## Texas Lutheran University May 2011 Senior Survey Results

By Jean Constable & Morgan Hale

#### Introduction

For the past four years, TLU has administered a survey to its graduating seniors. This year's survey asks students to provide the following information:

- contact information
- satisfaction and Importance of TLU services and characteristics
- how likely they would be to recommend TLU to prospective students
- how well they felt TLU prepared them for their career or a graduate school
- post-graduation plans, such as employment information and graduate school plans
- resources students used to make post-graduate plans
- rating various items as strengths or weaknesses for TLU

Each year the survey is revised based on prior years' results. For May 2011 the changes are:

- addition and deletion of satisfaction and importance items
- additional items in the Post Graduate Plans section
- a separate *Strengths & Weaknesses* section that asks students to choose if various traits are TLU strengths or weaknesses
- a new item that asks students how many faculty members they know well enough to ask for a letter of recommendation
- deferral of the IGG attainment questions to next year

Satisfaction and importance survey items were changed to both shorten the survey and to narrow the focus to those items that are primarily academic. Kimberly Watts, Director of Career Services, revised the *Post Graduate Plans* section to improve data quality and usefulness. The *Strengths and Weaknesses* section was designed to more clearly show what traits TLU seniors believe we excel at and those that we need to improve. By asking students how many faculty members they know well enough to ask for a letter of recommendation we are able to examine the importance of faculty-student interaction. The Institutional Goals for Graduates (IGGs) will again be a survey item for May 2012.

#### **Results**

The 2011 results are described below along with relevant comparisons from the May 2010 and May 2009 survey administrations. The data will be used in TLU's ongoing institutional assessment plans as well as various departmental level assessment plans to guide improvement efforts at all levels and to enhance student learning.

The following tables display summary results for most survey items. Complete results for each question can be found within the appendix along with the survey instrument.

#### **Demographics**

The May 2011 senior class had 157 graduates of whom 40 % were male and 60% were female. The survey had an 87% response rate. The responses we received were representative of the graduating class based on gender and ethnicity characteristics of the graduating population.

|                  | May 2011    | Spring 2011 TLU |
|------------------|-------------|-----------------|
|                  | Survey      | Graduating      |
|                  | Respondents | Population      |
| Gender           |             |                 |
| Male             | 40%         | 40%             |
| Female           | 60%         | 60%             |
| Ethnicity        |             |                 |
| White            | 74%         | 74%             |
| Hispanic         | 9%          | 16%             |
| African American | 15%         | 9%              |
| Other            | 2%          | 1%              |

As demonstrated in the chart below, Business Administration, Biology, Education, Kinesiology and Psychology have consistently been the top five majors for May graduates for the past three years.

|                         | May 2011    | May 2010    | May 2009    |
|-------------------------|-------------|-------------|-------------|
|                         | Survey      | Survey      | Survey      |
|                         | Respondents | Respondents | Respondents |
| Business Administration | 22%         | 20%         | 31%         |
| Biology                 | 17%         | 13%         | 11%         |
| Kinesiology             | 10%         | 10%         | 10%         |
| Psychology              | 9%          | 13%         | 7%          |
| Education               | 7%          | 10%         | 7%          |

#### <u>Satisfaction and Importance of Student Services</u>

The responses to this section of the survey reveal that the top 5 items the respondents felt were the most important services/characteristics of TLU were also ranked in the top 5 for satisfaction. This indicates that the respondents perceive that TLU is meeting their expectations in opportunities to work with other students, quality of education, academic advising, capstone learning experience, and opportunities to work with faculty outside of class. The top five are summarized below with the full results displayed in the appendix.

| Sorted By Satisfaction                                  | Satisfaction % of<br>Positive Responses | Importance % of<br>Positive<br>Responses |
|---|---|--|
| ·   | Very Satisfied and<br>Satisfied         | Very Important and Important             |
|   | Satisfied                               | and important                            |
| Opportunities to work with other students               | 91%                                     | 88%                                      |
| Quality of education                                    | 88%                                     | 92%                                      |
| Academic advising                                       | 80%                                     | 91%                                      |
| Capstone learning experience                            | 80%                                     | 83%                                      |
| Opportunities to interact with faculty outside of class | 78%                                     | 81%                                      |

|   | Satisfaction % of  | Importance % of    |
|---|--------------------|--------------------|
|   | Positive Responses | Positive Responses |
| Sorted By Importance                                    |                    |                    |
|   | Very Satisfied     | Very Important     |
|   | and Satisfied      | and Important      |
| Quality of education                                    | 88%                | 92%                |
| Academic advising                                       | 80%                | 91%                |
| Opportunities to work with other students               | 91%                | 88%                |
| Capstone learning experience                            | 80%                | 83%                |
| Opportunities to interact with faculty outside of class | 78%                | 81%                |

Because this section was revised for the May 2011 administration of the survey, a direct comparison of the whole list of last year's results is not appropriate. However, there was some overlap of satisfaction and importance items between the instruments for the last two survey years. Quality of education and academic advising were in the top five for both satisfaction and importance for this year's results as well as last year's.

#### **Experience**

The results gathered from the May 2011 survey show that 82% of the respondents were either "likely" or "very likely" to recommend TLU to a prospective student. This data is consistent with what we have seen in previous years as shown in the comparison chart below.

How likely are you to recommend TLU to a prospective student?

|               |                | May  | May  | May  |
|---------------|----------------|------|------|------|
|               |                | 2011 | 2010 | 2009 |
| Very Likely   | Count          | 72   | 63   | 75   |
| very Likely   | % of Responses | 52%  | 50%  | 56%  |
| Likely        | Count          | 41   | 41   | 37   |
| Likely        | % of Responses | 30%  | 32%  | 28%  |
| Neutral       | Count          | 12   | 14   | 13   |
| Neutrai       | % of Responses | 9%   | 11%  | 10%  |
| Unlikely      | Count          | 11   | 2    | 3    |
|               | % of Responses | 8%   | 20%  | 20%  |
| Vory Unlikely | Count          | 1    | 2    | 2    |
| Very Unlikely | % of Responses | 1%   | 20%  | 10%  |
| No Response   | Count          | 1    | 4    | 4    |
|               | % of Responses | 1%   | 40%  | 30%  |

Seventy-three percent (73%) of the respondents believed that TLU had done either "well" or "very well" at preparing them for future employment or graduate school programs.

How well did TLU prepare you for your upcoming job/schooling?

|                 | ,              | May  |
|-----------------|----------------|------|
|                 |                | 2011 |
| Vory Woll       | Count          | 54   |
| Very Well       | % of Responses | 39%  |
| Well            | Count          | 47   |
| weii            | % of Responses | 34%  |
| Adagustaly      | Count          | 31   |
| Adequately      | % of Responses | 22%  |
| Not Woll        | Count          | 3    |
| Not Well        | % of Responses | 2%   |
| Not Well At All | Count          | 2    |
| Not well at all | % of Responses | 1%   |
| No Posponso     | Count          | 1    |
| No Response     | % of Responses | 1%   |

The table below shows the cross tabulation of the "recommend TLU" and "prepared" survey item responses. This type of chart illustrates the relationship of the responses to each other. As you can see, students who feel well prepared for graduate school and their career are also more likely to recommend TLU to prospective students.

#### Cross tabulation of recommending TLU and prepared by TLU

**TLU Prepared** 

Recommend TLU

|               |           |      | •          |          |                 |       |
|---------------|-----------|------|------------|----------|-----------------|-------|
|               | Very Well | Well | Adequately | Not Well | Not Well at All | Total |
| Very Likely   | 45        | 22   | 5          | 0        | 0               | 72    |
| Likely        | 8         | 21   | 12         | 0        | 0               | 41    |
| Neutral       | 0         | 3    | 7          | 1        | 1               | 12    |
| Unlikely      | 1         | 1    | 7          | 2        | 0               | 11    |
| Very Unlikely | 0         | 0    | 0          | 0        | 1               | 1     |
| Total         | 54        | 47   | 31         | 3        | 2               |       |

Analysis of variance (ANOVA) was run to examine whether or not how well respondents felt like TLU had prepared them for future jobs affected how likely they would be to recommend TLU to prospective students. The results revealed a significant difference in how likely the respondents were to recommend TLU based on how well they felt TLU had prepared them. The better prepared the students felt TLU had made them, the more likely they would be to recommend TLU.

#### How many of your instructors do you know well enough to ask for a letter of recommendation?

|             | Count | Percent |
|-------------|-------|---------|
| None        | 2     | 1%      |
| 1 to 3      | 8     | 6%      |
| 4 to 6      | 58    | 42%     |
| 7 to 10     | 66    | 48%     |
| 10+         | 3     | 2%      |
| No Response | 1     | 1%      |

This question was added to the survey this year as an experimental item to see if it would give us quantitative evidence of the importance of the student and instructor connection. 90% of the respondents felt that they knew 4-10 instructors well enough that they could ask them for a letter of recommendation. This clustering of responses in only two of the five options precludes us from finding statistical importance. However, there is a statistically significant positive relationship between the number of instructors a student knows well enough to ask for a letter of recommendation and how likely they would be to recommend TLU to prospective students and to their TLU GPA. We believe that this question has great potential for the May 2012 survey after revising the response categories to shorten the ranges in the number of instructors a student might know well enough to ask for a letter of recommendation.

#### **Correlations**

|   |                        |                   | How likely are you to recommend TLU to a prospective | How many of your instructors do you know well enough to ask for a letter of |
|---|------------------------|-------------------|--|---|
|   |                        | GPA               | student?   | recommendation?   |
| How many of your instructors do you                     | Pearson<br>Correlation | .377**            | .283**   | 1   |
| know well enough to ask for a letter of recommendation? | Sig. (2-<br>tailed)    | <mark>.000</mark> | .001   |   |
| recommendation:   | N                      | 137               | 137  | 137   |

We also performed an Analysis of Variance (ANOVA) using the letter of recommendation as the independent variable and GPA as the dependent variable to determine if mean GPA in the various response categories was significantly different. As stated above and as shown by the descriptive statistics, the response categories were too broad to reach any conclusions.

It would be interesting to see if students who feel comfortable asking several faculty members for letters of recommendation also retain at higher rates than those who do not. Another follow up study that would be of interest is to pair TLU GPA data with similar survey items from the National Survey of Student Engagement (NSSE).

Below are the results from the discussed analysis.

**Descriptive Statistics** 

|                                 |                 | N   | Mean  | Std. Deviation | Std. Error |
|---------------------------------|-----------------|-----|-------|----------------|------------|
| GPA                             | More<br>than 10 | 3   | 2.454 | 0.504          | 0.291      |
|                                 | 7 - 10          | 66  | 3.075 | 0.557          | 0.069      |
|                                 | 4 - 6           | 58  | 3.388 | 0.389          | 0.051      |
|                                 | 1 - 3           | 8   | 3.578 | 0.392          | 0.139      |
|                                 | None            | 2   | 3.507 | 0.337          | 0.238      |
|                                 | Total           | 137 | 3.229 | 0.517          | 0.044      |
| How likely are you to recommend | More<br>than 10 | 3   | 3.00  | 2.000          | 1.155      |
| TLU to a prospective            | 7 - 10          | 66  | 4.06  | .943           | .116       |
| student?                        | 4 - 6           | 58  | 4.47  | .863           | .113       |
|                                 | 1 - 3           | 8   | 4.63  | 1.061          | .375       |
|                                 | None            | 2   | 5.00  | .000           | .000       |
|                                 | Total           | 137 | 4.26  | .970           | .083       |

#### **Post Graduate Plans**

#### Upon graduating, what will you be doing?

**Employment** 

| 2                  |       |         |  |  |  |
|--------------------|-------|---------|--|--|--|
|                    | Count | Percent |  |  |  |
| Seeking Employment | 64    | 46%     |  |  |  |
| Employed Part Time | 28    | 20%     |  |  |  |
| Employed Full Time | 45    | 33%     |  |  |  |
| No Response        | 1     | 1%      |  |  |  |
| Total              | 138   | 100%    |  |  |  |

#### Comparison with May 2010 results

|              | May 2011<br>Count | Survey<br>Percent | May 2010<br>Count | Survey<br>Percent |
|--------------|-------------------|-------------------|-------------------|-------------------|
| Not Employed | 64                | 46%               | 85                | 67%               |
| Employed     | 73                | 53%               | 42                | 33%               |

Fifty-three percent (53%) of the respondents to the May 2011 survey reported they were employed either part or full time. Of the 53% of the respondents, 33% reported they were employed full time and 20% reported they were employed part time. It should be noted that the May 2010 survey did not ask respondents whether they were employed full time or part time.

**Graduate School** 

|               | Count | Percent |
|---------------|-------|---------|
| Attending     | 59    | 43%     |
| Not Attending | 78    | 57%     |
| No Response   | 1     | 1%      |
| Total         | 138   | 100%    |

Comparison with May 2010 Results

|               | May 2         | 011 Survey | May 2010 Survey |         |  |  |  |  |  |
|---------------|---------------|------------|-----------------|---------|--|--|--|--|--|
|               | Count Percent |            | Count           | Percent |  |  |  |  |  |
| Attending     | 59            | 43%        | 33              | 26%     |  |  |  |  |  |
| Not Attending | 78            | 57%        | 94              | 74%     |  |  |  |  |  |

Forty-three percent (43%) of the survey respondents reported they will be attending a graduate program of some type (law school, medical school, MBA program, or doctoral program). This is an increase from the May 2010 results which showed 26% of the respondents attending a graduate program.

|             | Military Service |         | Volunt | teering | Travelling |         |  |
|-------------|------------------|---------|--------|---------|------------|---------|--|
|             | Count            | Percent | Count  | Percent | Count      | Percent |  |
| Yes         | 3                | 2%      | 17     | 12%     | 26         | 19%     |  |
| No          | 134              | 97%     | 120    | 87%     | 111        | 80%     |  |
| No Response | 1                | 1%      | 1      | 1%      | 1          | 1%      |  |
| Total       | 138              | 100%    | 138    | 100%    | 138        | 100%    |  |

Two percent (2%) of the respondents reported that they will be involved in military service after graduation. Additionally, 12% of the respondents indicated that they intend to volunteer their time, and 19% intend to travel after graduation.

#### What resources did you use to plan your next steps after graduation?

Respondents identified *faculty members* and *internship opportunities* as the most commonly used resources for them in planning what to do after graduation. This illustrates the perceived importance of participation in internships and of working and interacting with faculty outside of class. Having more opportunities for students to network with potential employers and more opportunities for students to participate in internships would give students a higher chance of being employed upon graduation.

#### Resources Used

|                               | Count | Percent |
|-------------------------------|-------|---------|
| Career Counseling             | 38    | 12%     |
| Faculty Members               | 81    | 25%     |
| Career Workshops              | 14    | 4%      |
| Internships                   | 47    | 15%     |
| Jobs4Bulldogs                 | 21    | 6%      |
| Career Development Event/Fair | 22    | 7%      |
| Career Handouts               | 13    | 4%      |
| Assessment Tools              | 8     | 2%      |
| Alumni                        | 33    | 10%     |
| Other                         | 39    | 12%     |
| No Response                   | 8     | 2%      |
| Total                         | 324   | 100%    |

If employed, how was your current job found?

|                       | Count | Percent |
|-----------------------|-------|---------|
| Networking            | 25    | 16%     |
| Internship/Student    |       |         |
| Teaching              | 12    | 8%      |
| Online Ads            | 3     | 2%      |
| Company Websites      | 3     | 2%      |
| Newspaper Ads         | 0     | 0%      |
| Jobs4Bulldogs         | 3     | 2%      |
| TLU Career Event/Fair | 1     | 1%      |
| Other                 | 27    | 18%     |
| No Response           | 80    | 52%     |
| Total                 | 154   | 100%    |

#### If employed, how related is your current job to your major?

|                    | Count | Percent |
|--------------------|-------|---------|
| Highly Related     | 21    | 15%     |
| Moderately Related | 8     | 6%      |
| Slightly Related   | 9     | 7%      |
| Not At All Related | 17    | 12%     |
| No Response        | 83    | 60%     |
| Total              | 138   | 100%    |

In future surveys it would be helpful to include a space for respondents to input text when they select "other" for the questions above dealing with resources used in planning what to do after graduation and with how the respondent's current job was found.

Additionally, 19 of the 83 (23%) respondents who did not respond to the question of how related their current job was to their major said that they were employed. This may mean that the students taking this survey may not understand how to answer the question. This is a question that we may need to consider revising in future iterations of the survey.

If employed, what will your salary be?

|                   | Full  | Time    | Part  | t Time  |
|-------------------|-------|---------|-------|---------|
|                   | Count | Percent | Count | Percent |
| \$55,000 or more  | 1     | 2%      | 1     | 4%      |
| \$45,000 – 54,999 | 5     | 11%     | 0     | 0%      |
| \$35,000 – 44,999 | 4     | 9%      | 1     | 4%      |
| \$25,000 – 34,999 | 3     | 7%      | 1     | 4%      |
| \$15,000 - 24,999 | 7     | 16%     | 3     | 11%     |
| \$14,999 or less  | 3     | 7%      | 8     | 29%     |
| No Response       | 22    | 49%     | 14    | 50%     |
| Total             | 45    | 100%    | 28    | 100%    |

Forty-nine percent (49%) of the respondents who said that they were employed did not reveal their income level. This may be because many graduates really have no idea how much their salary will be if they have not yet started. This idea is also supported by a respondent who stated that he/she was employed part time but claims that he/she will make \$55,000 or more in a year. That seems like a very unlikely scenario.

#### **Strengths and Weaknesses**

Small classes and the quality of the teaching at TLU were seen as the two biggest strengths, with 98% and 87% of respondents viewing them as strengths respectively. The respondents felt that TLU's biggest weaknesses were the quality of social activities and the number of social activities with 38% and 31% of respondents respectively viewing them as weaknesses.

|                               | Stre  | ngth    | Weakness |         | Neither |         | No Response |         | Total |         |
|-------------------------------|-------|---------|----------|---------|---------|---------|-------------|---------|-------|---------|
|                               | Count | Percent | Count    | Percent | Count   | Percent | Count       | Percent | Count | Percent |
| Small classes                 | 135   | 98%     | 0        | 0%      | 2       | 1%      | 1           | 1%      | 138   | 100%    |
| Quality of teaching           | 120   | 87%     | 5        | 4%      | 12      | 9%      | 1           | 1%      | 138   | 100%    |
| Hands-on learning experiences | 107   | 78%     | 10       | 7%      | 24      | 17%     | 1           | 1%      | 138   | 100%    |
| Quality educational programs  | 104   | 75%     | 9        | 7%      | 24      | 17%     | 1           | 1%      | 138   | 100%    |
| Number of social activities   | 52    | 38%     | 43       | 31%     | 42      | 30%     | 1           | 1%      | 138   | 100%    |
| Quality of social activities  | 44    | 32%     | 52       | 38%     | 20      | 14%     | 2           | 1%      | 138   | 100%    |

### **Additional Analysis**

We repeated two of the analyses that we ran for the May 2010 survey to determine if the results from last year were an isolated phenomenon or had continuing relevance. The first such analysis is a comparison of mean GPAs within the response choices for recommending TLU. The statistical testing revealed that mean GPA is not a significant factor for determining how likely a student will be to recommend TLU to a prospective student. Thus, a high GPA is not a prerequisite for a student to recommend TLU to prospective students. This finding was consistent with the results of the May 2010 survey results. We repeated this analysis with the how well TLU prepared you survey item which yielded the same results. There was no statistically significant difference in mean GPAs between the response categories.

Additionally, we created a correlation matrix of student satisfaction with cultural events on campus, quality of education, their first year experience course, and likelihood of recommending TLU. The results showed a statistically significant positive relationship between the first three variables to how likely they were to recommend TLU. This data is also consistent with the results of the May 2010 survey as well as the results reported in higher education literature in regards to the link between student engagement and attainment of educational goals (Adelman, 2006).

#### **Conclusions**

The majority of the findings for the May 2011 senior survey are consistent with past years' results. TLU continues to provide positive educational and co-curricular experiences for our students with a dedicated and engaged faculty, small classes, and many opportunities to participate in high impact activities. The data are consistent across the years for these areas.

Two of the new survey items yielded interesting and significant findings. The first of these items asked students how well TLU prepared them for careers and graduate school. Using an analysis of variance (ANOVA) that compared responses to this question to how likely students were to recommend TLU, we found that the students who believed that TLU had done a good job of preparing them were more likely to recommend TLU to prospective students. This finding is especially interesting in light of the comparison of mean GPA between response categories discussed in the Additional Analysis section above.

The survey question asking how many instructors students knew well enough to ask for a letter of recommendation has great potential for future analysis. We learned that we must revise the response categories to make analysis meaningful. However, because there was a positive significant correlation between the number of instructors that a student knew well enough to ask for a letter of recommendation with how likely they were to recommend TLU and with GPA, we will continue to include it in the survey.

# **Works Cited**

Adelman, C. (2006). *The Toolbox Revisited: Paths to Degree Completion From High School Through College.* Washington, DC: U.S. Department of Education.

Major

|                                       | iviajor                        | <del>.</del>                      |                                |
|---------------------------------------|--------------------------------|-----------------------------------|--------------------------------|
|                                       | May 2011 Survey<br>Respondents | May 2010<br>Survey<br>Respondents | May 2009 Survey<br>Respondents |
| Business Administration               | 22%                            | 20%                               | 31%                            |
| Biology                               | 17%                            | 13%                               | 11%                            |
| Kinesiology                           | 10%                            | 10%                               | 10%                            |
| Psychology                            | 9%                             | 13%                               | 70%                            |
| Multidisciplinary Studies (Education) | 10%                            | 10%                               | 7%                             |
| Communication Studies                 | 6%                             | 2%                                | 4%                             |
| Computer Science                      | 5%                             | 1%                                | 1%                             |
| Political Science                     | 4%                             | 2%                                | 3%                             |
| English Studies                       | 3%                             | 2%                                | 2%                             |
| History                               | 3%                             | 2%                                | 3%                             |
| Mathematics                           | 2%                             | 6%                                | 1%                             |
| Dramatic Media                        | 2%                             | 2%                                | 1%                             |
| Athletic Training                     | 2%                             | 3%                                | 1%                             |
| Art                                   | 2%                             | 2%                                | 1%                             |
| Theology                              | 1%                             | 5%                                | 0.05                           |
| Sociology                             | 1%                             | 2%                                | 3%                             |
| Vocal Performance                     | 1%                             | 0%                                | 0%                             |
| Spanish Studies                       | 1%                             | 0%                                | 0%                             |
| Applied Science                       | 1%                             | 0%                                | 0%                             |
| Music                                 | 1%                             | 2%                                | 1%                             |
| Chemistry                             | 1%                             | 2%                                | 1%                             |
| Physics                               | 1%                             | 2%                                | 4%                             |

## **Distribution of Majors among Degree Types**

|        |     | ribution o |    |     |       |        |        |
|--------|-----|------------|----|-----|-------|--------|--------|
| Major  | BA  | BBA        | BM | BS  | BA/BS | BS/BBA | Totals |
| ACCT   |     |            |    |     |       | 2%     | 2%     |
| APPL   | 1%  |            |    |     |       |        | 1%     |
| ATHL   |     |            |    | 2%  |       |        | 2%     |
| BIOL   | 5%  |            |    | 11% |       |        | 16%    |
| BUSI   |     | 14%        |    |     |       | 2%     | 16%    |
| CHEM   |     |            |    | 1%  |       |        | 1%     |
| СОММ   | 6%  |            |    |     |       |        | 6%     |
| CSCI   | 1%  |            |    | 4%  |       |        | 5%     |
| DRAM   | 2%  |            |    |     | 1%    |        | 2%     |
| EDEL   |     |            |    | 1%  | 1%    |        | 2%     |
| EDSS   |     |            |    | 1%  |       |        | 1%     |
| ENGL   | 3%  |            |    |     |       |        | 3%     |
| HIST   | 3%  |            |    |     |       |        | 3%     |
| KINS   | 1%  |            |    | 9%  |       |        | 9%     |
| MATH   | 2%  |            |    |     | 1%    |        | 2%     |
| MDST   |     | 7%         |    |     | 1%    |        | 7%     |
| MUSI   | 1%  |            |    |     |       |        | 1%     |
| PHYS   | 1%  |            |    |     | 1%    |        | 1%     |
| POLS   | 4%  |            |    |     |       |        | 4%     |
| PSYC   | 6%  |            |    | 3%  |       |        | 9%     |
| SOCI   | 1%  |            |    |     |       |        | 1%     |
| SPAN   | 1%  |            |    |     | 1%    |        | 1%     |
| THEO   | 1%  |            |    |     |       |        | 1%     |
| VART   | 2%  |            |    |     |       |        | 2%     |
| VPER   |     |            | 1% |     |       |        | 1%     |
| Totals | 39% | 20%        | 1% | 32% | 4%    | 2%     |        |

## **All Satisfaction Responses**

|  |         | Very      |           |         |              | Not at all | No       |
|--|---------|-----------|-----------|---------|--------------|------------|----------|
| Services                               |         | Satisfied | Satisfied | Neutral | Dissatisfied | Satisfied  | Response |
| Cultural events on campus              | Count   | 17        | 66        | 50      | 2            | 1          | . 2      |
| cartarar events on campus              | Percent | 12%       | 48%       | 36%     | 1%           | 1%         | 1%       |
| Academic support services              | Count   | 54        | 51        | 26      | 4            | 1          | . 2      |
| Academic support services              | Percent | 39%       | 37%       | 19%     | 3%           | 1%         | 1%       |
| Academic advising                      | Count   | 66        | 44        | 13      | 1            | 1          |          |
| Academic advising                      | Percent | 48%       | 32%       | 9%      | 1%           | 1%         | 3%       |
| Quality of education                   | Count   | 69        | 52        | 9       | 1            | 1          | . 6      |
| Quality of Education                   | Percent | 50%       | 38%       | 7%      | 1%           | 1%         | 4%       |
| Opportunity to do research             | Count   | 40        | 56        | 33      | 6            | 1          | . 2      |
| Opportunity to do research             | Percent | 29%       | 29%       | 29%     | 29%          | 29%        | 29%      |
| Capstone learning experience           | Count   | 56        | 54        | 17      | 6            | 2          | 3        |
| capstone learning experience           | Percent | 41%       | 39%       | 12%     | 4%           | 1%         | 2%       |
| Study abroad opportunities             | Count   | 43        | 24        | 60      | 7            | 0          | 4        |
| Study abroau opportunities             | Percent | 31%       | 17%       | 43%     | 5%           | 0%         | 3%       |
| Opportunities for internships          | Count   | 33        | 37        | 47      | 13           | 3          | 5        |
| Opportunities for internships          | Percent | 24%       | 27%       | 34%     | 9%           | 2%         | 4%       |
| Opportunities for service learning     | Count   | 26        | 42        | 57      | 5            | 1          | . 7      |
| Opportunities for service learning     | Percent | 19%       | 30%       | 41%     | 4%           | 1%         | 5%       |
| Opportunities for community service    | Count   | 39        | 57        | 35      | 3            | 1          | . 3      |
| Opportunities for community service    | Percent | 28%       | 41%       | 25%     | 2%           | 1%         | 2%       |
| Opportunities for community service on | Count   | 15        | 42        | 61      | 11           | 5          | 4        |
| course related items                   | Percent | 11%       | 30%       | 44%     | 8%           | 4%         | 3%       |
| Opportunities to interact with faculty | Count   | 63        | 45        | 23      | 4            | 0          | 3        |
| outside of class                       | Percent | 46%       | 33%       | 17%     | 3%           | 0%         | 2%       |
| Opportunities to work with other       | Count   | 63        | 62        | 8       | 2            | 0          | 3        |
| students                               | Percent | 46%       | 45%       | 6%      | 1%           | 0%         | 2%       |
| First Voor Evperience                  | Count   | 41        | 42        | 43      | 4            | 4          | 4        |
| First Year Experience course           | Percent | 30%       | 30%       | 31%     | 3%           | 3%         | 3%       |

## **All Importance Responses**

|  | ,       | importance | пеоропосо |     |             |            |          |
|--|---------|------------|-----------|-----|-------------|------------|----------|
|  |         |            |           |     |             |            |          |
|  |         | Very       |           |     |             | Not at all | No       |
| Services                               |         | •          | <u> </u>  |     | Unimportant | •          | Response |
| Cultural events on campus              | Count   | 31         | 48        |     | 5           | 2          | 0        |
|  | Percent | 22%        | 35%       |     | 4%          | 1%         | 0%       |
| Academic support services              | Count   | 73         | 38        | 24  | 0           | 1          | 0        |
| Academie support services              | Percent | 53%        | 28%       | 17% | 0%          | 1%         | 0%       |
| Academic advising                      | Count   | 99         | 26        | 8   | 0           | 1          | 0        |
| Academic advising                      | Percent | 72%        | 19%       | 6%  | 0%          | 1%         | 0%       |
| Quality of education                   | Count   | 116        | 11        | 4   | 0           | 0          | 0        |
| Quality of Education                   | Percent | 84%        | 8%        | 3%  | 0%          | 0%         | 0%       |
| Opportunity to do recearch             | Count   | 52         | 56        | 24  | 2           | 1          | 0        |
| Opportunity to do research             | Percent | 38%        | 41%       | 17% | 1%          | 1%         | 0%       |
| Canatana laarning aynariana            | Count   | 73         | 41        | 15  | 5           | 1          | 0        |
| Capstone learning experience           | Percent | 53%        | 30%       | 11% | 4%          | 1%         | 0%       |
| Ctudu abraad amantuus:tiaa             | Count   | 40         | 28        | 59  | 5           | 2          | 0        |
| Study abroad opportunities             | Percent | 29%        | 20%       | 43% | 4%          | 1%         | 0%       |
|  | Count   | 68         | 39        | 22  | 1           | 2          | 0        |
| Opportunities for internships          | Percent | 49%        | 28%       | 16% | 1%          | 1%         | 0%       |
| 0 1 11 ( 1 1 1                         | Count   | 27         | 47        | 50  | 6           | 2          | 0        |
| Opportunities for service learning     | Percent | 20%        | 34%       | 36% | 4%          | 1%         | 0%       |
|  | Count   | 42         | 48        | 37  | 7           | 1          | 0        |
| Opportunities for community service    | Percent | 30%        | 35%       | 27% | 5%          | 1%         | 0%       |
| Opportunities for community service    | Count   | 20         | 49        | 58  | 4           | 3          | 0        |
| on course related items                | Percent | 14%        | 36%       | 42% | 3%          | 2%         | 0%       |
| Opportunities to interact with faculty | Count   | 68         | 44        | 18  | 3           | 1          | 0        |
| outside of class                       | Percent | 49%        | 32%       | 13% | 2%          | 1%         | 0%       |
| Opportunities to work with other       | Count   | 63         | 58        | 9   | 5           | 0          | 0        |
| students                               | Percent | 46%        | 42%       |     | 4%          | 0%         | 0%       |
|  | Count   | 45         | 37        |     | 15          | 5          | 0        |
| First Year Experience course           | Percent | 33%        | 27%       | 23% | 11%         | 4%         | 0%       |

#### **Employers Cited**

Allen Independent School District

**Bath and Body Works** 

Chili's

Deer Oaks Behavioral Organization

DOE

Dynamo Cycle Energy Waste Ernst & Young

Fisher, Herbst, & Kemble P.C.

Golf Club of Seguin

**Guadalupe Family Health** 

Guadalupe Regional Medical Center

**Harris County** 

HEB

Institutional Research Department

**Intown Properties** 

Kohls

Life Time Fitness

**Lifetouch Portrait Studios** 

Lowes

Matt Brown Insurance

Mcdonalds

Padgett Stratemann & Co.

Paseo Homes

Possibly- Alvin ISD

PricewaterhouseCoopers
Professional physical service

**Professional Golf** 

Rent House Seguin Cigar

Sodexo/TLU Dining Services

State Farm TaLK Program

Tek Systems or Brunel
Texas A&M University
Texas Lutheran University

Texas Lutheran University IT Department

TFC Design Shoppe Thirsty Camel

TLU TLU

TLU-Student Worker United States Army

USMC UTHSCSA YNN

## **Net Promoter Score Comparison of Mean GPA within Response Categories**

|                   |     |          | Std.      | Std. Error |         |         |                   |
|-------------------|-----|----------|-----------|------------|---------|---------|-------------------|
|                   | N   | Mean     | Deviation | of Mean    | Minimum | Maximum | Sig.              |
| No Response       | 1   | 2.330000 | •         |            | 2.3300  | 2.3300  |                   |
| Very Unlikely     | 1   | 3.019000 |           |            | 3.0190  | 3.0190  |                   |
| Unlikely          | 11  | 3.322182 | .6931179  | .2089829   | 1.9670  | 4.0000  |                   |
| Neutral           | 12  | 2.894917 | .5031469  | .1452460   | 2.0470  | 3.9190  |                   |
| Likely            | 41  | 3.232878 | .5656220  | .0883353   | 2.0120  | 4.0000  |                   |
| Very Likely       | 72  | 3.272056 | .4503961  | .0530797   | 2.1210  | 4.0000  |                   |
| Total             | 138 | 3.222957 | .5211232  | .0443609   | 1.9670  | 4.0000  |                   |
| Between<br>Groups |     |          |           |            |         |         | <mark>.111</mark> |

Analysis of Variance Recommending TLU vs. Prepared by TLU

| Analysis of variance recommending 120 vs. 1 repared by 120 |      |           |     |      |  |  |
|--|------|-----------|-----|------|--|--|
| How well did TLU prepare you for                           |      | Std.      |     |      |  |  |
| your upcoming job/schooling?                               | Mean | Deviation | N   | Sig. |  |  |
| Not Well at All  | 2.00 | 1.414     | 2   |      |  |  |
| Not Well   | 2.33 | .577      | 3   |      |  |  |
| Adequately   | 3.48 | 1.029     | 31  |      |  |  |
| Well   | 4.36 | .705      | 47  |      |  |  |
| Very Well  | 4.80 | .528      | 54  |      |  |  |
| Total  | 4.26 | .970      | 137 |      |  |  |
|  |      |           |     | .000 |  |  |

## **Correlation between Recommending TLU and Letters of Recommendation**

|                       |                     | How many of your instructors do you know well enough to ask for a letter of recommendation? |
|-----------------------|---------------------|---|
| How likely are you to | Pearson Correlation | .283**  |
| recommend TLU to a    | Sig. (2-tailed)     | <mark>.001</mark>   |
| prospective student?  | N                   | 137   |

#### **Correlation of Net Promoter Score to Selected Factors**

|                        |   | How likely are you to recommend TLU to a prospective student? |
|------------------------|---|---|
| Pearson<br>Correlation | How likely are you to recommend TLU to a prospective student? | 1.000   |
|                        | GPA   | 0.129   |
|                        | Cultural events on campus S                                   | 0.354   |
|                        | Quality of education S  | 0.552   |
|                        | First Year Experience course S                                | 0.149   |
|                        |   |   |
| Sig. (1-tailed)        | How likely are you to recommend TLU to a prospective student? |   |
|                        | GPA   | .067  |
|                        | Cultural events on campus S                                   | .000  |
|                        | Quality of education S  | <mark>.000</mark>   |
|                        | First Year Experience course S                                | .043  |
|                        |   |   |

## Analysis of Variance (ANOVA) for Predicting Net Promoter Score Response

|   |            | Sum of  |     | Mean   |        |                   |
|---|------------|---------|-----|--------|--------|-------------------|
|   | Model      | Squares | df  | Square | F      | Sig.              |
| 1 | Regression | 44.883  | 4   | 11.221 | 17.375 | <mark>.000</mark> |
|   | Residual   | 80.724  | 125 | .646   |        |                   |
|   | Total      | 125.608 | 129 |        |        |                   |

#### **Linear Regression Coefficients for Net Promoter Score**

|   |                                | Unstandardized<br>Coefficients |            | Standardized<br>Coefficients |       |                   | 95.0% Confidence<br>Interval for B |       |
|---|--------------------------------|--------------------------------|------------|------------------------------|-------|-------------------|------------------------------------|-------|
|   |                                |                                |            |                              |       | 6.                | Lower                              | Upper |
|   | Model                          | В                              | Std. Error | Beta                         | t     | Sig.              | Bound                              | Bound |
| 1 | (Constant)                     | .092                           | .626       |                              | .147  | .883              | -1.147                             | 1.331 |
|   | GPA                            | .104                           | .140       | .054                         | .740  | .461              | 174                                | .382  |
|   | Cultural events on campus S    | .246                           | .110       | .184                         | 2.233 | <mark>.027</mark> | .028                               | .464  |
|   | Quality of education S         | .702                           | .110       | .508                         | 6.405 | .000              | .485                               | .919  |
|   | First Year Experience course S | 054                            | .077       | 056                          | 711   | .479              | 206                                | .097  |

# TLU GRADUATION SURVEY 2011 All responses will be kept confidential.

Congratulations on your approaching graduation! Please help us improve the TLU experience by providing your responses to the questions below. Thank you!

Section 1: Contact Information

- 1. First Name:
- 2. Last Name:
- 3. Email where you can be reached after graduation: Format <u>x@x.xx</u>

Address where you will be living after graduation

- 4. Permanent address line 1
- 5. Permanent City
- 6. Permanent State
- 7. Permanent Zip Code

Address where you can ALWAYS be reached after graduation (If Different)

- 8. Mailing address line 1
- 9. Mailing address City
- 10. Mailing address State
- 11. Mailing address Zip

Section 2: Please indicate your level of <u>satisfaction</u> and <u>importance</u> for the items listed using the following scale:

Satisfaction: Importance:

5 = Very satisfied 5 = Very important 4 = Satisfied 4 = Important 3 = Neutral 3 = Neutral 2 = Dissatisfied 2 = Unimportant 1 = Very dissatisfied 1 = Very unimportant

| 1.  | Cultural events on campus           | Satisfaction | Importance |
|-----|-------------------------------------|--------------|------------|
| 2.  | Academic support services           | Satisfaction | Importance |
| 3.  | Academic advising                   | Satisfaction | Importance |
| 4.  | Quality of education                | Satisfaction | Importance |
| 5.  | Opportunity to do research          | Satisfaction | Importance |
| 6.  | Capstone learning experience        | Satisfaction | Importance |
| 7.  | Study abroad opportunities          | Satisfaction | Importance |
| 8.  | Opportunities for internships       | Satisfaction | Importance |
| 9.  | Opportunities for service learning  | Satisfaction | Importance |
| 10. | Opportunities for community service | Satisfaction | Importance |

| 11. Opportunities to work with faculty  | Satisfaction             | Importance            |
|---|--------------------------|-----------------------|
| on course related items   | G                        |                       |
| 12. Opportunities to interact with faculty outside of class   | Satisfaction             | Importance            |
| 13. Opportunities to work with other students   | Satisfaction             | Importance            |
| 14. First Year Experience course  | Satisfaction             | Importance            |
| Section 3: Experience   |                          |                       |
| 1. How likely are you to recommend TLU to a pros  | · — —                    | one.<br>unlikely      |
| <ul><li>✓ Very likely ✓ Likely</li><li>✓ Neutral</li><li>2. How well did TLU prepare you for your upcomir</li></ul> |                          | •                     |
| _ ' ' ' '   | equately Not v           |                       |
| 3. How many of your instructors do you know well  None 1-3 4-   |                          |                       |
| Section 4: Post Graduation Plans  |                          |                       |
| 1. Upon graduation, what will you be doing? (Selection (Selection))   | ct all that apply)       |                       |
| Employed full-time  |                          |                       |
| Employed part-time  |                          |                       |
| Military Service  |                          |                       |
| Volunteering  |                          |                       |
| Traveling   |                          |                       |
| Seeking employment  |                          |                       |
| Graduate school (Law)   |                          |                       |
| Graduate school (Medical)   |                          |                       |
| Graduate school (MBA)   |                          |                       |
| Graduate school (PhD)   |                          |                       |
| Other education: Please explain   |                          |                       |
| 2. What resources did you use to plan your next st  | eps after graduation? (S | elect all that apply) |
| Career counseling   |                          |                       |
| Faculty members   |                          |                       |
| Career workshops  |                          |                       |
| Internships   |                          |                       |
| Jobs4Bulldogs   |                          |                       |
| Career Development Event/Fair   |                          |                       |
| Career handouts   |                          |                       |
| Assessment tools  |                          |                       |
| Alumni  |                          |                       |
| Other   |                          |                       |
| 3. If employed, how was your current job found? (   | Select all that apply)   |                       |
| Networking  |                          |                       |
| Internship/Student teaching   |                          |                       |
| Online ads  |                          |                       |
| Company website   |                          |                       |

| Jobs4Bulldogs<br>TLU Career event/fair<br>Other  |  |   |          |
|--|--|---|----------|
| 4. If employed, how related is your current Highly related Moderately relat  | · —  | ajor? (Select one) ghtly related Not at all related   |          |
| 5. If employed, what is the name of your c   | ompany/emplo                                 | oyer?   |          |
| 6. If employed, what will your annual salar \$14,999 or less \$15,000 – 24,999 \$25,000 – 34,999 \$35,000 – 44,999 \$45,000 – 54,999 \$55,000 or more  | y be? (Select o                              | ne)   |          |
| Section 5: Strengths and Weaknesses<br>For each item below, choose whether it is a<br>weakness.  | a strength of TL                             | LU, a weakness of TLU, or neither a str   | ength or |
| <ol> <li>Small classes</li> <li>Quality of teaching</li> <li>Quality educational programs</li> <li>Number of social activities</li> <li>Quality of social activities</li> <li>Hands-on learning experiences</li> </ol> | Strength Strength Strength Strength Strength | Weakness Neither Weakness Neither Weakness Neither Weakness Neither Weakness Neither Weakness Neither |          |

Section 6: Comments:

Newspaper ads