



THE AMERICAN UNIVERSITY IN CAIRO

STUDENT SATISFACTION SURVEY
THE FIRST-YEAR EXPERIENCE PROGRAM
SPRING 2008

OFFICE OF INSTITUTIONAL PLANNING, ASSESSMENT, RESEARCH AND TESTING
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Introduction:

The Student Satisfaction Survey is designed to measure the effectiveness of the First-Year Experience Program. The Survey is divided into two sections. The first section includes general questions; however, the second section is dedicated to First Year Experience program evaluation. Then the survey ends by giving each student the opportunity to add their comments and suggestions.

The Student Satisfaction Survey uses a five-point scale for measuring satisfaction. Higher values represent higher levels of satisfaction. The scale used is as follows:

- 1 = Strongly Disagree
- 2 = Disagree
- 3 = Neutral
- 4 = Agree
- 5 = Strongly Agree

A reported mean rating of 3.50 on an item would indicate that the mean of the responses for that item was half-way between the “Neutral” and “Agree” points.

Summary of Survey Results:

The majority of students responded that they agreed or strongly agreed on all questions related to the different aspects of the FYE program. The highest satisfaction was recorded on the questions relating to satisfaction with the class faculty members and student leaders.

Overall, 81% of students agreed or strongly agreed that the schedule of events was informative and helpful. 60% agreed and strongly agreed that they found the opening ceremony interesting and informative, and 60% agreed and strongly agreed that they enjoyed the campus tour and found it well organized and helpful. 94% agreed and strongly agreed that the class teacher was organized, helpful and communicated effectively, and 94% agreed and strongly agreed that the student leader was organized, helpful and communicated effectively

The most frequent comments were:

FYE did a great effort.

The program was too long. Three days are too much.

The program was not interesting, and some parts were boring.

The teachers and student leaders were great.

The full unedited text of the comments is available on page 8.

Section I: General Questions

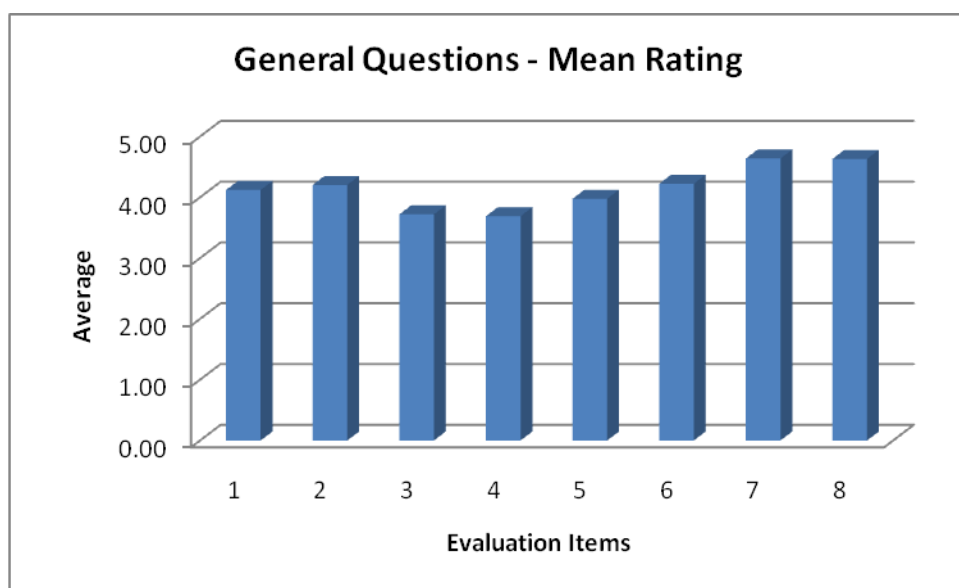
Evaluation items:

1. The registration process was clear and well organized.
2. The schedule of events was informative and helpful.
3. I found the opening ceremony interesting and informative.
4. I enjoyed the campus tour and found it well organized and helpful.
5. I enjoyed the social events and found them well organized and helpful.
6. The classrooms and other facilities were appropriate for our needs.
7. The class teacher was organized, helpful and communicated effectively.
8. The student leader was organized, helpful and communicated effectively.

Consolidated Results:

Mean ratings on each item:

Item	1	2	3	4	5	6	7	8
Average	4.12	4.20	3.72	3.69	3.98	4.22	4.64	4.63



Frequency of responses to each item:

Item	1	2	3	4	5	6	7	8
Strongly Disagree	1.1%	2.1%	3.2%	5.3%	1.1%	2.1%	1.1%	2.1%
Disagree	4.2%	2.1%	7.4%	5.3%	2.1%	1.1%	1.1%	0.0%
Neutral	9.5%	12.6%	23.2%	21.1%	22.1%	9.5%	3.2%	4.2%
Agree	48.4%	37.9%	38.9%	41.1%	35.8%	46.3%	22.1%	20.0%
Strongly Agree	32.6%	43.2%	21.1%	18.9%	27.4%	40.0%	71.6%	73.7%
Does Not Apply/Blank	4.2%	2.1%	6.3%	8.4%	11.6%	1.1%	1.1%	0.0%

Results by Group:

Mean ratings on each item:

Item	1	2	3	4	5	6	7	8
Group 1	4.17	4.50	3.20	4.20	3.80	4.00	4.83	4.83
Group 2	4.60	4.80	4.67	4.44	4.50	4.70	4.80	4.90
Group 3	4.36	4.33	3.82	3.64	4.00	4.33	4.75	5.00
Group 4	4.00	3.78	3.56	3.11	3.38	3.67	4.00	4.00
Group 5	4.10	4.40	4.10	4.10	4.25	4.10	4.90	4.90
Group 6	4.30	3.73	3.70	3.50	3.67	4.09	4.45	4.36
Group 7	4.13	3.22	3.75	4.00	3.89	4.00	4.33	4.44
Group 8	3.55	4.36	2.73	3.30	4.10	4.25	4.83	4.75
Group 9	3.60	4.44	4.00	3.40	3.70	4.44	4.56	4.40
Group 10	4.67	4.67	3.50	3.50	4.67	4.67	5.00	4.67

Section II: First Year Experience Program

Evaluation items:

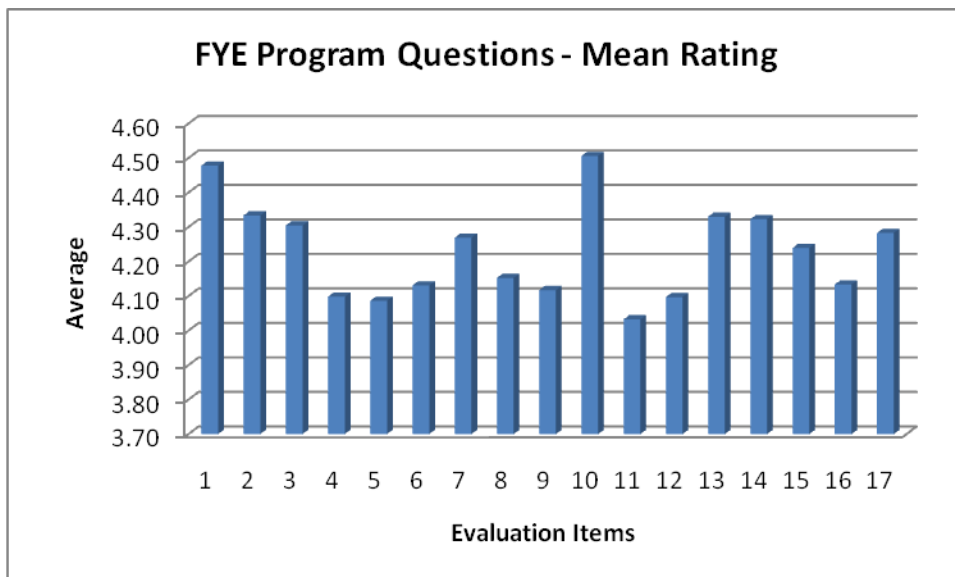
1. Welcomed me to the AUC community.
2. Gave me opportunities to learn about AUC's mission.
3. Helped me to understand of the meaning of a liberal arts education.
4. Made me aware of different majors at AUC.
5. Helped me to understand the core curriculum.
6. Taught me how to set academic and career goals and make decisions about my major.
7. Made me aware of college customs and policies.
8. Introduced me to campus resources and services.
9. Made me aware of the extracurricular activities on campus.
10. Helped me to understand university policies on plagiarism and academic integrity.
11. Taught me time management skills.
12. Helped me find opportunities to get involved in student activities at AUC.
13. Gave me opportunities to meet other students and make friends.
14. Gave me opportunities to ask questions.
15. Helped me feel like I am a member of the AUC community.
16. Assisted me in my transition to the university.
17. Helped me feel prepared to be successful as a student at AUC.

Consolidated Results:

Mean ratings on each item:

Item	1	2	3	4	5	6	7	8	9	10
Average	4.48	4.33	4.30	4.10	4.09	4.13	4.27	4.15	4.12	4.51

Item	11	12	13	14	15	16	17
Average	4.03	4.10	4.33	4.32	4.24	4.13	4.28



Frequency of responses to each item:

Item	1	2	3	4	5	6	7	8	9	10
Strongly Disagree	1.1%	1.1%	2.1%	1.1%	2.1%	1.1%	1.1%	1.1%	2.1%	0.0%
Disagree	0.0%	1.1%	2.1%	2.1%	2.1%	3.2%	1.1%	2.1%	3.2%	1.1%
Neutral	3.2%	8.4%	7.4%	20.0%	20.0%	13.7%	6.3%	15.8%	12.6%	4.2%
Agree	38.9%	41.1%	37.9%	36.8%	34.7%	43.2%	51.6%	40.0%	44.2%	34.7%
Strongly Agree	51.6%	46.3%	47.4%	36.8%	38.9%	35.8%	37.9%	37.9%	36.8%	53.7%
Does Not Apply/Blank	5.3%	2.1%	3.2%	3.2%	2.1%	3.2%	2.1%	3.2%	1.1%	6.3%

Item	11	12	13	14	15	16	17
Strongly Disagree	1.1%	1.1%	0.0%	1.1%	1.1%	0.0%	0.0%
Disagree	1.1%	2.1%	3.2%	2.1%	0.0%	3.2%	1.1%
Neutral	21.1%	16.8%	9.5%	7.4%	13.7%	17.9%	15.8%
Agree	45.3%	44.2%	37.9%	41.1%	42.1%	36.8%	34.7%
Strongly Agree	29.5%	33.7%	48.4%	46.3%	40.0%	36.8%	45.3%
Does Not Apply/Blank	2.1%	2.1%	1.1%	2.1%	3.2%	5.3%	3.2%

Results by Group:

Mean ratings on each item:

Item	1	2	3	4	5	6	7	8	9	10
Group 1	4.83	4.50	4.17	4.17	3.83	4.33	4.50	4.40	4.50	4.80
Group 2	4.67	4.60	4.78	4.60	4.80	4.50	4.60	4.60	4.70	4.67
Group 3	4.67	4.50	4.50	4.17	4.33	4.25	4.42	4.25	4.27	4.60
Group 4	3.89	4.00	4.11	3.78	3.67	4.00	3.89	3.67	3.44	4.22
Group 5	4.70	4.60	4.40	4.10	4.20	4.50	4.30	4.40	4.40	4.50
Group 6	4.50	4.36	4.45	4.40	4.09	4.30	4.27	4.18	3.91	4.64
Group 7	4.13	3.78	3.78	3.56	4.11	3.78	4.11	4.11	3.67	4.33
Group 8	4.20	4.00	3.90	4.00	3.70	3.90	3.91	3.60	3.83	4.20
Group 9	4.60	4.40	4.20	3.80	4.00	3.50	4.20	4.10	4.50	4.40
Group 10	4.67	4.67	4.83	4.50	3.83	4.33	4.80	4.33	4.00	5.00

Item	11	12	13	14	15	16	17
Group 1	4.33	4.17	3.67	4.17	4.17	4.33	4.17
Group 2	4.60	4.78	4.70	4.60	4.50	4.60	4.60
Group 3	4.17	4.33	4.33	4.17	4.42	4.42	4.42
Group 4	3.22	3.33	3.67	4.00	3.56	3.44	3.89
Group 5	4.00	4.20	4.50	4.50	4.50	4.50	4.50
Group 6	4.18	3.91	4.36	4.36	4.55	4.10	4.50
Group 7	3.89	3.67	4.33	4.44	4.00	3.63	4.22
Group 8	3.70	4.09	4.55	4.20	4.11	3.90	3.80
Group 9	4.10	4.10	4.20	4.10	4.00	3.78	4.10
Group 10	4.17	4.50	4.83	4.83	4.50	4.67	4.67

Section III: Comments and Suggestions (Unedited)

- High effort seen in preparing the program changes could make the program more lively.
- I'm really comfortable with what AUC is doing to help us, the new students and I want to thank my FYE assistant.
- It was good. Ramy was a good leader, and I suggest you to pick him for the next semester.
- 3 days too much, 1 day is enough if you will keep it for 3 days let it only optional not required
- Not beneficial but met nice people, loved Sara Khaled sooo funny and helpful.
- My group leader, Yara khaled was amazing, really nice cheerful. Other than I think this experience was highly unbeneficial and extremely boring.
- I enjoyed the FYE, it was very nice and very interesting especially the outings.
- I think the FYE is very useful and interesting. I was rarely bored by the activities taking place, our peer leader was very good and has done her job perfectly well.
- Very good but a bit too long, students may loose the interest.
- Fatima leader is a great person, communicative, helpful Dr. Dina is amazing. Wish you all the best. Ps AUC brainwashed me :).
- I didn't feel that it was beneficial necessary for me as I have already been an AUC students for semester.
- I still believe the FYE program is too long and at times because repetitive nonetheless all in all it make me feel part of the AUC community and not an outcast.
- It's a little too long and Friday wasn't a good choice.
- The FYE was very helpful to me and I look forward to making distinguished academic study in the AUC the teacher, Mrs. McCollough was very good and very helpful. The students leader was good also.
- I feel that the FYE program was helpful ,in essence , however a lot of information was repeated .consequently , the orientation was much too long .a lot of time was used up describing things that would be better understood in practice. I suggest that the orientation be made shorter.
- I think that 3 or 4 days are too long period of time for orientation. Plus I don't think why did I have to attend this programme I mean you've to give us the right to choose whether we want to attend it or not , as it was before optional.
- The FYE program is so long and boring please try to make it shorter. The social events are good. The program is well organized thank you
- It was long, the games were a bit silly
- It was not that exciting. I think it was boring a little bit and the welcome event wasn't that nice and attracting.
- They were very friendly and lovely. Sara and Dr. Amany are both great.
- Too long and kind of late for a far away living girls
- I find the lectures and the documentary we took in the oriental hall very boring and not really helpful.
- The presentations and documentaries are really boring and should be eliminated.