



INTERNATIONAL STUDENTS EXIT SURVEY- SP 2020

Office of Strategy Management & Institutional Effectiveness

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EXECUTIVE SUMMARY

Introduction

AUC has made deliberate efforts to achieve one of its main strategic goals: *to internationalize the campus through diversity and global exposure*. This survey will assist the administration in assessing AUC as Egypt's leading global university by taking into account the opinions of international students regarding various aspects of their experience at AUC. Furthermore, the results of the survey will be used to help the Office of International Student Life (ISL) improve international students' overall experience at AUC.

This survey was developed by the Office of ISL, in collaboration with the Office of Strategy Management and Institutional Effectiveness.

Methodology and Organization of the Report

The survey was sent out to 170 students on the 20th of May, two reminders were sent to those who did not respond to the survey on the 31st of May and the 3rd of June consecutively. The survey was closed on the 7th of June. 42 responses were received with an overall response rate of 25%.

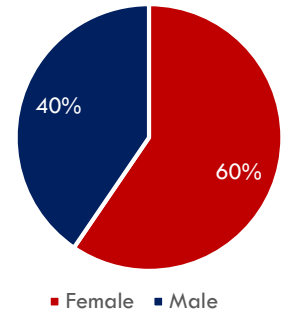
This report consists of two parts:

- **Close-ended Questions:** These refer to questions regarding ratings, rankings, and feedback presented as frequencies and charts.
- **Open-ended Questions:** These refer questions requesting suggestions and/or recommendations organized by themes.

Demographic Information

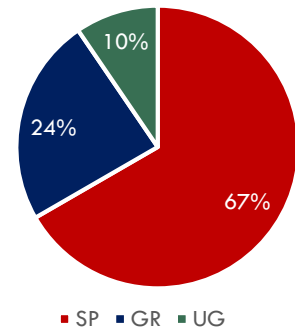
International Students by Gender

Answer Choices	Percentage	Count
Female	60%	25
Male	40%	17
Total Responses		42



International Students by Level

Answer Choices	Percentage	Count
Special	67%	28
Graduate	24%	10
Undergraduate	10%	4
Total Responses		42

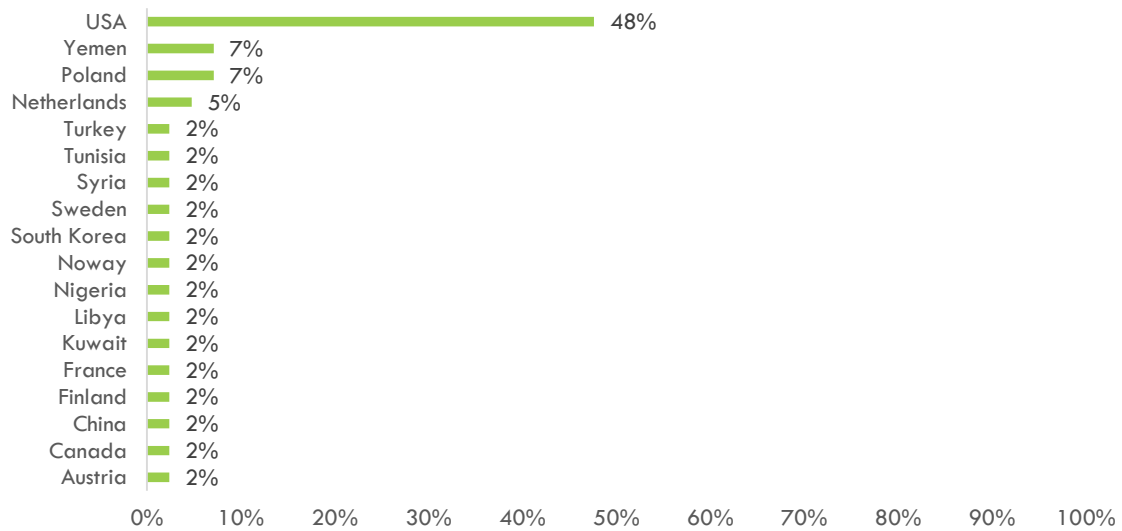


International Students by Nationality

Nationality	Percentage	Count
USA	48%	20
Poland	7%	3
Yemen	7%	3
Netherlands	5%	2
Austria	2%	1
Canada	2%	1
China	2%	1
Finland	2%	1
France	2%	1
Total Responses	42	

Nationality	Percentage	Count
Kuwait	2%	1
Libya	2%	1
Nigeria	2%	1
Norway	2%	1
South Korea	2%	1
Sweden	2%	1
Syria	2%	1
Tunisia	2%	1
Turkey	2%	1

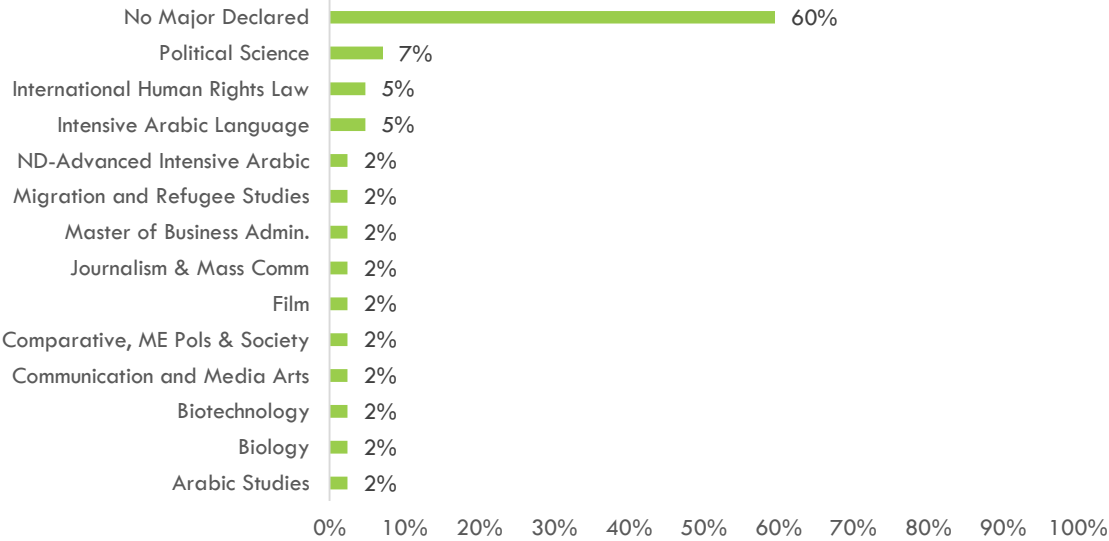
Nationality



International Students by Major

Major	Percentage	Count
No Major	60%	25
Political Science	7%	3
Intensive Arabic Language	5%	2
International Human Rights Law	5%	2
Arabic Studies	2%	1
Biology	2%	1
Biotechnology	2%	1
Communication and Media Arts	2%	1
Comparative, ME Pols & Society	2%	1
Film	2%	1
Journalism & Mass Comm	2%	1
Master of Business Admin.	2%	1
Migration and Refugee Studies	2%	1
ND-Advanced Intensive Arabic	2%	1
Total Responses		42

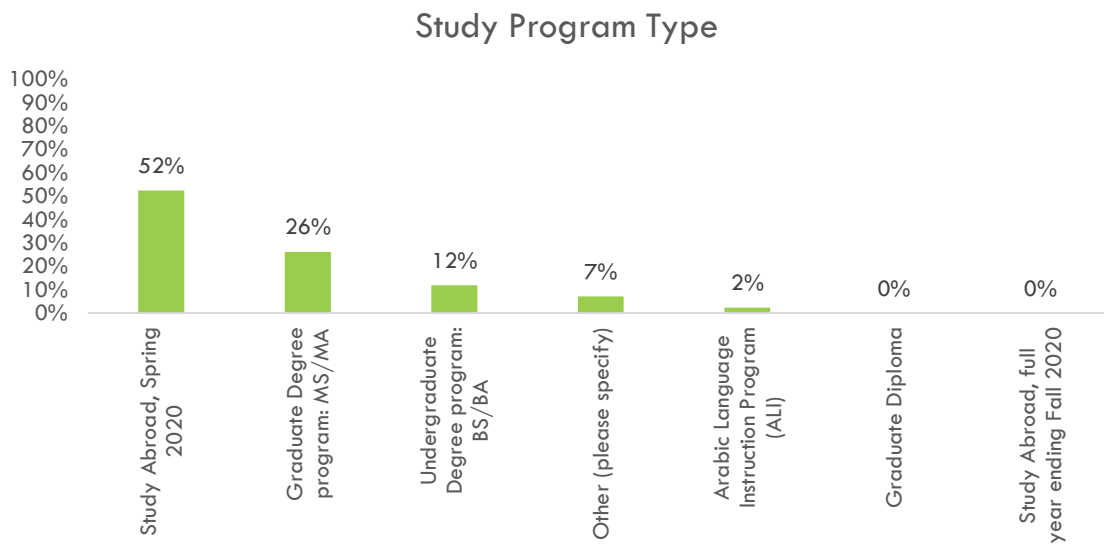
Major



SURVEY ANALYSIS

Q1- Please indicate the type of study program you are enrolled in at AUC.

Major	Percentage	Count
Study Abroad, Spring 2020	52%	22
Graduate Degree program: MS/MA	26%	11
Undergraduate Degree program: BS/BA	12%	5
Other (please specify)	7%	3
Arabic Language Instruction Program (ALI)	2%	1
Graduate Diploma	0%	0
Study Abroad, full year ending Fall 2020	0%	0
Total Responses		42

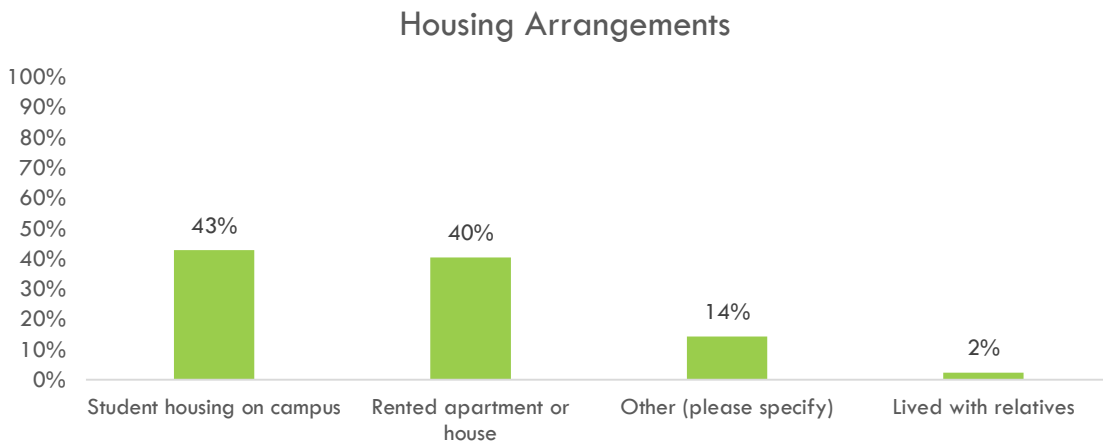


Others

1	CASA
2	Non-degree undergraduate
3	Exchange Program, Spring 2020

Q2- What were your housing arrangements while at AUC?

Answer Choices	Responses	
Student housing on campus	43%	18
Rented apartment or house	40%	17
Other (please specify)	14%	6
Lived with relatives	2%	1
Answered		42



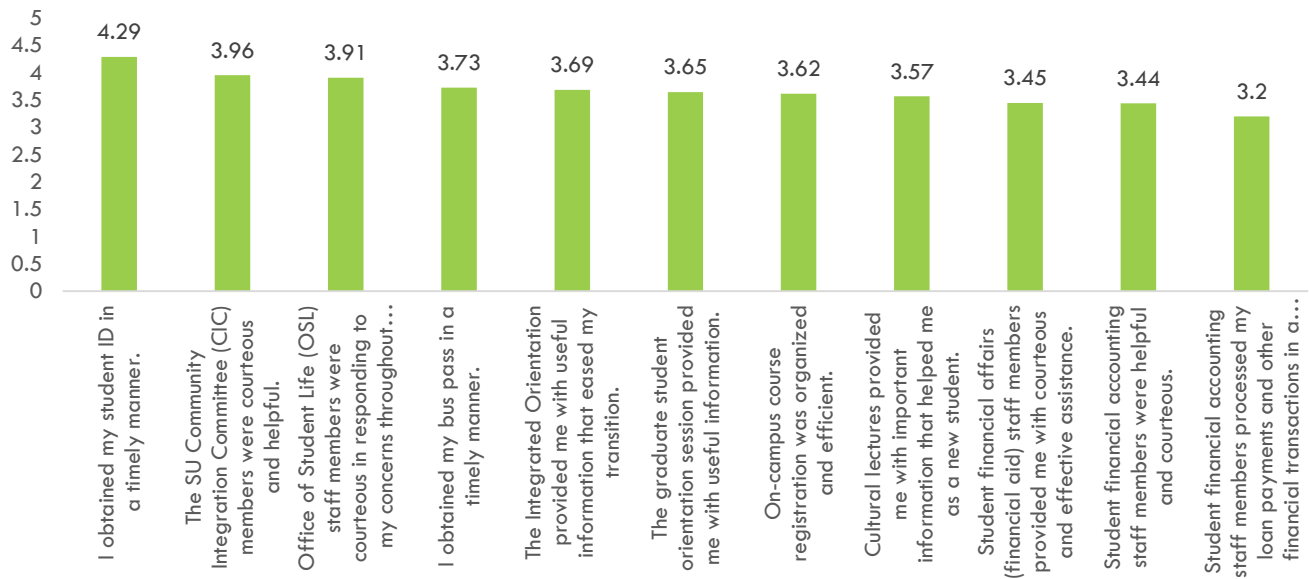
Others

1	Faculty Housing
2	Student Housing off campus (Residence Building 2)
3	Student housing off campus
4	Student housing and the. A rented apartment
5	Student housing off campus
6	Family owned property

Q3- Please indicate your level of agreement with the following statements related to your transition to the university.

Answer Choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Total	Weighted Average
The Integrated Orientation provided me with useful information that eased my transition.	22%	39%	11%	11%	6%	11%	36	3.69
Cultural lectures provided me with important information that helped me as a new student.	17%	31%	17%	8%	6%	22%	36	3.57
Office of Student Life (OSL) staff members were courteous in responding to my concerns throughout the semester/year.	42%	28%	8%	8%	8%	6%	36	3.91
The SU Community Integration Committee (CIC) members were courteous and helpful.	31%	23%	9%	9%	3%	26%	35	3.96
The graduate student orientation session provided me with useful information.	14%	11%	17%	3%	3%	53%	36	3.65
I obtained my student ID in a timely manner.	53%	31%	8%	0%	6%	3%	36	4.29
I obtained my bus pass in a timely manner.	6%	17%	6%	0%	3%	69%	36	3.73
On-campus course registration was organized and efficient.	28%	31%	14%	17%	6%	6%	36	3.62
Student financial accounting staff members processed my loan payments and other financial transactions in a prompt and effective manner.	11%	19%	22%	6%	11%	31%	36	3.2
Student financial accounting staff members were helpful and courteous.	19%	22%	8%	8%	11%	31%	36	3.44
Student financial affairs (financial aid) staff members provided me with courteous and effective assistance.	22%	6%	19%	6%	8%	39%	36	3.45
Total Responses							36	
Skipped							6	

University Transition



Q4- Please rate the overall quality of academic instruction at AUC.

Answer Choices	Very Good	Good	Fair	Poor	Very Poor	N/A	Total	Weighted Average	
The overall quality of the faculty	47%	41%	6%	3%	3%	0%	34	4.26	
The overall quality of the courses	50%	38%	9%	0%	3%	0%	34	4.32	
Total Responses								34	
Skipped								8	

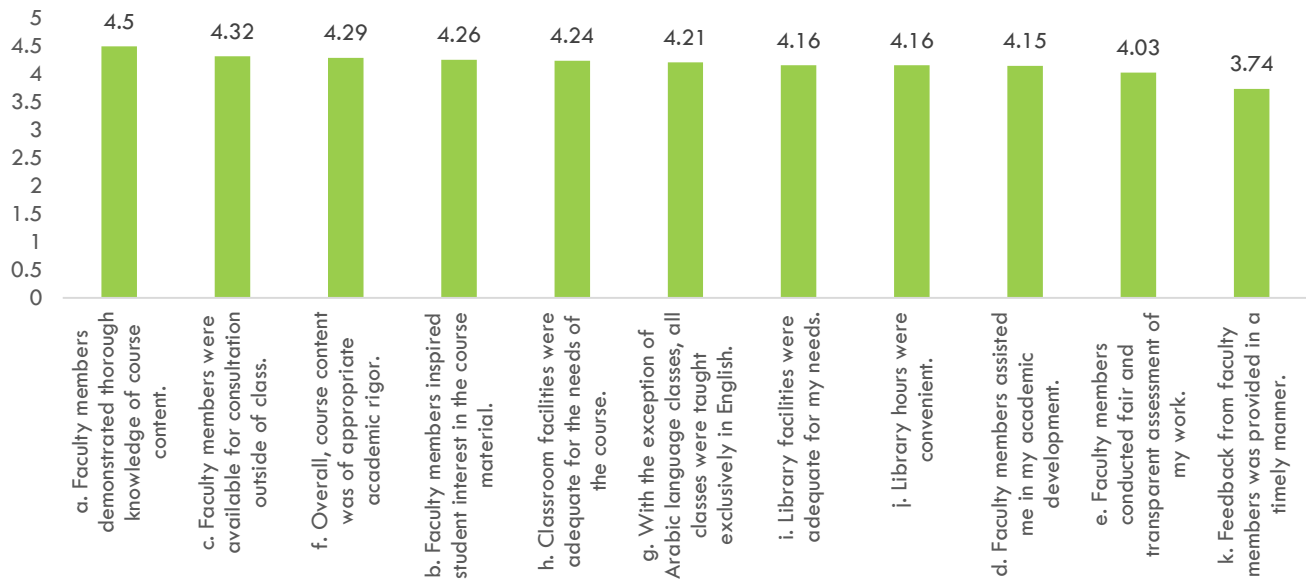
Quality of Academic Instruction



Q5- Please indicate your level of agreement with the following statements related to academic instruction at AUC.

Answer Choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Total	Weighted Average
a. Faculty members demonstrated thorough knowledge of course content.	59%	38%	0%	0%	3%	0%	34	4.5
b. Faculty members inspired student interest in the course material.	44%	44%	9%	0%	3%	0%	34	4.26
c. Faculty members were available for consultation outside of class.	42%	45%	3%	0%	3%	6%	33	4.32
d. Faculty members assisted me in my academic development.	35%	53%	6%	3%	3%	0%	34	4.15
e. Faculty members conducted fair and transparent assessment of my work.	35%	44%	12%	6%	3%	0%	34	4.03
f. Overall, course content was of appropriate academic rigor.	44%	47%	6%	0%	3%	0%	34	4.29
g. With the exception of Arabic language classes, all classes were taught exclusively in English.	59%	15%	12%	9%	3%	3%	34	4.21
h. Classroom facilities were adequate for the needs of the course.	41%	44%	12%	3%	0%	0%	34	4.24
i. Library facilities were adequate for my needs.	47%	29%	6%	9%	3%	6%	34	4.16
j. Library hours were convenient.	44%	29%	15%	3%	3%	6%	34	4.16
k. Feedback from faculty members was provided in a timely manner.	26%	38%	21%	12%	3%	0%	34	3.74
Total Responses							34	
Skipped								8

AUC Academic Instruction

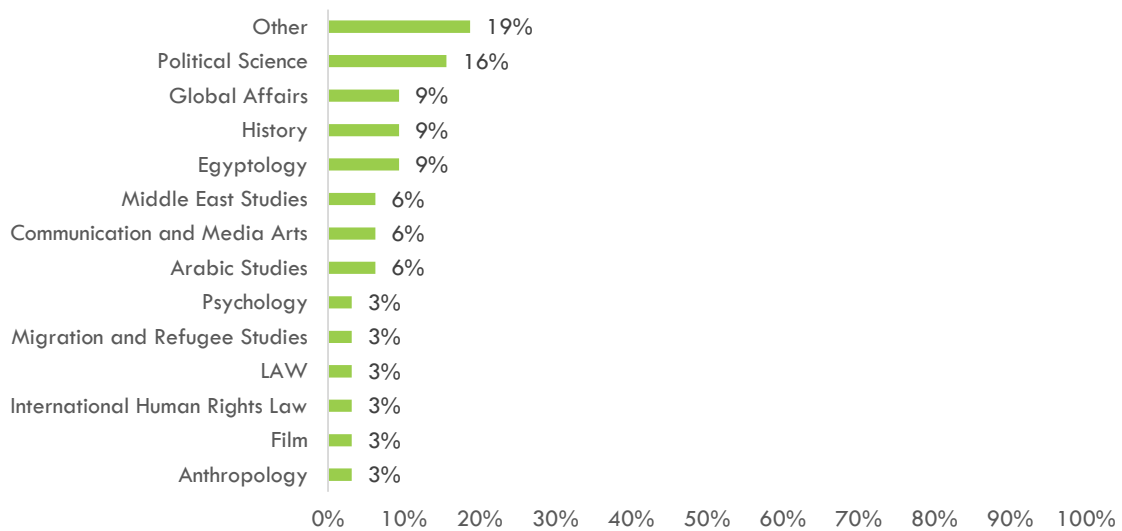


Q6- What area of research are you interested in?

Answer Choices	Strongly Agree	Agree
Other	18.75%	6
Political Science	15.63%	5
Egyptology	9.38%	3
History	9.38%	3
Global Affairs	9.38%	3
Arabic Studies	6.25%	2
Communication and Media Arts	6.25%	2
Middle East Studies	6.25%	2
Anthropology	3.13%	1
Film	3.13%	1
International Human Rights Law	3.13%	1
LAW	3.13%	1
Migration and Refugee Studies	3.13%	1
Psychology	3.13%	1
Counseling Psychology	0.00%	0
Egyptology & Coptology	0.00%	0
English and Comparative Literature	0.00%	0
Gender and Women's Studies in the Middle East	0.00%	0
Graphic Design	0.00%	0
Integrated Marketing Comm.	0.00%	0
Journalism & Mass Comm	0.00%	0
Public Administration	0.00%	0
Community Psychology	0.00%	0
Public Policy	0.00%	0
Master of Public Policy & Administration	0.00%	0
Multimedia Journalism	0.00%	0

Music Technology	0.00%	0
Performance	0.00%	0
Philosophy	0.00%	0
Sociology	0.00%	0
Teaching English to Speakers of Other Languages	0.00%	0
Teaching Arabic as a Foreign Language	0.00%	0
Theatre	0.00%	0
TV. & Digital Journalism	0.00%	0
Visual Arts	0.00%	0
Other (please specify)		8
	Answered	32
	Skipped	10

Research Area of Interest



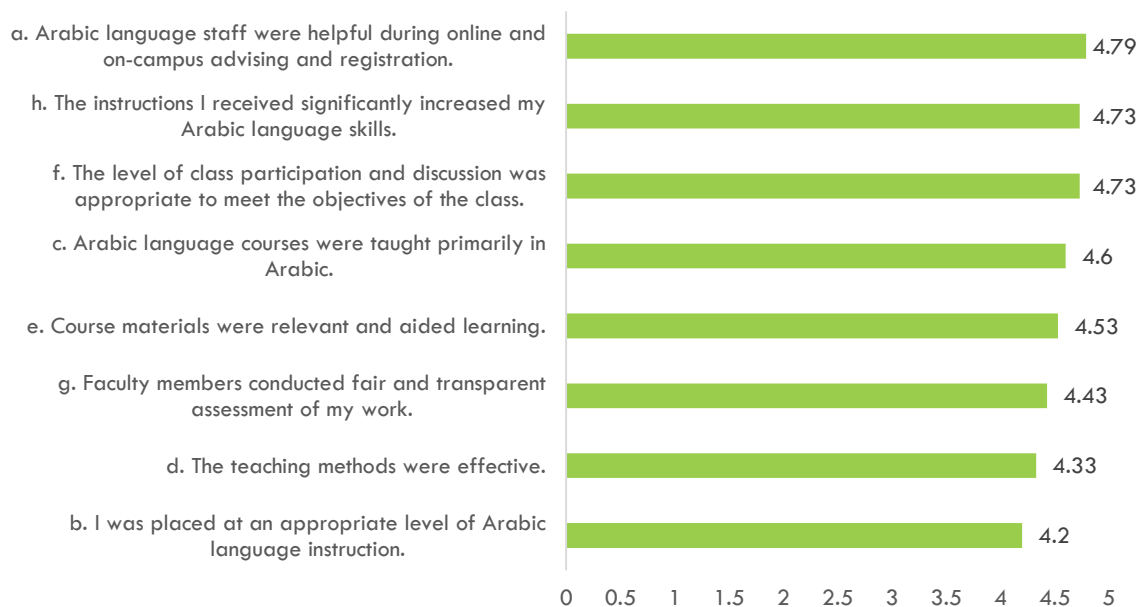
Others (8 responses)

1	Biology	5	And Arabic Language
2	Health and science	6	Archaeology
3	International management	7	Computer Science
4	Economics	8	management of operations

Q7- If you studied Arabic at AUC, please rate the following aspects of language instruction:

Answer Choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	N/A	Total	Weighted Average	
a. Arabic language staff were helpful during online and on-campus advising and registration.	44%	12%	0%	0%	0%	44%	25	4.79	
b. I was placed at an appropriate level of Arabic language instruction.	36%	12%	0%	12%	0%	40%	25	4.2	
c. Arabic language courses were taught primarily in Arabic.	44%	8%	8%	0%	0%	40%	25	4.6	
d. The teaching methods were effective.	40%	4%	12%	4%	0%	40%	25	4.33	
e. Course materials were relevant and aided learning.	40%	16%	0%	4%	0%	40%	25	4.53	
f. The level of class participation and discussion was appropriate to meet the objectives of the class.	44%	16%	0%	0%	0%	40%	25	4.73	
g. Faculty members conducted fair and transparent assessment of my work.	38%	13%	4%	4%	0%	42%	24	4.43	
h. The instructions I received significantly increased my Arabic language skills.	48%	8%	4%	0%	0%	40%	25	4.73	
Total Responses								25	
Skipped									7

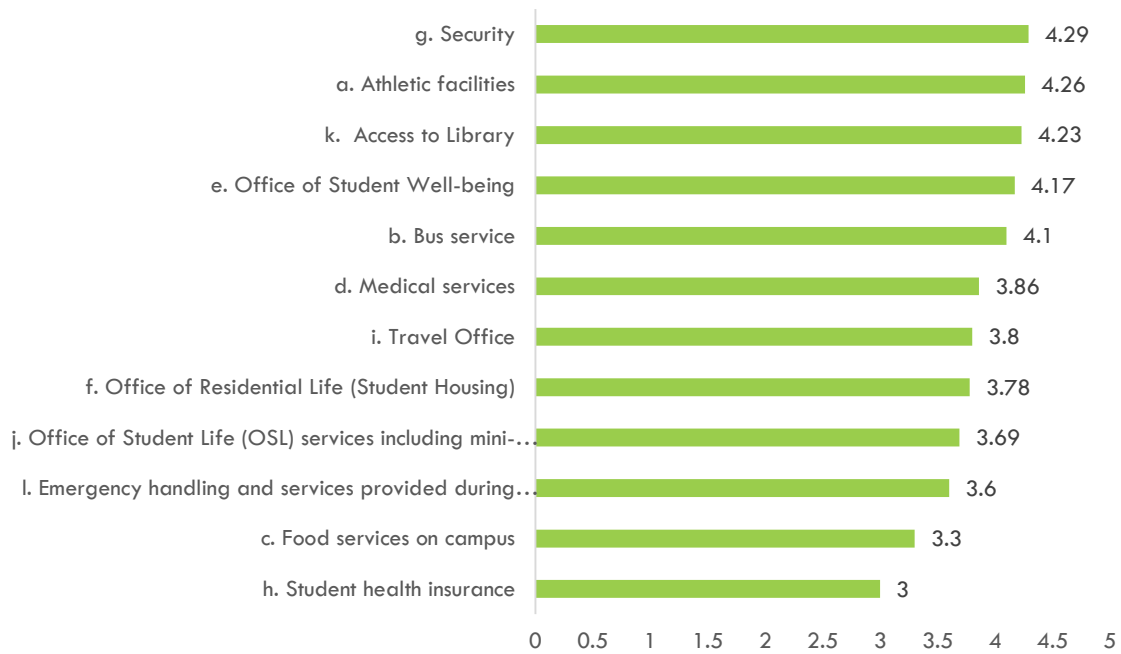
Language Instruction



Q8- Please indicate your overall level of satisfaction with the following services:

Answer Choices	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A	Total	Weighted Average
a. Athletic facilities	39%	27%	12%	3%	0%	18%	33	4.26
b. Bus service	26%	12%	21%	0%	0%	41%	34	4.1
c. Food services on campus	18%	32%	18%	21%	9%	3%	34	3.3
d. Medical services	21%	24%	15%	3%	3%	35%	34	3.86
e. Office of Student Well-being	21%	38%	9%	0%	0%	32%	34	4.17
f. Office of Residential Life (Student Housing)	15%	29%	18%	6%	0%	32%	34	3.78
g. Security	50%	32%	15%	3%	0%	0%	34	4.29
h. Student health insurance	18%	12%	15%	6%	21%	29%	34	3
i. Travel Office	25%	22%	22%	9%	0%	22%	32	3.8
j. Office of Student Life (OSL) services including mini-loans, off-campus housing and emergency line.	24%	21%	21%	9%	3%	24%	34	3.69
k. Access to Library	45%	30%	12%	6%	0%	6%	33	4.23
l. Emergency handling and services provided during COVID-19	21%	32%	18%	15%	3%	12%	34	3.6
Total Responses							34	
Skipped								8

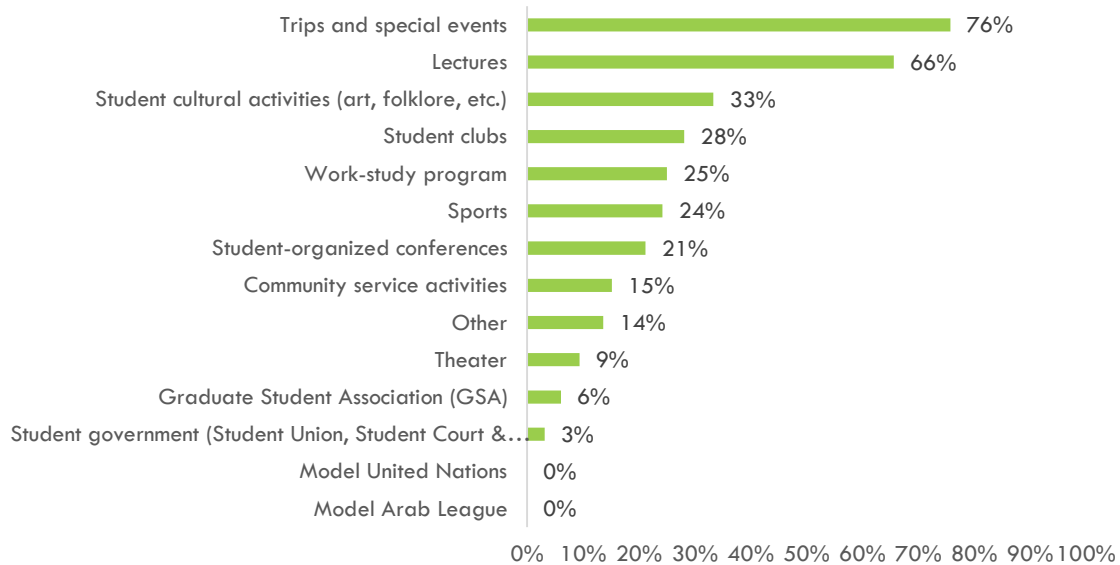
Services Satisfaction



Q9- Did you participate in any of the following extracurricular activities?

Answer Choices	Yes
Community service activities	15%
Work-study program	25%
Graduate Student Association (GSA)	6%
Lectures	66%
Model Arab League	0%
Model United Nations	0%
Sports	24%
Student clubs	28%
Student cultural activities (art, folklore, etc.)	33%
Student government (Student Union, Student Court & Student Senate)	3%
Student-organized conferences	21%
Theater	9%
Trips and special events	76%
Other	14%
Total Responses	33
Skipped	9

Participation in Co-curricular Activities

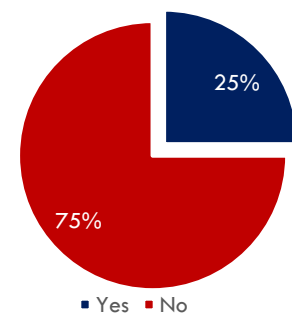


If you did not participate in any of the above mentioned activities, please explain why.

1	<i>I'm married with two little kids and if I'm not attending the necessary classes or working on homework and projects, I give my free time to them.</i>
2	<i>poorly organized and not welcoming to non-Arabic speakers</i>
3	<i>Semester was cut short and a lot of the activities didn't necessarily interest me.</i>
4	<i>they were not available/offered</i>

Q10- Did you encounter any difficulty in joining student activities or groups?

Answer Choices	Percentage	Count
Yes	25%	4
No	75%	24
Total Responses		32
Skipped		10



If yes, please specify (7 responses).

1	Some groups were mentioned, but not represented at the club fair and there was no other event to meet with these clubs.
2	Only English speaker in the sport club I join, definitely not made for international students
3	Lack of information - hard to find information about qualification tryouts to the sports team, students clubs were focused on Arabic students (after joining them, they talk jut in Arabic), work-study program (hard to find job in Egypt for foreigner - lack of information before the beginning of the semester about the opportunities i.e. career webpage, not enough time to find relevant job).
4	It was difficult to know who to reach out to

5	AUC Egyptian students didn't want to speak in English unless I asked them a specific question. It's hard to feel welcome, especially as a graduate student, in student activities
6	Joining the AUC sport teams. They were too exigent and didn't accept anybody in the basketball team. To join a AUC team, you need a high level and it's too bad that we can't join a team just for entertainment and be trained by a professional and not for competition only. I was disappointed that I couldn't play the sport I like.
7	they were badly organized

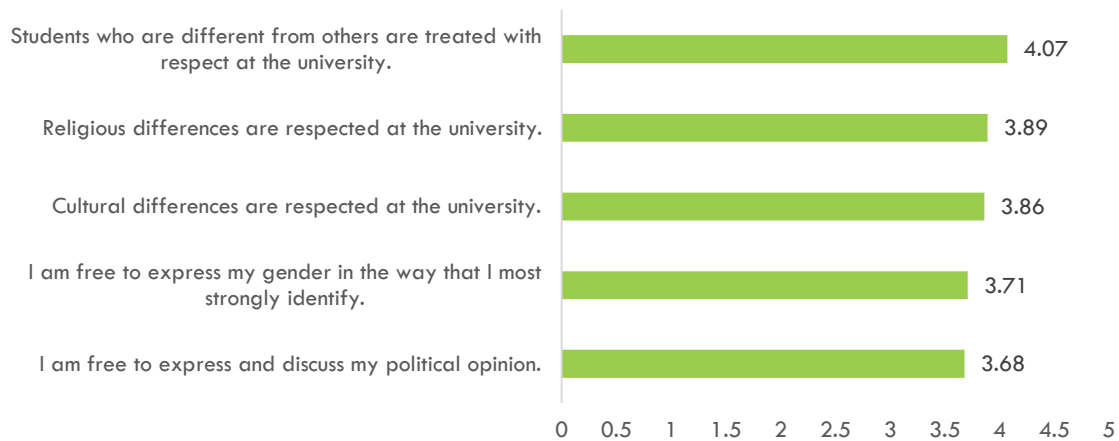
Q11- Please indicate your level of agreement with the following statements:

Answer Choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
a. AUC students are hard to get to know.	10%	31%	17%	34%	7%	29	3.03
b. It is easier to get to know other international students.	59%	21%	14%	3%	3%	29	4.28
c. I prefer to socialize with people of my own culture.	0%	3%	28%	34%	34%	29	2
d. AUC students are friendly when you get to know them.	38%	55%	7%	0%	0%	29	4.31
e. OSL trips provided me with a valuable cultural experience.	45%	24%	28%	3%	0%	29	4.1
f. I experienced security issues on trips outside of Cairo.	7%	0%	10%	31%	52%	29	1.79
g. OSL cultural events offered opportunity to learn more about other cultures.	21%	38%	38%	3%	0%	29	3.76
h. I would have liked more chances to experience Egyptian culture and family life.	48%	38%	10%	3%	0%	29	4.31
i. I would have liked to make more friends from AUC.	48%	31%	21%	0%	0%	29	4.28
j. It is difficult to meet Egyptians from outside the university.	28%	17%	21%	24%	10%	29	3.28
k. AUC's location prevented me from visiting places inside Cairo.	24%	17%	17%	28%	14%	29	3.1
l. I had difficulty finding transportation to and from central Cairo and other local places.	10%	7%	31%	28%	24%	29	2.52
m. I had difficulty adapting to Egypt.	3%	7%	17%	34%	38%	29	2.03
n. I've made some good contacts for the future.	41%	41%	14%	3%	0%	29	4.21
o. I intend to correspond (email, Facebook, etc.) with the people I've met at AUC when I go back to my home country.	55%	38%	3%	3%	0%	29	4.45
Total Responses						29	
Skipped							13



Q12- Please indicate your level of agreement with the following statements:

Answer Choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
Cultural differences are respected at the university.	25%	50%	14%	7%	4%	28	3.86
Religious differences are respected at the university.	29%	50%	11%	4%	7%	28	3.89
Students who are different from others are treated with respect at the university.	32%	54%	7%	4%	4%	28	4.07
I am free to express and discuss my political opinion.	21%	43%	21%	11%	4%	28	3.68
I am free to express my gender in the way that I most strongly identify.	25%	39%	25%	4%	7%	28	3.71
Total Responses						28	
Skipped							14



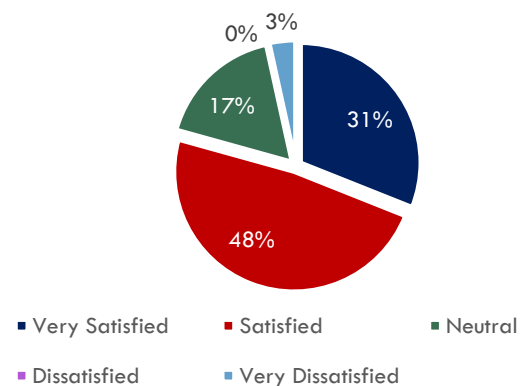
Q13- To what extent do you agree with these statements?

Answer Choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total	Weighted Average
a. I've had serious conversations with students who were different from me in terms of their religious beliefs, political opinions, or personal values.	45%	28%	7%	17%	3%	29	3.93
b. My experience has helped me become more flexible and adaptable in new environments.	41%	45%	14%	0%	0%	29	4.28
c. My experience has helped increase my understanding of myself.	41%	48%	10%	0%	0%	29	4.31
d. My experience has helped me grow more self-confident.	48%	31%	21%	0%	0%	29	4.28
e. My experience has helped increase my understanding of my own country and my own culture.	48%	34%	10%	7%	0%	29	4.24
f. My experience has increased my awareness of regional and global issues.	52%	38%	7%	3%	0%	29	4.38
g. My experience has helped me understand and appreciate differences in values, cultures, and belief systems.	52%	41%	7%	0%	0%	29	4.45
h. I've met my personal goals for my study experience at AUC.	34%	31%	34%	0%	0%	29	4
Total Responses						29	
Skipped							13



Q14- Overall, how satisfied are you with the opportunities you were provided with to experience Egyptian culture and society?

Answer Choices	Percentage	Count
Very Satisfied	31%	9
Satisfied	48%	14
Neutral	17%	5
Dissatisfied	0%	0
Very Dissatisfied	3%	1
Total Responses		29
Skipped		13



Q15- Please rate the following statement:

Answer Choices	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Weighted Average
I would recommend AUC to other students who want to study in the region.	55%	28%	14%	3%	0%	4.34
Total Responses						29
Skipped						13

I would recommend AUC to other students who want to study in the region.

