

How Satisfied are Graduating Students with their NU Experience?

Since 2015, NU has administered the Undergraduate Exit Survey to measure different aspects of graduating students' undergraduate experiences and post-graduation plans. More than 900 graduating students (bachelor's level) have participated in this survey—for an average response rate of 68%.

Key dimensions of interest in this survey include students' perception of NU (eight questions) and satisfaction with undergraduate programs (ten questions), which are measured on a six-point scale (1 = "low" and 6 = "high"). We used a combination of Factor Analysis, Reliability Analysis, and the Linear Stretch Method to construct composite scores—scale from 0 to 100—that capture students' assessment on each dimension.

Figure 1 shows average student ratings over time. Results suggest that graduating students' perception of NU was highly positive, particularly in 2016 and 2017 (a five-percent improvement since 2015). Results also suggest that students were moderately satisfied with their undergraduate program. Perception of NU (as an institution) was consistently more positive compared to perception of students' own undergraduate programs.

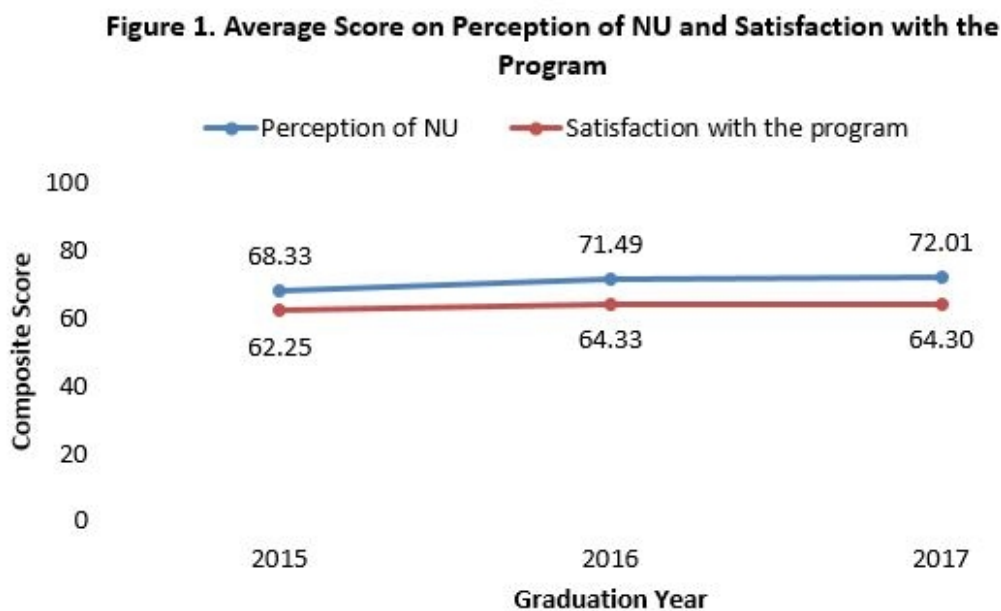
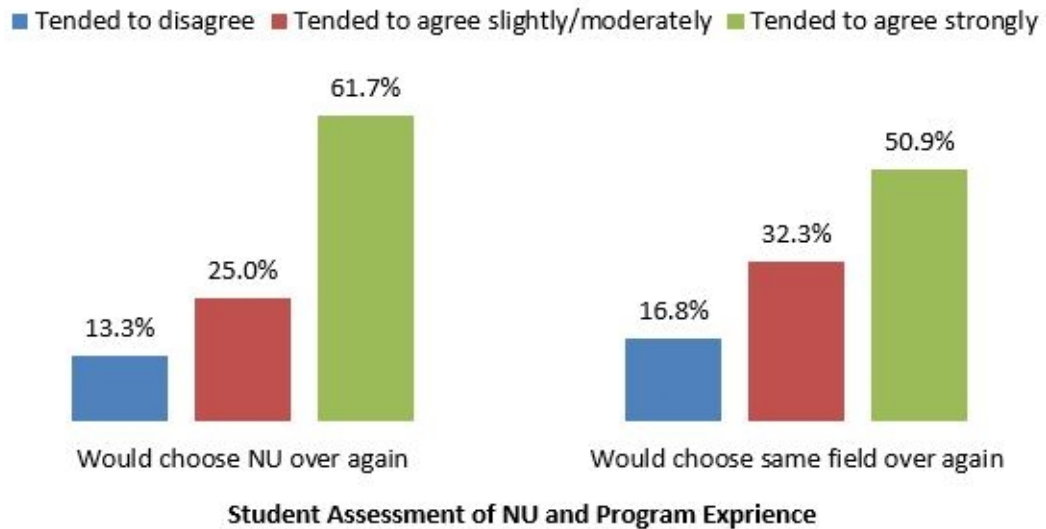


Figure 2 highlights the extent to which students agreed (or disagreed) that they would still choose NU or the same field, if they had to start over again. Overall, 62% of the student agreed strongly that they would still choose NU, compared to 51% who agreed strongly that they would still choose the same field of study.

Figure 2. Extent to which students agreed that they would still choose NU or the same field of study over again



In sum, graduating students tended to have a highly positive perception of NU (as an institution). Students were positive, although also more moderate, in their perception of undergraduate programs. In the last three years, graduating students have expressed concerns about course variety/availability and career preparation, which may have led to a moderate (rather than high) level of satisfaction with their program. Consequently, students' top recommendations for improvement have included: improving the design/flexibility/relevance of academic programs and increasing course variety/availability.

=====

We invite you to write to IR (ir@nu.edu.kz) and (1) share your thoughts and experiences relative to the topic under discussion in this **IR-MFF** issue and/or (2) suggest a question/topic that you would like us to address in a future issue of the **IR-MFF**. A PDF version of the current IR-MFF issue is attached to this email.

The IR-MFF is published every last Friday of the month or, if the relevance and timeliness of the topic require, earlier (August through November and January through April). Analyses are *limited to 300 words or less (narrative text) and one or two graphs/tables*. If you need more detailed information (methodological or otherwise), please contact IR at ir@nu.edu.kz.

