



## REPORT OF 2011 GRADUATING STUDENT SURVEY (GSS) For College of Pharmacy and Allied Health Professions

### 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, 56 undergraduates (85% of graduating student population) and 261 graduate students (83%) from the College of Pharmacy (PHA) 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 PHA students, in 2009 84% of undergraduates were *satisfied / very satisfied* with their overall St. John's experience, the percentage increased to 88% in 2010, and it remained 88% in 2011. The corresponding figures for graduate students were 87% in 2009, 88% in 2010, and 86% in 2011.

In 2009, 64% of undergraduates rated the quality of instruction as *excellent / good*. The percentage increased to 73% in 2010, but dropped to 59% in 2011 (The fluctuation in undergraduate ratings may be partly due to the small class size.). The corresponding figures for graduate students were 72% in 2009, and 67% in 2010, and 72% in 2011.

For the past three classes, around three-fifths of both undergraduate and graduate students *agreed / strongly agreed* that tuition paid was a worthwhile investment (UG: 62%

in 2009, 55% in 2010, and 59% in 2011; GR: 62% in 2009, 63% in 2010, and 59% in 2011). The remaining two-fifths were *disagreed / strongly disagreed*.

In 2009, 60% of undergraduates perceived that the Catholic and Vincentian Mission had a *positive / very positive* impact on their experience at St. John's, the percentage increased to 80% in 2010, but dropped to 59% in 2011. The corresponding figures for graduate students were 52% in 2009, 57% in 2010, and 53% in 2011.

In 2009, 80% of undergraduates were *satisfied / very satisfied* with the University's support of internship programs, the percentage dropped to 74% in 2010, but increased to 90% in 2011. The corresponding figures for graduate students were 88% in 2009, 78% in 2010, and 79% in 2011.

In 2010, 72% of undergraduates had internships (including student teaching or clinical rotation), and it decreased to 69% in 2011. The corresponding figures for graduate students were 74% in 2010 and 67% in 2011.

The job placement rate for undergraduates was 8% (2% keeping current jobs; 6% accepted an offer) in 2010, and 9% (0% keeping current job; 9% accepted an offer) in 2011. For graduates, the corresponding numbers were 49% (10% keeping current jobs; 39% accepted an offer) in 2010, and 40% (8% keeping current jobs; 32% accepted an offer) in 2011.

In 2010, 47% of undergraduates were planning to further their education, and the percentage dropped to 27% in 2011. The corresponding percentage for graduate students was 14% in both 2010 and 2011.

In 2011, 69% of both undergraduate and 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; 31% of both groups rated it as *fair / poor*.

In 2011, 44% of undergraduates and 36% of graduate students perceived that the Career Center did a *good / excellent* job at providing students with career preparation for job placement; 56% of undergraduates and 64% of graduate students rated it as *fair / poor*.

In 2011, 44% of undergraduates and 55% of graduate students indicated that the quality of academic advising was *good / excellent*; 56% of undergraduates and 45% of graduate students rated it as *fair / poor*.

In 2011, 44% of undergraduates and 60% 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, 88% of undergraduates and 86% 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
<b>Overall satisfaction with St. John's</b>	<b>88%</b>	<b>88%</b>	<b>88%</b>	<b>86%</b>
Very satisfied	20%	12%	14%	16%
Satisfied	68%	76%	74%	70%
<b>Quality of instruction</b>	<b>73%</b>	<b>59%</b>	<b>67%</b>	<b>72%</b>
Excellent	11%	10%	14%	14%
Good	62%	49%	53%	58%
<b>Tuition paid as a worthwhile investment</b>	<b>55%</b>	<b>59%</b>	<b>63%</b>	<b>59%</b>
Strongly agree	4%	8%	6%	4%
Agree	51%	51%	57%	55%
<b>Impact of Catholic and Vincentian Mission</b>	<b>80%</b>	<b>59%</b>	<b>57%</b>	<b>53%</b>
Very positive	7%	8%	6%	8%
Positive	73%	51%	51%	45%
<b>Satisfaction with University's support of internship</b>	<b>74%</b>	<b>90%</b>	<b>78%</b>	<b>79%</b>
Very satisfied	13%	7%	17%	17%
Satisfied	61%	83%	61%	62%

In 2010, 73% of undergraduates rated the quality of instruction as *good / excellent*, and it dropped to 59% in 2011. For graduate students, it increased by 5%, from 67% in 2010 to 72% in 2011.

In 2010, 55% of undergraduates *agreed / strongly agreed* that tuition paid was a worthwhile investment, and it increased to 59% in 2011. For graduate students, it dropped by 4%, from 63% in 2010 to 59% in 2011.

In 2010, 80% of undergraduates perceived that the Catholic and Vincentian Mission had a *positive / very positive* impact on their experience at St. John's, and it dropped to 59% in 2011. For graduate students, it dropped by 4%, from 57% in 2010 to 53% in 2011.

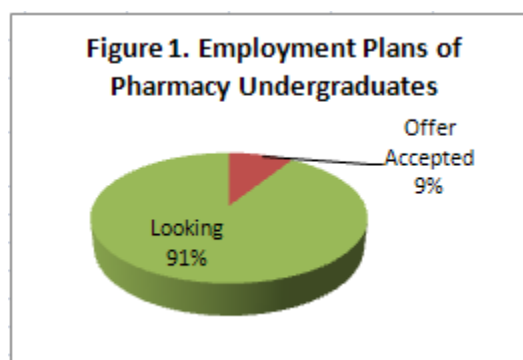
In 2010, 74% of undergraduates were *satisfied / very satisfied* with the University's support of internship programs, and it increased to 90% in 2011. The corresponding figures for graduate students were 78% in 2010 and 79% in 2011.

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 27% of PHA undergraduates were planning to pursue further studies in Fall 2011 or Spring 2012: 8% planned to pursue a bachelor's degree, and 19% for master's. (Question 1, Table 1)

When asked about their employment plans, as Figure 1 illustrates, 91% were still looking, and 9% had accepted a job offer. (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, 15% of undergraduates rated it as *excellent*, 54% *good*, 23% *fair*, and 8% *poor*. (Q9, Table 1).

When asked how well the Career Center did at providing them with career preparation for job placement, 7% of undergraduates rated it as *excellent*, 37% *good*, 33% *fair*, and 22% *poor*. (Q10, Table 1).

The data indicate that 69% of undergraduates had internships. Regarding the type of internships that students completed, 9% had academic internships for credit, 2% had paid internships, 2% had unpaid internships (non-credit), and 65% completed clinical rotations. (Q6, Table 1)

For the remaining 31% of undergraduates who didn't have any internship, 10% wanted an internship but were unable to secure one, 7% were not eligible, 14% were not interested, and 0% could not afford to take part in an internship. (Q5, Table 1)

For undergraduates who had internships, 0% found an internship through the Career Center, 76% through an academic department, 4% on their own, and 24% through other channels (This is a check-all-that-apply question. The total percentage may add up to more than 100%). (Q7, Table 1)

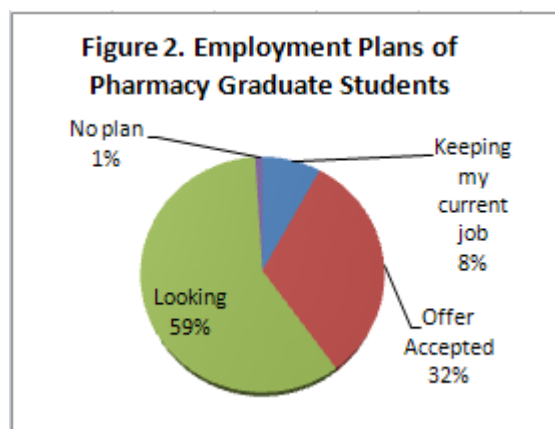
When asked to rate their satisfaction with the University's support of internship programs, 7% of undergraduates were *very satisfied*, 83% *satisfied*, 7% *dissatisfied*, and 3% *very dissatisfied*. (Q8, Table 1)

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

The GSS 2011 data reveal that 14% of PHA graduate students were planning to pursue further studies in Fall 2011 or Spring 2012: 13% for doctorate and 1% for professional (MD, JD, etc.). (Q1, Table 1).

When asked about their employment plans, as Figure 2 illustrates, 59% were still looking, 8% indicated that they would keep their current jobs, 32% had accepted an offer, and 1% had no plans. (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, 20% of graduate students rated it as *excellent*, 49% *good*, 25% *fair*, and 6% *poor*. (Q9, Table 1).



When asked how well the Career Center did at providing them with career preparation for job placement, 5% of graduate students rated it as *excellent*, 31% *good*, 37% *fair*, and 27% *poor*. (Q10, Table 1).

The data indicate that 67% of graduate students had internships. Regarding the type of internships that students completed, 11% had academic internships for credit, 27% experienced paid internships, 4% had unpaid internships (non-credit), 1% participated in student teaching, and 47% completed clinical rotations. (Q6, Table 1)

For the remaining 33% of graduate students who didn't have any internship, 7% were unable to secure an internship, 8% were not eligible, 14% were not interested, and 3% 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, 53% through an academic department, 44% on their own, and 24% through other channels (This is a check-all-that-apply question. The total percentage may add up to more than 100%). (Q7, Table 1)

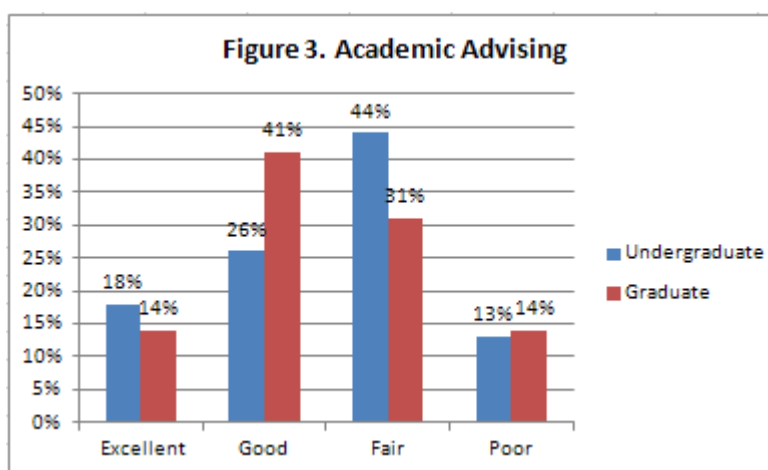
When asked to rate their satisfaction with the University's support of internship programs, 17% of graduate students were *very satisfied*, 62% *satisfied*, 13% *dissatisfied* and 7% *very dissatisfied*. (Q8, Table 1)

#### 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, 53% of undergraduates and 57% of graduate students indicated that they had no exposure to global experience. For the students who had such experience, 11% of undergraduates rated it as *excellent*, 33% *good*, 28% *fair*, and 28% *poor*. The corresponding figures for graduate students were 10%, 50%, 26%, and 14%. (Q.14, Table 1)

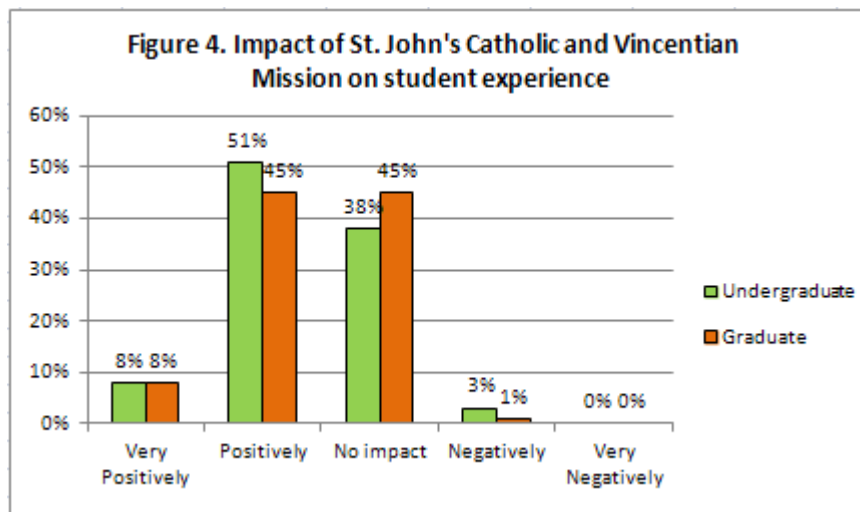
When asked how well St. John's integrated technology into the learning experience, 13% of undergraduates rated it as *excellent*, 61% *good*, 24% *fair*, and 3% *poor*. The corresponding figures for graduate students were 21%, 53%, 22%, and 4%. (Q.15, Table 1)

Regarding the quality of academic advising, as Figure 3 illustrates, 18% of undergraduates rated it as *excellent*, 26% *good*, 44% *fair*, and 13% *poor*. The corresponding figures for graduate students were 14%, 41%, 31%, and 14%. (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, 8% of undergraduates rated it as *very positively*, 51% *positively*, 38% *no impact*, 3% *negatively*, and 0% *very negatively*. The corresponding figures for graduate students were 8% very positively, 45% positively, 45% no impact, 1% negatively, and 0% very negatively (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, 15% of undergraduates indicated "to a great extent", 42% "to some extent", and 42% "not at all". The corresponding figures for graduate students were 13%, 42%, and 46%. (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, 53% of undergraduates and 40% 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, 53% of them belonged to the Academic category, 20% Cultural, 7% to the Special Interests category, 7% Honor societies, 7% Political, 5% Religious, and 2% Greek Letter clubs. For graduate students, 40% of them belonged to the Academic category, 18% Honor societies, 16% Cultural, 9% to the Special Interests category, 7% Religious, 6% Greek Letter clubs, 3% Social Justice, and 1% Performing Arts (Q19, Table 1).

When asked how they got involved in service activities while at St. John's, 51% of undergraduates indicated that they participated through Academic Service-Learning, 38% through Student Organizations, 5% Campus Ministry, 3% through Learning Communities, and 3% through other paths. The corresponding figures for graduate students were: 37% through Student Organizations, 30% through Academic Service-Learning, 10% through Campus Ministry, 7% through Learning Communities, and 5% through other paths (Q.17, Table 1).

When asked whether they wanted to be involved in service after graduation, 6% of undergraduates said YES and 94% indicated NO. For graduate students, 10% said YES and 90% indicated NO. (Q.23, Table 1)

When asked whether they would like to be contacted for certain activities in the future, 44% of undergraduates indicated YES for alumni relations events, 9% for mentoring roles with students, 12% for recruitment events with the Office of Admissions, and 15% for leadership roles in organizing alumni functions. The corresponding figures for graduate students were 43%, 11%, 15%, and 26%. (Q.22, Table 1).

#### **IV. SUMMARY AND DISCUSSION**

In general, the results from this GSS survey for the College of Pharmacy 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 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 in 2011, 44% of undergraduates and 60% of graduate students indicated that they had no exposure to a global experience 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, 56% of undergraduates and 45% of graduate students rated the quality of academic advising as *fair / poor*; 41% of undergraduates and 40% of graduate students *disagreed / strongly disagreed* that tuition paid was a worthwhile investment.

The results of this GSS survey are the perceptions of PHA 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](mailto: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.