

New York City Technical College

Student Opinion Survey

Fall 2001

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Introduction

Purpose of the Study

- The Office of Assessment and Institutional Research conducted a Student Opinion Survey in fall 2001 as a follow-up survey to the one conducted in 1999. The college will use this information to compare changes that occurred in the past two years.

Method

- The Office of Assessment and Institutional Research contacted a random sample of faculty who teach at 10 A.M. and 6 P.M. and asked for their cooperation in distributing the survey in class.
- A total of 1943 students (nearly 18% of the student body) participated in the study. The distribution of race/ethnicity, sex, and full-time/part-time status of survey respondents closely matches the actual demographic profile of NYCTC's fall 2001 student body.

Acknowledgement

- We appreciate the cooperation we received from the faculty who allowed their students to participate in this study.

Key Findings

Key Findings

- The majority of results from the 2001 Student Opinion Survey mirror the results from 1999. However, some subtle shifts have occurred. The college will examine these trends and plan interventions and initiatives accordingly.
- In fall 2001, 36% of the students gave a top-two rating (on a 5-point scale) for how satisfied they were with NYCTC overall. In 1999, 35% gave the same satisfaction rating.
 - First-semester students were the most satisfied (43% satisfied).
 - Over half of all students gave a “neutral” rating.
 - Satisfaction drops slightly within the first three semesters but rebounds in the fourth and later semesters.
 - There were no significant differences in satisfaction between part-time and full-time students, males and females, nor between students who worked and those who did not.
 - There is a strong link between overall satisfaction with the college and
 - how much students feel the college cares for them as individuals
 - how well prepared for a career they feel they are becoming
 - how well they feel they fit in or belong at the college
 - Students who are more involved in campus activities tend to be more satisfied with the college overall.

Key Findings (continued)

Key Findings

- Only 1/3 of students say they would choose NYCTC if they could start college again.
 - Despite that tepid response, and many neutral satisfaction ratings, nearly 3 out of 4 students (74%) indicated they would be interested in pursuing a baccalaureate degree at City Tech if it was offered in their major.
 - These findings suggest that students recognize the value of earning a baccalaureate degree here and may respond favorably to baccalaureate program recruitment initiatives.
 - Approximately 20% of students were not sure if there was a baccalaureate degree offered in their major here. NYCTC may consider clarifying and publicizing which programs it offers.

- Reflecting students' concern for their future marketability, compared to 1999, there was a slightly smaller proportion who agreed they are becoming well prepared for a career. Faculty and staff may choose to address these concerns by helping students understand the link between the skills they learn in the classroom and the demands of their chosen career.
 - Only 1/3 of students agreed that they felt they were becoming well prepared for a career here. Students' perceptions of how well they are being prepared for a career is strongly related to their ratings of satisfaction with the college.
 - Students, especially in the first few semesters, may not have opportunities to work together in groups. Only about 1/3 agreed that they were learning how to work with others through their experiences at NYCTC.

Key Findings (continued)

Key Findings

- NYCTC should work to engage students in the college experience and encourage them both in and out of the classroom.
 - Only 25% of students say they are satisfied with NYCTC’s concern for them as individuals.
 - It is important to continue to address issues of student isolation and disconnectedness with the college. Students’ perceptions of how much the college cares for them as individuals is strongly related to their overall satisfaction with the college.
 - Many students either plan to “drop out” or are at risk for transferring. One in five (20%) agree with the statement, “I only plan to take some courses here; I don’t plan to get a degree at NYCTC.”
- Currently only about half of all students say they have developed strong friendships with other students.
 - Student friendships develop the longer students attend NYCTC.
 - 42% of students who attended one semester agreed they became close friends with other students, but 58% of students who attended four (or more) semesters agreed they became close friends with other students.
- When asked how much they belonged or fit in on this campus, approximately 40% responded positively. Nearly 25% of students indicated they did not fit in here.
 - 37% of students who attended one semester thought they fit in on campus, but 48% of students who attended four (or more) semesters thought they fit in on campus.

Key Findings (continued)

Key Findings

- Many students express confusion and frustration with regard to advising and their choice of major.
 - Less than half of all students are satisfied with the advising they received.
 - Slightly more than half of first-semester students agree they are in the right major.
 - Although students become more certain they are in the right major the longer they attend NYCTC, 1/3 of students who have been attending NYCTC for four or more semesters remain uncertain.
- Some students express concern about faculty's expectations for their success. Nearly 20% of all students say faculty:
 - do not have high enough expectations for them
 - rarely encourage them to do well in school
- Compared to 1999, there was a slight increase in satisfaction regarding instructor availability; however, nearly 24% of students continue to report they are dissatisfied.
- When asked about how safe they feel on campus, the majority of students responded positively. However, the college needs to take into consideration that, although a small proportion overall, some students reported they did not feel safe on campus.
 - 67% reported they feel safe, 26% were neutral, and 10% reported they did not feel safe.

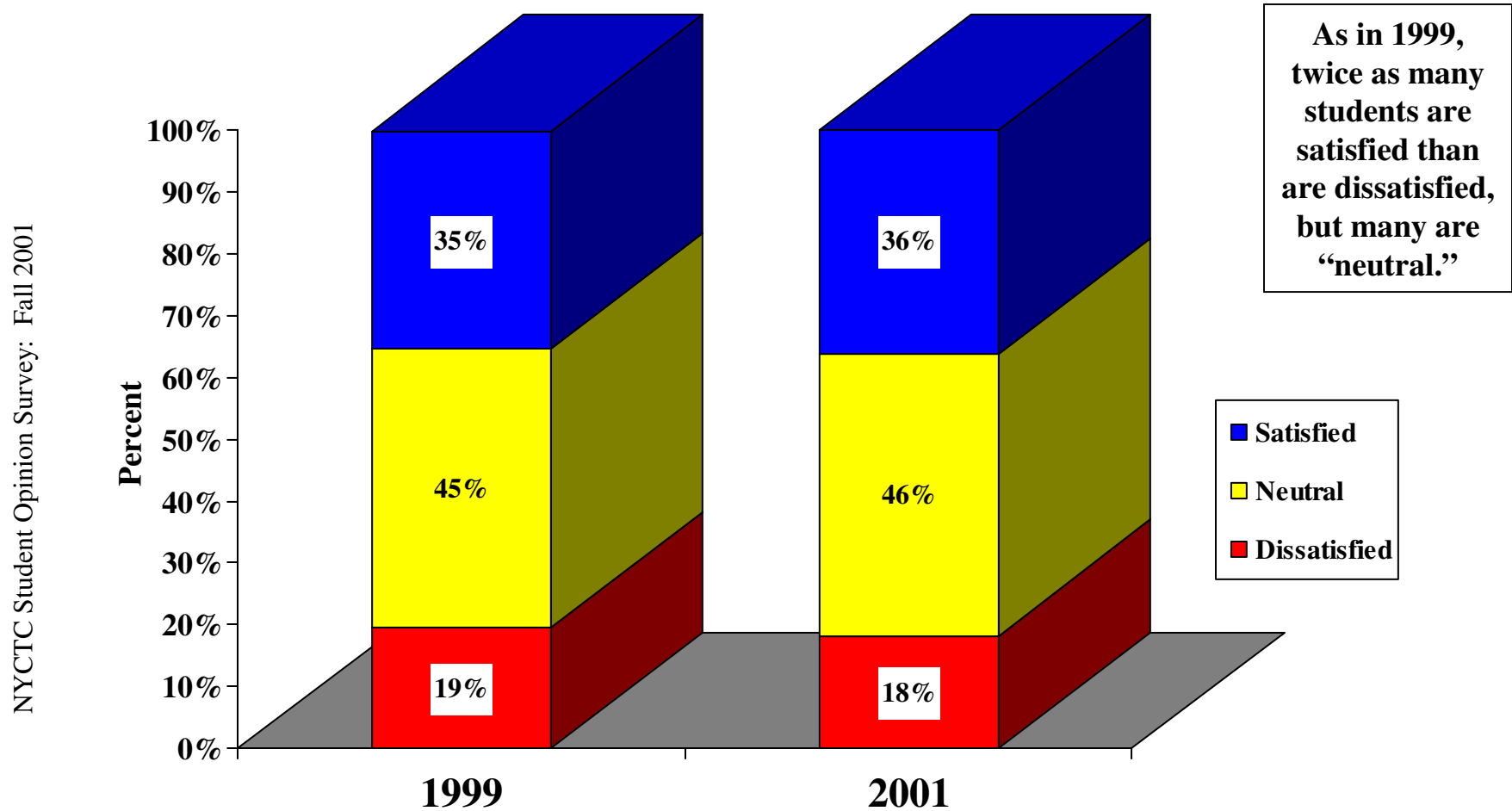
Key Findings (continued)

Key Findings

- Like other urban, commuter colleges, NYCTC competes for the attention of its students.
 - Half of all students work 20 hours or more at a job.
 - Only a quarter do not work.
 - About 27% of City Tech students have children or other dependents they are responsible for at home.
 - About 40% of students reported they would not be able to stay in school if they did not receive state/federal financial aid. An additional 21% said they were “not sure.”
 - Only about 10% of students surveyed say they are involved in campus activities.
- City Tech needs to continue to acknowledge the diversity of the student population.
 - As in 1999, Asian students in particular indicated less satisfaction with the college overall.
 - A new finding for 2001 is that students who identified themselves as belonging to the “Other” race/ethnicity category also are less satisfied with the college and its concern for them as individuals.

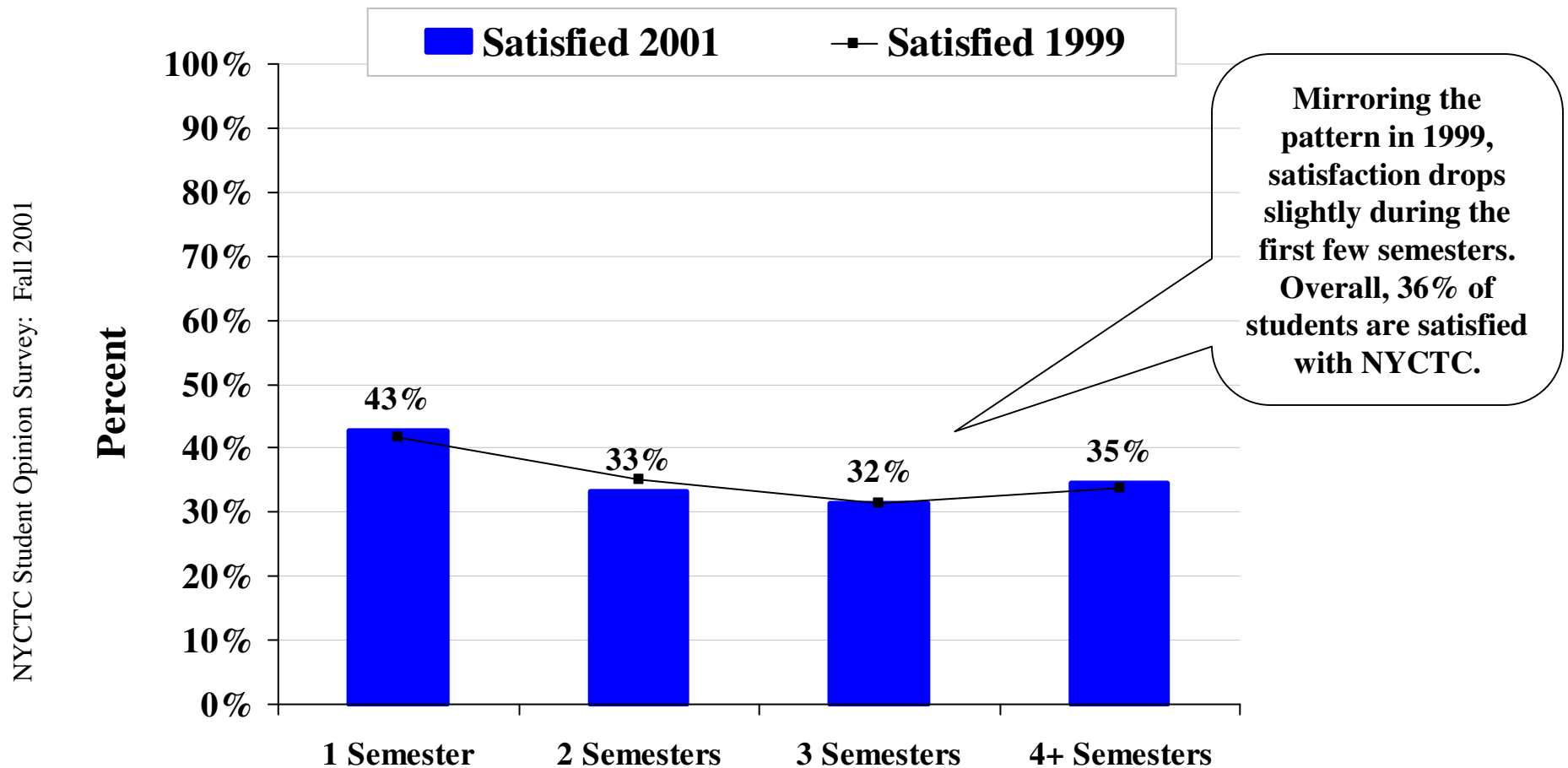
Overall Satisfaction

Overall Satisfaction With This College



These ratings are based on a scale from 1-5 where 1&2=Dissatisfied, 3=Neutral, 4&5=Satisfied.

Overall Satisfaction With This College By Number of Semesters Attended

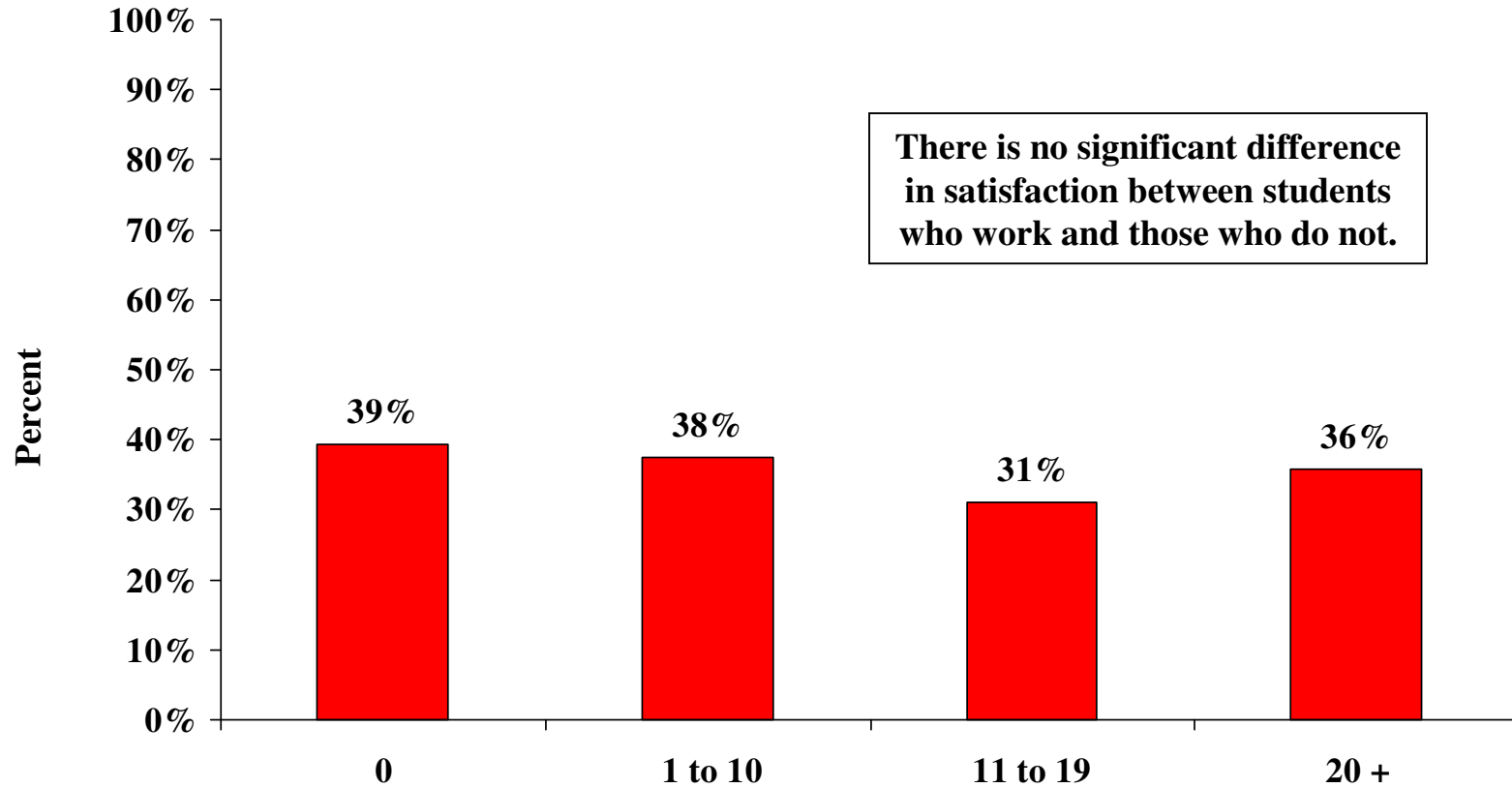


*These ratings are based on a scale from 1-5 where 1&2=Dissatisfied
3=Neutral, 4&5=Satisfied.*

Note: "neutral" and "dissatisfied" categories not graphed.

Overall Satisfaction With NYCTC By Hours Worked at a Job

NYCTC Student Opinion Survey: Fall 2001



Percentage of students who work at a job

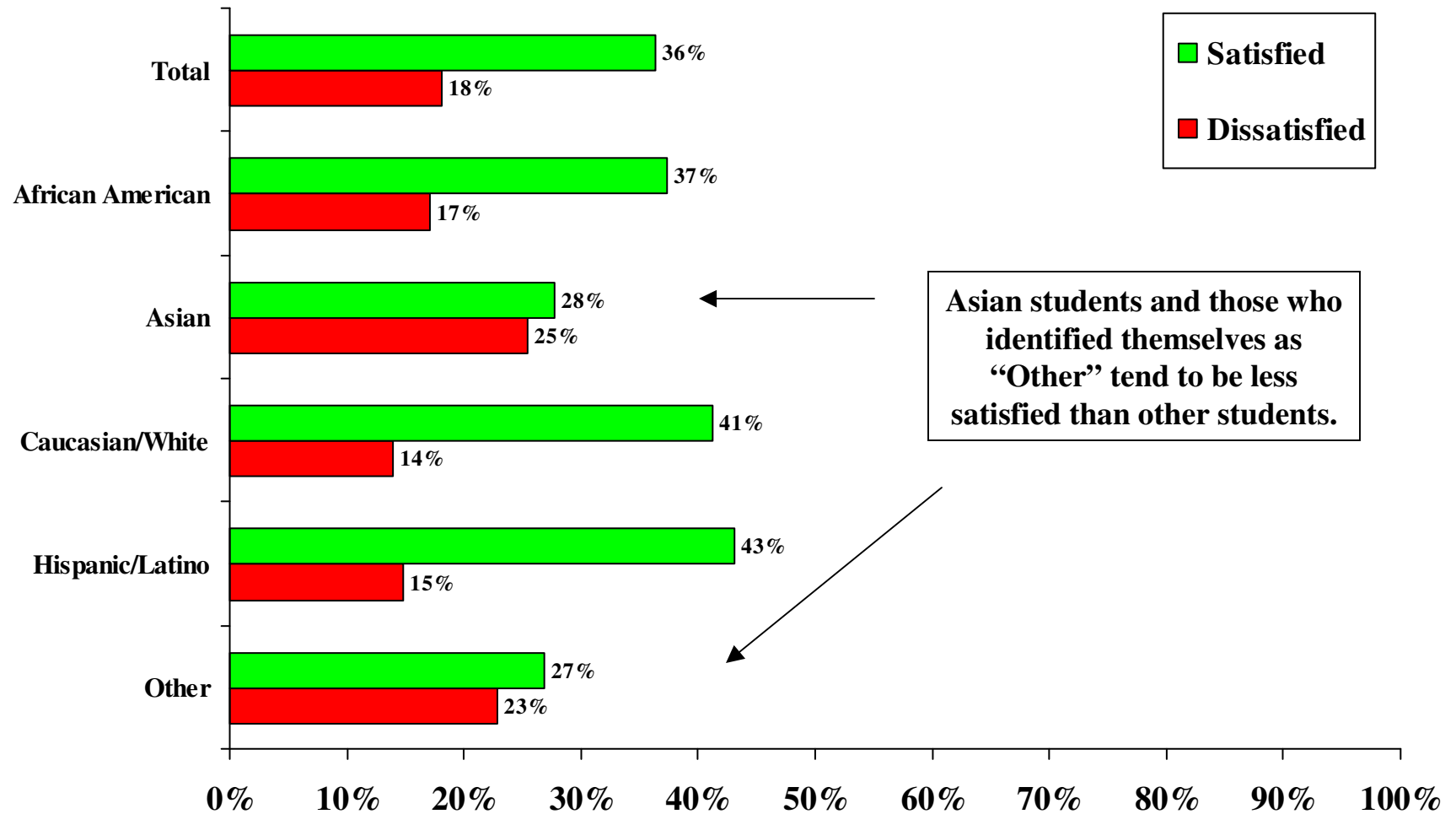
- 0 hours/week = 25%
- 1-10 hours/week = 8%
- 11-19 hours/week = 13%
- 20+ hours/week = 53%

Hours Worked at a Job

Note: “neutral” and “dissatisfied” categories not graphed.

Overall Satisfaction With This College By Race

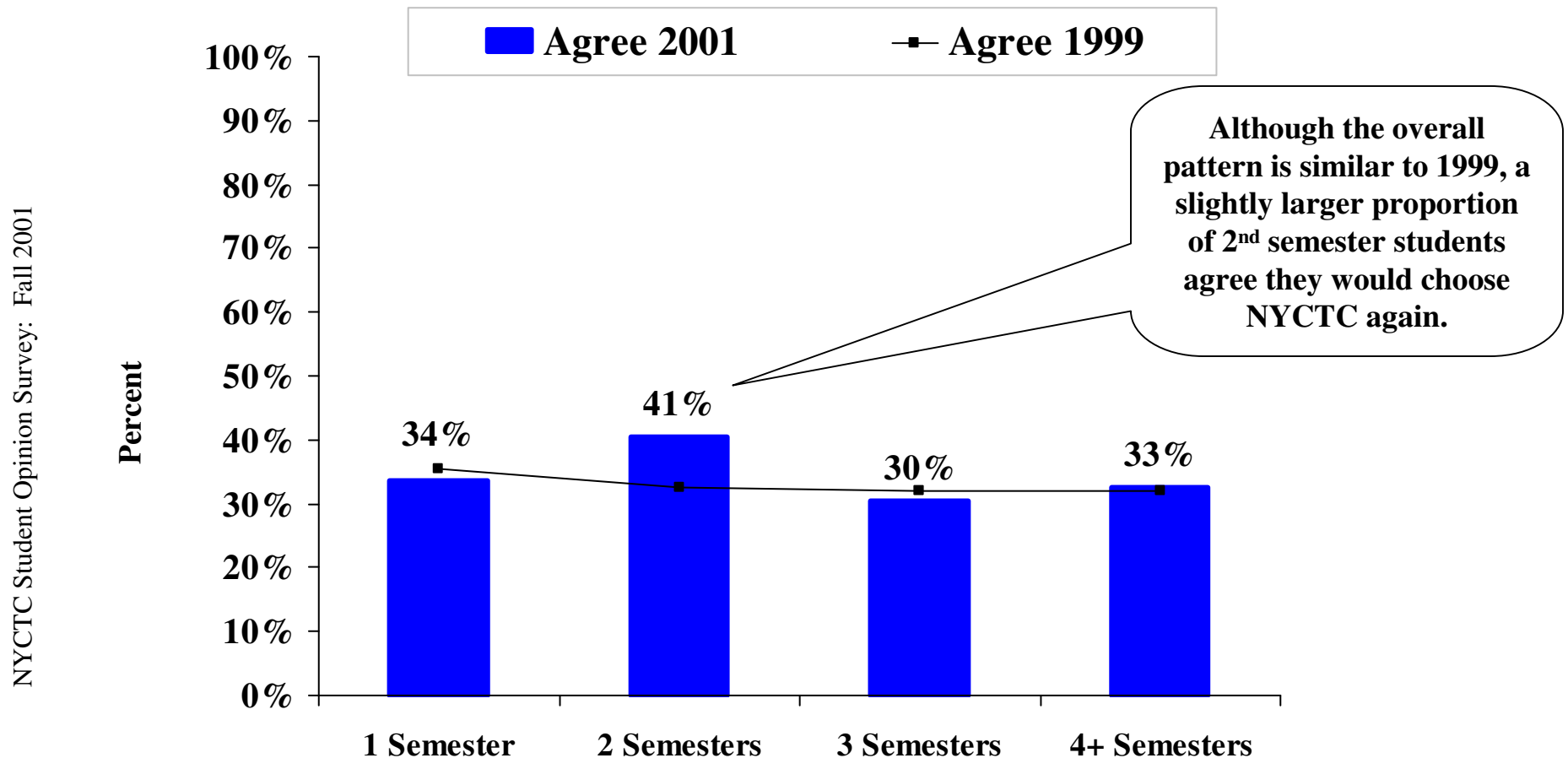
NYCTC Student Opinion Survey: Fall 2001



These ratings are based on a scale from 1-5 where 1&2=Dissatisfied, 3=Neutral, 4&5=Satisfied.

Note: percentages do not add to 100 because "neutral" category is not graphed.

“If I could start college all over again, I would choose to attend this college”

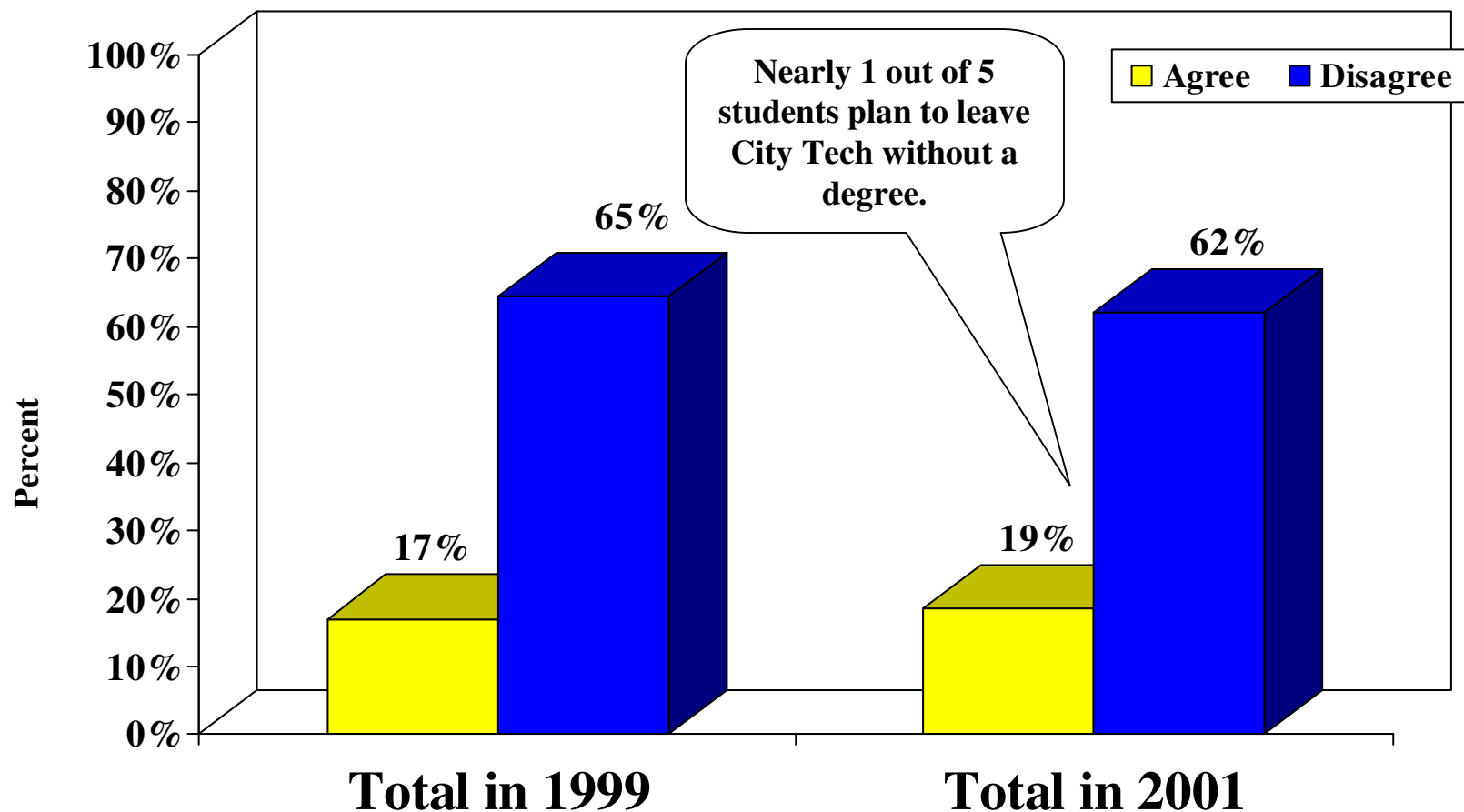


These ratings are based on a scale from 1-5 where 1&2=Disagree, 3=Neutral, 4&5=Agree.

Note: “neutral” and “disagree” categories not graphed.

Interest in Continuing at NYCTC

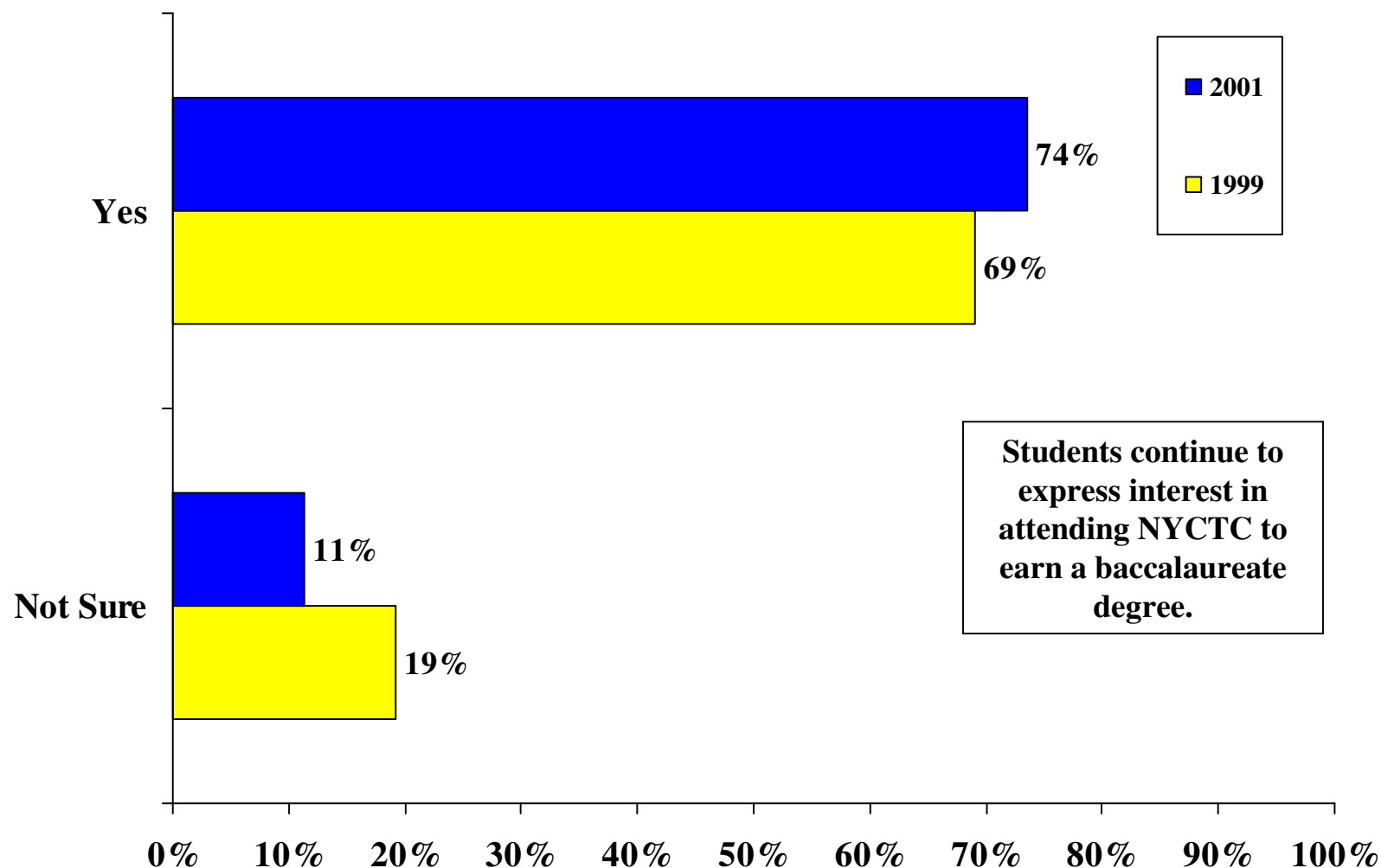
“I only plan to take some courses here; I don’t plan to get a degree at NYCTC.”



*These ratings are based on a scale from 1-5
where 1&2=Disagree, 3=Neutral, 4&5=Agree.*

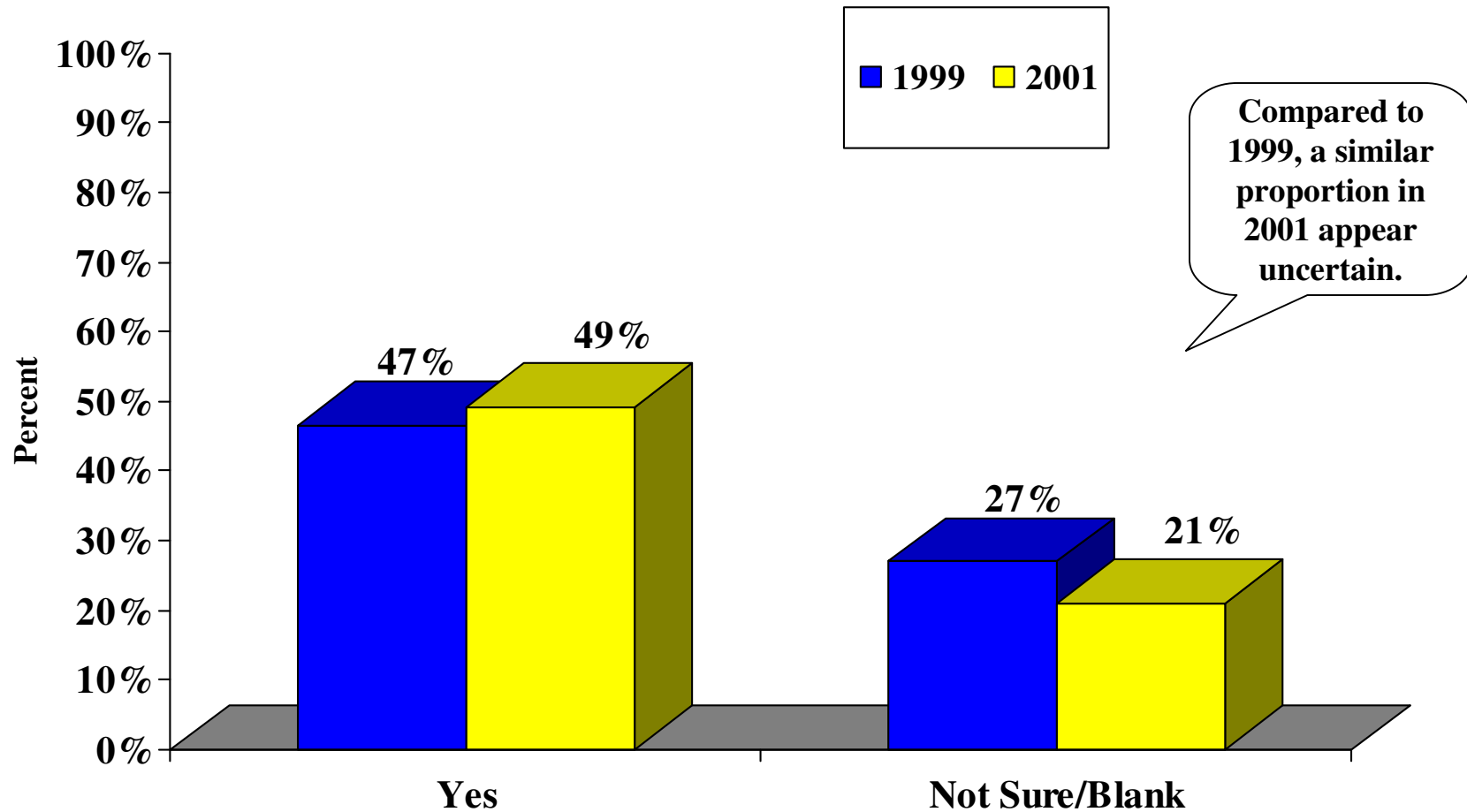
Note: percentages do not add to 100 because
“neutral” category is not graphed.

“Would you go on for your baccalaureate degree if we offered it in your major?”



“There already as a baccalaureate program in my major”

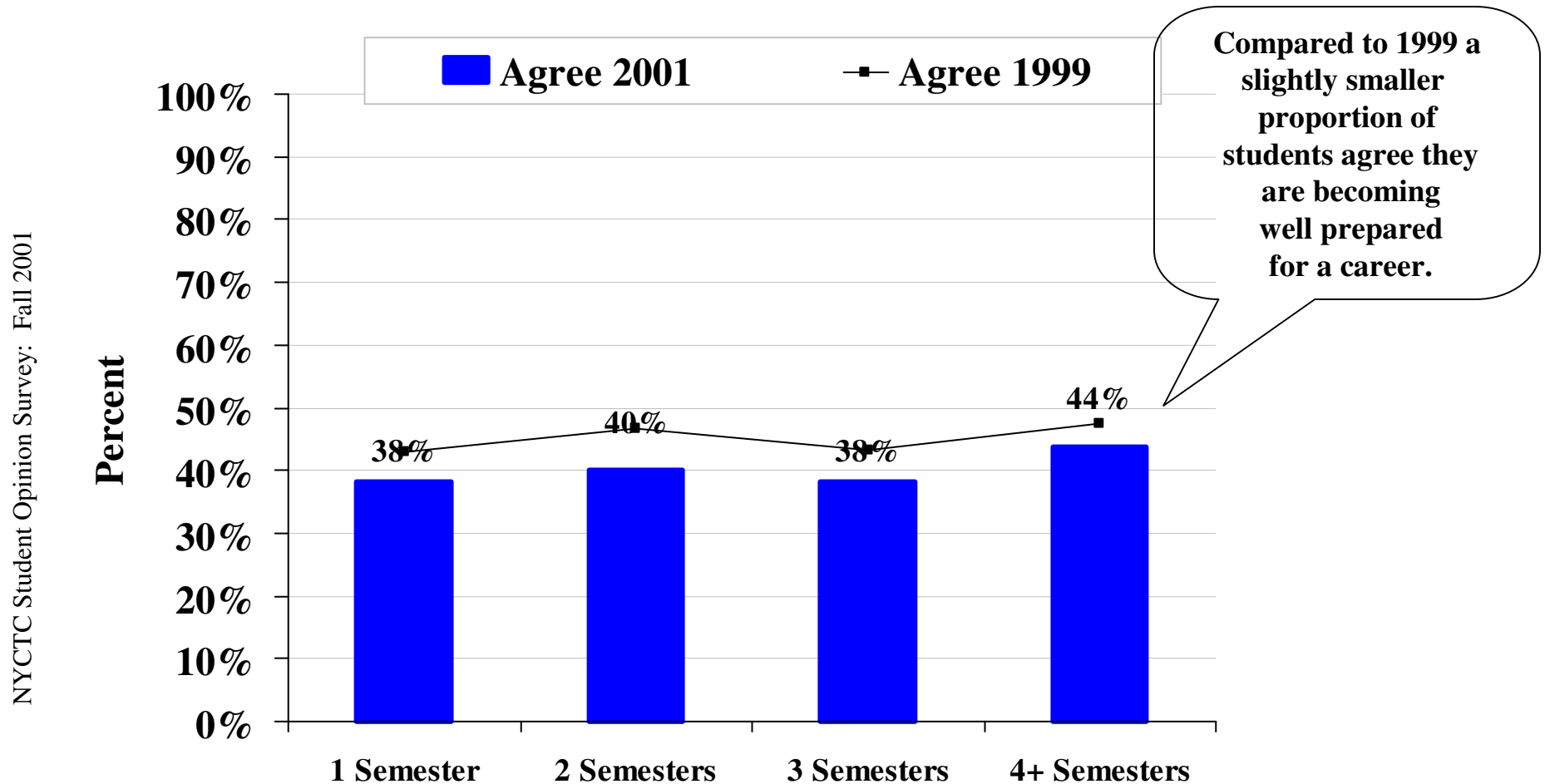
NYCTC Student Opinion Survey: Fall 2001



Note: percentages do not add to 100 because “No” response is not graphed.

**Perceived Effectiveness of Education
Received To Date**

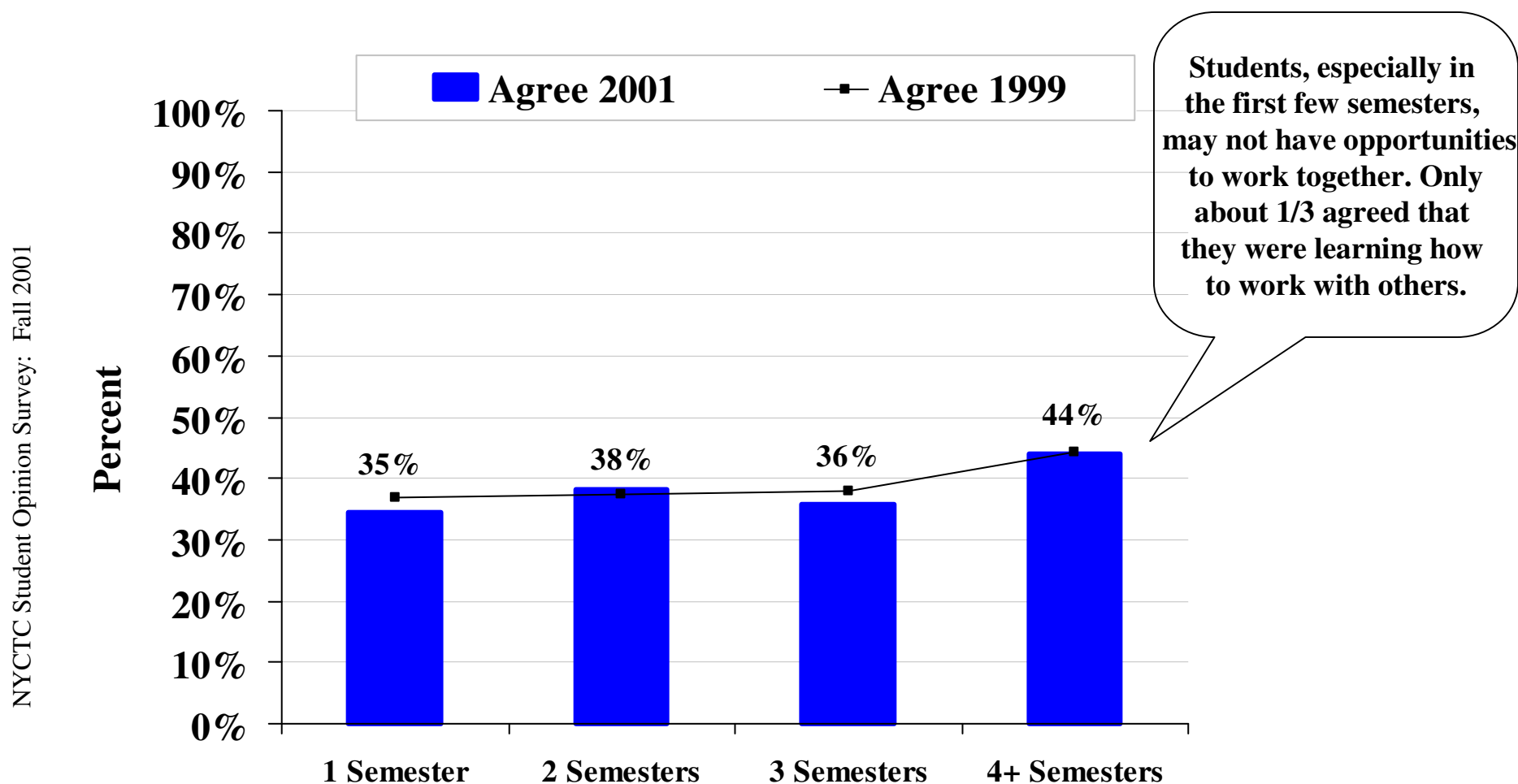
“I feel I am becoming well prepared for a career through my experience at NYCTC”



These ratings are based on a scale from 1-5 where 1&2=Disagree, 3=Neutral, 4&5=Agree.

Note: “neutral” and “disagree” categories not graphed.

“I have learned how to work with other people through my experience at NYCTC”



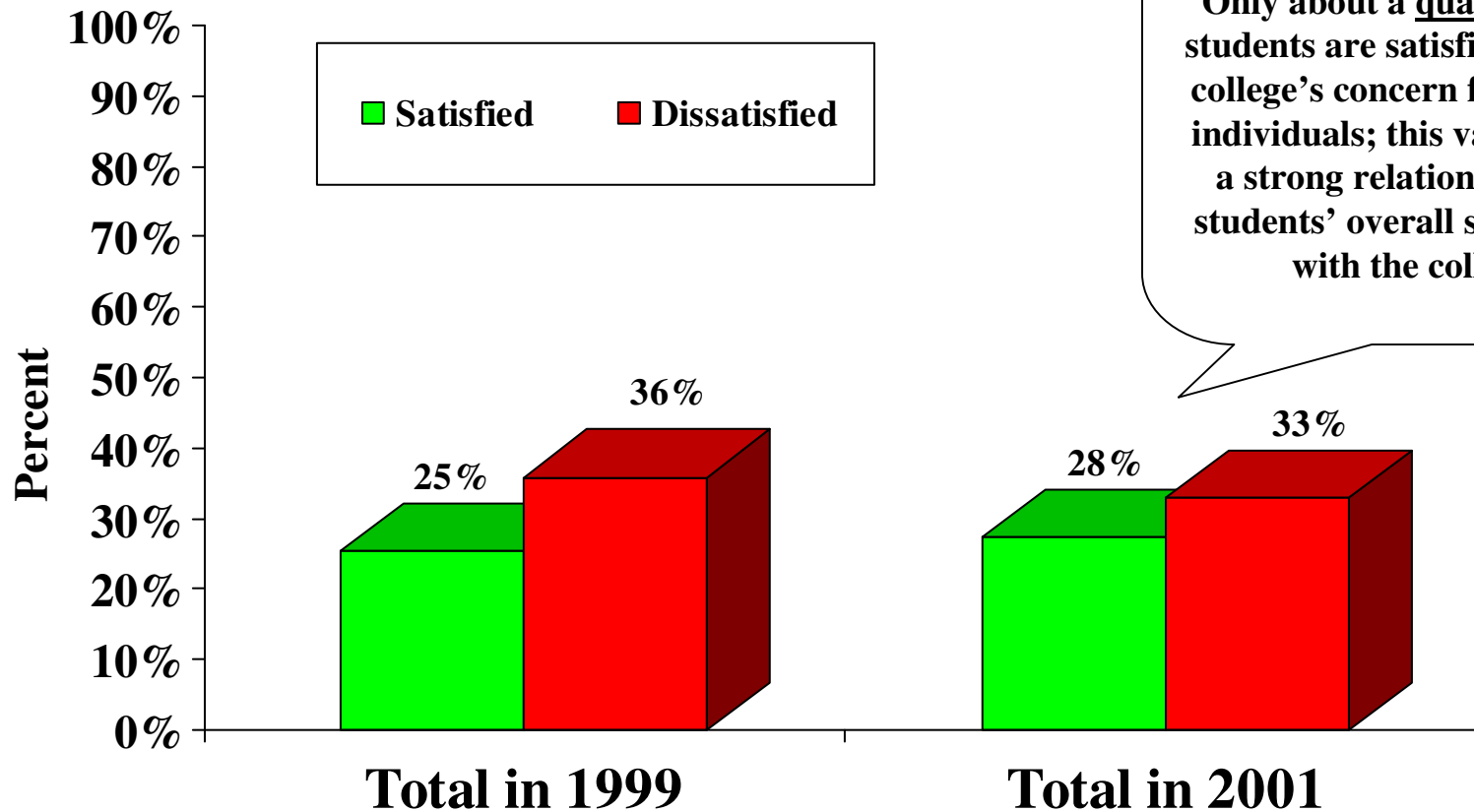
These ratings are based on a scale from 1-5 where 1&2=Disagree, 3=Neutral, 4&5=Agree.

Note: “neutral” and “disagree” categories not graphed.

Satisfaction with College Climate

NYCTC's Concern for You As an Individual

NYCTC Student Opinion Survey: Fall 2001

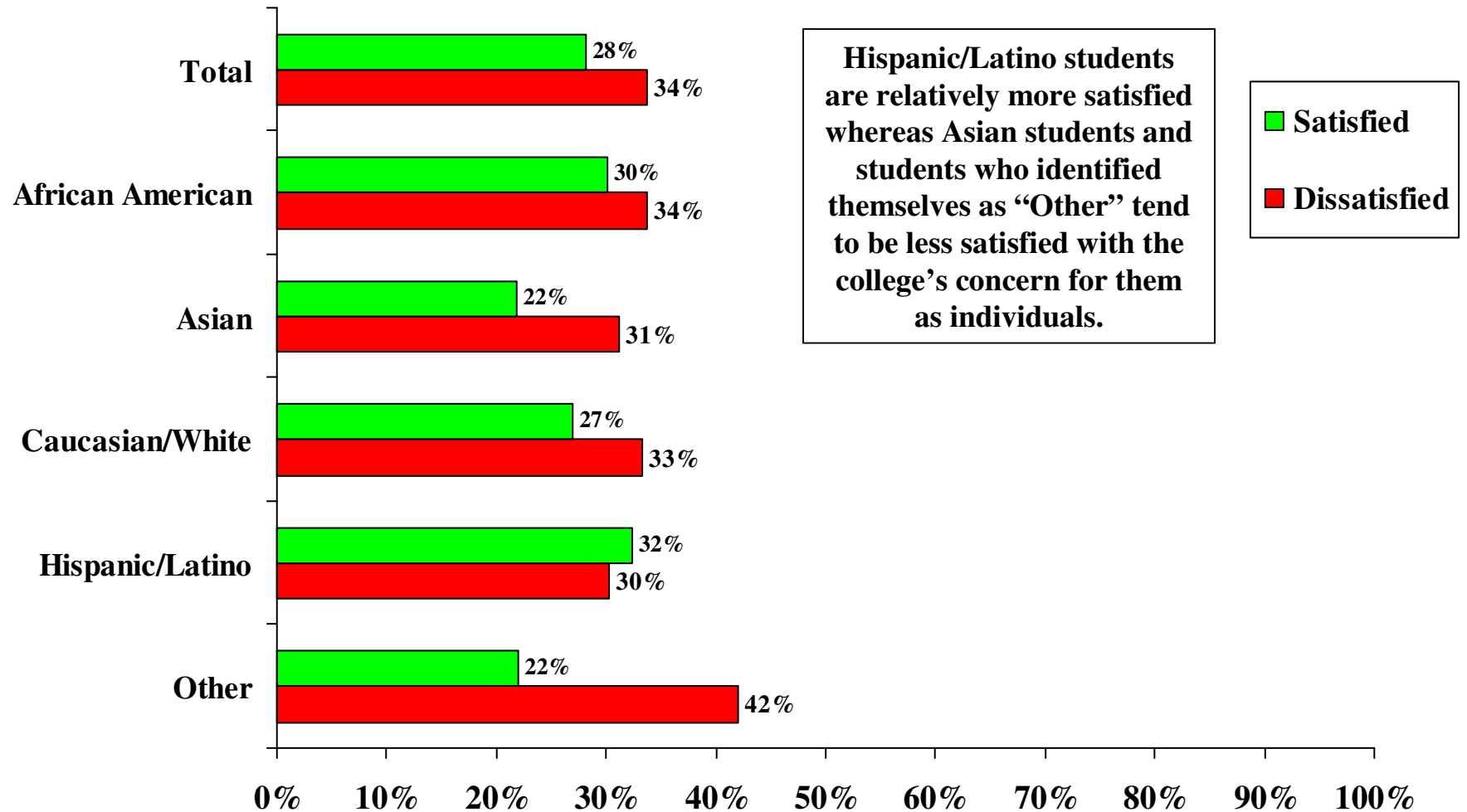


These ratings are based on a scale from 1-5 where 1&2=Dissatisfied, 3=Neutral, 4&5=Satisfied.

Note: percentages do not add to 100 because "neutral" category is not graphed.

NYCTC's Concern for You As an Individual

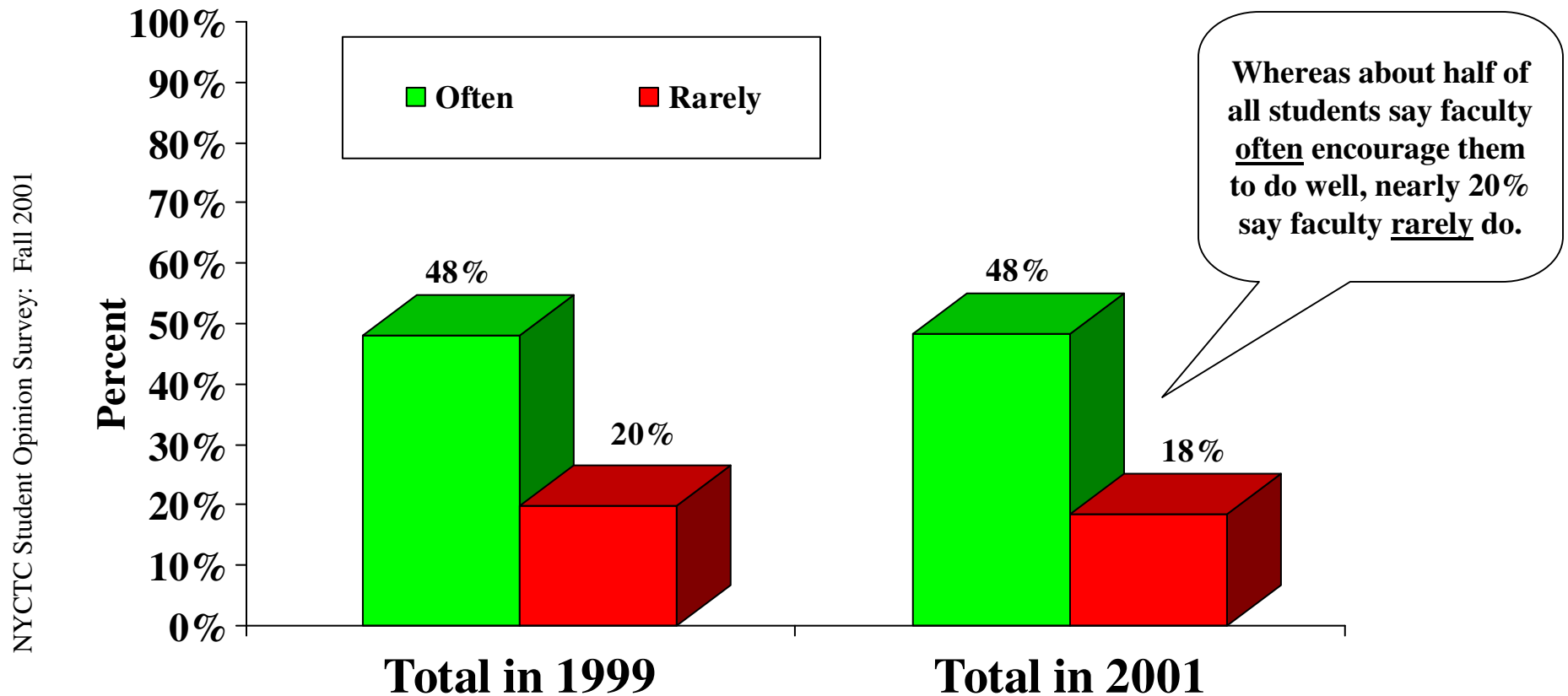
NYCTC Student Opinion Survey: Fall 2001



These ratings are based on a scale from 1-5 where 1&2=Dissatisfied, 3=Neutral, 4&5=Satisfied.

Note: percentages do not add to 100 because “neutral” category is not graphed.

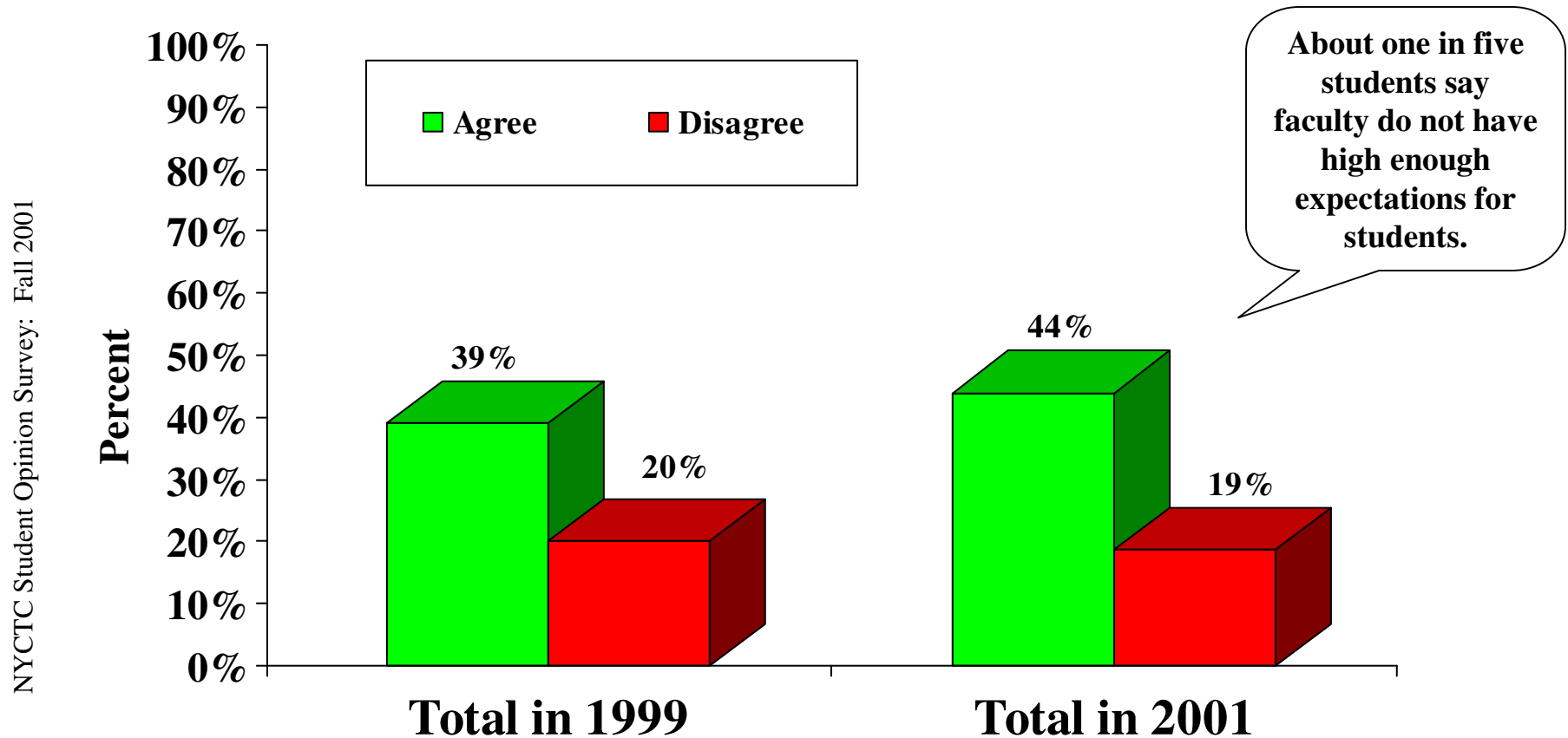
“The faculty encourage me to do well in school”



These ratings are based on a scale from 1-5 where 1&2=Rarely, 3=Neutral, 4&5=Often

Note: percentages do not add to 100 because “neutral” category is not graphed.

“Faculty have high enough expectations for the students”

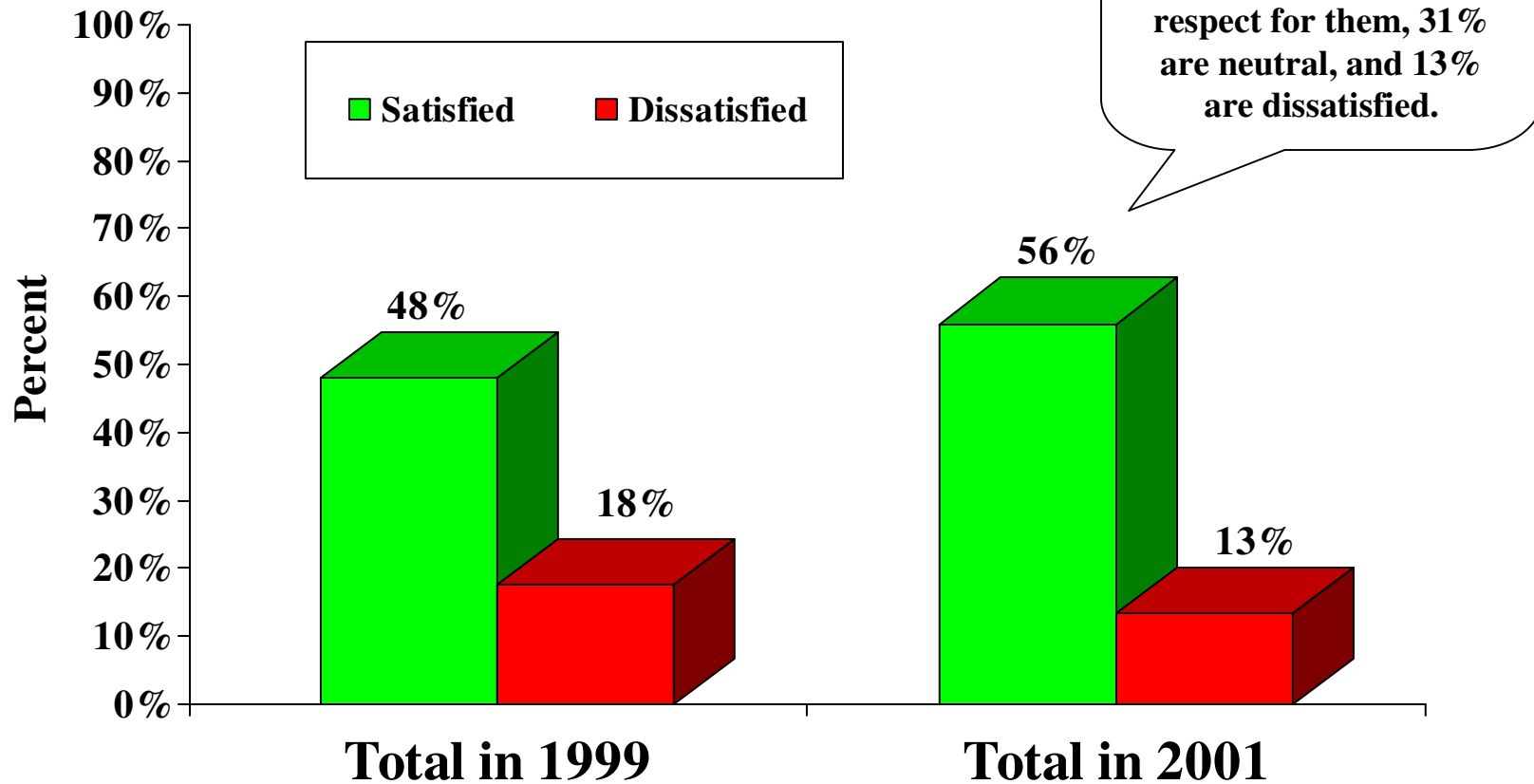


These ratings are based on a scale from 1-5 where 1&2=Disagree, 3=Neutral, 4&5=Agree.

Note: percentages do not add to 100 because “neutral” category is not graphed.

Satisfaction with Faculty's Respect for Students

NYCTC Student Opinion Survey: Fall 2001

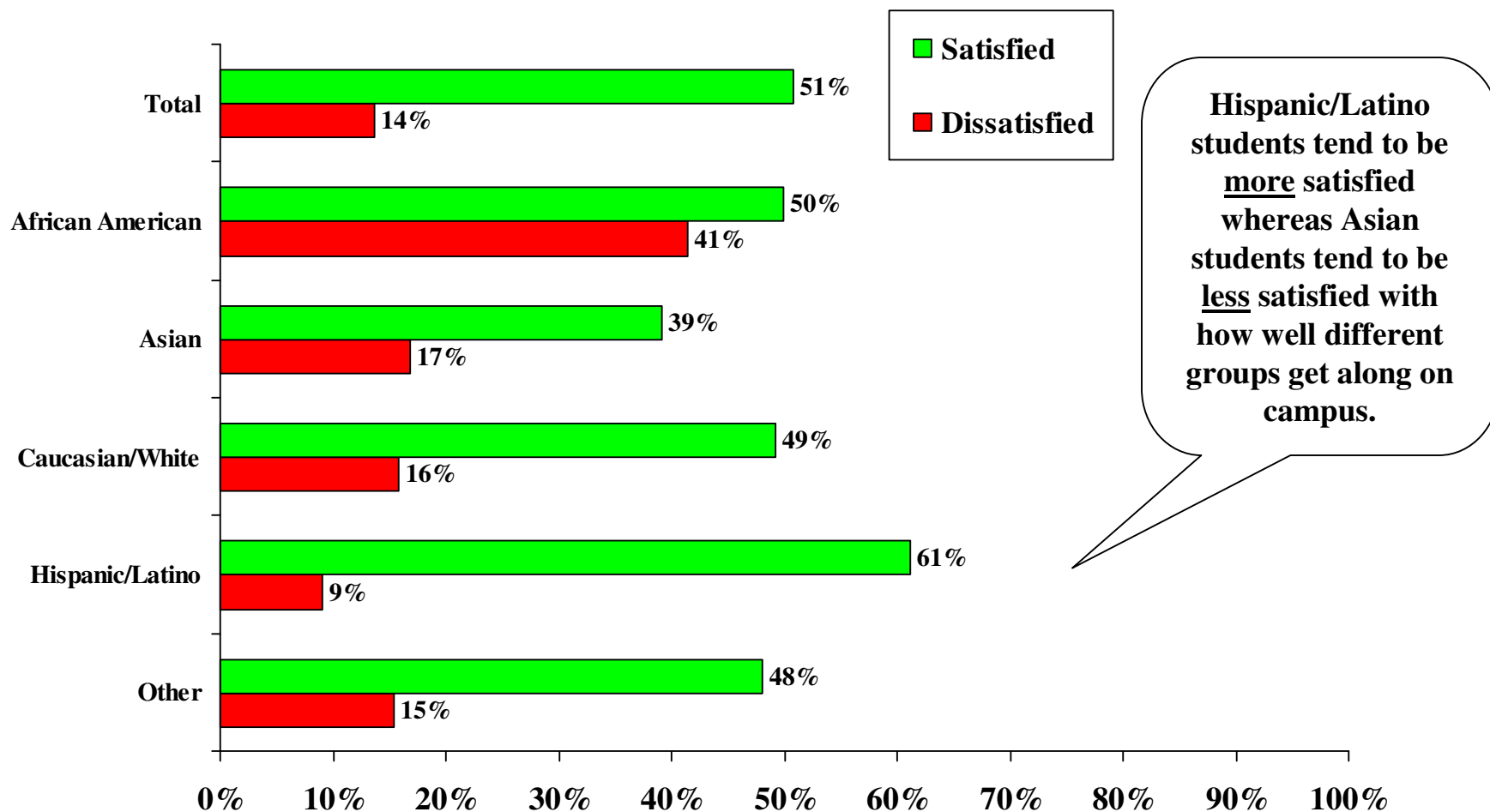


These ratings are based on a scale from 1-5 where 1&2=Dissatisfied 3=Neutral, 4&5=Satisfied.

Note: percentages do not add to 100 because "neutral" category is not graphed.

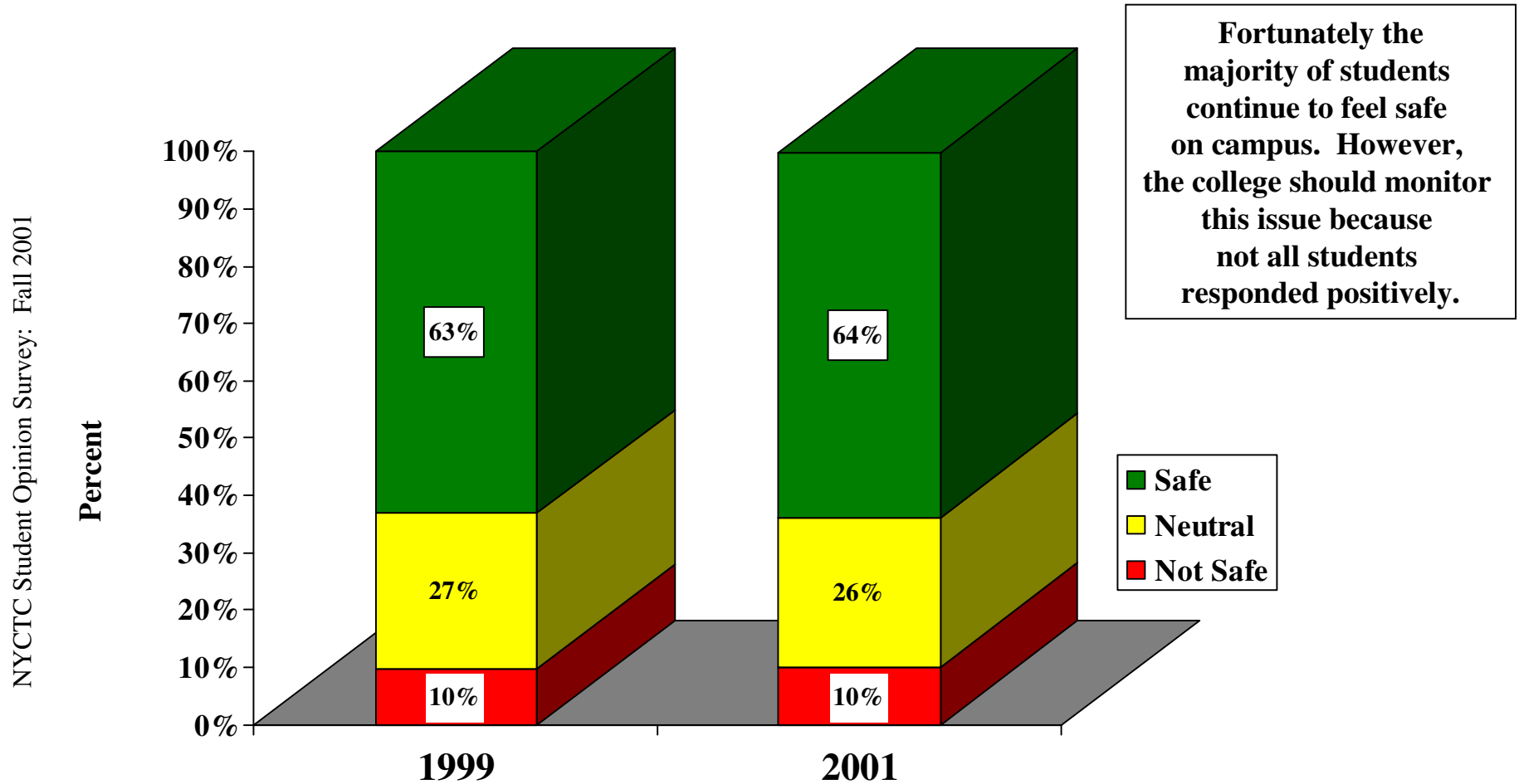
Satisfaction With How Well Different Racial or Religious Groups Get Along On Campus By Student Race/Ethnicity

NYCTC Student Opinion Survey: Fall 2001



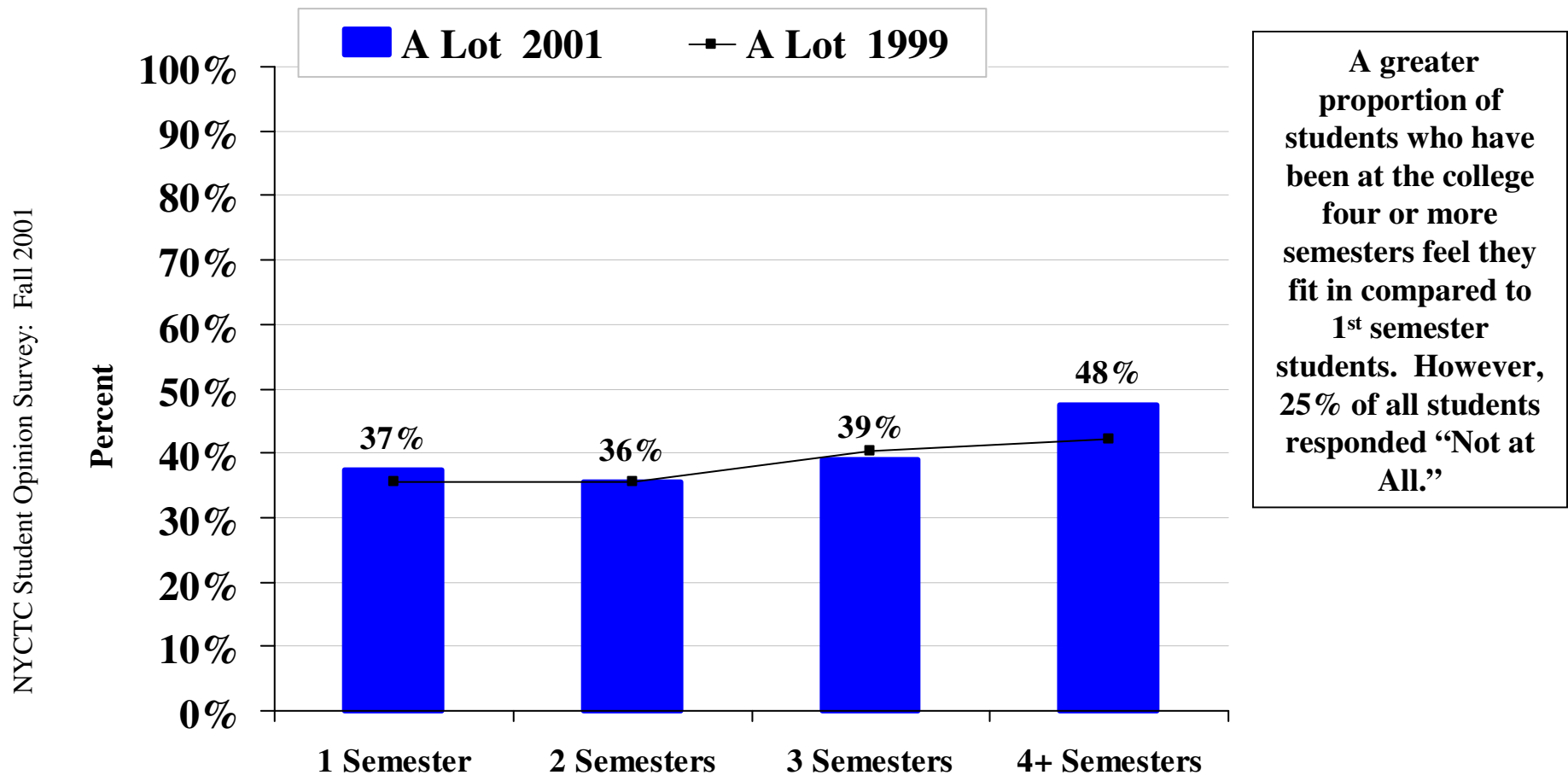
Note: percentages do not add to 100 because "neutral" category is not graphed.

“How safe do you feel on campus?”



These ratings are based on a scale from 1-5 where 1&2 =Not Safe, 3=Neutral, 4&5=Safe

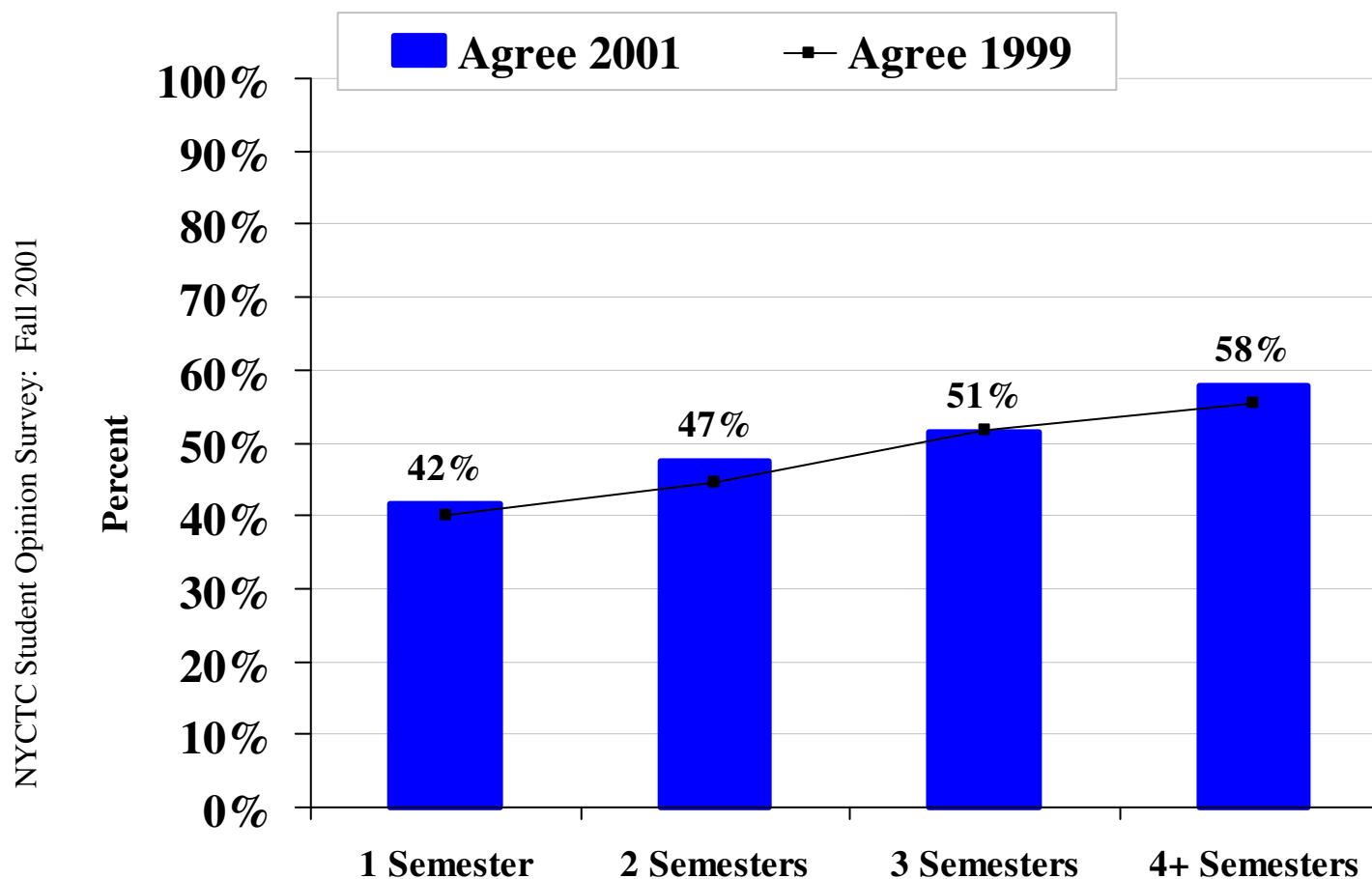
“How much do you feel like you belong or fit in on this campus?”



These ratings are based on a scale from 1-5 where 1&2=Not At All, 3=Neutral, 4&5=A Lot.

Note: “neutral” and “not at all” categories not graphed.

“I have developed strong friendships with other students”



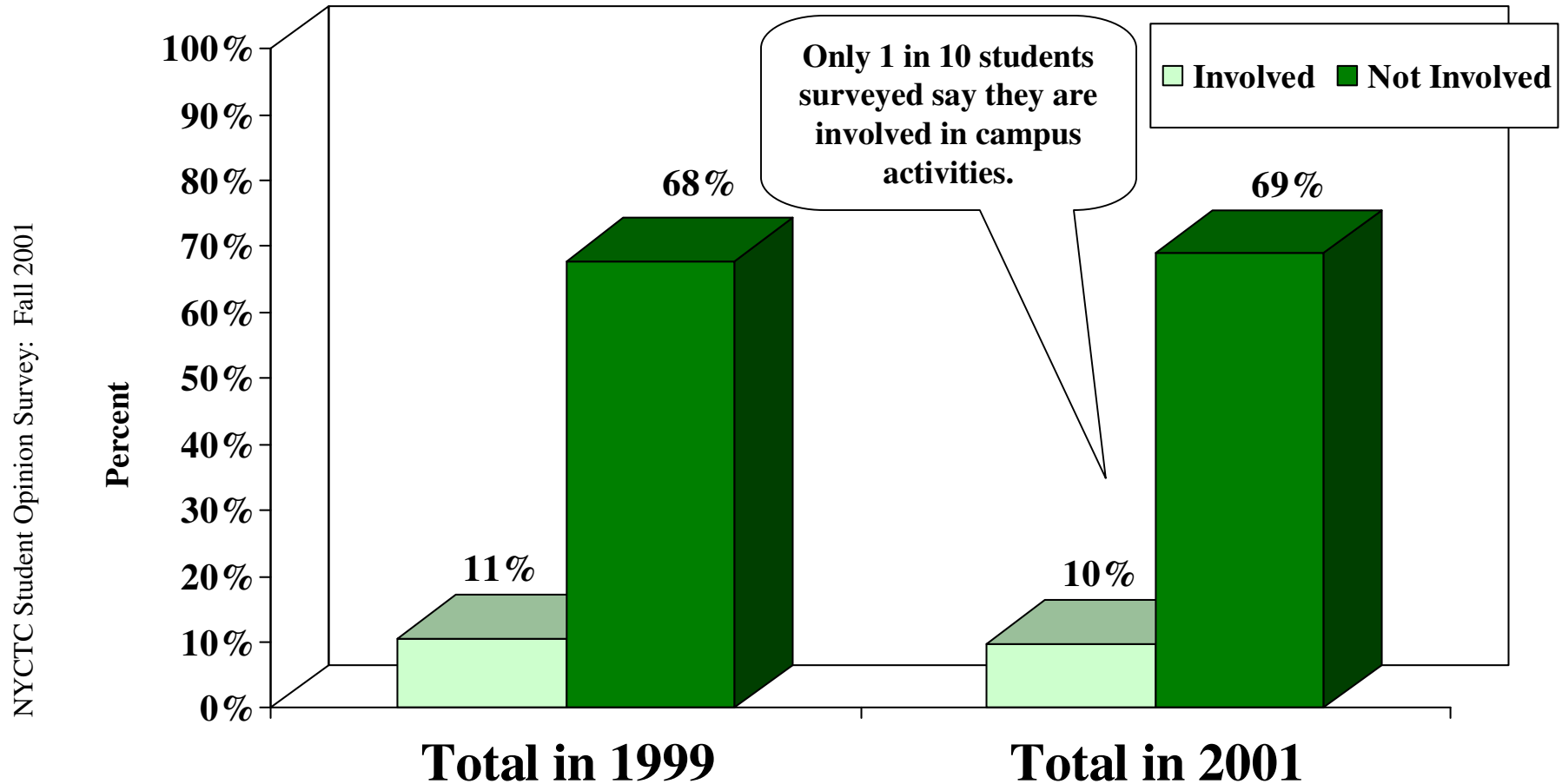
Friendships develop the longer students attend NYCTC. However, currently only about half of all students say they have developed strong friendships with other students.

25% of first-semester students “disagreed.”

These ratings are based on a scale from 1-5 where 1&2=Disagree, 3=Neutral, 4&5=Agree.

Note: “neutral” and “disagree” categories not graphed.

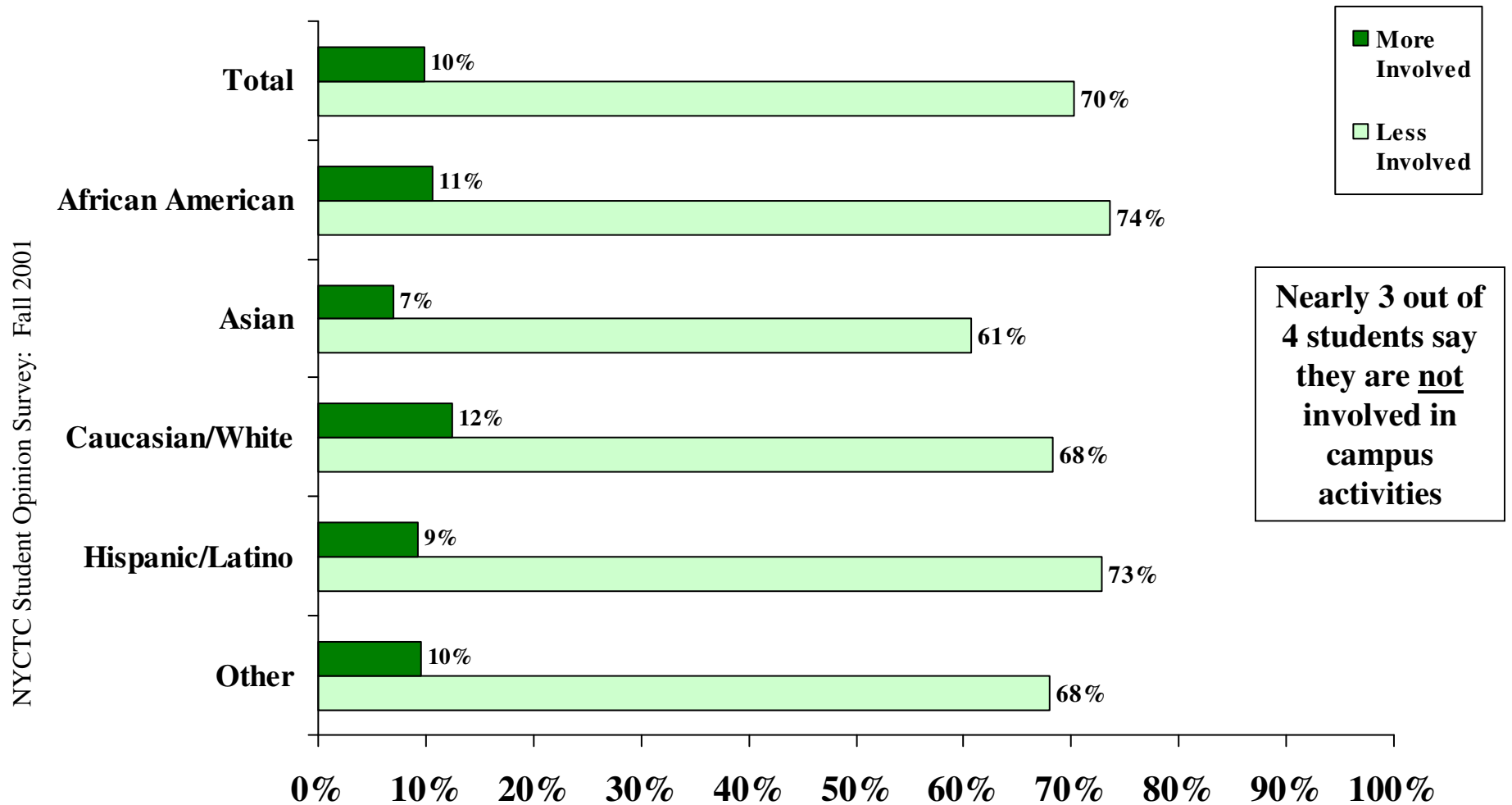
Involvement in Campus Activities



These ratings are based on a scale from 1-5 where 1&2=Not Involved, 3=Neutral, 4&5=Involved.

Note: percentages do not add to 100 because "neutral" category is not graphed.

Involvement in Campus Activities



These ratings are based on a scale from 1-5 where 1&2=Not Involved, 3=Neutral, 4&5=Involved.

Note: percentages do not add to 100 because “neutral” category is not graphed.

Correlation Between Overall Satisfaction and College Climate

Correlations

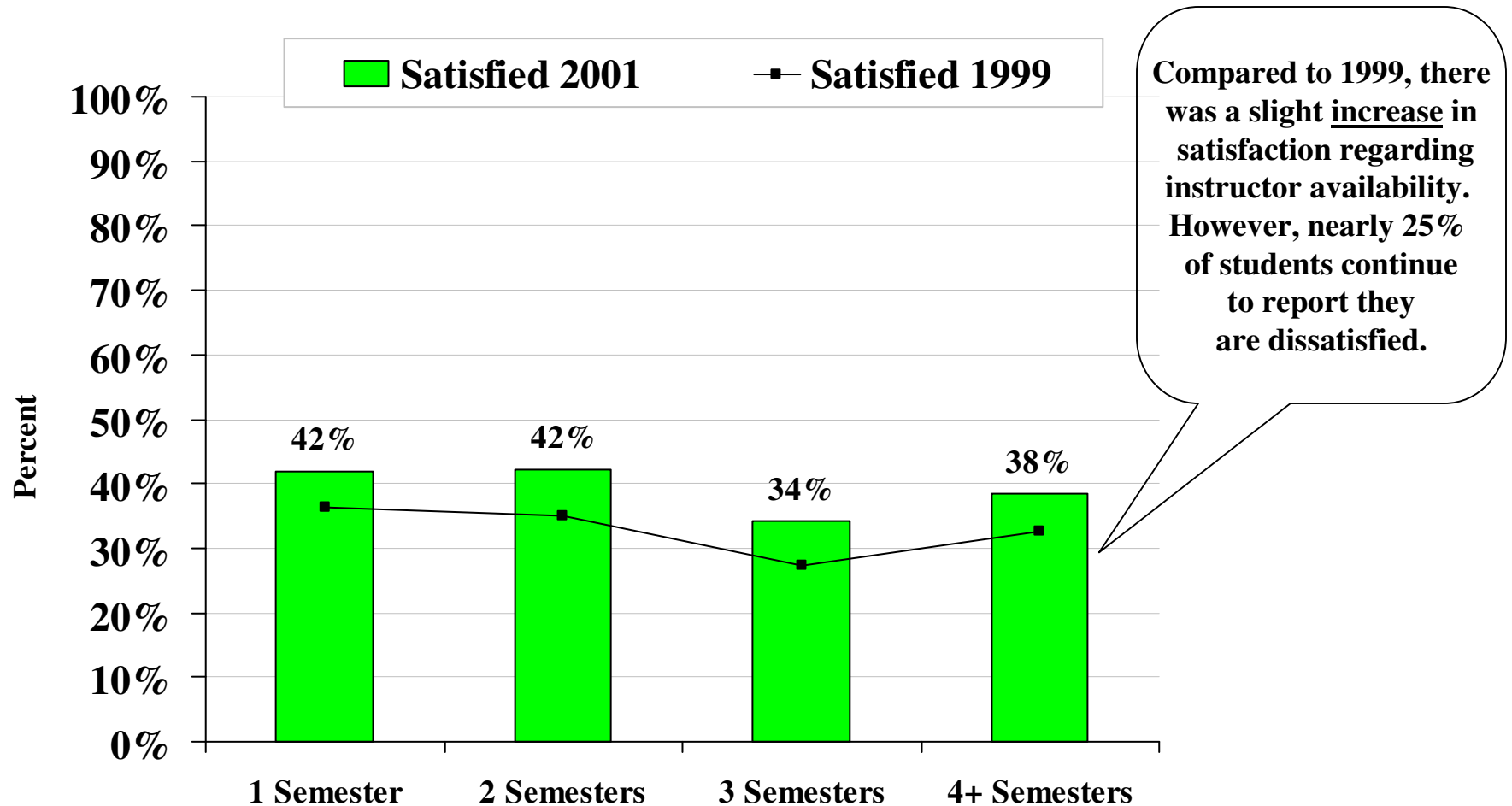
		Q11: Rate your overall satisfaction with this college in general	Q19: How satisfied or dissatisfied are you with the college's concern for you as an individuals	Q20: How involved are you in campus activities	Q18: How much do you feel like you belong or fit in on this campus	Q28: I feel I am becoming well prepared for a career through my experience at NYCTC
<p>Students' overall satisfaction is most strongly related to their perception that the college cares about them as <u>individuals</u>, how much they feel they <u>belong</u> here, how well they are being <u>prepared for a career</u>, and to a lesser extent, how involved they are in campus activities.</p>	Q11: Rate your overall satisfaction with this college in general	Pearson Correlation	1.000	.442**	.117**	.455**
		Sig. (2-tailed)	.	.000	.000	.000
		N	1919	1891	1891	1900
	Q19: How satisfied or dissatisfied are you with the college's concern for you as an individuals	Pearson Correlation	.442**	1.000	.195**	.509**
		Sig. (2-tailed)	.000	.	.000	.000
		N	1891	1904	1895	1902
	Q20: How involved are you in campus activities	Pearson Correlation	.117**	1.000	.206**	.179**
		Sig. (2-tailed)	.000	.	.000	.000
		N	1891	1895	1905	1903
	Q18: How much do you feel like you belong or fit in on this campus	Pearson Correlation	.455**	.509**	1.000	.459**
		Sig. (2-tailed)	.000	.000	.	.000
		N	1900	1902	1903	1915
	Q28: I feel I am becoming well prepared for a career through my experience at NYCTC	Pearson Correlation	.452**	.418**	.179**	1.000
		Sig. (2-tailed)	.000	.000	.000	.
		N	1886	1889	1892	1899
						1900

** . Correlation is significant at the 0.01 level (2-tailed).

Information and Services

Availability of Instructors to Discuss Work Outside of Class

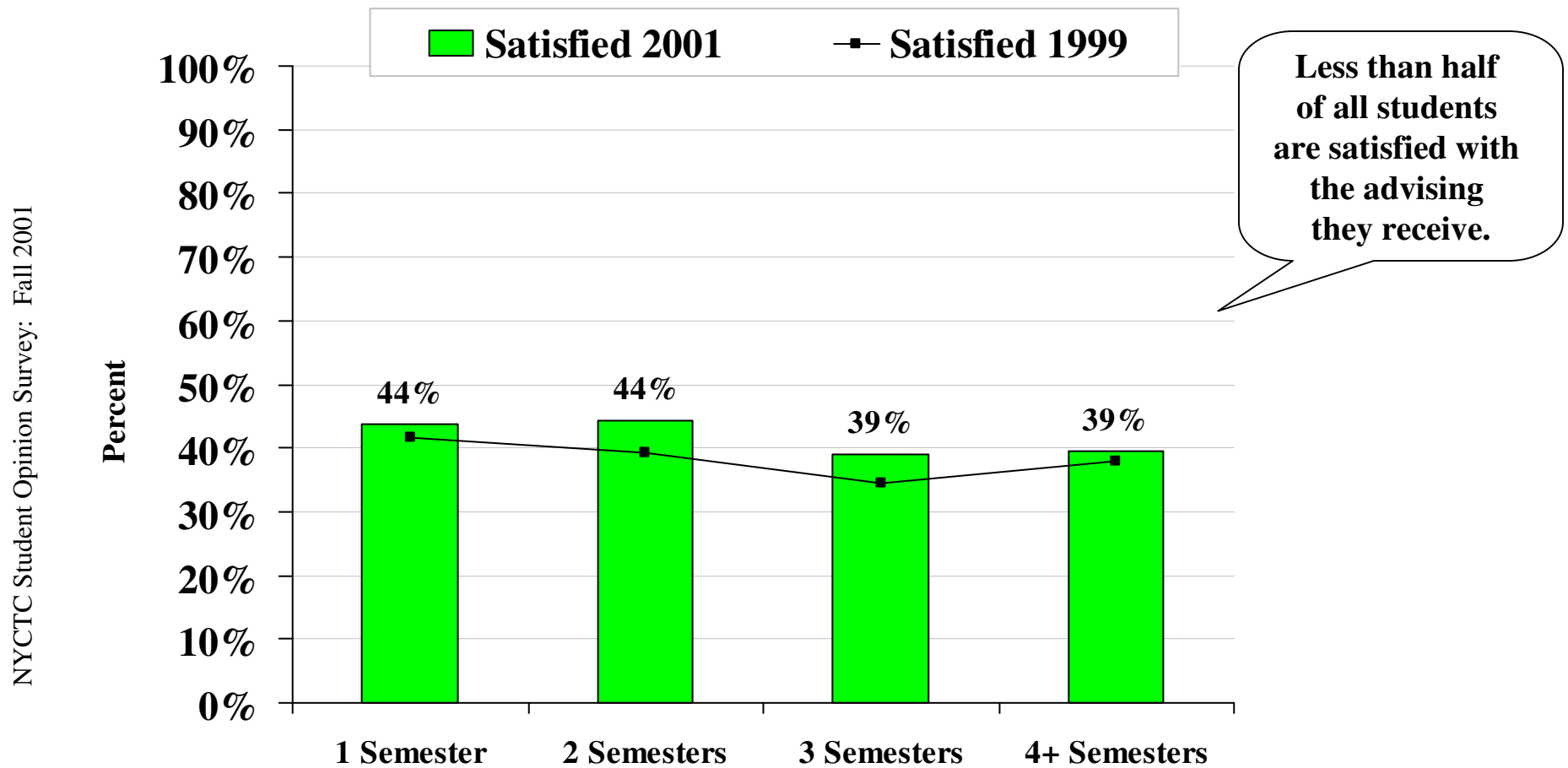
NYCTC Student Opinion Survey: Fall 2001



These ratings are based on a scale from 1-5 where 1&2= Dissatisfied, 3=Neutral, 4&5=Satisfied.

Note: "neutral" and "dissatisfied" categories not graphed.

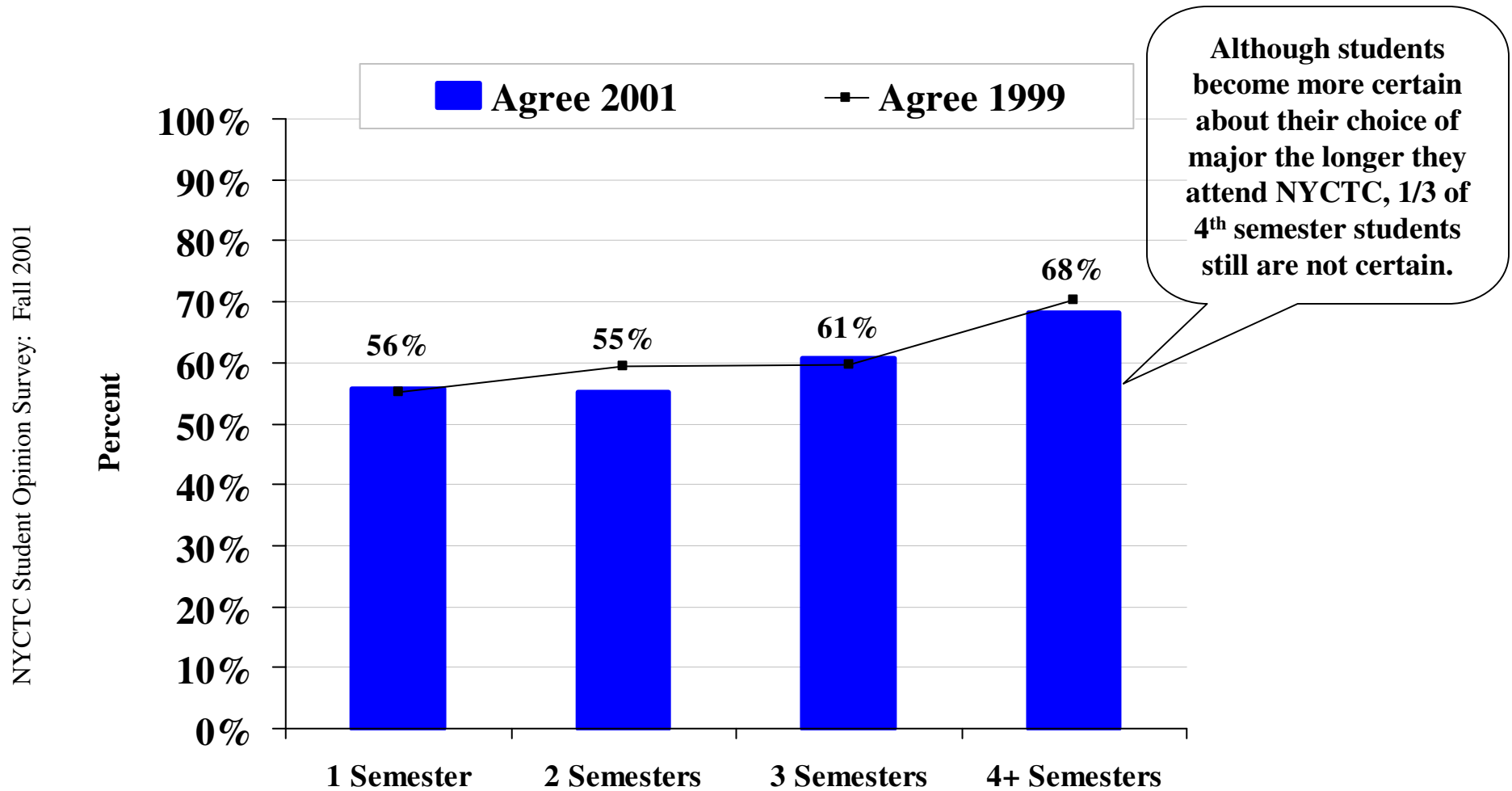
Satisfaction with Information Provided by Advisor



These ratings are based on a scale from 1-5 where 1&2= Dissatisfied, 3=Neutral, 4&5=Satisfied.

Note: "neutral" and "dissatisfied" categories not graphed.

“I am certain that I am in the right major for me.”



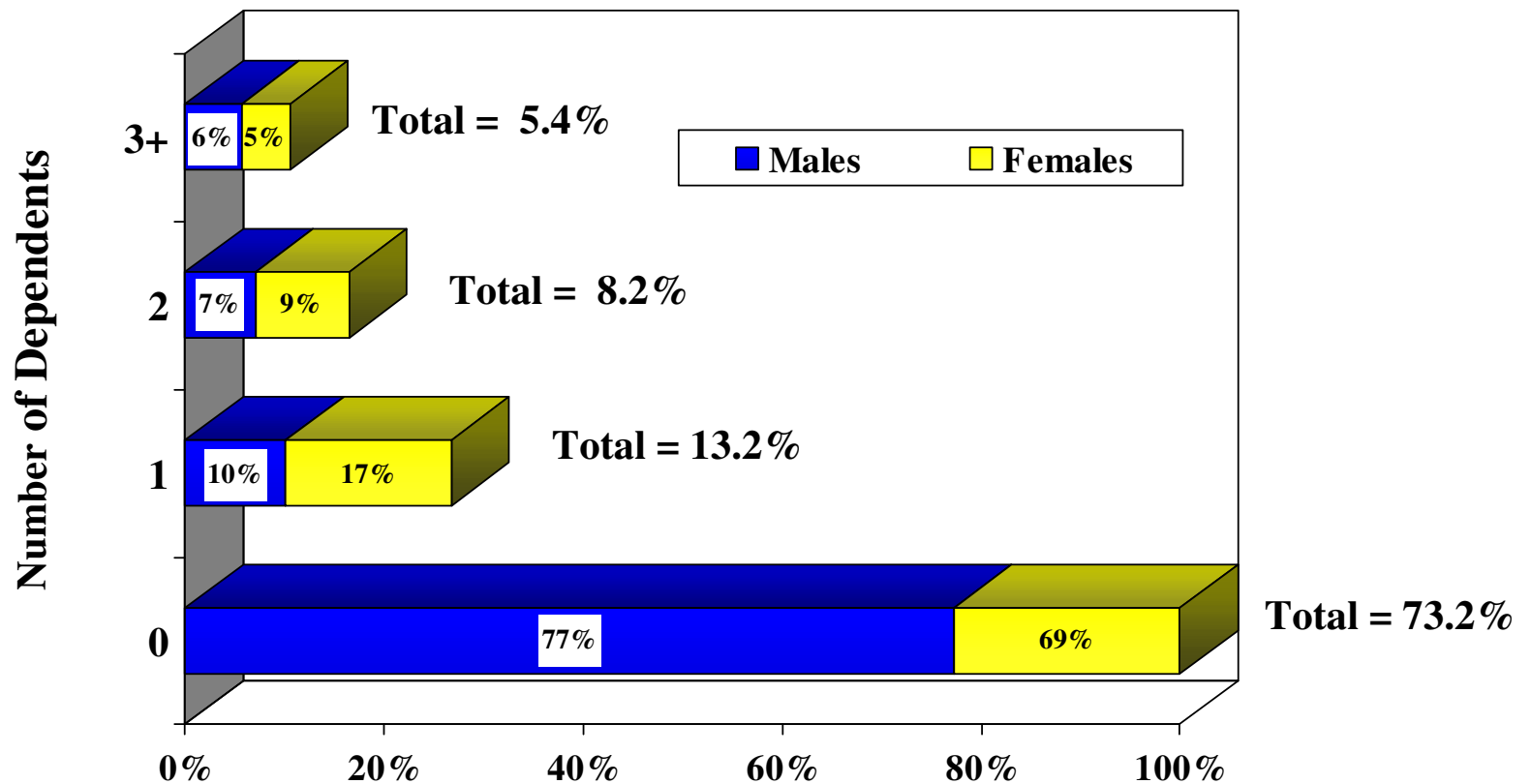
These ratings are based on a scale from 1-5 where 1&2=Disagree, 3=Neutral, 4&5=Agree.

Note: “neutral” and “disagree” categories not graphed.

Student Profile

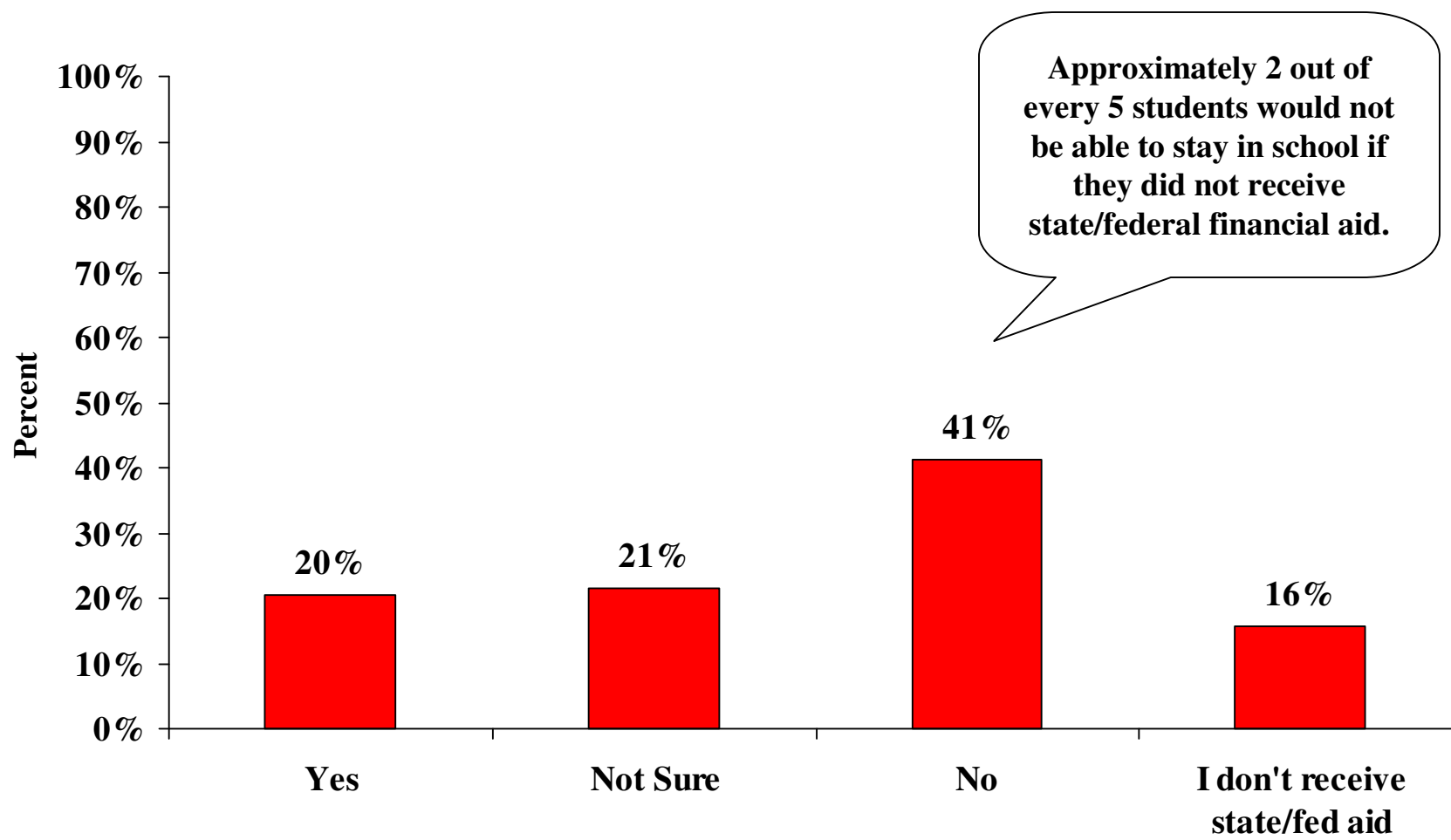
Number of Children or Other Dependents Responsible for at Home in 2001

27% of City Tech students say they have children or other dependents they are responsible for at home. This percentage is down from 34% in 1999.



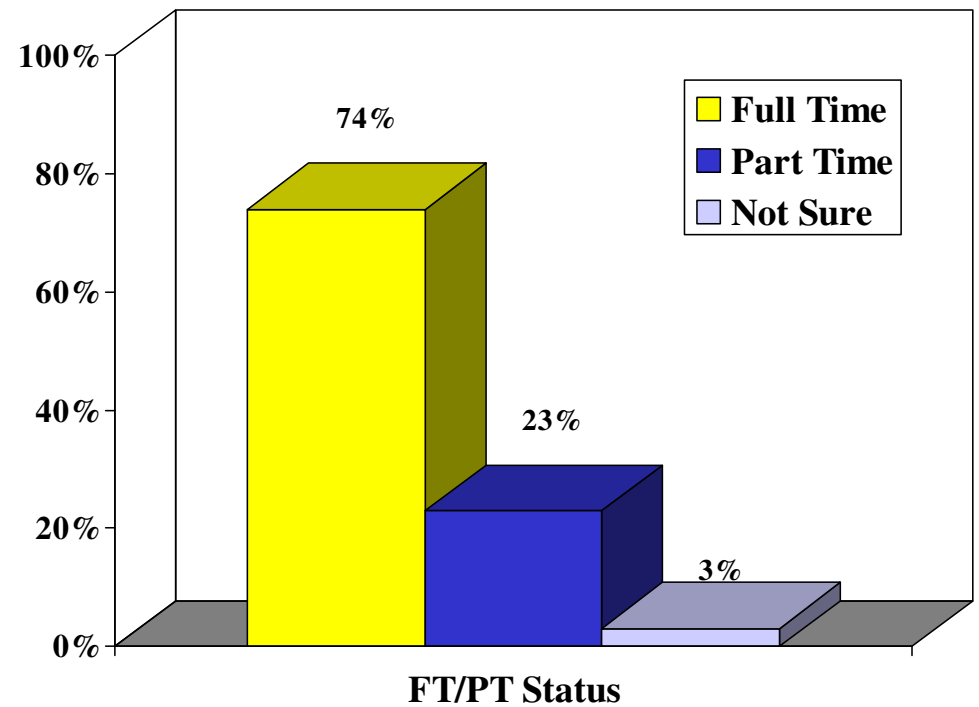
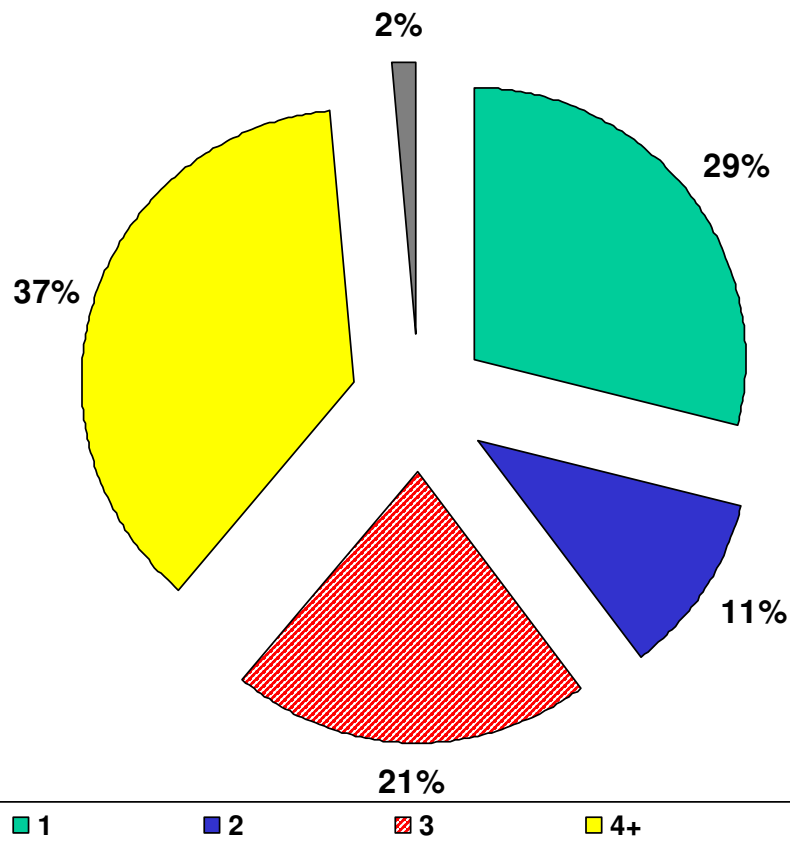
“Would you be able to stay in school if you didn’t receive state/federal financial aid?”

NYCTC Student Opinion Survey: Fall 2001

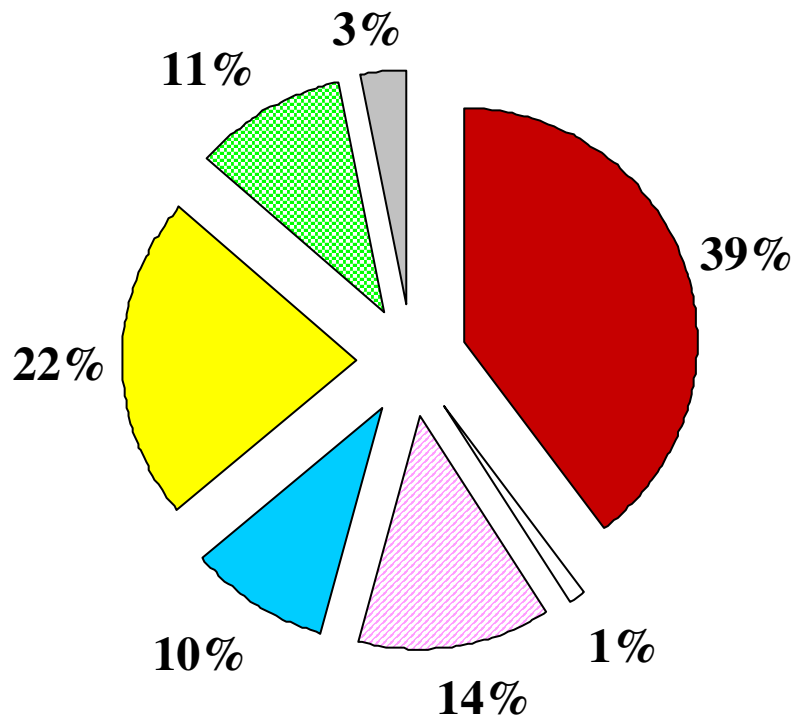


Number of Semesters Attending NYCTC and Full Time/Part Time Status

Number of Semesters Attending NYCTC



Distribution of Racial Categories of Respondents



- African-American/Black
- American Indian/Alaskan
- Asian-American/Asian Pacific Islander
- Caucasian/White
- Hispanic/Latino
- Other
- Missing

Actual Fall 2001 Enrollment Figures

African-American = 35.8%

Asian = 10.8%

Caucasian = 8.3%

Hispanic = 23.4%

Other = 4.7%

Missing = 17%

Appendix

Student Opinion Survey

New York City Technical College Student Opinion Survey: Fall 2001

New York City Technical College is conducting a survey of student opinion. We care about your opinions and want to use the information you provide to help us better meet your educational needs. Please answer the following questions honestly. The questionnaire is anonymous --please DO NOT put your name anywhere on the form.

PLEASE COLOR IN THE CIRCLE BELOW THAT BEST DESCRIBES YOU/YOUR OPINION.

		1	2	3	4+
1. For how many semesters have you been attending New York City Technical College?		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Write in here your major area of study: _____ (ex: hospitality management, liberal arts & sciences, dental hygiene etc.)					
3. Gender		Male <input type="radio"/>		Female <input type="radio"/>	
4. Which category best describes you?					
African American / Black	<input type="radio"/>	Caucasian / White	<input type="radio"/>		
American Indian or Native Alaskan	<input type="radio"/>	Hispanic / Latino	<input type="radio"/>		
Asian American / Asian or Pacific Islander	<input type="radio"/>	Other	<input type="radio"/>		
		0	1	2	3+
5. How many children/other dependents are you responsible for at home?		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		0	1-10	11-19	20+
6. About how many hours a week do you work at a job?		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
		YES	NO	NOT SURE	
7. Are you a full-time student (taking 12 or more credits/equated credits)?		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
8. Would you go on for a baccalaureate degree (4 yr. degree) here if we offered it in your major?		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
9. There already is a baccalaureate program in my major.		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
		YES	NO	NOT SURE	I don't receive state/fed aid.
10. Would you be able to stay in school if you did not receive state and/or federal financial aid?		<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Student Opinion Survey (cont.)

USING THE 1-5 SCALE PROVIDED, PLEASE COLOR IN THE CIRCLE THAT BEST SHOWS HOW YOU FEEL.

		1	2	3	4	5	
11. Rate your overall satisfaction with this college in general.	Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied
12. If I could start college all over again I would choose to attend this college.	Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree
13. How satisfied or dissatisfied are you with the availability of instructors to discuss work outside of class?	Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied
14. How satisfied or dissatisfied are you with the information provided by your advisor?	Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied
15. Do you agree or disagree that faculty have high enough expectations for the students?	Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree
16. How satisfied or dissatisfied are you with faculty's respect for students?	Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied
17. I have developed strong friendships with other students.	Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree
PLEASE TURN OVER →							
18. How much do you feel like you belong or fit in on this campus?	Not At All	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	A Lot
19. How satisfied or dissatisfied are you with the college's concern for you as an individual?	Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied
20. How involved are you in campus activities?	Not At All	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	A Lot
21. How satisfied or dissatisfied are you with how well different racial or religious groups get along on campus?	Very Dissatisfied	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Satisfied
22. The faculty encourage me to do well in school.	Never	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Often
23. How safe do you feel on campus?	Not Safe	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Safe
24. I am certain that I am in the right major for me.	Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree
25. I only plan to take some courses here; I don't plan to get a degree at NYCTC	Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree
26. How likely is it to you that you will transfer to another college next fall before completing your degree?	Not Very Likely	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Very Likely
27. I have learned how to work with other people through my experience at NYCTC.	Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree
28. I feel I am becoming well prepared for a career through my experience at NYCTC.	Strongly Disagree	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	Strongly Agree