



## **2012 Howard University Graduate and Professional Graduating Student Exit Survey** *All Schools and Colleges*

### **Description**

The Howard University Graduate and Professional Graduating Student Exit Survey is administered annually to prospective candidates for graduation enrolled in all graduate/professional programs. The primary purpose of the survey is to obtain information about students' satisfaction with a range of academic and co-academic experiences during their matriculation and to inquire about their plans for the future. The survey was administered by the Office of Institutional Assessment and Evaluation (OIAE) through a web-based format with the assistance and cooperation of faculty and staff in the various schools and colleges. The results are divided into six broad categories: demographics, school/college assessment data, student quality of life data, university community experience data, post graduation plans and student comments. There were 660 respondents.

### **Office of Institutional Assessment and Evaluation**

*"Working together to create a culture of evidence-based decision making..."*

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## EXECUTIVE SUMMARY

The *Howard University Graduate/Professional Graduating Student Exit Survey* is administered annually to prospective candidates for graduation who are enrolled in all of the University's graduate and professional programs. The primary purpose of the survey is twofold: (1) to obtain information about students' satisfaction with a range of academic and co-academic experiences during their matriculation at the University, and (2) to inquire about their plans for the future. The survey is administered by the Office of Institutional Assessment and Evaluation (OIAE) through a web-based format with the assistance and cooperation of faculty and staff in the various schools and colleges. The presentation of the results of the survey is divided into six broad categories: demographics, school/college assessment data, student quality of life data, university community experience data, post-graduation and student comments. Student comments are included in the Appendix. There were 660 respondents.

The following sections contain the highlights from the data that were collected from the 2012 class of prospective graduates.

### **Demographics: *Who are the Members of the Graduate/Professional Class of 2012?***

The ratio of females to males was 2.3 to 1 with females and males representing 69.7% and 33.3% of the respondents, respectively. All ethnic groups were represented among the respondents. The two largest ethnic groups were African Americans (70%) and Africans (10%). Asian/Pacific constituted 4.7% and Caucasians were 4.2% of the respondents. Almost seventy-seven percent (77.1%) of the graduate and professional respondents never lived on campus. Approximately 77.2% of the respondents either worked full-time or part-time while in school. Nearly one-fifth (18.4%) of the students worked full-time off campus, and 37.3% worked part-time off campus. Over half (56.1%) of the respondents *were not* the first in their family to attend graduate and professional school.

### **School/College Data: *How Satisfied Were They with their Educational Experiences?***

Approximately 84% of the students indicated that they were very satisfied or satisfied with the overall quality of their educational experience at Howard. Slightly fewer, 79%, were very satisfied or satisfied that the educational experience met their expectations. Graduates were also asked to rate the performance of personnel in their school or college: dean of the school/college in which their program of study resides, dean of the graduate school, school/college administrative staff, and departmental chairperson, staff, and faculty. The departmental faculty and office staff received the highest satisfaction ratings of 81.3% and 78%, respectively. The largest area of dissatisfaction was related to customer service in the administrative offices of their school or college – almost one-third (37.5%) of the respondents were dissatisfied or very dissatisfied.

*Academic Advising.* Students were asked to indicate their level of satisfaction with various aspects of academic advising. Nearly three-fourths, 72.6%, of the respondents were very satisfied or satisfied with the availability of academic advisors; while just over half, 61.7% felt that way about access to mentoring. Almost seventy percent (70.8%) of the respondents were very satisfied or satisfied with the overall quality of their academic advising.

*Instructional Delivery and Context.* There were no areas for which student dissatisfaction exceeded 30%. Students were most satisfied with their own level of scholarly effort or engagement (93.9%), the quality of course syllabi (88%) and the quality of instruction (87.6%).

*Knowledge and Skill Development.* Students were asked to indicate their level of satisfaction with 13 knowledge and skill areas. The top areas of development that prospective graduates were most satisfied with were: knowledge of ethics (94.8%), the development of critical and analysis skills (92.4%), the ability to demonstrate leadership (92.1%), building on life skills (90.5%), and team work skill development (90.5%). The development of research skills ranked 10th out of 13 areas (83.4%) and knowledge of contributions of the African Diaspora to their major ranked 12th of 13 (72.0%).

#### **Student Quality of Life Data: *What are Students' Perceptions of Institutional Support Services?***

Students were most satisfied with the availability of personal student loans (71.3%) and least satisfied with the availability of teaching assistantships (23.4%). Students were most dissatisfied with the Office of Financial Aid (44.7%) and the Office of Student Financial Services (36%). This is the fourth consecutive year that the Office of Financial Aid has received this distinction.

#### **University Community Experience Data: *What are Students' Perception of Institutional Administrative Offices?***

Equal percentages of students reported that they were satisfied with the Office of the President (34.7%) and the Office of the Provost (32.7%). One reason for this level of satisfaction could be when it comes to the Offices of the President and the Provost students marked "Don't Know" or "N/A" at the rate of 49.6% and 53.5%, respectively.

for information systems, BANNER registration system received a "dissatisfaction" rating of 61.5%, the availability of copying/duplication services (45.9%) and access to wireless internet connection on campus (45.1%).

The survey results also reveal areas where Howard may be able to expand and improve program experiences for students. For example, only 3.0% of students had experienced distance learning and only 10.1% had studied abroad. Also, 54.2% had not engaged in graduate research opportunity; however, about 26.1% of the students had attended a professional conference, 17.6% had presented research findings at a professional conference, and 8.6% had published research. Students also indicated a need to upgrade physical facilities, especially classrooms. Additionally, almost one-half, 48.5%, were "very dissatisfied or dissatisfied" with the availability of parking.

#### **Post-Graduation**

Students were asked about their post-graduation plans and their relationship with Howard as alumna/alumnus. Nearly one-half of the respondents (47.2%) were able to report the salary range that they expected to be in after graduation. Of note, 30.4% of the respondents did not have employment at the time that they filled out the survey; 12.3% had no plans to work, and 10% had immediate plans for a post-doctoral opportunity.

### Demographic Data: Profile

Gender	
Male	Female
30.3% (200)	69.7% (460)

Special Student Status			
Disabled	Veteran	Adjudicated	No Special Group Status
0.7% (5)	2.1% (14)	0.0% (0)	97.1 % (643)

Citizenship Status			
U.S. Citizen	Permanent Resident	Resident Alien	International Student
86.7% (572)	5.5% (36)	0.5% (3)	7.4% (49)

Ethnicity							
African American	Hispanic Latino	Caucasian	Asian/Pacific Islander	American Indian/Alaska Native	African	Biracial	Not Willing to Disclose
70% (462)	3.2% (21)	4.2% (28)	4.7% (31)	0% (0)	10.0% (66)	3.2% (21)	4.7% (31)

Did you live on campus?			
4 or more years	2-3 years	1 year or less	Never
4.9% (32)	8.6% (57)	9.4% (62)	77.1% (508)

While at Howard University, you were employed primarily:				
Full-time Off Campus	Part-time Off Campus	Full-time On Campus	Part-time On Campus	Never Worked
18.4% (121)	37.3% (246)	3.9% (26)	17.6% (116)	22.8% (150)

GPA					
3.60-4.00	3.40-3.59	3.00-3.39	2.50-2.99	2.00-2.49	Not Applicable
38.0% (251)	19.1% (126)	25.3% (167)	9.1% (60)	0.2% (1)	8.3% (55)

## Demographic Data: Enrollment

Degree				
Master's Degree	Doctoral Degree	Professional Degree	Dual Degree	Certificate
44.2% (292)	28.0% (185)	26.1% (172)	0.9% (6)	0.8% (5)

While at Howard University, you were enrolled primarily:	
Full-time	Part-time
95.3% (628)	4.7% (31)

Indicate the academic year in which you entered Howard University to earn your degree or certificate							
2010-2011	2009-2010	2008-2009	2007-2008	2006-2007	2005-2006	2004-2005	Before 2002
14.2% (94)	10.3% (69)	56.8% (375)	9.2% (61)	3.0% (20)	2.1% (14)	1.5% (10)	2.8% (18)

Indicate whether you entered Howard University as a:		
First Time Graduate Student	First Time Professional Student	Transfer Student
57.7% (381)	36.7% (242)	5.6% (37)

Are you the first in your family to attend graduate or professional school:	
Yes	No
43.9% (290)	56.1% (370)

School/College Representation							
Arts & Sciences	School of Business	School of Communications	Continuing Education	Dentistry	Divinity	School of Education	Engineering & Architecture
2.4% (16)	6.4% (42)	1.8% (12)	0.0% (0)	8.5% (56)	2.0% (13)	7.6% (50)	1.1% (7)
Graduate School	Pharmacy, Nursing and Allied		Law	Medicine	Social Work		
15.9% (105)	18.2% (120)		21.5% (142)	.2% (1)	14.5% (96)		

**Demographic Data: Stop-Out**

How many semesters have you missed since you entered Howard?				
None	1	2-3	4-6	7 or More
92.4% (609)	2.3% (15)	3.8% (25)	1.1% (7)	0.5% (3)

If you missed any semester of enrollment, identify the primary reason in each of the following groups:							
<b>Personal Reasons</b>	<b>Personal Problems</b>	<b>Personal Illness</b>	<b>Family Obligations</b>	<b>Lack of Interest</b>	<b>Death in Family</b>	<b>Illness in Family</b>	<b>Returned Home</b>
	8.0% (4)	6.0% (3)	6.0% (6)	0% (0)	6.0% (3)	4.0% (2)	4.0% (4)
	<b>Marriage</b>	<b>Unable to Adjust</b>	<b>Other</b>	<b>Not Applicable</b>			
	0% (0)	2.0% (1)	18.0% (9)	46.0% (23)			
<b>Practical Reasons</b>	<b>Job Conflict</b>	<b>Financial Problems</b>	<b>Insufficient Financial Aid</b>	<b>Living Arrangements</b>	<b>Lack of Campus Housing</b>	<b>Military Obligations</b>	<b>Disciplinary Action</b>
	6.0% (3)	28.0% (14)	4.0% (2)	2.0% (1)	0.0% (0)	0.0% (0)	0.0% (0)
	<b>Travel</b>	<b>Commuting Problems</b>	<b>Other</b>	<b>Not Applicable</b>			
	2.0% (1)	0.0% (0)	16.0% (8)	40.0% (20)			
<b>Academic Reasons</b>	<b>Difficulty with Courses</b>	<b>Dissatisfied with Instructors</b>	<b>Courses Cancelled</b>	<b>Courses not Needed</b>	<b>Transferred to Another School</b>	<b>Lack of Academic Progress</b>	<b>Incomplete Schedule</b>
	0.0% (0)	2.0% (1)	0.0% (0)	4.0% (2)	0.0% (0)	4.0% (2)	0.0% (0)
	<b>Lacked Prerequisites</b>	<b>Academic Suspension</b>	<b>Other</b>	<b>Not Applicable</b>			
	0.0% (0)	8.0% (4)	10.0% (5)	72.0% (36)			

**Educational Experience: Institutional, School/College and Departmental Data**

<b>Overall Education Experience</b>						
<b>Rate the level of satisfaction with the following:</b>						
	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>	<b>N/A</b>
<b>Your Academic Program</b>	19.0% (125)	67.6% (444)	9.7% (64)	2.7% (18)	0.8% (5)	0.2% (1)
<b>Overall Quality of the Educational Experience</b>	17.5% (115)	66.6% (438)	12.9% (85)	2.3% (15)	0.6% (4)	0.2% (1)
<b>Educational Experience Met Expectations</b>	17.6% (116)	61.4% (404)	16.1% (106)	3.6% (24)	0.9% (6)	0.3% (2)
<b>School/College and Department</b>						
<b>Rate the level of satisfaction with the following:</b>						
	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>	<b>N/A</b>
<b>The effectiveness of your college/school in general</b>	16.7% (110)	64.0% (421)	13.8% (91)	4.1% (27)	1.1% (7)	0.3% (2)
<b>The effectiveness of your department in general</b>	17.3% (114)	58.4% (384)	16.9% (111)	4.9% (32)	0.8% (5)	1.8% (12)
<b>Your school's/college's student services</b>	11.2% (74)	53.2% (350)	23.9% (157)	8.2% (54)	2.1% (14)	1.4% (9)
<b>Customer service in administrative offices of your school or college</b>	13.7% (90)	47.4% (312)	21.1% (139)	16.4% (108)	0.8% (5)	0.6% (4)
<b>The effectiveness of your school's or college's Office of Career Services</b>	17.5% (115)	44.1% (290)	14.4% (95)	3.6% (24)	10.8% (71)	9.6% (63)
<b>The performance of your Dean of the school/college in which your program of study resides</b>	21.4% (141)	52.1% (343)	10.2% (67)	5.0% (33)	7.6% (50)	3.6% (24)
<b>The performance of the Dean of the Graduate School</b>	15.8% (104)	41.8% (275)	6.8% (45)	3.6% (24)	7.9% (52)	24.0% (158)
<b>The performance of your departmental chairperson</b>	24.0% (158)	43.5% (286)	7.8% (51)	3.2% (21)	9.3% (61)	12.3% (81)
<b>The performance of your departmental faculty</b>	20.1% (132)	61.2% (403)	10.2% (67)	2.9% (19)	1.5% (10)	4.1% (27)
<b>The performance of your departmental office staff</b>	21.7% (143)	55.3% (364)	10.8% (71)	4.6% (30)	2.4% (16)	5.2% (34)



## Faculty Performance & Academic Advising

### Faculty Performance

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Availability of Faculty Members</b>	20.1% (132)	63.6% (418)	13.5% (89)	2.1% (14)	0.3% (2)	0.3% (2)
<b>Faculty Maintained Office Hours</b>	20.2% (133)	61.9% (407)	12.9% (85)	2.7% (18)	1.2% (8)	0.9% (6)
<b>Faculty presentation/ instructional delivery skills</b>	19.3% (127)	66.1% (434)	12.0% (79)	2.3% (15)	0.0% (0)	0.3% (2)
<b>Instructors related course contents to the solving of "real world" domestic and global problems</b>	23.7% (156)	61.3% (403)	10.4% (68)	3.2% (21)	0.8% (5)	0.6% (4)
<b>Faculty Professionalism</b>	23.6% (155)	59.8% (393)	11.4% (75)	4.1% (27)	0.8% (5)	0.3% (2)

### Academic Advising

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Access to mentoring</b>	14.6% (96)	47.1% (309)	17.2% (113)	5.0% (33)	8.7% (57)	7.3% (48)
<b>Availability of academic advisors</b>	17.4% (114)	55.2% (362)	17.5% (115)	5.9% (39)	1.5% (10)	2.4% (16)
<b>Overall quality of academic advising</b>	17.2% (113)	53.6% (352)	18.4% (121)	5.5% (36)	2.4% (16)	2.9% (19)
<b>Conveying of care for/about the student in advising</b>	20.3% (133)	53.5% (351)	15.4% (101)	6.1% (40)	2.6% (17)	2.1% (14)

## Instructional Delivery and Context & Preparation for Post-Graduation

Instructional Delivery and Context						
Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Student/teacher ratio</b>	28.3% (186)	59.1% (388)	7.3% (48)	4.6% (30)	0.6% (4)	0.2% (1)
<b>Quality of courses offered (curricula)</b>	18.6% (122)	63.5% (417)	13.9% (91)	3.2% (21)	0.9% (6)	0.0% (0)
<b>Quality of course syllabi</b>	19.2% (126)	68.8% (452)	8.7% (57)	2.3% (15)	0.9% (6)	0.2% (1)
<b>Overall quality of student learning assessment (testing)</b>	15.5% (102)	66.1% (434)	12.9% (85)	3.3% (22)	1.4% (9)	0.8% (5)
<b>Overall quality of instruction</b>	18.3% (120)	69.3% (455)	9.3% (61)	2.7% (18)	0.2% (1)	0.3% (2)
<b>Level of intellectual stimulation in courses</b>	21.5% (141)	64.7% (425)	10.7% (70)	2.4% (16)	0.3% (2)	0.5% (3)
<b>Promotion of and/or opportunity for creativity</b>	16.7% (110)	60.7% (399)	14.6% (96)	3.8% (25)	1.8% (12)	2.3% (15)
<b>Availability of evening courses</b>	18.4% (121)	53.6% (352)	9.6% (63)	2.7% (18)	2.9% (19)	12.8% (84)
<b>Availability of summer courses</b>	8.5% (56)	29.5% (194)	16.0% (105)	9.7% (64)	11.4% (75)	24.8% (163)
<b>Availability of academic support/tutorial services</b>	10.4% (68)	47.3% (311)	15.5% (102)	5.2% (34)	12.5% (82)	9.1% (60)
<b>Quality/effectiveness of academic support/tutorial services</b>	10.5% (69)	45.5% (299)	13.4% (88)	4.6% (30)	14.3% (94)	11.7% (77)
<b>Your own level of scholarly effort/engagement</b>	35.5% (233)	57.8% (380)	5.0% (33)	0.8% (5)	0.2% (1)	0.8% (5)

  

Preparation for Post-Graduation						
Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Your preparation for an increasingly technological world</b>	15.6% (102)	55.7% (363)	14.1% (92)	4.1% (27)	4.6% (30)	5.8% (38)
<b>Your preparation for employment in your major</b>	20.1% (131)	54.8% (357)	13.8% (90)	5.7% (37)	3.4% (22)	2.3% (15)
<b>Your preparation for further education or advanced training</b>	18.9% (123)	59.2% (386)	7.4% (48)	3.1% (20)	6.3% (41)	5.2% (34)
<b>Your preparation for national board and/or other licensure exams</b>	15.2% (99)	48.3% (315)	12.9% (84)	3.7% (24)	7.4% (48)	12.6% (82)

## Knowledge and Skill Development

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Knowledge of ethics</b>	35.8% (235)	59.0% (387)	2.7% (18)	0.8% (5)	0.8% (5)	0.9% (6)
<b>Critical thinking and analysis skills development</b>	29.6% (194)	62.8% (412)	4.9% (32)	0.8% (5)	0.6% (4)	1.4% (9)
<b>Building on life skills (e.g., prioritization, time management, etc.)</b>	29.1% (191)	61.4% (403)	5.2% (34)	0.6% (4)	1.4% (9)	2.3% (15)
<b>Building on interpersonal skills</b>	25.3% (166)	64.6% (424)	4.7% (31)	1.5% (10)	1.1% (7)	2.7% (18)
<b>Ability to demonstrate leadership</b>	30.5% (200)	61.6% (404)	4.1% (27)	0.3% (2)	1.4% (9)	2.1% (14)
<b>Team work skill development</b>	26.7% (170)	63.8% (421)	4.7% (31)	1.4% (9)	0.9% (6)	2.9% (19)
<b>Multicultural knowledge</b>	30.5% (200)	59.0% (387)	3.8% (25)	1.7% (11)	1.8% (12)	3.2% (21)
<b>Training in verbal communication</b>	22.7% (149)	64.6% (424)	7.0% (46)	1.5% (10)	0.9% (6)	3.2% (21)
<b>Research skill development</b>	22.7% (150)	60.7% (398)	9.9% (65)	2.3% (15)	1.1% (7)	3.2% (21)
<b>Training in written communication</b>	22.3% (146)	62.3% (409)	9.6% (63)	1.5% (10)	0.9% (6)	3.4% (22)
<b>Knowledge of global policies and issues</b>	19.7% (129)	59.3% (389)	10.7% (70)	1.5% (10)	3.7% (24)	5.2% (34)
<b>Knowledge of contributions of the African Diaspora to your major field of study</b>	26.1% (171)	45.9% (301)	7.5% (49)	2.4% (16)	7.0% (46)	11.1% (73)
<b>Training in computer applications</b>	14.2% (93)	52.7% (346)	11.3% (74)	4.0% (26)	3.0% (20)	14.8% (97)

## Financial Aid and Services

### Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Cost (tuition and fees)</b>	7.7% (51)	35.7% (234)	30.8% (202)	22.9% (150)	2.1% (14)	0.8% (5)
<b>Summer financial aid process</b>	4.1% (27)	21.6% (142)	14.2% (93)	9.5% (62)	17.4% (114)	33.2% (218)

### What was the primary manner in which you financed your undergraduate education?

Scholarship	Fellowship	University Tuition Grant	Grant by Government Agency	HU Employee Remission of Tuition	Other External Grant (foundation, organization)	Assistantship Remission of Tuition	Graduate Assistantship
8.7% (57)	1.8% (12)	1.5% (10)	2.0% (13)	1.4% (9)	0.0% (0)	0.8% (5)	5.0% (33)
Out of Pocket (includes Family/Benefactor)		Personal Student Loans	Student Loans Taken by Parents/Benefactor		Teaching Assistantship	Traineeship	Other
8.1% (53)		59.8% (392)	5.8% (38)		2.3% (15)	0.0% (0)	2.9% (19)

### Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Availability of scholarships/fellowships</b>	10.7% (70)	37.8% (247)	27.7% (181)	13.6% (89)	6.1% (40)	4.1% (27)
<b>Availability of Graduate Assistantships</b>	8.0% (52)	22.7% (148)	25.3% (165)	12.3% (80)	13.8% (90)	18.1% (118)
<b>Availability of Teaching Assistantships</b>	5.7% (37)	17.7% (115)	24.6% (160)	11.5% (75)	17.1% (111)	23.4% (152)
<b>Availability of University Tuition Grants</b>	6.1% (40)	26.3% (172)	29.1% (190)	13.6% (89)	13.6% (89)	11.3% (74)
<b>Availability of Grants from Government Agencies</b>	5.8% (38)	22.9% (149)	27.0% (176)	11.2% (73)	18.1% (118)	14.9% (97)
<b>Availability of Other External Grants (foundations, etc.)</b>	5.9% (38)	24.7% (159)	25.6% (165)	11.0% (71)	11.9% (122)	14.0% (90)
<b>Availability of Personal Student Loans</b>	15.5% (102)	55.8% (366)	9.8% (64)	4.3% (28)	5.9% (39)	8.7% (57)
<b>Availability of Student Loans Taken by Parents</b>	5.2% (34)	22.0% (143)	7.7% (50)	2.8% (18)	16.0% (104)	46.3% (301)

## Student Support Services

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Office of Financial Aid</b>	5.7% (37)	43.2% (282)	21.6% (141)	23.1% (151)	3.8% (25)	2.6% (17)
<b>Office of Student Financial Services (other than Office of Financial Aid)</b>	4.9% (32)	45.5% (297)	18.8% (123)	17.2% (112)	8.6% (56)	5.1% (33)
<b>Office of Student Accounts</b>	6.9% (45)	52.0% (340)	20.6% (135)	14.4% (94)	4.9% (32)	1.2% (8)
<b>Office of Enrollment Management</b>	7.7% (50)	50.1% (327)	12.1% (79)	9.2% (60)	13.5% (88)	7.5% (49)
<b>Office of Admissions</b>	9.5% (62)	62.1% (406)	10.2% (67)	5.7% (37)	7.6% (50)	4.9% (32)
<b>Campus Security (Police)</b>	7.3% (48)	47.7% (312)	10.6% (69)	4.4% (29)	20.8% (136)	9.2% (60)
<b>Student Health Service Center</b>	8.0% (52)	50.2% (328)	19.3% (126)	12.4% (81)	6.9% (45)	3.2% (21)
<b>Office of Student Life</b>	4.4% (29)	31.3% (205)	4.7% (31)	4.0% (26)	32.1% (210)	23.4% (153)
<b>Office of Special Student Services</b>	4.9% (32)	23.1% (151)	3.1% (20)	2.4% (16)	34.3% (224)	32.3% (211)
<b>University Counseling Service</b>	6.1% (40)	22.9% (150)	4.0% (26)	3.4% (22)	36.5% (239)	27.1% (177)
<b>CEDAR Center- HU Office of Career Services</b>	3.8% (25)	26.3% (172)	3.5% (23)	2.3% (15)	36.7% (240)	27.4% (179)
<b>Career Services/Counseling in your college or school</b>	10.4% (68)	33.9% (222)	8.3% (54)	4.6% (30)	25.4% (166)	17.4% (114)
<b>University Office of International Student Services</b>	4.7% (31)	20.0% (131)	2.1% (14)	1.5% (10)	32.1% (210)	39.4% (258)
<b>Graduate School - International Student Services</b>	4.3% (28)	17.1% (112)	3.4% (22)	1.7% (11)	31.2% (204)	42.4% (277)

## Campus Life and Activities

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
<b>Recreation</b>	8.4% (55)	41.3% (269)	9.5% (62)	2.1% (14)	21.9% (143)	16.7% (109)
<b>Varsity athletic programs</b>	4.3% (28)	26.5% (173)	5.8% (38)	2.9% (19)	31.0% (202)	29.4% (192)
<b>Student organizations</b>	7.7% (50)	56.1% (366)	6.6% (43)	1.1% (7)	17.2% (112)	11.3% (74)
<b>Campus intellectual life</b>	11.1% (77)	52.7% (348)	6.5% (43)	1.8% (12)	16.1% (106)	10.0% (66)
<b>Campus social activities</b>	8.4% (55)	50.8% (331)	4.9% (32)	1.2% (8)	21.0% (137)	13.7% (89)
<b>Campus cultural activities</b>	9.7% (63)	50.5% (329)	4.0% (26)	1.5% (10)	20.1% (131)	14.3% (93)
<b>Variety of cultural events in the campus community</b>	10.1% (66)	49.1% (320)	5.1% (33)	0.9% (6)	21.6% (141)	13.2% (86)
<b>Campus religious activities</b>	10.0% (65)	43.3% (282)	2.9% (19)	0.6% (4)	25.5% (166)	17.8% (116)

Rate the level of activity with the following:						
	Very Active	Fairly Active	Moderately Active	A Little Active	Not Active at All	N/A
<b>Your record of service to the community</b>	17.0% (111)	35.9% (234)	18.6% (121)	12.6% (82)	8.4% (55)	7.5% (49)

## Administrative Offices & Student Involvement in Assessment

### Administrative Offices

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Office of the President	5.4% (35)	29.3% (191)	9.0% (59)	6.6% (43)	34.4% (224)	15.2% (100)
Office of the Provost	4.9% (32)	27.8% (181)	7.7% (50)	6.1% (40)	38.3% (250)	15.2% (99)
Customer service in administrative offices of the Graduate School	10.7% (70)	40.3% (263)	9.5% (62)	7.2% (47)	15.0% (98)	17.2% (112)
Operation hours of administrative offices	7.1% (46)	57.2% (373)	18.6% (121)	8.7% (57)	5.2% (34)	3.2% (21)
Graduation clearance process	7.8% (51)	48.6% (317)	18.4% (120)	15.2% (99)	8.3% (54)	1.7% (11)

### Student Involvement in Assessment

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Opportunity for students to formally assess academic programs	13.2% (87)	55.9% (368)	21.0% (138)	5.5% (36)	2.7% (18)	1.7% (11)
Opportunity for students to formally assess instruction	15.0% (99)	57.0% (375)	21.1% (139)	4.1% (27)	2.1% (14)	0.6% (4)
Opportunities for students to assess university services	9.9% (65)	41.9% (276)	27.2% (179)	16.9% (111)	2.4% (16)	1.7% (11)
Provision of or access to institutional assessment information (e.g., survey results, etc.)	9.9% (65)	45.9% (302)	24.2% (159)	7.9% (52)	7.6% (50)	4.6% (30)

**Information System and Ancillary Services**

<b>Information Systems</b>						
<b>Rate the level of satisfaction with the following:</b>						
	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>	<b>N/A</b>
<b>BANNER Registration System</b>	12.3% (81)	48.0% (315)	13.5% (89)	48.0% (72)	8.7% (57)	6.4% (42)
<b>iLab and campus computer laboratories</b>	16.5% (108)	45.3% (297)	17.8% (117)	9.5% (62)	5.2% (34)	5.8% (38)
<b>ResNet Communications System</b>	4.9% (32)	17.5% (115)	3.2% (21)	1.2% (8)	33.4% (219)	39.8% (261)
<b>Computer system of the University Libraries</b>	17.6% (76)	49.8% (327)	14.0% (92)	8.7% (57)	9.9% (65)	5.9% (39)
<b>Access to wireless internet connection on campus</b>	10.2% (67)	40.5% (266)	25.9% (170)	19.2% (126)	2.3% (15)	1.8% (12)
<b>Campus Radio and Television stations</b>	9.7% (64)	33.2% (218)	3.7% (24)	2.0% (13)	25.9% (170)	25.5% (167)
<b>Availability of copying/duplication services</b>	6.3% (41)	31.7% (208)	25.5% (167)	20.4% (134)	10.4% (68)	5.8% (38)
<b>Black Board Learning Management System</b>	18.6% (122)	55.5% (364)	5.8% (38)	2.6% (17)	6.3% (41)	11.3% (74)

<b>Ancillary Services</b>						
<b>Rate the level of satisfaction with the following:</b>						
	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>	<b>Don't Know</b>	<b>N/A</b>
<b>HU Bookstore(s)</b>	9.2% (60)	67.9% (444)	13.1% (86)	4.7% (31)	2.9% (19)	2.1% (14)
<b>University Shuttle Bus Service</b>	8.8% (58)	44.8% (293)	7.7% (51)	2.3% (15)	18.0% (118)	18.2% (119)
<b>Cost of campus food services</b>	5.8% (38)	44.2% (289)	18.5% (121)	8.4% (55)	11.5% (75)	11.6% (76)
<b>Variety of food choices (e.g., vegetarian, etc.)</b>	6.4% (42)	44.8% (293)	17.0% (111)	7.6% (50)	11.3% (74)	12.8% (84)
<b>Quality of campus food services</b>	6.3% (41)	47.1% (308)	16.1% (105)	8.1% (53)	11.2% (73)	11.3% (74)
<b>Blackburn Center</b>	8.7% (57)	58.0% (379)	6.0% (39)	1.7% (11)	13.5% (88)	12.2% (80)



### Range of University Experiences

Select the program experience(s) (check all that apply):						
<b>Accelerated Program</b>	<b>Work Study</b>	<b>Distance Learning</b>	<b>Study Abroad</b>	<b>Domestic Exchange</b>	<b>Honors Program</b>	<b>Independent Study</b>
7.2% (47)	7.2% (47)	3.0% (20)	10.1% (66)	0.9% (6)	4.4% (29)	12.6% (82)
<b>Teaching Certification</b>		<b>Service Learning</b>	<b>Other</b>	<b>None</b>		
6.3% (41)		5.2% (34)	4.6% (30)	56.3% (367)		

Graduate research opportunity (check all that apply):						
<b>Thesis Development</b>	<b>Research internship</b>	<b>Dissertation development</b>	<b>Attending professional conferences</b>		<b>Publishing Research</b>	<b>Assisting faculty project</b>
11.0% (71)	11.2% (73)	8.4% (55)	26.1% (170)		8.6% (56)	12.7% (83)
<b>Presenting Findings in a Conference or Meeting</b>		<b>Other</b>	<b>None</b>			
17.6% (115)		1.7% (11)	54.2% (353)			

Indicate the academic support/enhancement activities that you were engaged in (check all that apply):							
<b>Creative Projects (writing, exhibits, plays, productions, etc.)</b>	<b>Community Service</b>	<b>Internship</b>	<b>Practicum</b>	<b>Cross Registration</b>	<b>Inter-disciplinary Courses</b>	<b>Other</b>	<b>None</b>
15.6% (102)	34.1% (222)	50.0% (329)	21.8% (142)	2.4% (16)	13.5% (88)	1.4% (9)	25.0% (163)

Indicate the campus organizations that you are/were affiliated with (check all that apply):						
<b>Student Government</b>	<b>Fraternity/Sorority</b>	<b>Community Service/Non-Profit Organizations</b>	<b>Academic Organization in Major</b>	<b>Professional Organization</b>	<b>Honor Society</b>	<b>Other (Specify below)</b>
12.4% (81)	12.5% (82)	30.7% (200)	21.3% (139)	32.4% (211)	20.2% (132)	3.7% (24)
<b>None</b>						
31.8% (207)						

## Physical Facilities

### Physical Facilities

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Condition of classrooms	4.3% (28)	45.0% (294)	33.8% (221)	16.4% (107)	0.0% (0)	0.6% (4)
Condition of University libraries	12.8% (84)	62.1% (407)	15.9% (104)	6.7% (44)	1.7% (11)	0.8% (5)
Condition of laboratories/technical centers	4.9% (32)	32.8% (215)	14.2% (93)	6.6% (43)	16.9% (111)	24.4% (161)
Condition of studios	5.8% (24)	35.9% (146)	8.4% (34)	4.2% (17)	45.7% (186)	37.6% (248)
Access to laboratories, study areas, student lounges	6.1% (40)	49.0% (321)	23.2% (77)	11.8% (77)	4.9% (32)	5.0% (0)
Overall condition of University buildings	4.4% (29)	41.8% (274)	38.0% (249)	14.2% (93)	0.6%(4)	0.9% (6)
Cleanliness of University buildings	6.1% (40)	56.6% (371)	26.0% (170)	9.9% (65)	0.3% (2)	1.1% (7)
Availability of suitable affordable off-campus housing	4.1% (27)	27.2% (178)	22.0% (144)	14.0% (92)	11.1% (73)	21.5% (141)
Availability of student parking	3.8% (25)	32.7% (214)	25.0% (164)	23.5% (154)	4.3% (28)	10.7% (70)
Physical fitness facilities	3.2% (21)	19.2% (126)	14.4% (94)	17.3%(113)	22.9% (150)	23.1% (151)

**Post-Graduation**

<b>Please indicate the primary way you plan to give back to Howard as an alumna/alumnus.</b>					
<b>Making Financial Contributions</b>	<b>Recruiting New Students</b>	<b>Fundraising</b>	<b>Volunteering</b>	<b>Other</b>	<b>No Plan to Contribute</b>
26.3% (171)	19.5% (127)	2.6% (17)	20.0% (130)	10.3% (67)	21.4% (139)

<b>Would you recommend Howard to a prospective student?</b>		
<b>Yes</b>	<b>No</b>	<b>Not Sure</b>
64.4% (419)	11.4% (74)	24.3% (158)

<b>If you are continuing your education at Howard University, identify the one most important reason you decided to return to Howard. If you will not be returning, select "Not Applicable."</b>							
<b>Academic Reputation</b>	<b>Availability of Academic Program</b>	<b>Institutional Cost</b>	<b>Financial Aid Assistance</b>	<b>Quality of Faculty</b>	<b>Location</b>	<b>Social Environment</b>	<b>Research resources</b>
2.6% (17)	1.5% (10)	0.3% (2)	0.9% (6)	0.3% (2)	1.1% (7)	0.3% (2)	0.0% (0)
<b>Encouraged/ Recruited by Faculty</b>	<b>Encouraged by Mentor</b>	<b>Supportive Academic Environment</b>	<b>Commitment to HU Mission</b>	<b>Other</b>	<b>Not Applicable</b>		
0.6% (4)	0.6% (4)	0.6% (4)	1.1% (7)	0.5% (3)	89.6% (583)		

<b>If you are continuing your education at an institution other than Howard University, identify the one most important reason you chose that institution. If "NO," select "Not Applicable."</b>							
<b>Academic Reputation</b>	<b>Availability of Academic Program</b>	<b>Institutional Cost</b>	<b>Financial Aid Assistance</b>	<b>Quality of Faculty</b>	<b>Location</b>	<b>Social Environment</b>	<b>Research Resources</b>
4.5% (29)	3.7% (24)	1.5% (10)	1.1% (7)	0.5% (3)	1.2% (8)	0.6% (4)	0.8% (5)
<b>Encouraged/ Recruited by Faculty</b>	<b>Encouraged by Mentor</b>	<b>Supportive Academic Environment</b>	<b>Other</b>	<b>Not Applicable</b>			
0.6% (4)	0.5% (3)	0.9% (6)	1.8% (12)	82.3% (536)			

**Post-Graduation**

<b>Will you be employed?</b>		
<b>Full-time</b>	<b>Part-time</b>	<b>Not Employed</b>
64.7% (421)	4.9% (32)	30.4% (198)

<b>If you have already accepted an employment offer, please indicate the annual salary range. If you do not have employment, select "Not Applicable."</b>						
<b>Less than \$30,000</b>	<b>\$30,000-\$45,000</b>	<b>\$46,000-60,000</b>	<b>\$61,000-75,000</b>	<b>\$76,000-95,000</b>	<b>Over \$95,000</b>	<b>Not Applicable</b>
2.2% (14)	9.5% (62)	12.4% (81)	6.0% (39)	5.7% (37)	11.4% (74)	52.8% (344)

<b>What are your immediate plans after you leave Howard? (Select from Group A and Group B)</b>							
<b>Group A</b>	<b>No plan to work now</b>	<b>Agriculture, Food &amp; Natural Resources</b>	<b>Architecture &amp; Construction</b>	<b>Arts, AV technology &amp; Communications</b>	<b>Business, Management &amp; Administration</b>	<b>Education &amp; Training</b>	<b>Finance</b>
	12.3% (80)	0.0% (0)	0.3% (2)	2.2% (14)	4.3% (28)	12.3% (80)	1.5% (10)
	<b>Government &amp; Public Administration</b>	<b>Health Science</b>	<b>Hospitality &amp; Tourism</b>	<b>Human Services</b>	<b>Information Technology</b>	<b>Law, Public Safety, Corrections &amp; Security</b>	<b>Manufacturing</b>
	6.6% (43)	16.1% (105)	0.2% (1)	8.0% (52)	0.5% (3)	16.4% (107)	0.2% (1)
	<b>Marketing, Sales, &amp; Services</b>	<b>Science, Technology Engineering &amp; Mathematics</b>	<b>Transportation, Distribution &amp; Logistics</b>	<b>Other</b>			
1.5% (10)	3.5% (23)	0.2% (1)	14.0% (91)				
<b>Group B</b>	<b>No plan for further education now</b>	<b>Graduate/professional study</b>	<b>Medical/dental internship</b>	<b>Ministry</b>	<b>Travel</b>	<b>Military Service</b>	<b>Community service/social work</b>
	60.5% (394)	13.2% (86)	2.3% (15)	0.5% (3)	0.9% (6)	1.7% (11)	2.8% (18)
	<b>International affairs</b>	<b>Seek temporary employment</b>	<b>Peace Corps.</b>	<b>Attend school part-time</b>	<b>Post-doctoral opportunity</b>	<b>Other</b>	
	0.5% (3)	0.6% (4)	0.2% (1)	2.3% (15)	10.0% (65)	4.6% (30)	