

Bronx Community College- Spring 2018 Student Success Survey Results May, 2018

Overview:

As part of the work of the BCC Academic Master Plan and Middle States Self-Study Committees, a survey was designed to elicit open-ended responses from BCC students regarding internal and external resources that contribute to student success and obstacles to success that students face. During the Spring, 2018 – a survey instrument was emailed to all BCC students. In addition, survey responses were elicited from students in the BCC cafeteria. Altogether, 322 surveys were completed. A content analysis of responses was conducted by the BCC Office of Institutional Research, with the number of occurrences of each response category and the percentage of the total responses (n=322) recorded. A summary of findings follows:

Resources that Contribute to Student Success (Table 1)

In response to the question, “What BCC resources have contributed most to your academic success”, the most frequent responses included:

- Academic Resources - Library (33%)
- Academic Resources - Tutoring (27%) – with Learning Commons most frequently cited, followed by Writing Center and Math Lab
- Technology Resources (computer labs, blackboard, online resources) – 20%
- ASAP (Advisors, Metro Card, etc) – 20%
- Professors (knowledgeable, caring, teaching style, etc) – 9%
- Special Programs for Specific Groups (CD, Future Now, etc) – 7%

Typical responses that cited a number of the most frequently cited resources follow:

“The tutoring is a big help, the computers in the library, the computer labs around campus. The ASAP program – without that program I would have to pay for tuition and metro cards that is the most reliable thing I have to get me to school.”

“The daycare! I am able to drop my daughter off at her favorite place on earth while I go to class. It’s also extremely low cost but they don’t sacrifice on quality. Also, the ASAP metro card and books allow be to save tons of money. The night shuttle bus was great last semester when I took evening classes:

A telling response focused on support from faculty, explained:

“I am currently enrolled in four classes this semester. I appreciate the teaching style of two of my Professors (Accounting and English). I leave the class ready for the next one! They help me engage in my work with a better understanding. My major is accounting and I can definitely say that my professor is doing a great job at preparing us for the real

world of Accounting. This class gives me motivation towards my overall academic and professional career.”

Obstacles to Student Success Faced at BCC (Table 2)

Overall, there were far fewer responses to this question, with the most frequent responses:

- None/NA – 12%
- Personal Issues/Characteristics (family, health, study skills, motivation, etc) – 10%
- Finances (financial aid, cost of books, parking, tuition) – 10%
- Classes (difficult, boring, unnecessary) – 10%
- Course Schedules (course availability, course times, cancelled courses) – 8%
- Negative Interactions with Faculty/Staff (rude, uncaring, poor quality) – 8%

Samples of comments follow:

“The obstacles that I face to my academic success are working full time and having a child”.

“The availability of certain classes makes scheduling very difficult”.

“My lack of discipline”.

“Ability to keep up high energy”

“My mental health leads to anxiety attacks”

“Some professors are impatient... more students have to go to learning labs because instructors cause confusion”.

“I don’t think most professors understand that not all students have someone supporting them. Some may work and have children to support.”

“Disappointing Professors that do not motivate or prepare students well for the real world.”

“Like me, other students work full-time. Some classes as part of my major were not available.”

Resources Outside of BCC Contributing to Academic Success (Table 3)

Outside resources most commonly cited included:

- Family -15%
- Online Resources (Khan Academy, Blackboard, utube) – 15%
- Friends, Peers, Classmates, Study Groups – 12%
- Organization/Institutions (most commonly Public Libraries) – 11%
- None/NA – 11%
- Personal Attributes (motivation, hard work, drive) – 7%

Typical responses follow:

“Support from my family”.

“Just me being determined to graduate and excel higher in life for me and my family”.

“The Public Library, internet and fellow classmates/friends”.

“My parents, my therapist”.

Obstacles to Student Success Faced Outside of BCC (Table 4)

The most commonly cited obstacles to student success faced outside of BCC include the following:

- Managing School with Work/Family - 17%
- Financial (unemployment, poverty, home displacement, hunger) – 16%
- Personal Issues/Attributes (health, childcare, stress, sleep) – 14%
- Transportation/Travel Time/Parking/Weather – 9%

Typical responses include:

“Everyday stress of taking care of my household all while keeping up my grades and attendance”.

“Family poverty, job termination, home displacement”.

“Time management”.

“Lack of money, unstable mental/physical health, dysfunctional household”