

**Alumni Survey
Career Development Center Report
Administered 2015**



**INDIANA UNIVERSITY
SOUTHEAST**

OFFICE OF INSTITUTIONAL EFFECTIVENESS

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November 2016**

SURVEY BACKGROUND AND SUMMARY

The Indiana University Southeast Alumni Survey was created in 2012 to obtain data necessary for the Office of Institutional Effectiveness (OIE), the Office of Development, and the Career Development Center. The instrument- found in Appendix A of this report- collects information pertaining to employment, graduate education, preparation for after college, perception of IU Southeast, satisfaction with the college experience, and updated contact information.

2015

Respondents for the 2015 survey administration were drawn from institution records of degree recipients and included alumni from the following graduation classes:

- May 2014, August 2014 and December 2014 graduates (One year out)
- 2011-2012 graduates (Three years out)
- 2009-2010 graduates (Five years out; previously surveyed three years out in 2013)

Response rates of the various graduation classes are below. Further demographic details of the respondents are found in the original Alumni Survey reports on the OIE webpage.

	<u>Invited</u>	<u>Responded</u>	<u>Response Rate</u>
2014 Graduates	1069	95	8.9%
2011-12 Graduates	1053	41	3.9%
2009-10 Graduates	943	31	3.3%
2015 Administration	3065	167	5.4%

Multiple reports have been made to varied constituents including: Academic Council, Alumni/Community Relations, Career Development, Enrollment Management, and Student Affairs. In addition, by-school reports are being made and distributed to each Dean. These and any ad hoc reports will be posted on the OIE website to support the institution's mission of transparency and to encourage respondents to take future assessments. By-major reports can be obtained via request to Sara Jewell in OIE at sajewell@ius.edu

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NUMBER OF RESPONDENTS, GENDER and AGE

This survey is made up of responses from 167 IU Southeast alumni within 5 years of graduation.

Table 1: Respondents by years out:

	N	%
1 Year Out	95	57%
3 Years Out	41	25%
5 Years Out	31	19%
Total	167	100%

Female respondents outnumber male respondents two to one, and almost half of all respondents are between the ages of 20 and 29.

Table 2: Respondents by Gender:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
Female	64%	67%	61%	58%
Male	36%	33%	39%	42%
Total	100%	100%	100%	100%

Table 3: Respondents by Age Group:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
20-29	48%	61%	34%	26%
30-39	37%	22%	54%	58%
40-49	11%	13%	10%	10%
50-59	3%	3%	2%	3%
60 or more	1%	1%	--	3%
Total	100%	100%	100%	100%

SCHOOL AND MAJOR

The predominant school for responding alumni is Business with almost one-third of all respondents, and the largest individual major is a BS in Business.

Table 4: Respondents by School:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
School of Arts & Letters	13%	11%	20%	10%
School of Business	31%	32%	34%	26%
School of Continuing Studies	7%	--	7%	26%
School of Education	13%	13%	12%	13%
School of Natural Sciences	11%	15%	5%	10%
School of Nursing	2%	3%	--	3%
School of Social Sciences	17%	18%	20%	13%
Graduate Sch - Liberal Studies	1%	1%	--	--
Office of Academic Affairs	5%	8%	2%	--
	100%	100%	100%	100%

2015 Alumni Survey: Career Development Center Report

Table 5: Respondents by Major:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out		All	1 Yr Out	3 Yrs Out	5 Yrs Out
Basic Supervision CERT	1%	1%	--	--	Geosciences BA	1%	2%	--	--
Biology AA	1%	1%	--	--	German BA	1%	1%	--	--
Biology BA	1%	1%	--	--	History BA	1%	1%	2%	--
Biology BS	3%	3%	5%	--	Human Resources Management PBC	1%	1%	--	--
Business Admin MBA	5%	4%	7%	6%	Informatics BS	1%	1%	--	--
Business AS	1%	--	2%	3%	International Studies BA	1%	--	2%	--
Business BSB	21%	24%	22%	10%	Journalism BA	2%	2%	2%	--
Chemistry BS	2%	2%	--	6%	Liberal Studies MLS	1%	1%	--	--
Communication BA	4%	3%	5%	6%	Mathematics AA	1%	1%	--	--
Computer Science BS	1%	1%	--	3%	Music BA	1%	--	2%	--
Counseling MSED	1%	--	2%	--	Nursing BSN	2%	2%	--	3%
Criminology & Crim Justice BS	3%	4%	2%	--	Nursing RN to BSN	1%	1%	--	--
Economics BA	1%	--	2%	--	Philosophy BA	1%	--	2%	3%
Elementary Education BSED	4%	3%	2%	6%	Political Science BA	3%	1%	2%	10%
Elementary Education MSED	4%	3%	2%	6%	Psychology BA	2%	2%	2%	3%
English BA	4%	6%	--	--	Psychology BS	5%	7%	5%	--
Fine Arts BA	1%	--	2%	--	Sec Ed Earth/Science BSED	1%	1%	2%	--
Fine Arts BFA	1%	--	2%	--	Sec Ed Math BSED	1%	1%	--	--
French BA	1%	--	2%	--	Sec Ed SS-History Per BSED	1%	--	2%	--
General Business PBC	1%	--	--	--	Secondary Education MSED	2%	3%	--	--
General Studies AAGS	1%	--	--	6%	Spanish BA	1%	--	2%	--
General Studies BGS	10%	7%	10%	19%	Special Education BSED	1%	1%	--	--
Geosciences AA	1%	2%	--	--	Strategic Finance MSSF	1%	2%	--	--
					Total	100%	100%	100%	100%

EMPLOYMENT & INCOME

Since graduating from IU Southeast, 86% of responding alumni have accepted a new full-time position.

Table 6: Full-Time Position:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
Yes	86%	83%	85%	94%
No	14%	17%	15%	6%
Total	100%	100%	100%	100%

Slightly more than 91% of responding alumni are currently employed. Almost 22% of employed alumni are seeking a job change. Only 4% of respondents are not working and seeking employment. Only two respondents report being unable to find employment.

Table 7: Employment Status:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
Yes	72%	74%	66%	74%
Yes, full-time, but seeking employment change	14%	14%	17%	13%
No, and not seeking employment	5%	3%	7%	6%
Yes, part-time, but seeking employment change	5%	5%	7%	--
No, but seeking employment	4%	4%	2%	6%
Total	100%	100%	100%	100%

Table 8: Reason for Not Working:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
Personal decision related to self or family	3	1	1	1
Unable to find employment	2	1	--	1
Studying for the MCAT	1	1	--	--
Other	1	1	--	--
Total	7	4	1	2

The predominant salary range for all respondents combined is between \$30,000 and \$40,000 per year. One year out shows 38% earning \$40,000 or more; three years out shows 44% earning \$40,000 or more; and five years out shows 69% earning \$40,000 or more per year.

Table 9: Salary by Range and Percentage:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
Less than \$20,000	10%	9%	13%	8%
\$20,000 to 30,000	15%	17%	15%	8%
\$30,001 to \$40,000	30%	36%	28%	15%
\$40,001 to \$50,000	18%	17%	18%	23%
\$50,001 to \$70,000	14%	13%	10%	23%
\$70,001 to \$90,000	7%	5%	5%	15%
\$90,001 to \$110,000	3%	2%	5%	4%
More than \$110,000	3%	1%	5%	4%
Total	100%	100%	100%	100%

POST-GRADUATE PROGRAMS

A quarter of the responding alumni have earned post-graduate degrees and a fifth are currently enrolled in post-graduate programs. Of the degrees earned, all are Master's except for one Juris Doctorate and one unspecified other.

Table 10: Participation in Post-Graduate Programs:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
Earned post-graduate degree	25%	14%	37%	45%
Currently enrolled	20%	20%	20%	19%
Completed post-graduate courses	3%	4%	--	3%

Note respondents could choose more than one answer

The large majority of respondents currently enrolled in post-graduate programs are pursuing a Master’s degree, including three of the five respondents who reported completing courses without obtaining a degree.

Table 11: Currently Enrolled in Post-Graduate Program:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
Master's	76%	84%	63%	67%
Doctorate	21%	16%	25%	33%
Other	3%	--	13%	--
Total	100%	100%	100%	100%

EMPLOYMENT WHILE ATTENDING

The large majority of respondents consistently worked while attending IU Southeast, with 70% working more than 20 hours per week, and half working more than 30 hours per week.

Table 12: Consistently Worked while Attending IU Southeast:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
Yes, generally between 5 and 10 hours per week	4%	5%	3%	3%
Yes, generally between 11 and 20 hours per week	17%	20%	15%	13%
Yes, generally between 21 and 30 hours per week	20%	19%	30%	13%
Yes, generally more than 30 hours per week	50%	49%	38%	68%
No, I did not generally work as a student	8%	6%	15%	3%
Total	100%	100%	100%	100%

CO-CURRICULAR ACTIVITY

Three quarters of the responding alumni participated in at least one co-curricular activity while attending IU Southeast, and 41% participated in two or more.

Table 13: Co-Curricular Activity:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
Participated in community service	39%	34%	41%	52%
Participated in a student organization	38%	38%	37%	39%
Completed an internship	29%	32%	27%	26%
Completed a practicum/field experience	24%	22%	27%	26%
Participated in intercollegiate or intramural athletics	9%	9%	7%	10%

Note respondents could choose more than one answer

PREPAREDNESS

The majority of respondents felt well prepared by their IU Southeast education; however, 5% felt poorly prepared for their current careers, and 13% felt poorly prepared for finding a job in their field soon after graduation.

Table 14: Preparedness:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
Most current career	84%	87%	73%	87%
Finding a job in studied field	67%	68%	60%	73%

Percentages combine "Excellent" and "Good" answer choices

ADVANCEMENT

Two-thirds of respondents achieved at least one of the recognized advancements within 2 years of completing their degree; 41% achieved two or more; and 22% achieved all three.

Table 15: Advancement in Career:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
Receive a salary increase	50%	55%	46%	42%
Begin working in your field of study	42%	44%	34%	45%
Receive a promotion or obtain a better position	36%	39%	34%	29%

Note respondents could choose more than one answer

CAREER DEVELOPMENT CENTER

Two-thirds of respondents utilized at least one of the recognized services of the Career Development Center, and 35% utilized two or more. Twelve percent of respondents would like to be contacted by the Center.

Table 16: Services received while attending IU Southeast:

	All	1 Yr Out	3 Yrs Out	5 Yrs Out
Resume Review	50%	54%	49%	42%
Career Counseling	30%	31%	41%	13%
Internship	22%	23%	20%	19%
Job Search Assistance	20%	20%	27%	10%
Other	7%	4%	10%	10%

Note respondents could choose more than one answer

QUALITATIVE COMMENTS: PRIDE & INVOLVEMENT

Respondents were asked, "In the next 5-10 years, what is the most meaningful thing the University can do to increase your IU Southeast pride and/or involvement?" Responses were separated by area of focus and included in the appropriate report or reports.

1. Add a BS in Healthcare management
2. Advisors need to be aware of law changes and program changes in order to help students succeed.
3. Alumni Networking Events
4. As much as I truly love the education I received from IUS, I wish I had been guided more towards internships, foreign study or career possibilities.
5. Assist me with finding a better career opportunity.
6. Be more involved in the community.
7. Be the same! I love the support received!
8. Be there so I can complete my masters degree.
9. Being able to network with others in my field who are successful graduates of IU Southeast.
10. By having more alumni nights
11. Career resources or cooperative support from local organizations. Employment options are abysmal. Partnerships could help graduates find adequate employment and help strengthen the perception of IUS.
12. Community involvement
13. Continue building a positive brand by community involvement and sponsorship. Raise admission standards and prepare graduating seniors for professional work environments.
14. Continue the academic excellence and offer graduate courses online.
15. Continue the path of sending well educated students into the workforce in the Louisville area. Expand the majors offered for example an Entrepreneurship degree would be great.
16. Continue to be a safe environment for students
17. Continue to be awesome by letting me use the library. :)
18. Continue to educate students who make a difference in their community.
19. Continue to grow the natural sciences department.
20. Continue to help students become the best they can be and for IU to stay on the wave of new technology and education.
21. Continue to maintain frequent contact with alumnus
22. Continue to offer a high-quality education at a reasonable price. / Increase the number of graduate programs on campus. I MAY have enrolled in a graduate program at IUS in 2010 but the selection of degree programs was & still is extremely limited. Continue to hire high-quality professors.
23. Continue to produce well-prepared graduates for the future
24. Continue to provide an education that is affordable so that our future college generation will come into the work/career force with greater knowledge and motivation.
25. Continue to send IUS alumni information
26. Continued alumni association events, such as Night at the Bats, etc.
27. Continuing having the most helpful, caring, and knowledgeable staff.
28. Creating stronger programs and more community outreach
29. Do something good for the community.
30. Encourage high school students to take college courses their senior year. Doing this will motivate them.
31. Expand community science and mental health education and involvement
32. Fix my transcripts that your staff screwed up. I spent years trying to get them to fix their mistake and finally gave up. Hire staff that actually care about people and want to help. I will be dead before I can pay off my student loans for a degree that is worth \$12 an hour.
33. Free stuff would be nice :)
34. Get nationally ranked in places like US News and other publications.
35. Grow and add on
36. Have more alumni events, including community involvement.

37. Having professors write letters of recommendation for graduate schools to which I apply would be the most meaningful thing that individuals acting on behalf of the university could do to solidify my pride in IUS.
38. Help with professional development
39. Higher academic standards, an art portfolio requirement for entrance into the fine arts program, better career and internship opportunities for fine arts majors.
40. Hire better faculty that will not cause black eyes for the university in the local media. Possible more thorough background checks into personal lives before hiring or promoting professors.
41. I appreciate the information sent via email updating me of the opportunities at IUS.
42. I believe that IU Southeast needs to just maintain student involvement.
43. I don't know if anything can be done going forward. I think it's something that needs to be cultivated and fostered while students are enrolled. I'd think more non-class graduate events, competitions (i.e. case competitions), graduate intramural teams, graduate student interaction with undergrad students. Anything that would give a "team" or "fraternity/sorority" feel, I think would help in developing IU Southeast pride/involvement. I think it's memories that help develop that pride. I'm sure many would have memories of in class experiences, but my opinion is that the outside of class experiences would carry more weight in that regard.
44. I want more than anything to work for IUS
45. I wish there would have been a Master's suite program for Nurse Practitioner or combined online NP program, I would have come back. If IUS gets a DNP program I may consider that degree.
46. I would like to go for my master's
47. I would like to see more graduate programs at IU Southeast.
48. Improve university relations with leading regional employers. / Structure internship/rotational career opportunities with regional employers: Samtec, Brown-Forman, YUM, PNC, Kindred. / Engage/Pair successful alumni with upcoming graduate to provide advice/direction. / Keep increasing the quality of classes/degrees. / Define difference between interns/ entry-level talent pools and advice accordingly: resume change, mentorships, employer programs.
49. Improve your relationship with local schools. There is so much work that could be done with the youth in our community.
50. Increase community involvement
51. Increase fraternity /sorority life / Increase geoscience program / Open children's center to newborns / Target the in between trad and non-non-traditional students. / MORE PARKING! /
52. Increase in size, as well as a broader offering of majors.
53. IU Southeast has progressed enormously since I attended. I think keeping a high standard for faculty and students says the most about a University. Teachers that are approachable and understanding are those employed at IU Southeast. I take pride in my education and I have doubt that each future student will do the same. The environment of positivity, the high aced mic standards, and the campus life keeps IU Southeast at the top of my list.
54. IUS needs to improve communication with the students in the education dept. Classes to to reflect real-life skills that are needed for teachers. The Dean of Education when I was a student, was rude, disrespectful and for the most part, uncaring. Professors took weeks to submit my grade in a class which made me getting my degree a whole semester short and when I complained about this, I was just told I should be happy that the grade was posted on there now.
55. IUS should continue its move to make campus feel more like the experience you get at a larger state university such as offering more housing, building its campus life, etc.
56. IUS will always have my pride. I was treated with respect, and the communication I still receive from instructors is one of my favorite aspects of college. I love the ability to reach out to them with any questions regarding psychology, knowing I can rely on them for letters of recommendation, or just concerns in general in the subject.
57. Join the NCAA
58. Keep growing.
59. Keep producing exceptional professionals that will continue to change the world for the better.
60. Keep up the great work!

61. Maintain/obtain good rankings. Produce quality students who are respected in the workforce of our community.
62. More industry specific courses
63. More sports.
64. Most likely nothing. I live in Indianapolis and being involved isn't feasible.
65. My instructors were amazing. They made me feel like I mattered and wrote me recommendation letters numerous times.
66. Not sure
67. Not sure at this moment.
68. Nothing needs to be done for me to feel more pride in IUS
69. Offer a PhD program
70. Offer online Masters program
71. Offer religious courses or majors
72. Push internships as much as possible
73. Receive high rankings for MBA and MSSF programs, which adds value to my degrees
74. Refund my tuition.
75. Since moving to the other side of the United States, I unfortunately do not foresee any way IU Southeast could further my involvement. I am, however, always delighted to see when IU receives regional or national recognition for their programs and/or academics.
76. Sorry can't think of anything specifically.
77. Start a a masters degree program for criminal justice.
78. Start an IU Southeast joint Alumni/Student Volunteer Day in the community.
79. Stay in contact and continue to motivate me I the right career path
80. Stay on the right track! I'm proud of us! Unified Vision!
81. Take initiatives in offering career centered degrees that do not force students to spend hard earned money on nonvalue added courses.
82. The most meaningful thing IUS could do is have higher quality education. My issue is that I have a degree in Spanish but cannot speak the language. I was told by my academic advisors that college is not the place to learn the language, but the culture. I need the language over the culture. There should be a program that teaches the language. I'm kind of embarrassed of my degree from there.
83. They can continue to show support for the local high schools. I would suggest IUS to visit the local high schools and to continue to show the achievements they have achieved.
84. They can keep evolving with the times and offer more master's programs online.
85. Wider variety of classes for students interested in the experimental side of psychology.
86. Work with United parcel service more closely in the metro college program instead of earn and learn. Many of the students who work part time on nights would switch to IUS instead of Louisville if Metro college would pay up front for class being taken at IUS instead of just solely JCTC and UL.

QUALITATIVE COMMENTS: FURTHER COMMENTS

Respondents were asked for any further comments.

1. Advertise excellence not value. Hire marketing firm. Emphasize IU degree.
2. As an older student that required evening classes, it was difficult to get all of my classes in. It would be better if online or off-site courses were more available.
3. Build a quality gym for the students with dressing rooms and showers and a full set of exercise equipment. Maybe even a pool.
4. Continue to support the Philosophy program and faculty. It provides the ability to critically think more than any other program.
5. Didn't answer some as they did not apply, and a do not apply was not an option
6. For the school of business standpoint, I believe more people should consider IUS versus the university of Louisville which in my opinion would be the closest competitor university wise. I

don't think people in the community realize the better quality education they would receive in the school of business at IUS compared to the university of Louisville. I often compare my education to some of the surrounding university's students and many of them fall farther behind in graduation schedule because their university simply doesn't offer the variety of times for their courses as well as one on one instructor time you can always ask for with professors.

7. I absolutely loved every minute I was at IUS! Proud Grenadier!
8. I am getting ready to start my first job search since graduation.
9. I did enjoy going to IUS but now that I am in Florida, it is harder to reap all the benefits.
10. I feel like my internship options were limited because I didn't live near the Louisville area. Without that foot in the door opportunity, I've had trouble finding work in my desired field.
11. I graduated about 5 years ago, and I would have liked it if the professors in the Art Department were able to find jobs for the students, instead, they only helped out the students who got a BFA and not the BA, because now I am struggling to still find a job in my field which is Graphic Design, so now I work at Amazon.com, not really using any of the artistic side of my degree, which is what I am more passionate about than management. I just think that the professors should be able to help out their students regardless if they have a BA or BFA degree.
12. I have chosen not to accept a position full time in my field. I don't want my answers to skew your results. I was questioning what I wanted to do further with my life, so I decided not to accept until I was 100% sure. I have been offered, but not accepted. IUS has provided me with more than what I expected for my future, not only with job prep in my field, but communication, critical thinking, and an overall broad perspective on life.
13. I have reached out to the career services in the past, via phone and emails, requesting for assistance in looking at a job change. I never received the assistance I was told I would get being an IUS grad with "lifetime career services". This has been a true disappointment!
14. I love IUS. Wish I could come back
15. I loved all my professors and my academic advisor!
16. I loved my experience at IU Southeast, and I have substantially less debt that many other graduates my age.
17. I loved my time at IUS and have glowingly recommended it to many, many prospective students.
18. I really enjoyed my time at IU southeast and have found that the university was very successful in preparing me for my career in nursing. The nursing program is highly respected in the local health care field.
19. I really enjoyed my time at IUS. My professors were great and I enjoyed my courses. As a special education major I completed the elementary education practicum. The scheduling of assignments became very stressful between the two majors and the teaching staff listened to these concerns and made adaptations to help students. I am proud of what I did at IUS and am quick to recommend it to anyone looking to further their education.
20. I think the career development center did a great job while I was earning my Business degree. However, while I was earning my Art degree their services weren't advertised or talked about as much in class. I think this left the other students in my program at a disadvantage when it came to looking for a job after graduation.
21. I was a baseball player at IUS and loved it! Coach Reel has built a strong program that prepared me for life after college. I recently started a tech company in the communications field (my major) which I am proud of!
22. I was very impressed and surprised with the amount of Phd level instructors at the school. I think that fact should be advertised more.

23. I will be attending graduate school to further pursue my passion.
24. If at all possible, please allow students to use debit and/or credit cards to pay for items from all areas of campus, not just the book store and the police department.
25. It was challenging not being a traditional student but I really enjoyed the connections with my cohort and the coursework prepared me for my current position. It is difficult to become an educator in the community and state of Indiana that I was living in.
26. IU Southeast does not cater well to its graduate constituents. There are no networking events that graduates can (or would attend) just for them. There is also no career placement assistance. I was disappointed when I asked for help in Career Development and found that they were not equipped to help graduates with career transitions, etc., and that they primarily worked only with the undergraduate population. I was referred to my Dean and the faculty members in my program, but to no avail.
27. IUS has an excellent graduate business program. I hope they can continue to be a leader in the region for quality education so that my degrees retain their value.
28. My academic advisor was totally useless. She provided me with little or no real information. She almost seemed bothered to see me when I made appointments to see her, and in fact, in one instance I was handed off to another advisor as she was too busy. Eventually, I just stopped seeing her before enrolling in classes and used by check sheet to select classes I needed. / Perhaps more intensive career counseling should occur before students declare a major. I feel my degree is totally useless as it has little utility other than to aid me in graduate school, which I have little time and even less money to complete. Perhaps if someone has asked "What do you want to do with your degree?" from the beginning, I would have selected a different major.
29. My experience as a non-traditional student at IU Southeast was wonderful. / The faculty really care about the students and their ability to absorb the information. The staff members on campus are very helpful. / I'm thrilled to be working at such a fabulous institution!
30. No Comments
31. Parking attendants are the plague.
32. Thank you for everything!
33. The Professor's in the Communication Department are top notch. Doors always open for help. They want you to pass, but they want you to learn. Willing to assist with internships and jobs within your qualifications.
34. There should be more flexibility in teaching methods-- working in groups is not a one size fits all teaching method. Some students learn better when given space to explore independently with instructor guidance as needed.
35. These text areas have a minimum resize value but do not seem to have a maximize resize width. I absolutely loved the CS faculty I dealt with and am continuing to stay in contact and offer insights on how to better prepare students for current job expectations.
36. While I enjoyed my time at IUS, my experience with the end of my time in the Elementary Education program was not pleasant. I was taken out of the program and told I did not process information well, did not plan well, and wouldn't make a good teacher. My grades were changed 3 times. I did petition to have those grades changed to a W, and they were changed. I wasn't treated well by the two teachers in charge of Student teaching.
37. Wish you had a PhD program.

APPENDIX A

The survey instrument used in the administration follows.

