

# **Framingham State University**

## **Graduate Student Exit Survey Report 2019-20**

### **Domestic Students**

**Target Population: 246**

**Total Respondents: 96**

**Response Rate: 39.02%**

### **Office of Institutional Assessment**

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## Executive Summary

### Strengths of FSU Graduate Programs

- 98% of respondents classified their level of preparation as excellent, good, or adequate.
- 93% of respondents would recommend FSU to other potential students.
- 90% of respondents strongly agreed or agreed that their graduate degree from FSU has brought them closer to achieving their goals.
- 89% of respondents strongly agreed or agreed that their graduate experience at FSU was rewarding.
- 89% of respondents strongly agreed or agreed that their graduate degree from FSU is marketable.
- 85% of respondents indicated they were very satisfied or satisfied with faculty expertise.
- 84% of respondents indicated they were very satisfied or satisfied with accessibility of instructors.
- 82% of respondents indicated they were very satisfied or satisfied with program coverage of relevant content.

### Areas of concern

- 65% of respondents indicated that work or financial obligations were extremely challenging or challenging.
- 61% of respondents indicated that course requirements and coursework were extremely challenging or challenging.
- 51% of respondents indicated that the comprehensive exam was extremely challenging or challenging.

### Qualitative Analysis

Below is a summary of the qualitative data.

#### Strengths of FSU Graduate Programs

- Flexibility/convenience of program particularly for working professionals.
- Faculty were knowledgeable, supportive, and approachable.
- Cost
- Location
- Diversity on campus

#### Ways to make the FSU graduate studies more attractive

- Increase the variety and offering of courses.
- Increase advertising for the graduate programs.
  - Testimonials and promote the program using current students.
- Faculty who are knowledgeable, proficient in using technology, and responsive with feedback.
- Provide career guidance and resources.

#### Items FSU could do better to meet the needs of alumni, current students, or future students

- Improve communication with advisors, administration, and faculty.
- Increase the availability and flexibility of courses.
- Connect graduate students to mentoring, internship, and career resources.

## How many years did it take you to finish this degree?

Answer	Response Percent	Response Count
Less than 2 years	22.92%	22
2 - 4 years	64.58%	62
4- 6 years	12.50%	12
6 - 8 years	0.00%	0
More than 8 years	0.00%	0
<b>Total</b>	<b>100%</b>	<b>96</b>

## Majors of Graduate Respondents

Answer	Response Percent	Response Count
Master of Arts: Counseling Psychology (Licensure Track)	4.17%	4
Master of Arts: Counseling Psychology (Non-Licensure Track)	3.13%	3
Master of Business Administration: Healthcare Management	1.04%	1
Master of Business Administration: Management	3.13%	3
Master of Education: Educational Technology (online)	2.08%	2
Master of Education: Literacy and Language	8.33%	8
Master of Education: Mathematics	2.08%	2
Master of Education: Nutrition Education - Nutrition Education Specialist	6.25%	6
Master of Education: Secondary Education	2.08%	2
Master of Education: Special Education	4.17%	4
Master of Education: Special Education (Non-Licensure)	1.04%	1
Master of Education: The Teaching of English as a Second Language	8.33%	8
Master of Healthcare Administration	6.25%	6
Master of Human Resource Management	4.17%	4
Master of Public Administration	7.29%	7
Master of Science: Food and Nutrition, Specialization Coordinated Program in Dietetics	5.21%	5
Master of Science: Merchandising	1.04%	1
Master of Science: Nursing - Education	14.58%	14
Master of Science: Nursing - Leadership	11.46%	11
Professional Science Master's Degree in Biotechnology	4.17%	4
<b>Total</b>	<b>100%</b>	<b>96</b>

## How did you first hear about FSU graduate programs?

Answer	Response Percent	Percent of Cases*	Response Count
FSU Website	23.97%	30.21%	29
I am a FSU Alumni	17.36%	21.88%	21
Word of Mouth from FSU Alumni	15.70%	19.79%	19
From a Co-worker	13.22%	16.67%	16
From an Employer	11.57%	14.58%	14
Other (please specify)	9.92%	12.50%	12
Word of Mouth from current FSU Student	4.13%	5.21%	5
Graduate Fair/Career Fair	1.65%	2.08%	2
Brochure	0.83%	1.04%	1
From an Undergraduate Faculty Member	0.83%	1.04%	1
Other Websites	0.83%	1.04%	1
Radio	0.00%	0.00%	0
Newspaper	0.00%	0.00%	0
<b>Total</b>	<b>100%</b>		<b>96</b>

Other (please specify)
proximity - live near FSU
Nutrition Conference
NWH cohort
My own research of graduate programs I was looking for
I worked in Framingham.
I live nearby and knew about the program.
I grew up nearby and always knew about FSU and that it's a great school for teachers
Friend
[Redacted], started with the Masters in Human Services Admin program
A friend

\*Percent of Cases (Number of times the factor was selected divided by the sample size)

**If you selected "Other Websites" above, please specify which websites in the space provided:**

I was a student in the [redacted] program, and I wanted to continue in FSU.
Google, looked specifically for MPA programs.

**Why did you choose to attend FSU for your graduate program? Please rank your top 5 reasons.**

In the table below respondents were asked to rank the top five most significant reasons why they chose to attend FSU for their graduate program. Respondents indicated the most significant reasons were (1) cost, (2) program/degree options, and (3) ability to complete degree/program/coursework online and/or hybrid.

Answer	Response Percent	Percent of Cases*	Response Count
<b>Cost (1<sup>st</sup>)</b>	17.26%	85.42%	82
<b>Program/Degree Options (2<sup>nd</sup>)</b>	15.37%	76.04%	73
<b>Ability to complete degree/program/coursework online and/or hybrid (3<sup>rd</sup>)</b>	14.95%	73.96%	71
<b>Location</b>	12.42%	61.46%	59
<b>Convenient Course Times</b>	10.53%	52.08%	50
<b>Academic Reputation</b>	9.26%	45.83%	44
<b>Unique Program Offered at FSU</b>	5.68%	28.13%	27
<b>Through Recommendations</b>	4.63%	22.92%	22
<b>The Faculty</b>	3.16%	15.63%	15
<b>Size of Academic Program</b>	2.95%	14.58%	14
<b>Other (please specify)</b>	1.89%	9.38%	9
<b>Number of Graduate Students</b>	1.26%	6.25%	6
<b>The Administrative Staff</b>	0.63%	3.13%	3
<b>Research Facilities</b>	0.00%	0.00%	0
<b>Total</b>	<b>100%</b>		<b>96</b>

<b>Other (please specify)</b>
Employer tuition benefit for state school
I went to FSU as an undergrad and I loved it
The first two options are the only ones I genuinely chose this program, but the website wouldn't let me move to a new page without dropping 5 in this box.
Ease of program
I am [redacted], so tuition free.
No GRE
Already started program promoted by my employer
Scholarship
Paid in part by my organization

\*Percent of Cases (Number of times the factor was selected divided by the sample size)

**Did you apply to any other universities for graduate school?**

<b>Answer</b>	<b>Response Percent</b>	<b>Response Count</b>
<b>Yes</b>	15.63%	15
<b>No</b>	84.38%	81
<b>Total</b>	<b>100%</b>	<b>96</b>

**What was your rating of FSU at the time you applied for admission?**

<b>Answer</b>	<b>Response Percent</b>	<b>Response Count</b>
<b>1st Choice</b>	93.55%	87
<b>2nd Choice</b>	4.30%	4
<b>3rd Choice</b>	0.00%	0
<b>FSU was not one of my top three choices</b>	2.15%	2
<b>Total</b>	<b>100%</b>	<b>93</b>

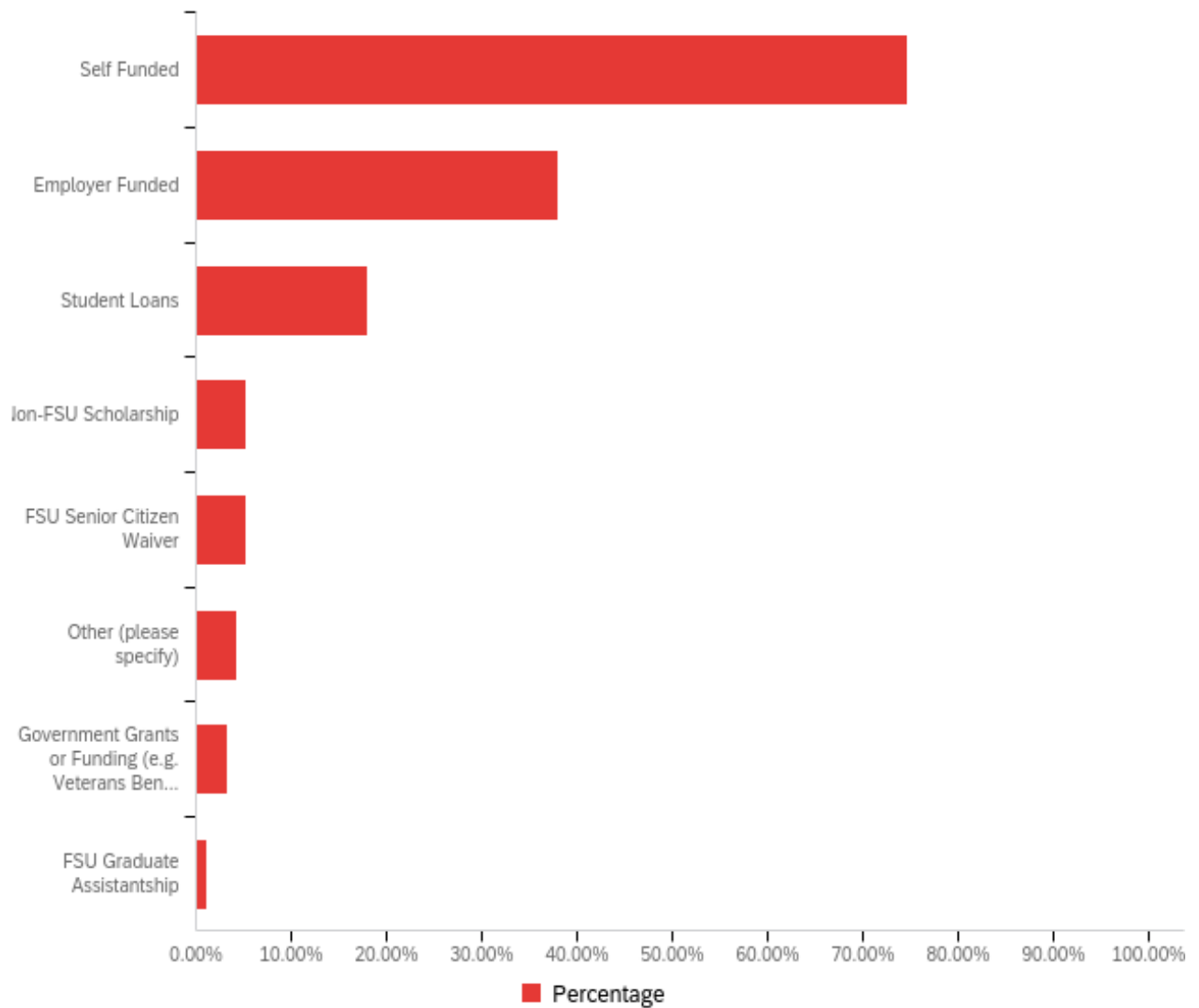
Please indicate the level of challenge presented by each item below based on your experience while pursuing your graduate degree:

Question	Extremely Unchallenging	Not Challenging	Neutral	Challenging	Extremely Challenging	Total
<b>Work or Financial Obligations</b>	4.17% 4	10.42% 10	20.83% 20	55.21% 53	9.38% 9	100% 96
	14.59% 14			64.59% 62		
<b>Family Obligations</b>	4.30% 4	24.73% 23	29.03% 27	32.26% 30	9.68% 9	100% 93
	29.03% 27			41.94% 39		
<b>Location/Transportation</b>	20.88% 19	29.67% 27	26.37% 24	21.98% 20	1.10% 1	100% 91
	50.55% 46			23.08% 21		
<b>Immigration Regulations</b>	45.24% 19	26.19% 11	26.19% 11	2.38% 1	0.00% 0	100% 42
	71.43% 30			2.38% 1		
<b>Program Requirements or Structure</b>	4.26% 4	13.83% 13	34.04% 32	43.62% 41	4.26% 4	100% 94
	18.09% 17			47.88% 45		
<b>Course Availability</b>	8.51% 8	37.23% 35	32.98% 31	18.09% 17	3.19% 3	100% 94
	45.74% 43			21.28% 20		
<b>Communication with Faculty</b>	16.84% 16	56.84% 54	14.74% 14	7.37% 7	4.21% 4	100% 95
	73.68% 70			11.58% 11		
<b>Communication with Graduate Office Staff</b>	16.67% 15	51.11% 46	25.56% 23	3.33% 3	3.33% 3	100% 90
	67.78% 61			6.66% 6		
<b>Communication with Graduate Advisor</b>	21.35% 19	40.45% 36	17.98% 16	14.61% 13	5.62% 5	100% 89
	61.80% 55			20.23% 18		
<b>Communication with Students Services Staff</b>	16.22% 12	40.54% 30	37.84% 28	4.05% 3	1.35% 1	100% 74
	56.76% 42			5.40% 4		



<b>Communication with Graduate Admissions Office Staff</b>	<b>16.09%</b> 14	<b>49.43%</b> 43	<b>27.59%</b> 24	<b>3.45%</b> 3	<b>3.45%</b> 3	100% 87
	<b>65.52%</b> 57			<b>6.90%</b> 6		
<b>Communication with Graduate Registrar Office Staff</b>	<b>15.73%</b> 14	<b>48.31%</b> 43	<b>28.09%</b> 25	<b>5.62%</b> 5	<b>2.25%</b> 2	100% 89
	<b>64.04%</b> 57			<b>7.87%</b> 7		
<b>Course Requirements and Coursework</b>	<b>3.19%</b> 3	<b>17.02%</b> 16	<b>19.15%</b> 18	<b>56.38%</b> 53	<b>4.26%</b> 4	100% 94
	<b>20.21%</b> 19			<b>60.64%</b> 57		
<b>Portfolio Requirement</b>	<b>4.94%</b> 4	<b>16.05%</b> 13	<b>35.80%</b> 29	<b>37.04%</b> 30	<b>6.17%</b> 5	100% 81
	<b>20.99%</b> 17			<b>43.21%</b> 35		
<b>Practicum Requirement</b>	<b>6.17%</b> 5	<b>16.05%</b> 13	<b>30.86%</b> 25	<b>38.27%</b> 31	<b>8.64%</b> 7	100% 81
	<b>22.22%</b> 18			<b>46.91%</b> 38		
<b>Comprehensive Exam</b>	<b>8.70%</b> 6	<b>8.70%</b> 6	<b>31.88%</b> 22	<b>36.23%</b> 25	<b>14.49%</b> 10	100% 69
	<b>17.40%</b> 12			<b>50.72%</b> 35		

### How did you finance your graduate education?



Answer	Response Percent	Percent of Cases*	Response Count
<b>Self-Funded</b>	50.00%	73.96%	71
<b>Employer Funded</b>	25.35%	37.50%	36
<b>Student Loans</b>	11.97%	17.71%	17
<b>Non-FSU Scholarship</b>	3.52%	5.21%	5
<b>FSU Senior Citizen Waiver</b>	3.52%	5.21%	5
<b>Other (please specify)</b>	2.82%	4.17%	4
<b>Government Grants or Funding (e.g. Veterans Benefits or GI bill)</b>	2.11%	3.13%	3
<b>FSU Graduate Assistantship</b>	0.70%	1.04%	1
<b>Total</b>	<b>100%</b>		<b>96</b>

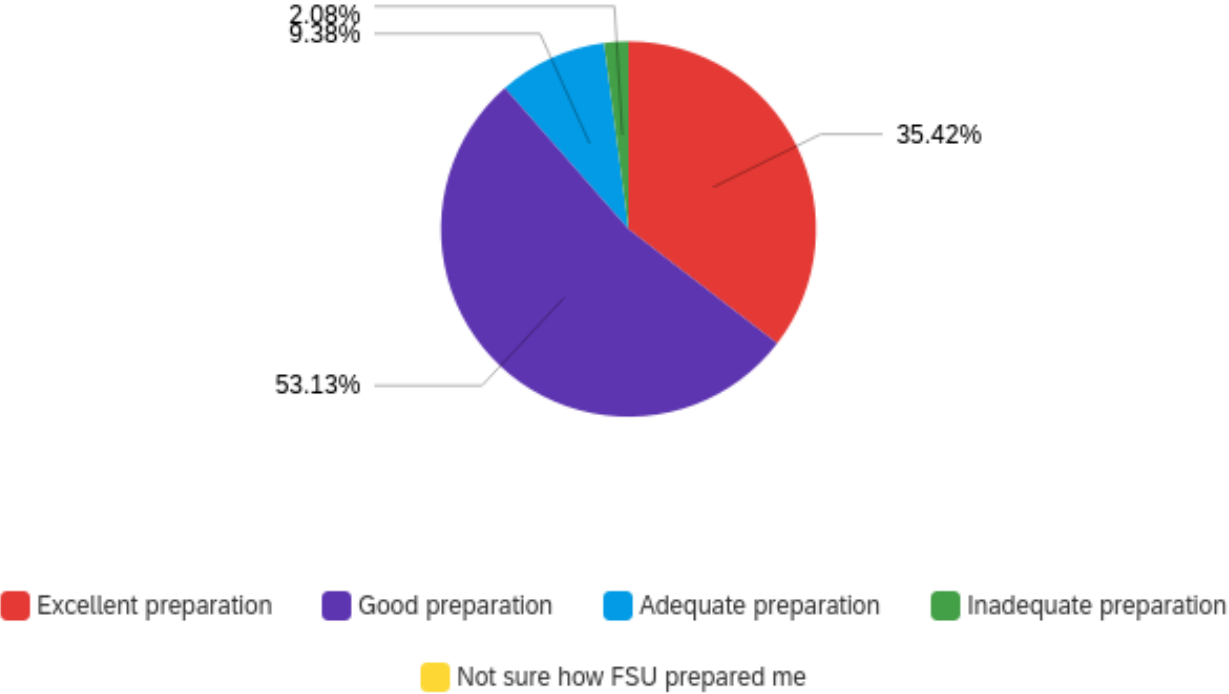
<b>Other (please specify)</b>
Tuition Management Plan
Credit cards
NWH donor
Leonhard Scholarship

\*Percent of Cases (Number of times the factor was selected divided by the sample size)

**How applicable were the program requirements to your current/or future workplace?**

<b>Answer</b>	<b>Response Percent</b>	<b>Response Count</b>
<b>A Great Deal</b>	44.79%	43
<b>Quite a Lot</b>	32.29%	31
<b>Some</b>	18.75%	18
<b>A Little</b>	3.13%	3
<b>None</b>	1.04%	1
<b>Total</b>	<b>100%</b>	<b>96</b>

**After completing your graduate program, how would you classify your level of preparation?**



Answer	Response Percent	Response Count
Excellent preparation	35.42%	34
Good preparation	53.13%	51
Adequate preparation	9.38%	9
Inadequate preparation	2.08%	2
Not sure how FSU prepared me	0.00%	0
<b>Total</b>	<b>100%</b>	<b>96</b>

Please indicate your level of satisfaction with FSU Graduate Services in the following areas:

Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
<b>GRADUATE STUDIES OFFICE</b>	<b>24.21%</b> 23	<b>44.21%</b> 42	<b>30.53%</b> 29	<b>1.05%</b> 1	<b>0.00%</b> 0	100% 95
	<b>68.42%</b> 65			<b>1.05%</b> 1		
<b>GRADUATE ADMISSIONS OFFICE</b>	<b>28.42%</b> 27	<b>42.11%</b> 40	<b>27.37%</b> 26	<b>2.11%</b> 2	<b>0.00%</b> 0	100% 95
	<b>70.53%</b> 67			<b>2.11%</b> 2		
<b>REGISTRAR'S OFFICE</b>	<b>20.00%</b> 19	<b>45.26%</b> 43	<b>30.53%</b> 29	<b>2.11%</b> 2	<b>2.11%</b> 2	100% 95
	<b>65.26%</b> 62			<b>4.22%</b> 4		
<b>FINANCIAL AID &amp; SCHOLARSHIPS</b>	<b>11.70%</b> 11	<b>22.34%</b> 21	<b>62.77%</b> 59	<b>3.19%</b> 3	<b>0.00%</b> 0	100% 94
	<b>34.04%</b> 32			<b>3.19%</b> 3		

**Please rate your level of satisfaction with the following aspects of your graduate education experiences related to your degree:**

Question	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Total
Diversity of students with whom you took courses	30.77% 28	38.46% 35	23.08% 21	3.30% 3	4.40% 4	100% 91
	69.23% 63			7.70% 7		
Academic quality of students with whom you took courses	36.17% 34	46.81% 44	12.77% 12	3.19% 3	1.06% 1	100% 94
	82.98% 78			4.25% 4		
Quality of instruction in your courses	38.30% 36	42.55% 40	13.83% 13	4.26% 4	1.06% 1	100% 94
	80.85% 76			5.32% 5		
Faculty expertise	43.16% 41	42.11% 40	12.63% 12	1.05% 1	1.05% 1	100% 95
	85.27% 81			2.10% 2		
Feedback you received in courses from faculty	32.63% 31	43.16% 41	14.74% 14	7.37% 7	2.11% 2	100% 95
	75.79% 72			9.48% 9		
Accessibility of instructors	44.68% 42	39.36% 37	13.83% 13	2.13% 2	0.00% 0	100% 94
	84.04% 79			2.13% 2		
Finding and working with your graduate program coordinator	31.82% 28	31.82% 28	26.14% 23	7.95% 7	2.27% 2	100% 88
	63.64% 56			10.22% 9		
Quality of graduate advising from major professor or graduate advisor	34.44% 31	35.56% 32	18.89% 17	10.00% 9	1.11% 1	100% 90
	70.00% 63			11.11% 10		
Degree plan flexibility and elective choices	29.55% 26	36.36% 32	23.86% 21	6.82% 6	3.41% 3	100% 88
	65.91% 58			10.23% 9		
Program coverage of relevant content	35.11% 33	46.81% 44	12.77% 12	4.26% 4	1.06% 1	100% 94
	81.92% 77			5.32% 5		

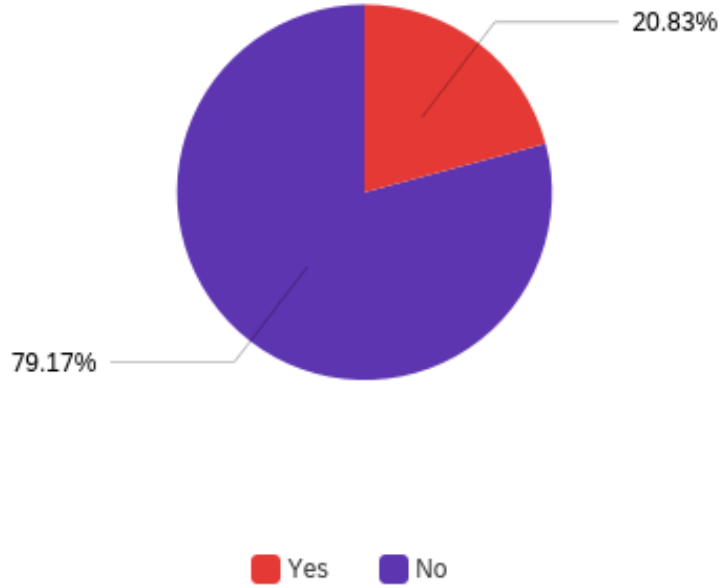
<b>Sequencing of content across program courses</b>	<b>30.85%</b> 29	<b>45.74%</b> 43	<b>18.09%</b> 17	<b>4.26%</b> 4	<b>1.06%</b> 1	100% 94
	<b>76.59%</b> 72			<b>5.32%</b> 5		
<b>Assistance with external certification process</b>	<b>23.68%</b> 18	<b>30.26%</b> 23	<b>38.16%</b> 29	<b>5.26%</b> 4	<b>2.63%</b> 2	100% 76
	<b>53.94%</b> 41			<b>7.89%</b> 6		
<b>Availability of field experience(s)/practicum(s)/internship(s)</b>	<b>27.85%</b> 22	<b>34.18%</b> 27	<b>29.11%</b> 23	<b>6.33%</b> 5	<b>2.53%</b> 2	100% 79
	<b>62.03%</b> 49			<b>8.86%</b> 7		
<b>Quality of your field experience(s)/practicum(s)/internship(s)</b>	<b>35.06%</b> 27	<b>33.77%</b> 26	<b>24.68%</b> 19	<b>5.19%</b> 4	<b>1.30%</b> 1	100% 77
	<b>68.83%</b> 53			<b>6.49%</b> 5		
<b>Timing of your field experience(s)/practicum(s)/internship(s)</b>	<b>32.05%</b> 25	<b>35.90%</b> 28	<b>26.92%</b> 21	<b>3.85%</b> 3	<b>1.28%</b> 1	100% 78
	<b>67.95%</b> 53			<b>5.13%</b> 4		
<b>Length of graduate program</b>	<b>35.11%</b> 33	<b>47.87%</b> 45	<b>12.77%</b> 12	<b>2.13%</b> 2	<b>2.13%</b> 2	100% 94
	<b>82.98%</b> 78			<b>4.26%</b> 4		
<b>Support in planning and completing thesis, projects in lieu, or portfolio, or comprehensive exam</b>	<b>29.07%</b> 25	<b>41.86%</b> 36	<b>23.26%</b> 20	<b>2.33%</b> 2	<b>3.49%</b> 3	100% 86
	<b>70.93%</b> 61			<b>5.82%</b> 5		
<b>Assistance with finding employment</b>	<b>15.63%</b> 10	<b>31.25%</b> 20	<b>48.44%</b> 31	<b>1.56%</b> 1	<b>3.13%</b> 2	100% 64
	<b>46.88%</b> 30			<b>4.69%</b> 3		

Please rate your level of agreement with the following statements:

Question	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
<b>My graduate degree from FSU has brought me closer to achieving my goals</b>	<b>45.83%</b> 44	<b>43.75%</b> 42	<b>9.38%</b> 9	<b>1.04%</b> 1	<b>0.00%</b> 0	100% 96
	<b>89.58%</b> 86			<b>1.04%</b> 1		
<b>My graduate experience at FSU was rewarding</b>	<b>40.63%</b> 39	<b>47.92%</b> 46	<b>8.33%</b> 8	<b>2.08%</b> 2	<b>1.04%</b> 1	100% 96
	<b>88.55%</b> 85			<b>3.12%</b> 3		
<b>My graduate coursework at FSU was challenging</b>	<b>36.46%</b> 35	<b>47.92%</b> 46	<b>11.46%</b> 11	<b>3.13%</b> 3	<b>1.04%</b> 1	100% 96
	<b>84.38%</b> 81			<b>4.17%</b> 4		
<b>My graduate degree from FSU is marketable</b>	<b>35.42%</b> 34	<b>53.13%</b> 51	<b>10.42%</b> 10	<b>1.04%</b> 1	<b>0.00%</b> 0	100% 96
	<b>88.55%</b> 85			<b>1.04%</b> 1		

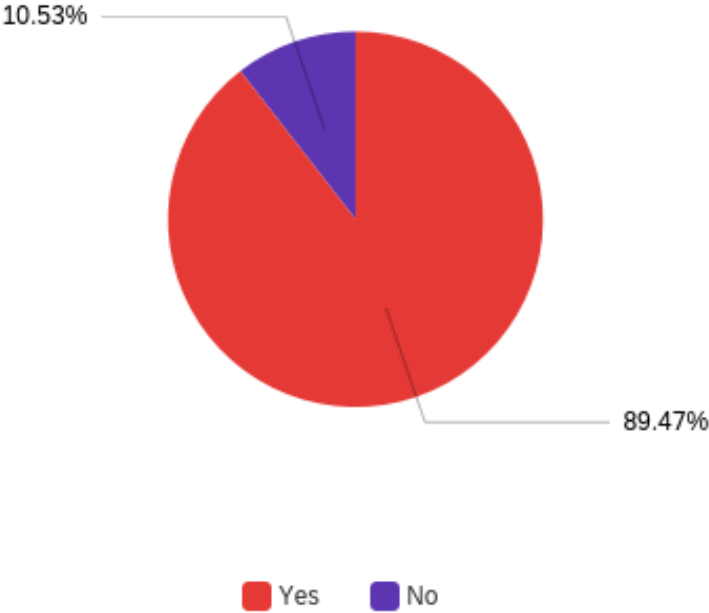


### Did you receive your undergraduate degree from FSU?

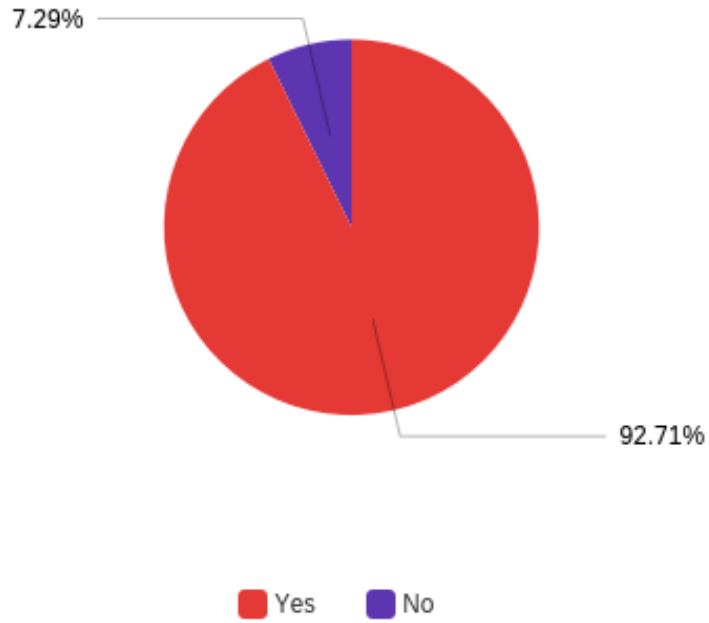


Answer	Response Percent	Response Count
Yes	20.83%	20
No	79.17%	76
<b>Total</b>	<b>100%</b>	<b>96</b>

**Would you select FSU if you were to begin graduate school all over again?**

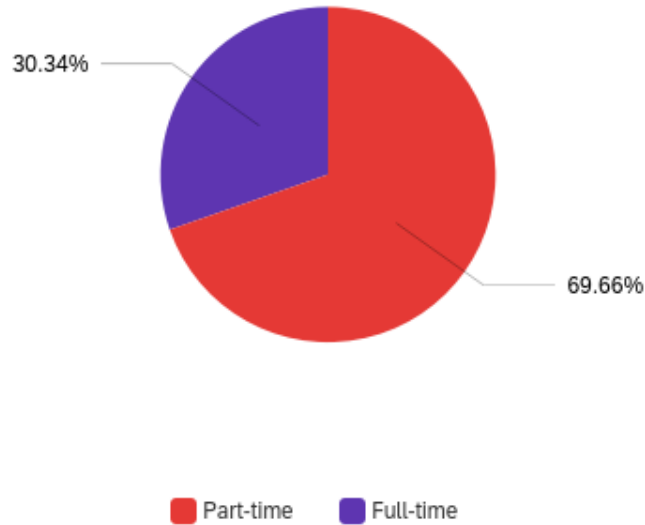


### Would you recommend FSU to other potential students?



Answer	Response Percent	Response Count
Yes	92.71%	89
No	7.29%	7
Total	100%	96

### Did you complete this degree as a part-time or full-time student?



Answer	Response Percent	Response Count
Part-time	69.66%	62
Full-time	30.34%	27
<b>Total</b>	<b>100%</b>	<b>89</b>

### What percentage of your classes did you take online and what percentage would you have preferred?

Field	Average Percentage	Count
My courses were online:	50.06%	94
I would have preferred online:	54.40%	89

This question asked respondents to mark the percentage of courses taken online and the percentage they would prefer to take online using a slider that went from 0% - 100%.

**Are you an in-state, out-of-state, or international student (living inside or outside the U.S.)?**

<b>Answer</b>	<b>Response Percent</b>	<b>Response Count</b>
<b>In-State Student</b>	95.83%	92
<b>Out-of-State Student</b>	1.04%	1
<b>International Student living in the U.S.</b>	3.13%	3
<b>Total</b>	<b>100%</b>	<b>96</b>

**What was your zip code while attending FSU as a graduate student?**

<b>Zip Codes by County</b>		
<b>Answer</b>	<b>Response Percent</b>	<b>Response Count</b>
<b>Middlesex County</b>	48.91%	45
<b>Worcester County</b>	20.65%	19
<b>Norfolk County</b>	13.04%	12
<b>Suffolk County</b>	7.61%	7
<b>Essex County</b>	4.35%	4
<b>Bristol County</b>	2.17%	2
<b>Plymouth County</b>	1.09%	1
<b>Outside of Massachusetts</b>	1.09%	1
<b>Hampshire County</b>	1.09%	1
<b>Total</b>	<b>100%</b>	<b>92</b>