



# **CUNY 2002 Student Experience Survey**

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## **Results for New York City College of Technology**

NYCCT Office of Assessment & Institutional Research  
Spring 2003

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# Introduction

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## Methodology

- To conduct the Spring 2002 CUNY Student Experience Survey, the university mailed questionnaires to 21,000 undergraduate degree students, chosen from among students attending one of the university's seventeen community or senior colleges. From the colleges that offer only associate and bachelor degrees, two samples were drawn—one from among the associate students and one from among the bachelor degree students.
- A copy of the survey was mailed to each student in April 2002. Students who did not respond to the initial mailing were mailed a second copy of the survey. Those still not responding were mailed a third survey and a reminder postcard. The mailings were spaced over a ten-week period. In all, 6,402 students returned the survey—a response rate of 30.5%. For NYCCT specifically, 613 students responded; this is a 30.7% response rate. All responses were anonymous and participation was voluntary.
- The figures in the report are weighted data using CUNY Central's Office of Institutional Research and Assessment methodology. See Appendix for survey instrument and cover letter.

# Key Findings

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## Demographic profile of respondents

- Survey respondents have high expectations for their education. 40% want to pursue a bachelor's degree, 29% want to pursue a Master's degree, and 9% want to earn a Ph.D. Only 12% say they want to pursue an associate's degree as their highest degree.
- 54% are the first generation from their family to attend college.
- 57% are 18 – 23 years old (traditional college age).
- 50% are financially dependent on their parents/guardian.
- 67% report annual household incomes of less than \$30,000/yr.
- 73% have never been married.
- 27% have at least one child.
- 81% are associate degree students and 19% are bachelor degree students.
- 17% are single parents.
- 70% work at a paying job either on or off campus.
  - 43% of those surveyed work more than 20 hours a week.
  - 28% of those surveyed work less than 20 hours a week.
- 77% devote no time to campus-based activities outside of class.
- 71% spend at least one hour per week providing care for others.

# Key Findings

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## College Climate and Services

- The majority of students say students get along well despite having different backgrounds.
  - 93% perceive that different racial groups get along well.
  - 87% agree that, in general, other students are friendly.
  - 60% recognize that most students have different values from their own.
  - Less than a quarter of those responding feel out of place at NYCCT.
- Over 80% report they are satisfied with library facilities, hours, and services.
- More than 2/3 of respondents are satisfied with campus safety.
- Approximately 1/3 are satisfied with the availability of athletic services and half say they have no opinion.
- 40% are satisfied with the cafeteria services; 42% are dissatisfied. Note that this survey was administered before the completion of the new cafeteria.
- Over 3/4 of students find administrators at NYCCT to be helpful.

# Key Findings (continued)

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## College Climate and Services (continued)

- NYCCT should aggressively promote its services to students. A large proportion of students say they have “no opinion” about certain services which suggests they do not use or know about them.
  - About half of all respondents are satisfied with each of the following services: tutorial services, learning labs, the testing office, and career planning/placement.
  - Only 23% of students are satisfied with the availability of internships, and 50% say they have no opinion about it.
    - A quarter are dissatisfied with the availability of internships and career planning/placement.
  - Approximately 2/3 say they have no opinion about the child care services and services for students with disabilities. However, most students who had an opinion were satisfied.
  - Approximately 4 out of ten are satisfied about college social activities and cultural programs. 47% say they have no opinion about each of them.
- Although the survey did not provide detailed questions for each area, the college should monitor the following topics because they are areas toward which students showed dissatisfaction:
  - Transferring credits; it is unclear whether the issue is transferring credits to or from NYCCT.
  - Availability of parking
  - Buildings/grounds facilities – less than half are satisfied with some aspect of the buildings/grounds.

# Key Findings (continued)

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## Computer Usage

- Nearly three quarters of respondents use the college’s computer lab facilities, and more than half indicate satisfaction with availability of on-campus computer labs, computer lab staff, lab hours, and computer availability on campus. Nevertheless,
  - 31% of those surveyed are dissatisfied with on-campus computer availability. This split in opinion may be due to which labs students use. The college should investigate which labs particularly be driving the dissatisfaction.
  - Associate degree students are more satisfied with computer lab staff and helpdesk than are bachelor degree students.
- Nearly twice as many students enrolled in bachelor degree programs use computers for school-related assignments/issues compared to those enrolled in associate degree programs.

## Academic/Classroom Experience

- Approximately half of all respondents say they would choose NYCCT again if they could start college again. The college needs to investigate why more students did not indicate they would choose NYCCT again.
- 76% say they plan to earn a degree here, and 17% plan to transfer to another college. The others intend to take a few courses or have other plans.
- Overall, 77% of students are satisfied with their major courses at NYCCT.
  - Associate and bachelor degree students show similar satisfaction levels.

# Key Findings (continued)

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## Academic/Classroom Experience (continued)

- Bachelor degree students are more satisfied with their choice of required courses outside their majors than associate degree students.
- About 2/3 of the students say they discussed grades, assignments, career plans or academic idea with friends, advisors or family members. Less than a quarter of the students say they never discussed each topic with friends, advisors or family members.
  - Almost half of the students never discussed academic ideas with faculty outside of class.
- Nearly 3/4 of the students say they often or occasionally worked with other students on assignments during or outside class.
- About half are satisfied with the promptness of faculty feedback.
- More than 2/3 of the respondents are satisfied with class sizes and the general quality of instruction.
- In Spring 2002, 54% of respondents were able to enroll in the courses that they planned to take, but about 25% reported that space was unavailable in some of the courses they wanted or needed.
  - 33% took fewer courses than they planned to take that semester.
- Most students, especially bachelor degree students, would prefer more evening, weekend, and online course offerings.



## **Demographic and Behavioral Profile**

# Demographic Profile

Degree Level	
Associate	81%
Bachelor	19%
Total	100%

Age	
18 - 20	32%
21 - 23	25%
24 - 26	10%
27 - 29	6%
30 - 32	6%
33 - 40	13%
Over 41	8%
Total	100%

Religion	
Catholic	31%
Protestant	7%
Jewish	2%
Islamic	4%
Buddhist/Taoist	2%
Hindu	1%
Greek Russian Orthodox	2%
Other	32%
None	19%
Total	100%

Are you a single parent?	
No	83%
Yes	17%
Total	100%

Marital Status	
Never Married	73%
Married	14%
Divorced	3%
Separated	4%
Widowed	0%
Other	6%
Total	100%

Do you have any children?	
Yes	27%
No	73%
Total	100%

Are you the first generation in college?	
No	46%
Yes	54%
Total	100%

Any of your siblings attending college?	
No	47%
Yes	48%
No Sibling	5%
Total	100%

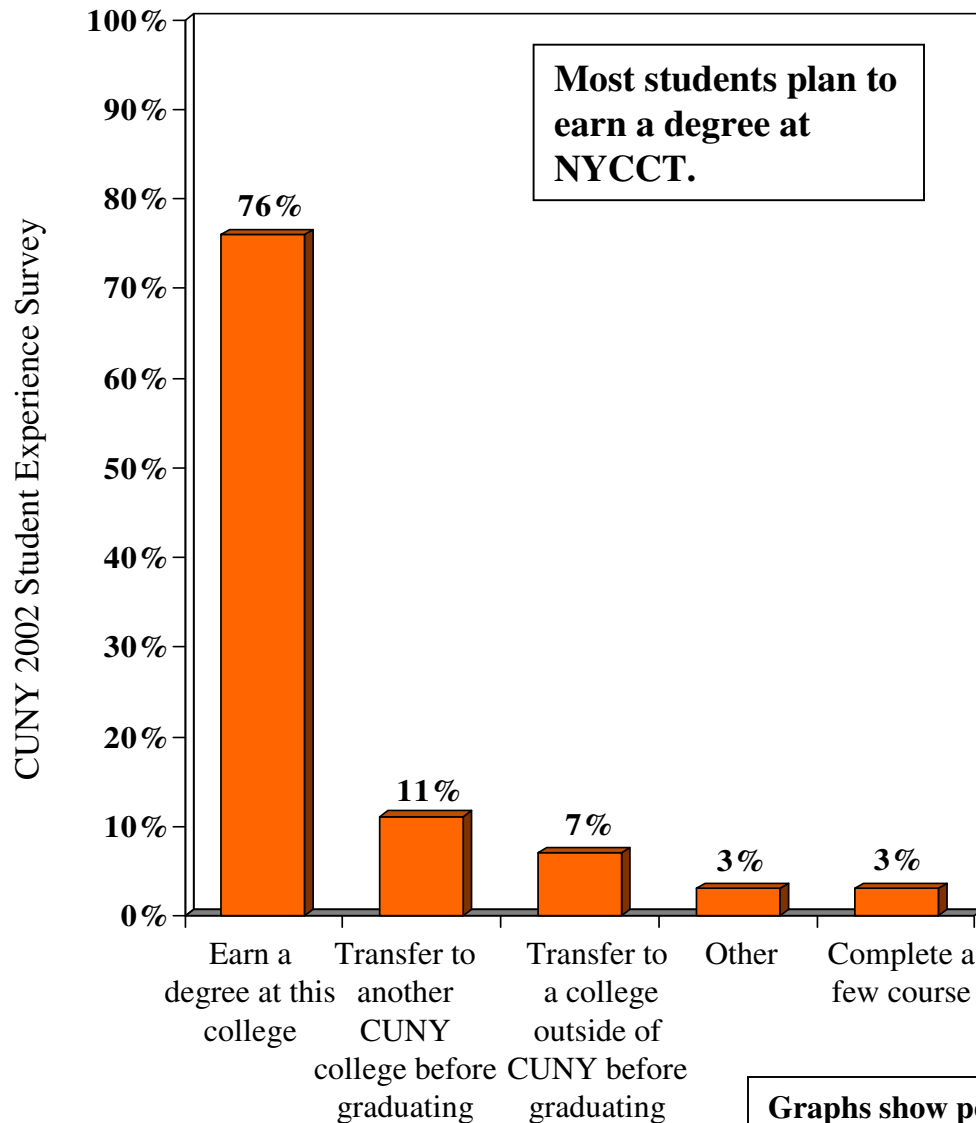
Financially Dependent on parent or guardian?	
Yes fully	31%
Yes partially	19%
No	50%
Total	100%

Total Household Income	
Less than 10,000	22%
10,000 to 14,999	12%
15,000 to 19,999	11%
20,000 to 24,999	11%
25,000 to 29,999	11%
30,000 to 39,999	12%
40,000 to 49,999	7%
50,000 to 59,999	7%
60,000 to 69,999	2%
70,000 or more	5%
Total	100%

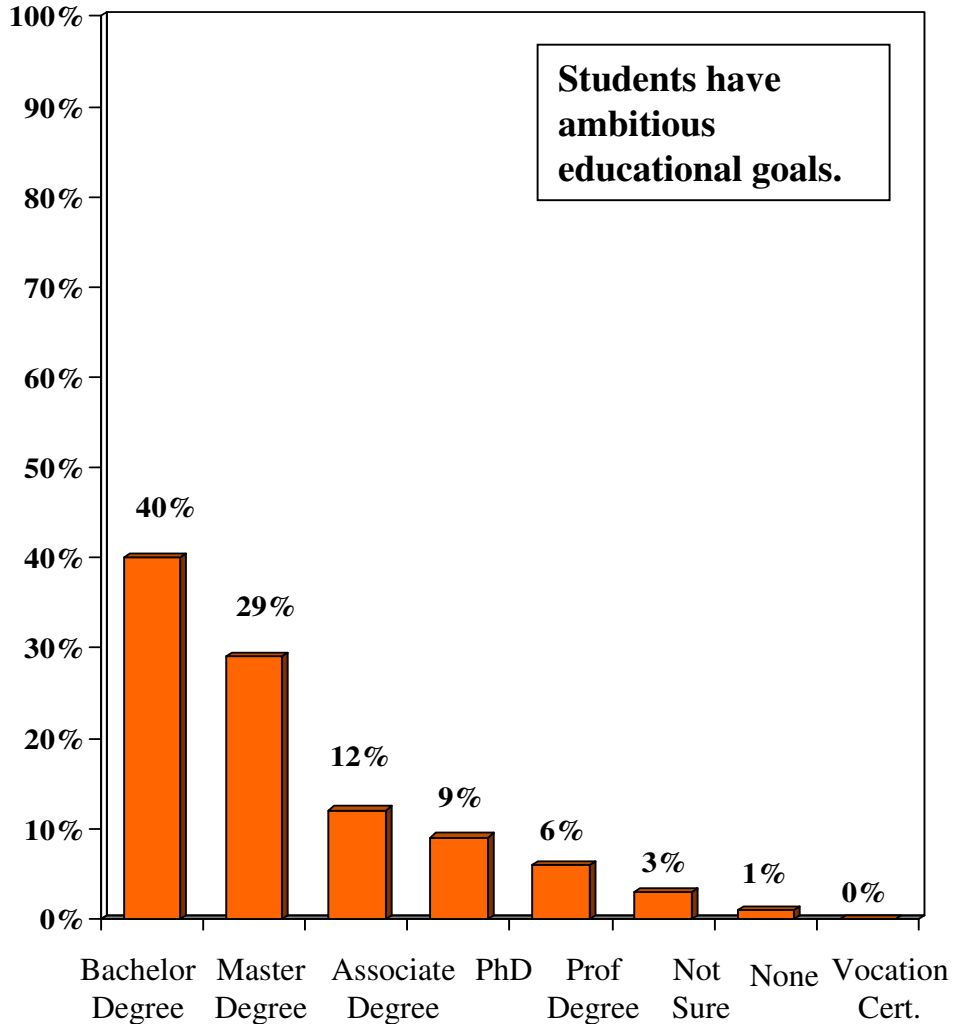
Work Status	
Do not work	30%
Work 20 hours per week or less	28%
Work more than 20 hours per week	43%

# Future Plans

## College Plans



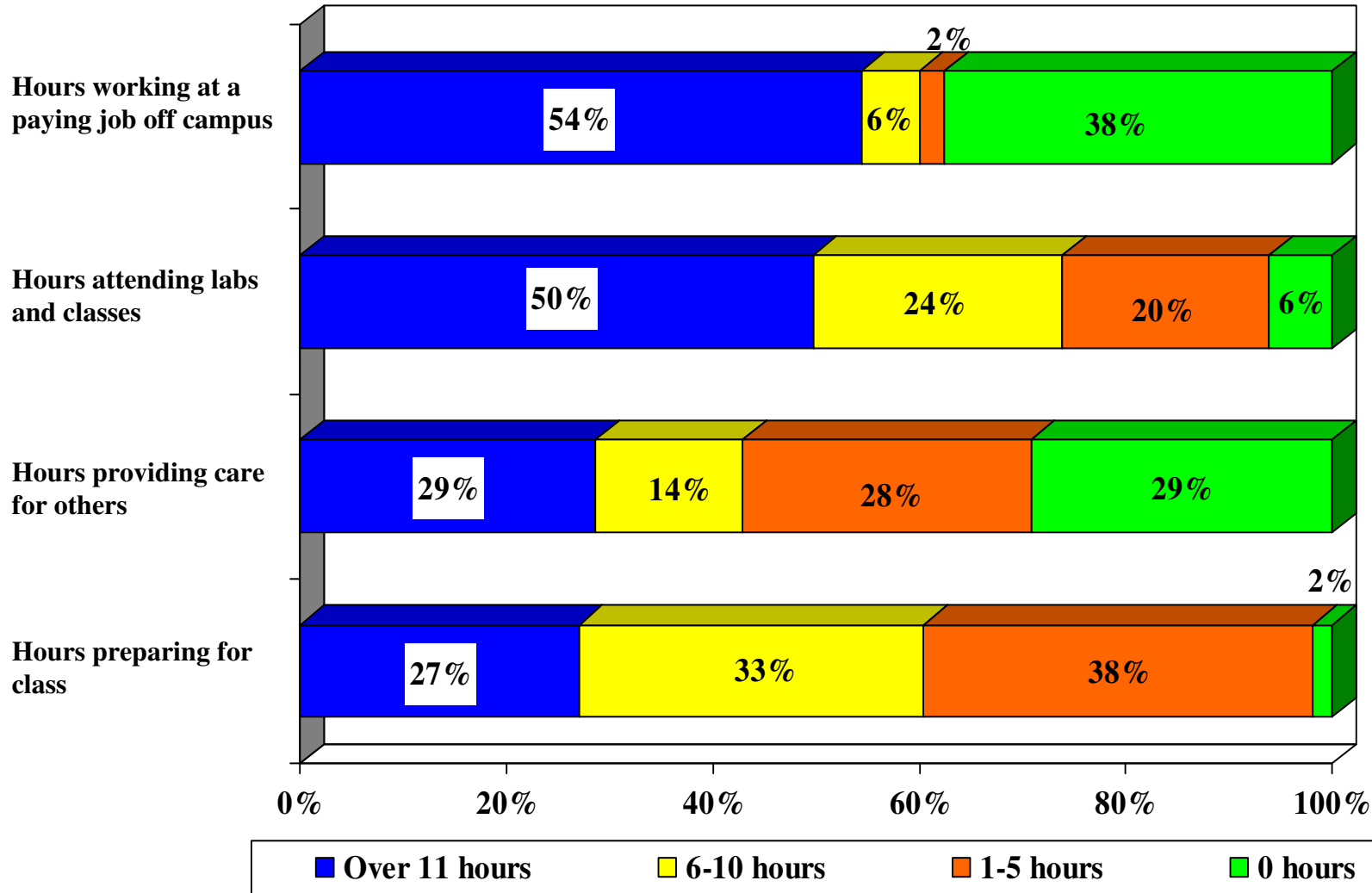
## Highest Degree Intended



Graphs show percent indicating intention to...

# How Students Spend Their Time

CUNY 2002 Student Experience Survey



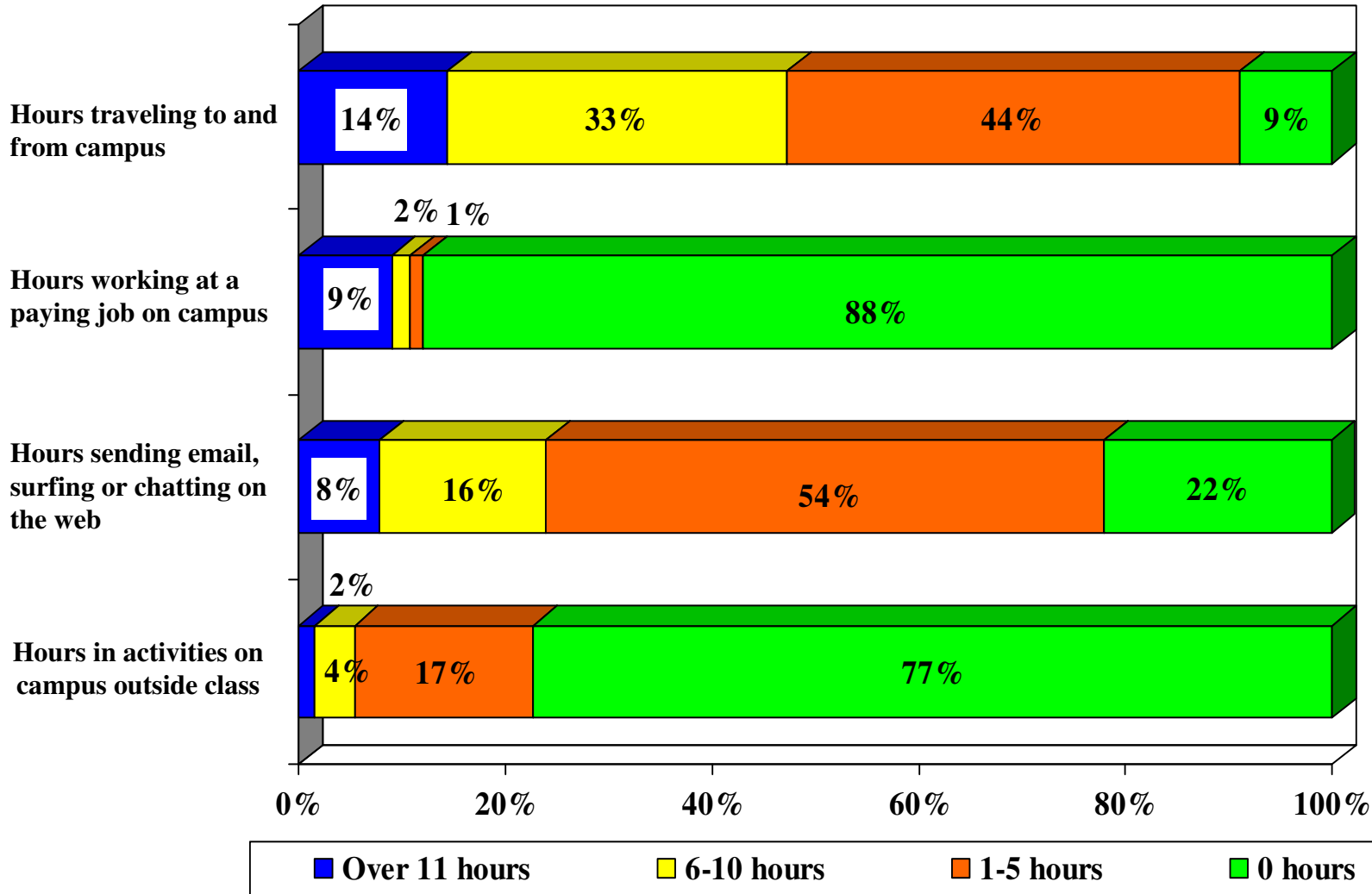
Students spend more time working than preparing for class.

Nearly 3/4 spend 6 or more hours per week attending labs and classes

Note: Totals may not equal 100% due to rounding.

# How Students Spend Their Time

CUNY 2002 Student Experience Survey

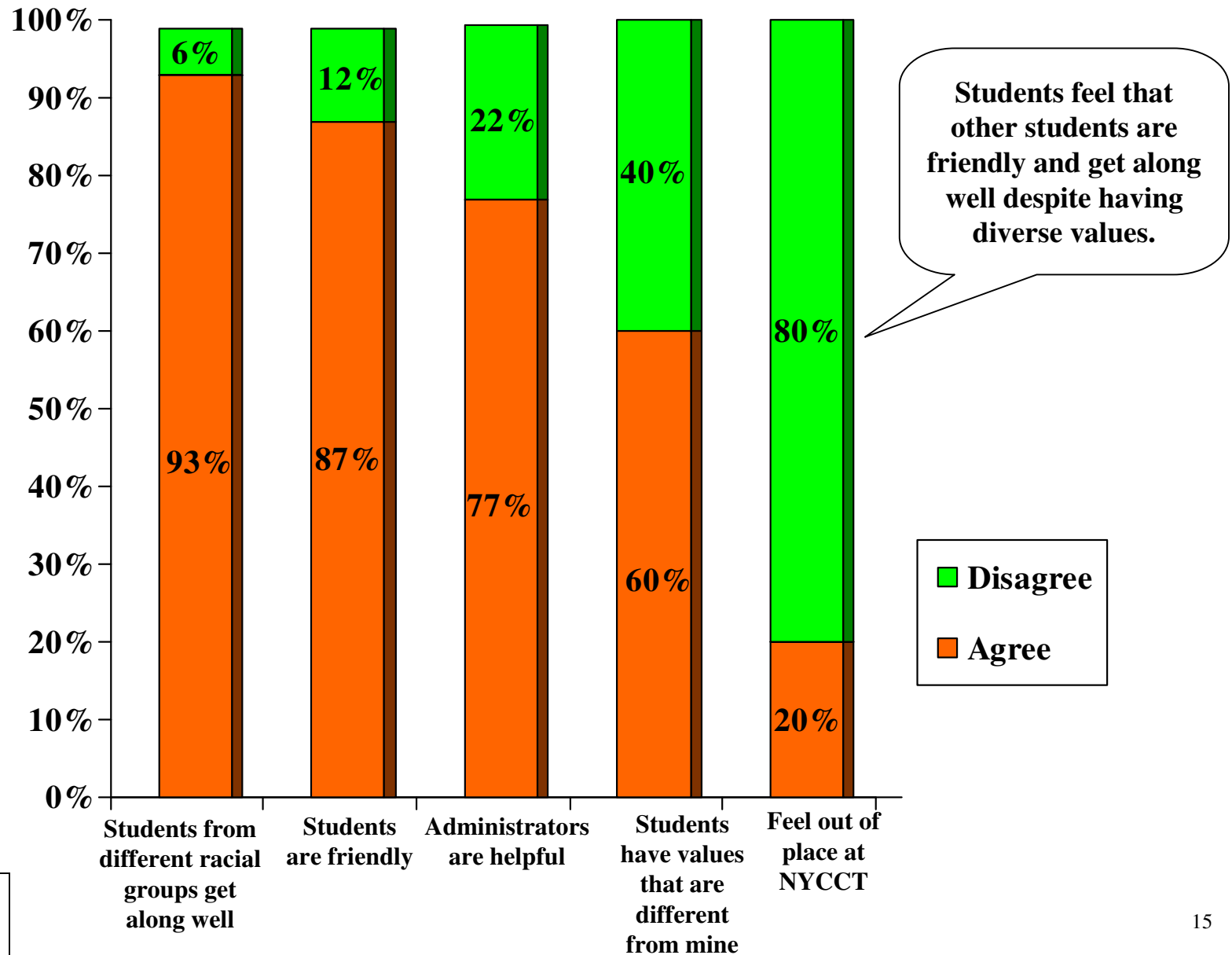


24% spend 6 or more hours a week on the Internet.

Note: Totals may not equal 100% due to rounding.

## **College Climate and Services**

# Student Interaction

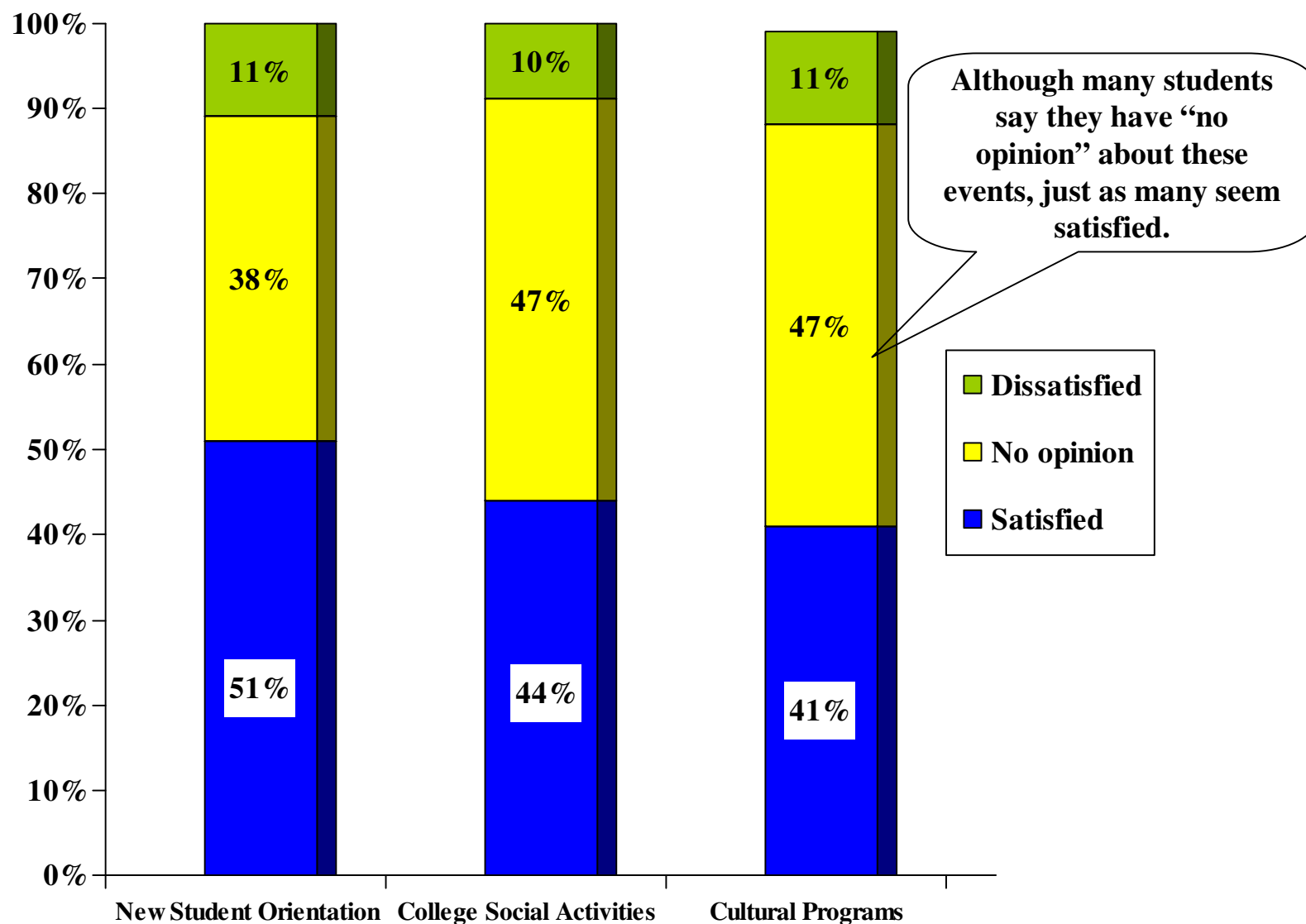


Note: Totals may not equal 100% due to rounding.

These ratings are based on categories: Strongly Agree, Agree, Disagree, Strongly Disagree

# Satisfaction With Social/Orientation Events at NYCCT

CUNY 2002 Student Experience Survey

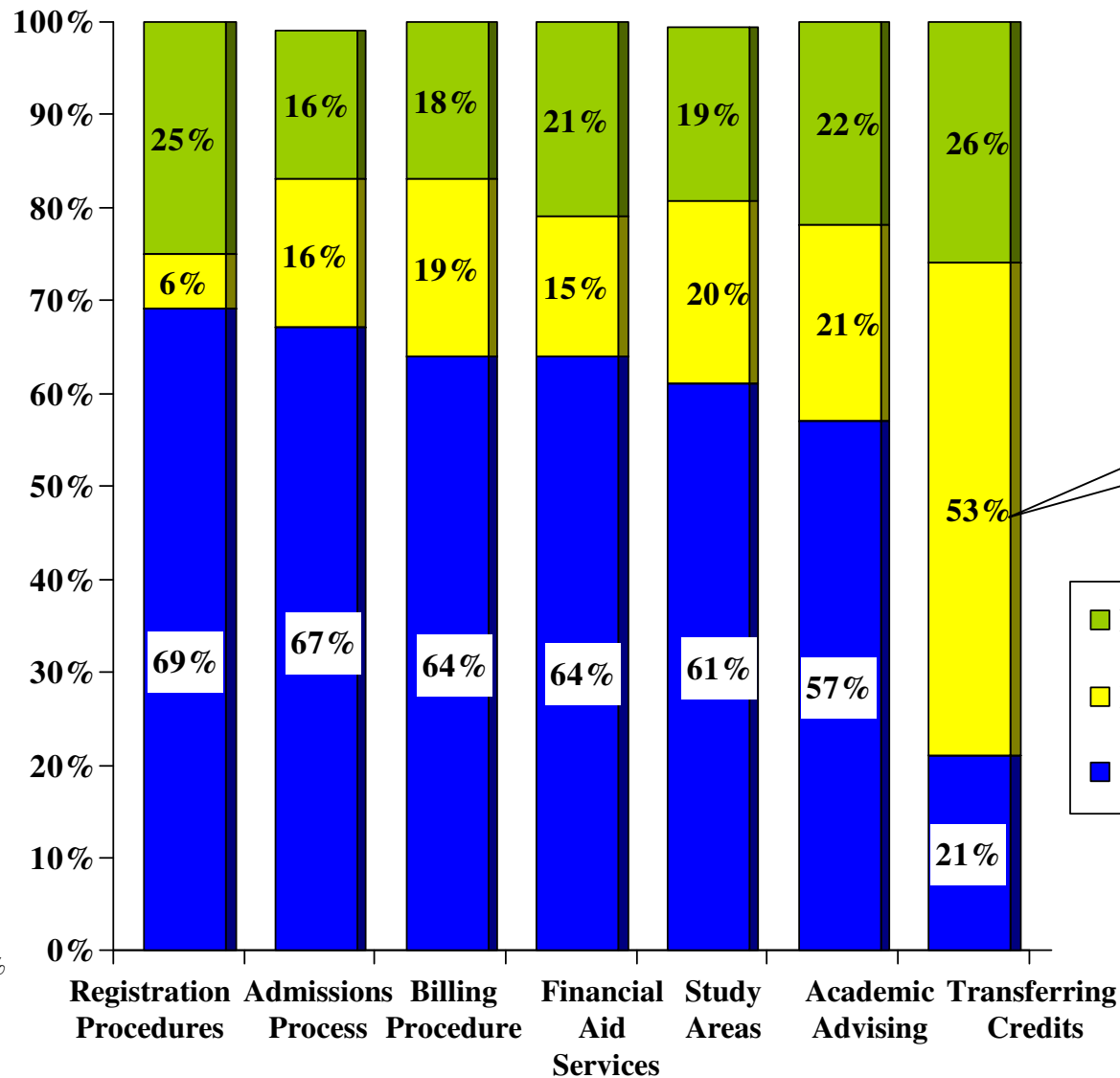


Very Satisfied/Satisfied responses = “Satisfied” and Very Dissatisfied/Dissatisfied responses = “Dissatisfied” “N/A”, “Don’t Know”, “Not Used” responses were removed from the analysis.



# Satisfaction With Services at NYCCT

CUNY 2002 Student Experience Survey



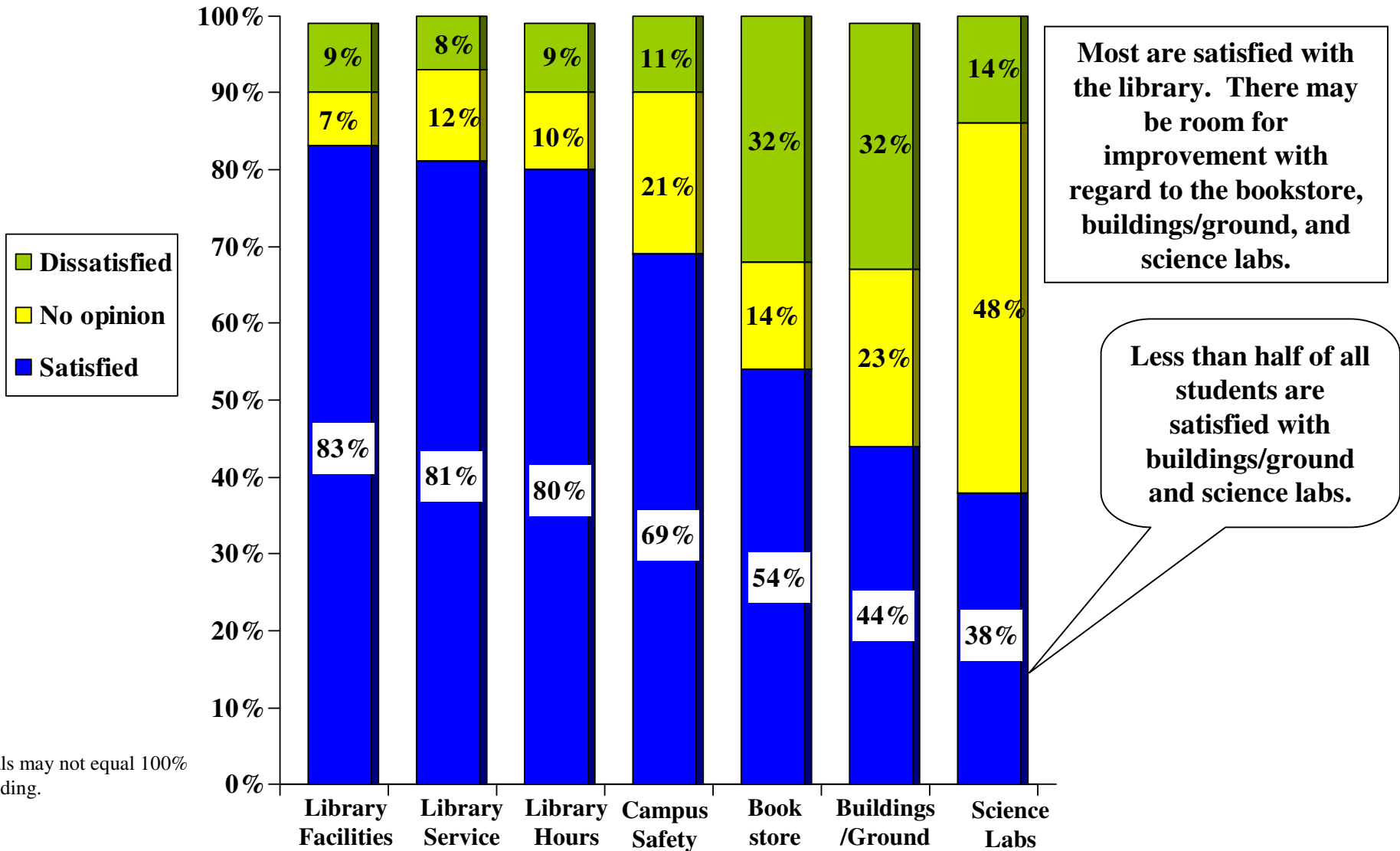
Even though half have “no opinion” about transferring credits, only a relatively small percentage are satisfied.

Note: Totals may not equal 100% due to rounding.

Very Satisfied/Satisfied responses = “Satisfied” and Very Dissatisfied/Dissatisfied responses = “Dissatisfied” “N/A”, “Don’t Know”, “Not Used” responses were removed from the analysis.

# Satisfaction With Services at NYCCT (cont.)

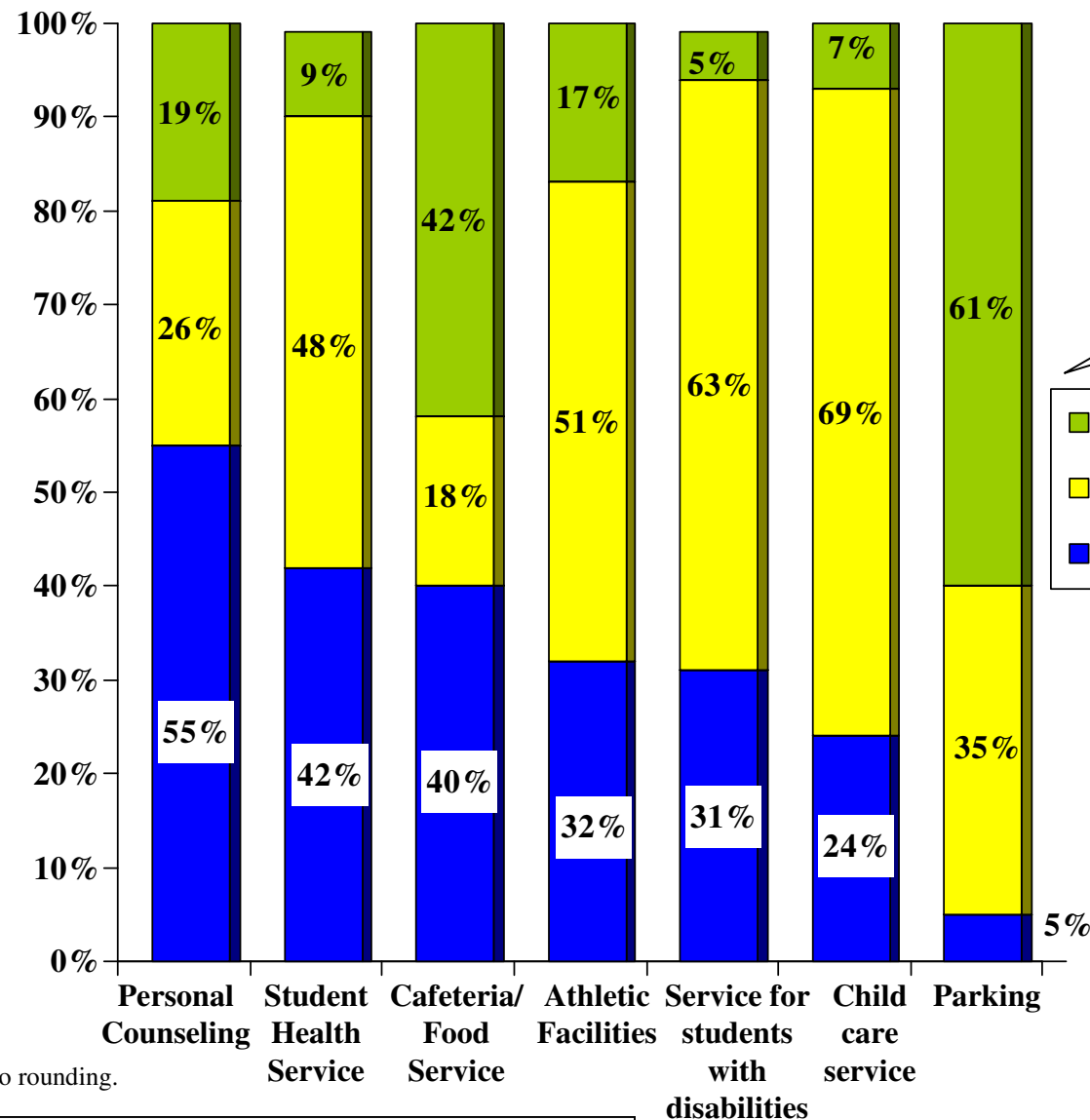
CUNY 2002 Student Experience Survey



Note: Totals may not equal 100% due to rounding.

Very Satisfied/Satisfied responses = "Satisfied" and Very Dissatisfied/Dissatisfied responses = "Dissatisfied" "N/A", "Don't Know", "Not Used" responses were removed from the analysis.

# Satisfaction With Services at NYCCT(cont.)

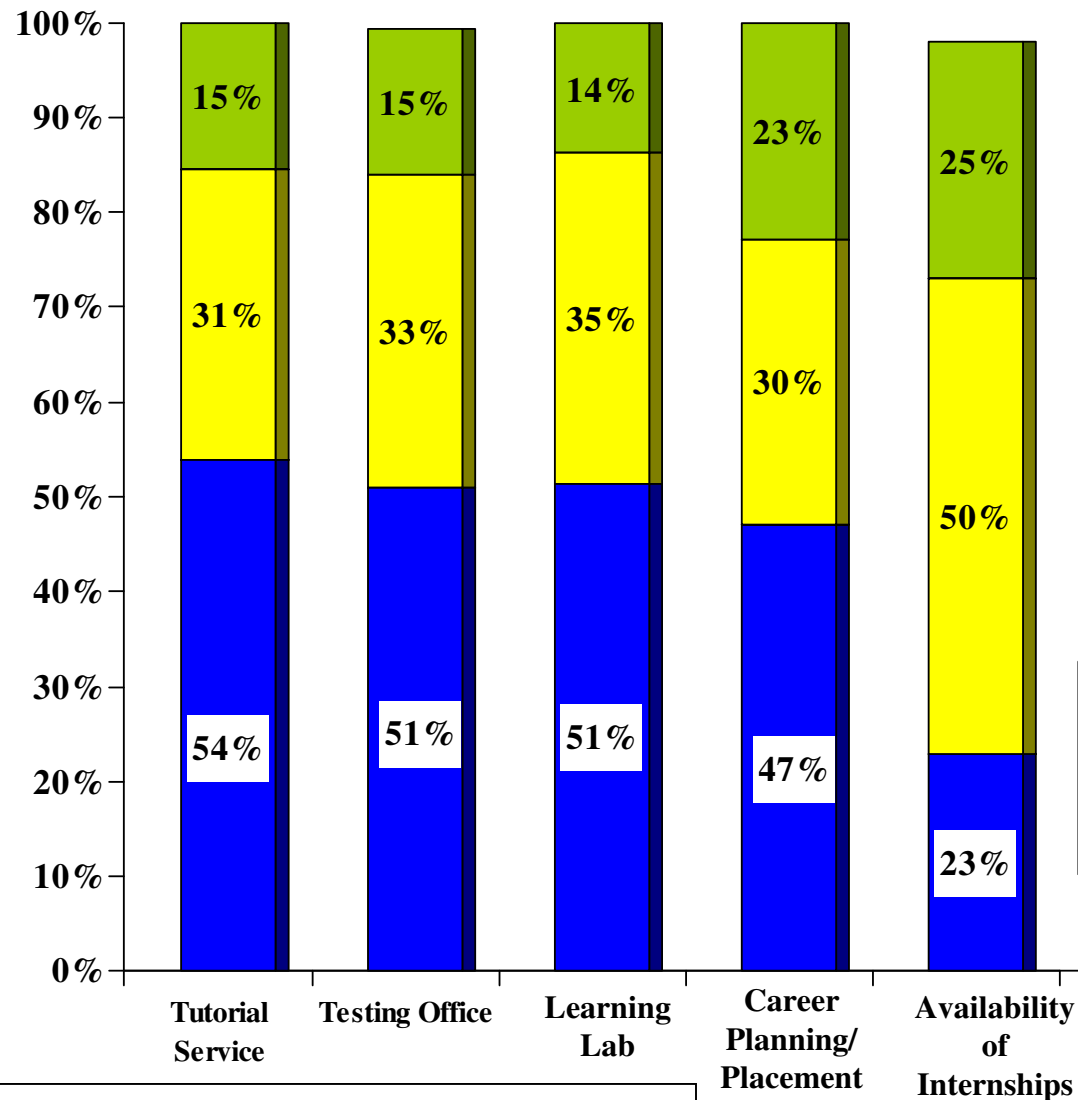


Note: Totals may not equal 100% due to rounding.

Very Satisfied/Satisfied responses = "Satisfied" and Very Dissatisfied/Dissatisfied responses = "Dissatisfied" "N/A", "Don't Know", "Not Used" responses were removed from the analysis.

# Satisfaction With Tutoring/Career Planning at NYCCT

CUNY 2002 Student Experience Survey



Half say they have no opinion about the availability of internships. Nearly a quarter are dissatisfied with that issue and career planning/ placement.

College services should be actively promoted.

■ Dissatisfied  
■ No opinion  
■ Satisfied

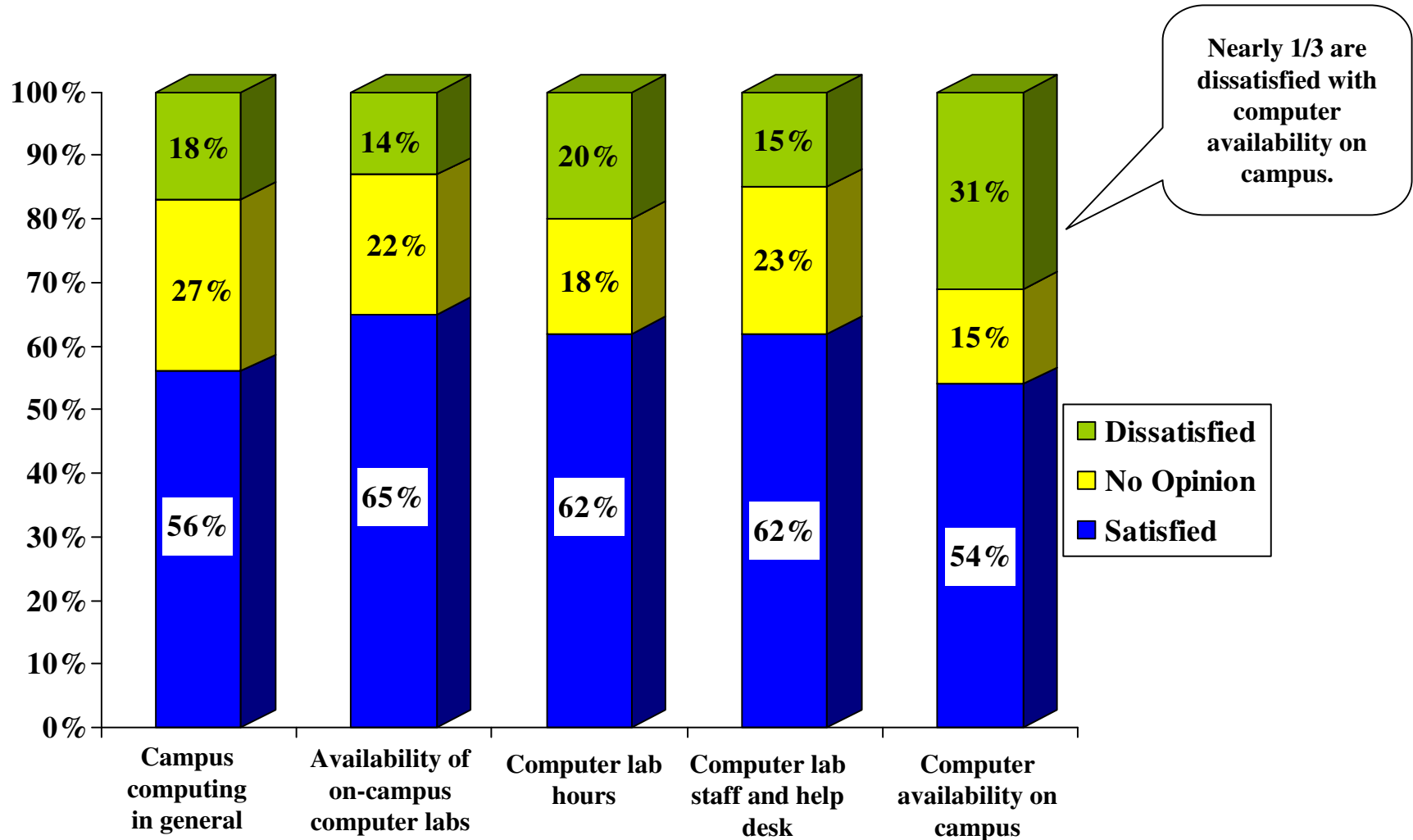
Note: Totals may not equal 100% due to rounding.

Very Satisfied/Satisfied responses = "Satisfied" and Very Dissatisfied/Dissatisfied responses = "Dissatisfied" "N/A", "Don't Know", "Not Used" responses were removed from the analysis.

## **Computer Usage**

# Satisfaction With On-Campus Computing

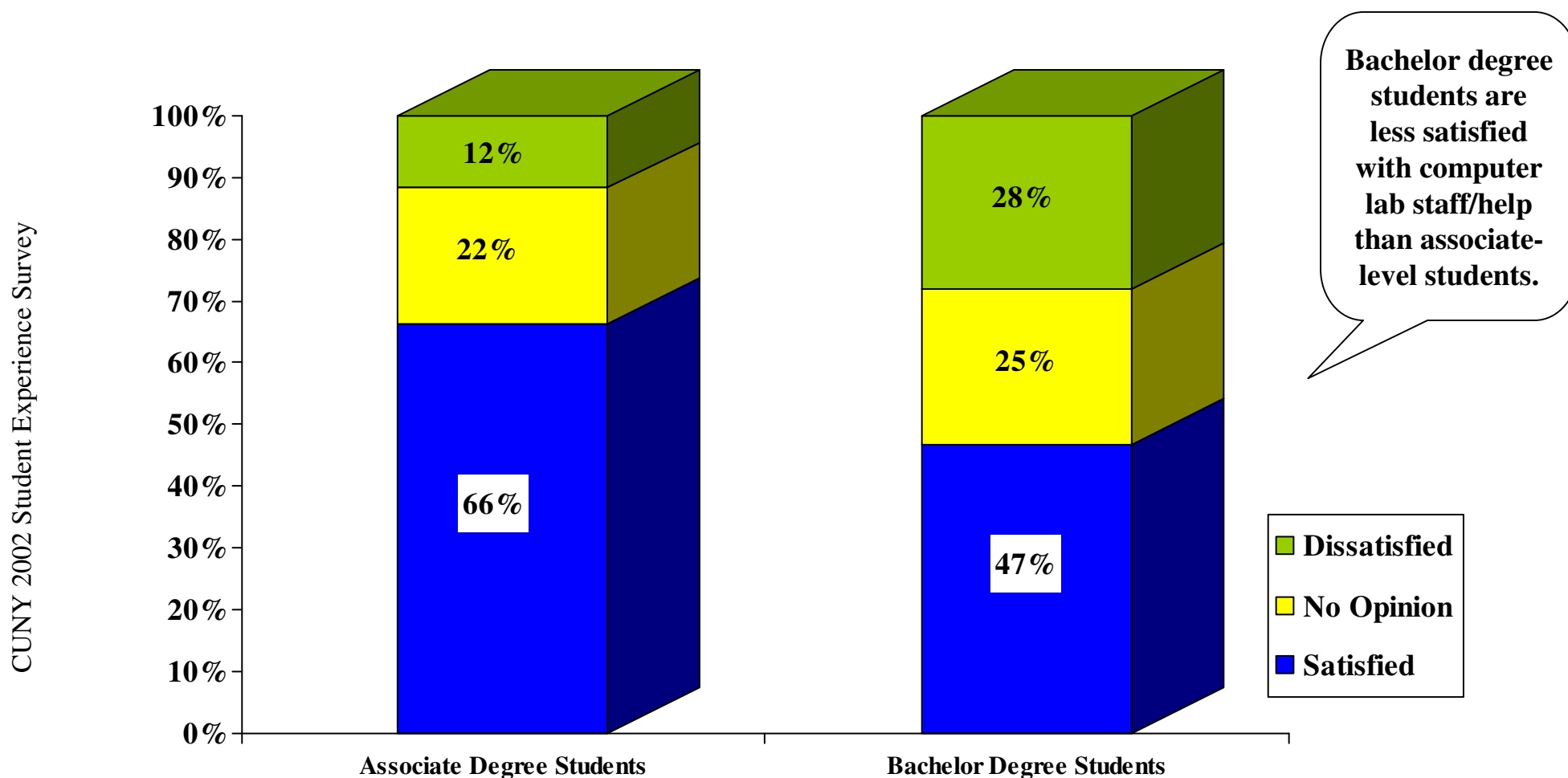
CUNY 2002 Student Experience Survey



Note: Totals may not equal 100% due to rounding.

Very Satisfied/Satisfied responses = "Satisfied" and Very Dissatisfied/Dissatisfied responses = "Dissatisfied" "N/A", "Don't Know", "Not Used" responses were removed from the analysis.

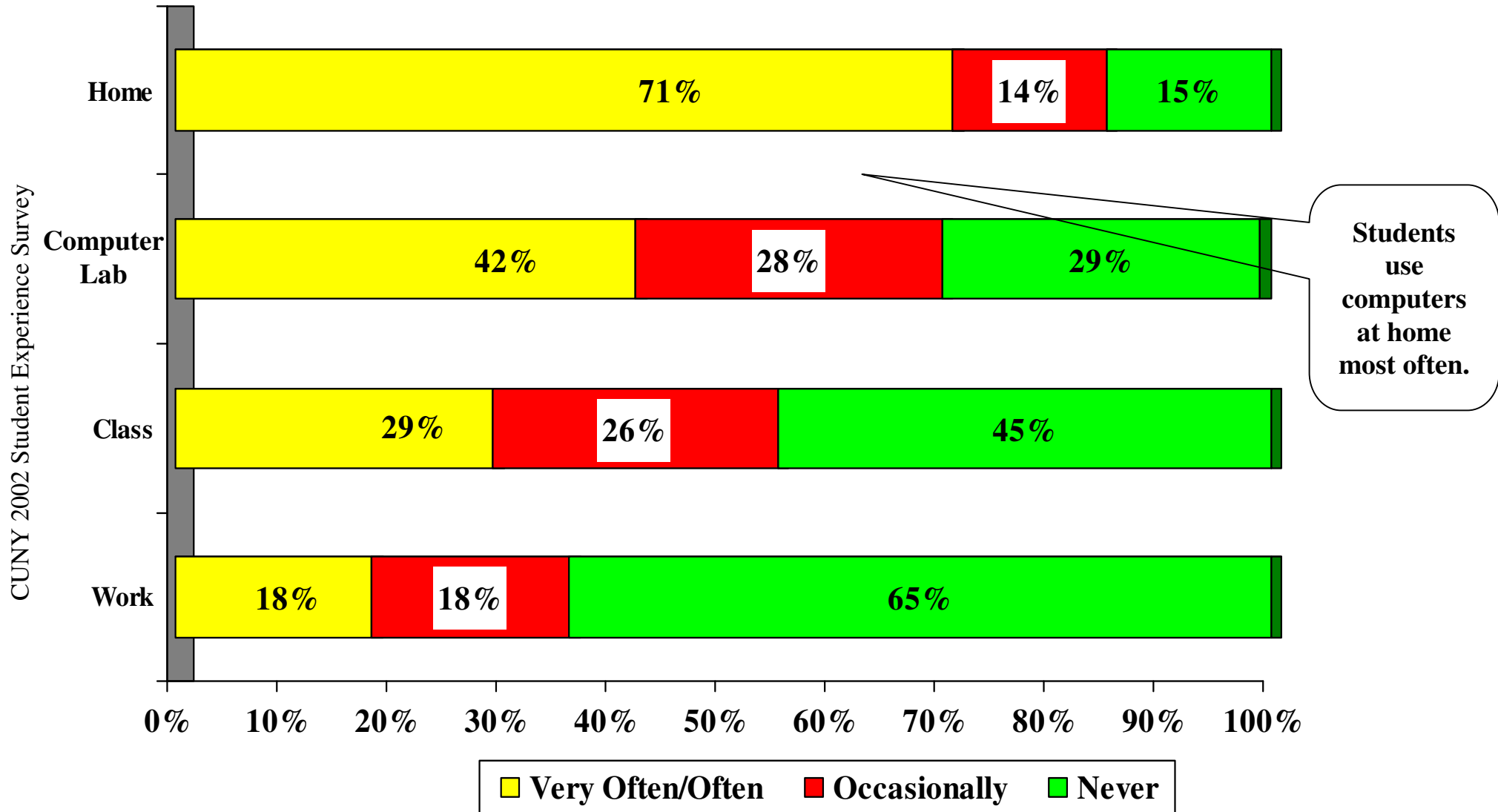
# Satisfaction With Computer Lab Staff and Help Desk at NYCCT By Degree



Note: Totals may not equal 100% due to rounding.

*Very Satisfied/Satisfied responses = "Satisfied" and Very Dissatisfied/Dissatisfied responses = "Dissatisfied" "N/A", "Don't Know", "Not Used" responses were removed from the analysis.*

# Where Students Use Computers

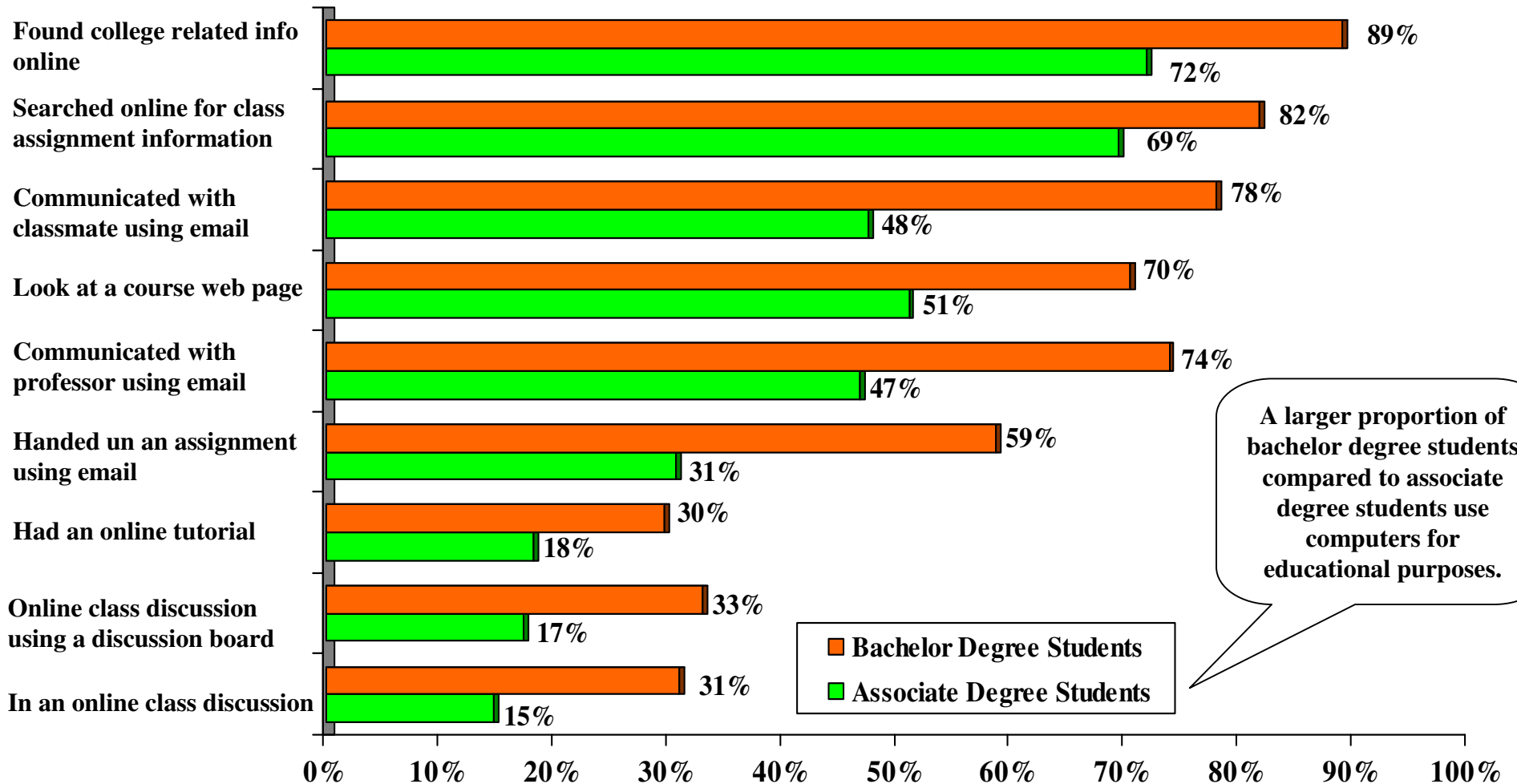


Note: Totals may not equal 100% due to rounding.



# Computer Usage By Degree

CUNY 2002 Student Experience Survey



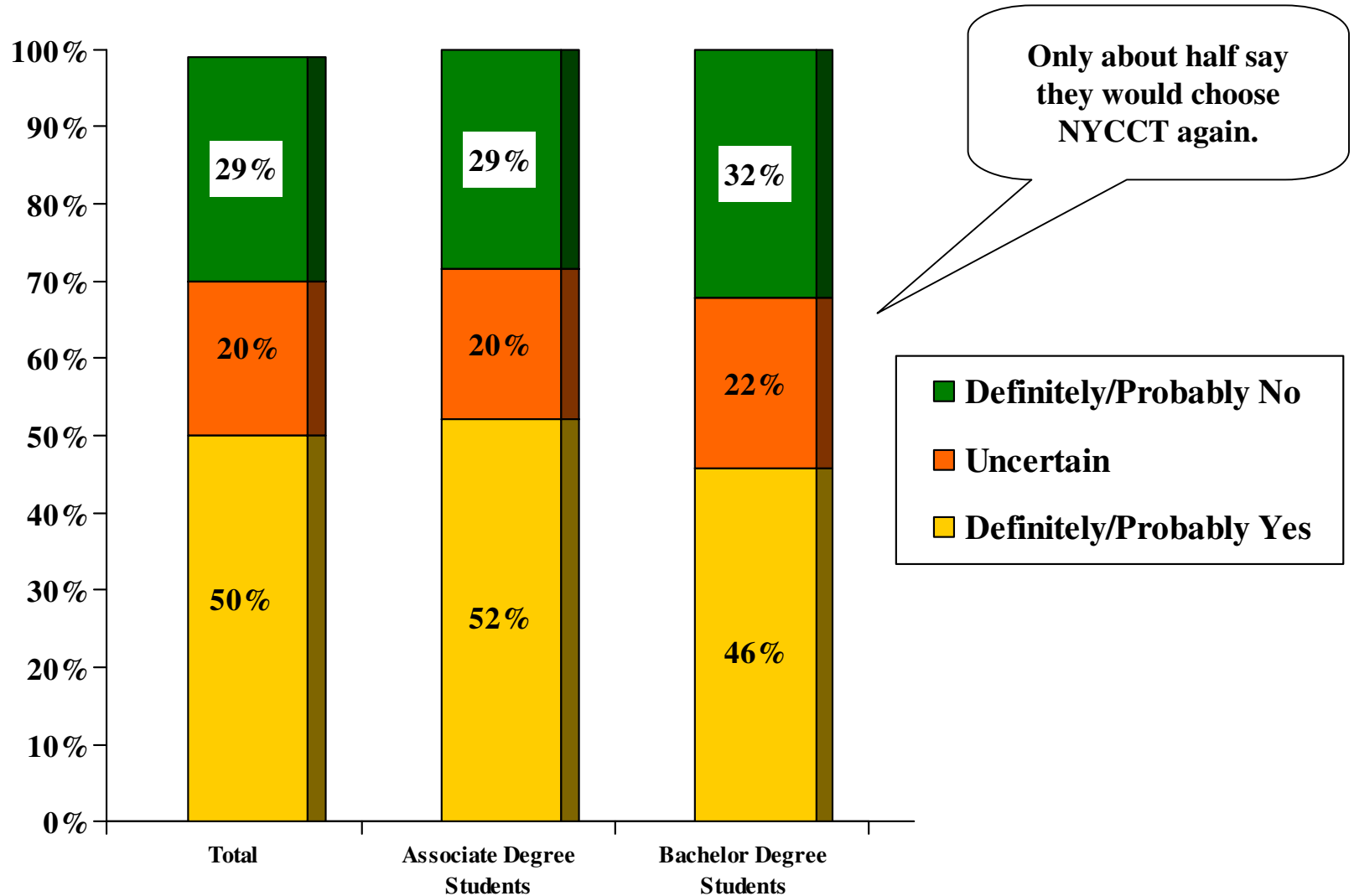
These ratings are based on categories: Very Often, Often, Occasionally, and Never.

Note: "Never" category not graphed

## **Academic/Classroom Experience**

# Would Choose NYCCT Again

CUNY 2002 Student Experience Survey



Note: Totals may not equal 100% due to rounding.

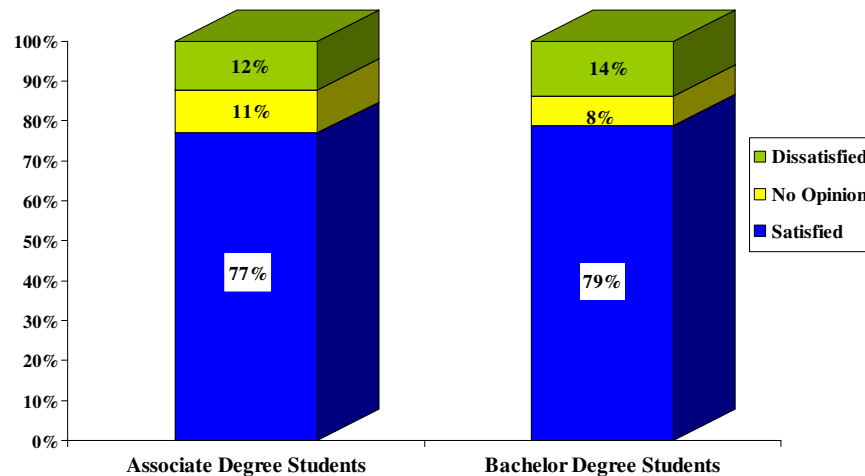
*These ratings are based on categories: Definitely Yes, Probably Yes, Uncertain, Probably No, Definitely No*

# Satisfaction With Courses at NYCCT

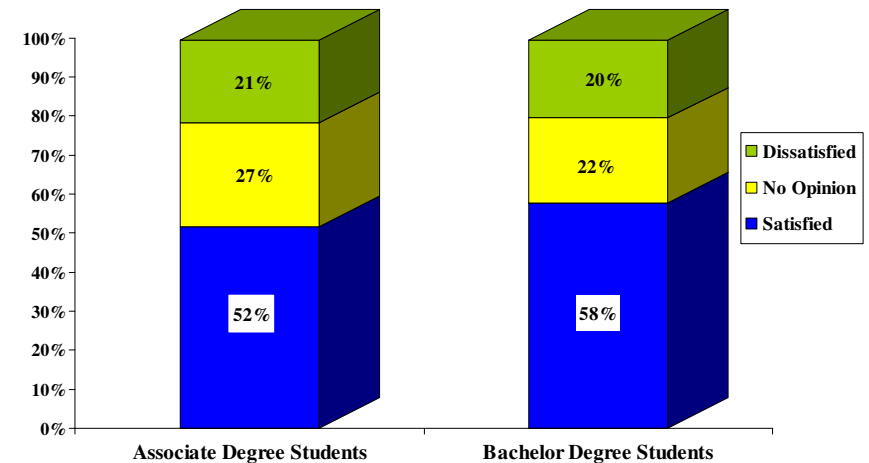
CUNY 2002 Student Experience Survey

More than 3 out of 4 are satisfied with courses taken in their majors; fewer students are satisfied with courses taken outside of their majors.

## Major Courses



## Courses Outside of Major

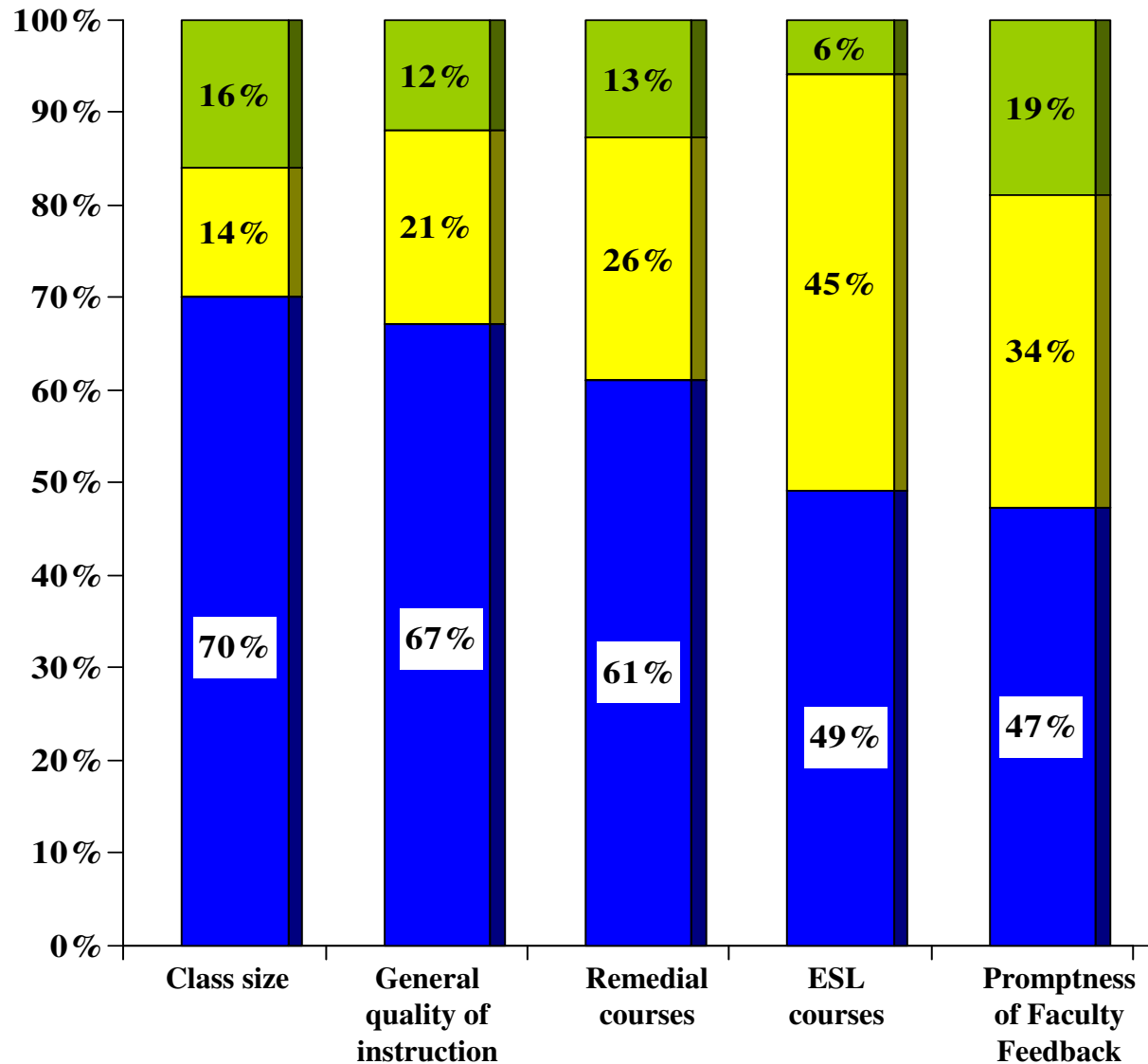


Note: Totals may not equal 100% due to rounding.

Very Satisfied/Satisfied responses = "Satisfied" and Very Dissatisfied/Dissatisfied responses = "Dissatisfied" "N/A" responses were removed from the analysis.

# Satisfaction With Other Courses/Instructors at NYCCT

CUNY 2002 Student Experience Survey



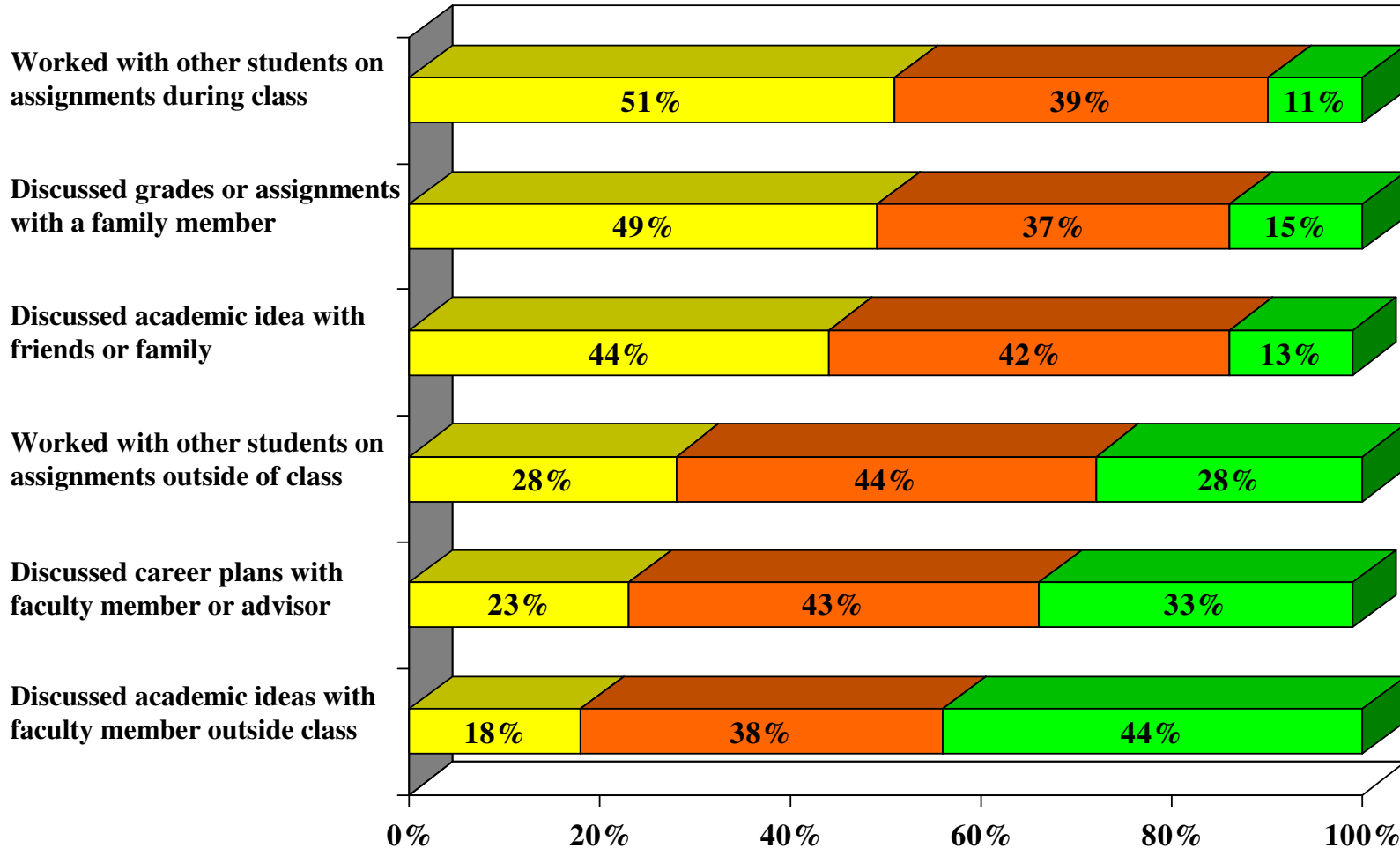
The majority of students are satisfied with class size, quality of instruction, and remedial courses.

■ Dissatisfied  
■ No opinion  
■ Satisfied

Very Satisfied/Satisfied responses = "Satisfied" and Very Dissatisfied/Dissatisfied responses = "Dissatisfied" "N/A" responses were removed from the analysis.

# Discuss Academic Topics With...

CUNY 2002 Student Experience Survey



Students seem to discuss academic topics with friends/family more often than with faculty.

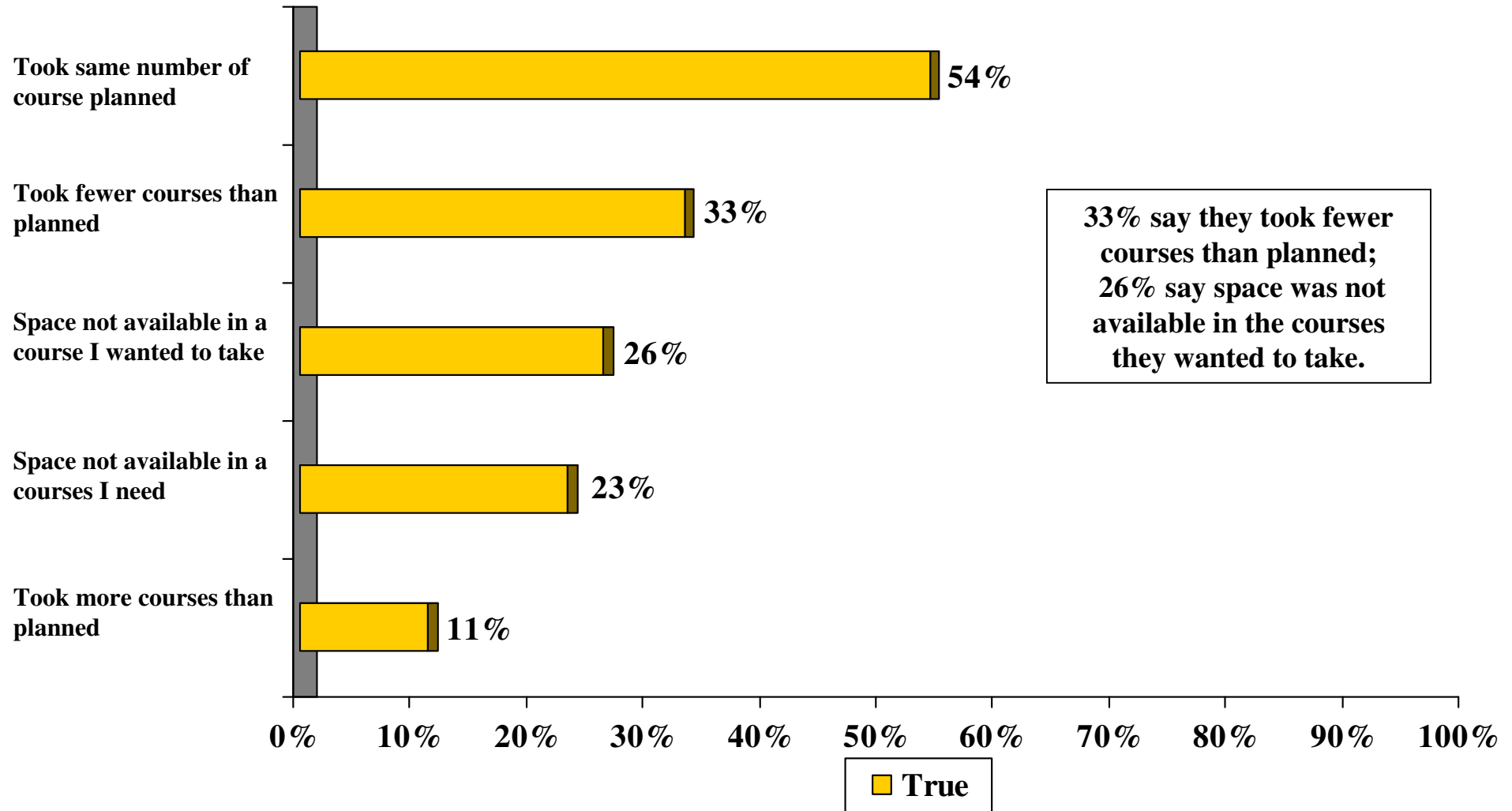
1/3 say they never discussed career plans with faculty/staff.

Note: Totals may not equal 100% due to rounding.

Very Often/Often Occasionally Never

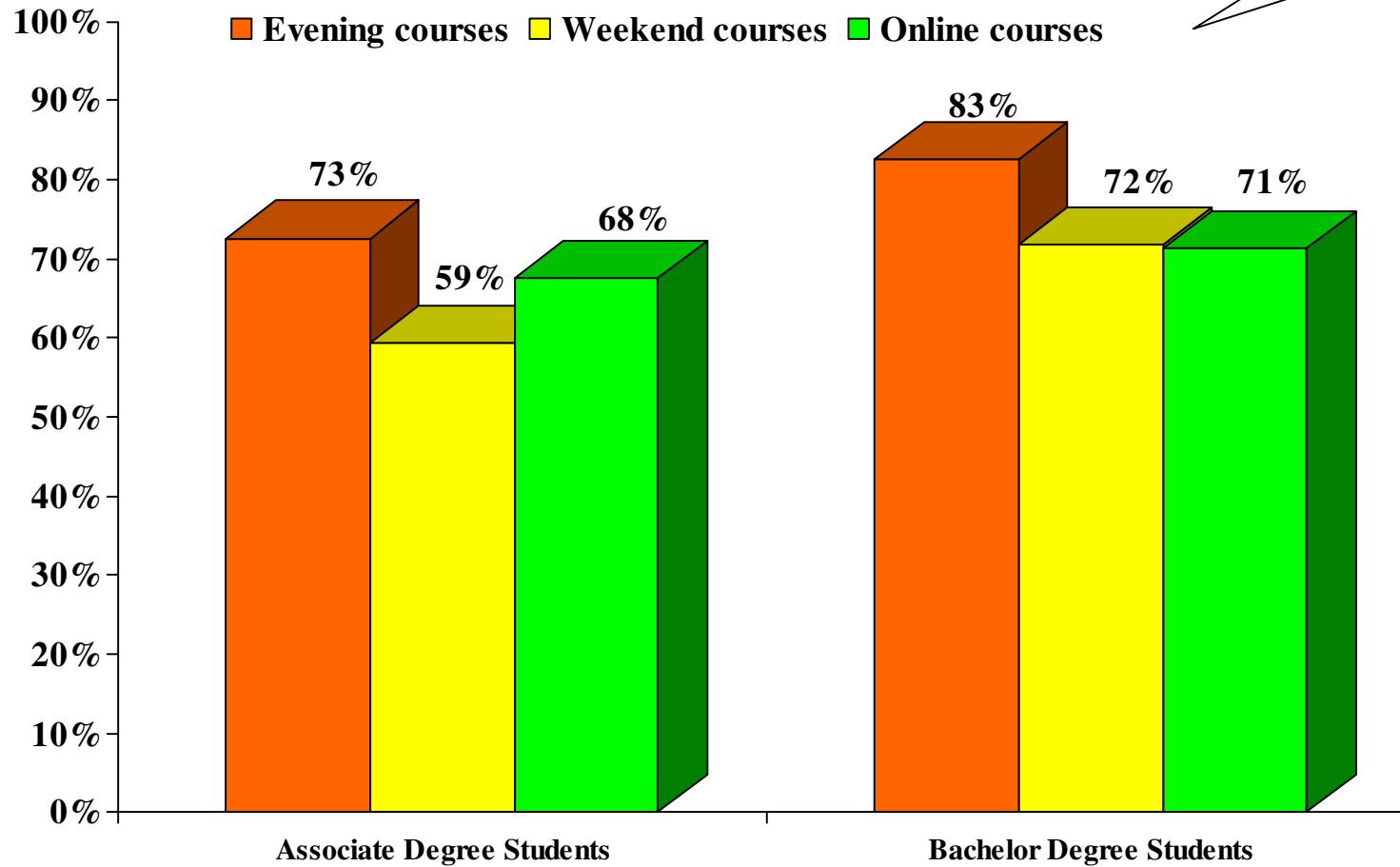
# Planned vs. Actual Availability of Courses

CUNY 2002 Student Experience Survey



# College Should Offer More Classes. . .

CUNY 2002 Student Experience Survey



The majority of students would like more options.

Only "Strongly Agree" and "Agree" graphed.