



REPORT OF 2011 GRADUATING STUDENT SURVEY (GSS) For School of Education

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, 127 undergraduates (83% of graduating student population) and 205 graduate students (43%) from the School of Education (EDU) 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 EDU students, overall satisfaction with their St. John's experience remained high. For undergraduates in 2011, the percentage of students who were *satisfied* / *very satisfied* was 92% in 2009, 96% in 2010, and 99% in 2011. For graduate students, the percentage was 97% in 2009, 93% in 2010, and 94% in 2011.

Student ratings on the quality of instruction also remained high. For undergraduates, 80% in 2009 rated it as *excellent* / *good*, the percentage increased to 92% in 2010, and it was 89% in 2011. For graduates, the corresponding figures were 95% in 2009, and 91% in 2010 and 2011.

Student perceptions on tuition paid as a worthwhile investment fluctuated in the past three years. In 2009, 74% of undergraduates *agreed / strongly agreed* that tuition paid was a worthwhile investment, the percentage increased to 77% in 2010, and then dropped to 66% in 2011. For graduate students, the percentages were: 90% in 2009, 80% in 2010, and 83% in 2011. In 2011, 34% of undergraduates and 17% of graduate students *disagreed / strongly disagreed* that tuition paid was a worthwhile investment.

About four-fifths of undergraduates and one-third of graduate students perceived that the Catholic and Vincentian Mission had a *positive / very positive* impact on their experience (UG: 80% in 2009, 83% in 2010, and 78% in 2011; GR: 68% in 2009, 65% in 2010, and 68% in 2011).

Student ratings on the University's support of internship programs remained. For undergraduates, the percentage of students who were *satisfied / very satisfied* was 97% in 2009, 95% in 2010, and 94% in 2011. The corresponding figures for graduate students were 95%, 92%, and 92%.

In 2010, 85% of undergraduates had internships (including student teaching or clinical rotation), and it was 83% in 2011. For graduate students, 57% had such experiences in both 2010 and 2011.

In 2010, the job placement rate for undergraduates was 13% (9% keeping current jobs; 4% accepted an offer), and it was 14% (11% keeping current jobs; 3% accepted an offer) in 2011. For graduate students, it was 47% (45% keeping current jobs; 2% accepted an offer) in 2010, and 33% (30% keeping current jobs; 3% accepted an offer) in 2011.

In 2011, 90% of undergraduates and 86% 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.

In 2011, 76% of undergraduates and 63% of graduate students perceived that the Career Center did a *good / excellent* job at providing students with career preparation for job placement; 24% of undergraduates and 37% of graduate students rated it as *fair / poor*.

In 2010, 85% of undergraduates indicated that the quality of academic advising was *good / excellent*, and it dropped to 77% in 2011. The corresponding figures for graduate students were 78% and 76%.

In 2011, around two-fifths undergraduates and over one half of graduate students indicated that they had no exposure to a global experience while at St. John's (UG: 31% in 2010, and 39% in 2011; GR: 49% in 2010, and 54% 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: 99% of undergraduates and 94% of graduate students in EDU 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	96%	99%	93%	94%
Very satisfied	47%	50%	47%	45%
Satisfied	49%	49%	46%	49%
Quality of instruction	92%	89%	91%	91%
Excellent	43%	35%	50%	53%
Good	49%	54%	41%	38%
Tuition paid as a worthwhile investment	77%	66%	80%	83%
Strongly agree	14%	7%	23%	18%
Agree	63%	59%	57%	65%
Impact of Catholic and Vincentian Mission	83%	78%	65%	68%
Very positive	21%	28%	22%	18%
Positive	62%	50%	43%	50%
Satisfaction with University's support of internship	95%	94%	92%	92%
Very satisfied	46%	41%	38%	40%
Satisfied	49%	53%	54%	52%

Student ratings on the quality of instruction also remained high in 2011: 89% of undergraduates and 91% of graduate students rated it as *good* / *excellent*.

Student ratings on tuition paid as a worthwhile investment dropped for undergraduates from 77% in 2010 to 66% in 2011. For graduate students, it increased from 80% in 2010 to 83% in 2011.

Regarding the impact of the Catholic and Vincentian Mission, 83% of undergraduates perceived that it had a *positive / very positive* impact on their experience at St. John's in 2010 and the percentage dropped to 68% in 2011. For graduate students, the percentage increased from 65% in 2010 to 68% in 2011.

When asked whether they were satisfied with the University's support of internship programs, 94% of undergraduates and 92% of graduates were *satisfied / very satisfied* 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 72% of EDU undergraduates were planning to pursue further studies in Fall 2011 or Spring 2012: 5% planned to pursue a bachelor's degree, and 67% for master's. (Question 1, Table 1).

When asked about their employment plans, as Figure 1 illustrates, 85% were still looking, 11% indicated that they would keep their current jobs, 3% had accepted a job offer, and the remaining 1% had no plan. (Q3, Table 1).

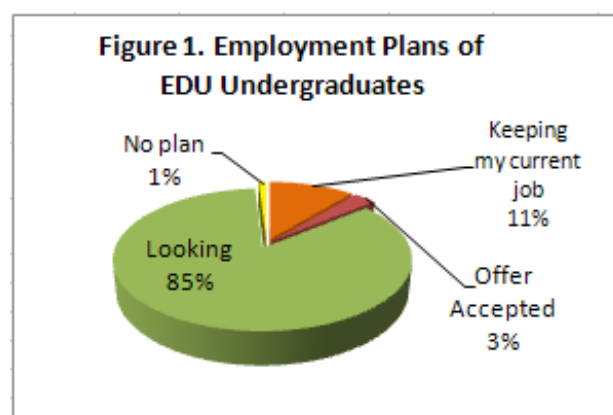
When asked how well St. John's did at providing course work and academic experiences that prepared students for their career and job placement, 38% of undergraduates rated it as *excellent*, 52% *good*, 8% *fair*, and 2% *poor*. (Q9, Table 1).

When asked how well the Career Center did at providing them with career preparation for job placement, 25% of undergraduates rated it as *excellent*, 51% *good*, 23% *fair*, and 1% *poor*. (Q10, Table 1).

The data indicate that 83% of undergraduates had internships. Regarding the type of internships that students completed, 4% had academic internships for credit, 1% had unpaid internships (non-credit), and 81% completed student teaching. (Q6, Table 1)

For the remaining 17% of undergraduates who didn't have any internship, 3% were not eligible, 11% were not interested, and 3% indicated that they couldn't afford to take one. (Q5, Table 1)

For undergraduates who had internships, 1% of them found an internship through the Career Center, 80% through an academic department, 16% on their own, and 9% through other channels (This is a check-all-that-apply question. The total percentage may add up to more than 100%). (Q7, Table 1)



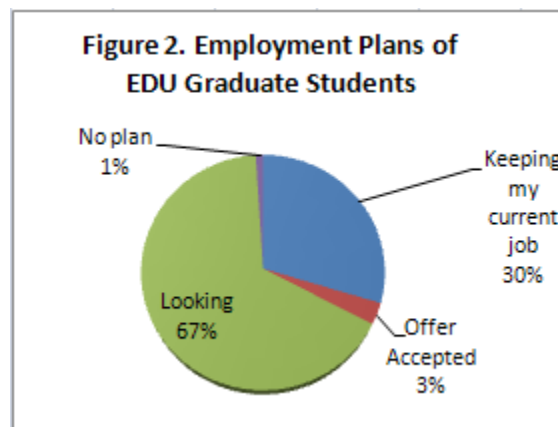
When asked to rate their satisfaction with the University's support of internship programs, 41% of undergraduates were *very satisfied*, 53% *satisfied*, 5% *dissatisfied*, and 1% *very dissatisfied*. (Q8, Table 1)

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

The GSS 2011 data reveal that 15% of EDU graduate students were planning to pursue further studies in Fall 2011 or Spring 2012: 4% for master's, 7% for doctorate, and 3% for professional (MD, JD, etc.). (Q1, Table 1).

When asked about their employment plans, as Figure 2 illustrates, 67% were still looking, 30% indicated that they would keep their current jobs, 3% 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, 43% of graduate students rated it as *excellent*, 43% *good*, 12% *fair*, and 2% *poor*. (Q9, Table 1).



When asked how well the Career Center did at providing them with career preparation for job placement, 19% of them rated it as *excellent*, 44% *good*, 31% *fair*, and 6% *poor*. (Q10, Table 1).

The data indicate that 57% of graduate students had internships. Regarding the type of internships that students completed, 24% had academic internships for credit, 1% experienced paid internships, 1% had unpaid internships (non-credit), and 35% participated in student teaching. (Q6, Table 1)

For the remaining 43% of graduate students who didn't have any internship, 4% were unable to secure an internship, 12% were not eligible, 15% were not interested, and 11% indicated that they couldn't afford to take one. (Q5, Table 1)

For graduate students who had internships, 1% of them found an internship through the Career Center, 45% through an academic department, 56% on their own, and 7% through other channels (This is a check-all-that-apply question. The total percentage may add up to more than 100%). (Q7, Table 1)

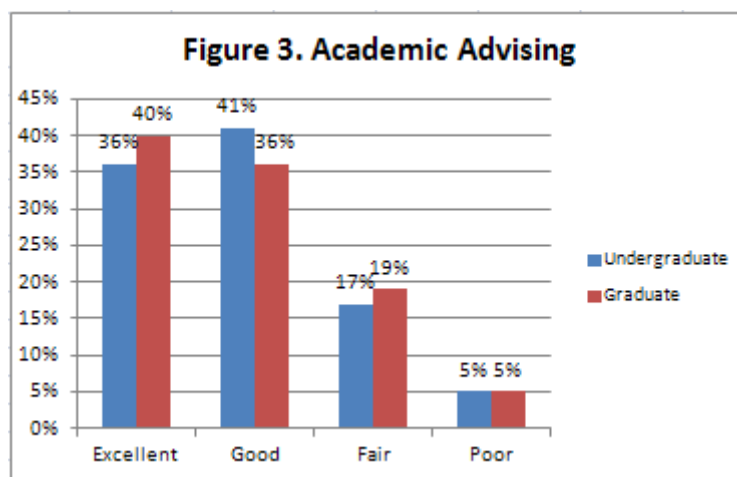
When asked to rate their satisfaction with the University's support of internship programs, 40% of graduate students were *very satisfied*, 52% *satisfied*, 5% *dissatisfied* and 2% *very dissatisfied*. (Q8, Table 1)

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, 39% of undergraduates and 54% 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*, 45% *good*, 15% *fair*, 3% *poor*. The corresponding figures for graduate students were 21%, 57%, 22%, and 0%. (Q.14, Table 1)

When asked how well St. John's integrated technology into the learning experience, 34% of undergraduates rated it as *excellent*, 46% *good*, 20% *fair*, and 0% *poor*. The corresponding figures for graduate students were 34%, 47%, 17%, and 1%. (Q.15, Table 1)

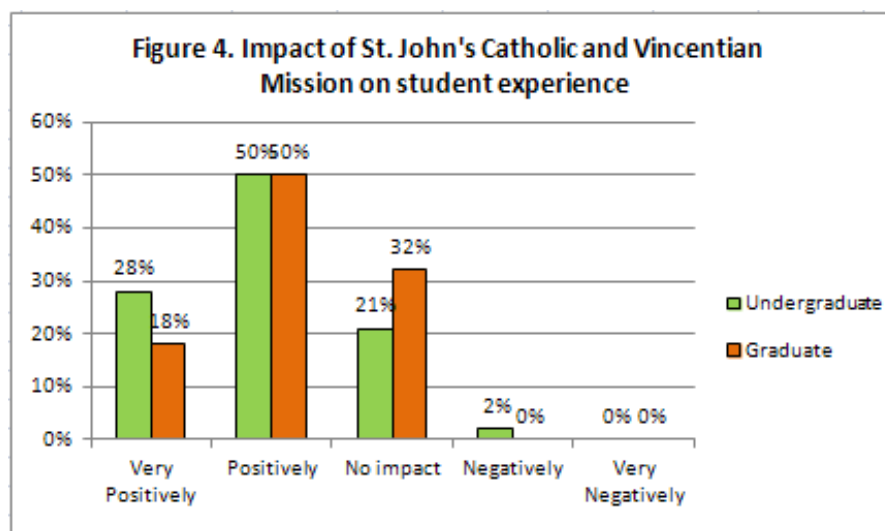
Regarding the quality of academic advising, as Figure 3 reveals, 36% of undergraduates rated it as *excellent*, 41% *good*, 17% *fair*, and 5% *poor*. The corresponding figures for graduate students were 40%, 36%, 19%, and 5%. (Q.12, Table 1)



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, 28% of undergraduates rated it as *very positively*, 50% *positively*, 21% *no impact*, 2% *negatively*, and 0% *very negatively*. The corresponding figures for graduate students were 18%, 50%, 32%, 0%, and 0%. (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, 25% of undergraduates indicated "to a great extent," 49% "to some extent," and 26% "not at all." The corresponding figures for graduate students were 18%, 38%, and 44%. (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, 73% of undergraduates and 21% 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, 36% of them belonged to Greek Letter clubs, 19% Honor societies, 14% to the Special Interests category, 13% to the Academic category, 7% Cultural, 5% Political, 4% Religious, 2% Performing Arts, and 1% Social Justice. For graduate students, 37% of them belonged to Greek Letter clubs, 23% Honor societies, 14% to the Special Interests category, 13% the Academic category, 6% Religious, 5% Cultural, 1% Social Justice, 1% Political, and 1% Performing Arts (Q19, Table 1).

When asked how they got involved in service activities while at St. John's, 77% of undergraduates indicated that they participated through Academic Service-Learning, 57% through Student Organizations, 19% through Learning Communities, 19% through Campus Ministry, and 8% through other paths. The figures for graduate students were: 35% through Academic Service-Learning, 13% through Student Organizations, 3% through Learning Communities, 3% through Campus Ministry and 6% through other paths. (Q.17, Table 1).

When asked whether they wanted to be involved in service after graduation, 29% of undergraduates said YES and 71% indicated NO. For graduate students, 19% said YES and 81% indicated NO. (Q.23, Table 1)

When asked whether they would like to be contacted for certain activities in the future, 58% of undergraduates indicated YES for alumni relations events, 22% for mentoring roles with students, 26% for recruitment events with the Office of Admissions, and 46% for leadership roles in organizing alumni functions. The corresponding figures for graduate students were 42%, 16%, 24%, and 30%. (Q.22, Table 1)

IV. SUMMARY AND DISCUSSION

In general the results from this GSS survey for the School of Education 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 around two-fifths undergraduates and over 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.

Another area with low student ratings was tuition paid as a worthwhile investment for undergraduates. In 2011, 34% of students *disagreed / strongly disagreed* that tuition paid was a worthwhile investment.

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