



REPORT OF 2011 GRADUATING STUDENT SURVEY (GSS) For St. John's College of Liberal Arts and Sciences

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, 541 undergraduates (78% of graduating student population) and 221 graduate students (54%) from St. John's College (SJC) 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, 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 presents 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 SJC students, the overall satisfaction with their St. John's experience remained high: the percentage of students who were *satisfied / very satisfied* was 90% in 2009, 92% in 2010, and 93% in 2011. For graduate students, the percentage remained 92% for all three years.

Student ratings on the quality of instruction didn't fluctuate very much for undergraduates during the past three years. About four-fifths of undergraduates rated the quality of instruction at St. John's as *good / excellent*: 82% in 2009, 80% in 2010, and 81% in 2011. For graduates, the percentage was 86% in 2009, 89% in 2010, and 85% in 2011.

Around two-thirds of undergraduates and four-fifths of graduates *agreed / strongly agreed* that tuition paid was a worthwhile investment. For undergraduates, the percentages were: 68% in 2009, 64% in 2010, and 69% in 2011. For graduate students, the percentages were: 85% in 2009, 83% in 2010, and 80% in 2011.

About seven in ten undergraduates and six in ten graduate students perceived that the Catholic and Vincentian Mission had a *positive / very positive* impact on their experience.

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 64% in 2009, to 74% in 2010, and then to 78% in 2011. The corresponding figures for graduate students were 74%, 85%, and 84%.

The percentage of undergraduates with internships (not including student teaching or clinical rotation) was 35% in 2010, and it increased to 39% in 2011. For graduate students, it increased from 53% in 2010 to 57% in 2011.

When student teaching and clinical rotation were included, 37% of undergraduates in 2010 had internships, and it increased to 41% in 2011. For graduate students, it increased from 59% in 2010 to 62% in 2011.

From 2010 to 2011, the job placement rate dropped, from 26% (19% keeping current jobs; 7% accepted an offer) to 18% (12%; 6%) for undergraduates. For graduate students, it dropped from 37% (30%; 7%) to 31% (19%; 12%).

The percentage of students who were planning to further their education was 70% in 2009 and 2010, and 63% in 2011 for undergraduates. For graduates, the corresponding numbers were 28% in 2009, 32% in 2010, and 16% in 2011.

In 2011, 67% of undergraduates and 79% 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; 33% of undergraduates and 21% of graduate students rated it as *fair / poor*.

In 2011, 50% of undergraduates and 46% of graduate students perceived that the Career Center did a *good / excellent* job at providing students with career preparation for job placement; 50% of undergraduates and 54% of graduate students rated it as *fair / poor*.

In 2010, 57% of undergraduates indicated that the quality of academic advising was *good / excellent*, and it was 59% in 2011. The corresponding figure for graduate students was 69% for both 2010 and 2011.

In 2011, about one-third of undergraduates and 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 37% in 2011; GR: 42% in 2010, and 51% 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 SJC 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	92%	93%	92%	92%
Very satisfied	32%	30%	32%	38%
Satisfied	60%	63%	60%	54%
Quality of instruction	80%	81%	89%	85%
Excellent	26%	25%	43%	42%
Good	54%	56%	46%	43%
Tuition paid was worthwhile investment	64%	69%	83%	80%
Strongly agree	7%	12%	19%	17%
Agree	57%	57%	64%	63%
Impact of Catholic and Vincentian Mission	73%	74%	60%	60%
Very positive	20%	20%	14%	19%
Positive	53%	54%	46%	41%
Satisfaction with University's support of internship	74%	78%	85%	84%
Very satisfied	16%	20%	26%	23%
Satisfied	58%	58%	59%	61%

Student ratings on the quality of instruction remained similar for undergraduates, 80% in 2010 and 81% in 2011 rated it as *good / excellent*. For graduate students, it dropped from 89% in 2010 to 85% in 2011.

In 2010, 64% of undergraduates *agreed / strongly agreed* that tuition paid was a worthwhile investment, and it increased to 69% in 2011. For graduate students, it dropped from 83% to 80%.

Student perceptions on the impact of the Catholic and Vincentian Mission remained similar for both undergraduate and graduate students. In 2010, 73% of undergraduates perceived that it had a *positive / very positive* impact on their experience at St. John's, and it was 74% in 2011. For graduate students, it was 60% for both classes.

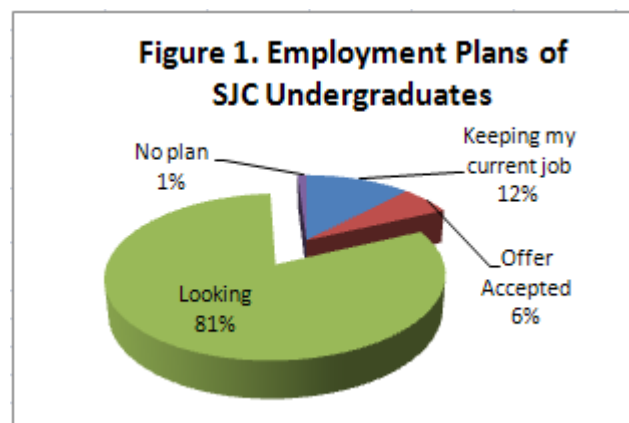
When asked whether they were satisfied with the University's support of internship programs, 74% of undergraduates were *satisfied / very satisfied* in 2010, and it increased to 78% in 2011. For graduate students, it was 85% in 2010 and 84% in 2011. (Table 1 in the Appendix provides the GSS 2009, 2010 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 63% of SJC undergraduates were planning to pursue further studies in Fall 2011 or Spring 2012: 3% planned to pursue a bachelor's degree, 39% for master's, 3% for doctorate, and 18% for professional (MD, JD, etc.). (Question 1, Table 1).

When asked about their employment plans, as Figure 1 illustrates, 81% were still looking, 12% indicated that they would keep their current jobs, 6% 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, 22% of undergraduates rated it as *excellent*, 45% *good*, 27% *fair*, and 5% *poor*. (Q9, Table 1).



When asked how well the Career Center did at providing them with career preparation for job placement, 15% of undergraduates rated it as *excellent*, 35% *good*, 33% *fair*, and 17% *poor*. (Q10, Table 1).

The data indicate that 41% of undergraduates had internships. Regarding the type of internships that students completed, 20% had academic internships for credit, 10%

experienced paid internships, 18% had unpaid internships (non-credit), 2% completed student teaching, and 2% took clinical rotations. (Q6, Table 1)

For the remaining 59% of undergraduates who didn't have any internship, 15% wanted to participate but were unable to secure one, 5% were not eligible, 17% were not interested, and 21% indicated that they couldn't afford to take one. (Q5, Table 1)

For undergraduates who had internships, 10% of them found an internship through the Career Center, 26% through an academic department, 66% 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, 20% of undergraduates were *very satisfied*, 58% *satisfied*, 19% *dissatisfied*, and 4% *very dissatisfied*. (Q8, Table 1)

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

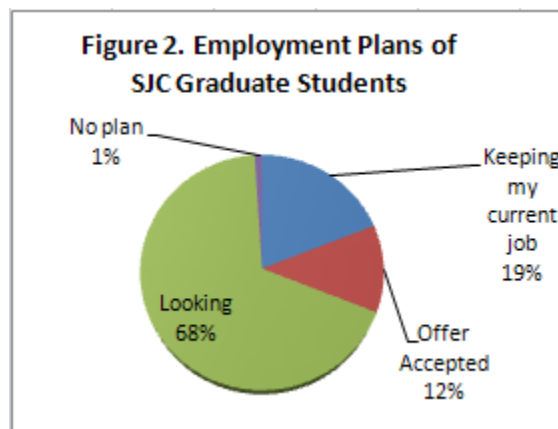
The GSS 2011 data reveal that 16% of SJC graduate students were planning to pursue further studies in Fall 2011 or Spring 2012: 4% for master's, 11% for doctorate, and 1% for professional (MD, JD, etc.). (Q1, Table 1).

When asked about their employment plans, as Figure 2 illustrates, 68% were still looking, 19% indicated that they would keep their current jobs, 12% 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, 33% of graduate students rated it as *excellent*, 46% *good*, 16% *fair*, and 5% *poor*. (Q9, Table 1).

When asked how well the Career Center did at providing them with career preparation for job placement, 17% of them rated it as *excellent*, 29% *good*, 31% *fair*, and 23% *poor*. (Q10, Table 1).

The data indicate that 62% of graduate students had internships. Regarding the type of internships that students completed, 45% had academic internships for credit, 10%



experienced paid internships, 15% had unpaid internships (non-credit), 13% participated in student teaching, and 11% took clinical rotations. (Q6, Table 1)

For the remaining 38% of graduate students who didn't have any internship, 5% were unable to secure an internship, 7% were not eligible, 14% were not interested, and 13% indicated that they couldn't afford to take one. (Q5, Table 1)

For graduate students who had internships, 2% of them found an internship through the Career Center, 55% through an academic department, 51% on their own, and 13% through other channels (This is a check-all-that-apply question. The total percentage may add up to more than 100%). (Q7, Table 1)

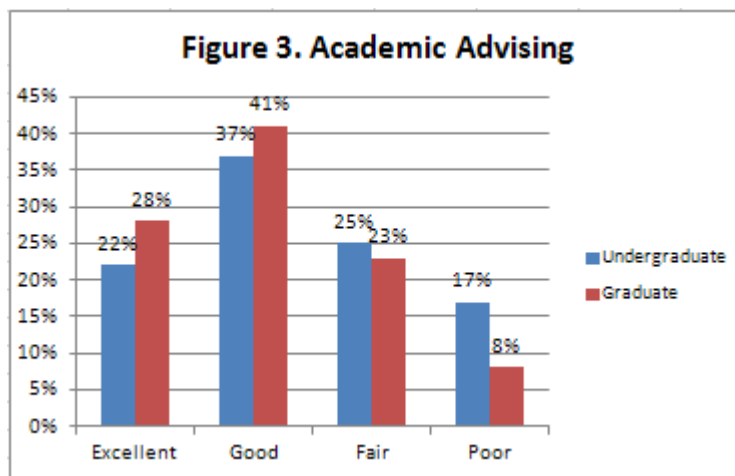
When asked to rate their satisfaction with the University's support of internship programs, 23% of graduate students were *very satisfied*, 61% *satisfied*, 12% *dissatisfied*, and 3% *very dissatisfied*. (Q8, Table 1)

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, 37% of undergraduates and 51% of graduate students indicated that they had no exposure to global experience. For the students who had such experience, 37% of undergraduates rated it as *excellent*, 37% *good*, 20% *fair*, 6% *poor*. The corresponding figures for graduate students were 29%, 46%, 19%, and 6%. (Q.14, Table 1)

When asked how well St. John's University integrated technology into the learning experience, 32% of undergraduates rated it as *excellent*, 50% *good*, 15% *fair*, and 3% *poor*. The corresponding figures for graduate students were 29%, 51%, 18%, and 3%. (Q.15, Table 1)

Regarding the quality of academic advising, as Figure 3 reveals, 22% of undergraduates rated it as *excellent*, 37% *good*, 25% *fair*, and 17% *poor*. The corresponding figures for graduate students were 28%, 41%, 23%, and 8%. (Q.12, Table 1)

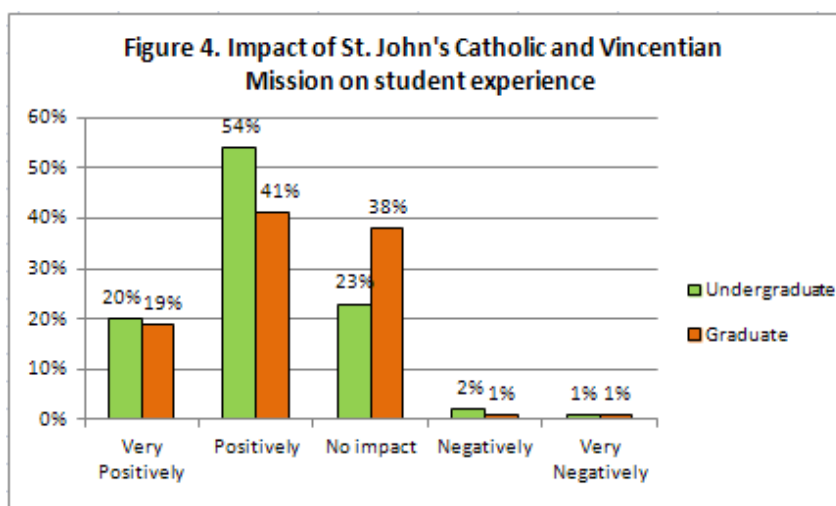


5. St. John's Catholic and Vincentian Mission, Service, Activities, and Alumni Relations

When asked how St. John's Catholic and Vincentian Mission impacted their experience at St. John's,

as Figure 4 illustrates, 20% of undergraduates rated it as *very positively*, 54% *positively*, 23% *no impact*, 2% *negatively*, and 1% *very negatively*.

The corresponding figures for graduate students were 19%, 41%, 38%, 1%, and 1%. (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, 21% of undergraduates indicated "to a great extent", 51% "to some extent", and 28% "not at all". The corresponding figures for graduate students were 18%, 34%, and 48%. (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, 67% of undergraduates and 20% 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, 27% of them belonged to Honor societies, 22% the Special Interests category, 16% Academic, 13% Cultural, 9% Greek Letter clubs, 6% Religious, 4% Social Justice, 2% Political, and 1% Performing Arts. For graduate students, 26% of them belonged to Honor societies, 23% the Special Interests category, 21% Academic, 16% Greek Letter clubs, 11% Religious, 2% Political, and 2% Performing Arts (Q19, Table 1).

When asked how they got involved in service activities while at St. John's, 55% of undergraduates indicated that they participated through Student Organizations, 50% through Academic Service-Learning, 25% through Campus Ministry, 11% through Learning Communities, and 8% through other paths. For graduate students, 20% participated through Student Organizations, 14% through Academic Self-Learning, 8% through Campus Ministry, 6% through Learning Communities, 9% through other paths. (Q.17, Table 1).

When asked whether they wanted to be involved in service after graduation, 27% of undergraduates said YES and 73% indicated NO. For graduate students, 17% said YES and 83% indicated NO. (Q.23, Table 1)

When asked whether they would like to be contacted for certain activities in the future, 52% of undergraduates indicated YES for alumni relations events, 23% for

mentoring roles with students, 28% for recruitment events with the Office of Admissions, and 35% for leadership roles in organizing alumni functions. The corresponding figures for graduate students were 43%, 10%, 18%, and 23%. (Q.22, Table 1).

IV. SUMMARY AND DISCUSSION

In general the results from this GSS survey for the St. John's College 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; and 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 one-third 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.

Other areas with low student ratings include academic advising and tuition paid as a worthwhile investment. In 2011, 41% of undergraduates and 31% of graduate students rated the quality of academic advising as *fair / poor*; 31% of undergraduates *disagreed / strongly disagreed* that tuition paid was a worthwhile investment.

The results of this GSS survey are the perceptions of SJC 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.