



THE AMERICAN UNIVERSITY IN CAIRO

AUC STUDENT OPINION SURVEY RESULTS
FOR ACADEMIC YEAR 2006-07

OFFICE OF INSTITUTIONAL PLANNING, ASSESSMENT, RESEARCH AND TESTING
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EXECUTIVE SUMMARY

In the Spring of 2007, the Office of Institutional Planning, Assessment, Research and Testing (IPART) administered a modified version of the American College Testing (ACT) Student Opinion Survey SOS to assess student satisfaction with University services and environment. This is the first time this survey was administered at AUC. Further evaluation of the effectiveness of this survey as an assessment tool for the University services and environment will need to be performed to identify if it should be administered on a periodic basis or another tool would be more appropriate.

This report describes the results of the Student Opinion Survey (SOS) which could be utilized to assist in institutional assessment and improvement efforts. Among the findings are the following:

- AUC Students are positive about the services and University environment in general. 70.5% of students were “satisfied” or “very satisfied” with AUC in general.
- In terms of services provided, students expressed highest satisfaction with *library services* (mean 4.16), *computer services* (mean 3.91), *quality of the library holdings that support my courses* (mean 3.87), *AUC cultural programs* (mean 3.77), *AUC sponsored social activities* (mean 3.76) and the *student organization activities* (mean 3.7). Students were less satisfied with *parking near AUC* (mean 1.42), *dormitory/hostel services and programs* (mean 3.12), *freshman advising* (3.24), *food services* (mean 3.26), *departmental academic advising* (mean 3.28), *student counseling services* (mean 3.35), *recreational and sports programs and services* (mean 3.40), *AUC shuttle for students in hostel* (mean 4.43), *equal opportunity and affirmative action services* (mean 3.47), *health insurance services for international students* (mean 3.48), and *AUC orientation program* (3.49).
- Concerning the University environment, students responses reflected the following:
 - In terms of academics, students were most satisfied with *class size relative to the type of course* (mean 3.81) and *attitude of the faculty towards students* (mean 3.71). Students expressed less satisfaction with the *flexibility to design your own program study* (mean 3.19) and *Preparation you are receiving for your future occupation* (mean 3.20).
 - In terms of admissions, students were most satisfied with *AUC catalog and admission publications* (mean 3.81). Students expressed less satisfaction with the *Availability of the financial aid information prior to enrolling* (mean 3.14).
 - In terms or rules and regulations, students were most satisfied with *personal security/safety at AUC* (mean 3.82). Students expressed less satisfaction with the *purposes for which student activity fees are used* (mean 2.76).
 - In terms of facilities, students were most satisfied with *library facilities* (mean 3.92) and *campus bookstore* (mean 3.81). Students expressed less satisfaction with *Athletic facilities* (mean 3.21).
 - In terms of registration, students were most satisfied with *academic calendar for AUC* (mean 3.55). Students expressed less satisfaction with the *availability of the courses you want at times you can take them* (mean 2.08).
 - In terms of the general environment, students were most satisfied with *friendliness of security personnel at the AUC gates* (mean 4.03), *degree to which AUC courses are taught in English* (mean 3.96), *opportunities for personal involvement in the campus activities* (mean 3.78) and *AUC in general* (mean 3.78). Students expressed less satisfaction with *amount of interaction between Egyptian and international students* (mean 2.98), *religious activities and programs* (mean 3.05) and *student government* (mean 3.08).
- Concerning international students, students were most satisfied with the *friendliness of International Graduate Program personnel* (mean 4.15) and the effectiveness of International Graduate Program personnel (mean 4.05). Students expressed less satisfaction with the effectiveness of AUC New York Office personnel (mean 2.97) and friendliness of AUC New York Office personnel (mean 3.20).

INTRODUCTION

Survey Background

The Student Opinion Survey is a modified version of the standard Student Opinion Survey provided by the American College Testing Company (ACT). It is an instrument used by many Universities to evaluate student satisfaction with the provided services and general environment. In May 2007 the Office of Institutional Planning, Assessment, Research and testing administered the survey to obtain background and demographic information about students and gather perceptions of student services, academic environment, facilities, rules, regulations, admissions and registration procedures, and general impression of their overall experience with AUC.

Survey Design

The first section deals with student background information of the sampled population. The second section deals with the satisfaction with services at AUC. The third section focuses on student satisfaction with 42 characteristics of the University environment. The fourth section focuses on 20 additional items. The last section shows the comments and suggestions provided by some survey respondents.

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

- 1 = "VD" - Very Dissatisfied
- 2 = "D" - Dissatisfied
- 3 = "N" - Neutral
- 4 = "S" - Satisfied
- 5 = "VS" - Very Satisfied

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 "Satisfied" points.

For all of the items that were evaluated on this scale, respondents were instructed, "If any item is not applicable to you, put an "X" in the "Does Not Apply" column and proceed to the next item. Also, in the introductory instructions on the survey, respondents were told (in bold print), "If any item requests information that you do not wish to provide, please feel free to omit it." This eliminates including in the reported means and frequency rates responses from people who do not have a basis for evaluation.

Survey Methodology

To ensure a high response rate, IPART staff directly administered the survey in class to a representative student sample. It was planned to be administered in 72 sections reaching a sample of 1,342 students. However, it was actually administered in 70 sections reaching a sample of 1,313 students out of which 991 responses were received.

SECTION I: BACKGROUND INFORMATION

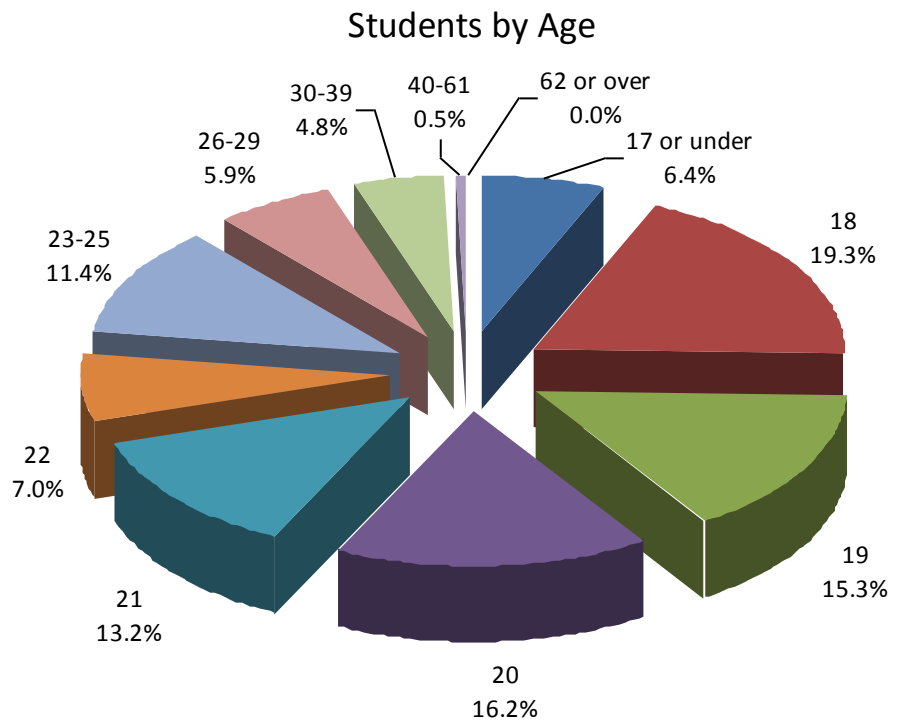
Students were asked to provide background information including: the student identification number, age, citizenship, class level, reasons for joining AUC, gender, marital status, enrollment status (full-time, part-time), tuition type, type of secondary school, Cairo residence, AUC major and source of previous degrees.

Background Information Evaluation Items:

1. Student ID Number
2. Age
3. Citizenship
4. Class Level
5. For what purpose did you enter AUC?
6. Gender
7. Marital Status
8. Which secondary school did you complete?
9. Indicate the number of hours per week you are currently employed
10. Enrollment status
11. Tuition type
12. Indicate your current residence in Cairo
13. Indicate your AUC major
14. Where did you study (or complete your last degree) before starting your current program at AUC? (this question is for graduate program, transfer and study abroad students only)

Students by Age:

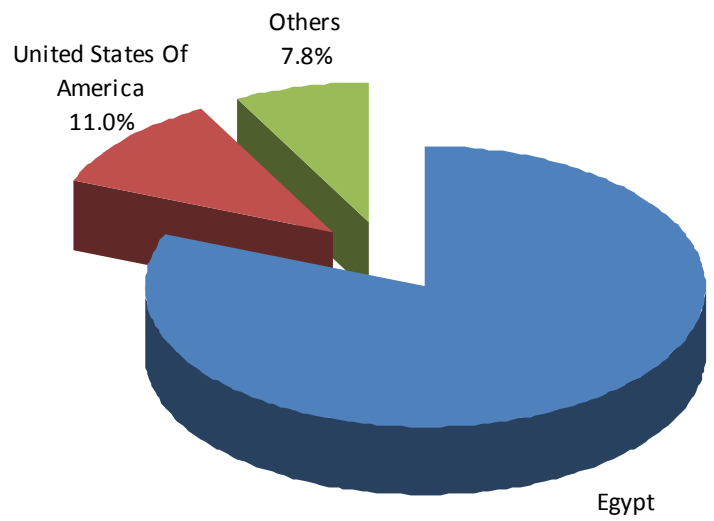
Age	Count	Percent
17 or under	62	6.4%
18	188	19.3%
19	149	15.3%
20	158	16.2%
21	129	13.2%
22	68	7.0%
23-25	111	11.4%
26-29	58	5.9%
30-39	47	4.8%
40-61	5	0.5%
62 or over	0	0.0%
<i>Total</i>	<i>975</i>	



Students by citizenship:

Country	Count	Percent
Egypt	780	81.17%
United States Of America	106	11.03%
Others	75	7.80%
<i>Total</i>	<i>961</i>	

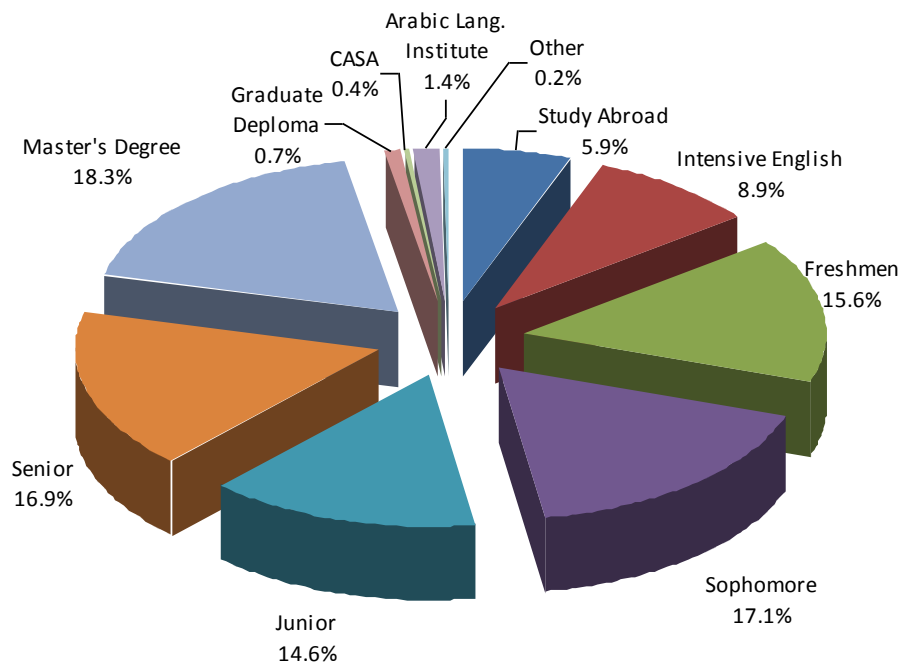
Students by Citizenship



Students by Class Level:

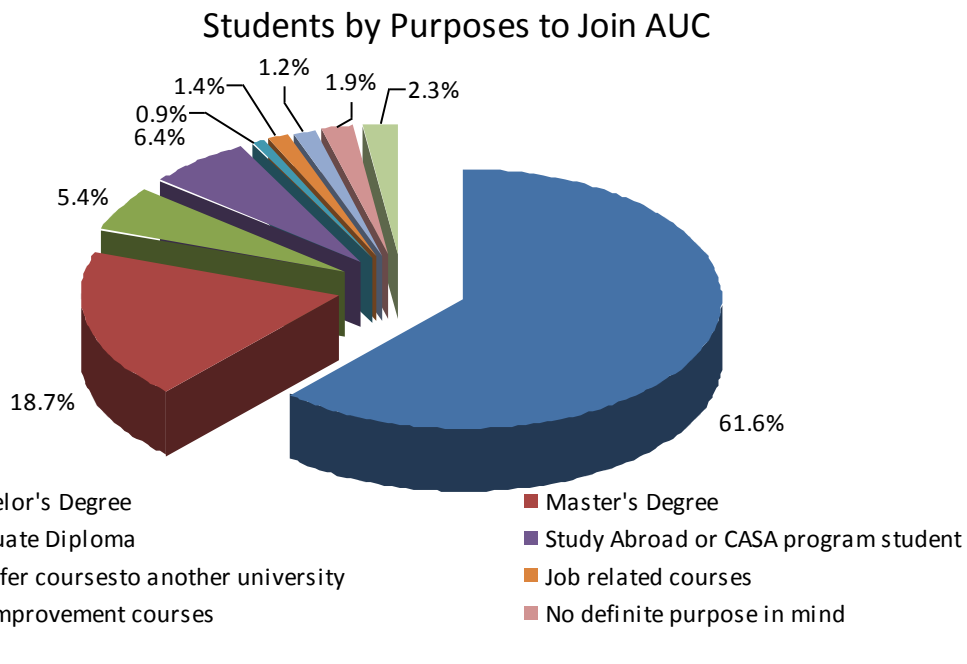
Class Level	Count	Percent
Study Abroad	58	5.9%
Intensive English	87	8.9%
Freshmen	153	15.6%
Sophomore	168	17.1%
Junior	144	14.6%
Senior	166	16.9%
Master's Degree	180	18.3%
Graduate Diploma	7	0.7%
CASA	4	0.4%
Arabic Lang. Institute	14	1.4%
Other	2	0.2%
<i>Total</i>	<i>983</i>	

Students by Class Level



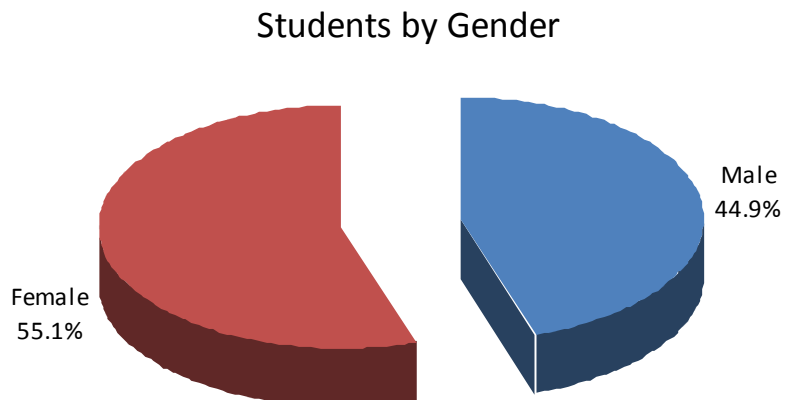
Students by purpose to join AUC:

Purposes to Join AUC	Count	Percent
Bachelor's Degree	602	61.6%
Master's Degree	183	18.7%
Graduate Diploma	53	5.4%
Study Abroad or CASA program student	63	6.4%
Transfer courses to another university	9	0.9%
Job related courses	14	1.4%
Self improvement courses	12	1.2%
No definite purpose in mind	19	1.9%
Other	22	2.3%
<i>Total</i>	<i>977</i>	



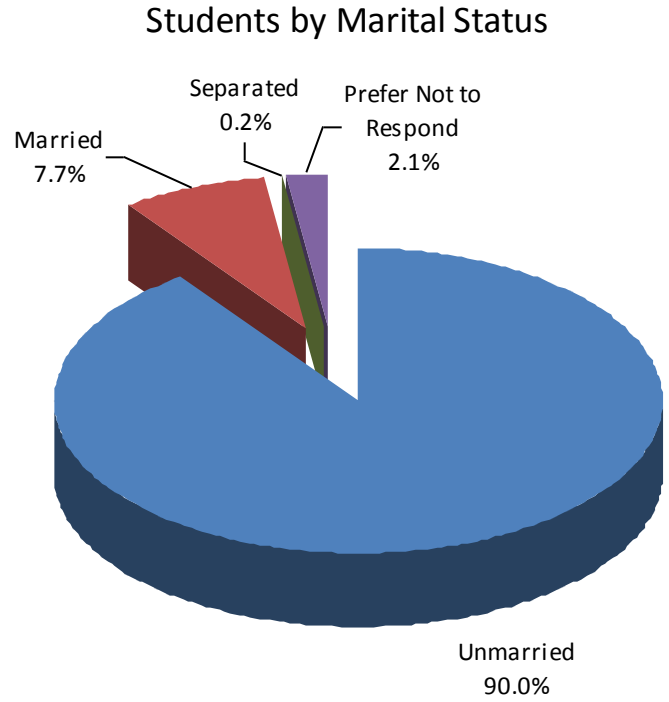
Students by gender:

Gender	Count	Percent
Male	435	44.9%
Female	533	55.1%
<i>Total</i>	<i>968</i>	



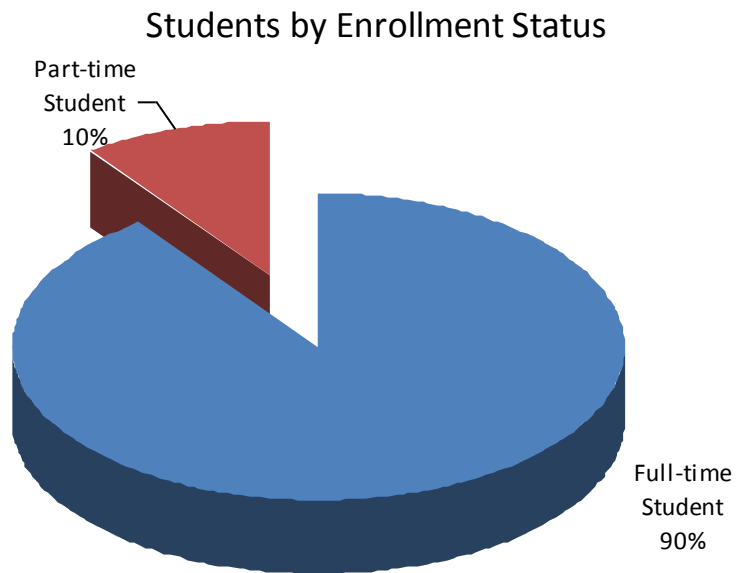
Students by marital status:

Marital Status	Count	Percent
Unmarried	881	90.0%
Married	75	7.7%
Separated	2	0.2%
Prefer Not to Respond	21	2.1%
<i>Total</i>	<i>979</i>	



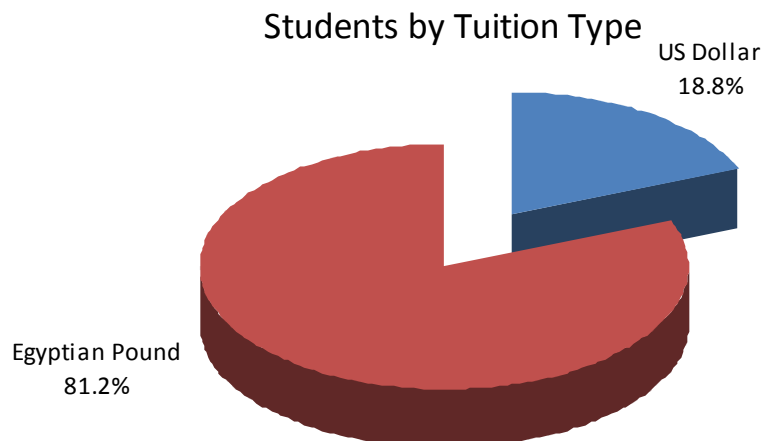
Students by enrollment status:

Enrollment Status	Count	Percent
Full-time Student	862	90.0%
Part-time Student	96	10.0%
<i>Total</i>	<i>958</i>	



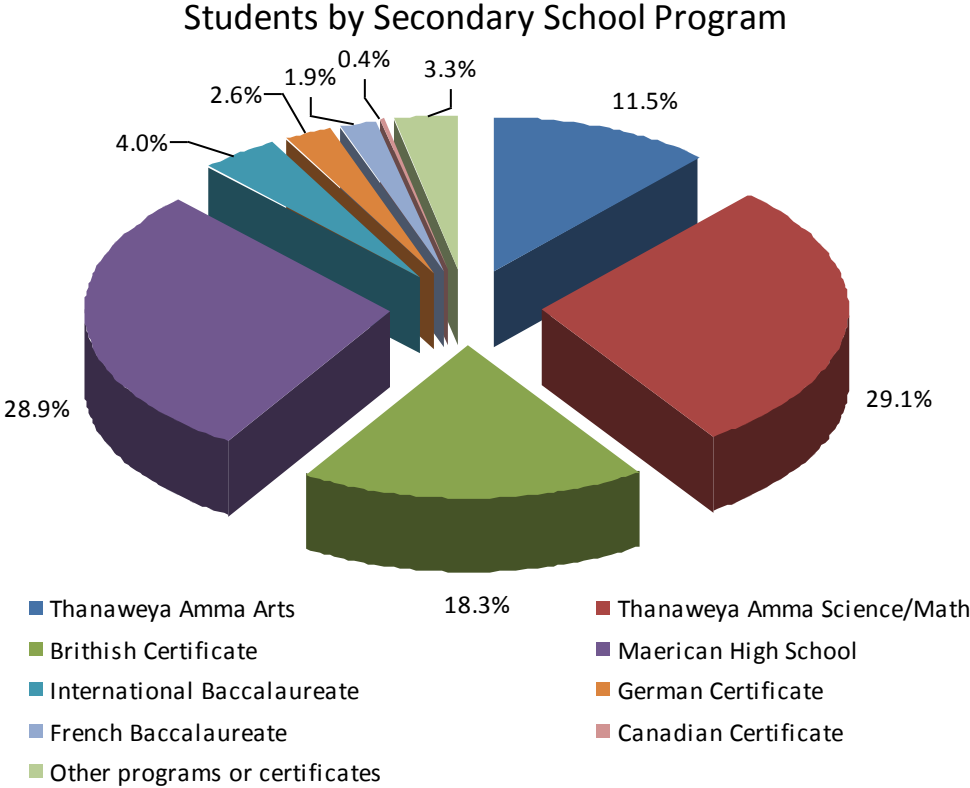
Students by Tuition Type:

Tuition Type	Count	Percent
US Dollar	176	18.8%
Egyptian Pound	759	81.2%
<i>Total</i>	<i>935</i>	



Students by Secondary School Program:

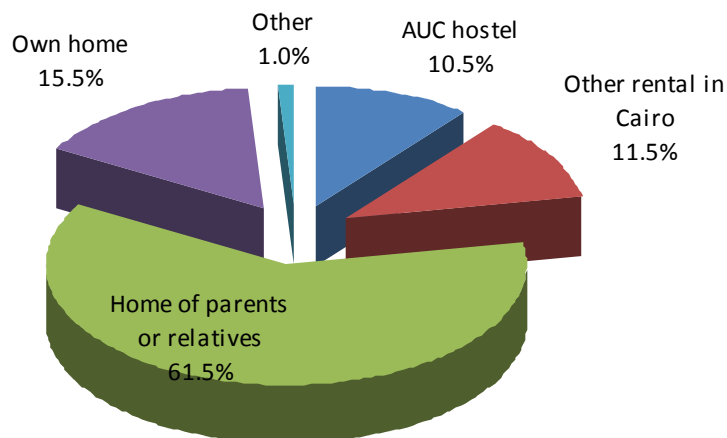
Secondary School Program	Count	Percent
Thanaweya Amma Arts	113	11.5%
Thanaweya Amma Science/Math	285	29.1%
British Certificate	179	18.3%
American High School	283	28.9%
International Bacculaureate	39	4.0%
German Certificate	25	2.6%
French Bacculaureate	19	1.9%
Canadian Certificate	4	0.4%
Other programs or certificates	32	3.3%
Total	979	



Students by current residence in Cairo:

Current Residence in Cairo	Count	Percent
AUC hostel	102	10.5%
Other rental in Cairo	112	11.5%
Home of parents or relatives	599	61.5%
Own home	151	15.5%
Other	10	1.0%
Total	974	

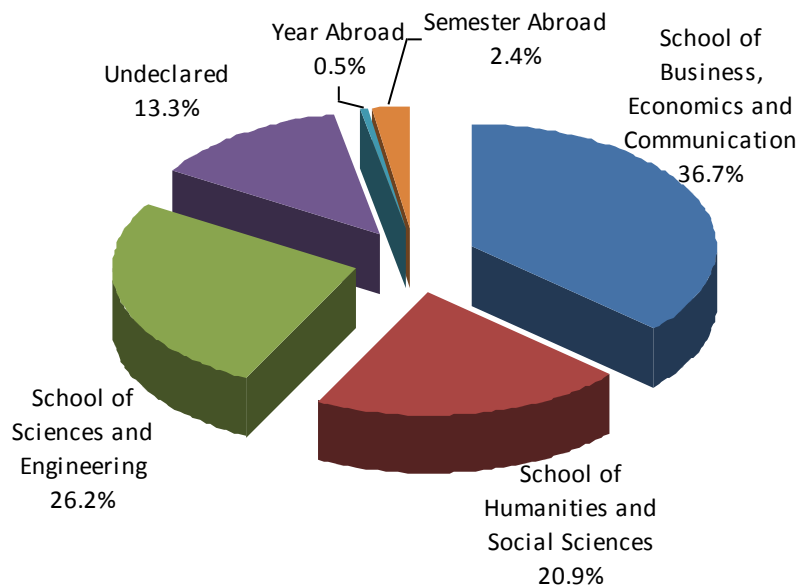
Students by Current Residence in Cairo



Students by school:

Major	Count	Percent
School of Business, Economics and Communication	346	36.7%
School of Humanities and Social Sciences	197	20.9%
School of Sciences and Engineering	247	26.2%
Undeclared	125	13.3%
Year Abroad	5	0.5%
Semester/Summer Abroad	23	2.4%
Total	943	

Students by School



SECTION II: UNIVERSITY SERVICES

Students were asked their level of satisfaction with the following 25 University services:

University Services Evaluation Items:

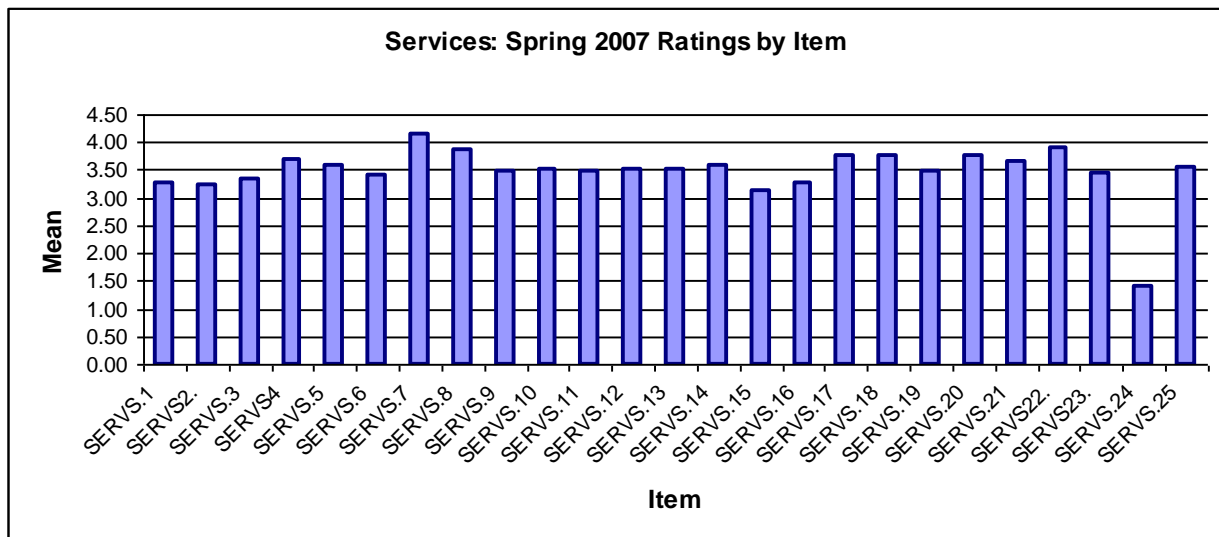
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|--|--|
| 1. Department academic advising | 13. Financial aid services |
| 2. Freshman advising | 14. Work study |
| 3. Student counseling services | 15. Dormitory/hostel services and programs |
| 4. Career planning services | 16. Food services |
| 5. Job placement services | 17. AUC sponsored social activities |
| 6. Recreational and sports programs and services | 18. AUC cultural programs |
| 7. Library Services | 19. AUC orientation program |
| 8. Quality of the library holdings that support my courses | 20. Student organization activities |
| 9. Equal opportunity and affirmative action services | 21. The Writing Center |
| 10. Student health services (AUC Clinic) | 22. Computer services |
| 11. Health insurance services for international students | 23. AUC shuttle for students in hostel |
| 12. AUC mentoring services | 24. Parking near AUC campus |
| | 25. Graduate Students and Research Office |

Mean ratings on the items:

Item	1	2	3	4	5	6	7	8	9	10
Mean	3.28	3.24	3.35	3.68	3.58	3.40	4.16	3.87	3.47	3.51

Item	11	12	13	14	15	16	17	18	19	20
Mean	3.48	3.52	3.52	3.58	3.12	3.26	3.76	3.77	3.49	3.76

Item	21	22	23	24	25
Mean	3.66	3.91	3.43	1.42	3.56

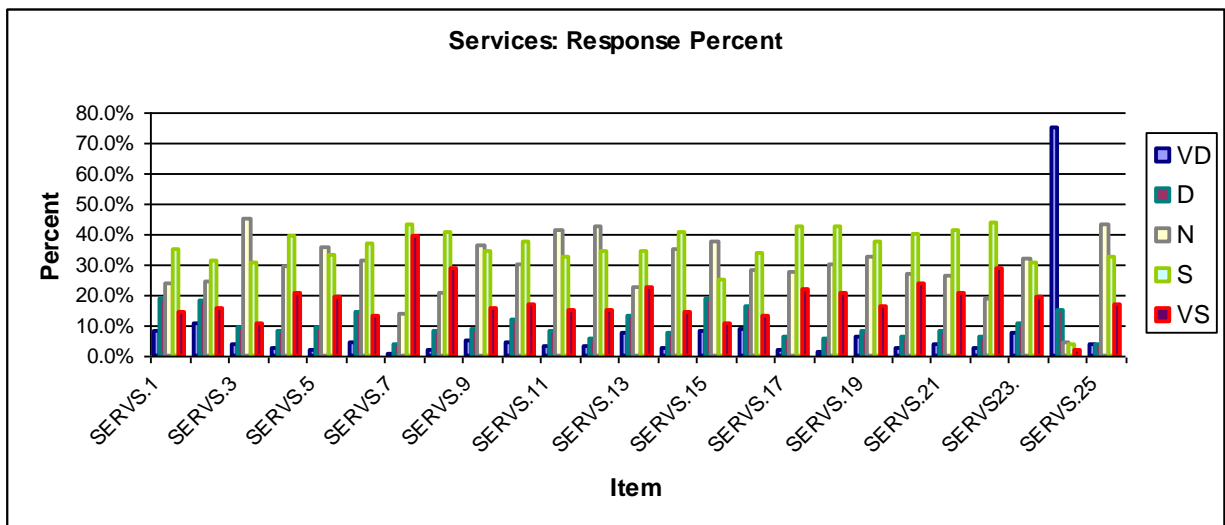


Frequency of responses to each item:

Item	1	2	3	4	5	6	7	8	9	10
VD	8.4%	10.5%	3.9%	2.6%	2.1%	4.4%	0.9%	2.1%	5.1%	4.4%
D	18.6%	17.9%	9.5%	7.9%	9.6%	14.3%	3.4%	7.8%	8.8%	11.6%
N	24.0%	24.5%	45.3%	29.4%	35.7%	31.1%	13.6%	20.4%	36.0%	29.8%
S	34.8%	31.5%	30.7%	39.4%	33.0%	36.8%	42.9%	40.8%	34.3%	37.2%
VS	14.2%	15.6%	10.6%	20.8%	19.5%	13.3%	39.2%	28.8%	15.8%	17.0%

Item	11	12	13	14	15	16	17	18	19	20
VD	3.1%	3.0%	7.4%	2.4%	7.9%	8.7%	1.8%	0.9%	6.2%	2.8%
D	8.3%	5.6%	13.0%	7.2%	18.6%	16.3%	6.2%	5.3%	8.2%	6.5%
N	40.9%	42.2%	22.6%	35.3%	37.6%	28.0%	27.7%	30.1%	32.3%	26.7%
S	32.7%	34.3%	34.3%	40.5%	25.2%	33.9%	42.5%	42.7%	37.2%	40.2%
VS	15.0%	14.9%	22.7%	14.6%	10.7%	13.0%	21.7%	20.9%	16.1%	23.8%

Item	21	22	23	24	25
VD	4.0%	2.4%	7.4%	75.1%	3.6%
D	8.0%	6.3%	10.9%	14.9%	3.6%
N	26.3%	18.6%	31.7%	4.6%	43.3%
S	41.1%	43.7%	30.9%	3.9%	32.6%
VS	20.6%	29.0%	19.1%	1.6%	17.0%



Areas of High Satisfaction:

Several items had an overall average satisfaction score over or near 4.00, indicating a high level of overall satisfaction. Students were particularly satisfied with *library services* (mean 4.16), *computer services* (mean 3.91), *quality of the library holdings that support my courses* (mean 3.87), *AUC cultural programs* (mean 3.77), *AUC sponsored social activities* (mean 3.76) and the *student organization activities* (mean 3.7).

No	Item	Mean
7	Library Services	4.16
22	Computer services	3.91
8	Quality of the library holdings that support my courses	3.87
18	AUC cultural programs	3.77
17	AUC sponsored social activities	3.76
20	Student organization activities	3.76

Areas of Low Satisfaction:

The mean score for 11 of the 25 University services was below 3.50. Students were less satisfied with *parking near AUC* (mean 1.42), *dormitory/hostel services and programs* (mean 3.12), *freshman advising* (3.24), *food services* (mean 3.26), *departmental academic advising* (mean 3.28), *student counseling services* (mean 3.35), *recreational and sports programs and services* (mean 3.40), *AUC shuttle for students in hostel* (mean 4.43), *equal opportunity and affirmative action services* (mean 3.47), *health insurance services for international students* (mean 3.48), and *AUC orientation program* (3.49).

No	Item	Mean
24	Parking near AUC campus	1.42
15	Dormitory/hostel services and programs	3.12
2	Freshman advising	3.24
16	Food services	3.26
1	Department academic advising	3.28
3	Student counseling services	3.35
6	Recreational and sports programs and services	3.40
23	AUC shuttle for students in hostel	3.43
9	Equal opportunity and affirmative action services	3.47
11	Student health services (AUC Clinic)	3.48
19	AUC culture programs	3.49

Comments:

Please note that service 24 “Parking near AUC campus” is not provided by the university yet but will be when the university moves to the new campus

SECTION III: COLLEGE ENVIRONMENT

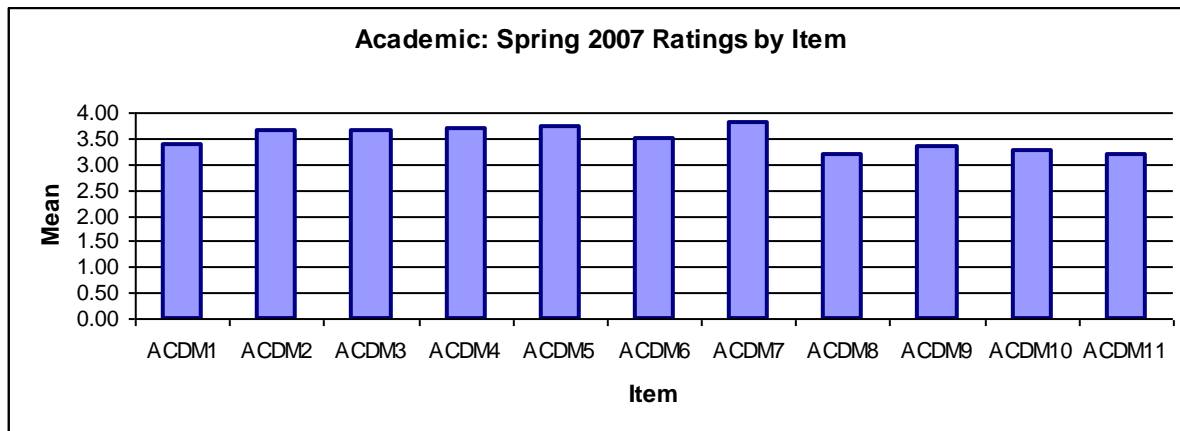
Students were asked their level of satisfaction with 42 aspects of college. The questions ranged across four areas: academics, admissions, rules and regulations, facilities, registration, and general.

1. Academic Evaluation Items

1. Testing/grading system
2. Course content in your major field
3. Instruction in your major field
4. Out-of-class availability of your instructors
5. Attitude of the faculty towards students
6. Variety of courses offered by AUC
7. Class size relative to the type of course
8. Flexibility to design your own program study
9. Availability of your advisor
10. Value of the information provided by your advisor
11. Preparation you are receiving for your future occupation

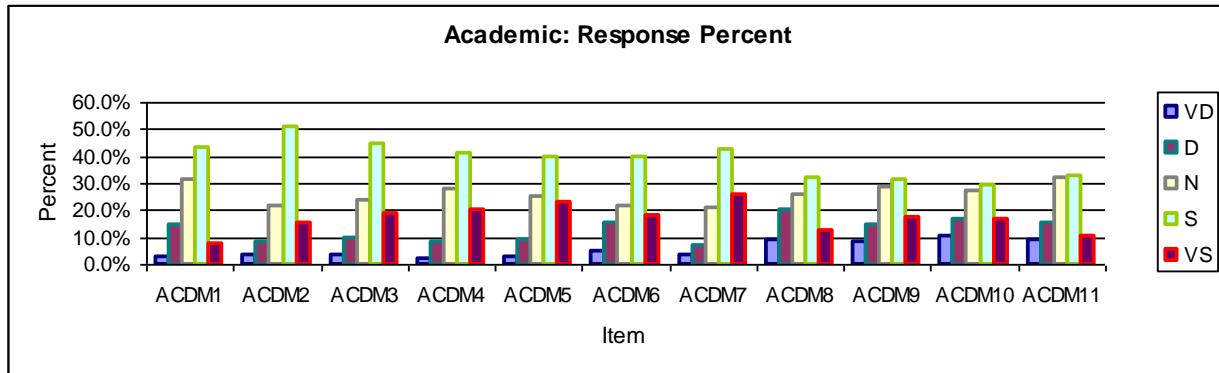
Mean ratings on the items:

Item	1	2	3	4	5	6	7	8	9	10	11
Mean	3.39	3.66	3.66	3.68	3.71	3.50	3.81	3.19	3.36	3.26	3.20



Frequency of responses to each item:

Item	1	2	3	4	5	6	7	8	9	10	11
VD	2.6%	3.7%	3.2%	2.3%	2.9%	4.9%	3.2%	9.1%	8.1%	10.4%	9.2%
D	14.9%	8.4%	9.6%	8.4%	9.0%	15.5%	7.3%	20.1%	14.5%	16.5%	15.1%
N	31.3%	21.3%	23.7%	28.2%	25.1%	21.8%	21.1%	26.0%	28.5%	27.0%	32.3%
S	43.6%	50.9%	44.7%	41.0%	39.9%	39.7%	42.4%	32.4%	31.4%	29.4%	33.1%
VS	7.6%	15.7%	18.8%	20.1%	23.1%	18.0%	26.1%	12.4%	17.5%	16.7%	10.3%



Academic Areas of High and Low Satisfaction:

Students were most satisfied with *class size relative to the type of course* (mean 3.81) and *attitude of the faculty towards students* (mean 3.71). Students expressed less satisfaction with the *flexibility to design your own program study* (mean 3.19) and *Preparation you are receiving for your future occupation* (mean 3.20).

2. Admissions Evaluation Items:

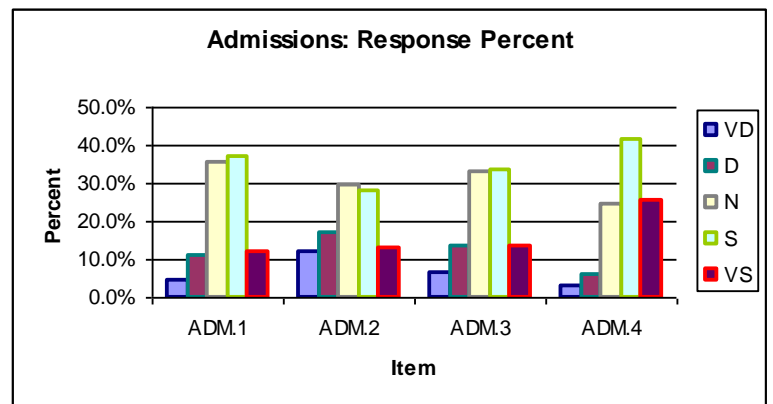
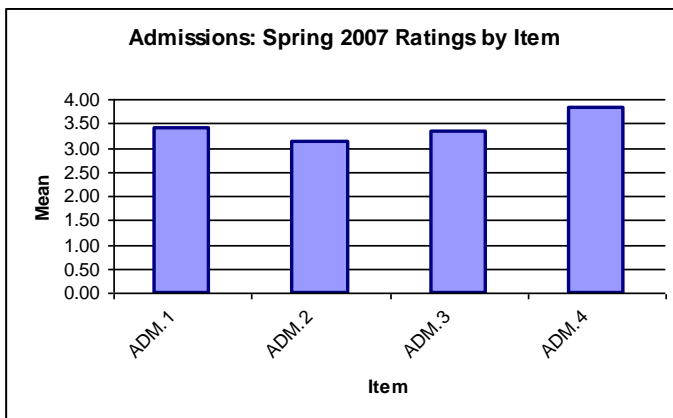
1. General admission procedures
2. Availability of the financial aid information prior to enrolling
3. Accuracy of the AUC information you received before enrolling
4. AUC catalog and admission publications

Mean ratings on the items:

Item	1	2	3	4
Mean	3.42	3.14	3.34	3.81

Frequency of responses to each item:

Item	1	2	3	4
VD	4.4%	12.0%	6.5%	2.9%
D	10.9%	17.0%	13.6%	5.8%
N	35.5%	29.6%	32.9%	24.3%
S	37.2%	28.1%	33.6%	41.6%
VS	12.0%	13.2%	13.4%	25.4%



Admissions Areas of High and Low Satisfaction:

Students were most satisfied with *AUC catalog and admission publications* (mean 3.81). Students expressed less satisfaction with the *Availability of the financial aid information prior to enrolling* (mean 3.14).

3. Rules & Regulations Evaluation Items:

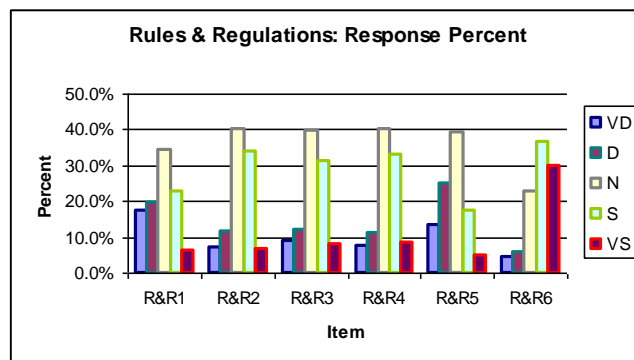
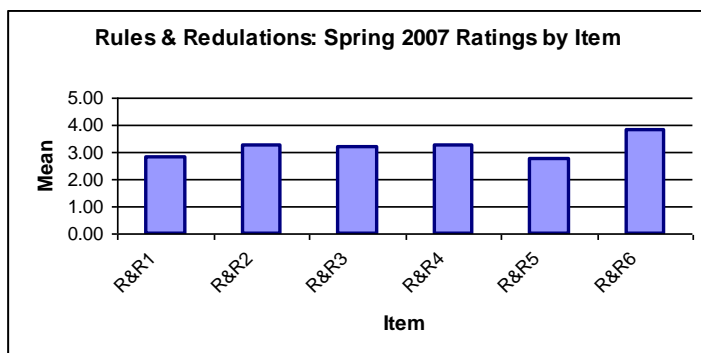
1. Student voice in AUC's policies
2. Rules governing student conduct at AUC
3. Residence hall rules and regulations
4. Academic probation and suspension policies
5. Purposes for which student activity fees are used
6. Personal security/safety at AUC

Mean ratings on the items:

Item	1	2	3	4	5	6
Mean	2.80	3.22	3.17	3.24	2.76	3.82

Frequency of responses to each item:

Item	1	2	3	4	5	6
VD	17.3%	7.1%	9.1%	7.5%	13.6%	4.4%
D	19.7%	11.7%	12.1%	11.0%	24.9%	5.9%
N	34.2%	40.3%	39.7%	40.3%	39.2%	22.9%
S	22.7%	34.1%	31.2%	32.9%	17.2%	36.7%
VS	6.1%	6.9%	7.9%	8.3%	5.1%	30.0%



Rules and Regulations - Areas of High and Low Satisfaction:

Students were most satisfied with *personal security/safety at AUC* (mean 3.82). Students expressed less satisfaction with the *purposes for which student activity fees are used* (mean 2.76).

4. Facilities Evaluation Items

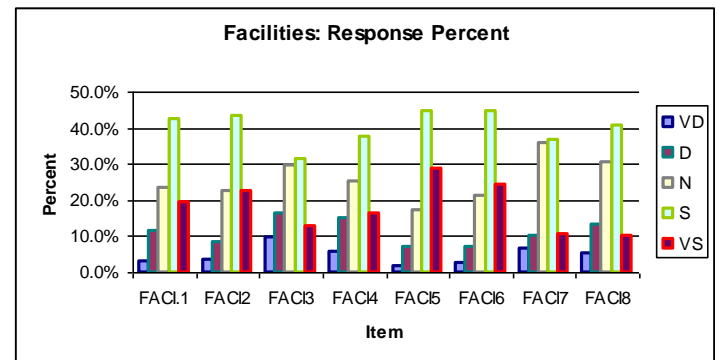
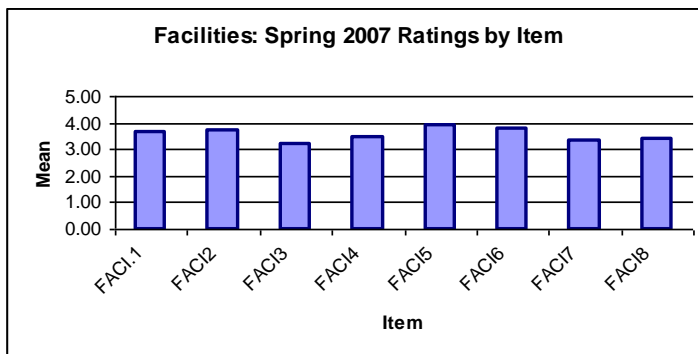
1. Classroom facilities
2. Laboratory facilities
3. Athletic facilities
4. Study areas
5. Library facilities
6. Campus bookstore
7. Availability of student housing
8. General condition of buildings and grounds

Mean ratings on the items:

Item	1	2	3	4	5	6	7	8
Mean	3.63	3.73	3.21	3.44	3.92	3.81	3.34	3.38

Frequency of responses to each item:

Item	1	2	3	4	5	6	7	8
VD	3.3%	3.4%	9.7%	5.8%	1.7%	2.7%	6.8%	5.3%
D	11.4%	8.5%	16.5%	15.0%	7.2%	7.2%	10.1%	13.2%
N	23.5%	22.5%	29.7%	25.0%	17.4%	21.2%	35.8%	30.5%
S	42.4%	43.2%	31.5%	37.6%	44.7%	44.7%	36.8%	40.6%
VS	19.4%	22.5%	12.7%	16.6%	28.9%	24.3%	10.4%	10.4%



Facilities - Areas of High and Low Satisfaction:

Students were most satisfied with *library facilities* (mean 3.92) and *campus bookstore* (mean 3.81). Students expressed less satisfaction with *Athletic facilities* (mean 3.21).

5. Registration Evaluation Items

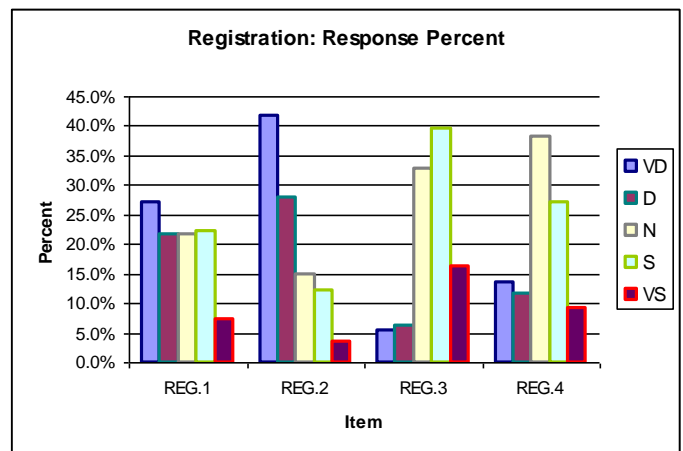
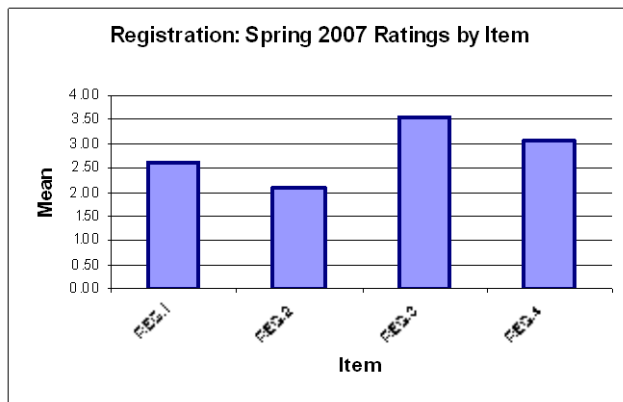
1. General Registration procedures
2. Availability of the courses you want at times you can take them
3. Academic calendar for AUC
4. Billing and fee payment procedures

Mean ratings on the items:

Item	1	2	3	4
Mean	2.61	2.08	3.55	3.07

Frequency of responses to each item:

Item	1	2	3	4
VD	27.2%	41.7%	5.3%	13.5%
D	21.6%	27.8%	6.2%	11.7%
N	21.6%	14.8%	32.7%	38.2%
S	22.3%	12.1%	39.5%	27.2%
VS	7.3%	3.5%	16.3%	9.3%



Registration - Areas of High and Low Satisfaction:

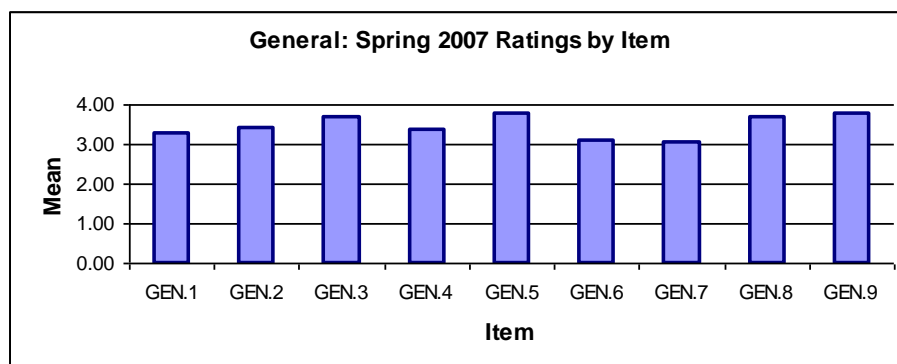
Students were most satisfied with *academic calendar for AUC* (mean 3.55). Students expressed less satisfaction with the *availability of the courses you want at times you can take them* (mean 2.08).

6. General Evaluation Items

1. Concern for you as an individual
2. Attitude of AUC non-teaching staff toward students
3. Racial harmony at AUC
4. Opportunities for student employment
5. Opportunities for personal involvement in the campus activities
6. Student government
7. Religious activities and programs
8. Campus media (student newspaper, campus radio, etc.)
9. AUC in general

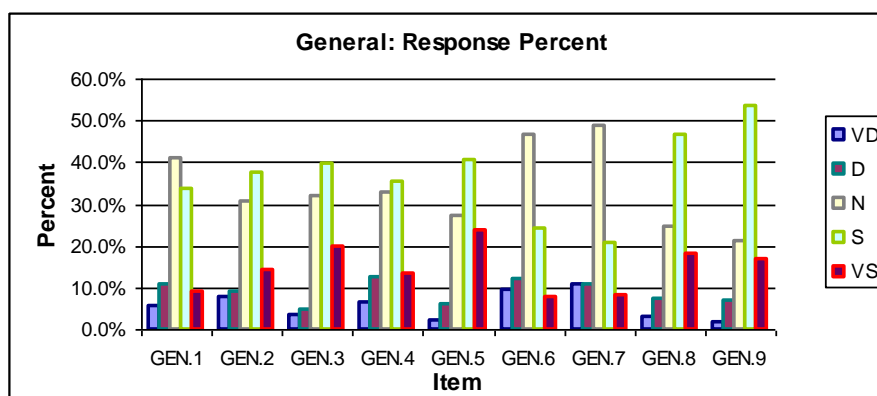
Mean ratings on the items:

Item	1	2	3	4	5	6	7	8	9
Mean	3.29	3.42	3.68	3.37	3.78	3.08	3.05	3.70	3.78



Frequency of responses to each item:

Item	1	2	3	4	5	6	7	8	9
VD	5.7%	7.8%	3.4%	6.4%	2.1%	9.6%	11.0%	3.1%	1.5%
D	10.9%	9.2%	4.8%	12.4%	6.2%	11.9%	11.0%	7.3%	6.9%
N	41.0%	30.8%	32.1%	32.6%	27.3%	46.7%	48.8%	24.7%	21.0%
S	33.5%	37.8%	39.7%	35.2%	40.6%	24.2%	20.9%	46.6%	53.6%
VS	8.9%	14.4%	19.9%	13.3%	23.9%	7.6%	8.4%	18.3%	16.9%



General - Areas of High and Low Satisfaction:

Students were most satisfied with *opportunities for personal involvement in the campus activities* (mean 3.78) and *AUC in general* (mean 3.78). Students expressed less satisfaction with *religious activities and programs* (mean 3.05) and *student government* (mean 3.08).

SECTION IV: ADDITIONAL QUESTIONS

This section asks the student to respond to a number of additional questions related to the students experience at AUC.

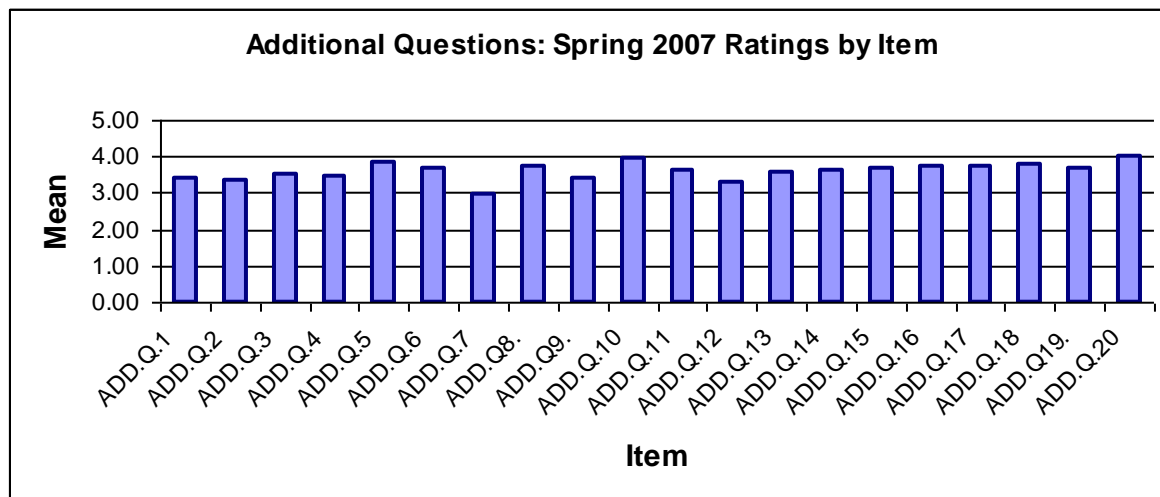
Evaluation Items:

1. Communication from AUC prior to starting my studies at AUC
2. Level of academic integrity/honesty among student at AUC
3. AUC copying services
4. AUC teaching assistants
5. AUC e-mail and internet services
6. opportunities to meet other students from my program of study
7. Amount of interaction between Egyptian and international students
8. Overall quality of my social experience at AUC
9. Academic caliber of other students in my program of study
10. Degree to which AUC courses are taught in English
11. Media services support of classroom activities
12. Instruction in the core curriculum
13. Computer research tools classes
14. Opportunities to do research in my area of interest
15. Quality of computer support for research
16. AUC English language instruction
17. Effectiveness of staff in your academic department
18. Friendliness of staff in your academic department
19. Effectiveness of security provided at the AUC gates
20. Friendliness of security personnel at the AUC gates

Mean ratings on the items:

Item	1	2	3	4	5	6	7	8	9	10
Mean	3.41	3.34	3.49	3.44	3.86	3.70	2.98	3.73	3.43	3.96

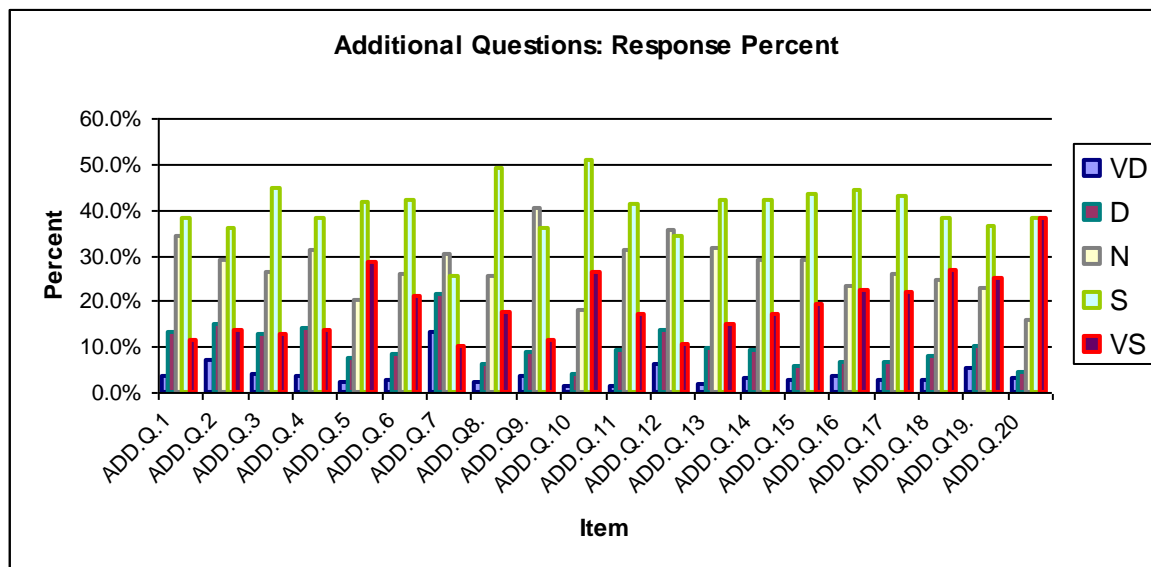
Item	11	12	13	14	15	16	17	18	9	20
Mean	3.64	3.30	3.59	3.61	3.71	3.76	3.75	3.79	3.65	4.03



Frequency of responses to each item:

Item	1	2	3	4	5	6	7	8	9	10
VD	3.3%	6.8%	4.1%	3.4%	2.4%	2.8%	13.0%	2.1%	3.6%	1.5%
D	13.1%	15.0%	12.5%	14.2%	7.3%	8.2%	21.3%	6.3%	8.8%	3.8%
N	34.1%	29.1%	26.2%	30.9%	20.2%	25.9%	30.3%	25.2%	40.4%	17.9%
S	38.2%	35.7%	44.7%	38.0%	41.7%	42.2%	25.4%	49.0%	35.8%	50.6%
VS	11.4%	13.4%	12.6%	13.5%	28.4%	20.9%	10.0%	17.4%	11.4%	26.2%

Item	11	12	13	14	15	16	17	18	9	20
VD	1.2%	6.1%	1.8%	2.9%	2.8%	3.3%	2.7%	2.5%	5.4%	3.3%
D	9.2%	13.4%	9.7%	9.3%	5.7%	6.7%	6.7%	7.9%	10.2%	4.5%
N	31.3%	35.6%	31.5%	29.0%	28.9%	23.4%	25.7%	24.7%	22.9%	16.0%
S	41.0%	34.3%	42.1%	41.8%	43.3%	44.1%	43.0%	38.0%	36.4%	38.1%
VS	17.3%	10.6%	14.9%	17.0%	19.4%	22.5%	21.9%	26.9%	25.1%	38.2%



Additional Questions - Areas of High and Low Satisfaction:

Students were most satisfied with the *friendliness of security personnel at the AUC gates* (mean 4.03) and the *degree to which AUC courses are taught in English* (mean 3.96). Students expressed less satisfaction with the *amount of interaction between Egyptian and international students* (mean 2.98).

SECTION V: QUESTIONS FOR INTERNATIONAL STUDENTS ONLY

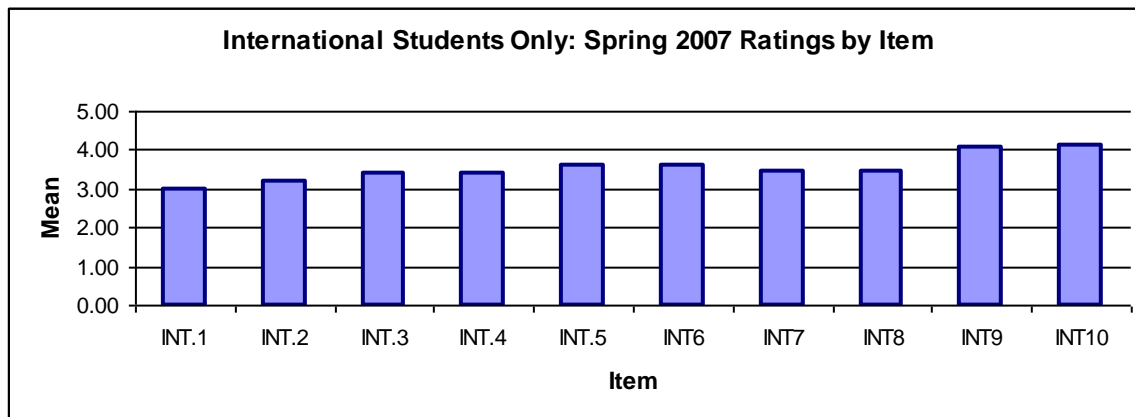
To reflect the importance AUC is placing on acquiring and maintaining international student populations, this section was exclusively dedicated to assessing their satisfaction with AUC.

Evaluations Items:

1. Effectiveness of AUC New York Office personnel
2. Friendliness of AUC New York Office personnel
3. Effectiveness of AUC Travel Office personnel
4. Friendliness of AUC Travel Office personnel
5. Effectiveness of AUC Support Services personnel (visas, etc.)
6. Friendliness of AUC Support Services personnel (visas, etc.)
7. Effectiveness of AUC International Students Services personnel
8. Friendliness of AUC International Students Services personnel
9. Effectiveness of International Graduate Program personnel
10. Friendliness of International Graduate Program personnel

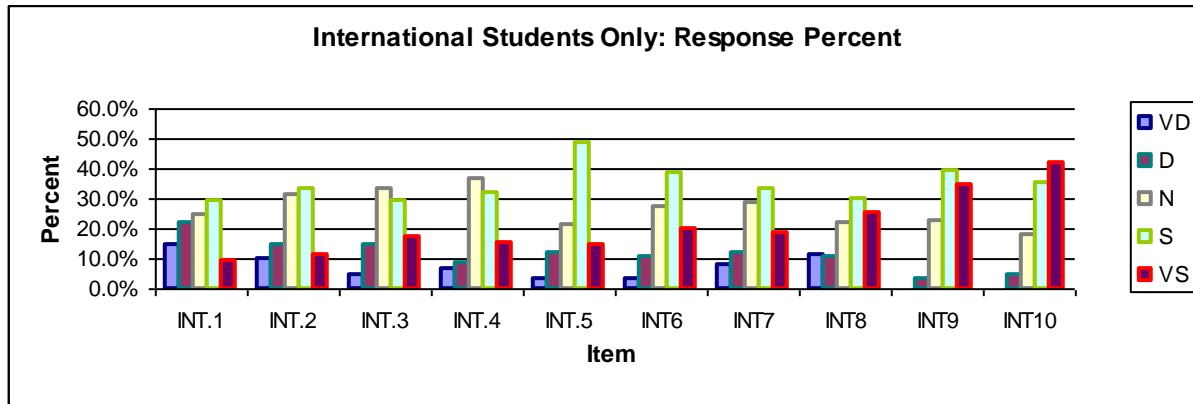
Mean ratings on the items:

Item	1	2	3	4	5	6	7	8	9	10
Mean	2.97	3.20	3.40	3.41	3.60	3.62	3.43	3.47	4.05	4.15



Frequency of responses to each item:

Item	1	2	3	4	5	6	7	8	9	10
VD	14.8%	10.1%	4.9%	6.8%	3.1%	3.1%	7.9%	11.5%	0.0%	0.0%
D	21.7%	14.7%	14.7%	8.7%	12.2%	10.7%	11.8%	10.8%	3.3%	4.8%
N	24.3%	31.2%	33.3%	36.9%	21.4%	27.5%	28.3%	22.3%	23.0%	17.7%
S	29.6%	33.0%	29.4%	32.0%	48.9%	38.9%	33.1%	30.0%	39.3%	35.5%
VS	9.6%	11.0%	17.6%	15.5%	14.5%	19.8%	18.9%	25.4%	34.4%	41.9%



International Students Only - Areas of High and Low Satisfaction:

Students were most satisfied with the *friendliness of International Graduate Program personnel* (mean 4.15) and the *effectiveness of International Graduate Program personnel* (mean 4.05). Students expressed less satisfaction with the *effectiveness of AUC New York Office personnel* (mean 2.97) and *friendliness of AUC New York Office personnel* (mean 3.20).

SECTION VI: FURTHER ANALYSIS OF SOME STUDENT SATISFACTION ITEMS

The purpose of this section is to further analyze the outcome results of items whose means were **dissatisfied “D” or very dissatisfied “VD”**.

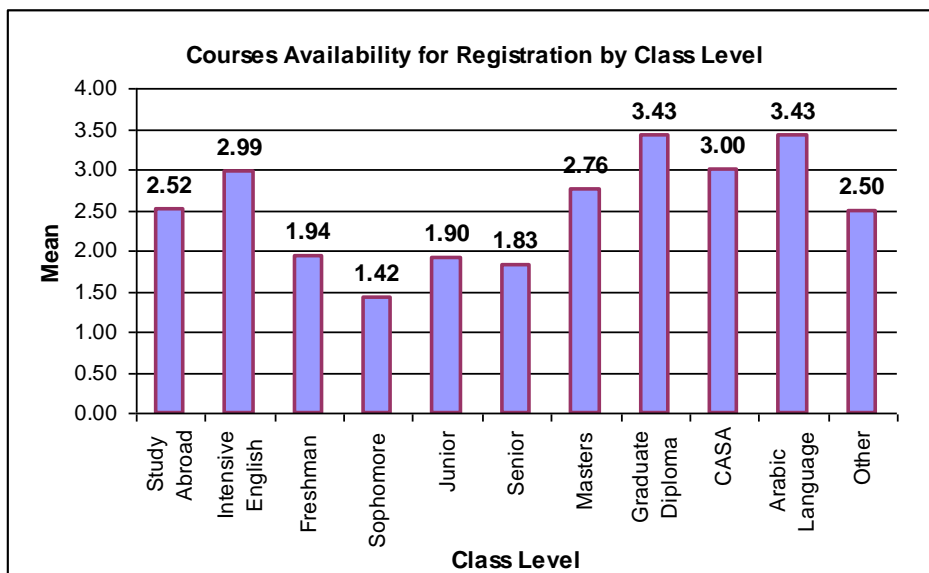
I. Registration: Availability of the courses you want at times you can take them

This item shows a mean of 2.08 and the frequency percent with respect to other ratings 41.7% very dissatisfied and 27.8 % dissatisfied which is 69.5% of the responses for this item is negative.

Two types of further analyses were conducted on this item: analysis by class level and by major.

Analysis by Class Level

Class Level	Mean
Study Abroad	2.52
Intensive English	2.99
Freshman	1.94
Sophomore	1.42
Junior	1.90
Senior	1.83
Masters	2.76
Graduate Diploma	3.43
CASA	3.00
Arabic Language Inst.	3.43
Other	2.50



Conclusion:

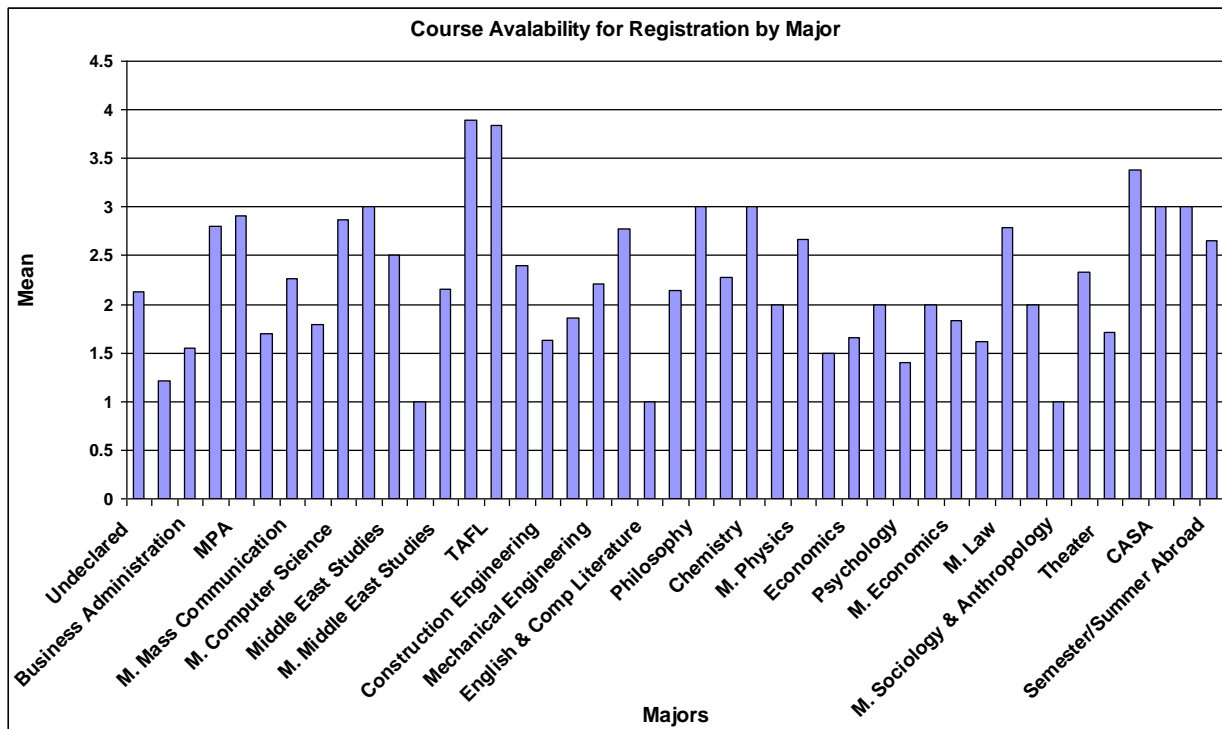
Mainly undergraduate students, especially sophomore level, were inclined towards very dissatisfied rating. Graduate Diploma and Arabic language are inclined towards a satisfied rating and all the rest of class levels falls in between.

Analysis by Major

Major	Mean
Undeclared	2.125
Accounting	1.211
Business Administration	1.544
MBA	2.8
MPA	2.909
JRMC	1.698
M. Mass Communication	2.257
Computer Science	1.788
M. Computer Science	2.875
Arabic Studies	3
Middle East Studies	2.5
M. Arabic Studies	1
M. Middle East Studies	2.158
TEFL	3.889
TAFL	3.833
Engineering Undeclared	2.4
Construction Engineering	1.636
Electronics Engineering	1.865
Mechanical Engineering	2.204
M. Engineering	2.769
English & Comp Literature	1
Actuarial Science	2.143

* M. stands for Master Programs

Major	Mean
Philosophy	3
Biology	2.278
Chemistry	3
Physics	2
M. Physics	2.667
Anthropology	1.5
Economics	1.657
Political Science	2
Psychology	1.4
Sociology	2
M. Economics	1.833
M. International Development	1.611
M. Law	2.783
M. Political Science	2
M. Sociology & Anthropology	1
Art	2.333
Theater	1.714
Arabic Language Institute	3.375
CASA	3
Year Abroad	3
Semester/Summer Abroad	2.652



Conclusion:

Please refer to the table where majors in red are very dissatisfied, majors in green are dissatisfied inclined toward neutral.

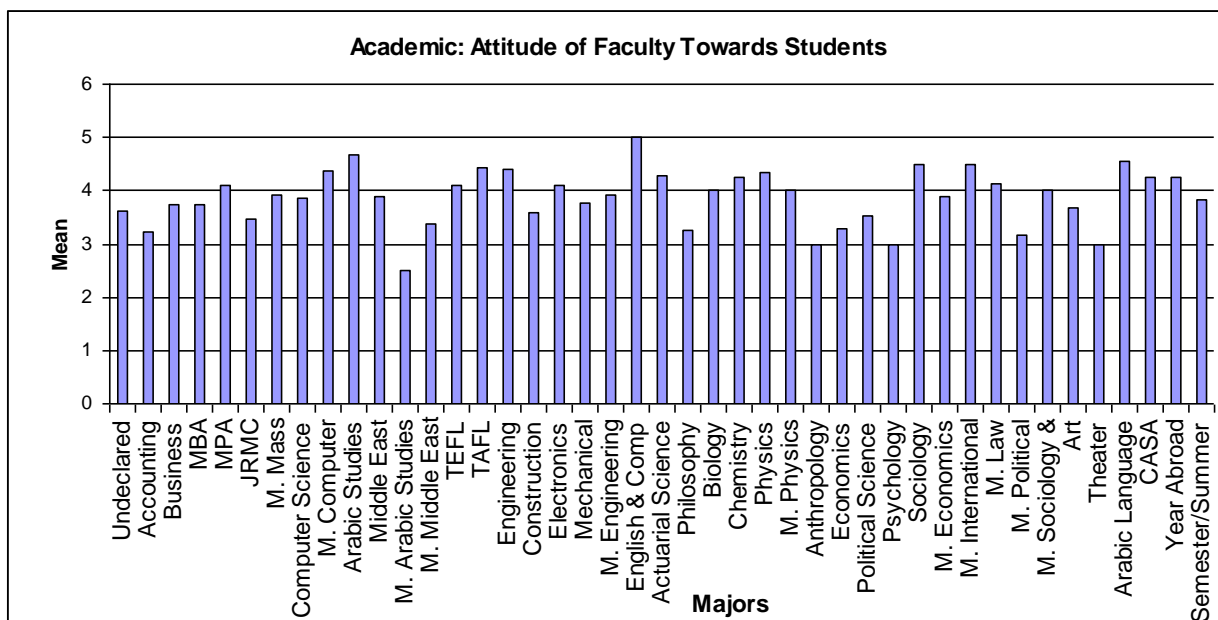
II. Academic: Attitude of faculty towards students

This item shows a mean of 3.71 and the frequency percent with respect to other ratings 23.1% very satisfied and 39.9 % satisfied which is 63.0% of the responses for this item is positive. However, further analysis was conducted to see how this item of evaluation relates to every Major.

Major	Mean
Undeclared	3.6325
Accounting	3.2273
Business Administration	3.7353
MBA	3.75
MPA	4.0909
JRMC	3.4565
M. Mass Communication	3.9118
Computer Science	3.8679
M. Computer Science	4.375
Arabic Studies	4.6667
Middle East Studies	3.9
M. Arabic Studies	2.5
M. Middle East Studies	3.3684
TEFL	4.1111
TAFI	4.4286
Engineering Undeclared	4.4
Construction Engineering	3.6
Electronics Engineering	4.1081
Mechanical Engineering	3.7593
M. Engineering	3.9231
English & Comp Literature	5
Actuarial Science	4.2857

* M. stands for Master Programs

Major	Mean
Philosophy	3.25
Biology	4
Chemistry	4.25
Physics	4.3333
M. Physics	4
Anthropology	3
Economics	3.2973
Political Science	3.5172
Psychology	3
Sociology	4.5
M. Economics	3.8889
M. International Development	4.5
M. Law	4.125
M. Political Science	3.1667
M. Sociology & Anthropology	4
Art	3.6667
Theater	3
Arabic Language Institute	4.5455
CASA	4.25
Year Abroad	4.25
Semester/Summer Abroad	3.8261



Conclusion:

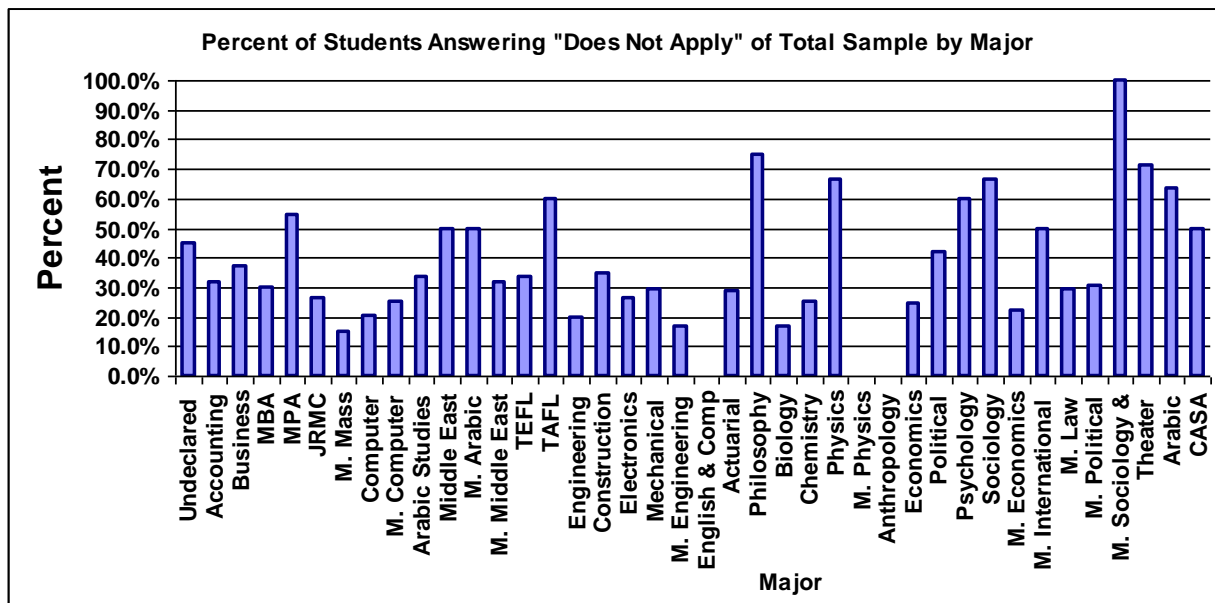
Please refer to the table. Only one major (in green) is dissatisfied inclined toward neutral.

Frequency analysis of students answering “Does Not Apply” to this item

This item had a frequency of 33.2% of the total students’ answers as “Does Not Apply”. Further analysis was conducted relating these answers to students’ majors

Major	%
Undeclared	44.6%
Accounting	31.8%
Business Administration	37.4%
MBA	30.0%
MPA	54.5%
JRMC	26.1%
M. Mass Communication	14.7%
Computer Science	20.4%
M. Computer Science	25.0%
Arabic Studies	33.3%
Middle East Studies	50.0%
M. Arabic Studies	50.0%
M. Middle East Studies	31.6%
TEFL	33.3%
TAFL	60.0%
Engineering Undeclared	20.0%
Construction Engineering	34.6%
Electronics Engineering	26.3%
Mechanical Engineering	29.4%
M. Engineering	16.7%
English & Comp Literature	0.0%

Major	%
Actuarial Science	28.6%
Philosophy	75.0%
Biology	16.7%
Chemistry	25.0%
Physics	66.7%
M. Physics	0.0%
Anthropology	0.0%
Economics	24.3%
Political Science	42.1%
Psychology	60.0%
Sociology	66.7%
M. Economics	22.2%
M. International Development	50.0%
M. Law	29.2%
M. Political Science	30.4%
M. Sociology & Anthropology	100.0%
Theater	71.4%
Arabic Language Institute	63.6%
CASA	50.0%



Conclusion:

Please refer to the table where majors in red have frequency of 75% or above answering as “Does Not Apply” while majors in green have frequency of 50% up to 74.9%.