they got involved in service activities while at St. John’s, 39% of undergraduates indicated that they participated through Student Organizations, 39% through Academic Service Learning, 18% through Campus Ministry, 9% through Learning Communities, and 8% through other paths. The corresponding figures for graduate students were 28%, 19%, 14%, 6%, and 3%. (Q17, Table 1)

When asked whether they wanted to be involved in service after graduation, 24% of undergraduates said *YES* and 76% indicated *NO*. For graduate students, 22% said *YES* and 78% indicated *NO*. (Q23, Table 1)

When asked whether they would like to be contacted for certain activities in the future, 59% of undergraduates indicated YES for alumni relations events, 25% for mentoring roles with students, 29% for recruitment events with the Office of Admissions, and 35% for leadership roles in organizing alumni functions. The corresponding figures for graduate students were 52%, 18%, 27%, and 15%. (Q22, Table 1)

IV. SUMMARY AND DISCUSSION

In general the results from this GSS survey for the College of Professional Studies are consistent with the findings from other surveys such as NSSE (National Survey of Student Engagement), SSI (Student Satisfaction Inventory), and YFCY (Your First College Year): student overall satisfaction is strongly related to the quality of instruction; there is also a positive relationship between college GPA and student overall perceptions; ratings by female are higher than by male students.

The GSS data indicate that students with internships are more likely to get a job offer than those without internships, and it is true for both undergraduate and graduate students. Related literature indicates that internships involve students in the construction of knowledge by engaging them in authentic tasks of the workplace that create a context

for creative decision making in uncertain situations, and engage students in reflective practices that help them develop both personally and professionally. Therefore, collaborative efforts should be continued to help more students find internships, thus making them more competitive in the job market.

The survey results reveal that around two-fifths of undergraduates and one half of graduate students indicated that they had no exposure to global experience - through study abroad, in the classroom or through student activities - while at St. John's. This is a challenge to our objective in the 2008 – 2013 Strategic Plan that specified global experience as one of the University priorities. Actions should be taken for further improvement.

Another area with low student ratings was tuition paid as a worthwhile investment for undergraduates. In 2011, 33% of students *disagreed / strongly disagreed* that tuition paid was a worthwhile investment.

The results of this GSS survey are the perceptions of CPS students who have successfully completed their programs at St. John's. The data are very useful, and can be used with other data for action plans and improvement purposes. Please share any initiatives you develop to respond to these results, with Dr. Yuxiang Liu in the Office of Institutional Research at LiuY@stjohns.edu.

This is the third administration of the GSS survey. We will continue to administer it annually along with other student surveys in order to develop a more comprehensive picture of our students, make continuous improvement in student learning, and ensure success for all.