Graduate School

Admissions Outcome 1
Graduate students who enroll will be satisfied with the enrollment process and the helpfulness and responsiveness of the admissions staff. Less than 10% of students surveyed will be dissatisfied with the enrollment process and the helpfulness and responsiveness of the admissions staff.

Assessment Method 1: Student satisfaction survey
Assessment Method Description
A survey was developed in Fall 2011 to be administered to newly enrolled graduate students.

Findings
The survey was first administered in Fall 2011 and again in Spring 2012 to recently enrolled graduate students. The survey was not administered in Fall 2012 because the Graduate School anticipated transitioning to a new on-line application system then. Unforeseen circumstances delayed implementation of Apply Yourself until Fall 2013. While the Graduate School plans to administer the survey of newly enrolled students in Fall 2013 and Spring 2014, results are not yet available.

How did you use findings for improvement?
Although the implementation of a new online application system was delayed until Fall 2013, the Graduate School has continued to improve services to prospective students. At the level of the University web-page, a separate portal for graduate students was created, making it easier for prospective students to apply on-line. The Graduate School’s communication specialist also redesigned the web-portal for prospective students to include information specific to the admissions process, points of interest, funding, and the Auburn/Opelika geographical area. Plans to contact newly admitted students, with information about orientation activities, will be implemented in 2013-2014. Representatives from the Graduate School also met with program leaders to address concerns directed at specific programs.

Additional Comments
The survey will be re-administered in Fall 2013 and Spring 2014.

**Matriculation Outcome 2**
Graduate students who complete their studies will be satisfied with the matriculation process and the helpfulness and responsiveness of the matriculation staff. Less than 10% of the students surveyed will be dissatisfied with the matriculation process and the helpfulness and responsiveness of the matriculation staff.

**Assessment Method 1: Student Satisfaction Survey**

**Assessment Method Description**
A survey was developed in 2012 to be administered to graduating students.

**Findings**
The extremely positive survey results from 2012 survey prompted the Graduate School to modify the survey in 2013 to focus on other topic areas. The Graduate School plans to re-introduce the survey questions related to matriculation beginning in Fall 2013.

**How did you use findings for improvement?**
In response to survey results from 2012, the Graduate School is now fully engaged in implementing Degree Works, a means by which students will be able to enter their Plans of Study and audit their progress towards degree completion. It will replace the legacy system known as GSPOST, with which many graduate students and their advisors are dissatisfied. The Graduate School also implemented an on-line Checklist, which allows graduate students to monitor their progress online. Students can immediately see what milestones toward graduation have been completed and what steps remain to be done. Plans are also underway to improve the process by which students apply for graduation. Representatives from the Graduate School also met with program leaders to address concerns directed at specific programs.

**Additional Comments**
The exit survey will be modified to include item about satisfaction with the matriculation process. It will be administered Fall 2013 and again in Spring and Summer 2014.