

2008 CUNY STUDENT EXPERIENCE SURVEY
Selected Findings

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- **SURVEY DETAILS**
 - Target population: 9,183 spring 2008 degree seeking students at Bronx Community College
 - Sample: 1000 students, randomly selected
 - Respondents: 307 students (30.7% 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) [Back to Top]**
 - Gender: Two-thirds (63%) of student respondents are women, the second highest proportion among CUNY Community Colleges.
 - Race/Ethnicity: 39% BCC respondents are Black and 55% are Hispanic, among top percentages of CUNY Community Colleges.
 - Age: Over one-third is 25 years old or older (37%), above CUNY Community College percentage of 31%.

- **Socio-Economic Status (Table 2) [Back to Top]**
 - Household Income: 44% report household income of less than \$15,000 (higher than CUNY Community College rate of 37%).
 - 81% report household income supporting two or more people.
 - 27% of households have per capita income of \$4,999 and below.
 - 25% of student's guardian with highest level of education have college degrees or higher (31% for CUNY Community Colleges).
 - 55% of BCC students are first-generation in college, among the highest percentage CUNY-wide.
 - 28% are first in family to attend college

- **Household Composition and Family Obligation (Table 3) [Back to Top]**
 - Marital Status: 13% of students report being married or have a domestic partner, identical to CUNY-wide rate
 - Parental Obligations: 27% live with children under 18 years old compared to 22% for CUNY Community Colleges.
 - Household Composition: 8 out of 10 (82%) live with family members with less than half (44%) living with parent(s) or guardian(s)
 - Parental Obligation: About one-quarter (26%) support children and among those supporting children under 5 (14%), 66% pay for off-campus day care and 3% use on-campus day care

- **Planning and Paying for CUNY (Table 4) [Back to Top]**
 - Top source of information about BCC (*multiple responses allowed*)
 - Family member (45%) 34% CUNY-wide
 - Friend (26%) 33% CUNY-wide
 - College's website (18%)
 - Visit to campus (17%)
 - High school counselor (13%)
 - Top reasons for attending BCC include:
 - To complete a degree (44%)
 - To prepare for transfer to another CUNY college (20%)
 - To prepare for a change in career (10%)
 - To prepare for graduate or professional school (9%)

- Top sources of financial support (*multiple responses allowed*)
 - Grants or scholarships (63%, 50% CUNY-wide), income from job (34%), personal savings (15%), and income from spouse or partner (15%)

STUDENT BEHAVIOR

- **Use of Time (full-time students) (Table 5) [Back to Top]**
 - Preparing for class: 46% of BCC students reported preparing for class 1 to 5 hours a week compared to the CUNY Community College rate of 48% and CUNY-wide rate of 44%. 77% report preparing for class ten hours or less hours per week compared to 79% among CUNY Community Colleges and 78% CUNY-wide.
 - Attending classes/labs: Half (50%) attend classes and labs between eleven and twenty hours per week and 12% over 20 hours per week.
 - Doing coursework online: About one-third (61%) report doing coursework online between 1 and 5 hours per week.
 - Participating in Student Activities: 79% of students report spending zero hours per week participating in Student Government (84% CUNY-wide), 82% zero hours participating in intramurals (87% CUNY-wide) and 79% zero hours participating in other student activities (79% CUNY-wide)
 - Care Provider: 71% provide care to other people one or more hours per week, 18% report providing care over twenty hours per week (11% CUNY-wide).
 - Traveling to and from campus: 59% travel five hours or less a week to and from campus.
 - Doing volunteer work: One-quarter (25%) volunteer one or more hours per week.
 - Work for pay: Over half (55%) of BCC students work for pay, near the CUNY Community College rate of 52%.

- **Use of Technology (Table 6) [Back to Top]**
 - Most students (89%) have a computer at home, slightly below the 93% CUNY Community College rate and 95% CUNY-wide rate.
 - On computer related tasks, BCC Students report “occasionally” to “very often” that they...
 - handed in an assignment using e-mail (53%)
 - looked at a course webpage (not Blackboard) (51%)
 - found information about registration, testing or other college-related information online (53% BCC)
 - searched online for information for a class assignment (87%)
 - used e-mail to communicate with a classmate about an assignment (60%)
 - communicated with a professor using e-mail (77%, 70% CUNY CC)
 - used a computer in a computer lab (90%, 84% CUNY CC)

- used a computer during class (46%)
 - participated in an online class discussion (23%)
 - used a computer at school to do an assignment for school (83%)
 - used a computer at home to do an assignment for school (85%)
 - used on-line resources from library (76%, 68% CUNY CC)
 - collaborated on-line with classmate (36%)
 - listened to recorded lecture/podcast (24%)
- **Availability of Courses (Table 7) [Back to Top]**
 - Similar to CUNY rates, three-quarters (67%) agree that “courses are offered at times when I can take them,” and feel that BCC should offer more online courses (41%)
 - 47% agree they would like to see the college offer more courses in the evening (45% CUNY-wide), 30% in the morning and 46% on the weekend (36% CUNY-wide)
 - 72% report being able to register for every course that they wanted to take compared to 70% Community College and 63% CUNY-wide
 - Over one-quarter (28%) report not being able to register for one or more courses compared to 30% Community College and 37% CUNY-wide
 - Over one-quarter report not being able to register for a course because “no seats were available at any time (28%) and “seats were available but not when I could take the class (28%) and “could not get necessary permission to take the class (26%, 19% *Community College*)
- **College Expectations and Experiences (Table 8) [Back to Top]**
 - On a list of eight items, students report “agree” or “strongly agree” that...
 - my college provides adequate advisement in choosing a major (44%, 55% *Community College*)
 - my college encourages students to study together (57%, 51% *Community College*)
 - my college encourages me to make connections between courses (56%, 53% *Community College*)
 - my college encourages me to take independent study (27%, 29% *Community College*)
 - my college encourages students to attend full-time (43%, 47% *Community College*)
 - my college encourages participation in campus activities (55%, 53% *Community College*)
 - my college clearly communicates degree requirements (63%, 67% *Community College*)
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 - If students could start over, 66% indicated “probably yes” or “definitely yes,” compared to 75% CUNY Community College rate and 76% CUNY-wide.

2008 CUNY Student Experience Survey Results: Percent Dissatisfied

Sorted by Item Area and Percent BCC 2008 Dissatisfied, in Descending Order

9/18/2008

BCC OIR

Item Area	Item	BCC 2008	BCC 2006*	CC**	CUNY***	BCC 2008 Minus CC
Faculty	Frequency of feedback from faculty	12	N/A	13	13	-1
	Quality of feedback from faculty	11	N/A	12	12	-1
	Availability of faculty outside of class	10	N/A	8	9	2
	Ability of faculty to communicate clearly	6	N/A	8	10	-2
	Preparedness of faculty	3	N/A	6	7	-3
Academic Support Services	Academic advising	24	22	18	21	6
	Study areas	14	19	12	15	2
	Tutoring services	14	N/A	9	12	5
	Library collections	13	N/A	5	7	8
	Athletic facilities	13	13	11	12	2
	Library facilities	9	5	4	5	5
	Library services	8	10	5	5	3
	Science labs	6	11	5	9	1
Learning labs	6	8	6	7	0	
Administrative Services	Registration procedures	27	27	18	21	9
	Admissions process	19	18	13	13	6
	Financial aid services	19	17	19	20	0
	Billing and payment procedures	13	17	11	15	2
	Testing office	11	12	9	9	2
Computer Services	Wireless internet access availability	16	14	13	16	3
	Campus computing in general	11	6	5	9	6
	Computer lab hours	10	10	9	9	1
	Computer lab availability on campus	10	10	14	18	-4
	Computer availability on campus	9	10	16	19	-7
Counseling and Other Student Services	Personal counseling	23	17	14	13	9
	Career planning and placement	19	18	14	17	5
	Intramurals	17	N/A	10	12	7
	Student health services	14	N/A	13	12	1
	Services for international students	8	N/A	12	11	-4
	Student government	8	N/A	7	9	1
	Services for students with disabilities	6	9	6	5	0
	Child care services	5	7	5	5	0
	Women's Center	4	N/A	3	4	1
	Student health services	4	N/A	7	9	-3
Services for veteran students	3	N/A	4	4	-1	
Other Services	Condition of buildings and grounds	37	11	14	8	23
	Campus security	13	5	9	12	4

*2006 Student Experience Survey results

**2008 CUNY Community College results

***2008 CUNY-wide results