

## 2019-2020 GRADUATE STUDENT EXIT SURVEY

### Data on Student Satisfaction and Experiences Across the University



### Key Findings:

Graduate students who earned their degrees during the 2019-2020 academic year (AY) and responded to the survey:

- Indicated high levels of satisfaction with the overall quality of academic instruction (86% were very satisfied or satisfied) and their overall experience in their programs (83% were very satisfied or satisfied).
- Rated less highly in their satisfaction with the maintenance (upkeep) of Residence Halls (63% were very satisfied or satisfied), social life on campus (60% were very satisfied or satisfied), and the availability of financial support for graduate students (e.g., tuition support, graduate research/teaching assistantships) (56% were very satisfied or satisfied).
- Overall, 82% of AY 2019-2020 graduate degree earner respondents were very satisfied or satisfied with their overall experience at UMass Dartmouth. Seventy-five percent strongly agreed or agreed that they would recommend UMass Dartmouth to future graduate students.

## THE SURVEY

As part of the online application for graduation, students are asked to complete an exit survey that asks about their satisfaction with their university experience and their experiences with university services and support systems. Overall, 391 AY 2019-2020 graduate degree earners responded to the graduate student exit survey (a response rate of approximately 81.8%)<sup>1</sup>. This brief details the principal findings from the survey (note: responses are based on the number of students responding to the relevant survey items).

## GENERAL SATISFACTION

- The percentage of AY 2019-2020 graduate degree earners who rated their level of satisfaction as “very satisfied” or “satisfied”<sup>2</sup> was:
  - 86% for the overall quality of academic instruction
  - 83% for the feeling of personal safety on campus
  - 77% for the overall quality of instructional spaces
  - 73% for the maintenance (upkeep) of campus buildings
  - 63% for the maintenance (upkeep) of Residence Halls
  - 60% for social life on campus
  - 56% for the availability of financial support for graduate students (e.g., tuition support, graduate research/teaching assistantships)
- 73% of AY 2019-2020 graduate degree earners “strongly agreed” or “agreed”<sup>3</sup> that it was easy to get assistance when they had a problem or question that needed to be resolved.

### What Graduate Students Had to Say About Their UMassD Experience:

“Excellent experience. Wonderful nursing faculty in the graduate program - very supportive, available when needed. I have had a very positive experience at the university.”

“...UMass Dartmouth is greatly powerful in educating students in the area by integrating local economics, politics and academia. This is empowering the local workforce and preparing us for the future of work right in our own backyards.”

“I loved my experience at UMass Dartmouth for the facilities and graduate student community I found here. I have never been more connected to, challenged and supported by my community of peers.”

“Being an International student, UMass Dartmouth has provided a friendly environment.”

<sup>1</sup>/Response rate is based on census data indicating 478 degrees were conferred in AY 2020.

<sup>2</sup>/ Satisfaction rating options were as follows: very dissatisfied, dissatisfied, neither dissatisfied nor satisfied, satisfied, and very satisfied.

<sup>3</sup>/ Agreement rating options were as follows: strongly disagree, disagree, neither disagree nor agree, agree, strongly agree.

<sup>4</sup>/ Campus Services rating options were as follows: poor, below average, average, above average, and excellent.

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## ACADEMICS GENERAL

The percentage of AY 2019-2020 graduate degree earners who rated their level of agreement from “strongly agree” or “agree”<sup>3</sup> related to questions about general academics was:

- 78% felt that UMass Dartmouth made them an effective communicator (both in writing and orally)
- 75% felt that UMass Dartmouth made them an effective collaborator on team projects
- 72% felt that UMass Dartmouth had prepared them to enter the work force
- 72% felt that UMass Dartmouth had prepared them to pursue a successful professional career
- 71% felt like there was somewhere or someone they could turn to on campus if they were struggling academically

## ACADEMICS WITHIN THE PROGRAM

The percentage of AY 2019-2020 graduate degree earners who rated their level of satisfaction as “very satisfied” or “satisfied”<sup>2</sup> related to questions about academics within their specific program was:

- 84% with the quality of academic instruction within their program
- 83% with the experience within their program
- 83% with the availability of faculty within their program to discuss course work
- 78% with the concern faculty members within their program have for their academic success
- 71% with the availability of faculty within their program to discuss career plans or ambitions

Among AY 2020 graduate degree earners who completed or were in the process of completing a thesis or dissertation:

- 82% were “very satisfied” or “satisfied” with the guidance they have received from their thesis or dissertation advisor and committee.
- 74% were “very satisfied” or “satisfied” with their understanding of how to complete a successful thesis or dissertation study.

## CAMPUS SERVICES

Among AY 2020 graduate degree earners who used campus services available to them rated the services “excellent” or “above average”<sup>4</sup> was:

- 72% for the Claire T. Carney Library facilities and services
- 57% for the Career Center
- 55% for the University Enrollment Center
- 53% for the Registrar’s Office

## OVERALL RATING

- 82% of AY 2020 graduate degree earners were “very satisfied” or “satisfied” with their overall experience at UMass Dartmouth.
- 75% of AY 2020 graduate degree earners “strongly agreed” or “agreed” that they would recommend UMass Dartmouth to future graduate students.

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