

GRADUATE SATISFACTION

The purpose of the graduate satisfaction survey is to measure the level of satisfaction of the graduates regarding the academic and student services received as part of their academic program, which include a measurement of the quality of instruction, the curricula, the quality of advising, the administrative and placement services, and any other measures to determine graduate satisfaction. All graduates at MU are required to complete a graduate satisfaction survey 90 days after graduation (after placement) as part of a graduate exit interview.

The survey is using a five-point scale, where 1 = Very Dissatisfied, 2 = Dissatisfied, 3 = Somewhat Satisfied, 4 = Satisfied, and 5 = Extremely Satisfied. Areas that achieve a score less than 3 will be analyzed separately. The goal for the overall campus student satisfaction rate for 2022 is to achieve at least 3.00 (“Somewhat Satisfied”).

The form is distributed by mail or in-person when the student visits the campus. A follow-up call will be made by our staff members to encourage graduates to complete the survey. After Spring of 2024, the survey is done in Populi. New survey was adopted with five additional topics. The survey and data are collected according to Placement Verification Program (PVP) guidelines.

The goal for the 2024 overall graduate satisfaction is to maintain above 4.00. The graduate satisfaction results for 2023 and 2024 are shown in Table A.

Table A. Overall Graduate Satisfaction on Programs

No	Topics on Programs	2023	2024	Change
	Survey on Programs			
14	Course Content in Your Major	5.00	4.76	-0.24
15	Teaching in Your Major	5.00	4.60	-0.40
19	Relevance of your Major to your Career Goals	5.00	4.60	-0.40
	Survey on Students Needs and Experience			
1	Administrative Service	5.00	4.85	-0.15
2	Library Service	4.67	4.29	-0.39
3	Employment Opportunities	4.33	3.72	-0.62
4	Financial Assistance Opportunities	4.00	4.18	0.18
5	Cost of Attending this School	5.00	4.52	-0.48
6	Enrollment Size of this School	4.67	4.22	-0.46
7	Rules and regulations of this School	5.00	4.43	-0.57
8	Extra-curricular Activities	4.33	4.13	-0.28
9	Intellectual Stimulation in class	5.00	4.44	-0.56
10	Social Opportunities	4.67	4.20	-0.47
11	Recreational Facilities	4.33	4.35	0.02
12	Location of this School	5.00	4.75	-0.25
13	Grading System	5.00	4.83	-0.17
16	Amount of Contact with your Professors	4.67	4.52	-0.15

17	Scheduling of Classes	5.00	4.60	-0.40
18	Classroom Atmosphere	5.00	4.35	-0.65
20	Information Given to you about this School before enrolling	5.00	4.76	-0.24
21	Quality of Students	5.00	4.58	-0.42
22	School in General	5.00	4.60	-0.40
23	Reading, Writing, Math Skills Improvement	5.00	4.68	-0.32
24	Student lounge	4.67	4.52	-0.15
25	Accessibility of Instructors	5.00	4.68	-0.32
26	Communication		4.40	
27	Support network		4.40	
28	Cultural experience		4.40	
29	Interaction with people from diverse backgrounds		4.40	
30	Sense of community and belonging		4.20	
	Overall Average	4.81	4.48	-0.33

Note: Reporting period is from Jan 2023 to December 22, 2024

The overall average graduate satisfaction rate was 4.81 for the year 2023 and all categories achieved above 4.00.

The overall average graduate satisfaction rate is 4.48 for the year 2024 and all categories achieved above 4.00 except one category, “employment opportunities.” The overall average comparison between 2023 and 2024 decreased by 0.33.

Twenty-three areas out of twenty-five categories decreased compared to the previous year excluding five new added areas. The lowest score is 3.72 and the area is “employment opportunities.” The second lowest score is 4.13 and the area is “Extra-curricular Activities.” The third lowest score is 4.20 and the areas are “Social opportunities and sense of community and belonging.”

Although there was a score below 4.00, the overall graduate satisfaction scored 4.48 for 2024. The goal for the 2024 overall graduate satisfaction has been met.

Graduate Satisfaction Action Plan

Based on the findings, the committee recommends that the administration, faculty and staff support the areas receiving low ratings.

The AP Committee recommends that graduates work with the Director of Career and Placement Services to find jobs within the field of study. The Career and Placement Services Office will continue to support our graduates. Also, the university should consider on-campus job openings whenever possible.

The AP Committee recommends that the university seeks ways to give clearer and understanding assistance to students about rules and regulations of this school. Also, the committee suggested increasing the number of quarterly academics advising to assist more students understand the rules and regulations of the university.

The AP Committee recommends that the university continuously seeks ways to give financial assistance to students who were not eligible for scholarships although the survey improved from previous year.