In this issue, SMIE presents key highlights of institutional surveys administered at AUC during 2019-2020.

**Welcome to Issue #3 of the AUC Institutional Survey Newsletter**

**Office of Strategy Management & Institutional Effectiveness (SMIE)**
In this issue, SMIE presents key highlights of institutional surveys administered at AUC during 2019-2020.
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09 Faculty Survey for Student Engagement
### Institutional KPIs for STRATEGIC PILLARS

**AUC Performance Snapshot**

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

#### Quality of Education

<table>
<thead>
<tr>
<th>KPI</th>
<th>Change from Last Administration</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction with Opportunities for Interaction with Faculty</td>
<td>+2%</td>
<td>82%</td>
</tr>
</tbody>
</table>

#### AUC Experience

<table>
<thead>
<tr>
<th>KPI</th>
<th>Change from Last Administration</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>Senior Student Satisfaction</td>
<td>+2%</td>
<td>87%</td>
</tr>
<tr>
<td>Interaction with Academic Advisor Satisfaction</td>
<td>+1%</td>
<td>65%</td>
</tr>
<tr>
<td>International Student Satisfaction</td>
<td>+3%</td>
<td>78%</td>
</tr>
</tbody>
</table>

#### Internationalization

<table>
<thead>
<tr>
<th>KPI</th>
<th>Change from Last Administration</th>
<th>Current</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Students Financial Aid Programs &amp; Services Satisfaction</td>
<td>-10%</td>
<td>31%</td>
</tr>
</tbody>
</table>
COMMUNITY SURVEYS

REMOTE LEARNING FEEDBACK SURVEY

PURPOSE: SOLICIT FEEDBACK FROM AUC STUDENTS AND FACULTY TO HELP MAKE THEIR TRANSITION TO REMOTE LEARNING EASIER BY ADDRESSING ANY CONCERNS OR ISSUES IN REAL TIME.

Spring 2020

12,678 STUDENT RESPONSES
3,645 FACULTY RESPONSES

REAL TIME QUICK ANALYSIS RESPONSIVENESS

TOP THREE CONCERNS

STUDENTS

- PROBLEMS WITH ONLINE INSTRUCTION
- INCREASED WORKLOAD
- INEFFECTIVE COMMUNICATION

FACULTY

- CONNECTIVITY ISSUES
- PROBLEMS WITH PANOPTO VIDEO PLATFORM
- LACK OF STUDENT COMMITMENT

TOP THREE STRENGTHS

STUDENTS

- 22% High Quality of Education
- 20% Good Communication with Professors
- 14% Understanding & Helpful Faculty

FACULTY

- 45% Student Engagement
- 36% ‘Zoom’ Preference
- 13% Different Communication Methods
**PURPOSE:** As we enter our second century of growth, AUC began a master planning process to establish a framework for how the campus design can address short-term and long-term needs. This survey solicits impressions and ideas from the AUC community for the future of the AUC New Cairo Campus and surrounding neighborhoods.  
*Response Rate: 9%*

### Aspects to Preserve
- **87%** Green Spaces
- **65%** Walkable Campus
- **53%** Unique Architecture

### To Improve Campus Experience
- **54%** Work/Study
- **38%** Eat/Shop
- **36%** Socialize

### Features of Open Spaces
- **59%** Greenery/Plants
- **55%** Sun/Rain Shelter
- **48%** Seating/Equipment

### Top Campus-Related Challenges
- **51%** Academic Space Needs
- **46%** Enhancing Student Life
- **40%** Climate Change & Sustainability

### Additional On-Campus Housing Important Factors
Average scores are out of 7, based on a scale from 1-7, where 1 is highest and 7 is lowest.
- **5.02** Security & Safety
- **4.7** Affordability of Living on Campus
- **4.3** Individual & Group Study Spaces

### How do you typically get to Campus Everyday?
- **51%** Personal Car
- **28%** Bus/Shuttle
- **14%** Carpool
- **8%** Walk
**LIBRARY SATISFACTION**

**PURPOSE:** SOLICIT FEEDBACK FROM LIBRARY USERS TO IMPROVE ITS SERVICES AND FACILITIES; HENCE, INCREASING USERS’ ENGAGEMENT WITH AUC LIBRARY ACTIVITIES.

Spring 2020  **Response Rate: 10%**

**HIGHLIGHTS**

- **38%** visit library 1-3 times/week
- **30%** visit library every day

**LIBRARY SPACE USAGE**

- **62%** Students  **SILENT FLOOR**  **43%** Faculty
- **60%** Students  **QUIET FLOOR**  **39%** Faculty
- **71%** Students  **COLLABORATIVE FLOORS**  **40%** Faculty

**HIGHEST USAGE FREQUENCIES OF LIBRARY SERVICES**

- **66%** Photocopying & Printing Services
- **66%** Using Public Computers
- **64%** Searching Databases

**AVERAGE SATISFACTION WITH LIBRARY SERVICES**

<table>
<thead>
<tr>
<th>Service</th>
<th>Students</th>
<th>Faculty</th>
</tr>
</thead>
<tbody>
<tr>
<td>Library Facilities &amp; Services</td>
<td>4.0</td>
<td>3.9</td>
</tr>
<tr>
<td>Library Staff/Faculty</td>
<td>4.3</td>
<td>4.5</td>
</tr>
<tr>
<td>Library Resources/Collections</td>
<td>4.0</td>
<td>3.9</td>
</tr>
<tr>
<td>Library Environment</td>
<td>4.0</td>
<td>3.5</td>
</tr>
</tbody>
</table>

*Scores are on a 5.0 scale, where 1 is lowest & 5 is highest.

**SUGGESTIONS: VERBATIM SNAPSHOTS**

- “I wish that new computers could be installed instead of the old PC devices.”
- “It would be great to extend library hours if possible; I feel if students were able to stay longer on campus to get work done, productivity would be multiplied!”
- “Clear signs on steps to use library services like study rooms, more informal places to study in, includes low tables and beanbags.”
- “Would like to have a small coffee & food outlet inside the library.”
- “I suggest electronic adapters/phone charging stations in the study carrels for group study, along with comfy couches.”
65% of surveyed seniors indicated they gained real-world problem-solving skills at AUC.

90% of surveyed seniors indicated they gained critical and analytical skills while at AUC.

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

AUC EXPERIENCE*

First-year Student Satisfaction 82%
Senior Student Satisfaction 87%

*Percentage of surveyed students who rated their overall experience at AUC as 'excellent' or 'good'

AUC LOYALTY
83% of surveyed seniors indicated they would definitely or probably attend AUC again if given the choice once more.

HIP PARTICIPATION
86% of surveyed seniors participated in two or more High-Impact Practices.

AUC Seniors vs. Other Institutions
Percentage differences between AUC and other institutions participating in NSSE 2019-2020.

+32%
Completed a culminating senior experience

+29%
Assigned more than 50 pages of writing

+24%
Participated in an internship, co-op, etc.

-29%
Discussions with people from a different race or ethnicity

-20%
Quality of interactions with academic advisors

-18%
Institution emphasis on using learning support services

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STUDENT-TARGETED SURVEYS

FIRST-TIME FRESHMEN SURVEY

This Year's Incoming Freshmen

64% Females
36% Males

Top Reasons Freshmen Choose AUC

61% Good Academic Reputation
57% Good Jobs for Graduates
39% Family Preference

Academic Engagement

Strengths

Working effectively individually: 85%
Working effectively in groups: 83%

Presentation Skills

74%

Communication in Arabic

67%

Weaknesses

Career Development

Top 3 Intended Majors

30%

Business Administration

M: 37% F: 63%

architectural Engineering

M: 11% F: 89%

M: 75% F: 25%

Mechanical Engineering

Embracing Diversity

86%
Ability to work cooperatively with diverse people.

81%
Ability to discuss and negotiate controversial issues.

81%
Tolerance of others with different beliefs.

Political & Social Views

91%
Everyone deserves equal treatment under the law, regardless of the social class or connections.

89%
Everyone deserves equal treatment under the law, regardless of their religion.

72%
Women should have the same rights as men.

Expectations

AUC Freshmen expect there is a "very good chance" they will participate in the following:

76%
Student clubs/groups

69%
Socialize with someone from another culture

61%
Study-abroad program

53%
Volunteerism/community service work
**STUDENT-TARGETED SURVEYS**

**STUDENT EXIT SURVEY**

**PURPOSE:** EVALUATE UNDERGRADUATE AND GRADUATE STUDENT ACADEMIC AND CAMPUS LIFE EXPERIENCES, TARGETING ALL GRADUATING STUDENTS.

**AY 19-20**
- **UG Response Rate:** 13.8%
- **GR Response Rate:** 64%

**HIGHLIGHTS**

**UG Students**
- **Strengths**
  - Library Resources: 4.55
  - Campus Security: 4.43
  - Extra-curricular Activities: 4.33
- **Weaknesses**
  - Academic Advising: 2.74
  - Parking Facilities: 2.61
  - Course Availability: 2.53

**GR Students**
- **Strengths**
  - Library Hours: 4.35
  - Faculty Interactions: 4.09
  - Research Resources: 4.05
- **Weaknesses**
  - Course Availability: 3.25
  - Info on IRB: 3.32
  - Research Opportunities: 3.69

**UNDERGRADUATE SATISFACTION**
- **Avg:** 81%

**GRADUATE SATISFACTION**
- **Avg:** 87%

**Top Three Skills Acquired**

**UG Students**
- **89%** Critical Thinking
- **87%** Advanced Communication
- **86%** Research & Learning

**GR Students**
- **89%** Ethical Research Conduct
- **84%** Field Advancements Updates
- **83%** Field Expertise

*Scores are on a 5.0 scale, where 1 is lowest & 5 is highest.*
**STUDENT-TARGETED SURVEYS**

**ACADEMIC SERVICES SATISFACTION SURVEY**

*Purpose:* Evaluate performance of several high-impact services, namely registration, major declaration, and advising. Targets all continuing students

*Spring 2020 Response Rate: 5.4%*

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**MAJOR DECLARATION**

- **20%** Students declared a major in the current semester (mostly first-time majors)
- **77%** Successfully declared their intended majors
- **27%** Business Administration
- **13%** Integrated Marketing Communication
- **10%** Economics

**AVERAGE SATISFACTION 70%**

- **56%** of students prefer to have the choice to declare during admission or enter ‘undeclared’
- **18%** of students support the current policy as it allows exploring interests before declaration

**SATISFACTION WITH DECLARATION ATTRIBUTES***

- **Ease with which deadline to submit application is met:** 3.88
- **Clarity of information on declaration process:** 3.66
- **Transparency of policies and procedures to accept/reject declaration:** 3.44
- **Helpfulness of department/concerned office with any questions:** 3.28

*Scores are on a 5.0 scale, where 1 is lowest & 5 is highest.

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**ADVISING**

- **54%** Students completed advising using DegreeWorks
- **71%** consider DegreeWorks informative

**AVERAGE AGREEMENT ON USEFULNESS 67%**

- **10 MIN** Average time spent
- **85%** Advising hold removed automatically

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**REGISTRATION**

- **47%** Registered for their intended courses
- **Due to closed sections, 85% of students were unable to register for courses.**

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**COMBINED SATISFACTION**

- **58%** Banner functionality
- **50%** Availability of courses

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*Scores are on a 5.0 scale, where 1 is lowest & 5 is highest.*
FACULTY SURVEYS

FACULTY SURVEY FOR STUDENT ENGAGEMENT

PURPOSE: ANNUALLY COLLECTS INFORMATION ABOUT FACULTY PERCEPTIONS OF HOW OFTEN STUDENTS ENGAGE IN DIFFERENT ACTIVITIES, FACULTY-STUDENTS INTERACTIONS, AND HOW FACULTY ORGANIZE THEIR TIME.

AUC LEARNING OUTCOMES: FACULTY (FSSE) VS. STUDENTS (NSSE)

FACULTY INTEREST IN HIGH-IMPACT PRACTICES: TOP THREE

High-Impact Practices (HIps) demand considerable time and effort, facilitate learning outside of the classroom, require meaningful interactions with faculty and students, encourage collaboration with diverse others, and provide frequent and substantive feedback.

ENGAGEMENT INDICATORS: FACULTY (FSSE) VS. SENIOR STUDENTS (NSSE)

HIGHEST INDICATORS

LOWEST INDICATORS

Response Rate: 38%

TOP 2 LEARNED AT AUC

90% CRITICAL THINKING SKILLS

83% COMMUNICATION SKILLS

FACULTY TOP 2 ADDRESSED IN COURSES

99% CRITICAL THINKING SKILLS

81% EFFECTIVE CITIZENSHIP

89% CULMINATING SENIOR EXPERIENCE

85% INTERNSHIP/FIELD EXPERIENCE

71% SERVICE LEARNING

79% COURSE ENGAGEMENT

77% HIGHER-ORDER LEARNING

45% QUANTITATIVE REASONING

33% FACULTY INTERACTIONS

96% EFFECTIVE TEACHING STRATEGIES

95% COURSE ENGAGEMENT

37% DISCUSSIONS WITH DIVERSE OTHERS

21% CAMPUS INTERACTIONS

Students

Faculty

STUDENTS CUMULATING SENIOR EXPERIENCE

89% CULMINATING SENIOR EXPERIENCE

85% INTERNSHIP/FIELD EXPERIENCE

71% SERVICE LEARNING

79% COURSE ENGAGEMENT

77% HIGHER-ORDER LEARNING

45% QUANTITATIVE REASONING

33% FACULTY INTERACTIONS

96% EFFECTIVE TEACHING STRATEGIES

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37% DISCUSSIONS WITH DIVERSE OTHERS

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