2015 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 academi 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 catergories: demographics, school/college assessment data, student quality of life data, university community experience data, post graduation plans and student comments. There were 707 respondents.

Office of Institutional Assessment and Evaluatio
"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 707 respondents.

The following sections contain the highlights from the data that were collected from the 2015 class of prospective graduates.

Demographics: *Who are the Members of the Graduate/Professional Class of 2015?*

The ratio of females to males was 2.3 to 1 with females and males representing 70% and 30% of the respondents, respectively. All ethnic groups were represented among the respondents. The two largest ethnic groups were African Americans (68%) and Asian/Pacific Islander (6%). Caucasians constituted 5%, Hispanic Latino were 4% of the respondents, and 3% identified as Biracial. About 5% of the respondents were not willing to disclose their ethnicity. Approximately sixty-five percent (65%) of the graduate and professional respondents never lived on campus. Seventy-three percent (73%) of the respondents either worked full-time or part-time while in school. Nearly one-sixth (16%) of the students worked full-time off campus, and 31% worked part-time off campus. Over sixty percent (61%) 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 87% of the students indicated that they were very satisfied or satisfied with the overall quality of their educational experience at Howard. Slightly fewer, 78%, 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 program faculty received the highest satisfaction rating of 80%. The largest area of dissatisfaction was related to customer service in the administrative offices of their school or college – almost two-fifths (41%) of the respondents were dissatisfied or very dissatisfied.

Instructional Delivery and Context. There were no areas for which student dissatisfaction exceeded 25%. Students were most satisfied with their own level of scholarly effort or engagement (91%), the quality of course syllabi (88%) and the quality of instruction (88%).

Knowledge and Skill Development. Students were asked in indicate their level of satisfaction with 12 knowledge and skill areas. The top areas of

Knowledge and Skill Development. Students were asked in indicate their level of satisfaction with 13 knowledge and skill areas. The top areas of development that prospective graduates were most satisfied with were: the development of critical and analysis skills (94%), the ability to demonstrate leadership (93%), and multicultural knowledge (93%).The development of research skills ranked 9th out of 13 areas (84%) and knowledge of contributions of the African Diaspora to their major ranked 11th of 13 (82%).

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

Students were most satisfied with the availability of personal student loans (60%) and least satisfied with the availability of scholarships/fellowships (48%). Students were most dissatisfied with the Office of Financial Aid (main campus) (38%) and the Office of Student Accounts (31%). This is the sixth 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 (46%) and the Office of the Provost (43%). 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 41% and 43%, respectively.

For *information systems*, BANNER registration system received a "satisfaction" rating of 56%, the availability of copying/duplication services (47%) and access to wireless internet connection on campus (46%).

The survey results also reveal areas where Howard may be able to expand and improve program experiences for students. For example, only 3% of students had experienced distance learning and only 9% had studies aboard. Also, 51% had not engaged in graduate research opportunity; however, about 25% of the students had attended a professional conference, 18% had presented research findings at a conference or meeting, and 12% had published research. Students also indicated a need to upgrade physical facilities, especially classrooms. Additionally, almost one-half, 44%, were "very dissatisfied or dissatisfied" with the availability of parking.

Post-Graduation

Demographic Data: Profile

Gender	
Male	**Female**

Special Student Status			
Disabled	**Veteran**	**Adjudicated**	**No Special Group Status**

| 29.8% (211) | 70.2% (496) | | 1.0% (7) | 3.0% (21) | 0.3% (2) | 95.8% (677) | |

Citizenship Status			
U.S. Citizen	Permanent Resident	Resident Alien	International Student
89.3% (631)	3.4% (24)	0.1% (1)	7.2% (51)

Ethnicity							
African American	Hispanic Latino	Caucasian	Asian/Pacific Islander	American Indian/Alaska Native	African	Biracial	Not Willing to Disclose
68.3% (483)	3.7% (26)	4.5% (32)	6.1% (43)	0% (0)	0% (0)	3.3% (23)	5.4% (38)

Did you live on campus?			
4 or more years	2-3 years	1 year or less	Never
13.4% (95)	14.9% (105)	7.1% (50)	64.6% (457)

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
15.8% (112)	31.4% (222)	5.5% (39)	20.7% (146)	26.6% (188)

GPA					
3.60-4.00	3.40-3.59	3.00-3.39	2.50-2.99	2.00-2.49	Not Applicable
38.9% (275)	17.1% (121)	27.9% (197)	8.6% (61)	0.4% (3)	7.1% (50)

Demographic Data: Enrollment

Degree			
Master's Degree	Doctoral Degree	Professional Degree	Dual Degree
32.5% (227)	24.9% (174)	18.9% (132)	2.0% (14)

While at Howard University, you were enrolled primarily:	
Full-time	**Part-time**
94.2% (666)	5.8% (41)

Indicate the academic year in which you entered Howard University to earn your degree or certificate							
2014-2015	**2013-2014**	**2012-2013**	**2011-2012**	**2010-2011**	**2009-2010**	**2008-2009**	**2007-2008**
3.3% (23)	18.1% (128)	26.9% (190)	33.8% (239)	9.2% (65)	3.7% (26)	2.0% (14)	0.8% (6)
2006-2007	**2005-2006**	**2004-2005**	**2003-2004**	**2002-2003**	**1999-2000**	**Before 1999**	
0.6% (4)	0.8% (6)	0.3% (2)	0.1% (1)	0.1% (1)	0.1% (1)	0.1% (1)	

Indicate whether you entered Howard University as a:			
First Time Graduate Student	**First Time Professional Student**	**Post Doctoral student**	**Post Doctoral Transfer Student**
54.5% (385)	35.4% (250)	2.3% (16)	0.1% (1)
Transfer Student			
7.8% (55)			

Are you the first in your family to attend graduate or professional school:	
Yes	**No**
39% (276)	61% (431)

As an undergraduate student, were you first in your immediate family to obtain a college (bachelors) degree?	
Yes	**No**
30.2% (213)	69.8% (493)

School/College Representation							
Arts & Sciences	**School of Business**	**School of Commun-ications**	**Continuing Education**	**Dentistry**	**Divinity**	**School of Education**	**Engineering & Architecture**
26.9% (190)	3.8% (27)	1.3 (9)	0% (0)	11.3% (80)	5.7% (40)	0.3% (2)	0.4% (3)

Graduate School	Law	Medicine	Nursing and Allied Health Sciences	Pharmacy	Social Work	
17% (120)	17.4 (123)	0.3 (2)	4.8% (34)	0.1% (1)	10.7% (76)	

Demographic Data: Stop-Out

How many semesters have you missed since you entered Howard?

None	1	2-3	4-6	7 or More
92.1% (651)	1.6% (11)	4.5% (32)	1.6% (11)	0.3% (2)

If you missed any semester of enrollment, identify the primary reason in each of the following groups:

	Personal Problems	Personal Illness	Family Obligations	Lack of Interest	Death in Family	Illness in Family	Returned Home
Personal Reasons	14.3% (8)	7.1% (4)	16.1% (90	1.8% (1)	5.4% (3)	1.8% (1)	1.8% (1)
	Other	Not Applicable					
	39.3% (22)	12.5% (7)					
	Job Conflict	Financial Problems	Insufficient Financial Aid	Living Arrangements	Military Duty	Disciplinary Action	Travel
Practical Reasons	7.1% (4)	25% (14)	16.1% (9)	3.6% (2)	5.4% (3)	1.8% (1)	5.4% (3)
	Other	Not Applicable					
	21.4% (12)	14.3% (8)					
	Difficulty with Courses	Dissatisfied with Instructors	Courses Cancelled	Courses not needed	Transferred to another school	Lack of academic progress	Incomplete Schedule
Academic Reasons	1.8% (1)	1.8% (1)	3.6% (2)	1.8% (1)	3.6% (2)	1.8% (1)	1.8% (1)
	Academic suspension	Other	Not Applicable				
	3.6% (2)	12.5% (7)	67.9% (38)				

Educational Experience: Institutional, School/College and Departmental Data

Overall Education Experience

Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Quality of your Academic Program	25.6% (181)	61% (431)	8.6% (61)	3.8% (27)	0.8% (6)	0.1% (1)
Overall Quality of the Educational Experience	25% (177)	58.7% (415)	11.3% (80)	3.4% (24)	1.4% (10)	0.1% (1)
Educational Experience Met Expectations	22.6% (160)	55.6% (393)	17% (120)	3.7% (26)	1.0% (7)	0.1% (1)

School/College and Department						
Rate the level of satisfaction with the following:						
	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
The effectiveness of your college/school in general	20.8% (146)	54.1% (379)	17.5% (123)	5.6% (39)	1.7% (12)	0.3% (2)
The effectiveness of your department in general	21.1% (148)	53.6% (376)	19% (133)	4.6% (32)	1% (7)	0.7% (5)
Your school's/college's student services	14.1% (99)	48.8% (342)	23.4% (164)	9.8% (69)	3.3% (23)	0.6% (4)
Customer service in administrative offices of your school or college	16.8% (118)	41.1% (288)	21.7% (152)	19% (133)	1.1% (8)	0.3% (2)
The effectiveness of your school's or college's Office of Career (or Placement) Services	18.5% (130)	37.1% (260)	13% (91)	9.1% (64)	13.1% (92)	9.1% (64)
The performance of your Dean of the school/college in which your program of study resides	20.7% (145)	47.4% (332)	9.4% (66)	8% (56)	12.3% (86)	2.3% (12)
The performance of the Dean of the Graduate School [Note: If your program is not under the Graduate School, select N/A]	16.5% (116)	34.5% (242)	5.1% (36)	4.7% (33)	8.6% (60)	30.5% (214)
The performance of your program chairperson	22% (154)	43.8% (308)	10.4% (73)	4.3% (30)	10.6% (74)	8.8% (62)
The performance of your departmental chairperson	22.7% (159)	44.9% (315)	9.1% (64)	4.6% (32)	10.6% (74)	8.1% (57)

The performance of your program faculty	24.3% (170)	55.3% (388)	11.1% (78)	3.6% (25)	2.7% (19)	3% (21)
The performance of your departmental office staff	23.4% (164)	53.1% (372)	12.1% (85)	4.1% (29)	4.3% (30)	3% (21)

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
Availability of Faculty Members	24.9% (174)	54.4% (380)	14.3% (100)	5.6% (39)	0.9% (6)	0% (0)
Faculty Maintained Office Hours	22.7% (159)	55.7% (389)	12.9% (90)	5.3% (37)	2.9% (20)	0.6% (4)
Faculty presentation/ instructional delivery skills	23.9% (167)	59.7% (417)	12.3% (86)	3.3% (23)	0.9% (6)	0% (0)
Instructors related course contents to the solving of "real world" domestic and global problems	27.8% (194)	56.1% (392)	11.3% (79)	3.4% (24)	1% (7)	0.4% (3)
Faculty Professionalism	25.5% (178)	54.8% (383)	12.6% (88)	6.2% (43)	0.6% (4)	0.4% (3)

Academic Advising

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Access to mentoring	19.4% (135)	44% (306)	18.6% (129)	5% (35)	7.3% (51)	5.6% (39)
Availability of academic advisors	19.7% (137)	46% (320)	20.6% (143)	9.1% (63)	2.6% (18)	2% (14)

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Overall quality of academic advising	19.1% (133)	45.5% (316)	19.9% (138)	9.2% (64)	3.5% (24)	2.9% (20)
Conveying of care for/about the student in advising	22% (153)	43.7% (304)	18.1% (126)	10.1% (70)	3.5% (24)	2.6% (18)

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
Student/teacher ratio	27.7% (193)	55.2% (385)	8.9% (62)	6.3% (44)	1.4% (10)	0.6% (4)
Quality of courses offered (curricula)	19.6% (137)	57.3% (400)	18.5% (129)	3.6% (25)	0.6% (4)	0.4% (3)
Quality of course syllabi	21.5% (150)	66.8% (466)	7.4% (52)	3% (21)	0.7% (5)	0.6% (4)
Overall quality of student learning assessment (testing)	17.6% (123)	67.5% (471)	9.5% (66)	3.4% (24)	1% (7)	1% (7)
Overall quality of instruction	23.5% (164)	64% (447)	8.9% (62)	2.1% (15)	0.9% (6)	0.6% (4)
Level of intellectual stimulation in courses	28.1% (196)	57.7% (403)	10.9% (76)	2.3% (16)	0.6% (4)	0.4% (2)
Promotion of and/or opportunity for creativity	22.9% (160)	55.3% (386)	14.6% (102)	4.2% (29)	1% (7)	2% (14)
Availability of evening courses	19.1% (133)	51.4% (359)	9.6% (67)	4.4% (31)	4.7% (33)	10.7% (75)
Availability of summer courses	9.9% (69)	34.2% (239)	16% (112)	5.7% (40)	12.3% (86)	21.8% (152)
Availability of academic support/tutorial services	12.5% (87)	42.7% (298)	16.8% (117)	6.7% (47)	10.6% (74)	10.7% (75)
Quality/effectiveness of academic support/tutorial services	13% (91)	44% (307)	12.9% (90)	6.6% (46)	11.9% (83)	11.6% (81)
Your own level of scholarly effort/engagement	35.1% (245)	55.4% (387)	4.4% (31)	1.7% (12)	1.9% (13)	1.4% (10)

<table>
<tr><td colspan="7" align="center">**Preparation for Post-Graduation**</td></tr>
<tr><td colspan="7">Rate the level of satisfaction with the following:</td></tr>
<tr><td></td><td>**Very Satisfied**</td><td>**Satisfied**</td><td>**Dissatisfied**</td><td>**Very Dissatisfied**</td><td>**Don't Know**</td><td>**N/A**</td></tr>
<tr><td>**Your preparation for an increasingly technological world**</td><td>15.8% (107)</td><td>54% (365)</td><td>16.6% (112)</td><td>6.5% (44)</td><td>3.7% (25)</td><td>3.4% (23)</td></tr>
<tr><td>**Your preparation for employment in your discipline**</td><td>20.4% (138)</td><td>55% (372)</td><td>13.8% (93)</td><td>6.7% (45)</td><td>1.8% (12)</td><td>2.4% (16)</td></tr>
<tr><td>**Your preparation for further education or advanced training**</td><td>20.7% (140)</td><td>57.8% (391)</td><td>8.4% (57)</td><td>4.7% (32)</td><td>4.1% (28)</td><td>4.1% (28)</td></tr>
<tr><td>**Your preparation for national board and/or other licensure exams**</td><td>16% (108)</td><td>48.2% (326)</td><td>10.9% (74)</td><td>5.6% (38)</td><td>6.4% (43)</td><td>12.9% (87)</td></tr>
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<tr><td colspan="7" align="center">**Knowledge and Skill Development**</td></tr>
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<tr><td></td><td>**Very Satisfied**</td><td>**Satisfied**</td><td>**Dissatisfied**</td><td>**Very Dissatisfied**</td><td>**Don't Know**</td><td>**N/A**</td></tr>
<tr><td>**Knowledge of ethics**</td><td>39.7% (274)</td><td>51.7% (357)</td><td>4.2% (29)</td><td>1.4% (10)</td><td>1.7% (12)</td><td>1.3% (9)</td></tr>
<tr><td>**Critical thinking and analysis skills development**</td><td>38.5% (266)</td><td>55.4% (383)</td><td>3.8% (26)</td><td>1.2% (8)</td><td>0.7% (5)</td><td>0.4% (3)</td></tr>
<tr><td>**Building on life skills (e.g., prioritization, time management, etc.)**</td><td>38.4% (265)</td><td>51.7% (357)</td><td>5.8% (40)</td><td>1.7% (12)</td><td>1.4% (10)</td><td>1% (7)</td></tr>
<tr><td>**Building on interpersonal skills**</td><td>35.7% (247)</td><td>57% (394)</td><td>4.2% (29)</td><td>1.3% (9)</td><td>0.7% (5)</td><td>1% (7)</td></tr>
<tr><td>**Ability to demonstrate leadership**</td><td>38.2% (264)</td><td>55.1% (381)</td><td>3.8% (26)</td><td>1.2% (8)</td><td>0.7% (5)</td><td>1% (7)</td></tr>
<tr><td>**Team work skill development**</td><td>34.2% (236)</td><td>56.7% (392)</td><td>5.1% (35)</td><td>1.9% (13)</td><td>1% (7)</td><td>1.2% (8)</td></tr>
<tr><td>**Multicultural knowledge**</td><td>42.3% (292)</td><td>50.7% (350)</td><td>3.6% (25)</td><td>1.6% (11)</td><td>1.2% (8)</td><td>0.7% (5)</td></tr>
<tr><td>**Training/Experiences in verbal communication**</td><td>28.7% (198)</td><td>60.6% (419)</td><td>5.4% (37)</td><td>2.5% (17)</td><td>1.3% (9)</td><td>1.6% (11)</td></tr>
<tr><td>**Research skill development**</td><td>31.5% (218)</td><td>52.7% (364)</td><td>8.1% (56)</td><td>3% (21)</td><td>1.3% (9)</td><td>3.3% (23)</td></tr>
</table>

Training/Experiences in written communication	29.1% (201)	60.6% (419)	5.4% (37)	2.5% (17)	1% (7)	1.4% (10)
Knowledge of global policies and issues	30% (207)	52.8% (365)	8.2% (57)	1.9% (13)	2.2% (15)	4.9% (34)
Knowledge of contibutions of the African Diaspora to your major field of study	39.1% (270)	42.5% (294)	5.1% (35)	1.9% (13)	5.1% (35)	6.4% (44)
Training in computer applications	18.1% (125)	52.4% (362)	13% (90)	3.9% (27)	3.8% (26)	8.8% (61)
Advanced information literacy/facility development (i.e., library skills)	21.9% (151)	57.9% (400)	8.7% (60)	3.3% (23)	3.2% (22)	5.1% (35)

Financial Aid and Services

Rate the level of satisfaction with the following:						
	Very Satisfied	**Satisfied**	**Dissatisfied**	**Very Dissatisfied**	**Don't Know**	**N/A**
Cost (tuition and fees)	7.5% (52)	33.5% (231)	36.3% (250)	18.9% (130)	1.7% (12)	2% (14)
Summer financial aid process	6.5% (45)	23.7% (163)	15.2% (105)	10.2% (70)	16.4% (113)	28% (193)

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)**	**Assistaintship Remission of Tuition**	**Graduate Assistantship**
20.3% (140)	1.3% (9)	1.4% (10)	3.8% (26)	1.7% (12)	1% (7)	0.3% (2)	3.0% (21)
Out of Pocket (includes Family/Benefactor)		**Personal Student Loans**	**Student Loans Taken by Parents/Benefactor**		**Teaching Assistantship**	**Other**	
9.6% (66)		38.6% (267)	11.6% (80)		1.2% (8)	6.2% (43)	

Rate the level of satisfaction with the following:						
	Very Satisfied	**Satisfied**	**Dissatisfied**	**Very Dissatisfied**	**Don't Know**	**N/A**
Availability of scholarships/fellowships	12.8% (88)	31.1% (214)	31.5% (217)	16.8% (116)	4.9% (34)	2.9% (20)
Availability of Graduate Assistantships	8.9% (61)	24.2% (167)	20.5% (141)	11.5% (79)	11.5% (79)	23.5% (162)
Availability of Teaching Assistantships	6.5% (45)	19.6% (135)	20.8% (143)	9.7% (67)	15.7% (108)	27.7% (191)

Availability of University Tuition Grants	8.7% (60)	26.9% (185)	27% (186)	17.1% (118)	10.3% (71)	10% (69)
Availability of Grants from Government Agencies	6.4% (44)	28.7% (198)	25.7% (177)	10.2% (70)	14.5% (100)	14.5% (100)
Availability of Other External Grants (foundations, etc.)	6.1% (42)	28.9% (199)	28.2% (194)	10.7% (74)	12.9% (89)	13.2% (91)
Availability of Personal Student Loans	12.6% (87)	47.2% (325)	14.1% (97)	4.6% (32)	9.3% (64)	12.2% (84)
Availability of Student Loans Taken by Parents	6.2% (43)	27% (186)	10.6% (73)	4.6% (32)	15.1% (104)	36.4% (251)

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Student Support Services

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Rate the level of satisfaction with the following:						
	Very Satisfied	**Satisfied**	**Dissatisfied**	**Very Dissatisfied**	**Don't Know**	**N/A**
HU Office of Financial Aid (main campus)	6.9% (47)	43.2% (294)	20.7% (141)	17% (116)	5.6% (38)	6.6% (45)
Office of Financial Aid (in school/college)	13.8% (94)	42% (286)	13.5% (92)	13.1% (89)	8.2% (56)	9.4% (64)
Office of Student Financial Services (other than Office of Financial Aid)	7% (48)	41.3% (281)	15.9% (108)	12.8% (87)	14% (95)	9.1% (62)
HU Office of Student Accounts	8.5% (58)	50.1% (341)	17.6% (120)	13.4% (91)	6% (41)	4.4% (30)
HU Office of Enrollment Management	7.6% (52)	46.3% (315)	9.3% (63)	7.9% (54)	17.9% (122)	11% (75)
Office of Admissions	9.8% (67)	52.3% (356)	8.4% (57)	6.8% (46)	14.5% (99)	8.2% (56)
Campus Security (Police)	8.7% (59)	45.8% (312)	11.5% (78)	9.1% (62)	14.2% (97)	10.7% (73)
HU Student Health Service Center	9.4% (64)	48.5% (330)	15.3% (104)	9.8% (67)	9.7% (66)	7.3% (50)
Office of Student Life	8.2% (56)	38% (259)	7.2% (49)	6% (41)	24.2% (165)	16.3% (111)
Office of Student Services	9% (61)	39.9% (272)	7.5% (51)	5.7% (39)	23.9% (163)	14% (95)
University Counseling Service	7.9% (54)	25.4% (173)	6.5% (44)	6.9% (47)	28.5% (194)	24.8% (169)

CEDAR Center- HU Office of Career Services	8.1% (55)	30.7% (209)	6.8% (46)	4.7% (32)	27.3% (186)	22.5% (153)
Career/ Placement Services in your college or school	10.1% (69)	28.9% (197)	9.4% (64)	6% (41)	25.4% (173)	20.1% (137)
University Office of International Student Services	6.3% (43)	23.8% (162)	3.5% (24)	3.5% (24)	29.7% (202)	33.2% (226)
International Student Services (in school/college)	6% (41)	21.1% (144)	3.1% (21)	3.8% (26)	30.7% (209)	35.2% (240)

Campus Life and Activities

Rate the level of satisfaction with the following:						
	Very Satisfied	**Satisfied**	**Dissatisfied**	**Very Dissatisfied**	**Don't Know**	**N/A**
Recreation	12.4% (84)	41.2% (279)	7.1% (48)	2.2% (15)	21.3% (144)	15.8% (107)
Varsity athletic programs	8.7% (59)	28.7% (194)	6.4% (43)	3% (20)	29.1% (197)	24.2% (164)
Student organizations	16.2% (110)	48.3% (327)	4.6% (31)	2.2% (15)	17.6% (119)	11.1% (75)
Campus intellectual life	18.3% (124)	48.4% (328)	5.9% (40)	2.5% (17)	14.6% (99)	10.2% (69)
Campus social activities	17% (115)	51.1% (346)	3.7% (25)	1.3% (9)	16.1% (109)	10.8% (73)
Campus cultural activities	17.1% (116)	49.8% (337)	3.7% (25)	1.8% (12)	17.4% (118)	10.2% (69)
Variety of cultural events in the campus community	17.3% (117)	48.6% (329)	4.7% (32)	2.2% (15)	17.6% (119)	9.6% (65)
Campus religious activities	16% (108)	42.8% (290)	4.9% (33)	2.2% (15)	22% (149)	12.1% (82)

Rate the level of activity with the following:

	Very Active	Fairly Active	Moderately Active	A Little Active	Not Active at All	N/A
Your record of service to the community	18.8% (127)	48% (325)	8.4% (57)	2.1% (14)	12.1% (82)	10.6% (72)

Administrative Offices & Student Involvment 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	10.5% (71)	35.5% (240)	7.4% (50)	6.2% (42)	29.1% (197)	11.4% (77)
Office of the Provost	9.3% (63)	33.4% (226)	8.9% (60)	5.3% (36)	31.2% (211)	12% (81)
Customer service in administrative offices in your school/college	12.7% (86)	47.3% (320)	14.3% (97)	13.3% (90)	8.3% (56)	4.1% (28)
Customer service in administrative offices of the Graduate School	12.1% (82)	36.2% (245)	8.7% (59)	7.8% (53)	15.5% (105)	19.6% (133)
Operation hours of administrative offices	8% (54)	44.3% (300)	16.8% (114)	15.2% (103)	9.5% (64)	6.2% (42)
Graduation clearance process	8.4% (57)	43.6% (295)	23.2% (157)	16.8% (114)	5.8% (39)	2.2% (15)

Student Involvment 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	17.1% (121)	51.8% (366)	20.7% (146)	7.5% (53)	2.3% (16)	0.7% (5)
Opportunity for students to formally assess instruction	17.1% (121)	52.6% (372)	21.8% (154)	6.9% (49)	1.3% (9)	0.3% (2)
Opportunities for students to assess university services	13.2% (93)	42.1% (298)	24.9% (176)	15.6% (110)	2.8% (20)	1.4% (10)

Provision of or access to institutional assessment information (e.g., survey results, etc.)	12.6% (89)	45% (318)	20.1% (142)	11.2% (79)	7.6% (54)	3.5% (25)

Information System and Ancillary Services

Information Systems

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
BANNER Registration System	11.4% (78)	44.3% (304)	18.2% (125)	9.2% (63)	8% (55)	9% (62)
iLab and campus computer laboratories	14.8% (102)	50.9% (350)	15.7% (108)	7% (48)	5.4% (37)	6.1% (42)
ResNet Communications System	6.7% (46)	26.1% (179)	6.4% (44)	5.1% (35)	28.8% (198)	26.9% (185)
Computer system of the University Libraries	10.5% (72)	50.8% (349)	14.7% (101)	8.4% (58)	10.5% (72)	5.1% (35)
Access to wireless internet connection on campus	9.3% (64)	36.7% (252)	26.1% (179)	24.2% (166)	1.7% (12)	2% (14)
Campus Radio and Television stations	9.9% (68)	38.1% (262)	5.4% (37)	2.8% (19)	23.9% (164)	19.9% (137)
Availability of copying/duplication services	8.9% (61)	37.6% (258)	21.3% (146)	17.3% (119)	9% (62)	6% (41)
Black Board Learning Management System	15% (103)	60.8% (418)	7% (48)	3.1% (21)	5.5% (38)	8.6% (59)

Ancillary Services

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A

HU Bookstore(s)	15.6% (106)	63.5% (431)	11.6% (79)	3.5% (24)	3.5% (24)	2.2% (15)
University Shuttle Bus Service	11.5% (78)	48.5% (329)	8% (54)	3.7% (25)	13.5% (92)	14.9% (101)
Cost of campus food services	5% (34)	41.2% (280)	20.3% (138)	8.5% (58)	12.2% (83)	12.7% (86)
Variety of HU Cafeteria food choices (e.g., vegetarian, etc.)	5.4% (37)	40.5% (275)	19.4% (132)	9.4% (64)	13.4% (91)	11.8% (80)
Quality of campus food services	5.6% (38)	40.9% (278)	20% (136)	10.8% (73)	11.8% (80)	10.9% (74)
Blackburn Center	11.5% (78)	55.4% (376)	8.1% (55)	2.4% (16)	11.6% (79)	11% (75)

Range of University Experiences

Select the program experience(s) (check all that apply):

Accelerated Program	Work Study	Distance Learning	Study Abroad	Domestic Exchange	Honors Program	Independent Study
3% (21)	12% (85)	2.8% (20)	9.2% (65)	0.7% (5)	8.1% (57)	12.9% (91)

Teaching Certification	Service Learning	Other	None
2% (14)	7.6% (54)	3.5% (25)	53% (375)

Graduate research opportunity (check all that apply):

Thesis Development	Research internship	Dissertation development	Attending professional conferences	Publishing Research	Assisting faculty project
13.6% (96)	16.1% (114)	9.6% (68)	24.6% (174)	12.2% (86)	12% (85)

Presenting Findings in a Conference or Meeting	Other	None
17.7% (125)	1.1% (8)	51.3% (363)

Indicate the academic support/enhancement activities that you were engaged in (check all that apply):

Creative Projects (writing, exhibits, plays, productions, etc.)	Community Service	Internship	Practicum	Cross Registration	Inter-disciplinary Courses	Other	None
19.1% (135)	43.7% (309)	43.6% (308)	15.6% (110)	1.8% (13)	14.1% (100)	1.3% (9)	23.3% (165)

Indicate the campus organizations that you are/were affiliated with (check all that apply):						
Student Government	Fraternity/ Sorority	Community Service/Non-Profit Organizations	Academic Organization in Major	Professional Organization	Honor Society	Other (Specify below)
13.7% (97)	9.9% (70)	31.1% (220)	17.3% (122)	25.5% (180)	19.5% (138)	5.7% (40)
None						
32.1% (227)						

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	5.2% (36)	39.5% (271)	37.9% (260)	16.6% (114)	0.1% (1)	0.6% (4)
Condition of University libraries	14.7% (101)	55.8% (383)	18.8% (129)	7.6% (52)	1.9% (13)	1.2% (8)
Condition of laboratories/technical centers	4.4% (30)	31.6% (217)	16% (110)	9.2% (63)	14.7% (101)	24.1% (165)
Condition of studios	5.1% (35)	24.2% (166)	9.3% (64)	5.1% (35)	24.5% (168)	31.8% (218)
Condition of operatives (e.g., in dentistry)	5.1% (35)	25.4% (174)	11.1% (76)	6.6% (45)	19.4% (133)	32.5% (223)
Access to laboratories, study areas, student lounges	7.4% (51)	42.9% (294)	19.8% (136)	12.1% (83)	8.5% (58)	9.3% (64)
Overall condition of University buildings	4.7% (32)	35.4% (243)	38.8% (266)	16.5% (113)	2% (14)	2.6% (18)
Cleanliness of University buildings	7.7% (53)	47.8% (328)	29.6% (203)	13.3% (91)	0.6% (4)	1% (7)

Availability of suitable affordable off-campus housing	4.5% (31)	24.3% (167)	22.3% (153)	15.5% (106)	11.8% (81)	21.6% (148)
Availability of student parking	6.3% (43)	31.6% (217)	20.8% (143)	22.7% (156)	6% (41)	12.5% (86)
Physical fitness facilities	4.7% (32)	25.2% (173)	15% (103)	17.8% (122)	17.2% (118)	20.1% (138)

Post-Graduation

Please indicate the primary way you plan to give back to Howard as an alumna/alumnus.

Making Financial Contributions	Recruiting New Students	Fundraising	Volunteering	Other	No Plan to Contribute
31.5% (210)	22.7% (151)	2.6% (17)	21.2% (141)	5% (33)	17.1% (114)

Would you recommend Howard to a prospective student?

Yes, without reservation	Yes, with reservation	No
41.8% (278)	49.8% (331)	8.4% (56)

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."

Academic Reputation	Availability of Academic Program	Institutional Cost	Financial Aid Assistance	Quality of Faculty	Location	Social Environment	Research Resources
4% (27)	2.7% (18)	1% (7)	1.2% (8)	1.3% (9)	1.8% (12)	0.3% (2)	0.3% (2)
Encouraged/ Recruited by Faculty	**Encouraged by Mentor**	**Supportive Academic Environment**	**Other**	**Not Applicable**			
0.7% (5)	0.9% (6)	1.2% (8)	2.7% (18)	81.7% (545)			

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."

Academic Reputation	Availability of Academic Program	Institutional Cost	Financial Aid Assistance	Quality of Faculty	Location	Social Environment	Research Resources
7.6% (51)	5.8% (39)	1.6% (11)	1.6% (11)	1.3% (9)	3.1% (21)	0.3% (2)	0.9% (6)

Encouraged/ Recruited by Faculty	Encouraged by Mentor	Supportive Academic Environment	Other	Not Applicable			
0.9% (6)	0.7% (5)	2.5% (17)	1.8% (12)	71.5% (477)			

Post-Graduation

Will you be employed?

Full-time	Part-time	Neither
69.5% (465)	8.5% (57)	22% (147)

If you have already accepted an employment offer, please indicate the annual salary range. If you do not have employment, select "Not Applicable."

Less than $30,000	$30,000-$40,000	$46,000-60,000	$61,000-75,000	$76,000-95,000	$95,000-$150,000	$151,000-$200,000	$201,000-$250,000
2.1% (14)	5.7% (38)	13.1% (88)	7.2% (48)	3.6% (24)	5.2% (35)	4.2% (28)	0.1% (1)

$251,000-$300,000	Over $300,000	Not Applicable					
0.6% (4)	58.1% (389)	58.1% (389)					

What are your immediate plans after you leave Howard? (Select from Group A and Group B)

	No plan to work now	Agriculture, Food & Natural Resources	Architecture & Construction	Arts, AV technology & Communications	Business, Management & Administration	Education & Training	Finance
	25.8% (173)	0.6% (4)	0.1% (1)	2.1% (14)	6.1% (41)	9.1% (61)	1% (7)
	Government & Public Administration	Health Science	Human Services	Information Technology	Law, Public Safety, Corrections & Security	Manufacturing	Marketing, Sales, & Services
Group A	9.3% (62)	13.9% (93)	10.4% (70)	0.4% (3)	16% (107)	0.1% (1)	1% (7)

	Science, Technology Engineering & Mathematics	Transportation, Distribution & Logistics	Hospitality & Tourism				
	3.6% (24)	0.1% (1)	0.1% (1)				
Group B	**No plan for further education now**	**Graduate/ Professional Study**	**Medical/dental internship**	**Ministry**	**Travel**	**Military Service**	**Community service/social work**
	49% (328)	28.5% (191)	6.0% (40)	1.2% (8)	0.7% (5)	1.2% (8)	2.8% (19)
	International affairs	**Seek temporary employment**	**Peace Corps.**	**Other**	**None**		
	0.4% (3)	0.6% (4)	0.3% (2)	4.3% (29)	4.9% (33)		