

# Example of an Undergraduate Alumni Survey

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### Example of an Undergraduate Alumni Survey

**Scenario**: The School of Management at the International Academy of Commerce and Business Enterprise offers a Bachelor of Business Administration. The school has identified the following intended student learning outcomes (ISLOs) for the program:

- 1. Students will be able to identify the principal concepts, theories, and practices in the functional areas of business. (*Business Functional Areas*)
- 2. Students will be able to recognize the relevant theories and principles associated with the economic environment of business. (*Economic Environment*)
- 3. Students will be able to recognize legal and ethical principles in business and apply them to organizational decision making. (*Legal/Ethical Principles*)
- 4. Students will be able to evaluate the global dimensions of business. (Global Dimensions)
- 5. Students will be able to apply business-related quantitative methods and information technology in support of management decision making. (*Decision-Support Tools*)
- 6. Students will be able to construct coherent written forms of communication. (Written Communication Skills)
- 7. Students will be able to compose and present effective oral forms of communication. (*Oral Communication Skills*)
- 8. Students will be able to demonstrate analytical and critical-thinking skills in the context of organizational decision making. (*Analytical/Critical-Thinking Skills*)
- 9. Students will be able to integrate theory and practice across the business functional areas in the analysis of organizational problems and challenges. (*Integration Skills*)

In addition, in order to evaluate its operational effectiveness, the School of Management has identified the following intended operational outcomes (IOOs):

- 1. The School of Management will be successful in placing its undergraduate students in appropriate entry-level positions or in graduate school on an annual basis. (*Placement Rate*)
- 2. Students in the School of Management will graduate in a timely manner. (Graduation Rate)
- 3. Faculty members in the School of Management will be highly-qualified in their teaching disciplines. (*Faculty Qualifications*)
- 4. Faculty members in the School of Management will be engaged in appropriate scholarly and professional activities on an annual basis. (*Scholarly and Professional Activities*)
- 5. The School of Management will deliver high-quality instruction to its students. (*Teaching Effectiveness*)
- 6. The School of Management will provide effective academic advising to its students. (Academic Advising)
- 7. The academic programs offered by the School of Management will be current, relevant, and meet the needs of both students and the business community. (*Curriculum*)

- 8. The School of Management will provide an effective learning environment in support of academic quality in its business programs. (*Learning Environment*)
- 9. The School of Management will offer significant co-curricular opportunities for students. (*Co-Curricular Opportunities*)
- 10. The School of Management will be successful in contributing to the academic, professional, and personal development of its students. (*Student Development*)

The undergraduate alumni survey below can be used as both an indirect measure of student learning and an operational assessment tool. The survey is used to assess (indirectly) all intended student learning outcomes (Part II) and to assess intended operational outcomes #5-#10 (Part III).

In particular, in terms of student learning assessment, the intended student learning outcomes are listed in Part II of the survey, and alumni are asked to evaluate the extent to which they believe that they were successful in acquiring the ability relating to each of the outcomes.

In terms of operational assessment:

- □ Part III: Section I: Survey Items #1-#3 → map to and assess IOO #5 (*Teaching Effectiveness*): The School of Management will deliver high-quality instruction to its students.
- □ Part III: Section I: Survey Item #4 → maps to and assesses IOO #6 (*Academic Advising*): The School of Management will provide effective academic advising to its students.
- □ Part III: Section I: Survey Items #5-#7 and Part III: Section II: Survey Item #3 → map to and assess IOO #7 (*Curriculum*): The academic programs offered by the School of Management will be current, relevant, and meet the needs of both students and the business community.
- □ Part III: Section I: Survey Items #8-#14 → map to and assess IOO #8 (*Learning Environment*): The School of Management will provide an effective learning environment in support of academic quality in its business programs.
- □ Part III: Section I: Survey Items #15-#17 and Part III: Section II: Survey Item #4 → map to and assess IOO #9 (Co-Curricular Opportunities): The School of Management will offer significant co-curricular opportunities for students.
- □ Part III: Section II: Survey Items #1 and #2 and Part IV: Survey Items #1-#3 → map to and assess IOO #10 (Student Development): The School of Management will be successful in contributing to the academic, professional, and personal development of its students.

(Note: The school is also using other operational assessment metrics to measure intended operational outcomes #1-#10.)

# International Academy of Commerce and Business Enterprise

## **School of Management**

## **Bachelor of Business Administration (BBA) Program**

## Alumni Survey

#### Introduction and Purpose:

As part of our continuing efforts to improve the degree programs offered by the School of Management at the International Academy of Commerce and Business Enterprise, we are interested in your candid assessments regarding various aspects of the school's BBA program, general learning environment, and your post-graduation career and academic experiences. This alumni survey is an important tool in our program of continuous improvement, and it provides valuable data and information that will be used to identify areas where changes and improvements are needed and to help us improve the educational experiences for future students.

#### Survey Composition:

The survey is composed of the following five parts:

- Part I: General Post-Graduation Survey Items
- Part II: Post-Graduation Evaluation of Your Learning in the Bachelor of Business Administration
- Part III: Your Post-Graduation Evaluation of the BBA Program and Learning Environment of the School of Management
- Part IV: Summary Evaluation and Other Comments
- Part V: Demographic Information

#### **General Instructions:**

- 1. Please give careful consideration to all of the survey items and provide thoughtful, candid, and accurate responses to each of the applicable items.
- 2. For each survey item, please also provide specific comments and suggestions for changes and improvements.
- 3. Your identity will remain anonymous in any reports that are produced from this survey. Your responses will be combined with those of other graduates in your program of study to create summary reports that will be used by faculty and administrators to improve the School of Management.

#### PART I: GENERAL POST-GRADUATION SURVEY ITEMS

		ion contains survey items pertaining to your academic and professional career experiences since ng from the School of Management at the International Academy of Commerce and Business Enterprise.
1.		ch of the following items describes your current academic or professional career status? (More than one on can be selected.)
		Working in the private sector or business
		Working in government or the public sector
		Working for a not-for-profit or non-governmental organization
		Self-employed
		Unemployed
		Attending or completed graduate school
		Other (please specify):
2.	lf yo	ou are currently employed, how difficult was it for you to find employment?
		Very Difficult
		Fairly Difficult
		Fairly Easy
		Very Easy
3.		ou are currently employed, approximately how many job interviews did you have before accepting your ent position?
		0-1
		2-5
		6-10
		11-15
		16-20
		More than 20
4.	lf yo	ou are currently employed, is your current position in an area related to your BBA area of study?
		Yes
		Νο

If you replied "yes" to this question, please provide a brief description of the type of company/organization and your position:

If you replied "no" to this question, please indicate the principal reason:

		I looked, but could not find a job closely related to my BBA area of study.
		My BBA area of study had no direct connection with specific employment opportunities.
		I confined my job search to a specific city or region.
		My job search was limited due to a need to match my career interests with those of someone else.
		I developed new career interests after graduating with my BBA.
		The jobs in my field did not pay well.
		The jobs in my field did not offer opportunities for advancement.
		I found an exceptional opportunity in an unrelated field.
		Other:
5.	lf yo	u are currently employed, which statement best describes your current position?
		My job has definite long-term potential.
		My job has possible long-term potential.
		I accepted this job primarily to earn money with little or no other advantages or disadvantages.
		My job is temporary while I look for something more suitable.
		My job is temporary and will last only for a limited time.
		Other:
6.	lf yo	u are currently employed, is this your first job after graduation?
		Yes
		No
7.	-	u are currently employed and this is your first job after graduation, how long did it take you to obtain <sup>,</sup> job?
		Had job at graduation
		Less than 1 month
		1 to 3 months
		4 to 6 months
		More than 6 months
		Not Applicable

8. If you are currently employed and this is not your first job after graduation, how long did it take you to obtain your first job?

- Had job at graduation
- Less than 1 month
- 1 to 3 months
- 4 to 6 months
- More than 6 months П
- Not Applicable
- 9. If you are currently employed, please indicate your degree of satisfaction with the following aspects of your current position:

	1 = Very Dissatisfied	2 = Dissatisfied	3	= Satisfied	4 = Very Satisfied		
Jol	b Characteristics		1	2	3	4	
a.	Salary/Benefits						
Со	omments:						
b.	Location						
Со	omments:						
c.	Opportunities to Use My Q	ualifications					
Со	omments:						
d.	Opportunity to Advance						
Со	omments:						
e.	Prestige/Recognition						
Со	omments:						
f.	Interest/Challenge of Work						
Со	mments:						
g.	Working Conditions						
Со	mments:			·	·		
h.	Opportunity to Learn						
Со	omments:			·	·		

#### 10. If you are unemployed, please indicate the principal reason:

- I have chosen not to be employed.
- I was laid off by my employer.
- I quit a job to seek other employment.

		I chose to confine my job search to a specific city or region.						
		My job search was limited due to a need to find career opportunities in the same geographic region as that of someone else.						
	I have not limited my job search in any way, but have been unable to find a satisfactory job.							
	Having/expecting a child changed my employment plans.							
		Other:						
11.		ou are currently enrolled in or have completed graduate school, please provide the following prmation:						
11.	info							
11.	info a.	prmation:						
11.	info a. b.	Degree:						
11.	info a. b. c.	Degree:						

# PART II: POST-GRADUATION EVALUATION OF YOUR LEARNING IN THE BACHELOR OF BUSINESS ADMINISTRATION

The School of Management has identified several intended student learning outcomes (ISLOs) that it expects students to have achieved upon graduation from the Bachelor of Business Administration program. Reflecting back on your studies in light of your accumulated work and professional experience to date, mark the box in the rating scale for each of the following intended learning outcomes that most closely corresponds to your assessment of the degree to which you were successful in acquiring the ability relating to that outcome. Please also provide comments and suggestions for changes and improvements.

	1 = Very Unsuccessful	2 = Unsuccessful	3 :	= Successful	4 = Very Successful		
Inte	ended Student Learning Outco	omes	1	2	3	4	
	Students will be able to iden principal concepts, theories, the functional areas of busir	and practices in					
Con	nments:					-	
2.	Students will be able to recorrelevant theories and princip with the economic environm	oles associated					
Con	nments:						
3.	Students will be able to reco ethical principles in business them to organizational decis	and apply					
Con	nments:						
4.	Students will be able to eval dimensions of business.	uate the global					
Con	nments:						
5.	Students will be able to app related quantitative method information technology in su management decision makin	s and Ipport of					
Con	nments:						
6.	Students will be able to cons written forms of communica						
Cor	nments:						
7.	Students will be able to com present effective oral forms communication.	-					
Con	nments:						

1 = Very Unsuccessful 2 = Unsuccessful		3 =	- Successful	4 = Very Successful				
Int	ended Student Learning Outc	omes	1	2	3	4		
8.	Students will be able to den analytical and critical-thinki context of organizational de	ng skills in the						
Со	mments:							
9.	Students will be able to inte and practice across the busi areas in the analysis of orga problems and challenges.	ness functional						
Со	Comments:							

#### PART III: YOUR POST-GRADUATION EVALUATION OF THE BBA PROGRAM AND LEARNING ENVIRONMENT OF THE SCHOOL OF MANAGEMENT

**Section I**: This section contains a listing of various aspects of the BBA degree program and learning environment in the School of Management. Reflecting back on your studies in light of your accumulated work and professional experience to date, mark the box in the rating scale for each item that most closely corresponds to your evaluation of the quality of that aspect of the school's BBA program/learning environment. Please also provide comments and suggestions for changes and improvements. If an item does not apply to you or you are unable to evaluate the item, mark the box in the rating scale labeled N/A.

N/A = Not Applicable or Unable to Evaluate	1 = Poor	2 = Fair	3 = G	ood	4 = Excellent
Evaluation Items	N/A	1	2	3	4
1. Faculty Teaching in the BBA Courses		-			
Comments:					
2. Creativity of Your Professors					
Comments:					
3. Teaching Methods of Faculty					
Comments:					
4. Faculty Advising in the BBA Program					
Comments:					
5. Curriculum in the BBA Program					
Comments:					
6. Relevance of Courses to Your Career Goals	_				
or Further Study					
Comments:		I I			
7. Variety of Course Offerings					
Comments:		I I			
8. Class Sizes					
Comments:		11		1	
9. Availability of and Access to Faculty During Office Hours					
Comments:		· · · · ·			
10. Classroom Facilities					
Comments:	·	· · · · ·			
11. Learning and Technological Resources					
Comments:		· I			
12. Library Resources in the Areas of Business, Commerce, and Management					

N/A = Not Applicable or Unable to Evaluate	1 = Poor	2 = Fair	3 = Good		4 = Excellent	
Evaluation Items	N/A	1	2	3	4	
Comments:						
13. Career Counseling/Planning/Placement Services						
Comments:						
14. Academic Support Services						
Comments:						
15. Internship Opportunities						
Comments:						
16. Student Organizations and Clubs						
Comments:						
17. Study/Travel Abroad Opportunities						
Comments:						
18. Overall Quality of the BBA Program and the School of Management						
Comments:						

**Section II**: This section contains survey items pertaining to the effectiveness of the BBA program and the School of Management in various areas. Reflecting back on your studies in light of your accumulated work and professional experience to date, mark the box in the rating scale for each item that most closely corresponds to your evaluation of the extent to which the BBA program and the School of Management contributed to the identified aspect of your academic, professional, or personal development. Please also provide comments and suggestions for changes and improvements. If an item does not apply to you or you are unable to evaluate the item, mark the box in the rating scale labeled N/A.

N/A =	1 = 2 =		3 =		4 =		
Not Applicable or Unable to Evaluate	No Contribution	Little Contribution		Som	e Contribution	Significant Contribution	
Evaluation Items		N/A	1		2	3	4

Evaluation frems	,	_		l i i	-				
1. Reflecting back on your studies, please indicate the extent to which the BBA program and your experiences in the School of Management contributed to your overall development in the following general areas:									
a. Academic Development									
Comments:	Comments:								
b. Professional/Career Development									
Comments:									

Not	N/A =1 =2 =3 =4 =Not Applicable or Unable to EvaluateNo ContributionLittle ContributionSome ContributionSignificant Contribution								
Eva	aluation Items	N/A	1	2	3	4			
2.	2. Reflecting back on your studies, please indicate the extent to which the BBA program and your experiences in the School of Management contributed to your personal development in the following areas:								
a.	Gaining knowledge that will enrich your daily life or make you a more complete person								
Со	mments:	-	-						
b.	Becoming independent, self-reliant, and responsible								
Со	mments:		1						
c.	Developing an understanding and awareness of yourself (interests, abilities, values, needs, etc.)								
Со	mments:	·							
d.	Becoming a more satisfied, responsible family member								
Со	mments:		1						
e.	Becoming more aware of world issues and pressing social, political, and economic problems								
Со	mments:								
f.	Identifying a sense of values and priorities in life								
Со	mments:								
g.	Increasing your intellectual curiosity								
	mments:			_					
	Organizing time effectively								
	mments:					1			
i.	Becoming more willing to consider opposing points of view								
Со	mments:					1			
j.	Interacting and working effectively with people from different racial/ethnic backgrounds								
Со	mments:								

N/A = 1 = Not Applicable or Unable to Evaluate No Contribution		2 = Little Contribution		3 = Some Contribution		4 = Significant Contribution	
Evaluation Items		N/A	1		2	3	4
k. Developing a strong sense of social responsibility	ethical and						
Comments:							
I. Overall personal developmen	t						
Comments:		·					

If you are currently employed, please respond to the following items:

Evaluation ItemsN/A1234						
3. Reflecting back on your studies, please indicate the extent to which the following types of courses contributed to preparing you for your current position:						
a. General education/liberal arts courses outside of your program of study						
Comments:						
b. Courses that focused on theory						
Comments:						
c. Courses that focused on applied work						
Comments:						
d. Courses that emphasized quantitative skills						
Comments:						
e. Courses that emphasized analytical and critical-thinking skills						
Comments:						
f. Courses that focused on oral presentation						
Comments:						
g. Courses that focused on writing skills						
Comments:						
h. Courses that focused on teamwork	h. Courses that focused on teamwork					
Comments:						

N/A = 1 = Not Applicable or Unable to Evaluate No Contribution	2 = Little Contri	bution Sor	3 = ne Contribution		4 = Contribution
Evaluation Items	N/A	1	2	3	4
4. Reflecting back on your studies, please indicate the extent to which the following types of co-curricular and experiential learning activities contributed to preparing you for your current position:					
a. Internships					
Comments:					L
b. Community-based projects and activities					
Comments:					
c. Study abroad or intercultural learning experiences					
Comments:					

#### PART IV: SUMMARY EVALUATION AND OTHER COMMENTS

1. If you are currently employed, please indicate the overall extent to which your academic preparation by the School of Management gave you an advantage in comparison to employees from other institutions of higher education:

Significant Advantage	Some Advantage	Little Advantage	No Advantage	N/A
Comments:				

2. If you are currently employed, please indicate the overall extent to which the BBA program and your experiences in the School of Management contributed to preparing you for your current position:

Significant Contribution	Some Contribution	Little Contribution	No Contribution	N/A
Comments:				

3. If you are currently enrolled in or have completed graduate school, please indicate the overall extent to which the BBA program and your experiences in the School of Management contributed to preparing you for these studies:

Significant Contribution	Some Contribution	Little Contribution	No Contribution	N/A
Comments:				

4. Please indicate your overall degree of satisfaction with the BBA program and your experiences in the School of Management:

Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Comments:			

We would also very much appreciate your comments pertaining to the following items:
With what aspect(s) of the BBA program and the School of Management were you the most satisfied?
Comments:
With what aspect(s) of the BBA program and the School of Management were you the least satisfied?
Comments:
If you could start over again, would you still have chosen to attend the School of Management at the International Academy of Commerce and Business Enterprise?
Comments:
Do you have other comments and/or suggestions that you would like to share?
Comments:

#### PART V: DEMOGRAPHIC INFORMATION

Gender:	Female	Male		
Age:	<ul> <li>Under 22</li> <li>25</li> </ul>	<ul><li>□ 22</li><li>□ 26</li></ul>	<ul><li>23</li><li>27-30</li></ul>	<ul><li>24</li><li>Over 30</li></ul>
Current Pre-Tax Annual Income:	□ Less than \$20,000 □ \$50,000 to \$59,999	<ul> <li>□ \$20,000 to \$29,999</li> <li>□ \$60,000 to \$69,999</li> </ul>	<ul> <li>\$30,000 to</li> <li>\$39,999</li> <li>\$70,000 to</li> <li>\$79,999</li> </ul>	<ul> <li>□ \$40,000 to \$49,999</li> <li>□ \$80,000 to \$89,999</li> </ul>
	\$90,000 to \$99,999	□ \$100,000 or more	Prefer Not to Respond	

Thank you very much for your assistance in this important process of continuous improvement. The valuable input that you provided in this survey will help us to improve the School of Management at the International Academy of Commerce and Business Enterprise.