

2017 Graduate Student Satisfaction Survey
Economics and Business Department

Results

Response Rate

The 2017 survey of graduate students was conducted in September and October of that year. Because of the challenges of using Jenzabar to count active students, it is difficult to know how many active students received the email requesting participation in the survey. To get a rough idea of the response rate, we used the number of students enrolled in classes as the denominator in the calculation. There were 94 graduate students registered for classes in the Fall 2017 semester. Assuming the respondents were in classes, 31 respondents represent a 33% response rate.

Twelve fewer students responded to this year's survey than to last year's survey.

Survey Results by Section

Unless otherwise noted the response scale in the survey was (1) Not at all satisfied, (2) Slightly satisfied, (3) Moderately satisfied, (4) Very satisfied, (5) Extremely satisfied.

Course Offerings. Respondents indicated they were overall satisfied with courses offerings in the past year with 83.9% being moderately to extremely satisfied with the offerings. The remainder of the respondents were slightly dissatisfied (16.1%, 5 respondents) and none were not at all satisfied. The modal response was "Very satisfied" from 38.7% (12) of the respondents.

Respondents also indicated they were satisfied with the breadth of topics in their program of study with 93.6% indicating moderate to extreme satisfaction; 6.5% (2 respondents) were slightly satisfied. The modal response was very satisfied (58.1%, 18 respondents).

When asked about the new courses they would like to see added to the program, respondents provided the following feedback:

- Public Speaking and Presentation
- Business Technology
- More women in leadership, different electives
- Macroeconomics
- A healthcare finance class for MHA students that focuses on more than nursing
- Sustainability management
- Social Media Marketing or Online Marketing Tactics to follow customer effectively
- Entrepreneurship[sic] class

- customer service, something dealing with new technologies and business, and a new finance course
- Marketing, entrepreneurship, and public speaking
- More Saturday courses
- HR related courses in the MHA program.

Respondents were also asked for any additional comments they wished to make about course offerings. They provided the following:

- More training and development courses as well as international courses
- A course for students who haven't had training or exposure to technology that is used in everyday management
- If courses were available during every session that would be very convenient.
- I wish I had more flexibility on course offerings since if I don't schedule a class accordingly it might delay my graduation.
- More options for electives
- It seems to me that the course for Corporate Finance is unnecessarily difficult from those who have taken the class - why is there only one professor for this? I understand classes are meant to be challenging, but all the feedback I've heard from this class is that it is almost impossible to pass. Is the content for this class for this all necessary or is it intentionally impossible? I'm one to work hard and appreciate a challenge, but I do appreciate a fair fight. When the time comes for this class, I have to say, I'm not expecting that. I hear there are no tutors for this class, even though we know it is challenging. That is very disappointing.
- corporate finance blows.

Advising and Faculty

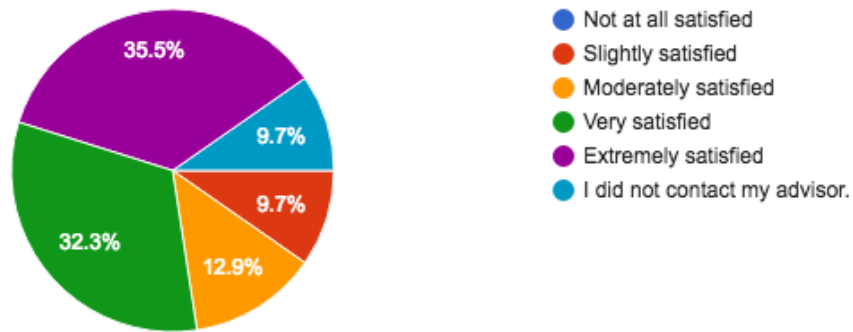
The section on advising was expanded for the 2017 survey with the introduction of Student Experience Mentors (SEM) for graduate students. Questions were added to the survey about respondents' satisfaction with their advisor's response to their inquiries, their experience with the SEM, and the clarity of degree and prerequisite requirements.

Advising. Respondents provided data about their contact with their assigned advisor. Most indicated they contacted their advisor when they felt they needed to do so (71%, 22 respondents). Only 16.1% (5) of the respondents contacted their advisor before every semester or session and only one responded contacted their advisor once in the year. Three (9.7%) of the respondents never contacted their advisor. It should be noted that this year was the first year that students worked with a Student Experience Mentor (SEM). Some students would have reached out to the SEM for advising as well as to their designated academic advisor. Some students may have reached out only to their SEM or only to their academic advisor. A separation of who students worked with was not made in this instrument.

Respondents were also asked about their satisfaction with their interaction with their advisor. Their responses are below. The modal response was 35.5%, Extremely satisfied.

How satisfied are you with your interactions with your advisor?

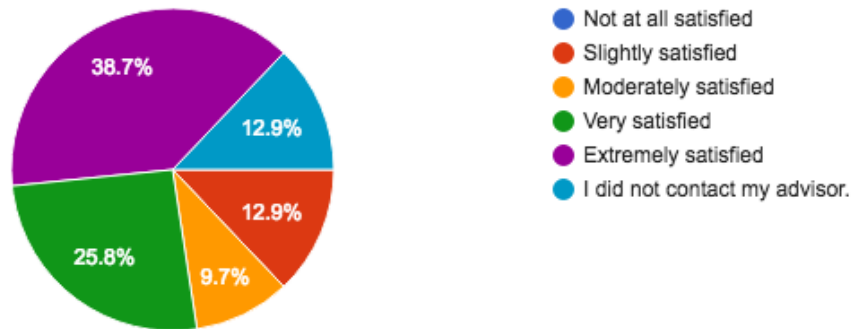
31 responses



In a new question, students asked for their feedback about their satisfaction with their advisor's response to their advising inquiries were

How satisfied are you with your advisor's response to advising inquiries (e.g. program requirements and prerequisites)?

31 responses



This was the first year new students experienced working with a Student Experience Mentor on their entry to the graduate program and in interfacing with advising and navigating College administrative offices, such as Financial Aid and Student Accounts. Most respondents indicated they did not have an SEM assigned to them (80.6%). The remaining respondents, six in number,

indicated they were slightly (1), very (1), or extremely satisfied (4) with their SEM. This was a new question this year.

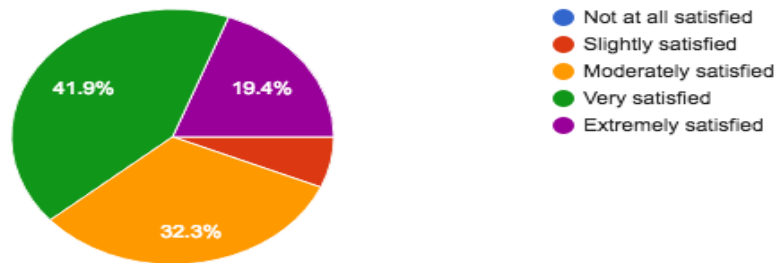
Respondents were asked to provide feedback about the clarity of the requirements for their degree and electives for the first time. Of the 31 respondents, 84.2% indicated they were extremely or very satisfied with the clarity of the requirements; 22.6% were moderately satisfied and one responded not satisfied at all (3.2%).

Findings. With respect to interaction with their advisor, respondents were more likely to be extremely or very satisfied in 2016 (79%) than 2017 (75%) by a small amount. The 75% value results once the responses of those who did not contact their advisor were removed from the advisor satisfaction item. The modal response was Extremely satisfied in 2017 and Very satisfied in 2016.

Faculty. Respondents were asked two satisfaction questions and one open-ended question about faculty.

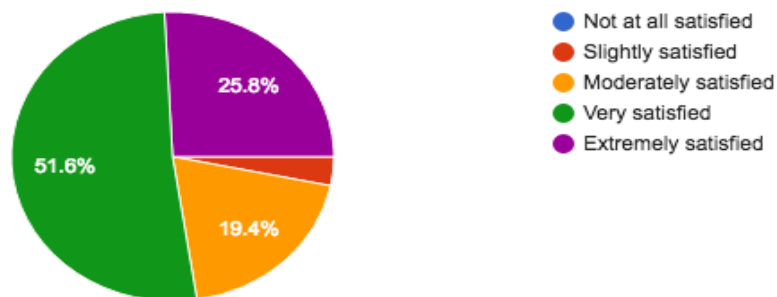
How satisfied are you with the quality of faculty you had for your classes?

31 responses



How satisfied are you with your interactions with faculty?

31 responses



Open-Ended Responses -- “Please provide any additional comments about advising and faculty in this space.”

- Add more adjunct faculty with current examples in the workplace
- I think that we have a great faculty and staff. Part of the advising process feels very informal as a graduate student. I wish that we had more opportunities to meet in person.
- The faculty make this college great.
- All faculty should utilize rubrics for class assignments and immediately provide feedback/grades.
- An introduction from the advisor after applying to the program or at least earlier in the term to avoid feeling like the student is on their own.
- most of the professors are brilliant and great to work with. knowledgeable[sic] and friendly. some are just rude and need to get new jobs. ie some of the men
- Faculty members were always available and helpful.

Findings. Satisfaction with the quality of their faculty was expressed by 61.3% of the respondents who responded that they were extremely or very satisfied with faculty quality. This ranking is 7.8 percentage points higher than the ranking from the 2016 satisfaction survey.

Students expressed satisfaction with their interaction with faculty in the graduate program with 77% of respondents indicating being very or extremely satisfied. This ranking is 12.3 percentage points higher than the ranking on student interaction with faculty result from the 2016 satisfaction survey.

In the 2016 survey respondents commented that the advising worksheets were confusing in that they show completed prerequisite courses with a red “X” and “CW”. This is not yet changed. It is an issue for the Registrar’s Office. Though informed of this issue, the Registrar’s Office has not acted on it as of this writing.

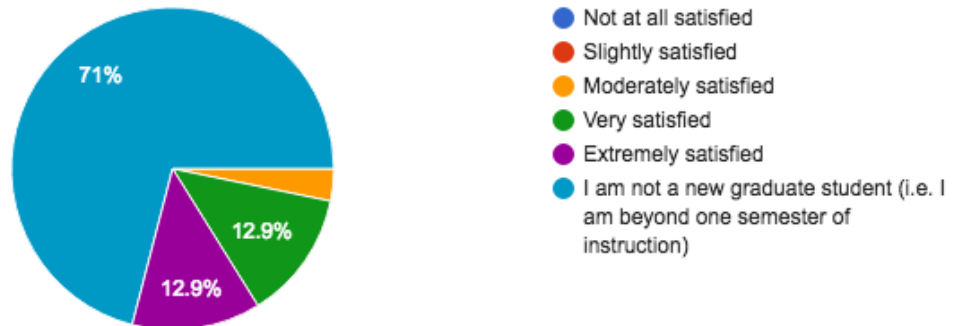
Respondents last year commented on the insufficient frequency of course offerings across semesters in that core courses were not offered every semester (13 comments from 43 respondents). This comment was addressed after discussion by reordering the annual schedule so that core courses are offered in each semester beginning in the Fall 2018 semester. The preliminary three-year schedule was rewritten and published to the [Graduate Advising webpage](#) with the new core course offering schedule included.

Student Support Services

Admissions Staff

How satisfied are you with the helpfulness of the Admissions staff in responding to your concerns and questions?

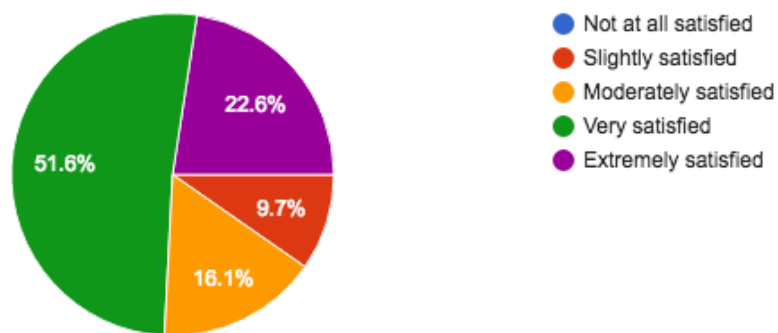
31 responses



Registrar's Office

How satisfied are you with the helpfulness of the Registrar's staff in responding to your concerns and questions?

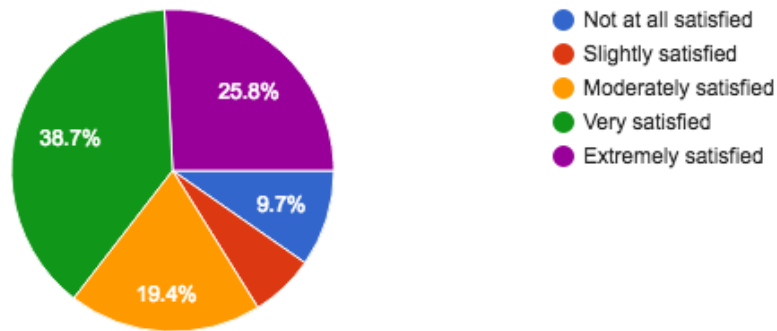
31 responses



Student Accounts

How satisfied are you with the helpfulness of the Student Account's (formerly the Bursar's Office) staff in...onding to your concerns and questions?

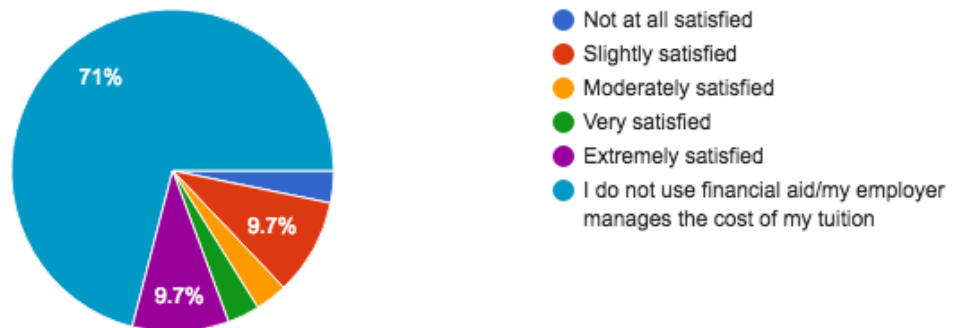
31 responses



Financial Aid. A new version of the satisfaction question was created for the Financial Aid office. The question was changed to separate students who did not use that office from those who did so the level of satisfaction for those using the office could be more clearly assessed.

How satisfied are you with the helpfulness of the Financial Aid staff in responding to your concerns and questions?

31 responses



Open-Ended Responses -- “Please provide any additional comments you wish to share about Moravian College's administrative services for graduate students here.”

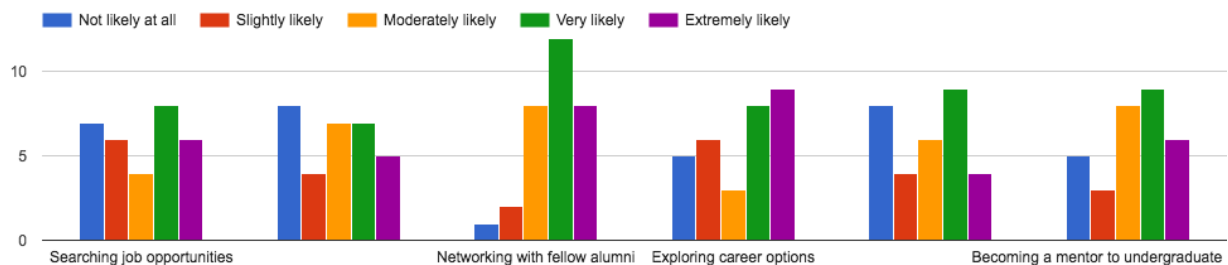
- There were virtually no networking events while I was in the program
- I had no idea that as a graduate we offered career services until this survey.
- I was unaware that career services are offered. I have tried unsuccessfully to have my record corrected so that I can register online.

Findings. Improved satisfaction was expressed by respondents this year across all administrative areas when compared to the 2016 survey when measured by Extremely satisfied and Very satisfied responses. The satisfaction rating for the Registrar’s Office increased by 4.4 percentage points, Students Accounts increased by five percentage points, and Financial Aid by 1.9 percentage points. There were fewer comments from respondents to the open-ended item than previous years.

The comment about networking events is being addressed by the department and the graduate admissions office. A networking event was held in the Spring semester, 2017. Graduate students and alumni are being invited to an upcoming networking event in November 2018.

Career Services. For the first time, respondents were asked about their interest in using career services offerings at the college.

Career services are offered to alumni and graduate students. Please rate the likelihood that you would use Career Services for the following:



Information Technology (IT). Four questions were asked in the survey about IT services, one each about the Help Desk, online registration, email, and AMOS, the portal system. A measure was created summing the responses for each to give a total IT score that ranges from 4 to 20. The total score results are shown below.

Mean	16.1
Standard Deviation	2.2

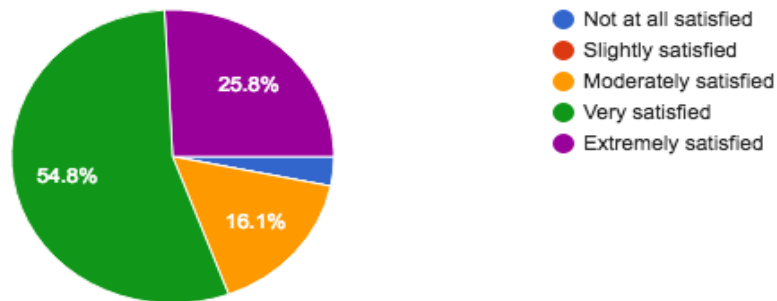
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Range	7
Minimum	13
Maximum	20

Generally, respondents are satisfied with IT services; the average total score is 80.5% percent of the maximum possible. Modal responses to each item are Very satisfied with the Help Desk, online course registration, and AMOS. The response with respect to AMOS is split with bi-modal peaks with Very satisfied and Moderately satisfied sharing the greatest number of responses; Extremely satisfied was the only category with responses for AMOS. Respondents indicated extreme satisfaction with Google mail as the modal response. Interestingly no respondent said they did not use Moravian's email, an improvement over 2016 when 5% of the respondents did not use Moravian's email.

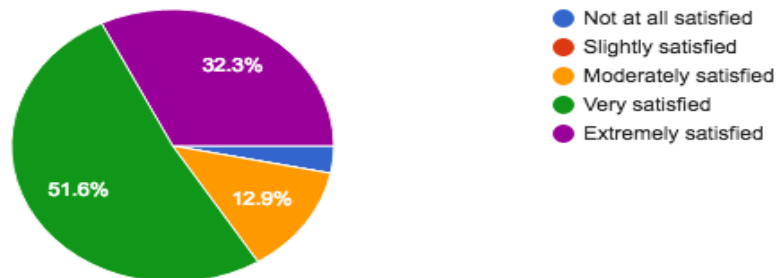
How satisfied are you with the helpfulness of the staff of the College's IT Help Desk in responding to your concerns and questions?

31 responses



How satisfied are you with online course registration?

31 responses



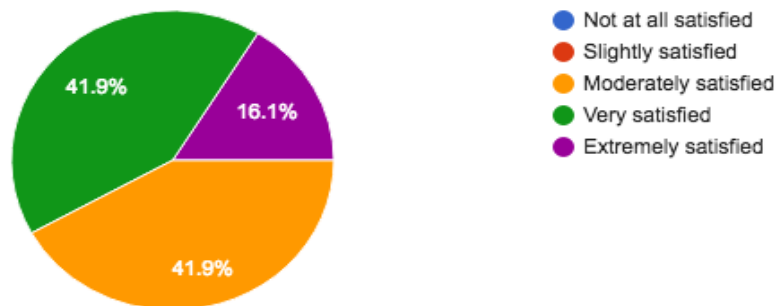
How satisfied are you with your Moravian email?

31 responses



How satisfied are you with AMOS (Access Moravian Online Services), the portal system?

31 responses



Open-Ended Responses -- "Please provide any additional comments you wish to share about IT services at Moravian College here."

- Hide email addresses in mass communications and reduce the amount of junk email sent to grad students that aren't applicable
- Whenever I had questions, the IT staff was responsive and helped me fix the issues.
- I haven't had to use the IT service as a graduate student.
- IT has been great, any questions or concerns I have. IT has been very informative and timely with their responses and help.
- I wish we'd stop emailing all the students for every little thing. I get emails about lost keys, but that is not a frustrating as getting emails for things they aren't even in my program. I constantly get emails about education requirements and I'm not in that program. Can't there be a list for

things like that to avoid clutter? Can we opt into things like Star Watch (while cool to get this one, it does fill up the inbox)

- IT people are always helpful and they are fast paced which is nice because they get what I need done quickly and don't waste my time
- Is there a way to filter out the graduate emails from the undergraduate? There are a bulk of emails that do not pertain to graduate students and it causes extra clutter in our email.
- I can't register online with AMOS because my prerequisites don't show up as completed and I've tried to have this fixed since 2014 to no avail.
- There are a few things I do not like about Gmail. I do not like how it chains emails together compared to Microsoft Outlook. This saves space, but can be awkward in finding specific emails. I wish that we could "pop out" emails so that we can save individuals ones compared to attempting to save the chain...though saving emails is difficult in Gmail other than starring them. I also wish that notifications were more prominent when they are set. Also, it does not seem that we can create folders in it, which would help with organization.

Reeves Library. Not all respondents used Reeves Library; 12.9% did not. The rest of the respondents used the library resources with 12.9% of respondents solely using the library resources virtually. Nearly half of the respondents, 48.4%, physically visited the library and used resources virtually.

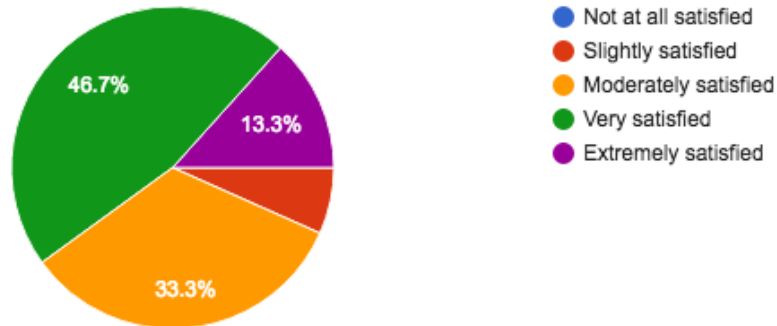
Did you use Reeves Library either as a class requirement or on your own this past year?

31 responses



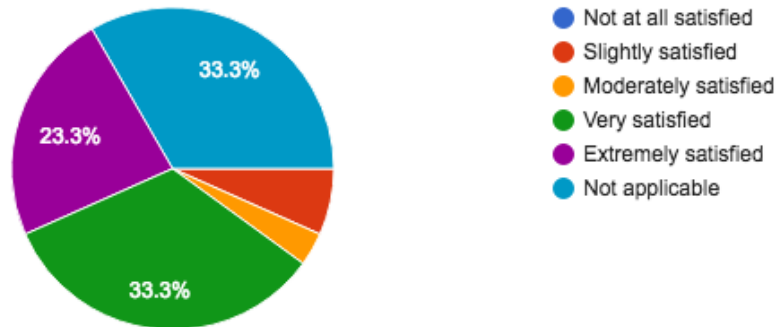
How satisfied are you with the resources available to you through Reeves Library?

30 responses



How satisfied are you with the assistance offered to you by Reeves Library staff?

30 responses



Open-Ended Responses -- "Please provide any additional comments about library services at Moravian College here."

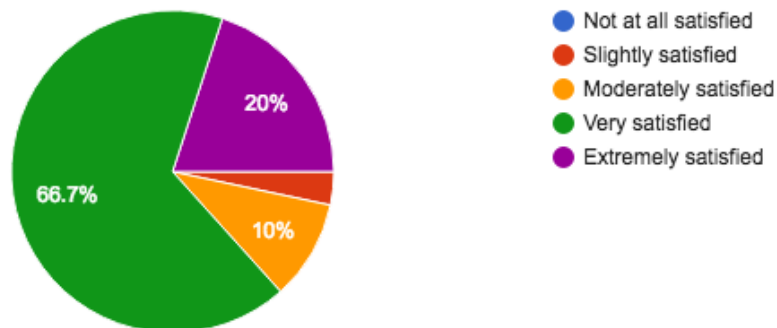
- I wish the library had more hours for summer.
- When doing research, I wish the website was optimized so the best places to search are clearly visible. I had to ask someone where to go to do research. A link sending you to a webpage containing all the available places to search should be on the main library screen. Personally, a small procedural guide offering suggestions on the best way to use the Reeves library website would be beneficial.

- I wish we had access to more healthcare-related journals
- They always had my inter library loans when I needed them and the student workers were always friendly.
- I am at the Reeves Library often and use Business Source Elite to search for academic articles. In general, I am satisfied with our library. I wish there were more large tables in the library, though, so that we can spread out, as well as have more privacy. I also wish that there can be more encouragement of the 2nd floor being a quiet floor, as some undergrad do not respect this and it gets frustrating to move. I wish in general that more grad students knew about how to conduct academic research. I think it would help the quality of their work in many classes, especially team projects. Perhaps something should be included during orientation about all the resources the Reeves Library offers. The BSE database is decent, but I still have to Google academic articles/journals that Reeves does not have a subscription to in the hopes of finding it full text.

Program Expectations. When asked to reflect on their expectations entering their graduate program and their satisfaction with their program now, 86.7% of the respondents indicated being very or extremely satisfied. This response rate was 20 percentage points higher in this survey from last year. Similarly, 100% of respondents said they would recommend the program to others, up 88.4% last year. These are self-reports. It is quite possible those very and extremely satisfied with their experiences were more likely to respond to the survey skewing the results.

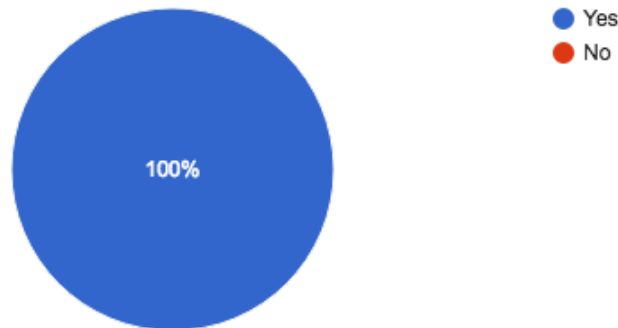
Please reflect on your expectations of the graduate program when you entered. How satisfied are you now with your program given your original expectations?

30 responses



Would you recommend your graduate program to someone else?

31 responses



Open-Ended Responses -- "Please provide any comments or recommendations about your experience as a graduate business student at Moravian College here."

- Offer more classes frequently
- It was challenging but rewarding.
- I believe students should be given a recommended academic plan for their degree program. It would be very helpful if an adviser would sit down before the first class to go over a plan for the degree (including what classes to take at what time). After they develop a plan, they should come up with a list of the next steps they should take and figure out a good time to meet again (if necessary). This is something I wish someone would have done with me before I started.
- I love the MHA program at Moravian College and I'm so glad that I chose to come here to complete my graduate work (and that you accepted me). It's a wonderful learning environment and great community.
- Shout out to a few of my homies at Moco choco latta (aka the professors I learned the most from). First, Dr Schmidt. he is probably as gangster as they come for a white guy. Super smart, informed, and not to mention he loves captain America as much as me. Moravian really needs him because I never realized how messed up people's moral compass is until I had classes with business people. He made these ignorant people think about the stupid ignorant things they said and the world needs him. Can you guys get him on campus full time instead of some of the other horrible professors on campus? for real. Second, Dr. Law. I really learned so much from her and she truly helped me develop my skills as a leader not to mention she listened to so many of my personal problems which is awesome and overall rare. She is special and anyone who has her is super lucky to experience her genuine kindness. Third, Marabella because I do not think I ever met a person more passionate than him. He made me cry once, which is pretty hard to do, but he is what the business world needs because he a nice dose of compassion which I noticed business lacks. On top of it, he actually supports creativity! Not many others do in this field and he made it

a point to support that. & FINALLY Dr. Kleintop, the most chill person ever. You know those moments when you are so stressed and nervous and ready to lose your mind? Her patience and calm personality really brought me down in moments I was ready to lose it. She always answered my million questions and never seemed to get frustrated with me or refuse to answer them. I learned a lot from her but above all, I learned about life and a from her. I feel as though I am a better person now because of her and she is spreading tolerance and love to the world through her life experience. Whenever I would question myself or doubt myself she had a way to lift me back up and I never had a professor do that for me before. I know she loves Wonder woman but she is the real wonder woman.

- I am enjoying the journey. Disney program was a highlight as well as Dr. Law and Marabella's classes.
- The only other comment I have is about the "Moravian Graduate" marketing. When I first heard this, my mind went to associating "graduate" with "alumni." I think saying "Moravian Graduate Studies" or "Moravian College Graduate Studies" would be more effective. I'm proud of earning my Masters and I want people to know that I am associated with graduate studies specifically. Otherwise, I think people will associate "alumni" with undergrad.