

EXECUTIVE SUMMARY
December 2000, May 2001 and Summer 2001 Graduating Classes
UNDERGRADUATE ALUMNI SURVEY

Background

Plattsburgh State University has conducted internal alumni surveys for decades. During the fall 2000 and spring 2001 semesters, PSU created a new alumni survey format and implemented a new methodology in order to generate a higher useable return rate for the graduating class of 1999. Four PSU offices cooperated in that venture. They were the Office of Alumni Affairs, the Office for Institutional Advancement, the Career Development Center, and the Office of Institutional Research. The four offices developed the survey items while the Offices of Institutional Advancement and Alumni Affairs were responsible for duplicating the survey, generating address labels and contacting respective alumni. Alumni were contacted by mailing the survey (with a stamped self-addressed envelope) or via phone banks. Based on the useable returns, the Office of Institutional Research entered data, analyzed the returns, and produced the final reports.

Following the same process, a second alumni survey on Spring 2000 and Summer 2000 graduates was produced and disseminated. The following report provides data on the December 2000, May 2001, and Summer 2001 undergraduate alumni.

Section One
Summary of
Total Responses by Survey Items

Employment

- 76.0 % of the respondents were *employed full-time*, 5.9% were *employed part-time*, and 13.5% were *continuing their education*. Thus, 95.4% of the respondents were either employed or continuing their education.
- Of the employed graduates, 45.1% considered their *position entry level* in a career they hope to pursue, 29.6% considered their position *interim employment* related to eventual career goals, 13.4% considered their position *unrelated to eventual career goals*, and 11.9% indicated *none of the above*.
- Regarding *two digit career codes*, the highest percentages were in education-teaching 22.3%, and nursing 8.4%.
- 61.6% of the employed respondents indicated their position was *closely related* to their PSU major, 21.1% indicated it was *somewhat related*, and 17.2% indicated it was *not related*.
- 59.5% of the employed respondents indicated they were *earning* more than \$30,000 a year.

Continuing Education

- Of those respondents indicating they were *continuing their education*, 58.4% were full-time, and 41.6% were part-time.
- 50.0% were in MA programs, 22.2% in MS programs, and the remainders were in a variety of specialized MA programs ranging from MBA to MSW, and doctorate programs from JD to Ph.D.
- Respondents *were continuing their education* at 62 different institutions. The highest numbers of students were continuing their education at PSU with 29, followed by SUNY Albany with 8.

Evaluation of Services

- 92.1% of the respondents indicated they were satisfied or very satisfied with “*PSU Classroom Instruction.*”
- 80.8% of the respondents indicated they were satisfied or very satisfied with “*PSU Course Offerings.*”
- 86.3% of the respondents indicated they were satisfied or very satisfied with “*PSU Individual Assistance by Instructors.*”
- 82.3% of the respondents indicated they were satisfied or very satisfied with “*PSU Classroom Facilities.*”
- 84.3% of the respondents indicated they were satisfied or very satisfied with “*PSU Library & Research Services.*”
- While 35.8% of the respondents indicated they had no basis for opinion with “*PSU Science Labs & Equipment,*” the remaining 52.6% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 81.3% of the respondents were satisfied or very satisfied with “*PSU Science Labs & Equipment.*” Data by individual majors are available in Section III.
- While 11.3% of the respondents indicated they had no basis for opinion with “*PSU Computer Labs & Services,*” the remaining 50.6% of the respondents were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 79.1% of the respondents were satisfied or very satisfied with “*PSU Computer Labs & Services.*” Data by individual majors are available in Section III.
- 76.8% of the respondents indicated they were satisfied or very satisfied with “*PSU Class Scheduling.*”
- While 13.4% of the respondents had no basis for opinion on “*PSU Academic Advising,*” the remaining 59.6% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 69.7% of the respondents were satisfied or very satisfied with “*PSU Academic Advising.*”
- While 18.6% of the respondents had no basis for opinion on “*PSU Career Counseling,*” the remaining 49.1% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 61.9% of the respondents were satisfied or very satisfied with “*PSU Career Counseling.*”
- While 33.4% of the respondents had no basis for opinion on “*PSU Financial Aid Program,*” the remaining 44.7% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 68.8% of the respondents were satisfied or very satisfied with “*PSU Financial Aid Program.*”
- While 31.4% of the respondents had no basis for opinion on “*PSU Registration Procedures,*” the remaining 54.1% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 81.9% of the respondents were satisfied or very satisfied with “*PSU Registration Procedures.*”
- While 23.8% of the respondents had no basis for opinion on “*PSU Student Life Services,*” the remaining 63% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 85.4% of the respondents were satisfied or very satisfied with “*PSU Student Life Services.*”
- While 11.0% of the respondents had no basis for opinion on “*PSU Dormitories,*” the remaining 66.6% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 77.1% of the respondents were satisfied or very satisfied with “*PSU Dormitories.*”

- While 17.4% of the respondents had no basis for opinion on “*PSU Food Services*,” the remaining 63.9% were satisfied or very satisfied. Recalculating without the no basis for opinion respondents, 79.7% of the respondents were satisfied or very satisfied with “*PSU Food Services*.”

Skills Assessment

- 96.5% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Communicating Effectively.”
- 94.8% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Analyzing & Solving Problems.”
- 94.7% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Finding Information.”
- 92.1% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Quantitative Skills & Abilities.”
- 94.5% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Thinking Clearly and Critically.”
- 80.2% of the respondents indicated their PSU experience assisted them in skill attainment from moderate to very great in “Computer Literacy.”

Section Two ***Summary of***

Item Responses by PSU Faculties

(Arts and Science, Professional Studies, Business & Economics, and Individual Studies)

Percentages are either based within a faculty or between faculties!

Employment

- The highest percentage of respondents *employed full-time* within a faculty was 87.3% in Business & Economics, followed by 81.4% in Professional Studies, and 67.1% in A&S.
- The highest percentage of respondents within a faculty indicating their employment was *entry level* was 56.4% in Professional Studies, followed by 41.4% in A&S, and 31.9% in Business & Economics. Conversely, the highest percentage of respondents indicating their employment was none of the above within a faculty was 14.9% in Professional Studies, followed by 12.8% in Business & Economics, and 9.4% in A&S.
- Regarding *two digit career code*, Professional Studies had the highest number in any one area with 48 in education-teaching, followed by Business & Economics with 12 in accounting, and A&E with 12 in environmental science.
- The highest percentage of respondents within a faculty indicating their present position was *closely related* to their PSU major was 89.2% in Professional Studies, followed by 58.3% in Business & Economics, and 41.4% in A&S.
- The highest percentage of respondents within a faculty *earning more than \$30,000* was 66.6% in Professional Studies, followed by 65.8% in Business & Economics, and 51.8% in A&S.
- A&S has the highest percentage of respondents satisfied or very satisfied within a faculty for *Individual Assistance by Instructors* with 93.1%, followed by Professional Studies at 88.3%, and 81.8% in Business and Economics.

- Professional Studies has the highest percentage of respondents satisfied or very satisfied within a faculty for *PSU Classroom Facilities* at 88.3%, followed by A&S at 81.9%, and Business and Economics at 76.3%.
- Professional Studies has the highest percentage of respondents satisfied or very satisfied within a faculty for *PSU Library & Research Services* at 88.2%, followed by A&S at 85.4%, and Business and Economics at 80%.

Continuing Education

- The highest percentage of respondents between faculties *continuing their education full-time* were in A&S at 56.1%, followed by 34.8% in Professional Studies, and 9.1% in Business & Economics.
- Professional Studies had the highest number of respondents *continuing their education* in any one field, 15 in reading.
- The highest number of students *continuing their education at PSU* was 17 in Professional Studies followed by 12 in A&S.

Evaluation of Services

- A&S has the highest percentage of respondents within a faculty for satisfied or very satisfied within *Classroom Instruction* at 93.3%, followed by Professional Studies at 92.5%, and Business and Economics at 90.9%.
- Professional Studies had the highest percentage of respondents within a faculty satisfied or very satisfied with *PSU Course Offerings* at 90.9%, followed by A&S at 77.5%, and Business & Economics at 72.7%.
- A&S had the highest percentage of respondents within a faculty satisfied or very satisfied with *PSU Individual Assistance by Instructors* at 93.1%, followed by Professional Studies at 88.3%, and Business & Economics at 81.8%.
- Professional Studies had the highest percentage of respondents within a faculty satisfied or very satisfied with *PSU Classroom Facilities* at 88.3%, followed by A&S at 81.9%, and Business and Economics at 76.3%.
- Professional Studies had the highest percentage of respondents within a faculty satisfied or very satisfied with *PSU Library & Research Services* at 88.2%, followed by A&S at 85.4%, and Business & Economics at 80.0%.
- Professional Studies had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Science Labs & Equipment* at 43.2%, followed by A&S at 35.0%, and Business & Economics at 27.3%. Recalculating without the no basis for opinion with a faculty, Professional Studies had the highest percentage of respondents satisfied or very satisfied at 85.0%, followed by Business & Economics at 80.0%, and A&S at 79.2%.
- Professional Studies had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Computer Labs & Services* at 14.3%, followed by A&S at 11.5%, and Business & Economics at 5.5%. Recalculating without the no basis for opinion with a faculty, Professional Studies had the highest percentage of respondents satisfied or very satisfied at 92.2%, followed by A&S at 76.8%, and Business & Economics at 61.5%.
- Professional Studies had the highest percentage of respondents within a faculty satisfied or very satisfied with *PSU Class Scheduling* at 81.5%, followed by Business & Economics at 77.8%, and A&S at 73.5%.

- Professional Studies had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Academic Advising* at 15.0%, followed by A&S at 13.4%, and Business & Economics at 10.9%. Recalculating without the no basis for opinion with a faculty, Business & Economics had the highest percentage of respondents satisfied or very satisfied at 75.5%, followed by Professional Studies at 71.6%, and A&S at 66.1%.
- A&E had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Career Counseling* at 15.0%, followed by A&S at 13.4%, and Business & Economics at 10.9%. Recalculating without the no basis for opinion with a faculty, Professional Studies had the highest percentage of respondents satisfied or very satisfied at 67.0%, followed by A&S at 58.9%, and Business & Economics at 58.7%.
- A&E had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Financial Aid Program* at 35.6 %, followed by Business & Economics at 34.5%, and Professional Studies at 31.7%. Recalculating without the no basis for opinion with a faculty, Professional Studies had the highest percentage of respondents satisfied or very satisfied at 78.0%, followed by A&S at 78.0%, and Business & Economics at 61.1%.
- Professional Studies had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Registration Procedures* at 37.3 %, followed by A&S at 31.7%, and Business & Economics at 31.7%. Recalculating without the no basis for opinion with a faculty, Professional Studies had the highest percentage of respondents satisfied or very satisfied at 86.5%, followed by Business & Economics at 85.7%, and A&S at 78.2%.
- Professional Studies had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Student Life Services* at 27.4 %, followed by A&S at 25.8%, and Business & Economics at 14.5%. Recalculating without the no basis for opinion with a faculty, Business & Economics had the highest percentage of respondents satisfied or very satisfied at 87.2%, followed by Professional Studies at 85.9%, and A&S at 84.3%.
- Professional Studies had the highest percentage of respondents within a faculty for no basis for opinion on *PSU Dormitories* at 12.0 %, followed by A&S at 12.0%, and Business & Economics at 7.5%. Recalculating without the no basis for opinion with a faculty, Business & Economics had the highest percentage of respondents satisfied or very satisfied at 85.7%, followed by Professional Studies at 77.7%, and A&S at 74.3%.

Skills Assessment

- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Communicating Effectively* was in Business & Economics at 100%, followed by A&S at 96.9%, and Professional Studies at 96.7%.
- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Analyzing and Solving Problems* was in Business and Economics at 99.9%, followed by Professional Studies at 95.8%, and A&S at 94.5%.
- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Finding Information* was in Business and Economics at 96.4%, followed by Professional Studies at 95.8%, and A&S at 95.1%.

- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Quantitative Skills and Abilities* was in Professional Studies at 94.9%, followed by A&S at 93.9%, and Professional Studies at 94.9%.
- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Thinking Clearly and Critically* was in Professional Studies at 96.7%, followed by A&S at 93.9%, and Business and Economics at 92.5%.
- The highest percentage of respondents within a faculty that indicated their PSU experience assisted them in skill attainment from moderate to very great in *Computer Literacy* was in A&S at 82.4%, followed by Business and Economics at 81.9%, and Professional Studies at 79.8%.

Section Three

Item Responses by PSU Majors

Percentages can be analyzed either within a major or between majors!

This section provides data for all appropriate items in the survey by individual PSU majors. These data can be useful for departmental reviews and accreditation purposes. This information can be utilized to ascertain where alumni are employed and provides some indication on their job functions.

Section Four

Employers and Job Titles by Major

This section provides employers and job titles for PSU majors and their options. Salary information is not listed in order to maintain confidentiality. This information can be utilized to ascertain where alumni are employed and provides some indication on their job function.

Methodology

A decision was made to survey the December 2000, May 2001, and Summer 2001 graduating classes in May 2002. Funds to support the survey were solicited and provided by the Provost's Office, The Vice President for Student Affairs & Enrollment Management, and the Office for Institutional Advancement.

The Alumni Office generated 1134 names of appropriate alumni with useable contact information. A revised survey was developed. A phonation was conducted to solicit responses to survey items. Those alumni that were not available by phone were sent a hard copy of the survey with a stamped self-addressed envelope. Details on the phone bank and mailing processes are available from the Alumni Office. By July 1, 2002 all useable returns were entered into an SPSS package for analysis.

Caveats

The survey data were entered exactly as listed by alumni. Some respondents did not answer all appropriate items, thus there are discrepancies in item counts. Return rates varied by individual major. Thus, when reviewing those rates, it is important to examine the number of respondents. The data analyses were based on all responses including "no basis for opinion" as appropriate.