



REPORT OF 2012 GRADUATING STUDENT SURVEY (GSS) For Tobin College of Business

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 in 2010, 2011, and 2012. In 2012, the survey has 22 items, but the same procedure has been followed since 2009.

In 2012, 330 undergraduates (64% of graduating student population) and 187 graduate students (38%) from the Tobin College of Business (TCB) 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, presents the GSS 2012 survey results for the Tobin College of Business. The report provides highlights of the survey results first, followed by more detailed findings. The appendix to this report provides detailed results for individual survey items for both undergraduate and graduate students.

The GSS 2012 reports for St. John's University and by college are available online at: <http://www.stjohns.edu/about/ir/surveys>

II. HIGHLIGHTS

For TCB students, the overall satisfaction with their St. John's experience remained high: 92% of undergraduates and 95% of graduate students were *satisfied / very satisfied* in 2012.

Student ratings on the quality of instruction increased: in 2011, 69% of undergraduates rated it as *good / excellent*, and it increased to 77% in 2012. For graduate students, it increased from 80% in 2011 to 85% in 2012.

Student perceptions on tuition paid as a worthwhile investment also improved: in 2011, 63% of undergraduates *agreed / strongly agreed* that tuition paid was a worthwhile investment, and it increased to 72% in 2012. For graduate students, it increased from 86% in 2011 to 88% in 2012.

In 2011, 69% of undergraduates perceived that the Catholic and Vincentian Mission had a *positive / very positive* impact on their experience, and the percentage increased to 79% in 2012. For graduate students, it decreased from 71% in 2011 to 67% in 2012.

In 2011, 80% of undergraduates rated on the University's support of internship programs as *satisfied / very satisfied*, and it increased to 85% in 2012. For graduate students, it increased from 76% to 83%.

For Class 2012, 63% of undergraduates and 50% of graduate students had internships (including student teaching and clinical rotation).

When asked about their plans after graduation, 40% of undergraduates indicated that they would keep their current jobs or had accepted a job offer, and 27% of them planned to further their education. The corresponding figures for graduate students were 51% and 11%.

When asked how well St. John's did at providing course work and academic experiences that prepared students for their career and job placement, 71% of both undergraduates and graduate students rated it as *good / excellent*.

When asked how well St. John's provided a global experience through studying abroad, in the classroom, or student activities, 41% of undergraduates and 35% of graduate students indicated that they had no exposure to global experience. For the students who had such experience, 77% of undergraduates and 66% of graduate students rated it as *good / excellent*.

When asked how well St. John's integrated technology into the learning experience, 83% of undergraduates and 74% of graduate students rated it as *good / excellent*.

Regarding the quality of academic advising, 72% of undergraduates and 76% of graduate students rated it as *good / excellent*.

When asked to what extent their experience at St. John's allowed for the development of a faith dimension in their life, 70% of undergraduates and 73% of graduate students indicated "to some or a great extent."

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 2012: 92% of undergraduates and 95% of graduate students in TCB 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	
	2011	2012	2011	2012
Overall satisfaction with St. John's	91%	92%	96%	95%
Very satisfied	28%	32%	28%	27%
Satisfied	63%	60%	68%	68%
Quality of instruction	69%	77%	80%	85%
Excellent	20%	21%	28%	24%
Good	49%	56%	52%	61%
Tuition paid as a worthwhile investment	63%	72%	86%	88%
Strongly agree	14%	15%	15%	12%
Agree	49%	57%	71%	76%
Impact of Catholic and Vincentian Mission	69%	79%	71%	67%
Very positive	17%	21%	11%	10%
Positive	52%	58%	60%	57%
Satisfaction with University's support of internship	80%	85%	76%	83%
Very satisfied	23%	30%	18%	15%
Satisfied	57%	55%	58%	68%

Student ratings on the quality of instruction increased: in 2011, 69% of undergraduates rated it as *good / excellent*, and it increased to 77% in 2012. For graduate students, it increased from 80% in 2011 to 85% in 2012.

Student perceptions on tuition paid as a worthwhile investment also improved: in 2011, 63% of undergraduates *agreed / strongly agreed* that tuition paid was a worthwhile investment, and it increased to 72% in 2012. For graduate students, it increased from 86% in 2011 to 88% in 2012.

In 2011, 69% of undergraduates perceived that the Catholic and Vincentian Mission had a *positive / very positive* impact on their experience, and the percentage increased to 79% in 2012. For graduate students, it decreased from 71% in 2011 to 67% in 2012.

In 2011, 80% of undergraduates rated on the University's support of internship programs as *satisfied* / *very satisfied* , and it increased to 85% in 2012. For graduate students, it increased from 76% to 83%.

2. Undergraduate Students: Internships, Job Status, and Further Education

The GSS 2012 data indicate that 42% of TCB undergraduates were planning to pursue further studies in Fall 2012 or Spring 2013: 5% planned to pursue a bachelor's degree, 35% for master's, and 2% for professional (MD, JD, etc.). (Question 1, Table 1)

When asked about their employment plans, 14% indicated that they would keep their current jobs, 26% had accepted a job offer, 33% were still looking, 27% were planning to further their education, and the remaining 0% 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, 24% of undergraduates rated it as *excellent*, 47% *good*, 24% *fair*, and 5% *poor*. (Q9, Table 1).

When asked how well the Career Center did at providing them with career preparation for job placement, 24% of undergraduates rated it as *excellent*, 38% *good*, 26% *fair*, and 12% *poor*. (Q10, Table 1).

The data indicate that 63% of undergraduates had internships. Regarding the type of internships that students completed, 24% had academic internships for credit, 41% experienced paid internships, and 16% had unpaid internships (non-credit). (Q6, Table 1)

For the remaining 36% of undergraduates who didn't have any internship, 17% wanted to participate but were unable to secure one, 3% were not eligible, 6% were not interested, and 10% indicated that they couldn't afford to take one. (Q5, Table 1)

For undergraduates who had internships, 44% of them found an internship through the Career Center, 11% through an academic department, 58% on their own, and 11% 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, 30% of undergraduates were *very satisfied*, 55% *satisfied*, 11% *dissatisfied*, and 4% *very dissatisfied*. (Q8, Table 1)

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

The GSS 2012 data reveal that 21% of TCB graduate students were planning to pursue further studies in Fall 2012 or Spring 2013: 1% for bachelor's, 10% for master's, 8% for doctorate, and 2% for professional (MD, JD, etc.). (Q1, Table 1).

When asked about their employment plans, 27% had accepted an offer, 24% indicated that they would keep their current jobs, 39% were still looking, 11% were planning to further their education, and the remaining 0% 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, 25% of graduate students rated it as *excellent*, 46% *good*, 27% *fair*, and 1% *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*, 47% *good*, 27% *fair*, and 8% *poor*. (Q10, Table 1).

The data indicate that 50% of graduate students had internships. Regarding the type of internships that students completed, 16% had academic internships for credit, 17% experienced paid internships, 26% had unpaid internships (non-credit), 1% completed student teaching, and 1% had clinical rotations. (Q6, Table 1)

For the remaining 50% of graduate students who didn't have any internship, 19% were unable to secure an internship, 8% were not eligible, 16% were not interested, and 7% indicated that they couldn't afford to take one. (Q5, Table 1)

For graduate students who had internships, 44% of them found an internship through the Career Center, 15% through an academic department, 53% 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, 15% of graduate students were *very satisfied*, 68% *satisfied*, 14% *dissatisfied*, and 3% *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, 41% of undergraduates and 35% of graduate students indicated that they had no exposure to global experience. For the students who had such experience, 36% of undergraduates rated it as *excellent*, 41% *good*, 19% *fair*, 3% *poor*. The corresponding figures for graduate students were 19%, 47%, 29%, and 5%. (Q.14, Table 1)

When asked how well St. John's integrated technology into the learning experience, 30% of undergraduates rated it as *excellent*, 53% *good*, 13% *fair*, and 3%

poor. The corresponding figures for graduate students were 18%, 56%, 23%, and 3%. (Q.15, Table 1)

Regarding the quality of academic advising, 26% of undergraduates rated it as *excellent*, 46% *good*, 21% *fair*, and 6% *poor*. The corresponding figures for graduate students were 20%, 56%, 21%, and 3%. (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, 21% of undergraduates rated it as *very positively*, 58% *positively*, 18% *no impact*, 1% *negatively*, and 1% *very negatively*. The corresponding figures for graduate students were 10%, 57%, 31%, 2%, 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, 18% of undergraduates indicated "to a great extent", 52% "to some extent", and 30% "not at all". The corresponding figures for graduate students were 14%, 59%, and 27%. (Q.17, Table 1)

When asked to identify the student clubs, organizations and societies with which they were affiliated during their years at St. John's, 79% of undergraduates and 60% of graduate students indicated that they were affiliated with one or more clubs, organizations, or societies. For undergraduate students, 14% of them belonged to Special Interests category, 40% the Academic category, 23% Cultural, 40% Honor societies, and 22% other. For graduate students, 1% belonged to Special Interests, 15% the Academic category, 19% Honor societies, 12% Cultural, and 20% other. (Q.18, Table 1)

When asked whether they wanted to be involved in service after graduation, 24% of undergraduates said YES and 76% indicated NO. For graduate students, 27% said YES and 73% indicated NO. (Q.22, Table 1)

When asked whether they would like to be contacted for certain activities in the future, 59% of undergraduates indicated YES for alumni relations events, 21% for mentoring roles with students, 35% for recruitment events with the Office of Admissions, and 30% for leadership roles in organizing alumni functions. The corresponding figures for graduate students were 69%, 35%, 35%, and 29%. (Q.21, Table 1)

The results of this GSS survey are the perceptions of STJ 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 to improve student engagement and experience. Please share any initiatives you develop to respond to these results, with Dr. Yuxiang Liu, Director of Institutional Assessment in the Office of Institutional Research at LiuY@stjohns.edu.

This is the fourth 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.