HIGHLIGHTS FROM KEY SURVEYS OF 2018-2019
IN THIS ISSUE:

COMMUNITY SURVEYS
- Define AUC: Institutional Effectiveness
- Transportation & Carpooling
- IT Satisfaction
- Campus Service Needs

STUDENT SURVEYS
- Undergraduate Exit
- Graduate Exit
- Learning Spaces
- Advising & Academic Services

ALUMNI SURVEYS
- Alumni Survey 2018

SMIE presents this issue with key highlights of institutional surveys administered at AUC 2018-2019

FOR DETAILED SURVEY RESULTS, SCAN HERE
## Institutional KPIs for STRATEGIC PILLARS

**AUC Performance Snapshot**

Survey data covers a few KPIs from four out of the five strategic pillars for AUC.

<table>
<thead>
<tr>
<th>Strategic Pillars</th>
<th>Quality of Education</th>
<th>AUC Experience</th>
<th>Institutional Effectiveness</th>
<th>Innovation &amp; Technology</th>
</tr>
</thead>
<tbody>
<tr>
<td>Employability</td>
<td>CURRENT: 80%</td>
<td>TARGET: 80%</td>
<td>Alumni Satisfaction: CURRENT: 88%</td>
<td></td>
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<tr>
<td></td>
<td>CHANGE FROM LAST ADMINISTRATION: +3%</td>
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<tr>
<td>Faculty &amp; Staff Satisfaction</td>
<td>CURRENT: 75%</td>
<td>TARGET: 85%</td>
<td>Senior Student Satisfaction: CURRENT: 75%</td>
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<td></td>
<td>CHANGE FROM LAST ADMINISTRATION: +3%</td>
<td></td>
<td>CHANGE FROM LAST ADMINISTRATION: -10%</td>
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<tr>
<td>Institutional Effectiveness Index</td>
<td>CURRENT: 73%</td>
<td>TARGET: 85%</td>
<td>Innovation &amp; Technology: CURRENT: 70%</td>
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<tr>
<td></td>
<td>CHANGE FROM LAST ADMINISTRATION: +3%</td>
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<tr>
<td>Innovation &amp; Technology</td>
<td>CURRENT: 70%</td>
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<td></td>
<td>CHANGE FROM LAST ADMINISTRATION: +2%</td>
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</table>
HIGHLIGHTS
The IE-Index has increased by 3% from last Fall 2017, driven mostly by improvements in physical environment, satisfaction, and organizational outcomes.

INNOVATION
Innovation & Technology
70%

- Community-based learning, or real-life experiences
- Games, simulations, role play, and case studies
- Student-created multi-modal assessments such as blogs, wikis, podcasts, ePortfolios
- Online, blended, or flipped courses or modules, social media or virtual exchange

% of Faculty who find method innovative
- Community-based learning, or real-life experiences: 46%
- Games, simulations, role play, and case studies: 46%
- Student-created multi-modal assessments such as blogs, wikis, podcasts, ePortfolios: 42%
- Online, blended, or flipped courses or modules, social media or virtual exchange: 39%

% of Faculty who always/mostly use it
- Community-based learning, or real-life experiences: 11%
- Games, simulations, role play, and case studies: 12%
- Student-created multi-modal assessments such as blogs, wikis, podcasts, ePortfolios: 6%
- Online, blended, or flipped courses or modules, social media or virtual exchange: 8%

RECOMMENDATIONS
- Improve open communication and community cohesiveness
- Improve external adaptability
- Communicate a well-defined role outline for employees
- Create a healthier work environment through stress-management programs
COMMUNITY SURVEYS

TRANSPORTATION & CARPOOLING

Spring 2019

TRANSPORTATION CONTRIBUTION TO CARBON FOOTPRINT

HIGHLIGHTS
- 77% of AUC members arrive to campus using AUC buses or personal cars.
- Only 5% carpool to campus.
- Most members commute from East Cairo (New Cairo, Maadi, Heliopolis, & Nasr City).

AVERAGE SATISFACTION WITH BUS SERVICES

67%

TRANSPORTATION METHODS USED

- 39% AUC BUS
- 38% PERSONAL CAR
- 9% PRIVATE CAB
- 6% WALKING
- 5% CARPOOLING

AUC BUS SERVICES

Fall 2018

HIGHLIGHTS
- Strengths of the AUC bus service include website accessibility, drivers, and bus reliability.
- Faculty are more satisfied with buses (73%) than students and staff are (66%).
- Satisfaction with bus schedule convenience is 57%.

EVALUATES SATISFACTION WITH AUC BUS SERVICES

Response Rate: 22.1%

Parameter Satisfaction Scores for AUC Buses

- Website accessibility: 77%
- Drivers: 64%
- Bus reliability: 60%
- Pick up convenience: 59%
- Drop off convenience: 58%
- Bus interior & cleanliness: 52%
- Hotline responsiveness: 51%
- Email responsiveness: 39%
- Schedule convenience: 39%

RECOMMENDATIONS
- Encourage more carpooling to match efforts of environmental sustainability
- Add more departure slots
- Improve general bus maintenance and cleanliness
- Assign more personnel to hotline and email communication
COMMUNITY SURVEYS

IT SERVICES

Spring 2019

AVERAGE SATISFACTION 73%

HIGHLIGHTS

- While satisfaction is above average, students are the least satisfied among constituents (71%)
- Despite being the most widely used IT service, wireless internet connection is the least performing (3.22/5), with only 51% of the community satisfied, specifically among students, who rate it an average of 2.92/5.

RECOMMENDATIONS FOR WIRELESS NETWORK

INTERNET SPEED

ACCESS / CONNECTIVITY

COVERAGE

RECOMMENDATIONS

- Improve internet services and infrastructure, particularly wireless connectivity and coverage in outdoor spaces
- Revamp classroom technology hardware, including keyboards, podiums, and projectors
- Boost support team efficiency through streamlining the process of contacting IT & increase workforce to accommodate workload

AUC MOBILE APP

Fall 2018

POLL THAT AIMED TO UNCOVER MAIN SERVICES TO DEVELOP FOR THE FIRST AUC MOBILE APPLICATION

Response Rate: 14.5%

Preferred Services on App

- Blackboard: 45%
- Food ordering: 21%
- Navigation: 17%
- Faculty/Student Engagement: 10%
- Events booking: 9%
Recommendations:
- Focus on food services for all constituents, specifically lunch areas for staff, vending machines in the library, and coffee vendors for students.
- Add more comfortable furniture for classrooms and lounges, such as at the library and outdoor.

Other Services: Verbatim Snapshots:
- Healthier food options available everywhere.
- Comfortable places to sit. There’s no one place in AUC that is comfortable enough to sit on for a long time, not even the library chairs.
- Bigger supply stationary (art and architecture supplies).
- Proper recycling facilities for all forms of waste and actually disposing ethically.
- Scooter service, the campus is huge and we don’t have access to the golf carts.
- More ATMs (they’re often not working) and for other banks as well as CIB.
STUDENT-TARGETED SURVEYS

NATIONAL SURVEY FOR STUDENT ENGAGEMENT

NSSE administers annually and collects information about first-year & senior students’ participation in programs and activities that culminate in a holistic learning experience.

Response Rate: 24.7%

AUC Experience
Senior Student Satisfaction
82%
Percent of surveyed students who rated their overall experience at AUC as excellent or good

AUC Loyalty
74%
of surveyed seniors indicated they would definitely or probably attend AUC again.

HIP Participation
81%
of surveyed seniors participated in two or more High-Impact Practices (HIPS)

AUC Seniors vs. Other Institutions
Percentage point differences between AUC and other institutions participating in NSSE 2017-2018

-6% from Fall 2017 administration
86%
of surveyed seniors indicated they gained critical and analytical skills while at AUC

53%
of surveyed seniors indicated they gained real-world problem solving skills at AUC

86%
Completed a culminating senior experience

+35%
from Fall 2017 administration

+19%
Participated in a study-abroad program

+11%
Participated in an internship, co-op, etc.

-35%
Discussions with people from a different race or ethnicity

-22%
Quality of interactions with academic advisors

-22%
Quality of interactions with faculty

-6% from Fall 2017 administration

First-year Student Satisfaction
Senior Student Satisfaction
75%
Percent of surveyed students who rated their overall experience at AUC as excellent or good

53%
of surveyed seniors indicated they gained critical and analytical skills while at AUC

-6% from Fall 2017 administration
STUDENT EXIT
Spring 2019

Response Rate: 32.0%
AVERAGE UNDERGRADUATE SATISFACTION
77%

HIGHLIGHTS
Average scores are out of 5, based on a scale from 1 - 5, where 5 is highest and 1 is lowest.

Average Ratings for AUC Experience Factors

Strengths
- Library resources (4.54)
- Campus security (4.36)
- Social life (4.20)
- Technology resources (4.13)
- Core Curriculum (3.72)

Weaknesses
- Student governance (3.21)
- Academic advising (2.87)
- Food services (2.75)
- Parking facilities (2.69)
- Availability of courses (2.50)

90% Intend to find employment
30% Intend to attend post-graduate program full-time
- Abroad (60%) - mostly UK (27%)
- AUC (33%)
57% Definitely or probably choose to enroll at AUC if making the choice again

RECOMMENDATIONS
- Offer more sections for courses with high demand
- Offer more hands-on experience, focus on use in the professional setting.
- Focus on enhancing student governance and their ability to voice concerns in the appropriate venues, as well as more inclusive engagement.

EVALUATES UNDERGRADUATE AND GRADUATE STUDENT ACADEMIC AND CAMPUS LIFE EXPERIENCES
TARGETS ALL GRADUATING STUDENTS

Response Rate: 68.4%
AVERAGE GRADUATE SATISFACTION
83%

HIGHLIGHTS
Average scores are out of 5, based on a scale from 1 - 5, where 5 is highest and 1 is lowest.

Average Ratings for AUC Experience Factors

Strengths
- Library hours (4.31)
- Research resources (4.11)
- Faculty interactions (3.95)

Weaknesses
- Info about IRB (3.18)
- Availability of courses (3.14)

54% Of working full-time also enrolled as full-time students
50% Of Master’s graduates intend to pursue PhD
- US (22%)
- UK (20%)
- AUC (8%)
84% Definitely or probably recommend AUC, driven by program-specific factors

RECOMMENDATIONS
- Improve socializing among graduate students by engaging them through GSA.
- Provide more support for IRB-related information.
- Boost workshop attendance by considering a mandatory option for some, especially grant writing.
LEARNING SPACES [SUPPORTS AUC’S PLAN FOR BETTER LEARNING SPACES
TARGETS ALL STUDENTS (DEGREE & NON-DEGREE SEEKING)

Response Rate: 14.0%

HIGHLIGHTS
- Overall, students’ satisfaction with learning space availability is above average (73%), driven mostly by individual learning (75%) as opposed to group learning spaces (72%).
- Outside the classroom, students mostly favor workspaces outside the library, specifically adjacent to classrooms, as well as outdoor and other socializing spaces.
- In addition to improved Wi-Fi bandwidth (94%), important improvements include more nap chairs (31%), and more desk space (22%).

WOULD SPEND MORE TIME ON CAMPUS GIVEN MORE AVAILABLE STUDY SPACE
91%

Enhancing the Learning Commons
In descending order of mention
n=150

31% Comfortable seating
22% Facilities / Space to spread out
12% More study rooms / sound-proof
17% Quiet environment
9% Nap area/chairs
6% Better Wi-Fi
6% Food & Beverage Outlets
4% Extended library operating hours
3% Adequate lighting

RECOMMENDATIONS
- Add more informal group learning spaces and other socialization venues,
- Add more learning spaces outside the library, which is mostly ideal for individual study.
- Enforce quiet zones in the library.
- Increase number of bookable study rooms inside and outside of the library.
- Replace seating with more comfortable ones, nap chairs and provide more desk space.
EVALUATES PERFORMANCE OF SEVERAL HIGH-IMPACT SERVICES, NAMELY REGISTRATION, MAJOR DECLARATION, & ADVISING. TARGETS ALL CONTINUING STUDENTS.

Response Rate: 7.0%

MAJOR DECLARATION
- 26% of students declared a major in the current semester, mostly first-time majors.
- 83% of those have successfully declared their intended major.
- Almost 30% of undeclared students (75 surveyed) intend to declare Business Administration, followed by IMC at 11% and Economics at 9%.

**Declaration Policy**

- 54% Favor having the option to declare at the time of admission or enter as undeclared.
- 22% Support the current policy as it provides them the opportunity to explore interests before deciding.

ADVISING

**STUDENTS COMPLETED ADVISING USING DEGREEWORKS**

63%

- 79% consider DegreeWorks informative.

**AVERAGE AGREEMENT ON USEFULNESS**

67%

- 11 MIN Average time spent.
- 78% Advising hold removed automatically.

REGISTRATION

**47%** Registered intended courses.

- 83% of which is due to full closed sections.

**COMBINED SATISFACTION**

- DEPARTMENT STAFF 65%
- BANNER STAFF 60%
- BANNER FUNCTIONALITY 57%
- AVAILABILITY OF COURSES 55%

RECOMMENDATIONS

- Improve transparency of policies and procedures to accept/reject declaration, as it garnered the lowest satisfaction scores (43% extremely satisfied or satisfied).
- Enhance Banner system to support load of student access during registration.
The relatively high rate of alumni with CEO/Executive positions should be a point of pride for AUC. AUC should focus on these alumni in profiles, speaking engagements, fundraising, and co-op opportunities for our students.

Alumni seem more connected to individuals at AUC than to AUC as an institution. Therefore, AUC should try to expand its alumni reach by building on existing AUC-based social circles.