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## Oklahoma State University

### University Assessment and Testing

2012 Graduate Student Satisfaction Survey

#### Survey Report – Engineering and Technology Management

This survey targeted current graduate students at Oklahoma State University. The survey was administered online by the Office of University Assessment and Testing from February 2012 through May 2012. UAT prepared this report; departments may request additional analysis by contacting UAT.

#### Survey Questions

Respondents were asked 59 questions. These questions generally pertained to background information, program satisfaction, time to degree, financial support, satisfaction with university services, diversity, student government, career plans, and overall satisfaction.

#### Target Population / Response Rate – Engineering and Technology Management

	Degree Program:		
	<u>Master's</u>	<u>Doctorate</u>	<u>Total</u>
Number of students	107	0	107
Number of survey respondents	36	0	36
Response rate	33.6%	0.0%	33.6%

## Background Information

Master's		
Q1. When did you officially begin enrollment in your degree program?*		
	n	%
2004 or earlier	1	2.8
2005	0	0.0
2006	0	0.0
2007	0	0.0
2008	1	2.8
2009	10	27.8
2010	9	25.0
2011	15	41.7
prefer not to answer	0	0.0

Master's		
Q2. Among the graduate schools that you considered, was OSU your:		
	n	%
first choice	28	77.8
second choice	8	22.2
third or lower choice	0	0.0
prefer not to answer	0	0.0

Master's		
Q3. Did you pursue your graduate of OSU primarily part-time or full-time?		
	n	%
part-time	33	91.7
full-time	3	8.3
prefer not to answer	0	0.0

## Graduate Program Satisfaction

*To what extent do you agree or disagree with the following statements?*

Master's		
Q4. The courses I took were taught well.		
	n	%
strongly disagree	0	0.0
disagree	3	8.8
agree	23	67.6
strongly agree	8	23.5
n/a or don't know	0	0.0
prefer not to answer	0	0.0



Master's

Q5. There is good communication between faculty and students regarding student needs, concerns, and suggestions.

	<u>n</u>	<u>%</u>
strongly disagree	0	0.0
disagree	5	14.7
agree	19	55.9
strongly agree	9	26.5
n/a or don't know	1	2.9
prefer not to answer	0	0.0

Master's

Q6. There are many opportunities outside the classroom for interaction between students and faculty..

	<u>n</u>	<u>%</u>
strongly disagree	2	5.9
disagree	3	8.8
agree	11	32.4
strongly agree	4	11.8
n/a or don't know	14	41.2
prefer not to answer	0	0.0

Master's

Q7. Faculty in my department are interested in the professional development of graduate students.

	<u>n</u>	<u>%</u>
strongly disagree	0	0.0
disagree	2	6.1
agree	11	33.3
strongly agree	15	45.5
n/a or don't know	5	15.2
prefer not to answer	0	0.0



Master's		
Q8. Faculty in my department are helpful and supportive in my search for professional development.		
	n	%
strongly disagree	0	0.0
disagree	2	5.9
agree	12	35.3
strongly agree	11	32.4
n/a or don't know	9	26.5
prefer not to answer	0	0.0

Master's		
Q9. Faculty in my department are well qualified to teach their courses.		
	n	%
strongly disagree	1	2.9
disagree	0	0.0
agree	11	32.4
strongly agree	21	61.8
n/a or don't know	1	2.9
prefer not to answer	0	0.0

Master's		
Q10. Faculty in my department are willing to meet with me to discuss my academic performance.		
	n	%
strongly disagree	2	5.9
disagree	3	8.8
agree	9	26.5
strongly agree	11	32.4
n/a or don't know	9	26.5
prefer not to answer	0	0.0



To what extent do you agree or disagree with the following statements about students in your graduate program?

Master's		
Q11. The intellectual caliber of students in my program is high.		
	n	%
strongly disagree	0	0.0
disagree	0	0.0
agree	17	53.1
strongly agree	12	37.5
n/a or don't know	3	9.4
prefer not to answer	0	0.0

Master's		
Q12. My program encourages student collaboration and teamwork.		
	n	%
strongly disagree	0	0.0
disagree	6	18.2
agree	17	51.5
strongly agree	9	27.3
n/a or don't know	1	3.0
prefer not to answer	0	0.0

To what extent do you agree or disagree with the following statements about academics in your graduate program?

Master's		
Q13. My program has high academic standards.		
	n	%
strongly disagree	0	0.0
disagree	1	3.0
agree	14	42.4
strongly agree	17	51.5
n/a or don't know	1	3.0
prefer not to answer	0	0.0



Master's		
Q14. My program integrates current developments in my field.		
	<u>n</u>	<u>%</u>
strongly disagree	2	6.1
disagree	1	3.0
agree	16	48.5
strongly agree	14	42.4
n/a or don't know	0	0.0
prefer not to answer	0	0.0

Master's		
Q15. My program prepared me well for my profession.		
	<u>n</u>	<u>%</u>
strongly disagree	1	3.1
disagree	0	0.0
agree	14	43.8
strongly agree	15	46.9
n/a or don't know	2	6.3
prefer not to answer	0	0.0

Master's		
Q16. My program was intellectually challenging and stimulating.		
	<u>n</u>	<u>%</u>
strongly disagree	0	0.0
disagree	1	3.2
agree	11	35.5
strongly agree	18	58.1
n/a or don't know	1	3.2
prefer not to answer	0	0.0

Master's		
Q17. I would recommend my graduate program to prospective students.		
	<u>n</u>	<u>%</u>
strongly disagree	1	3.1
disagree	1	3.1
agree	8	25.0
strongly agree	22	68.8
n/a or don't know	0	0.0
prefer not to answer	0	0.0



Master's		
Q18. If I were starting over, I would enroll in this program again.		
	<u>n</u>	<u>%</u>
strongly disagree	2	6.3
disagree	1	3.1
agree	10	31.3
strongly agree	19	59.4
n/a or don't know	0	0.0
prefer not to answer	0	0.0

## Time to Degree

Master's		
Q19. Will the amount of time needed for you to graduate be...		
	<u>n</u>	<u>%</u>
less than originally expected	4	12.5
about the same as originally expected	22	68.8
more than originally expected	6	18.8
I am not planning on graduating	0	0.0
unsure	0	0.0
prefer not to answer	0	0.0

\*Questions 20-31 were only asked of individuals who indicated that their time to degree was "more than originally expected".

*To what extent did the following academic reasons prevent you from progressing in your program as expected?*

Master's		
Q20. Lack of course availability.		
	<u>n</u>	<u>%</u>
not at all	5	83.3
a little	1	16.7
a fair amount	0	0.0
a great deal	0	0.0
prefer not to answer	0	0.0



Master's			
Q21. Inadequate advising.			
	<u>n</u>	<u>%</u>	
not at all	4	66.7	
a little	1	16.7	
a fair amount	1	16.7	
a great deal	0	0.0	
prefer not to answer	0	0.0	

Master's			
Q22. Difficulty completing comprehensive/qualifying exams.			
	<u>n</u>	<u>%</u>	
not at all	5	83.3	
a little	0	0.0	
a fair amount	0	0.0	
a great deal	1	16.7	
prefer not to answer	0	0.0	

Master's			
Q23. Difficulty in my project, thesis, or dissertation research.			
	<u>n</u>	<u>%</u>	
not at all	5	83.3	
a little	1	16.7	
a fair amount	0	0.0	
a great deal	0	0.0	
prefer not to answer	0	0.0	

Master's			
Q24. Difficulty in completing coursework.			
	<u>n</u>	<u>%</u>	
not at all	2	33.3	
a little	3	50.0	
a fair amount	1	16.7	
a great deal	0	0.0	
prefer not to answer	0	0.0	





Master's		
Q25. Difficulty in fulfilling other degree requirements.		
	<u>n</u>	<u>%</u>
not at all	4	66.7
a little	1	16.7
a fair amount	1	16.7
a great deal	0	0.0
prefer not to answer	0	0.0

*To what extent did the following personal/family reasons prevent you from progressing in your degree program as expected?*

Master's		
Q26 Finances.		
	<u>n</u>	<u>%</u>
not at all	4	66.7
a little	1	16.7
a fair amount	0	0.0
a great deal	1	16.7
prefer not to answer	0	0.0

Master's		
Q27. Demands of my employment.		
	<u>n</u>	<u>%</u>
not at all	0	0.0
a little	2	33.3
a fair amount	0	0.0
a great deal	4	66.7
prefer not to answer	0	0.0

Master's		
Q28. Military deployment.		
	<u>n</u>	<u>%</u>
not at all	6	100.0
a little	0	0.0
a fair amount	0	0.0
a great deal	0	0.0
prefer not to answer	0	0.0



Master's		
Q29. Self/family responsibilities (health, birth, child care, elderly care, etc).		
	n	%
not at all	0	0.0
a little	1	16.7
a fair amount	1	16.7
a great deal	4	66.7
prefer not to answer	0	0.0

**Q30. Other reasons, please specify...**

Delaying to take my professional engineer's exam in [REDACTED].  
Extension requested due to professional and personal reasons only.  
Teachers were not that willing to help me. There are no tutorials with online and there needs to be more.

**Q31. Of all the reasons you have selected what was the MOST IMPORTANT REASON that prevented you from progressing in your degree program as expected?**

Family. I received custody of my daughter's baby (a single mother) while she dealt with postpartum depression, and my [REDACTED] experienced chronic [REDACTED] failure and heart blockages and required a great deal of assistance during my off work hours. Working full-time at a high pressure job (manager for engineers of field artillery systems) and these unexpected events all contributed to a limited amount of time available for study.

Personal  
Professional Employment and Adoption of my child.  
The PE exam is a personal & professional goal.  
Working 60 - 65 hours a week got in the way.

*Please rate the quality of preparation provided by your program in the following areas:*

Master's		
Q32. Academic advising.		
	n	%
poor	0	0.0
below average	0	0.0
average	6	18.8
above average	7	21.9
excellent	17	53.1
not applicable	2	6.3
prefer not to answer	0	0.0



Master's		
Q33. Career counseling.	<u>n</u>	<u>%</u>
poor	1	3.1
below average	3	9.4
average	3	9.4
above average	4	12.5
excellent	6	18.8
not applicable	14	43.8
prefer not to answer	0	0.0

Master's		
Q34. Mentoring.	<u>n</u>	<u>%</u>
poor	4	12.5
below average	1	3.1
average	4	12.5
above average	5	15.6
excellent	4	12.5
not applicable	14	43.8
prefer not to answer	0	0.0

Master's		
Q35. Financial support.	<u>n</u>	<u>%</u>
poor	2	6.3
below average	1	3.1
average	6	18.8
above average	6	18.8
excellent	3	9.4
not applicable	14	43.8
prefer not to answer	0	0.0



Master's		
Q36. Work/lab space on campus.	<u>n</u>	<u>%</u>
poor	1	3.1
below average	0	0.0
average	1	3.1
above average	0	0.0
excellent	0	0.0
not applicable	30	93.8
prefer not to answer	0	0.0

Master's		
Q37. Social space on campus.	<u>n</u>	<u>%</u>
poor	1	3.1
below average	0	0.0
average	0	0.0
above average	1	3.1
excellent	0	0.0
not applicable	29	90.6
prefer not to answer	1	3.1

Master's		
Q38. Discipline specific software and equipment.	<u>n</u>	<u>%</u>
poor	0	0.0
below average	0	0.0
average	4	12.5
above average	6	18.8
excellent	5	15.6
not applicable	16	50.0
prefer not to answer	1	3.1



Master's		
Q39. Diversity of student population.		
	<u>n</u>	<u>%</u>
poor	0	0.0
below average	0	0.0
average	5	15.6
above average	7	21.9
excellent	5	15.6
not applicable	14	43.8
prefer not to answer	1	3.1

Master's		
Q40. Preparation for non-academic careers.		
	<u>n</u>	<u>%</u>
poor	2	6.3
below average	0	0.0
average	4	12.5
above average	6	18.8
excellent	2	6.3
not applicable	17	53.1
prefer not to answer	1	3.1

## Financial Support

Master's		
Q41. Percentage receiving support from the following OSU sources:		
	<u>n</u>	<u>%</u>
teaching assistantship	0	0.0
research assistantship	0	0.0
fellowship	0	0.0
scholarship	0	0.0
did not apply	30	83.3
applied but did not obtain	3	8.3

Master's		
Q42. While enrolled, how often did you work for pay.		
	<u>n</u>	<u>%</u>
not at all	9	29.0
a few semesters	0	0.0
most semesters	22	71.0



prefer not to answer	0	0.0
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Master's

Q43. If you worked on-campus (other than assistantship) did you work....		
	n	%
part-time	0	0.0
full-time	0	0.0
prefer not to answer	14	100.0

Master's

Q44. If you worked off-campus did you work....		
	n	%
part-time	0	0.0
full-time	26	89.7
prefer not to answer	3	10.3

Master's

Q45. Percentage who indicated the following as primary sources of funding for graduate studies:		
	n	%
assistantship, fellowship, or scholarship	0	0.0
financial aid (need based)	0	0.0
personal/family funding	10	27.8
off-campus employment	7	19.4
student loans	4	11.1
military/veterans pay	8	22.2
OSU faculty/staff tuition and fee waivers	0	0.0
employer tuition support/benefits	16	44.4

Master's

Q46. What is your approximate level of indebtedness related to your graduate studies at OSU?		
	n	%
none	19	59.4
\$5,000 or less	6	18.8
\$5,001 – 10,000	0	0.0
\$10,001 – 15,000	3	9.4
\$15,001 – 20,000	1	3.1
\$20,001 – 25,000	0	0.0
\$25,001 – 30,000	2	6.3
more than \$30,000	1	3.1
prefer not to answer	0	0.0



## Satisfaction with University Services

Master's		
Q47. Not including library resources, how satisfied are you with the research resources such as facilities, equipment, and lab space?		
	n	%
very satisfied	2	6.3
generally satisfied	10	31.3
generally dissatisfied	1	3.1
very dissatisfied	0	0.0
not applicable	15	46.9
don't know	4	12.5
prefer not to answer	0	0.0

Master's		
Q48. How satisfied are you with the library resources that are available?		
	n	%
very satisfied	9	28.1
generally satisfied	14	43.8
generally dissatisfied	2	6.3
very dissatisfied	1	3.1
not applicable	3	9.4
don't know	3	9.4
prefer not to answer	0	0.0

Q49. Do you have any comments or recommendations for research resources or library resources at OSU? What could be improved to make it better?

No comments.

## Diversity

Master's		
Q50. OSU is a supportive campus toward those with diverse backgrounds?		
	n	%
agree	17	53.1
agree somewhat	3	9.4
disagree somewhat	0	0.0
disagree	1	3.1
don't know	11	34.4
prefer not to answer	0	0.0



Master's		
Q51. How many times have you been treated unfairly at school because of your gender, race/ethnicity, sexual orientation, religion, disability, or veteran status?		
	n	%
one time	0	0.0
twice	0	0.0
more than twice	1	3.1
I have not been mistreated at school	31	96.9
prefer not to answer	0	0.0

\*Questions 52 and 53 are only asked to those who indicated that they were mistreated at school. Note responses are not reported since n < 3.

Master's		
Q52. To what extent have you been upset by this unfair treatment?		
	n	%
a great deal	0	0.0
much	0	0.0
somewhat	0	0.0
a little	0	0.0
not at all	0	0.0
prefer not to answer	0	0.0

Q53. Could you describe what happened?

Responses not reported since n < 3.

### Satisfaction with Graduate College

Master's		
Q54. How satisfied are you with the helpfulness of the Graduate College staff in responding to your concerns and questions?		
	n	%
very satisfied	22	68.8
generally satisfied	6	18.8
generally dissatisfied	2	6.3
very dissatisfied	0	0.0
don't know	2	6.3
prefer not to answer	0	0.0





**Q55. Do you have any comments or recommendations about the services provided by the Graduate College?**

I am a distance education student enrolled in the ETM program which has a great team of [REDACTED]. Their efforts and dedication made the experience seem as if I was an in-residence student. I cannot express fully just how helpful they have been which is what sold me to the program when I was initially looking into ETM. It would have been helpful to receive updates about new available classes for the program or changes to existing classes. For instance, the Capstone program changed during my enrollment and I had no idea until I went to enroll for the 2nd class. Had I been informed of this change, I could have updated my plan of study and planned my semester a little differently. Other than that, the staff was great. [REDACTED] was very helpful and very responsive to my needs! She deserves to be recognize  
The whole experience has been great.

**Satisfaction with Graduate and Professional Student Government Association**

**Q56. Do you have any recommendations or suggestions about the mission and activities of the Graduate Professional Student Government Association?**

No comments.

**Career Plans**

Master's		
Q57. Which of the following best describes the employment setting for your future career plans?		
	n	%
private sector/industry	19	61.3
government	5	16.1
K-12 education	0	0.0
higher education	1	3.2
non-profit	0	0.0
military	4	12.9
other	2	6.5
undecided	0	0.0
don't know	0	0.0
prefer not to answer	0	0.0

**Overall Satisfaction**



Master's

Q58. How would you rate your overall satisfaction with your experience as a graduate student at OSU?

	n	%
very satisfied	20	62.5
generally satisfied	8	25.0
generally dissatisfied	2	6.3
very dissatisfied	1	3.1
don't know	1	3.1
prefer not to answer	0	0.0

Q59. Do you have any recommendations or suggestions about the mission and activities of the Graduate Professional Student Government Association?

Although I am a distance student, I really felt like a person and not just an entity.

I am surprised the ETM program is not advertised in military education offices. I found the program by web surfing. I struck gold with this one but found that most of the folks that I work with that are in military engineering was unaware of your program.

I wished OSU offered a professional engineering review course and/or still had courses related to control system engineering as it relates to the International Society of Automation.

My only complaint is the two classes I took with [REDACTED]. In her lectures, she reads from a script and barely makes eye contact with the camera. He lectures are numerous and lengthy. This made it extremely painful to the point that I actually stopped watching the lectures and just started reading the lecture notes from the PowerPoint files. I just don't feel like I got the best bang for the buck with her classes and assignments didn't make the best connection to the lecture material.

Overall the experience has been good. Class schedule has been problematic. The fact that the one hour courses are only scheduled for 5 weeks, means the class requires the same attention as a 3 hour course while it is ongoing. Since I work full time it can be challenging juggling the requirements of both. Having a 1 hour course run all semester would reduce that problem. I travel frequently which means I have less cushion to keep up with classes.

The only problem I encountered as a student was two faculty members that did not communicate. As an on-line student, when professors do not offer feedback and are late in returning grades or assignments, it makes it almost impossible to assess your progress in class. This happened twice during my courses at OSU, including one professor who did not even post final grades until a month after class ended. (He also did not answer emails). (It was a one hour class).

The teachers need to help the students more.

