

Employer Feedback Survey

Classes of 2001, 2002, 2003 & 2004, 1 1/2 Years After Graduation

Program Profile MS Technical Management

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This Program Profile contains Employer Feedback Survey results for this degree program only, for the Classes of 2001, 2002, 2003 & 2004. Almost every question from the instrument is included. Some of the skill verbiage required abbreviation in order to fit in the tables; please refer to the survey instrument if clarification is needed. Employer comments for 'strengths' and 'weaknesses' of the degree program have been included.

In an effort to correct for disproportionate response rates and adjust the respondent profile so that it was representative of the target population, the data were weighted by gender, campus, program, and year of graduation. Percentages in the data tables represent the weighted result (the number of respondents has been left unweighted, however). Please use caution when interpreting results for programs with a small number of respondents; results based on very few respondents may not be representative. Programs for which there were fewer than three respondents are excluded.

**Number of Respondents
By Campus and Year of Graduation.**

	MS Technical Management				
	2001	2002	2003	2004	All Years
Worldwide Campus	10	2	6	2	20

**Graduate's length of time at present position
(as reported by the graduate on the preceding Alumni Survey)
By Campus
All Years Combined**

	Unwtd # of Respondents	1-2 years	3-5 years	More than 5 years
		Wtd Row %	Wtd Row %	Wtd Row %
Worldwide Campus	20	8.7%	16.7%	74.6%

Response options: 'Less than 1 year', '1-2 years', '3-5 years', 'More than 5 years'.

**Best description of graduate's field of work
(as reported by the graduate on the preceding Alumni Survey)
By Campus
All Years Combined**

		Worldwide Campus
Unwtd # of Respondents		20
Aerospace	Wtd Col %	77.5%
Airline	Wtd Col %	2.7%
Government	Wtd Col %	6.1%
Military	Wtd Col %	13.7%

**Relationship of graduate's job to his/her field of study at ERAU
(as reported by the graduate on the preceding Alumni Survey)
By Campus
All Years Combined**

	Unwtd # of Respondents	Closely related	Somewhat related
		Wtd Col %	Wtd Col %
Worldwide Campus	20	69.7%	30.3%

Response options: 'Closely related', 'Somewhat related'.
Graduates who responded 'Not related' on their Alumni Survey were excluded from consideration for the Employer Feedback Survey.

**Approximately how many ERAU graduates do you know professionally?
By Campus
All Years Combined**

	Unwtd # of Respondents	Number of ERAU Graduates Know Professionally			
		1	2-5	6-10	11-50
		Wtd Row %	Wtd Row %	Wtd Row %	Wtd Row %
Worldwide Campus	20	22.8%	39.2%	30.3%	7.7%

Response options: '1', '2-5', '6-10', '11-50', 'Over 50'.

**How many ERAU graduates do you currently supervise?
By Campus
All Years Combined**

	Unwtd # of Respondents	Number of ERAU Graduates Currently Supervise	
		1	2-5
		Wtd Row %	Wtd Row %
Worldwide Campus	20	57.4%	42.6%

Response options: '1', '2-5', '6-10', '11-50', 'Over 50'.

**Did you graduate from ERAU?
By Campus
All Years Combined**

	Unwtd # of Respondents	Supervisors Who Are Also ERAU Graduates	
		Yes	No
		Wtd Row %	Wtd Row %
Worldwide Campus	19	14.1%	85.9%

Response options: 'Yes', 'No'.

**What is your level of involvement in the hiring of new workers?
By Campus
All Years Combined**

	Unwtd # of Respondents	Hiring involvement level	
		Make Final Decision	Provide Input
		Wtd Row %	Wtd Row %
Worldwide Campus	20	50.3%	49.7%

Response options: 'Make Final Decision', 'Provide Input', 'No Involvement'.

What is your preference for hiring graduates?

By Campus

All Years Combined

	Unwtd # of Respondents	Preference for Hiring Graduates		
		Some Preference for ERAU Graduates	No Preference	Some Preference for Other Graduates
		Wtd Row %	Wtd Row %	Wtd Row %
Worldwide Campus	18	45.0%	49.5%	5.4%

Response options: 'Strong preference for other graduates', 'Some preference for other graduates', 'No preference', 'Some preference for ERAU graduates', 'Strong preference for ERAU graduates'.

What preference do you have for multi-lingual candidates?

By Campus

All Years Combined

	Unwtd # of Respondents	Preference for multi-lingual candidates	
		Some Preference	No Preference
		Wtd Row %	Wtd Row %
Worldwide Campus	8	38.1%	61.9%

New question as of the Class of 2003 survey.

Response options: 'Strong Preference', 'Some Preference', 'No Preference'.

How important do you consider global awareness and international experience for new employees?

By Campus

All Years Combined

	Unwtd # of Respondents	Importance of global awareness and international experience	
		Somewhat Important	Not Important
		Wtd Row %	Wtd Row %
Worldwide Campus	7	65.8%	34.2%

New question as of the Class of 2003 survey.

Response options: 'Very Important', 'Somewhat Important', 'Not Important'.

**What changes do you anticipate in your organization's
need for aviation and aerospace professionals in the near
future?
By Campus
All Years Combined**

	Unwtd # of Respondents	Anticipated changes to organization's need for av/aero professionals	
		Increased Need	No Changes
		Wtd Row %	Wtd Row %
Worldwide Campus	9	46.9%	53.1%

New question as of the Class of 2002 survey.
Response options: 'Increased Need', 'No Changes',
'Decreased Need'.

**The education of the graduate meets our company's needs
By Campus
All Years Combined**

	Unwtd # of Respondents	Education of ERAU Graduate Meets Company's Needs			
		Strongly Agree	Agree	Neutral	Strongly Disagree
		Wtd Row %	Wtd Row %	Wtd Row %	Wtd Row %
Worldwide Campus	20	44.3%	41.9%	8.7%	5.0%

Response options: 'Strongly Disagree', 'Disagree', 'Neutral', 'Agree', 'Strongly Agree'.

**He/she is a valuable employee
By Campus
All Years Combined**

	Unwtd # of Respondents	Graduate is a Valuable Employee		
		Strongly Agree	Agree	Strongly Disagree
		Wtd Row %	Wtd Row %	Wtd Row %
Worldwide Campus	20	65.8%	29.2%	5.0%

Response options: 'Strongly Disagree', 'Disagree', 'Neutral', 'Agree', 'Strongly
Agree'.

He/she is a good candidate for promotion
By Campus
All Years Combined

	Unwtd # of Respondents	Graduate is a Good Candidate for Promotion			
		Strongly Agree	Agree	Neutral	Strongly Disagree
		Wtd Row %	Wtd Row %	Wtd Row %	Wtd Row %
Worldwide Campus	20	44.7%	36.5%	13.8%	5.0%

Response options: 'Strongly Disagree', 'Disagree', 'Neutral', 'Agree', 'Strongly Agree'.

Compared to graduates from other institutions, his/her knowledge and skill level is:
By Campus
All Years Combined

	Unwtd # of Respondents	Skill Level of ERAU Graduate Compared to Graduates From Other Institutions		
		Somewhat Higher	Equivalent	Somewhat Lower
		Wtd Row %	Wtd Row %	Wtd Row %
Worldwide Campus	19	30.3%	64.6%	5.2%

Employer Feedback Survey
Classes of 2001, 2002, 2003 & 2004, 1 1/2 Years After Graduation

Program Profile - MS Technical Management

ERAU General Skills Usefulness on the Job and Competence of Graduates
All Years Combined

Worldwide Campus

	MS Technical Management															
	Unwtd # of Respond ents	Employer's Usefulness of Skill on the Job			Unwtd # of Respond ents	Competence of this ERAU Graduate					Unwtd # of Respond ents	Competence of Graduates from Other Institutions				
		Very Useful	Somew hat Useful	Not Useful		Excellent	Good	Average	Poor	Very Poor		Excellent	Good	Average	Poor	Very Poor
Quantitative/mathematics	19	42.7%	51.6%	5.7%	18	31.9%	38.1%	30.0%	.0%	.0%	16	14.6%	63.7%	21.7%	.0%	.0%
Basic PC software (word processing, spreadsheets, etc.)	19	91.9%	2.9%	5.3%	19	68.1%	14.5%	12.2%	5.3%	.0%	16	33.2%	45.2%	15.9%	5.7%	.0%
Writing skills (non-technical)	19	72.2%	22.6%	5.3%	19	45.3%	28.6%	20.9%	.0%	5.3%	16	8.9%	59.4%	26.0%	.0%	5.7%
Technical writing	19	82.7%	17.3%	.0%	19	51.9%	13.8%	29.0%	5.3%	.0%	16	12.8%	49.7%	31.8%	5.7%	.0%
Speaking before an audience	19	51.0%	43.8%	5.3%	19	36.0%	31.0%	23.8%	9.2%	.0%	16	19.0%	50.6%	19.0%	11.5%	.0%
Listening skills	2	50.0%	50.0%	.0%	2	.0%	100.0%	.0%	.0%	.0%	2	.0%	50.0%	50.0%	.0%	.0%
Applied research (information gathering and analysis)	19	62.6%	14.6%	22.9%	18	39.2%	42.2%	13.0%	.0%	5.5%	15	15.5%	47.3%	31.1%	6.1%	.0%
Critical thinking	19	85.5%	9.2%	5.3%	18	52.2%	32.5%	9.7%	.0%	5.5%	16	11.5%	73.9%	8.9%	5.7%	.0%
Independent work	19	82.7%	12.1%	5.3%	19	44.5%	38.2%	12.1%	.0%	5.3%	16	20.4%	58.1%	10.1%	11.5%	.0%
Planning, scheduling, and carrying out projects	19	94.7%	.0%	5.3%	19	65.3%	20.2%	9.3%	.0%	5.3%	16	8.9%	59.4%	26.0%	5.7%	.0%
Defining and solving problems	19	82.7%	12.1%	5.3%	19	48.3%	31.5%	14.9%	.0%	5.3%	16	14.6%	65.0%	8.9%	11.5%	.0%
Working in groups/teams	19	85.5%	9.2%	5.3%	19	54.6%	28.1%	12.1%	5.3%	.0%	16	5.7%	65.6%	17.1%	11.5%	.0%
Leading/guiding others	19	66.7%	28.0%	5.3%	19	50.5%	24.1%	20.2%	.0%	5.3%	16	14.6%	50.5%	23.4%	.0%	11.5%
Responsible actions and decision making	19	85.5%	9.2%	5.3%	19	38.8%	50.7%	5.3%	.0%	5.3%	16	20.4%	52.2%	15.9%	11.5%	.0%
Ability to adapt to change	2	50.0%	50.0%	.0%	2	.0%	100.0%	.0%	.0%	.0%	2	.0%	50.0%	50.0%	.0%	.0%
Understanding other people and other points of view	19	61.5%	33.3%	5.3%	19	33.5%	29.3%	31.9%	5.3%	.0%	16	14.6%	58.0%	21.7%	5.7%	.0%
Environmental awareness	19	25.0%	63.3%	11.7%	16	35.9%	24.8%	39.3%	.0%	.0%	14	10.2%	57.9%	31.9%	.0%	.0%
Political and economic awareness	19	20.2%	68.1%	11.7%	16	23.2%	40.9%	29.8%	6.1%	.0%	14	3.6%	61.5%	34.9%	.0%	.0%
Knowledge of political/physical geography	10	11.8%	50.0%	38.2%	8	7.3%	54.6%	38.1%	.0%	.0%	6	.0%	63.9%	36.1%	.0%	.0%

ERAU Preparation response options for the Class of 2003 and 2004 survey: 1='Excellent', 2='Good', 3='Average', 4='Poor', 5='Very Poor'.

Competence response options for the Class of 2001 and 2002 survey: 1='Very Good', 2='Good', 3='Average', 4='Poor', 5='Very Poor'.

Usefulness response options: 1='Very Useful', 2='Somewhat Useful', 3='Not Useful'

Employer Feedback Survey
Classes of 2001, 2002, 2003 & 2004, 1 1/2 Years After Graduation

Program Profile - MS Technical Management

ERAU Degree Specific Skills Usefulness on the Job and Competence of Graduates
All Years Combined

Worldwide Campus

	MS Technical Management														
	Unwtd # of Respond ents	Usefulness of skill on the Job			Unwtd # of Respond ents	Competence of this ERAU Graduate					Unwtd # of Respond ents	Competence of other Graduates			
		(1) Very Useful	(2) Somew hat Useful	(3) Not Useful		(1) Very Good	(2) Good	(3) Average	(4) Poor	(5) Very Poor		(1) Very Good	(2) Good	(3) Average	(4) Poor
(A) Using computer techniques to solve mgmt problems	12	48.1%	39.0%	12.9%	12	48.1%	22.7%	21.9%	7.3%	.0%	11	.0%	69.6%	22.8%	7.6%
(B) Understand/apply quant/stats skills for decision making	12	38.9%	53.8%	7.3%	12	48.1%	22.7%	21.9%	.0%	7.3%	11	.0%	71.3%	21.0%	7.6%
(C) Using computer graphics to enhance verbal presentations	12	75.8%	24.2%	.0%	12	59.5%	11.3%	21.9%	7.3%	.0%	11	7.6%	63.7%	21.0%	7.6%
(D) Understanding electronic data sys/relational databases	11	65.3%	16.1%	18.5%	11	54.3%	15.3%	22.8%	7.6%	.0%	10	8.0%	44.3%	39.7%	8.0%
(E) Using financial accounting and quality control processes	12	52.1%	29.2%	18.7%	10	58.8%	.0%	32.9%	8.3%	.0%	9	.0%	56.8%	25.8%	17.3%
(F) Applying stats methods to project dev/problem solutions	12	42.2%	41.4%	16.3%	10	57.5%	18.3%	15.4%	8.8%	.0%	9	.0%	74.6%	16.2%	9.2%
(G) Understanding systems development and operation	12	77.3%	11.3%	11.3%	11	42.5%	49.9%	.0%	7.6%	.0%	10	8.0%	84.1%	.0%	8.0%
(H) Understanding the role of leadership	12	59.5%	33.2%	7.3%	12	68.5%	24.2%	.0%	.0%	7.3%	10	8.4%	74.7%	.0%	16.9%
(I) Understand the role of communication in team building	12	72.5%	20.2%	7.3%	12	56.1%	27.5%	9.0%	.0%	7.3%	11	15.3%	46.6%	22.8%	15.3%
(J) Assess regulatory/ethical/legal environments	12	63.4%	29.2%	7.3%	11	41.9%	26.5%	31.5%	.0%	.0%	10	16.5%	42.2%	32.9%	8.3%
(K) Understand mktng tech	12	27.5%	31.9%	40.5%	8	43.6%	28.5%	17.8%	10.1%	.0%	7	.0%	70.4%	18.8%	10.7%
(L) Understand project mgmt/tactical planning	12	56.1%	36.6%	7.3%	12	46.2%	37.5%	9.0%	7.3%	.0%	11	7.6%	63.5%	21.2%	7.6%
(M) Using mgmt principles to make better decisions	12	34.9%	65.1%	.0%	12	34.9%	35.9%	29.2%	.0%	.0%	11	7.6%	57.8%	34.6%	.0%
(N) Understand cost/process of improving product quality	12	52.1%	40.5%	7.3%	12	52.1%	27.7%	12.9%	7.3%	.0%	11	.0%	57.8%	34.6%	7.6%

ERAU Preparation response options for the Class of 2003 and 2004 survey: 1='Excellent', 2='Good', 3='Average', 4='Poor', 5='Very Poor'.

Competence response options for the Class of 2001 and 2002 survey: 1='Very Good', 2='Good', 3='Average', 4='Poor', 5='Very Poor'.

Usefulness response options: 1='Very Useful', 2='Somewhat Useful', 3='Not Useful'

Comments from the question "Considering this ERAU graduate, what strengths do you perceive in his/her degree program?" - Worldwide Campus

Class of 2002

Computers; Technical

Class of 2003

Applying quantitative and statistical skills for decision making.

Well rounded. Understands the financial aspects of the business.

(Name omitted) is one of the top performers in our group. I do not know if this is a result of his degree or (Name omitted) basic drive and capabilities he had prior to his degree. However, (Name omitted) is fully capable of performing at the highest level.

Emphasis on speech and communication - both verbal presentations and written. Management of projects.

Having not worked with this employee prior to ERAU graduate program I cannot differentiate which skills had been gained via ERAU vs. pre existing. That said, this employee does an effective job communicating with and coaching his assigned employees.

Class of 2004

Excellent team building skills through group work program was very focused on specific activities in our workplace (in-house program)
Computer skills, presentation skills, and organizational skills.

Comments from the question "Considering this ERAU graduate, what weaknesses do you perceive in his/her degree program?" - Worldwide Campus

Class of 2003

People skills. The major item for any leadership position is knowing how to deal with people! Keeping employees motivated, learning to listen more than talk, and dealing with all personalities.

None.

None. Terrific preparation for a management position.

See above comment. In general, the employee should have a bit higher project management skills.

Class of 2004

None

Anything to do with statistics. Fortunately, it doesn't have a lot of application in what we do.