2015 Howard University Undergraduate Graduating Student Exit Survey

All Schools and Colleges

Description

The *Howard University Undergraduate Graduating Student Exit Survey* is administered annually to prospective candidates for graduation enrolled in all undergraduate programs. The primary purpose of the survey is to obtain information about students' satisfaction with a range of academic 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 and student comments. There were 1041 respondents.

Office of Institutional Assessment and Evaluation

"Working together to create a culture of evidence-based decision making…"

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EXECUTIVE SUMMARY

The *Howard University Undergraduate Graduating Student Exit Survey* is administered annually to prospective candidates for graduation who are enrolled in all of the University's undergraduate 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 1041 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 Undergraduate Class of 2015?*
The ratio of females to males is almost 3 to 1 with females and males representing 73% and 28% of the respondents, respectively. The two largest ethnic groups are African Americans (85%) and Africans (6%). Less than 1% of American Indian/Alaska Natives responded to the survey. Approximately 79% of the respondents either worked full-time or part-time while in school. Interestingly, 5% (54) of students work full-time on campus. Less than one-fifth (18%) of the respondents were transfer students and nearly 34% of them are the first in their family to attend college. About 10% of the respondents have missed one or more semesters since they first enrolled in Howard University. Since the definition of the "graduation rate" as calculated by the Department of Education excludes students who "stop out" for at one semester, it is important to try to minimize the percentage of students who "stop out".

School/College Data: *How Satisfied Were They with their Educational Experiences?*
Approximately 81% of the students indicated that they were very satisfied or satisfied with the overall quality of their educational experience at Howard. Slightly fewer, 75%, 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, depart chair, school/college administrative staff, departmental office staff, and faculty. The department staff received the highest satisfaction rating of 80%, and faculty with a close second highest rating of 78%. The largest area of dissatisfaction was related to customer service in the administrative offices of their school or college – almost forty percent (43%) of the respondents were dissatisfied or very dissatisfied.

Academic Advising. Students were asked to indicate their level of satisfaction with various aspects of academic advising. Nearly sixty percent, 59%, of the respondents were very satisfied or satisfied with the availability of academic advisors; while just over half, 58% felt that way about access to mentoring. It is also interesting to note that respondents were more satisfied with junior/senior year academic advising (63%) than with freshman/sophomore year academic advising (47%). Research suggests that effective academic advising during the early years can lead to increases in students' satisfaction with their overall educational experience and in institutional retention and graduation rates.

Knowledge and Skill Development. Students were asked in indicate their level of satisfaction for 21 knowledge and skill areas. The top three areas of development that prospective graduates were most satisfied with were: the ability to demonstrate leadership (91%), team work skill development (89%), and development of interpersonal skills (90%). The ability to demonstrate leadership is first for the three years – 2012, 2013 and 2014 and it was the area that received the highest rating under "very satisfied" (42%) and the lowest rating under "very dissatisfied" fell under 1%. The three lowest areas of development (but still relatively high in absolute terms) were: knowledge of global policies and issues (76%), knowledge of the physical sciences (74%), and knowledge of mathematics (69%).

Student Quality of Life Data: *What are Students' Perceptions of Institutional Support Services?*
There are some offices with which students are unfamiliar. When students were asked to rate their level of satisfaction for several institutional support offices, at least thirty percent, nearly one-third of the students marked "Don't Know" for the following offices: Office of International Students (31%), Office of Student Special Services (13%), and the University Counseling Service (24%). The students were equally very dissatisfied with the Office of Financial Aid (24%) and the Office of Student Financial Services (21%). This is the fourth consecutive year that the Office of Financial Aid has received this distinction.

University Community Experience Data: *What are Students' Perception of Institutional Administrative Offices?*
Almost forty percent of the students reported that they were satisfied with the Office of the President (39%) and the Office of the Provost (37%). 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" at the rate of 22% and 26%, respectively.
Information and ancillary services that received a "dissatisfaction" rating of at least 30% include: computer system of the University libraries (22%), availability of copying/duplication services (26%), wireless access to internet on campus (27%), on-campus housing process/management (24%), shuttle bus services (16%), cost of campus food services (32%), variety of food choices (e.g., vegetarian, etc.) (26%), BANNER Bisonweb registration system (28%) and quality of campus food services (26%).

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 6% had been involved in service learning. Also, half of the students (48%) had not engaged in any undergraduate research project; however, 22% of the students had attended a professional conference, 13% had presented research findings at a professional conference, and 8% had published research. Howard University students are also very community oriented with 58% having spent some time in community service; 56% in an internship and nearly fifteen percent (18%) in inter-disciplinary courses. Students also indicated a need to upgrade physical facilities, including classrooms, libraries, laboratories, residence halls, and physical fitness facilities. Approximately 18% are "very satisfied or satisfied" with the availability of parking.

Post-Graduation
Students were asked about their post-graduation plans and their relationship with Howard as alumna/alumnus. About eight-three percent of the students indicated that they plan to give back to Howard in some way. Among the 77% who plan to give back, 27% plan to make financial contribution while 23% plan to recruit new students. Nearly one-third of the respondents 27% were able to report the salary range that they expected to be in after graduation. Among respondents, 26% had no plans to work and 18% were planning to pursue graduate/professional studies.

Demographic Data: Profile

Gender

Male	Female
27.6% (287)	72.4% (745)

Special Student Status

Disabled	Veteran	Adjudicated	No Special Group Status
1.5% (16)	0.4% (4)	0.0% (0)	98.1% (1021)

Citizenship Status

U.S. Citizen	Permanent Resident	Resident Alien	International Student
95.3% (992)	2.1% (22)	0.2% (2)	2.4% (25)

Ethnicity

African American	Hispanic Latino	Caucasian	Asian/Pacific Islander	American Indian/Alaska Native	African	Biracial	Not Willing to Disclose
85.0% (885)	0.8% (8)	0.3% (3)	1.4% (15)	0.2% (2)	6.2% (65)	3.8% (40)	2.2% (23)

How long did you live on campus?

4 or more years	2-3 years	1 year or less	Never
34.2% (356)	41.8% (435)	13.2% (137)	10.9% (113)

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
10.1% (105)	45.1% (469)	5.2% (54)	19.0% (198)	20.7% (215)

GPA

3.60-4.00	3.40-3.59	3.00-3.39	2.50-2.99	2.00-2.49	Not Applicable
17.6% (183)	19.8% (206)	36.9% (384)	22.3% (232)	3.2% (33)	0.3% (3)

Demographic Data: Enrollment

Degree			
Bachelors	**Certificate**	**Dual Degree**	**Other**
98.4% (1024)	0.2% (2)	1.2% (12)	0.3% (3)

While at Howard University, you were enrolled primarily:	
Full-time	**Part-time**
98.6% (1026)	1.4% (15)

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**
2.5% (26)	2.7% (28)	8.0% (83)	62.6% (652)	16.2% (169)	5.5% (57)	1.1% (11)	0.4% (4)
2006-2007	**2005-2006**	**2004-2005**	**Before 2004**				
0.5% (5)	0.3% (3)	0.2% (2)	0.1% (1)				

First Time in College Student	Transfer Student
81.7% (850)	18.3% (191)

Indicate whether you entered Howard University as a:		
First Generation College Student (in your family)	**Not First Generation College Student**	**Not sure**
34.5% (359)	63.0% (656)	2.5% (26)

School/College Representation						
Arts & Sciences	**School of Business**	**School of Commun-ications**	**Education**	**Dentistry**	**School of Education**	**Engineering & Architecture**
50.6% (527)	7.5% (78)	19.4% (202)	0.6% (6)	0.0% (0)	0.6% (6)	8.5% (89)
Nursing and Allied Health Sciences						
13.4% (139)						

Demographic Data: Stop-Out

How many semesters have you missed since you entered Howard?

None	1	2-3	4-6	7 or More
90.7% (944)	4.0% (42)	3.2% (33)	1.4% (15)	0.7% (7)

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	2.6% (27)	1.1% (11)	.2% (2)	0.0% (0)	0.5% (5)	0.3% (3)	0.1% (1)
	Marriage	**Unable to Adjust**	**Other**	**Not Applicable**			
	0.0% (0)	0.2% (2)	2.8% (29)	1.6% (17)			
	Job Conflict	**Financial Problems**	**Insufficient Financial Aid**	**Living Arrangements**	**Lack of Campus Housing**	**Military Obligations**	**HU Disciplinary Action**
Practical Reasons	0.4% (4)	3.8% (40)	0.8% (8)	0.4% (4)	0.0% (0)	0.0% (0)	0.3% (3)
	Travel	**Commuting Problems**	**Other**	**Not Applicable**			
	0.0% (0)	0.0% (0)	1.5% (16)	2.1% (22)			
	Difficulty with Courses	**Dissatisfied with Instructors**	**Courses Cancelled**	**Courses not Needed**	**Transferred to Another School**	**Lack of Academic Progress**	**Incomplete Schedule**
Academic Reasons	3.3% (3)	0.4% (4)	0.0% (0)	0.1% (1)	0.1% (1)	0.7% (7)	0.2% (2)
	Lacked Prerequisites	**Academic Suspension**	**Other**	**Not Applicable**			
	0.0% (0)	0.5% (5)	0.7% (7)	6.4% (67)			

Educational Experience: Institutional, School/College and Departmental Assessment Data

Overall Education Experience

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Your Academic Program	16.25 (169)	65.5% (682)	14.7% (153)	2.7% (28)	0.7% (7)	0.2% (2)
Overall Quality of the Educational Experience	16.3% (170)	64.8% (675)	16.1% (168)	1.9% (20)	0.7% (7)	0.1% (1)
Educational Experience Met Expectations	15.7% (163)	58.9% (613)	20.7% (216)	3.4% (35)	1.0% (10)	0.4% (4)

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	15.0% (156)	56.3% (586)	19.6% (204)	5.9% (61)	1.0% (10)	0.9% (9)
The effectiveness of your department in general	19.6% (204)	55.3% (576)	18.6% (194)	3.9% (41)	0.6% (6)	0.5% (5)
Your school's/college's student services	12.2% (127)	51.7 (538)	23.7% (247)	8.2% (85)	1.9% (9)	0.9% (9)
Customer service in administrative offices of your school or college	12.4% (129)	45.5 (474)	22.7% (236)	16.1% (168)	1.1% (11)	0.8% (8)
The effectiveness of your school's or college's Office of Career Services	16.7% (174)	42.7% (444)	18.0% (187)	9.4% (98)	9.4% (98)	2.4% (25)
The performance of your Dean	14.2% (148)	46.3% (482)	14.2% (148)	5.1% (53)	16.7% (174)	2.0% (21)
The performance of your departmental chairperson	23.9% (249)	48.2% (502)	12.8% (133)	4.1% (43)	8.2% (85)	1.3% (14)
The performance of your departmental faculty	21.9% (228)	56.7% (590)	12.8% (133)	3.7% (39)	3.0% (31)	0.5% (5)
The performance of your departmental office staff	24.6% (256)	55.7% (580)	10.2% (106)	3.2% (33)	3.2% (33)	1.7% (18)

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	15.1% (157)	58.3% (607)	19.6% (204)	4.4% (46)	0.6% (6)	0.6% (6)
Faculty Maintained Office Hours	16.2% (169)	59.6% (620)	17.2% (179)	4.3% (45)	0.6% (6)	0.7% (7)
Faculty Presentation Skills	14.2% (148)	62.4% (650)	15.9% (166)	4.1% (43)	1.2% (12)	0.7% (7)
Faculty Professionalism	16.6% (173)	58.5% (609)	16.4% (171)	5.5% (57)	0.6% (6)	1.0% (10)

Academic Advising

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Access to mentoring	13.6% (142)	44.1% (459)	26.1% (272)	4.9% (51)	6.0% (62)	3.3% (34)
Availability of academic advisors	14.5% (151)	44.7% (465)	24.9% (259)	11.8% (123)	1.3% (14)	0.8% (8)
Freshman/sophomore year academic advising	12.2% (127)	34.9% (363)	24.1% (251)	21.1% (16)	2.1% (22)	4.4% (46)
Junior/senior year academic advising	15.9% (165)	47.5% (494)	21.7% (226)	10.8% (112)	1.0% (10)	1.2% (13)
Overall quality of academic advising	12.8% (133)	45.2% (471)	25.1% (261)	12.9% (134)	1.2% (12)	0.9% (9)
Conveying of care for/about the student in advising	15.0% (156)	42.8% (446)	23.1% (240)	14.6% (152)	1.5% (16)	1.0% (10)

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	19.2% (200)	61.8% (643)	12.9% (13.1)	2.9% (30)	0.8% (8)	0.7% (7)
Quality of courses offered (curricula)	12.6% (131)	56.8% (591)	21.8% (227)	6.3% (66)	0.3% (3)	0.4% (4)
Quality of course syllabi	14.6% (152)	66.8% (695)	12.6% (131)	3.0% (31)	0.8% (8)	0.5% (5)
Quality of student learning assessment (testing)	11.3% (118)	64.1% (667)	17.6% (183)	3.4% (35)	1.0% (10)	0.9% (9)
Overall quality of instruction	12..5% (130)	66.7% (694)	15.1% (157)	2.4% (25)	0.7% (7)	0.9% (9)
Level of intellectual stimulation in courses	18.1% (188)	63.7% (663)	12.5% (130)	2.6% (27)	0.6% (6)	0.8% (8)
Promotion of and/or opportunity for creativity	16.6% (173)	56.4% (587)	18.0% (187)	4.5% (47)	1.5% (16)	1.2% (12)
Availability of evening courses	10.4% (108)	50.0% (521)	14.6% (152)	6.1% (64)	6.6% (69)	10.4% (108)
Availability of summer courses	6.8% (71)	32.2% (335)	19.2% (200)	9.1% (95)	13.4% (140)	17.4% (181)
Availability of academic support/tutorial services	9.0% (94)	48.2% (502)	19.4% (202)	8.1% (84)	8.5% (89)	4.9% (51)
Quality/effectiveness of academic support/tutorial services	8.8% (92)	47.7% (497)	18.7% (195)	6.3% (66)	10.3% (107)	6.2% (65)
Your own level of scholarly effort/engagement	27.2% (283)	58.7% (611)	8.6% (90)	1.9% (20)	0.8% (8)	1.0% (10)

Preparation for Post-Graduation

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Preparation for graduate or professional school	9.5% (99)	47.7% (497)	21.6% (225)	6.2% (65)	5.7% (59)	3.9% (41)
Your preparation for a technological world	11.3% (118)	55.2% (575)	16.6% (173)	5.6% (58)	3.7% (38)	2.3% (24)
Your preparation for employment in your major	14.9% (155)	50.2% (523)	18.0% (187)	7.0% (73)	3.0% (31)	1.6% (17)
Your preparation for national board and/or other licensure exams	8.5% (88)	36.7% (382)	17.7% (184)	7.6% (79)	11.7% (122)	12.6% (131)

Knowledge and Skill Development

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Knowledge of ethics	40.7% (424)	50.0% (520)	3.6% (37)	1.1% (11)	1.2% (13)	0.7% (7)
Team work skill development	31.1% (324)	58.3% (607)	4.9% (51)	1.2% (12)	1.0% (10)	0.8% (8)
Ability to demonstrate leadership	42.4% (441)	48.5% (505)	3.7% (39)	0.7% (7)	1.1% (11)	0.9% (9)
Development of interpersonal skills	34.6% (360)	54.9% (572)	4.3% (45)	1.4% (15)	0.9% (9)	1.1% (11)
Development of life skills (e.g., prioritization, time management, etc.)	38.6% (402)	50.3% (524)	5.9% (61)	1.1% (11)	0.9% (9)	0.5% (5)
Knowledge of African American culture	40.6% (423)	48.4% (504)	5.1% (53)	1.0% (10)	1.1% (11)	1.1% (11)
Training in verbal communication	29.6% (308)	57.6% (600)	6.0% (62)	1.8% (19)	1.1% (11)	1.2% (12)
Development of critical thinking and analysis skills	31.0% (323)	57.3% (597)	5.7% (59)	1.0% (10)	1.1% (11)	1.2% (12)
Training in written communication	28.0% (292)	59.7% (621)	6.1% (63)	1.5% (16)	10% (1.0)	1.0% (10)
Knowledge of the social sciences	24.7% (257)	59.7% (621)	8.0% (83)	.9% (9)	2.0% (21)	2.0% (21)
Research skill development	23.3% (243)	58.1% (605)	10.8% (112)	1.8% (19)	1.8% (19)	1.3% (14)
Knowledge about personal health and nutrition	21.4% (223)	58.0% (604)	11.4% (119)	1.8% (19)	1.8% (19)	2.7% (28)
Knowledge of American Culture	21.5% (224)	61.3% (638)	8.1% (84)	1.3% (14)	2.6% (27)	2.4% (25)
Knowledge of African culture	32.6% (339)	52.4% (546)	6.8% (71)	1.8% (19)	1.9% (20)	1.6% (17)
Knowledge of the humanities(languages, history, philosophy, literature, arts)	25.8% (269)	58.2% (606)	8.4% (87)	1.1% (11)	1.4% (15)	2.3% (24)
Multicultural knowledge	28.6% (298)	52.8% (550)	10.9% (113)	1.1% (11)	2.1% (22)	1.7% (18)
Knowledge of contributions of the African Diaspora to your major field of study	30.7% (320)	46.8% (487)	12.2% (127)	2.6% (27)	3.5% (36)	1.4% (15)
Knowledge of global policies and issues	24.0% (250)	51.6% (537)	14.2% (148)	2.8% (29)	2.5% (26)	2.1% (22)
Knowledge of mathematics	16.9% (176)	52.4% (545	17.5% (182)	6.0% (62)	1.3% (14)	3.2% (33)
Training in computer applications	17.3% (180)	52.4% (545)	16.6% (173)	3.4% (35)	1.9% (20)	5.7% (59)
Knowledge of the physical sciences	18.7% (195)	54.9% (571)	13.0 (135)	1.8% (19)	3.0% (31)	5.9% (61)

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)	3.6% (28)	18.3% (142)	35.5% (276)	38.9% (303)	1.9% (15)	1.8% (14)
Summer financial aid process	2.6% (20)	14.5% (113)	19.0% (148)	16.8% (131)	22.4% (174)	24.7% (192)

What was the primary manner in which you financed your undergraduate education?

Scholarship	Fellowship	University Tuition Grant	Grant by Government Agency	Other External Grant (Foundation, Organization)		Student Assistantship Remission of Tuition
30.1% (313)	0.4% (4)	3.8% (40)	4.9% (51)	0.7% (7)		0.3% (3)
Out of Pocket (includes Family/Benefactor)		**Personal Student Loans**	**Student Loans by Parents/Benefactor**		**HU Employee Tuition Remission/Assistance**	**Other**
11.4% (119)		19.9% (207)	22.3% (232)		1.5% (16)	1.5% (16)

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Availability of Scholarships	9.2% (96)	29.5% (307)	33.0% (344)	19.9% (207)	3.5% (36)	1.6% (17)
Availability of Fellowships	3.7% (39)	18.3% (191)	33.5% (349)	17.2% (179)	16.2% (169)	7.7% (80)
Availability of University Tuition Grants	8.7% (91)	28.0% (292)	30.0% (312)	15.6% (162)	10.2% (106)	4.2% (44)
Availability of Grants from Government Agencies	8.2% (85)	31.9% (332)	26.5% (276)	13.7% (143)	11.2% (117)	5.2% (54)
Availability of Other External Grants (foundations, etc.)	5.8% (60)	32.7% (340)	25.5% (265)	12.8% (133)	13.7% (143)	6.3% (66)
Availability of Personal Student Loans	7.4% (77)	47.6% (495)	17.4% (181)	7.5% (78)	8.8% (92)	8.1% *84)
Availability of Student Loans Taken by Parents	6.9% (72)	43.5% (453)	15.5% (161)	6.9% (72)	9.8% (102)	14.1% (147)

Student Support Services						

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
HU Office of Financial Aid	4.6% (48)	35.0% (364)	27.6% (287)	23.7% (247)	3.1% (32)	1.6% (17)
Office of Student Financial Services (Other than Office of Financial Aid)	3.8% (40)	38.0% (396)	23.6% (246)	21.1% (220)	6.7% (70)	2.2% (23)
Office of Student Accounts	5.1% (53)	44.9% (467)	23.1% (240)	18.6% (194)	2.7% (28)	1.2% (13)
Office of Residence Life	3.8% (40)	35.9% (374)	23.6% (246)	20.2% (210)	6.0% (62)	6.1% (63)
Office of Enrollment Management	5.4% (56)	46.8% (487)	13.7% (143)	11.0% (114)	13.7% (143)	5.0% (52)
Office of Admissions	7.9% (82)	50.1% (522)	13.2% (137)	9.8% (102)	10.7% (111)	3.9% (41)
University Libraries	8.6% (90)	59.3% (617)	11.5% (120)	7.8% (81)	5.3% (55)	3.1% (32)
Campus Security	6.3% (66)	39.6% (412)	20.5% (213)	18.0% (187)	8.0% (83)	3.3% (34)
Student Health Service Center	6.6% (69)	44.9% (467)	21.8% (227)	12.0% (125)	7.6% (79)	2.7% (28)
Department of Student Life and Activities	6.4% (67)	50.9% (530)	13.5% (141)	8.4% (87)	11.1% (116)	5.2% (54)
Office of Special Student Services	6.8% (71)	51.5% (536)	12.1% (126)	6.7% (70)	13.4% (139)	5.1 (53)
University Counseling Service	8.1% (84	36.2% (377)	10.2% (106)	7.3% (76)	23.9% (249)	9.9% (103)
CEDAR Center- HU Office of Career Services	9.4% (98)	42.8% (446)	9.1% (95)	5.6% (58)	20.8% (217)	7.8% (81)
Office of Career Services in your school or college (not CEDAR)	0.7% (80)	35.2% (366)	11.9% (124)	7.1% (74)	24.9% (259)	7.7% (80)
HU Office of International Student Services	4.0% (42)	26.7% (278)	7.4% (77)	4.0% (42)	31.4% (327)	22.0% (229)
Office of the Registrar	5.4% (56)	48.0% (500)	16.9% (176)	9.7% (101)	12.4% (129)	3.2% (33)

Campus Life and Activities

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Recreation activities	6.9% (72)	48.7% (507)	12.8% (133)	5.9% (61)	12.2% (127)	8.5% (89)
Recreation facilities	6.0% (62)	40.2% (419)	20.4% (212)	8.0% (83)	12.8% (133)	7.7% (80)
Intramural Athletic Programs	4.7% (49)	31.0% (323)	9.2% (96)	5.2% (54)	27.5% (286)	17.4% (181)
Varsity Athletic Programs	4.3% (45)	32.4% (337)	10.6% (110)	4.6% (48)	25.1% (261)	18.1% (188)
Student organizations	13.5% (141)	62.1% (646)	4.5% (47)	3.6% (37)	5.4% (56)	6.0% (62)
Fraternities/Sororities	11.9% (124)	37.6% (391)	8.5% (88)	6.9% (72)	14.2% (148)	15.9% (166)
Campus intellectual life	15.1% (157)	57.2% (595)	7.3% (76)	3.4% (35)	6.9% (72)	5.2% (54)
Opportunity for engagement with faculty beyond the classroom	14.7% (153)	52.4% (546)	14.2% (148)	4.2% (44)	6.0% (62)	3.5% (36)
Campus social activities	19.1% (99)	60.4% (629)	5.4% (56)	2.2% (23)	4.3% (45)	3.6% (37)
Campus religious activities	16.0% (167)	51.6% (537)	5.4% (56)	2.1% (22)	12.6% (131)	7.3% (76)
Howard University Student Association (HUSA)	12.7% (132)	53.6% (558)	8.1% (84)	4.0% (42)	11.1% (116)	5.5% (57)

Rate the level of activity with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Your record of service to the community	19.1% (199)	54.4% (566)	7.8% (81)	1.8% (19)	6.0% (62)	6.0% (62)

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	8.5% (89)	38.8% (404)	14.1% (147)	6.3% (66)	22.0% (229)	5.0% (52)
Office of the Provost	6.9% (72)	36.7% (382)	14.5% (151)	5.6% (58)	25.6% (266)	5.6% (58)
Operation hours of administrative offices	5.6% (58)	42.6% (443)	22.9% (238)	15.7% (163)	6.0% (62)	2.2% (23)
Customer service of administrative staff	5.0% (52)	35.1% (365)	24.6% (256)	22.2% (231)	6.4% (67)	1.5% (16)
Graduation clearance process	5.0% (52)	38.8% (404)	22.8% (237)	23.7% (247)	3.7% (39)	0.8% (8)

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 assess academic programs	14.7% (153)	54.7% (569)	24.0% (250)	4.6% (48)	1.4% (15)	0.6% (6)
Opportunity for students to assess instruction	12.7% (132)	54.6% (568)	24.8% (258)	6.3% (66)	1.2% (13)	0.4% (4)
Opportunities for students to assess university services	9.4% (98)	44.7% (465)	30.1% (313)	14.2% (148)	1.2% (13)	0.4% (4)
Provision of or access to institutional assessment information (e.g., survey results, etc.)	9.6% (100)	47.8% (498)	23.9% (249)	8.5% (89)	7.9% (82)	2.2% (23)

Information Systems 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 BisonWeb Registration System	6.5% (68)	40.2% (419)	27.6% (287)	19.9% (207)	1.6% (17)	0.7% (7)
BlackBoard (Learning Management System)	13.3% (138)	64.4% (670)	11.7% (122)	5.7% (59)	0.8% (8)	0.8% (8)
iLab and campus computer laboratories	13.3% (138)	53.9% (561)	19.6% (204)	8.1% (84)	1.0% (10)	0.8% (8)
ResNet Communications System	5.3% (55)	29.3% (305)	13.6% (142)	10.5% (109)	28.0% (291)	9.9% (103)
Computer system of the University Libraries	7.7% (80)	49.4% (514)	22.2% (231)	9.6% (100)	6.0% (62)	1.7% (18)
Wireless access to internet on campus	4.7% (49)	25.0% (260)	27.3% (284)	38.0% (396)	0.8% (8)	0.8% (8)
Campus Radio and Television stations	8.8% (92)	50.3% (524)	9.2% (96)	5.6% (58)	14.8% (154)	7.8% (81)
Availability of copying/duplication services	5.9% (61)	38.9% (405)	25.5% (265)	16.3% (170)	6.4% (67)	3.6% (37)

Ancillary Services

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
HU Bookstore(s)	12.9% (134)	65.2% (679)	10.8% (112)	3.9% (41)	1.4% (15)	1.1% (11)
Blackburn Center	10.0% (104)	65.0% (677)	12.6% (131)	4.3% (45)	2.3% (24)	1.1% (11)
On-campus housing process/management	4.8% (50)	35.4% (369)	24.2% (252)	18.6% (194)	5.8% (60)	6.4% (67)
Shuttle bus services	8.7% (91)	58.8% (612)	16.2% (169)	4.9% (51)	3.2% (33)	3.5% (36)
Cost of campus food services	3.4% (35)	37.1% (386)	32.0% (333)	15.6% (162)	3.8% (40)	3.5% (36)
Variety of food choices (e.g., vegetarian, etc.)	4.7% (49)	39.3% (409)	25.6% (267)	16.7% (174)	4.8% (50)	4.1% (43)
Quality of campus food services	3.9% (41)	39.5% (411)	26.2% (273)	17.8% (185)	4.5% (47)	3.4% (35)

Range of University Experiences

Indicate the program experience(s) that you were involved in (check all that apply):

Accelerated Program	Work Study	Distance Learning	Study Abroad	Double Major	Domestic Exchange	Honors Program	Independent Study
1.9% (20)	20.5% (213)	3.0% (31)	12.3% (128)	3.2% (33)	1.2% (12)	12.0% (125)	9.9% (103)

Teaching Certificate (Minor in Education)		Service Learning	Other	None			
2.1% (22)		5.6% (58)	3.9% (41)	43.9% (457)			

Did you ever participate in the Alternative Spring Break Program (ASBP)? If so, check all that apply to indicate which school years you participated. If not, indicate "never participated."

Freshman year	Sophomore year	Junior year	Senior year	Never participated in ASBP
5.3% (55)	7.9% (82)	3.7% (38)	4.2% (44)	78.8% (820)

Indicate the undergraduate research opportunities that you were engaged in (check all that apply):

Thesis Development	Research Assisstantship	Project work with doctoral student(s)	Capstone Research	Attending Professional Conferences	Presenting Findings in a Conference or Meeting	Publishing Research
11.9% (820)	12.8% (133)	5.1% (53)	8.6% (90)	22.1% (230)	13.2% (137)	8.4% (87)

Shadowing professional researcher	Other	None				
11.7% (122)	3.7% (39)	47.7% (497)				

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	Interdisciplinary Courses	Other	None
30.0% (312)	57.9% (603)	56.4% (587)	20.8% (217)	2.1% (22)	17.7% (184)	0.8% (8)	14.9% (155)

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	Honor Society	Other	None
14.6% (152)	17.5% (182)	41.3% (430)	27.7% (288)	26.0% (271)	13.0% (135)	23.6% (246)

Physical Facilities

Rate the level of satisfaction with the following:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know	N/A
Condition of classrooms	2.0% (21)	28.3% (295)	43.7% (455)	21.0% (219)	0.6% (6)	0.7% (7)
Condition of University libraries	5.1% (53)	46.6% (485)	28.2% (294)	13.2% (137)	2.3% (24)	1.0% (10)
Condition of laboratories	3.7% (38)	31.1% (324)	27.2% (283)	16.7% (174)	8.7% (91)	8.9% (93)
Condition of studios or operatives	3.6% (37)	26.7% (278)	20.7% (215)	12.7% (132)	19.1% (199)	13.6% (142)
Condition of technical centers	3.7% (39)	42.2% (439)	22.9% (238)	9.6% (100)	13.2% (137)	4.8% (50)
Access to laboratories, study areas, student lounges	5.5% (57)	46.6% (485)	25.9% (270)	13.7% (143)	2.2% (23)	2.4% (25)
Overall living conditions in residence halls	2.4% (25)	22.1% (230)	2.4% (25)	35.6% (371)	2.8% (29)	5.9% (61)
Cleanliness of residence halls	2.0% (21)	22.0% (229)	29.5% (307)	34.7% (361)	2.9% (30)	5.3% (55)
Overall condition of University buildings	2.6% (27)	30.9% (322)	42.6% (443)	18.9% (197)	0.6% (6)	0.8% (8)
Cleanliness of University buildings	3.2% (33)	43.9% (457)	32.5% (338)	15.7% (163)	0.4% (4)	0.8% (8)
Availability of student parking	2.2% (23)	16.4% (171)	23.4% (244)	30.3% (315)	9.3% (97)	14.7% (153)
Physical fitness facilities	3.5% (36)	36.7% (382)	26.5% (276)	20.8% (217)	5.2% (54)	3.7% (38)

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
26.8% (279)	22.6% (235)	3.9% (41)	17.1% (178)	5.7% (59)	15.7% (163)

Would you recommend Howard to a prospective student?

Yes, without reservation	Yes, with reservation	No
33.1% (345)	52.5% (547)	6.0% (62)

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
3.7% (38)	2.2% (23)	0.8% (8)	1.4% (15)	1.2% (12)	1.7% (18)	0.9% (9)	0.3% (3)

Encouraged/ Recruited by Faculty	Encouraged by Mentor	Supportive Academic Environment	Other	Not Applicable
0.8% (8)	1.2% (13)	2.0% (21)	1.9% (20)	74.0% (770)

Post-Graduation

Will you be employed?

Full-time	Part-time	Neither
53.0% (552)	14.7% (153)	25.2% (262)

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 $20,000	Less than $30,000	$30,000-40,000	$46,000-60,000	$61,000-75,000	$76,000-95,000	Over $95,000	Not Applicable
2.5% (26)	2.6% (27)	5.0% (52)	8.5% (88)	5.5% (57)	1.4% (15)	1.1% (11)	66.6% (693)

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
	26.2% (273)	0.3% (3)	2.2% (23)	11.7% (122)	6.1% (63)	7.6% (79)	2.0% (21)
	Government & Public Administration	Health Science	Hospitality & Tourism	Human Services	Information Technology	Law, Public Safety, Corrections & Security	Manufacturing
Group A	4.7% (49)	13.5% (141)	0.4% (4)	1.5% (16)	0.7% (7)	3.0% (31)	0.2% (2)
	Marketing, Sales, & Services	Science, Technology Engineering & Mathematics	Transportation, Distribution & Logistics				
	5.6% (58	7.2% (75)	0.4% (4)				
	No plan for further education now	Graduate/ professional study	Medical/dental internship	Ministry	Travel	Military Service	Community service/social work
	3.9% (41)	17.5% (182)	1.2% (12)	0.2% (2)	0.8% (8)	0.2% (2)	0.2% (2)
Group B	International affairs	Temporary employment	Peace Corps.	Other (Specify below)	None		
	0.1% (1)	0.5% (5)	0.1% (1)	0.1% (1)	0.7% (7)		