



REPORT OF 2011 GRADUATING STUDENT SURVEY (GSS)

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.

The total number of participants in GSS 2011 was 2,655, representing 66% of the 2010-11 graduating population (73% undergraduates and 56% graduate students). The survey participants were quite representative of the graduating student population in student demographics and by college.

This report, prepared by the Office of Institutional Research, consists of four sections, including this section of Introduction. Section II provides highlights of the survey results. Section III presents detailed survey results. Section IV is the Summary and Discussion. The appendix to this report provides detailed results for individual survey items of GSS 2009, 2010, and 2011. Separate reports for individual colleges are being developed.

II. HIGHLIGHTS

Student overall satisfaction with their experience at St. John's remained high. For undergraduates, 90% were *satisfied / very satisfied* in 2009, it increased to 94% in 2010, and 93% in 2011. For graduate students, the percentage remained 92% for the past three years.

Student ratings on the quality of instruction didn't fluctuate very much during the past three year: close to four-fifths of undergraduates and slightly over four-fifths of graduate students rated the quality of instruction at St. John's as *good / excellent* (UG: 79% in 2009 & 2010, and 78% in 2011; GR: 84% in 2009, and 82% in 2010 & 2011).

Student perceptions on tuition paid as a worthwhile investment didn't change very much during the past three years: around two-thirds of undergraduates and close to four-fifths of graduate students *agreed / strongly agreed* that tuition paid was a worthwhile investment (UG: 68% in 2009, 65% in 2010, and 66% in 2011; GR: 78%, 77% and 76%). In

2011, 34% of undergraduates and 24% of graduate students *disagreed / strongly disagreed* that tuition paid was a worthwhile investment.

Around 70% of undergraduates and slightly over 60% of graduate students perceived that the Catholic and Vincentian Mission had a *positive / very positive* impact on their experience (UG: 69% in 2009, 74% in 2010, and 71% in 2011; GR: 61% in 2009, 63% in 2010 & 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 77% in 2009, to 81% in 2010, and then to 84% in 2011. The corresponding figures for graduate students were 80%, 84%, and 84%.

From 2010 to 2011, the percentage of students with internships (not including student teaching or clinical rotation) increased from 45% to 50% for undergraduates and remained 42% for graduate students. When student teaching or clinical rotation were included, the percentage for undergraduates increased from 53% to 58%, and for graduate students it dropped from 60% to 57%.

From 2010 to 2011, the job placement rate dropped, from 24% (14% keeping current jobs; 10% accepted an offer) to 18% (9%; 9%) for undergraduates, and from 44% (27%; 17%) to 34% (18%; 16%) for graduate students. Meanwhile, the proportion of students seeking employment increased, from 70% in 2010 to 80% in 2011 for undergraduates, and from 53% to 65% for graduate students.

From 2010 to 2011, the percentage of students who were planning to further their education also dropped, from 58% to 49% for undergraduates, and from 23% to 16% for graduate students.

In 2011, 70% of undergraduates and 78% 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; 30% of undergraduates and 22% of graduate students rated it as *fair / poor*.

In 2011, 57% of undergraduates and 55% of graduate students perceived that the Career Center did a *good / excellent* job at providing students with career preparation for job placement; 43% of undergraduates and 45% of graduate students rated it as *fair / poor*.

In 2011, 68% of undergraduates and 70% of graduate students rated the quality of academic advising as *good / excellent*, and 32% of undergraduates and 30% of graduate students rated it as *fair / poor*.

In 2011, around two-fifths of undergraduates and nearly one half of graduate students indicated that they had no exposure to a global experience while at St. John's (UG: 39% in 2010, and 41% in 2011; GR: 42% in 2010, and 48% in 2011).

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: 93% of undergraduates and 92% of graduate students 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%	93%	92%	92%
Very satisfied	32%	33%	32%	31%
Satisfied	62%	60%	60%	61%
Quality of instruction	79%	78%	82%	82%
Excellent	24%	25%	33%	34%
Good	55%	53%	49%	48%
Tuition paid was worthwhile investment	65%	66%	77%	76%
Strongly agree	9%	12%	15%	13%
Agree	56%	54%	62%	63%
Impact of Catholic and Vincentian Mission	74%	71%	63%	63%
Very positive	16%	18%	14%	15%
Positive	58%	53%	49%	48%
Satisfaction with University's support of internship	81%	84%	84%	84%
Very satisfied	23%	27%	25%	26%
Satisfied	58%	57%	59%	58%

Student ratings on the quality of instruction at St. John's didn't change much from 2010 to 2011. In 2011, 78% of undergraduates and 82% of graduate students rated it as *good* / *excellent*.

Student ratings on tuition paid as a worthwhile investment remained similar from 2010 to 2011. In 2011, 66% of undergraduates and 76% of graduate students *agreed / strongly agreed* that tuition paid was a worthwhile investment.

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 71% in 2011. For graduate students, the percentage remained the same, 63% in both 2010 and 2011.

When asked whether they were satisfied with the University's support of internship programs, 81% of undergraduates were *satisfied / very satisfied* in 2010, and it increased to 84% in 2011. For graduate students, the percentage remained the same, 84% in both 2010 and 2011. (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.)

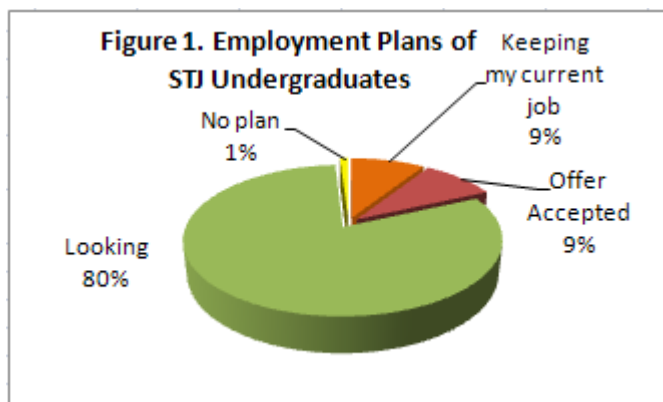
2. Undergraduate Students: Internships, Job Status, and Further Education

The GSS 2011 data indicate that 49% of undergraduates were planning to pursue further studies in Fall 2011 or Spring 2012: 4% planned to pursue a bachelor's degree, 34% for master's, 1% for doctorate, and 10% for professional (MD, JD, etc.). (Question 1, Table 1).

For the students who were planning to pursue further studies, 47% (N = 378) provided the name of institutions for their further studies. About two-fifths of the students were planning to continue their studies at St. John's. Other institutions for their further studies include CUNY, SUNY, Stanford, U Penn, Cornell, and NYU.

When asked about their employment plans, as Figure 1 illustrates, 80% were still looking, 9% indicated that they would keep their current jobs, 9% 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, 24% of undergraduates rated it as *excellent*, 46% *good*, 25% *fair*, and 5% *poor*. (Q9, Table 1).



When asked how well the Career Center did at providing them with career preparation for job placement, 16% of undergraduates rated it as *excellent*, 41% *good*, 30% *fair*, and 14% *poor*. (Q10, Table 1).

The data indicate that 50% of undergraduates had internships. When student teaching and clinical rotation were included, this figure increased to 58%. Regarding the type of internships that students completed, 30% had academic internships for credit, 15% experienced paid internships, 15% had unpaid internships (non-credit), 7% completed student teaching, and 2% had clinical rotations. (Q6, Table 1)

For the remaining 42% of undergraduates who didn't have any internship, 13% wanted to participate but were unable to secure one, 4% were not eligible, 11% were not interested, and 14% indicated that they couldn't afford to take one. (Q5, Table 1)

For undergraduates who had internships, 20% of them found an internship through the Career Center, 27% through an academic department, 56% on their own, and 17% 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, 27% of undergraduates were *very satisfied*, 57% *satisfied*, 13% *dissatisfied*, and 4% *very dissatisfied*. (Q8, Table 1)

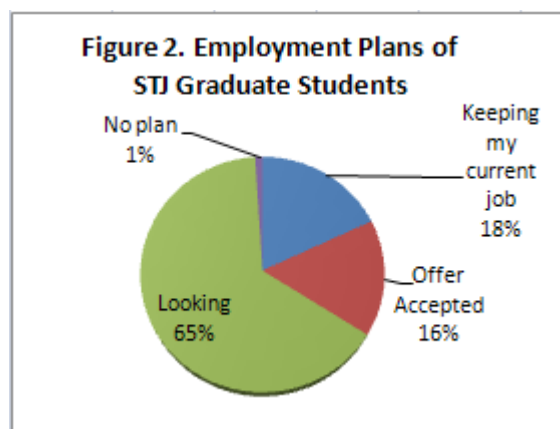
3. Graduate Students: Internships, Job Status, and Further Education

The GSS 2011 data reveal that 15% of graduate students were planning to pursue further studies in Fall 2011 or Spring 2012: 4% for master's, 9% for doctorate, and 2% for professional (MD, JD, etc.). (Q1, Table 1).

For the students who were planning to pursue further studies, 44% (N = 60) provided the name of institutions for their further studies. About one-third of the students were planning to continue their studies at St. John's. Other institutions for their further studies include CUNY, SUNY, Yale, U Penn, Cornell, Brown, and NYU.

When asked about their employment plans, as Figure 2 illustrates, 65% were still looking, 18% indicated that they would keep their current jobs, 16% 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, 30% of graduate students rated it as *excellent*, 48% *good*, 18% *fair*, and 4% *poor*. (Q9, Table 1).

When asked how well the Career Center did at providing them with career preparation for job placement, 15% of them rated it as *excellent*, 40% *good*, 28% *fair*, and 17% *poor*. (Q10, Table 1).

The data indicate that 42% of graduate students had internships. When student teaching and clinical rotation were included, this figure increased to 57%. Regarding the type of internships that students completed, 24% had academic internships for credit, 15% experienced paid internships, 9% had unpaid internships (non-credit), 11% completed student teaching, and 15% had clinical rotations. (Questions 6, Table 1)

For the remaining 43% of graduate students who didn't have any internship, 9% wanted to participate but were unable to secure one, 8% were not eligible, 15% were not interested, and 10% indicated that they couldn't afford to take one. (Questions 5, Table 1)

For graduate students who had internships, 8% of them found an internship through the Career Center, 43% through an academic department, 49% on their own, and 17% through other channels (This is a check-all-that-apply question. The total percentage may add up to more than 100%). (Question 7, Table 1)

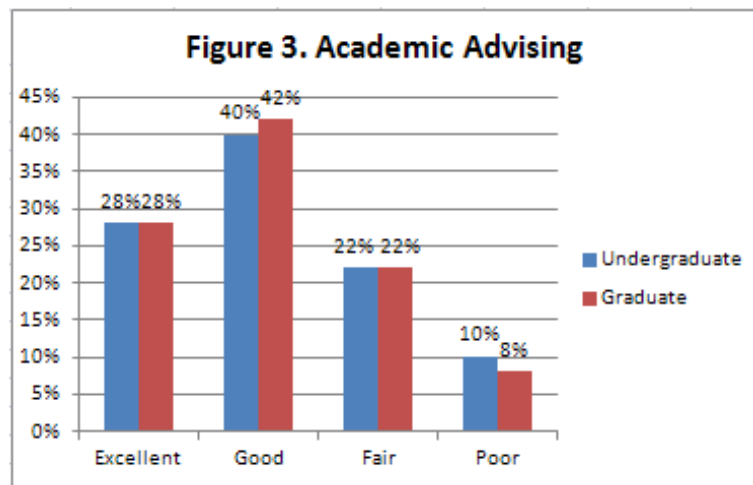
When asked to rate their satisfaction with the University's support of internship programs, 26% of graduate students were *very satisfied*, 58% *satisfied*, 12% *dissatisfied*, and 4% *very dissatisfied*. (Q8, Table 1)

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, 41% of undergraduates and 48% of graduate students indicated that they had no exposure to global experience. For the students who had such experience, 36% of undergraduates rated it as *excellent*, 37% *good*, 22% *fair*, 5% *poor*. The corresponding figures for graduate students were 22%, 51%, 20%, and 6%. (Q.14, Table 1)

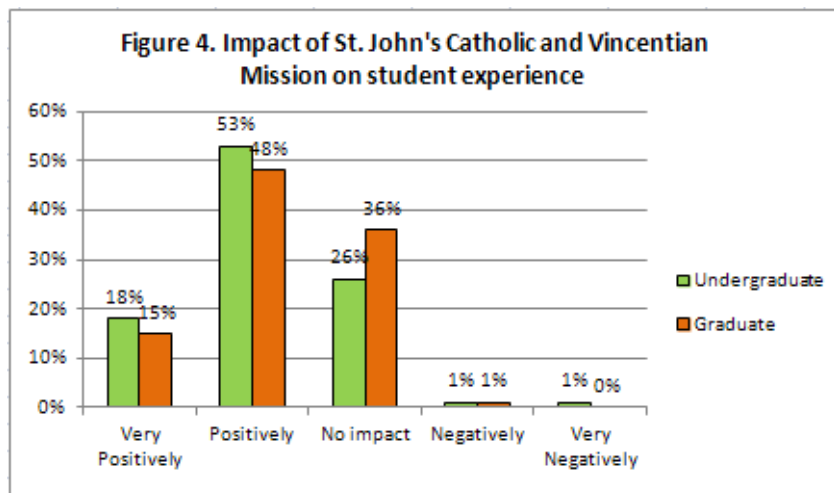
When asked how well St. John's University integrated technology into the learning experience, 30% of undergraduates rated it as *excellent*, 50% *good*, 18% *fair*, and 2% *poor*. The corresponding figures for graduate students were 26%, 53%, 18%, and 3%. (Q.15, Table 1)

Regarding the quality of academic advising, as Figure 3 reveals, 28% of undergraduates rated it as *excellent*, 40% *good*, 22% *fair*, and 10% *poor*. The corresponding figures for graduate students were 28%, 42%, 22%, and 8%. (Q.12, 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, 18% of undergraduates rated it as *very positively*, 53% *positively*, 26% *no impact*, 1% *negatively*, and 1% *very negatively*. The corresponding figures for graduate students were 15%, 48%, 36%, 1%, and 0%. (Q.16, Table 1)



When asked to what extent their experience at St. John's allowed for the development of a faith dimension in their life, 20% of undergraduates indicated "to a great extent", 49% "to some extent", and 31% "not at all". The corresponding figures for graduate students were 18%, 41%, and 42%. (Q.18, 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, 59% 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, 23% of them belonged to Special Interests category, 20% the Academic category, 20% Honor societies, 13% Cultural, 12% Greek Letter clubs, 6% Religious, 3% Social Justice, 2% Political, and 1% Performing Arts; for graduate students, 28% belonged to the Academic category, 22% Honor societies, 16% Special Interests, 15%

Greek Letter clubs, 9% Cultural, , 7% Religious, 2% Social Justice, 1% Political, and 1% Performing Arts (Q19, Table 1).

When asked how they got involved in service activities while at St. John's, 47% of undergraduates indicated that they participated through Student Organizations, 44% through Academic Service Learning, 20% through Campus Ministry, 10% through Learning Communities, and 8% through other paths. The corresponding figures for graduate students were 24%, 24%, 9%, 6%, and 6% (Q.17, 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, 19% said YES and 81% indicated NO. (Q.23, Table 1)

When asked whether they would like to be contacted for certain activities in the future, 56% of undergraduates indicated YES for alumni relations events, 32% for leadership roles in organizing alumni functions, 28% for recruitment events with the Office of Admissions, and 23% for mentoring roles with students. The corresponding figures for graduate students were 49%, 25%, 23%, and 16%. (Q.22, Table 1). A complete list has been sent to the Vice President of Institutional Advancement.

IV. SUMMARY AND DISCUSSION

In general the results from this GSS survey are consistent with the findings from the previous two years of GSS, and 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; the college GPA was positively related to student ratings on quality of instruction and tuition as a worthwhile investment.

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 undergraduate students and nearly 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.

The results of this GSS survey are the perceptions of 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.