

Student Satisfaction Survey Embry-Riddle Aeronautical University Worldwide

Directions:

Be sure to read all options before selecting an answer. All responses are confidential.

When you are finished with the entire survey, click the "SUBMIT" button at the bottom of the form. If you make a mistake or wish to start over, click the "RESET" button also located at the bottom of the form.

Please note: Your responses will be reset if you do not click the 'Next' or 'Submit' button at the bottom of each page within 15 minutes.

Note: It is important to let your responses navigate you through the survey and not use the "back" or "forward" buttons of your browser.

ERAU COURSE ENVIRONMENT

At ERAU, which of the following types of courses have you taken? (Select all that apply)
Classroom courses at Worldwide campuses
Classroom courses at Daytona Beach, FL campus
Classroom courses at Prescott, AZ campus
Worldwide online courses
Independent study/pre-online distance learning courses
Other
If other, please indicate
In your current program of study, which of the following best describes the courses you have taken?
Exclusively classroom based courses
Exclusively online courses
Primarily classroom based courses
Primarily online courses
Other
If other, please indicate

Have you tal Yes No	ken online courses in the past 12 n	nonths?
C At a World	nen you register for your classes, wo dwide campus or teaching center Vorldwide headquarters	here do you register?
CURRENT	<u>EMPLOYMENT</u>	
Occupationa Employed Employed Not currer	full-time	
Employer Descr	ription (Choose all that apply)	
below* Aerospace i Airline Airport (ope Charter/freig Computer ir Corporate a Education (i FBO (flight i Flight trainin Governmen Manufacturi Other (aviat Other (non-a	rations, contractor, etc.) ght industry eviation instructor in an educational facility) instructor, maintenance, mgmt. etc.) ing (other than FBO) it (includes air traffic controller) ing ion)	Military Air Force Army Coast Guard Marines Navy Reserve or National Guard
*Name of Employer:		

REASONS FOR ATTENDING ERAU

Please indicate whether each of the reasons listed below was a major reason, minor reason, or not a reason for attending ERAU.

	Major Reason	Minor Reason	Not a Reason
Reputation of ERAU in aviation/aerospace education	<u>C</u>	<u>•</u>	<u> </u>
Advancing my career in aviation/aerospace	O	0	<u>•</u>
Degree completion	lacktriangle	lacksquare	<u>C</u>
Selection for promotion/raise/commission	<u>•</u>	\odot	<u>•</u>
Personal/self satisfaction	lacktriangle	lacktriangle	\odot
Preparation for future employment	O	\odot	•
Improvement of existing job skills	lacktriangle	lacksquare	C
ERAU is a small, private university	O	\odot	•
Caring attitude of university staff and faculty	0	\odot	<u>O</u>
Convenience of campus location (ERAU is 'on -site')	0	0	0
ERAU Worldwide online courses	<u>•</u>	\odot	O
Availability of government tuition assistance (T .A.)	<u>C</u>	<u>•</u>	<u>•</u>
Cost	<u>•</u>	•	<u>•</u>
Quality of instruction	lacktriangle	lacksquare	<u>C</u>
Recommendation	\odot	\odot	•
Credits awarded for military training, FAA ratings, airline experience, etc.	C	0	
Other	\odot	\odot	•
If other, pleas specify.	se		

ERAU ONLINE EDUCATION

for taking online classes at ERAU.			
	Major Reason	Minor Reason	Not a Reason
I like the convenience of not having to trave campus	el to 🕜	•	•
I like the flexibility of doing the coursework my own time	on 🕥	•	•
I had scheduling conflicts with other section of this class	ns 🕜	•	•
It was the only section available	0	•	0
I wanted to try online classes	C	lacktriangle	0
I prefer online classes	0	•	0
My work schedule does not permit me to ta classroom classes	ake 🕥	C	•
I live too far from a campus or teaching cer	nter O	•	•
Other	lacktriangle	lacktriangle	O

If other, please specify.

Please indicate whether each of the reasons listed below was a major reason, minor reason, or not a reason

OVERALL EXPERIENCE

Definitely not

Please rate your overall satisfaction for each statement below.

					Very		
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Dissatisfied		
Overall experience with ERAU	O	<u>O</u>	O	0	C		
Overall satisfaction with ERAU's online classes	<u>•</u>	<u> </u>	<u>•</u>	0	<u>•</u>		
Overall experience with this campus	O	<u>•</u>	<u>•</u>	O	<u>•</u>		
So far, how has your ERAU experience met your expectations? Much better than I expected Better than I expected About what I expected Worse than I expected Much worse than I expected							
If you had to do it over again, would	d you still: Definitely Yes	Maybe Yes	I Don't Know	Maybe Not	Definitely Not		
Choose to attend ERAU?	0		<u> </u>				
Choose the same program/major?		0	<u> </u>	0	0		
Enroll at the same Worldwide campus?	$lue{\mathbb{C}}$	$lue{oldsymbol{\circ}}$	0	$lue{m{\bigcirc}}$	$lue{oldsymbol{\circ}}$		
If asked by a prospective student, Definitely yes Maybe yes I don't know Maybe not	would you reco	mmend ERAL	J?				
Definitely not							

<u>UNIVERSITY</u>

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
My academic experience is worth the cost		\bigcirc		\bigcirc	
I am developing a sense of pride and loyalty toward ERAU	•	•	0	0	0
I receive adequate information about ERALI	<u>(</u>	\bigcirc	<u>(</u>	<u>(</u>	<u>(</u>

Campus

The campus staff are able to answer my questions and provide information I need in a timely manner	Strongly Agree	Agree	Neutral	Disagree <a>O	Strongly Disagree
Campus operating hours fit the needs of the students	<u>•</u>	·	<u>•</u>	0	<u>•</u>
Most students feels a sense of belonging at this campus	<u>•</u>	<u>•</u>	<u>C</u>	<u>•</u>	$lue{oldsymbol{\circ}}$
This campus has a good reputation within the community	<u>•</u>	0	<u>•</u>	<u>•</u>	<u>•</u>
The campus staff are caring and helpful	<u>•</u>	<u>•</u>	<u>C</u>	<u>•</u>	$lue{oldsymbol{\circ}}$
My campus has access to adequate audio/visual equipment to support my needs	<u>•</u>	0	0	0	<u>•</u>

PHYSICAL RESOURCES

I am aware of the emergency evacuation procedures for the buildings I us	Strongly Agree	Agree	Neutral	Disagree C	Strongly Disagree
There are sufficient parking spaces for students	<u>•</u>	<u>•</u>	0	0	\odot
Restrooms are properly cleaned & stocked with supplies	\odot	\odot	<u>•</u>	0	0
Physical security/safety is adequate at this campus	\odot	\odot	\odot	<u>•</u>	<u>•</u>
For the average classroom used by my campus	s, I feel the fo Strongly Agree	Illowing aspe	cts are satisfa	actory: Disagree	Strongly Disagree
Appearance, space, size	0	0	0		0
Accessibility				0	0
Comfort (i.e. temperature, ventilation, lighting, acoustics)	<u>O</u>	<u>O</u>	0	0	0
Maintenance	0	•	<u>•</u>	•	<u>•</u>
Location	\odot	\odot	\odot	\odot	
COMPUTER RESOURCES AND SERVICE I have adequate access to computer equipment	Strongly Agree	Agree	Neutral	Disagree •	Strongly Disagree
I have adequate access to appropriate software	<u>•</u>	<u>•</u>	<u>•</u>	<u> </u>	\odot
I have adequate access to the internet	<u>•</u>	<u>•</u>	0	0	\odot
Technology on my campus is sufficient for my coursework needs	•	•	•	•	•
Technical support via the university support center is available when I need it	\odot	\odot	•	$lue{oldsymbol{\circ}}$	<u>•</u>
Technical support via the university support center is helpful and able to assist with my questions	\odot	\odot	•	•	•

ACADEMIC PROGRAMS

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Class sizes are appropriate relative to the types of courses	(·)	(·)	(·)	(·)	
My degree program appropriately addresses the needs of aviation, aerospace, and related industries (military and civilian)	•	0	<u>•</u>	•	0
There are provisions in my degree program that allow me to take electives outside my area of specialization	•	<u>•</u>	<u>•</u>	<u>•</u>	<u>•</u>
The courses in my program are offered frequently enough for me	·	<u>•</u>	<u>•</u>	<u>•</u>	<u>•</u>
I understand the expected outcomes of the courses I take	<u>•</u>	O	<u>•</u>	<u></u>	<u>O</u>
Major requirements are clear and reasonable	<u>•</u>	<u>•</u>	0	0	<u>•</u>
My program has provided me with knowledge and skills that will enhance my work performance		<u>O</u>	\bigcirc	\bigcirc	<u>•</u>
I am satisfied with the overall quality of my program of study	\odot	\odot	•	•	<u>•</u>
The course content is useful to my career or career goals	lacksquare	lacktriangle	$lue{lue{}}$	<u>•</u>	O
I am aware of online course availability	\odot	<u>•</u>	\odot	<u>•</u>	<u>•</u>

OVERALL INSTRUCTION

ERAU provides an atmosphere which encourages learning and academic excellence	Strongly Agree	Agree	Neutral 🕝	Disagree 🕝	Strongly Disagree
I am satisfied with the overall quality of instruction at ERAU	0	<u>•</u>	<u>•</u>	<u>•</u>	<u>•</u>
I understand the methods by which I am graded	<u>O</u>	0	0	\odot	0
The grading procedures used at ERAU are fair and equitable	<u>•</u>	<u>•</u>	<u>•</u>	\odot	<u>•</u>
My professors are well-prepared for class	lacktriangle	<u>(</u>	0	\bigcirc	<u>(</u>
I feel the faculty are enthusiastic about the subjects they teach	\odot	\odot	\odot	0	\odot
The methods of instruction are appropriate to the content of my courses	<u>•</u>	<u>O</u>	0	<u>•</u>	\odot
There is a good variety of classes provided online	\odot	\odot	<u>•</u>	<u>•</u>	\odot
I am satisfied with the overall quality of online instruction at ERAU	<u>O</u>	<u>(</u>	<u>(</u>	<u>(</u>	<u>()</u>
The faculty, when appropriate, relate course subject matter to practical applications	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
27 11 1 7	Agree	•			Disagree
applications	Agree	Ō	0	0	Disagree
applications Faculty members make me feel at ease to ask questions	Agree	0	• • • • • • • • • • • • • • • • • • •	0	Disagree C
applications Faculty members make me feel at ease to ask questions Faculty members are readily accessible for consultation	Agree	0	0	0	Disagree O

GENERAL SKILLS

For each general skill below, provide a response for both:

ERAU Preparation (how well ERAU prepared you in the skill) -and- <u>Usefulness</u> (how useful the skill is at your job, if employed)

Excellent	Very Good	Good	Fair	Poor
<u> </u>	<u> </u>	0	<u> </u>	<u> </u>
<u>•</u>	<u>•</u>	<u>•</u>	$lue{oldsymbol{\circ}}$	$lue{oldsymbol{\circ}}$
\bigcirc	lacktriangle	<u>O</u>	$lue{\mathbb{C}}$	lacktriangle
<u>•</u>	<u>•</u>	<u> </u>	\odot	<u>•</u>
lacksquare	<u>•</u>	lacktriangle	<u>(</u>	<u>•</u>
<u>•</u>	<u>•</u>	0	<u>•</u>	<u>•</u>
<u>•</u>	0	<u>(</u>	lacktriangle	0
<u>•</u>	<u>•</u>	<u> </u>	\odot	<u>•</u>
<u> </u>	0	<u>C</u>	lacktriangle	<u> </u>
<u>•</u>	<u>•</u>	<u> </u>	\odot	<u>•</u>
<u> </u>	<u> </u>	lacktriangle	$lue{oldsymbol{\circ}}$	lacktriangle
<u>•</u>	<u>•</u>	<u> </u>	\odot	<u>•</u>
<u>•</u>	<u>•</u>	•	lacktriangle	<u>•</u>
<u>•</u>	<u>•</u>	\odot	$lue{m{\cdot}}$	<u>•</u>
lacksquare	lacksquare	lacksquare	lacktriangle	\bigcirc

Quantitative/mathematics	Very Useful	Somewhat Useful	Not Useful
Basic computer skills (word processing, spreadsheets, etc.)	0	<u> </u>	<u>•</u>
Writing skills	<u>(</u>	$lue{oldsymbol{\circ}}$	0
Speaking skills	<u>O</u>	<u>•</u>	0
Applied research (information gathering and analysis)	<u>(</u>	$lue{oldsymbol{\circ}}$	0
Critical thinking	0	<u>•</u>	<u>•</u>
Independent work	$lue{\mathbb{C}}$	$lue{oldsymbol{\circ}}$	<u>O</u>
Planning, scheduling, and carrying out projects	0	<u>•</u>	<u>•</u>
Defining and solving problems	$lue{\mathbb{C}}$	$lue{oldsymbol{\circ}}$	lacktriangle
Working in groups/teams	0	<u>•</u>	<u>•</u>
Leading/guiding others	$lue{\mathbb{C}}$	$lue{oldsymbol{\circ}}$	<u>O</u>
Making responsible, ethical choices	0	<u>•</u>	<u>()</u>
Understanding other people and other points of view	$lue{m{C}}$	\bigcirc	0
Environmental awareness	0	•	0
Political and economic awareness	<u>()</u>	\bigcirc	<u>•</u>

STUDENT SERVICES

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I received adequate orientation	<u>O</u>	0	0	0	<u>O</u>
ERAU provides adequate assistance to students needing to improve basic skills	<u>•</u>	<u>•</u>	•	•	<u>•</u>
ERAU shows appropriate concern for student development	<u></u>	<u>O</u>	$lue{}$	\bigcirc	\bigcirc
ERAU provides me with accurate academic advising	\odot	<u>•</u>	<u>•</u>	\odot	<u>•</u>
ERAU staff is available to help me resolve academic problems	<u>O</u>	0	<u>(</u>	<u>(</u>	<u>()</u>
ERAU staff is available to help me resolve administrative problems	<u>•</u>	<u>•</u>	<u>•</u>	<u>•</u>	<u>•</u>
Information regarding ERAU's registration process is readily available to me	0	<u>O</u>	<u>•</u>	<u>(</u>	0
I receive adequate support and assistance throughout the registration process	\odot	<u>•</u>	<u>•</u>	\odot	·
Registration procedures take place with little delay	0	<u>O</u>	<u>•</u>	<u>(</u>	<u>O</u>
Financial transactions take place with little delay		<u>•</u>	<u>•</u>	<u>•</u>	<u>•</u>
Channels for expressing my concerns are readily available to me	\odot	<u>•</u>	0	0	0
Specific information about student services is adequately communicated to me	<u>•</u>	<u>•</u>	<u>•</u>	<u>•</u>	<u>•</u>
I seldom get the "run-around" when seeking information at ERAU	\odot	<u>O</u>	0	0	0
I receive my textbooks and course materials on time	0	<u>(</u>	0	0	<u>•</u>

ERAU LIBRARY SERVICES

How did you find out about the resources ar apply.	nd services pro	vided by	ERAU F	Hunt Libra	ary? Cho	ose all tl	hat
Faculty							
Campus personnel							
Another student							
Orientation							
Welcome to Hunt library" video							
Library basic training	Library basic training						
I do not know about the resources and services provided by the library							
I have never heard of the ERAU Hunt library	,						
Other							
If other, please specify:							
On average, how many times per term do your Never Once 2 or 3 times More than 3 times	ou use the libra	Never	Strongly			Disagre	Strongly Disagre
The ERAU Hunt Library website provides me with adec the library's resources and services	quate access to	Used	Agree	Agree	Neutral	e	e C
The Hunt Library is my library of choice for completing	my assignments	<u>•</u>	<u>O</u>	·	·	<u>•</u>	<u>•</u>
I am familiar with the services the Hunt Library provides students		0	O	<u>•</u>	\odot	O	•
The ERAU library staff is knowledgeable and helpful		<u>•</u>	\odot	<u>•</u>	•	\odot	<u>•</u>
I have convenient access to reference librarians at the	Hunt library	\odot	<u>O</u>	\odot	$lue{}$	<u>•</u>	<u>()</u>
Turnaround time for research assistance from reference satisfactory	e librarians is	<u>•</u>	•	<u>•</u>	<u>•</u>	<u>•</u>	<u>•</u>
The Hunt Library uses my preferred methods of common and telephone)	unication (email	<u>•</u>	0	<u>•</u>	•	0	<u>(</u>
The "Welcome to the Hunt Library" video or library bas provided adequate orientation or preparation for using		<u>•</u>	0	<u>•</u>	•	<u>•</u>	<u>•</u>
The help section of the website provides me with appro-	priate assistance	0	<u>(</u>	<u>O</u>	<u>•</u>	0	<u>O</u>

VETERANS AFFAIRS AND FINANCIAL AID

Which forms of fi	nancial aid do you	use for paying at least part of	your E	RAU tu	ition? C	hoose a	all that	apply.
Tuition assistance provided by my employer (including military tuition assistance).				,				
		n the federal government.						
Other state or	federal financial aid	(including loans, grants, & schola	arships).					
Other types of	financial aid (please	e specify below).						
No financial aid	d - I'm paying my ov	vn way through college.						
If other, please								
specify								
			Not Ap plicabl e	Strongl y Agree	Agree	Neutral	Disagr ee	Strongl y Disa gree
The university Veterar helps me understand		es me with adequate counseling that efits Process	<u>•</u>	<u>•</u>	C	$lue{\mathbb{C}}$	$lue{}$	•
The university Veterar service	ns Affairs office provid	es me with helpful and courteous	•	•	•	<u>•</u>	•	<u>•</u>
The university Veterar manner	ns Affairs office staff re	esponds to my requests in a timely	\odot	\odot	<u>C</u>	<u>C</u>	<u>C</u>	<u>(</u>)
I receive adequate final financial aid process	ancial aid counseling t	that helps me understand the	<u>•</u>	\odot	•	0	•	•
The financial aid office	e keeps me informed a	about the status of my application	0	<u>(</u>	0	0	0	<u>()</u>
The financial aid office	e staff provide helpful,	courteous service	<u>•</u>	0	<u>•</u>	<u>O</u>	<u>•</u>	•
	cations adequately ex nd responsibilities of r	plain types of assistance available, ecipients	•	$lue{}$				<u>(</u>
There are adequate sachievement	cholarship resources a	available to reward academic	•	•	•	<u>•</u>	•	0
There are adequate of	rant funds available to	help financially needy students	<u>•</u>	<u>()</u>	<u>•</u>	<u>(</u>	<u>•</u>	<u>(</u>

ERAU WORLDWIDE ATTENDANCE

Since you first started classes at Embry-Riddle Worldwide, have you stopped to take classes elsewhere before returning?
C Yes
O No
Have you stopped taking classes from Embry-Riddle Worldwide for any reason, other than taking classes elsewhere, before returning?
C Yes
O No
f yes, what were the reasons?
PLEASE WRITE ANY ADDITIONAL COMMENTS:
LEAGE WRITE ANT ADDITIONAL COMMENTO.