

# UAA GRADUATE EXIT SURVEY RESULTS

Fall 2024

# Fall 2024 Graduate Exit Survey

## Table of Contents

Administrative Summary.....	2
About the Graduate Exit Survey .....	2
Executive Summary .....	2
Respondent Profiles .....	3
Core Competency Preparation.....	4
Sense of Engagement.....	4
Student Support .....	5
Post-Graduation Plans .....	6
Narrative Response Overview .....	7
Data Summaries.....	9
Core Competencies .....	9
Sense of Engagement.....	9
Student Support Services.....	11
Post-graduation plans.....	12
Three Words.....	13
Trend Tables Since Inception of the GES .....	14
Response Rate .....	14
Core Competency Sense of Preparation (5-point scale) .....	14
Sense of Welcome & Included .....	14
Feeling prepared for next step in life .....	15
Next Steps .....	15

## Administrative Summary

### About the Graduate Exit Survey

In support of UAA Mission Fulfillment Indicator 3, a Graduate Exit Survey was developed and administered in Fall 2023, Spring 2024 and again in Fall 2024. Anticipated Fall 2024 graduates were asked to complete a short, mixed methods survey addressing their perspectives on four topics: core competency preparation, sense of engagement, student support services, and post-graduation plans. Significant incentives were offered through a drawing to those students who completed the survey by December 13, 2024. Invitations to participate were sent via email to a total of 510 individuals with reminders to non-completers at 2-, 5-, 7-, 8-, and 9-days post-launch. The survey had an overall participation rate of 32% (or a total of 164 completed surveys), the results of which are discussed below.

### Executive Summary

As the third iteration of this instrument, UAA continues to see positive outcomes related to core competency preparation, students' sense of feeling welcome and included, and a strong sense of feeling prepared for their next steps in life from student respondents. Response rates for fall surveys continues to be strong.

The balance of the respondents in this survey compared to the percentages of students who graduated in fall 2024 appear somewhat unbalanced. In this sample, there was slight underrepresentation of respondents from students affiliated with the Colleges of Business and Public Policy, Engineering, Community and Technical Colleges as well as all the community campuses. However, representation and balance among the graduating class and survey respondents by degree level, degree type, and college are balanced and the minor differences across these groups does not appear to lead to any major skewing of the data.

Mean scores around core competency preparation remain high with Personal, Professional, and Community Responsibility scoring the highest and Intercultural Fluency the lowest in this respondent group. When comparing Fall to Fall, all core competency scores increased except for Effective Communication which remained steady at a mean score of 3.8. The largest fall over fall change was in Intercultural Fluency which went from a score of 3.2 in Fall 2023 to 3.8 in Fall 2024.

The student support services item continues to be both a complex and insightful item. The shift in the way the question is posed from "encouraged to use" to a more general "awareness of" the four services appears to have helped. A point of interest here includes an increase in awareness around Tutoring through the Learning Commons but a decrease in usage and an odd pattern shift in the level of satisfaction. This phenomenon should be further explored.

Finally, students' post-graduation plans and sense of preparation continue to show strong evidence that respondents feel UAA is working to prepare students well for the future. The survey data show that of the UAA students who were graduating in Fall 2024 and responded to the survey, 46.5% want to continue their education, 36.8% want to look for a new job or promotional opportunity, and 16.7% plan to return or continue in the workforce in their same job. Regardless of their post-graduation plans, the data show that UAA is helping prepare students well with 63% responding that they feel that they are "very well" prepared (37%), or "extremely well" (26%) prepared for their next steps in life.

# Fall 2024 Graduate Exit Survey

## Respondent Profiles

Fall 2024 graduating class composition compared to the respondent composition by Degree level and type shows a slight overrepresentation in undergraduate respondents over graduate respondents. With the small number of degrees awarded, especially in the graduate level, the overall balance in respondents compared to the graduates is well balanced.

Level	Type	Breakdown of Fall 2024 Graduates by Level	Breakdown of Fall 2024 Respondents by Level
<b>Graduate</b>		<b>10.2%</b>	<b>13.4%</b>
	Doctorate	5.8%	9.1%
	Graduate Certificate	25.0%	4.5%
	Masters	53.8%	77.3%
	Post Baccalaureate Certificate	15.4%	9.1%
<b>Undergraduate</b>		<b>89.8%</b>	<b>86.6%</b>
	Associates	32.1%	31.0%
	Bachelors	55.2%	58.5%
	Occupational Endorsement Certificate	9.2%	9.9%
	Undergraduate Certificate	3.5%	0.7%
Based on first degree in the application file at time of extraction Multiple degree earners were surveyed only once			

College	Breakdown of Fall 2024 Graduates by Level	Breakdown of Fall 2024 Respondents by Level
UAA College of Arts & Sciences	30.4%	31.6%
UAA College of Business and Public Policy	12.2%	32.3%
UAA College of Engineering	8.0%	29.3%
UAA College of Health	27.3%	37.4%
UAA Community & Technical College	11.6%	30.5%
UAA Kenai Peninsula College	4.3%	22.7%
UAA Kodiak College	1.0%	20.0%
UAA Matanuska-Susitna College	1.4%	28.6%
UAA Prince William Sound College	0.6%	0.0%
UAA School of Education	3.3%	29.4%

While the survey respondents were proportionally distributed by degree level and type, the distribution by college is slightly uneven. Specifically, the College of Engineering and Community & Technical College had a disproportionately higher number of respondents relative to their share of total graduates. Representation from Kenai, Kodiak,

Mat-Su and Education are also higher, but the small number of students overall in these sub-groups makes the percentages appear more significant than they are. Overall, these differences do not suggest that the survey results are biased towards any college or campus. The distribution remains broadly representative. As in past surveys, only students identified by the Registrar as potential graduates at the time of the survey were invited to participate; others were not included in the sample.

# Fall 2024 Graduate Exit Survey

## Core Competency Preparation

Each respondent was randomly assigned one core competency and asked to rate how well they felt UAA prepared them in that area. The goal was twofold: to gather quantitative scores on perceived preparation and to collect qualitative feedback. Respondents who selected “very well” or “extremely well” (ratings of 4 or 5 on a 5-point Likert scale, where 1 = “not well at all” and 5 = “extremely well”) were prompted to explain what UAA did well. Those who selected “not well at all” or “slightly well” (ratings of 1 or 2) were asked what UAA could improve. Overall, scores remained consistent with the previous fall survey. Ratings for Effective Communication, Creative and Critical Thinking, and Intercultural Fluency were stable compared to Fall 2023. Personal, Professional, and Community Responsibility had a modest increase of 0.1, reaching a new average score of 4.1.

Core Competency	Fall 2023 Mean	Fall 2024 Mean	Fall 2024 Standard Deviation
<i>Feeling prepared</i>			
Effective Communication	3.9	3.9	0.9
Creative and Critical Thinking	4.0	4.0	0.7
Intercultural Fluency	3.8	3.8	1.1
Personal, Professional, and Community Responsibility	4.0	4.1	0.8

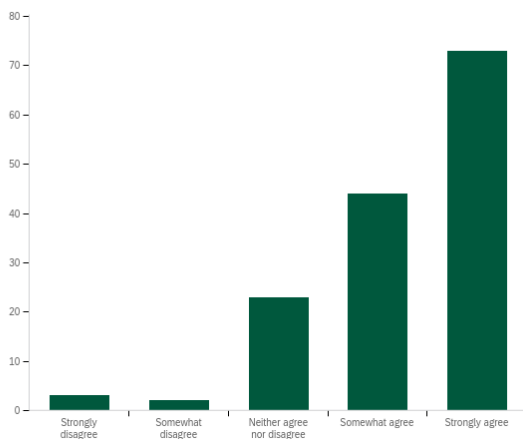
## Sense of Engagement

Each respondent was asked to reflect on their sense of belonging at UAA by responding to two separate statements—one about feeling welcomed and another about feeling included. For each statement, respondents indicated their level of agreement using a 5-point scale (1 = “Strongly disagree” to 5 = “Strongly agree”). Following each scaled response, students were presented with a narrative prompt. Those who indicated high levels of agreement (ratings of 4 or 5) were asked to describe what UAA did well to make them feel welcome or included. Those with lower levels of agreement (ratings of 1 or 2) were invited to suggest what UAA could do better in these areas.

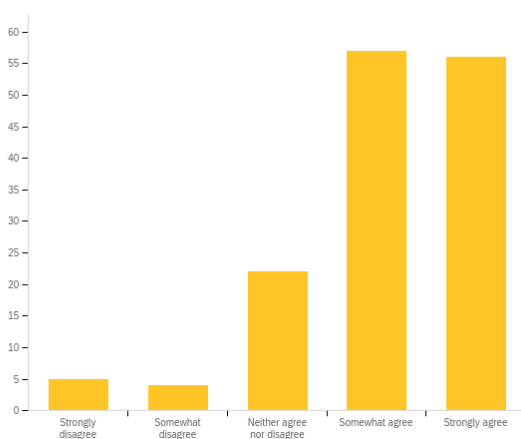
- 80.6% of respondents either strongly or somewhat agreed that UAA made them feel welcome, marking the highest percentage recorded across all iterations of the Graduate Exit Survey (GES).
- 78.5% reported similar agreement with the statement that UAA made them feel included, reflecting the third consecutive term of improvement for this measure.

The accompanying narrative responses were notably rich and specific, offering detailed accounts of positive experiences. Students highlighted a wide range of examples—from impactful programs to individual faculty, staff, and campus offices—that contributed to their sense of being welcomed and included.

UAA made me feel welcomed



UAA made me feel included



# Fall 2024 Graduate Exit Survey

## Student Support

The student support section of the survey continued the approach introduced in Spring 2023, focusing on awareness and perceptions of four key learning support services identified by leadership: tutoring through the Learning Commons, Disability Support Services, library reference/information services, and internships through Career Services (updated from the previous label “the Career Center”).

The question sequence followed a three-step flow. First, students were asked which of these services they were aware of. For each service they knew about, they were then asked how often they used it. Finally, students who had used a service were asked to rate their satisfaction with it.

As with the prior design, follow-up prompts were based on satisfaction levels. Respondents with high satisfaction ratings were invited to describe what UAA did well. Those with lower satisfaction ratings were prompted to offer suggestions on how UAA could improve the service. This updated structure was maintained in Fall 2023 and continues to provide valuable insights into student perceptions of these targeted support services.

	Step 1	Step 2	Step 3
Student Support Services	Was aware of the service	Used occasionally or frequently	Met or exceeded my needs
Tutoring through the Learning Commons	83.9%	32.8%	92.1%
Disability Support Services (DSS)	86.2%	16.9%	84.6%
Library Reference/Information Services	92.2%	68.5%	85.0%
Internships through Career Services	60.3%	17.1%	92.3%
<b>Averages</b>	<b>80.7%</b>	<b>33.8%</b>	<b>88.5%</b>

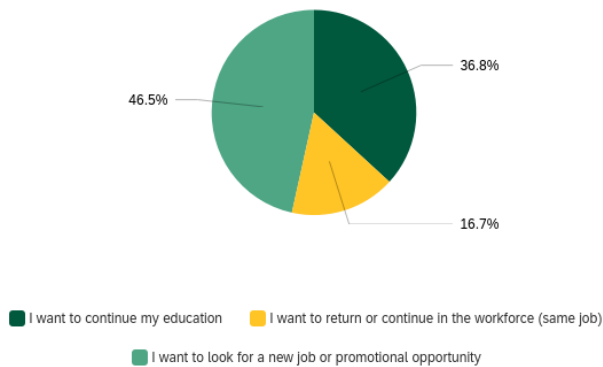
The average awareness of the four selected support services remained steady, essentially stable from 81% in Fall 23' to 80.7% in Fall 24'. Notably, average satisfaction scores rose by 4.6 percentage points, reaching a new high of 88.5%. Among the services, Internships through Career Services received the highest satisfaction ratings. However, a significant area of concern was the decline in both awareness and satisfaction related to Tutoring through the Learning Commons, with notable drops in both frequency of use and satisfaction.

Another point of interest in this survey cycle is the potential confusion between internship opportunities offered through Career Services and those facilitated by individual academic colleges or campuses. The item design may need refinement to better distinguish between these parallel services and reduce ambiguity in future survey responses.

The qualitative follow-up format for evaluating how well services met student needs remained consistent. Students who indicated that a service “met” or “exceeded” their needs were asked to share examples of what UAA did well. In contrast, those who responded that a service “did not meet” or only “partially met” their needs were prompted to suggest how UAA could improve its support.

# Fall 2024 Graduate Exit Survey

Planned next steps after graduation



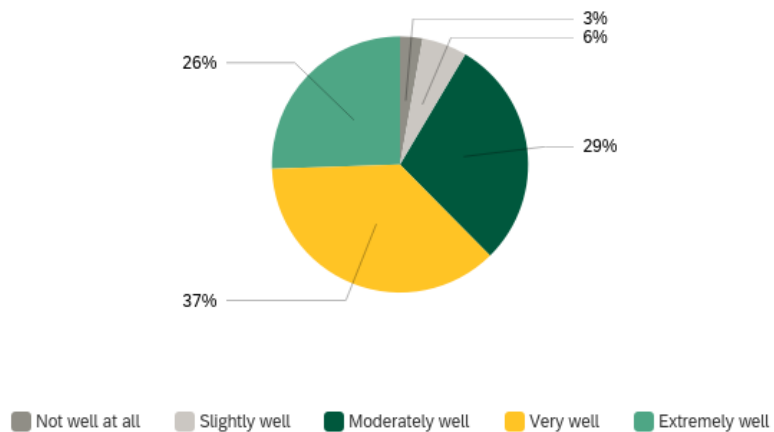
## Post-Graduation Plans

The final group of survey questions focused on respondents' plans after graduation and consisted of two items. The first asked about their intended post-graduation path, while the second inquired about how well UAA prepared them for that chosen path. Respondents were also invited to provide narrative feedback on their sense of preparedness. Those who indicated feeling "very well" or "extremely well" prepared were asked to describe what UAA did well. Conversely, students who responded "not well at all" or "slightly well" were prompted to suggest what UAA could have done to improve.

Among the Fall 2024 cohort, the largest group—46.5%—indicated that they planned to seek a new job or promotional opportunity after graduation. This aligns with UAA's role as Alaska's workforce development institution and remains a key data point. The second-largest group, 36.8%, planned to continue their education, while the remaining 16.7% intended to return to or remain in their current jobs.

In terms of perceived preparation, more than half of respondents (63%) reported feeling either very well prepared (37%) or extremely well prepared (26%) to pursue their post-graduation plans. Although 9% indicated that they felt "not well" (3%) or "slightly well" (6%) prepared, the overall response suggests that a strong majority of students felt confident in their readiness to enter or advance in the workforce or pursue further education.

How well do you feel UAA prepared you for your next step (based on choices selected)



# Fall 2024 Graduate Exit Survey

## Narrative Response Overview

The survey was intentionally structured to collect both quantitative and qualitative data by pairing scaled questions with follow-up narrative prompts. Each section included at least one Likert-scale item tailored to the topic of that section. After responding to the scaled item, participants who selected one of the two lowest values were prompted with a follow-up question asking what UAA could have done better. In contrast, participants who selected one of the top two values were asked what UAA did well in that area.

To ensure participant privacy and maintain anonymity, the narrative responses were redacted and are restricted to Executive Council-level review only. However, summary counts of narrative feedback are reported below and categorized by sentiment type: positive-sentiment responses (green) and improvement-sentiment responses (red). These counts offer a high-level view of respondent feedback themes while maintaining confidentiality.

Topic	Prompt	Total Responses
Core Competencies	What is something UAA did well to help prepare you in effective communication in your life moving forward?	18
Core Competencies	What could UAA have done better to help you develop your effective communication skills?	0
Core Competencies	What is something UAA did well to help prepare you to apply creative and critical thinking in your life moving forward?	22
Core Competencies	What could UAA have done better to help you develop your creative and critical thinking skills?	0
Core Competencies	What is something UAA did well to help prepare you to apply intercultural fluency in your life moving forward?	12
Core Competencies	What could UAA have done better to help you develop your intercultural fluency skills?	1
Core Competencies	What is something UAA did well to help prepare you to apply personal, professional, and community responsibility in your life moving forward?	21
Core Competencies	What could UAA have done better to help you develop your personal, professional, and community responsibility skills?	0
Sense of Engagement	In what ways did UAA make you feel welcome?	77
Sense of Engagement	How could UAA improve in making students feel welcome?	3
Sense of Engagement	In what ways did UAA make you feel included?	71
Sense of Engagement	How could UAA improve in making students feel included?	3
Student Support	What was something UAA did well? (regarding the services they used)	55
Student Support	How could UAA have improved? (regarding the services they used)	3
Post-Graduation Plans	What is something that you feel UAA did well to help you with your next step? (relating to their chosen next step)	63
Post-Graduation Plans	What is something that you feel UAA could have improved in helping you with your next step? (relating to their chosen next step)	7



## Fall 2024 Graduate Exit Survey

Although the volume of responses alone does not establish a trend, the content of student comments overwhelmingly conveys high levels of praise and satisfaction with their UAA experience. As is common with open-ended survey questions, a few inflammatory remarks appeared, typically addressing issues beyond the scope of the survey. A formal thematic analysis was not conducted; however, the general tone of responses strongly suggests that UAA continues to demonstrate its commitment to “Putting Students First.”

Many students offered positive reflections on their time at UAA, particularly highlighting the influence of faculty, the dedication of staff, and the value of certain learning support services. Numerous comments specifically mentioned individuals who made a meaningful impact, and those acknowledgments will be shared with UAA leadership for recognition.

Themes commonly expressed in the comments included appreciation for real-world learning opportunities, development of critical thinking skills, engagement with cultural diversity, and the welcoming, supportive atmosphere of the university. While the individual comments remain confidential, the tone and sentiment of the feedback are reflected in the accompanying visualization, which illustrates the ways in which students felt welcomed at UAA.

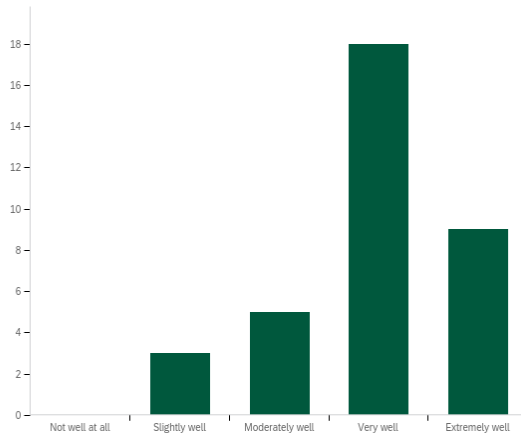


# Fall 2024 Graduate Exit Survey

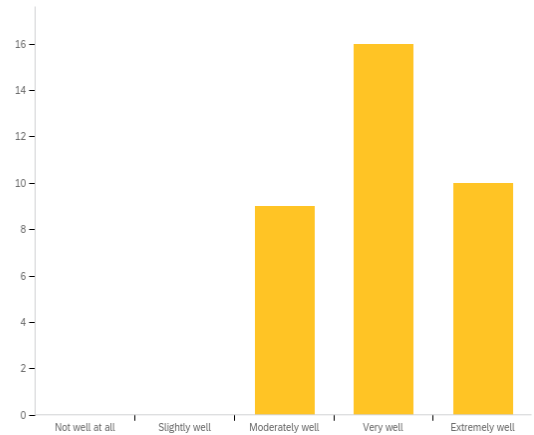
## Data Summaries

### Core Competencies

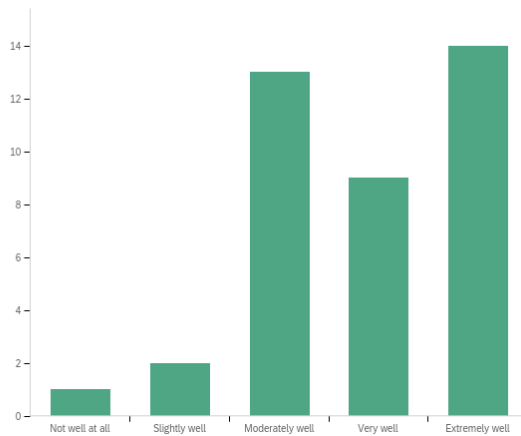
Effective Communication



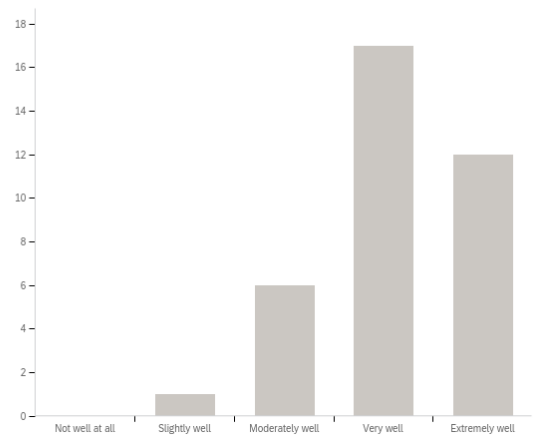
Creative and Critical Thinking



Intercultural Fluency



Personal, Professional, and Community Responsibility



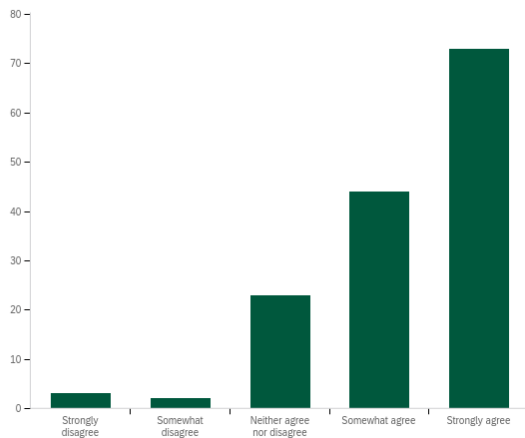
### Sense of Engagement

#### UAA made me feel welcomed and included

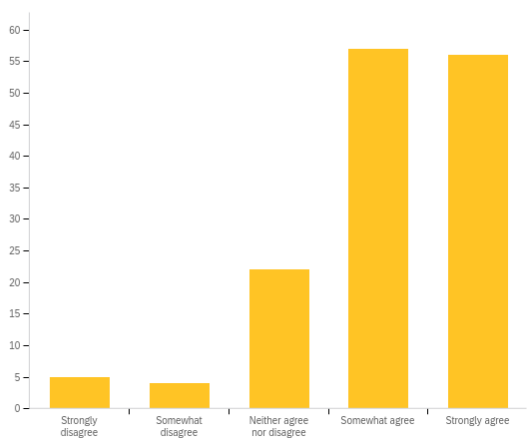
Questions	Mean	Standard Deviation	Count
How well do you feel you can apply <b>effective communication</b> in your life now as a UAA graduate?	3.9	0.9	35
How well do you feel you can apply <b>creative and critical thinking</b> in your life now as a UAA graduate?	4.0	0.7	35
How well do you feel you can apply <b>intercultural fluency</b> in your life now as a UAA graduate?	3.8	1.1	39
How well do you feel you can apply <b>personal, professional, and community responsibility</b> skills in your life now as a UAA graduate?	4.1	0.8	36

# Fall 2024 Graduate Exit Survey

UAA made me feel welcomed



UAA made me feel included



	UAA made me feel welcomed Percent Responding	UAA made me feel included Percent Responding
Strongly agree	50.3%	38.9%
Somewhat agree	30.3%	39.6%
Neither agree nor disagree	15.9%	15.3%
Somewhat disagree	1.4%	2.8%
Strongly disagree	2.1%	3.5%

# Fall 2024 Graduate Exit Survey

## Student Support Services

**Step 1: Which of the following learning support services were you aware of?**

Question	I was aware of this service (check all that apply)	I did not know about this service
Tutoring through the Learning Commons	83.9%	16.1%
Disability Support Services (DSS)	86.2%	13.8%
Library Reference/Information Services	92.2%	7.8%
Internships through Career Services	60.3%	39.7%

Step 2

**Step 2: Of the services you said you were encouraged to use, how often did you use that service?**

Question	I didn't use this service	I occasionally used this service (in some semesters)	Frequently (nearly or every semester)
Tutoring through the Learning Commons	67.2%	26.1%	6.7%
Disability Support Services (DSS)	83.1%	9.3%	7.6%
Library Reference/Information Services	31.5%	46.2%	22.3%
Internships through Career Services	82.9%	12.2%	4.9%

Step 2

**Step 3: For the services you used, how well did they meet your needs?**

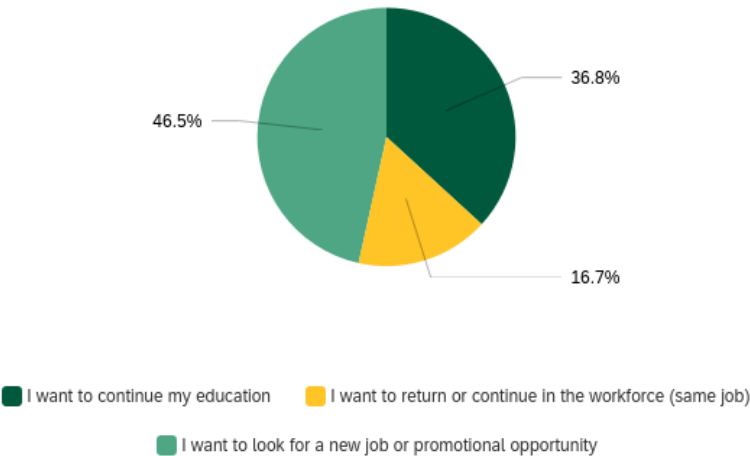
Question	Did not meet	Partially met	Met my needs	Exceeded my needs
Library Reference/Information Services	0.0%	7.9%	62.9%	29.2%
Tutoring through the Learning Commons	5.1%	10.3%	56.4%	28.2%
Disability Support Services (DSS)	10.0%	5.0%	40.4%	45.0%
Internships through Career Services	7.7%	0.0%	30.8%	61.5%

# Fall 2024 Graduate Exit Survey

## Post-graduation plans

### What do you think your next steps are after graduation?

Planned next steps after graduation



How well do you feel UAA prepared you for your step?	Not well at all	Slightly well	Moderately well	Very well	Extremely well
I want to return or continue in the workforce (same job)	0.0%	0.0%	37.5%	37.5%	25.0%
I want to look for a new job or promotional opportunity	4.5%	4.5%	28.8%	37.9%	24.2%
I want to continue my education	2.0%	9.8%	25.5%	35.3%	27.5%
Average	2.2%	4.8%	30.6%	36.9%	25.6%

# Fall 2024 Graduate Exit Survey

## Three Words

A new item introduced in Spring 2024 asked respondents, "What three words best describe your most positive experience at UAA?" This prompt was added at the request of several groups, including university leadership and advancement, to help shape an understanding of how students perceive their UAA experience as they prepare for life after graduation. A total of 94 respondents participated in this item, each offering three words that encapsulated their most meaningful or positive impressions. These responses are visually represented in the adjacent word cloud, offering a snapshot of the most frequently shared sentiments in a simple, powerful format.



# Fall 2024 Graduate Exit Survey

## Trend Tables Since Inception of the GES

As the third iteration of the Graduate Exit Survey, there are now sufficient datapoints to begin looking at trends.

### Response Rate

The response rates for this survey have remained consistent over time, indicating sustained student interest in participating, despite the voluntary nature of the Graduate Exit Survey (GES). While all surveys carry a potential risk of respondent fatigue or exhaustion, there is no evidence at this time that such issues are affecting participation in the GES. This continued engagement suggests that students find value in the opportunity to share feedback about their experiences at UAA.

Survey	Response Rate
Fall 2023	32%
Spring 2024	19%
Fall 2024	32%

### Core Competency Sense of Preparation (5-point scale)

Competency	Fall 2023	Spring 2024	Fall 2024
Effective Communication	3.9	4.1	3.9
Creative and Critical Thinking	3.8	4.1	4.0
Intercultural Fluency	3.2	3.6	3.8
Personal, Professional, and Community Responsibility	4.0	4.0	4.1

Core competency sense-of-preparation scores remain largely consistent, indicating that respondents overall feel well prepared to apply each of the core competencies as graduates of UAA.

Among the competencies, Intercultural Fluency has shown the most notable growth over time, though it continues to be the area in which students report feeling the least prepared. Despite this, a significant number of comments from the most recent Graduate Exit Survey (Fall 2024) expressed strong satisfaction with cultural learning experiences and related co-curricular activities, suggesting that students value these opportunities even if their sense of preparation in this area lags slightly behind others.

### Sense of Welcome & Included

The sense of welcome and inclusion has shown steady improvement since the initial administration of the Graduate Exit Survey (GES) in

Item	Fall 2023	Spring 2024	Fall 2024
UAA made me feel welcomed	68.8% Somewhat or Strongly Agree	71.3% Somewhat or Strongly Agree	80.6% Somewhat or Strongly Agree
UAA made me feel included	67.2% Somewhat or Strongly Agree	69.8% Somewhat or Strongly Agree	78.5% Somewhat or Strongly Agree

Fall 2023. As with prior surveys, the majority of respondents in Fall 2024 reported that UAA made them feel both welcome and included, reflecting continued progress in fostering a supportive and inclusive campus environment.

# Fall 2024 Graduate Exit Survey

## Feeling prepared for next step in life

Academic Year	Fall 2023	Spring 2024	Fall 2024
Very well	36.4%	34.5%	37%
Extremely well	20.5%	27.7%	26%

Respondents feelings of preparation for the next step in life has remained fairly consistent. More than half of respondents reported feeling very or extremely well prepared for their next steps in life.

## Next Steps

The Fall 2024 Graduate Exit Survey (GES) continues to expand upon the progress made in Spring 2024, both in the breadth of data collected and in highlighting the essential role student feedback plays for UAA faculty, staff, and administrators. The survey reinforces the value of the student perspective in informing institutional improvement and decision-making processes.

However, some survey design challenges remain—particularly with the Student Learning Support Services item, which continues to be the most complex component of the instrument. In response to these ongoing issues, the Accreditation Advisory Committee was engaged following the Spring 2024 survey. A subcommittee undertook a targeted review and implemented minor revisions to improve clarity and function. The resulting findings and redacted narrative comments were shared with the UAA Executive Council for review and to inform potential next steps. The finalized survey report has been published on the Institutional Research (IR) website and contributes to UAA’s mission fulfillment documentation. It is publicly accessible.

Looking ahead, further refinement of the student support services question is needed, especially to evaluate its effectiveness in capturing actionable data. Additionally, there should be broader institutional discussion on how best to gather meaningful information regarding internship experiences—both through Career Services and within academic units.

In conclusion, institutional support for the GES remains strong. As response rates continue to hold steady or improve, there may be an opportunity to provide limited, de-identified College-level reporting in the future, further enhancing the survey’s utility while protecting respondent confidentiality.