

2012 CUNY STUDENT EXPERIENCE SURVEY

Selected Findings

- **STUDENT BACKGROUND CHARACTERISTICS**
 - **Profile of Undergraduates (Table 1)**
 - **Socio-Economic Status (Table 2)**
 - **Household Composition and Family Obligation (Table 3)**
 - **Resource Management (Table 4)**

- **STUDENT BEHAVIOR AND PREFERENCES**
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 - **College Expectations and Experiences (Table 8)**

- **STUDENT SATISFACTION**
 - **Student Satisfaction Results (Tables 9A to 9E)**

- **SURVEY DETAILS**
 - Target population: Spring 2012 degree seeking students at Bronx Community College
 - Sample: 1000 students, randomly selected
 - Respondents: 192 students (19.2% response rate)
 - Responses weighted to correct for non-response bias using CUNY-wide non-response information and to insure the correct proportion of each college's enrollment to its share of the university's total enrollment.

STUDENT BACKGROUND

- **Profile of Undergraduates (Table 1)**
 - Gender: Approximately two-thirds (58%) of student respondents are women
 - Race/Ethnicity: 33% BCC respondents are Black and 61% are Hispanic, among top percentages of CUNY Community Colleges.
 - Age: One-third is 25 years old or older (34%), above CUNY Community College percentage of 28%.

- **Socio-Economic Status (Table 2)**
 - Household Income: 45% report household income of less than \$15,000 (higher than CUNY Community College rate of 36%).
 - 75% report household income supporting two or more people.
 - 22% of households have per capita income of \$4,999 and below.
 - 24% have parent/guardian with highest level of education of college degrees or higher (31% for CUNY Community Colleges).
 - 59% of BCC students are first-generation in college, at CUNY Community College percentage.
 - 27% are first in family to attend college

- **Household Composition and Family Obligation (Table 3)**
 - Marital Status: 16% of students report being married or have a domestic partner, identical to CUNY-wide rate
 - Parental Obligations: 31% support children 18 years old or younger compared with 20% for CUNY Community Colleges.
 - Household Composition: 8 out of 10 (84%) live with family members
 - Daycare: Among those supporting children under 5 (20%), 67% pay for off-campus day care and 13% use on-campus day care

- **Resource Management (Table 4)**
 - Over half of respondents “agree” or “strongly agree” with following statements
 - I would like my college to offer courses with smaller sections (51%, 50% *Community College*)
 - My college provides classrooms that are large enough to handle the number of students in my class (60%, 66% *Community College*)
 - My college offers classes that are about the right size (62%, 67% *Community College*)
 - My college provides sufficient space for me to relax on campus (67%, 63% *Community College*)
 - My college employs enough staff to serve my needs (53%, 60% *Community College*)

STUDENT BEHAVIOR AND PREFERENCES

- **Use of Time (full-time students) (Table 5)**
 - Studying: 47% of BCC students reported preparing for class 1 to 5 hours a week compared to the CUNY Community College rate of 45% and CUNY-wide rate of 41%. 80% report preparing for class ten hours or less hours per week compared to 80% among CUNY Community Colleges and 78% CUNY-wide.
 - Attending classes/labs: About half (53%) attend classes and labs between eleven and twenty hours per week and 9% over 20 hours per week.
 - Participating in Student Activities: 69% of students report spending zero hours per week participating in student activities (74% CUNY-wide)
 - Care Provider: 60% provide care to other people one or more hours per week, 21% report providing care over twenty hours per week (13% CUNY-wide).
 - Traveling to and from campus: 27% have a commute time of up to one half hour commute to campus and 88% up to one hour
 - Doing volunteer work: Less than one-third (28%) volunteer one or more hours per week.
 - Work for pay: Half (46%) of BCC students work for pay one or more hours per week, above CUNY Community College rate of 35%

- **Use of Technology (Table 6A)**
 - 50% have a desktop and 63% have a laptop computer. 64% have a smartphone and 14% a tablet computer. 67% have broadband access at off-campus
 - On college-related technology, BCC Students report weekly that they use at least once a week...
 - Blackboard (71%)
 - Collaboration on-line with a classmate (14%)
 - Computer Lab (60%)
 - Wireless access on campus (45%)
 - College-provided software for home use (22%)
 - Courses with online instruction/discussion/interaction (15%)
 - Library's online services (20%)

- **Attitude Toward Technology Offerings (Table 6B)**

CUNY website and e-mail are the preferred modes of communication for information about financial aid, information about courses, lectures, conferences, etc., and information about social events, student services, clubs, and athletics. CUNY e-mail and text messaging is preferred for CUNY alert and IT alerts and updates.

Preferred means of communication with... (over 20% agreement)	E-mail	Text Messages	Social Networking (Facebook, etc)	Blackboard	In-person	Phone
Faculty	X				X	
Other students	X	X			X	
Administrative personnel	X				X	

- Percent “agree” or “strongly agree” that college offers...
 - Wireless access on campus (66%)
 - Adequate access to lab software for home use (46%)
 - Adequate access to lab software on campus (74%)
 - Adequate meeting space with multimedia access (67%)
 - Adequate access to printing (83%)
 - Adequate online storage space for course-related files (50%)
 - Help Desk services during the hours I need (72%)
- **Availability of Courses (Table 7)**
 - Similar to CUNY rates, three-quarters (68%) agree that “courses are offered at times when I can take them,” and feel that BCC should offer more hybrid courses (46%)
 - 57% agree they would like to see the college offer more courses in the evening (48% CUNY-wide) and 46% on the weekend (37% CUNY-wide)
 - 40% agree that they would like the college to offer more fully online courses (38% CUNY-wide)
 - 77% report being able to register for every course that they wanted to take compared to 66% Community College and 62% CUNY-wide
 - Under one-quarter (23%) report not being able to register for one or more courses compared to 34% Community College and 38% CUNY-wide
 - Under one-quarter report not being able to register for a course. Reasons include “no seats were available at any time” (23%) and “seats were available but not when I could take the class” (27%), “could not get necessary permission to take the class” (26%) and “course was not offered at all this semester” (8%)

- **College Expectations and Experiences (Table 8)**
 - Students report “agree” or “strongly agree” on...
 - Overall social experience (**70%**, 67% *Community College*)
 - Overall academic experience (**73%**, 70% *Community College*)
 - Value of education for the price I am paying (**65%**, 63% *Community College*)
 - College encourages attending full-time (**57%**, 59% *Community College*)
 - College encourages taking online courses (**17%**, 20% *Community College*)
 - College clearly communicates degree requirements (**56%**, 59% *Community College*)
 - If students could start over, 61% indicated “probably yes” or “definitely yes,” compared to 68% CUNY Community College rate and CUNY-wide.

2012 CUNY Student Experience Survey Results: Percent Dissatisfied

Sorted by Item Area and Percent BCC 2012 Dissatisfied, in Descending Order

7/30/2012

BCC OIR

Item Area	Item	BCC 2012	BCC 2010	BCC 2008*	CC***	CUNY****	BCC 2012 Minus CC
Faculty	Online access to faculty	13	18	N/A	13	15	0
	Availability of faculty outside of class	11	13	10	11	10	0
	Frequency of feedback from faculty	8	16	12	13	14	-5
	Ability of faculty to communicate clearly	7	14	6	9	10	-2
	Level of faculty preparedness for class	7	9	3	7	8	0
	Quality of feedback about course performance	7	N/A	N/A	12	15	-5
Academic Support Services	Academic advising	22	23	24	18	21	4
	Online advisement	18	20	13	16	17	2
	Study areas	13	14	14	12	16	1
	Library services	13	10	8	6	6	7
	Library facilities	11	6	9	6	7	5
	Tutoring services	10	17	14	11	14	-1
	Science labs	9	4	6	6	9	3
	Library collections	7	9	13	6	7	1
Administrative Services	Learning labs	5	10	6	7	8	-2
	Financial aid services	15	20	19	17	22	-2
	Registration procedures	13	20	27	15	20	-2
	New Student Orientation	13	N/A	N/A	10	12	3
	Billing and payment procedures	10	12	13	12	16	-2
	Admissions process	9	15	19	11	13	-2
Computer Services	Testing office	9	10	11	11	10	-2
	Wireless internet access availability	19	14	16	16	20	3
	Computer lab availability on campus	11	13	10	11	17	0
	Computer availability on campus	11	12	9	11	17	0
	Academic software availability	7	12	N/A	9	12	-2
	Computer lab hours	7	10	10	7	9	0
	Help desk	6	N/A	N/A	9	9	-3
Counseling and Other Student Services	Campus computing in general	5	5	11	8	9	-3
	Cafeteria/food services	39	47	N/A	19	27	20
	Condition of buildings and grounds	30	32	37	12	18	18
	Personal counseling	13	21	23	11	14	2
	Athletic facilities	11	23	13	9	12	2
	Intramural athletic offerings	10	25	17	12	14	-2
	Career planning and placement	9	19	19	10	17	-1
	Campus security	9	12	13	7	10	2
	Student organizations	8	21	N/A	7	11	1
	Student health services	5	16	14	7	9	-2
	Services for international students	5	12	8	7	8	-2
	Child care services	4	19	5	5	6	-1
	Leadership development program	3	11	N/A	7	10	-4
	Women's Center	2	12	4	4	4	-2
Services for students with disabilities	1	13	6	5	6	-4	
Veteran Affairs	1	8	3	2	4	-1	

*2008 Student Experience Survey results

**2010 Student Experience Survey results

***2012 CUNY Community College results

****2012 CUNY-wide results