CUNY 2006 Student Experience Survey

2006 CUNY Student Experience Survey

-City Tech Results Only-

October 2006

Table of Contents

- Introduction 3
- Key Findings 4
- Demographic Profile 10
- Reasons for Attending 11
- Sources of Information About This College 12
- Use of Time 13
- Use of Technology 14
- Availability of Courses 18
- College Expectations and Experiences 20
- Satisfaction with Academic Quality 21
- Satisfaction with Academic Support Services 22
- Satisfaction with Counseling & Other Student Services 23
- Satisfaction with Administrative Services 24
- Satisfaction with Computer Services 25
- Satisfaction with Other Services 26
- Would you choose to attend City Tech 27
- Appendix 28

Introduction

Methodology

- This methodology description was provided by CUNY Central's Office of Institutional Research and Assessment. Detailed data tables by college are posted to www.oira.cuny.edu.
- The university mailed questionnaires to 17,000 undergraduate degree students, chosen from among students attending one of the university's seventeen community or senior colleges.
- A copy of the survey was mailed to each student in April 2006. One week later, a postcard reminder was mailed. Student who did not respond within four weeks of the initial mailing were mailed another copy of the survey, followed by a postcard reminder. In all, 4,331 students returned the survey—a response rate of 25.5%.
  - For City Tech specifically, 257 students responded; this is a 25.7% 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.

Key Findings

Demographic Profile of Respondents

- There is an equal proportion of male and female respondents.
- 35% are 25 years old or older.
- 55% report annual household incomes of less than $30,000/yr.
- Nearly 25% of respondents' parents or guardians have at least a college degree.
- 33% are the first generation in their family to attend college.
- 85% report being single.
- 88% live with family members.

Reasons for Attending City Tech/Sources of Information About This College

- 76% chose City Tech because of its programs/majors.
- 40% chose City Tech because it is affordable.
- Less than 5% chose City Tech because it was recommended by others.
- 30% report that the college website provided them information that influenced their decision to attend City Tech.

Key Findings (continued)

Use of Time

- 88% spend at least 6 hours per week attending classes and labs.
- 51% spend at least 6 hours per week preparing for class.
- 53% say they spend 1 to 5 hours per week traveling to and from campus.
- Over 75% say they spend 0 hours participating in activities on campus outside of class or doing volunteering work.
- 30% say they work over 20 hours per week, 30% say they work 1 to 20 hours per week and 40% say they do not work at all.

Use of Technology

- 93% of respondents have a computer at home.
  - Of those who have a computer at home, 79% have internet connection.
- In spring 2006 more than 50% of respondents were taking a course that used Blackboard^{TM}.
  - However, 67% say they never participated in an online class discussion.
- 90% say they often or occasionally use a computer at home to do an assignment for school. 86% agree that “My course work requires that I use computers for more than just word processing.”
- Over 80% say they often or occasionally search information about registration, testing, class assignment or other college-related information online.

Key Findings (continued)

Use of Technology (Continued)

- 71% say they often or occasionally communicate with a professor using email.
  - 65% say they often or occasionally communicate with a classmate about an assignment using email.
- 93% agree that the computer technology has made it easier to obtain course information.
- 92% agree that computer technology is a high priority at the college.

Availability of Courses

- Over 80% agree that generally courses are offered at times when they can take them.
- Over 60% would like City Tech to offer more courses in the evening or on the weekend. 57% would like City Tech to offer more courses online.
- 30% of respondents were not able to register for one or more courses.
- Respondents say they were not able to register for the course because….
  - 56% say "seats were available but not when I could to take the course."
  - 33% say "no seat were available at any time."
  - 10% say "Seats were available but not when I want to take the course."

Key Findings (continued)

College Expectations and Experiences

- 82% are satisfied with the quality of feedback from faculty.
- 96% agree that “My college expects me to write well.”
- 86% agree that “My college has high academic standards.”
- Almost 75% agree that City Tech encourages students to attend full-time.

Academic Quality

- Over 80% of respondents are satisfied with the quality of information about college requirements, remedial courses and preparation for the CUNY Proficiency Exam (CPE).
- Over 85% are satisfied with the ease of transfer to this college and finding information on the college web site.

Academic Support Services

- Over 80% are satisfied with the library facilities and services.
- 31% are satisfied but 56% have no opinion about athletic facilities at City Tech.

Counseling & Other Student Services

- Over 50% are satisfied but nearly 40% say they have no opinion about new student orientation.
- 68% say they have no opinion about child care services.

Key Findings (continued)

Counseling & Other Student Services

- 52% are satisfied, 32% have no opinion and 16% are dissatisfied about personal counseling.
- 40% are satisfied, 39% have have no opinion and 20% are dissatisfied about career planning and placement.
- 44% are satisfied, 44% have no opinion and 13% are dissatisfied about student health services.
- 35% are satisfied, 56% have no opinion and 9% are dissatisfied about services for student with disabilities.
- Over two-thirds of the respondents have health insurance or belong to an HMO.

Administrative Services

- 64% are satisfied but over 25% say they have no opinion about the testing office.
- 80% are satisfied with the registration procedures.
- 62% are satisfied, 14% have no opinion and nearly 25% say they are dissatisfied with financial aid services.

Key Findings (continued)

Computer Services

- 82% are satisfied with campus computing in general.
- Nearly 80% are satisfied with the computer lab hours.
- 52% are satisfied, 26% have no opinion and 21% are dissatisfied with the availability of course-relevant software on campus computers.

Other Services

- About 50% of the respondents are dissatisfied with the availability of elevators/escalators and the cleanliness of the restrooms.
- Over 2/3 are satisfied with campus security.
- Only 54% are satisfied, 17% have no opinion and 29% are dissatisfied with the cafeteria/food services at City Tech.

Likelihood to Choose City Tech Again

- 71% said they would “definitely” or “probably” choose City Tech again if they could start over.

Demographic Profile

Gender	
Male	50%
Female	50%

Race/Ethnicity	
American Indian	0%
Asian/Pacific Islander	15%
Black	44%
Hispanic	26%
White	15%

Age	
Under 25 Years Old	65%
25 Years Old or Older	35%

Household Income	
Less than $10,000	14%
$10,000 to $14,999	14%
$15,000 to $19,999	8%
$20,000 to $24,999	13%
$25,000 to $29,999	7%
$30,000 to $34,999	13%
$35,000 to $39,999	7%
$40,000 to $44,999	7%
$45,000 to $49,999	2%
$50,000 to $54,999	2%
$55,000 to $59,999	2%
$60,000 to $64,999	2%
$65,000 to $69,999	1%
$70,000 to $74,999	2%
$75,000 or more	7%

Number of People Supported by Income	
One	18%
Two	24%
Three	29%
Four	17%
Five or More	12%

Highest Level of Education		
	Father/Male Guardian	Mother/Female Guardian
Post-graduate/professional degree	7%	5%
College degree	15%	18%
Some college	18%	21%
High school diploma	35%	25%
Some high school	14%	16%
8th grade or less	12%	16%

First Generation in College	
Yes	33%

Marital Status	
Single	85%
Married/Domestic Partner	15%

Household Composition*	
Live alone	7%
Live with family members	88%
Live with others	4%

Living with children.....*	
Live only with children under 18 years old	7%
Live with other adults and with children under 18 years old	14%

Living with.....*	
Parent(s)/Guardian(s)	52%
Spouse or Domestic Partner	14%
Children), under 5 years old	6%
Children), 5-12 years old	11%
Children), 13-18 years old	10%
Children), over 18 years old	7%
Other relatives	7%
Other students	2%
Friends, who are not students	2%
Other	2%

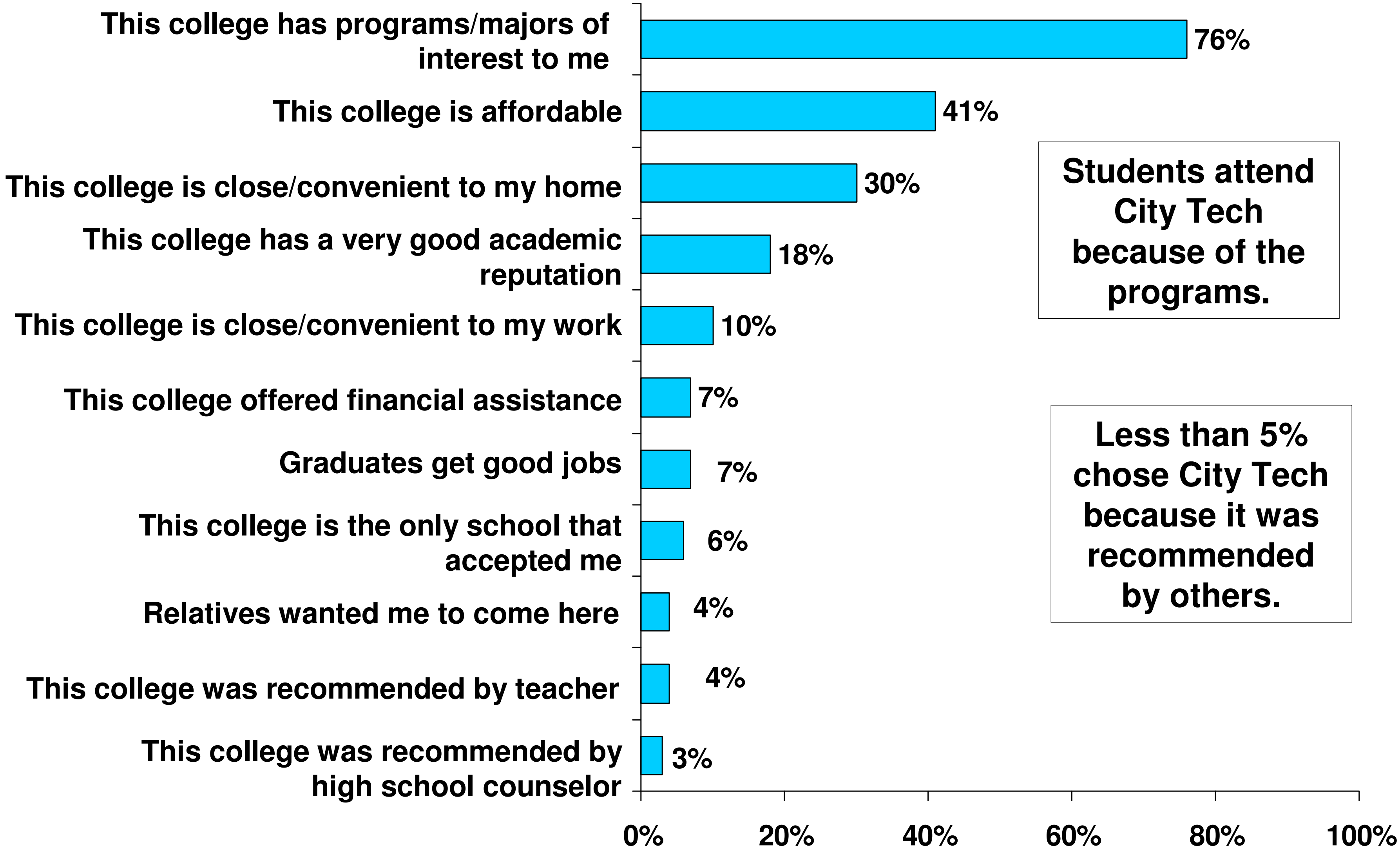
* Students who report living with family and others are counted as "Live with family members."

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

Reasons for Attending

Reasons for attending City Tech: (Multiple responses allowed)

CUNY 2006 Student Experience Survey

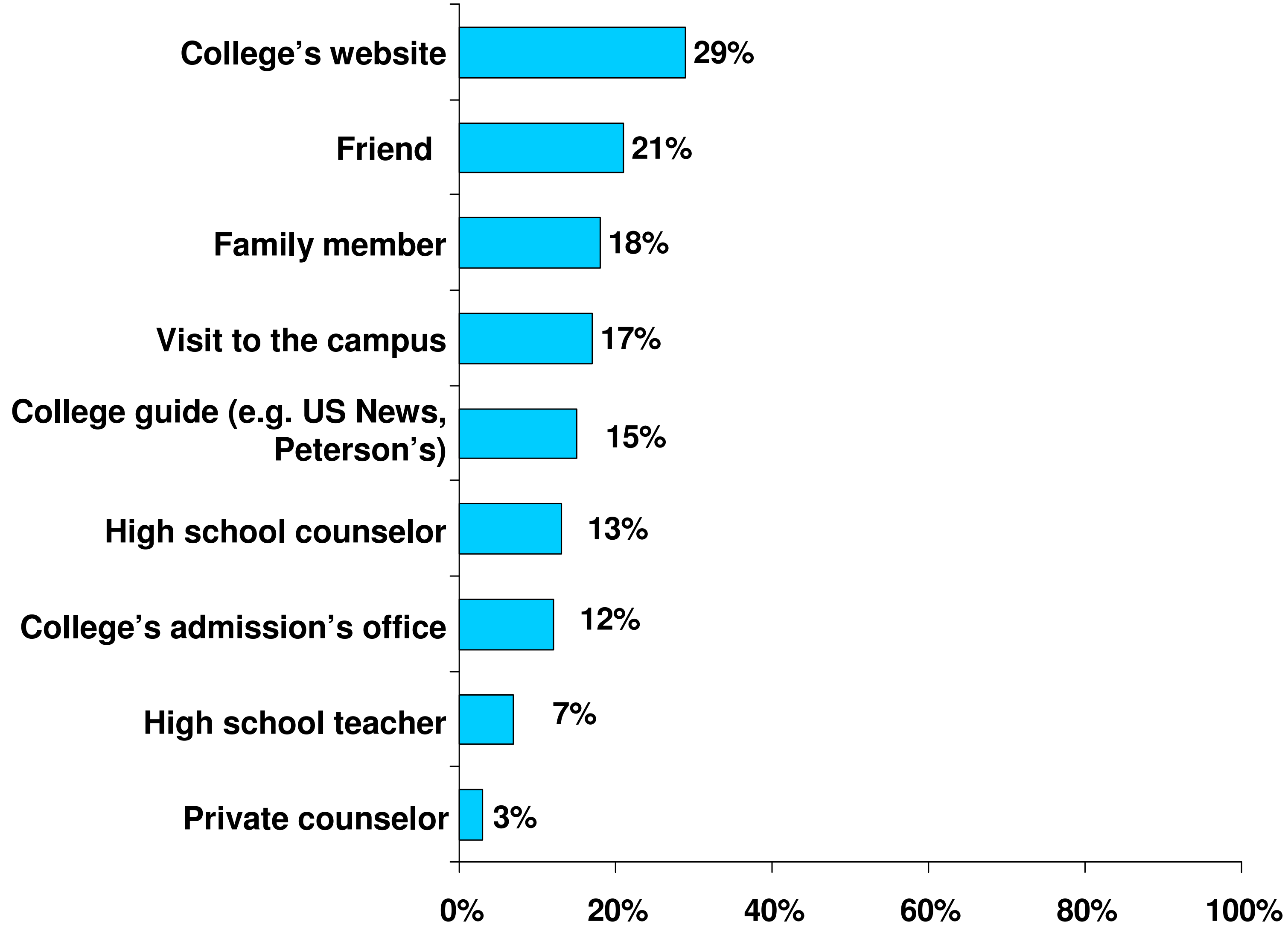


Students attend City Tech because of the programs.

Less than 5% chose City Tech because it was recommended by others.

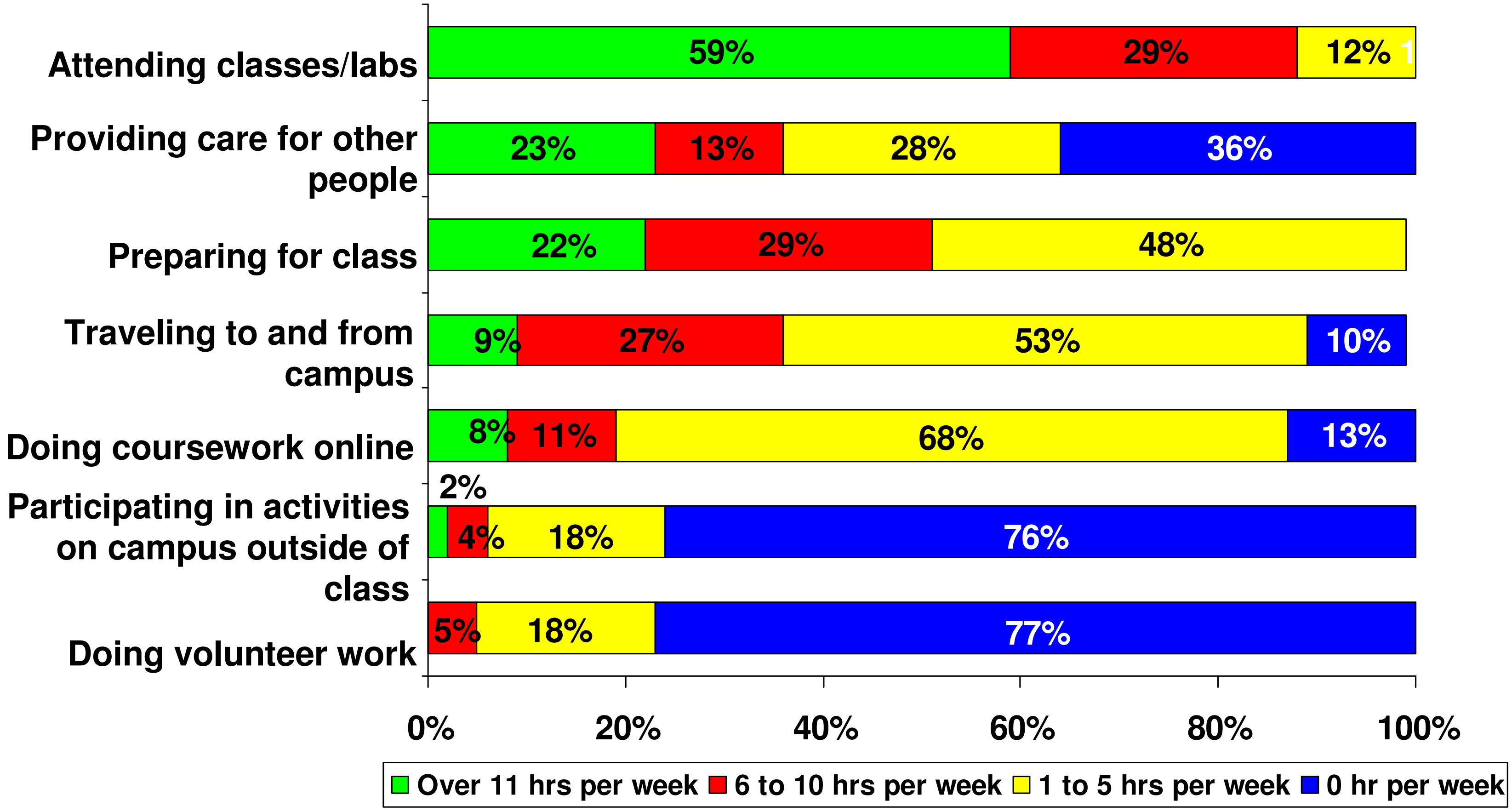
Sources of Information About This College

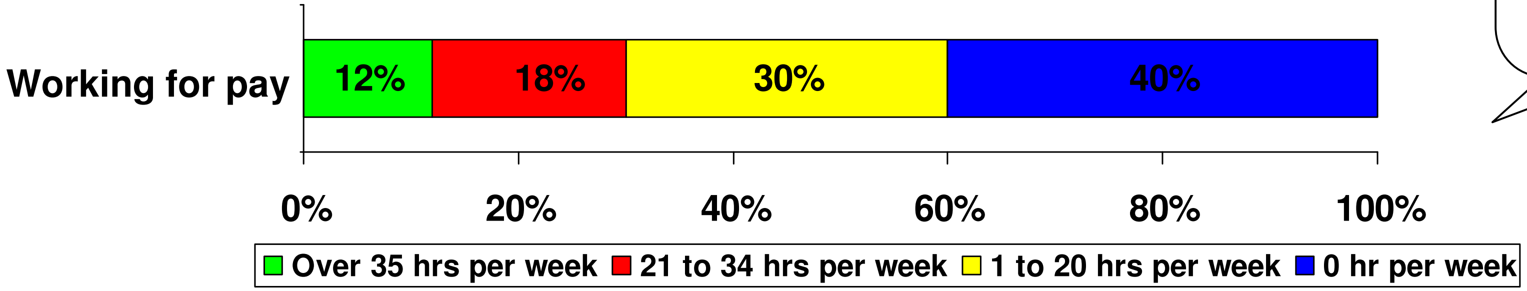
Sources of information about this college that influenced your decision to attend this college: (Multiple responses allowed)



Use of Time

CUNY 2006 Student Experience Survey





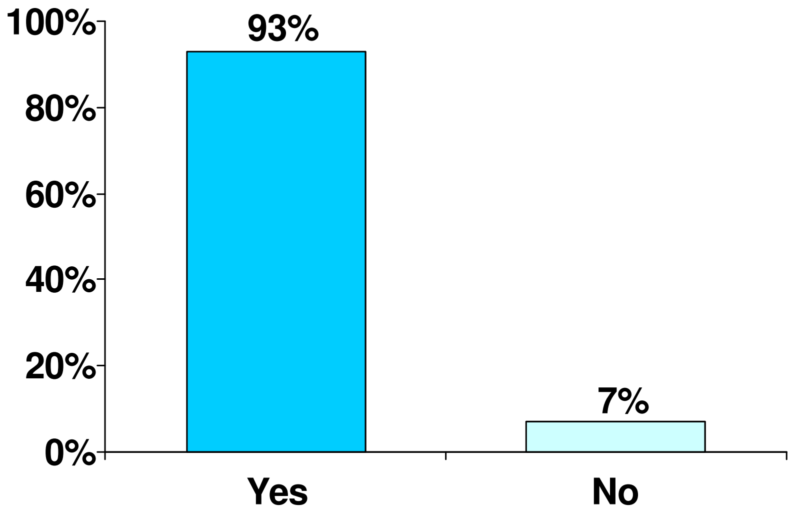
Although many do work, 40% say they do not work at all.

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

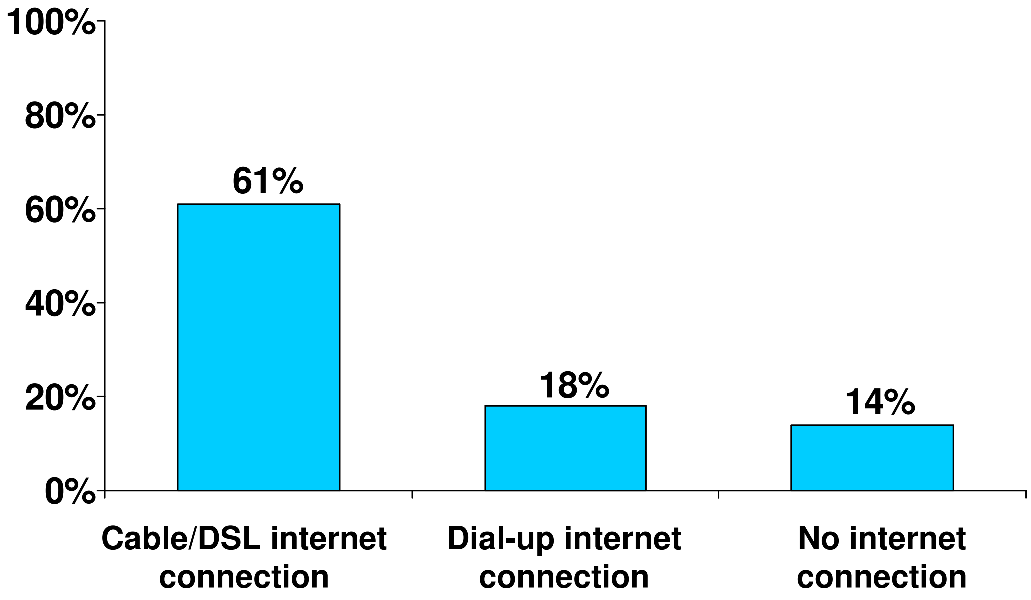
Use of Technology

CUNY 2006 Student Experience Survey

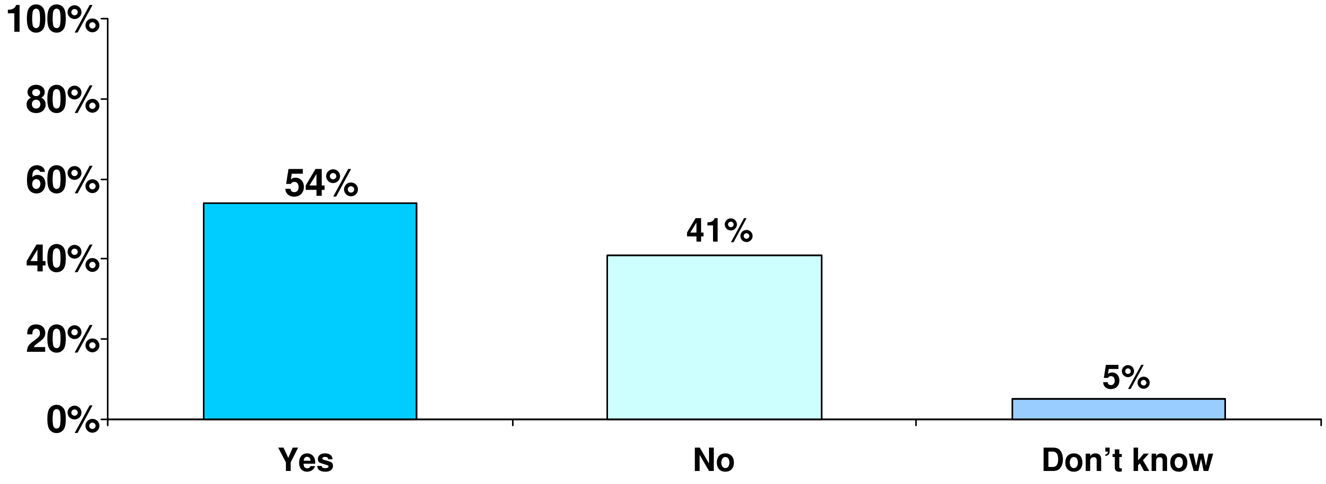
"Do you have a computer at home?"



Of those who responded "Yes"….

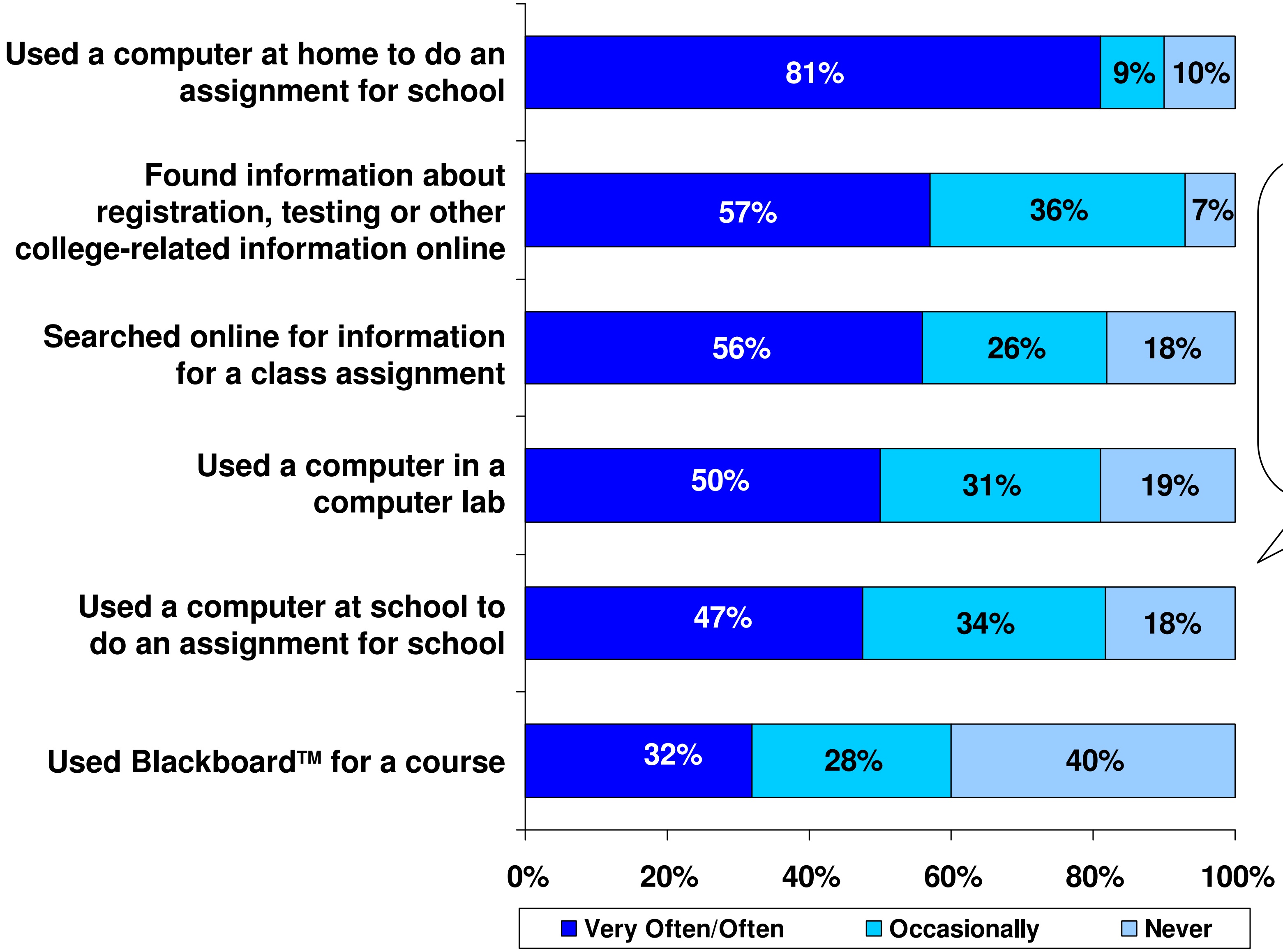


"This semester, have you taken a course that has made use of Blackboard™ environment?"



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

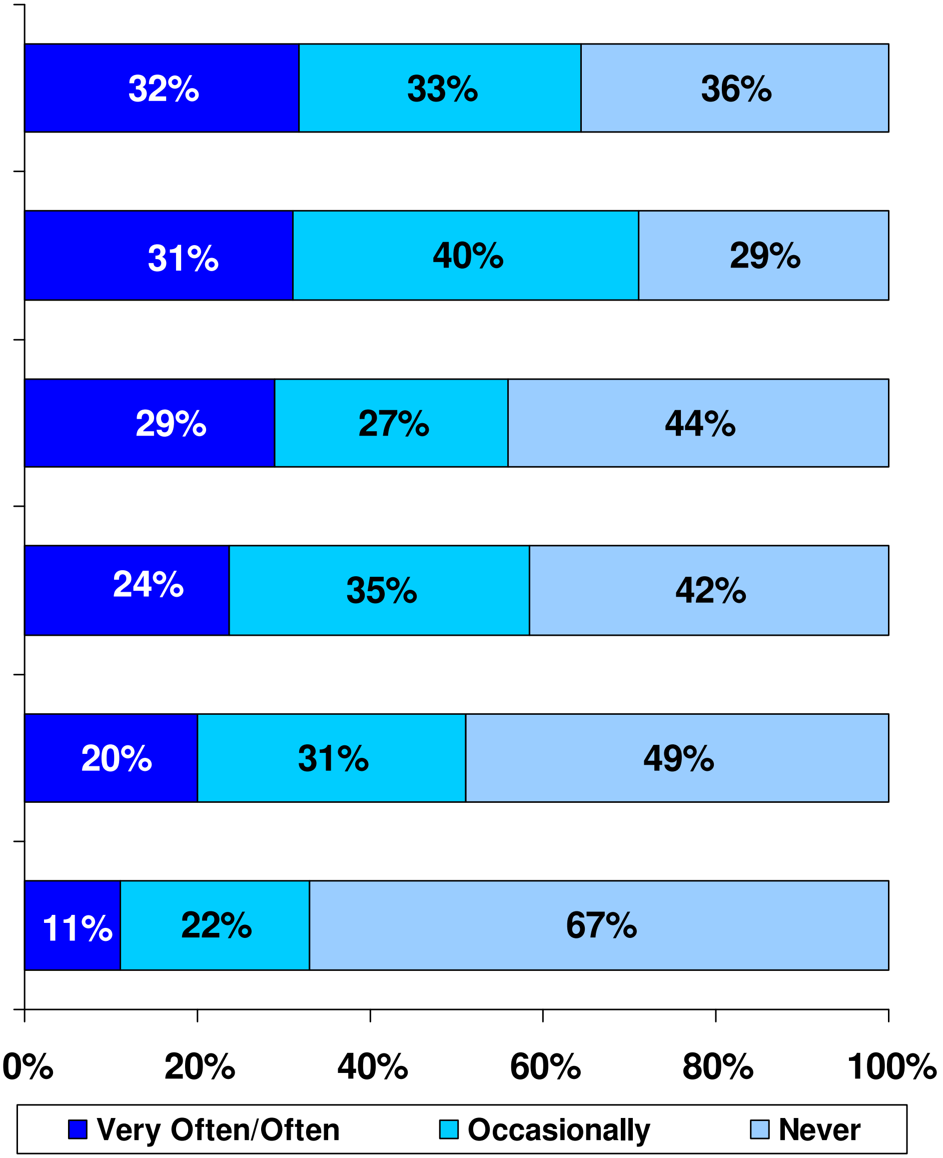
Use of Technology (Continued)



Respondents indicate that they work on a computer at home more often than they do on campus.

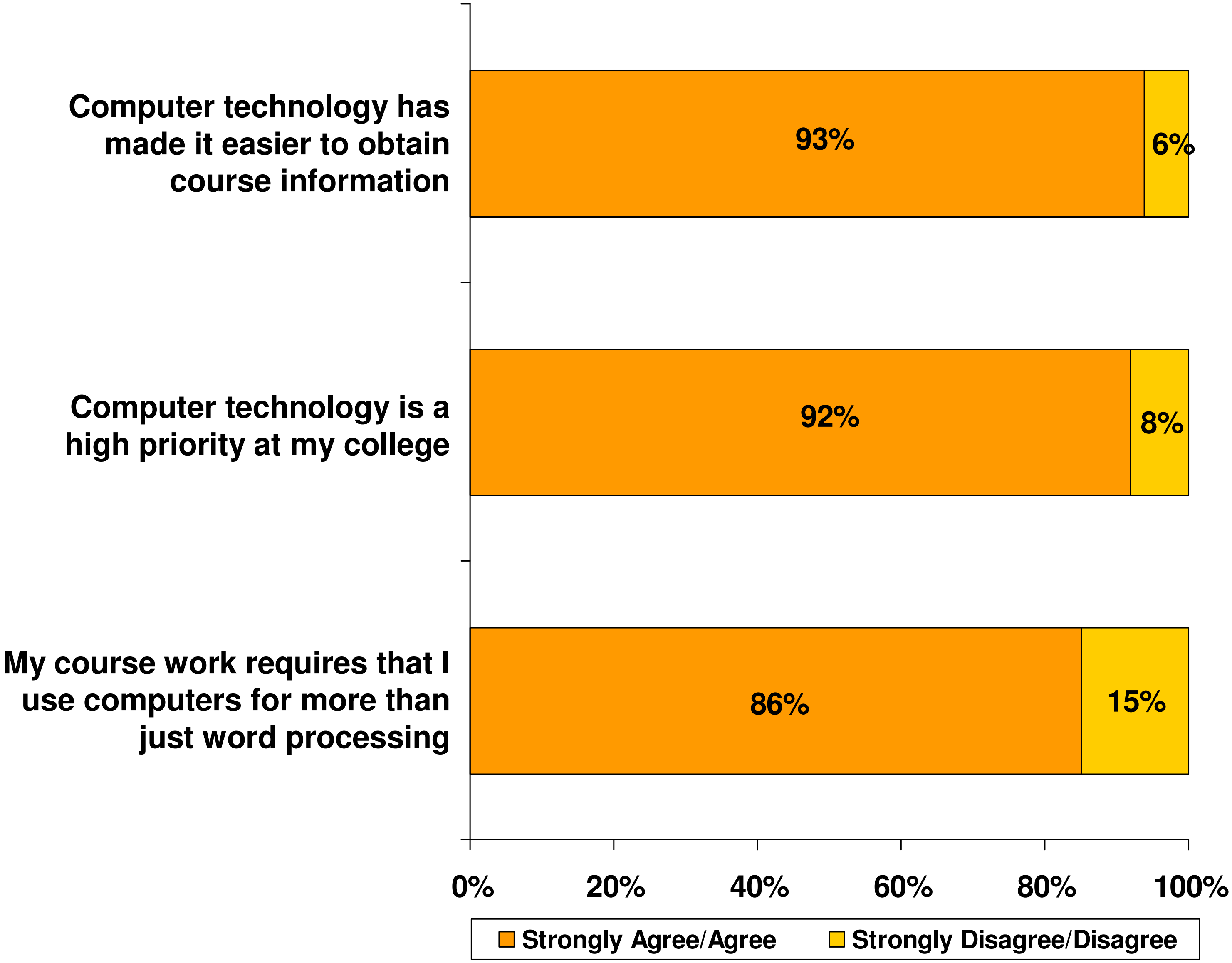
Note: Totals may not equal 100% due to rounding.

Use of Technology (Continued)



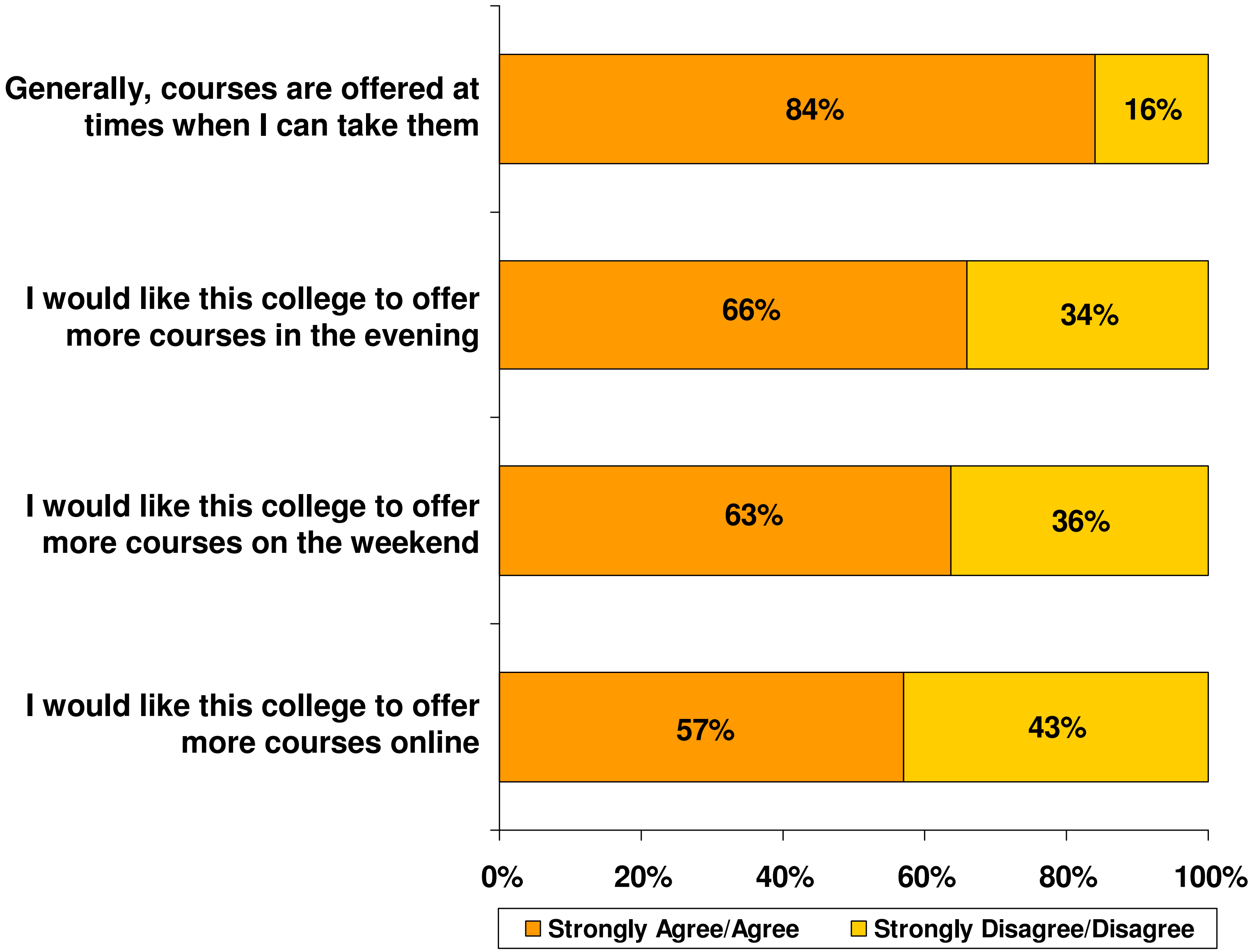
Note: Totals may not equal 100% due to rounding.

Use of Technology (Continued)



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

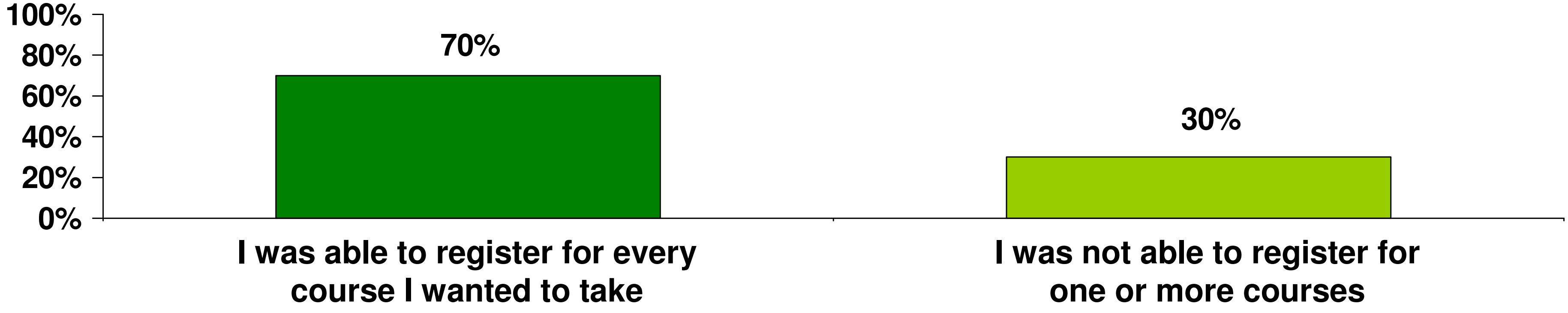
Availability of Courses



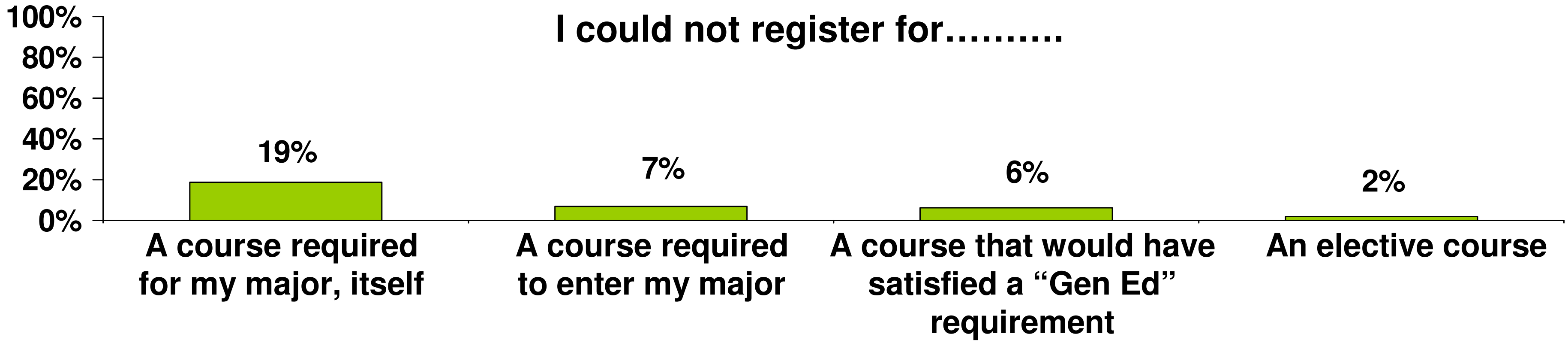
CUNY 2006 Student Experience Survey

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

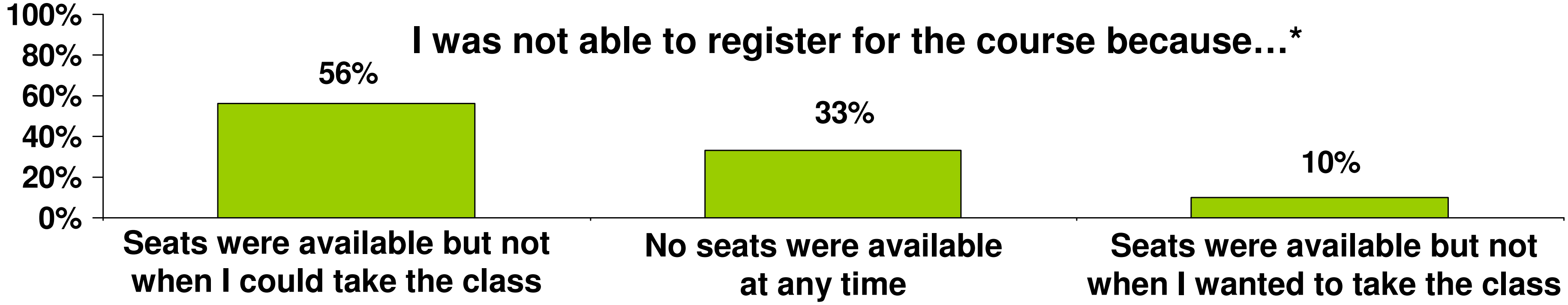
Availability of Courses (Continued)



I could not register for……….



I was not able to register for the course because…*

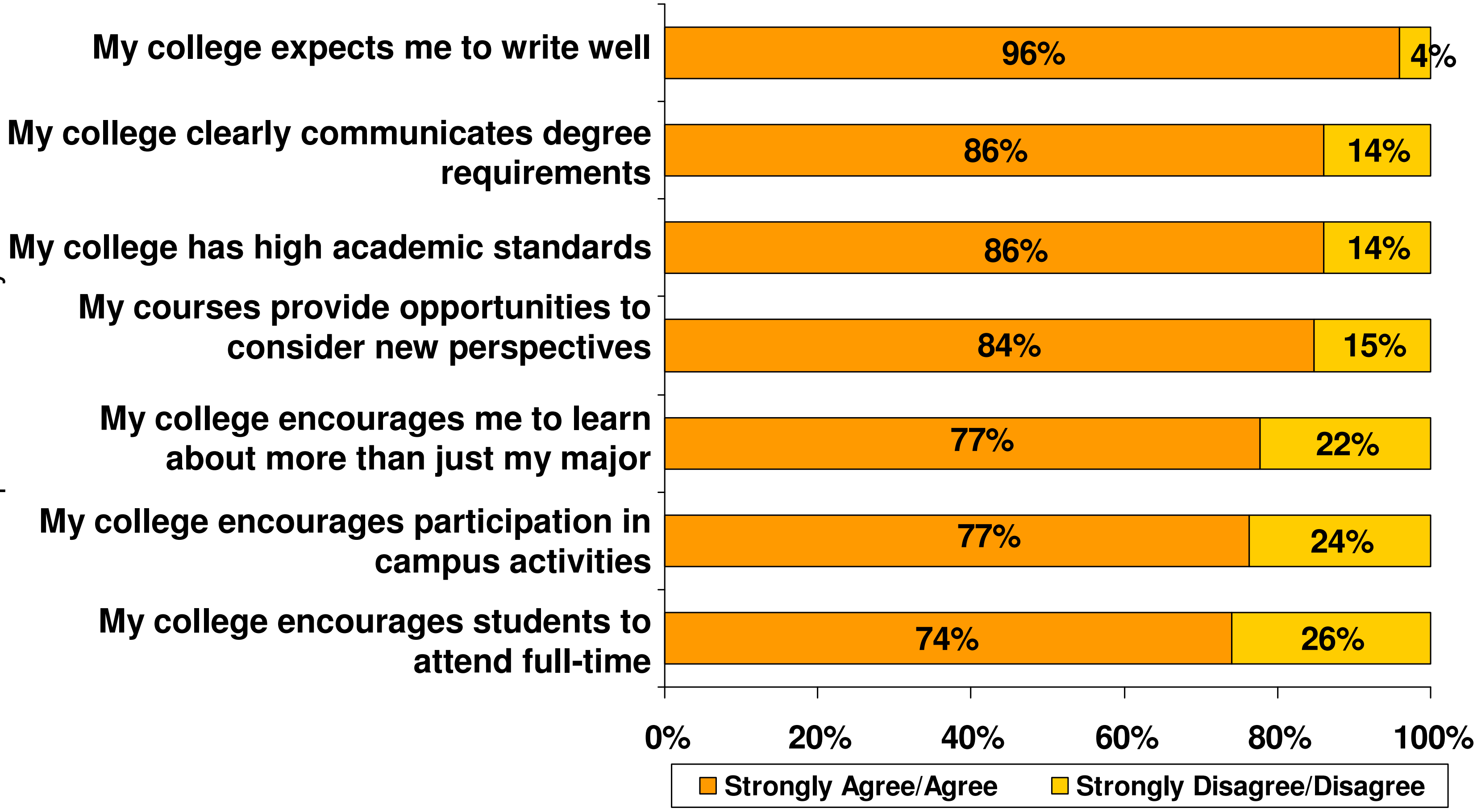


Note: Totals may not equal 100% due to rounding.

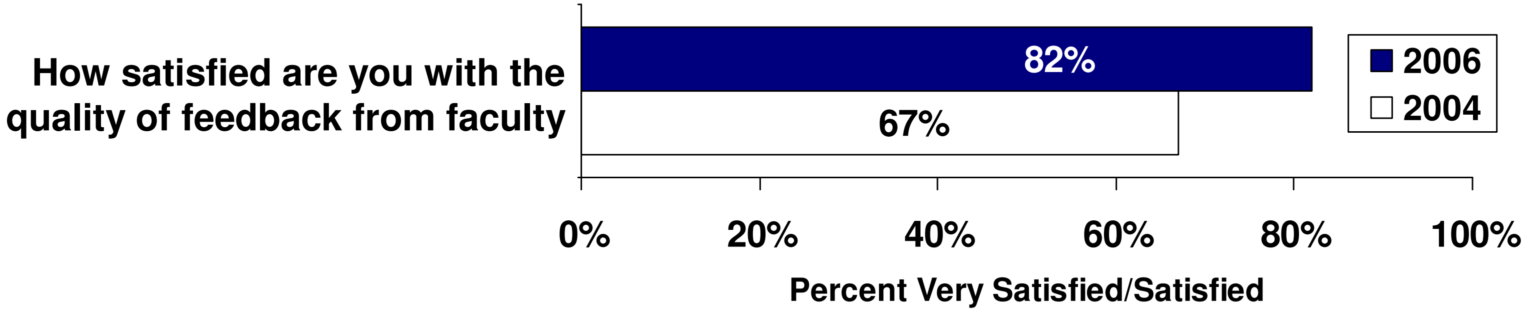
*If more than one course was selected in the preceding item, respondents were asked to answer this question for the first type of course selected.

College Expectations and Experiences

CUNY 2006 Student Experience Survey



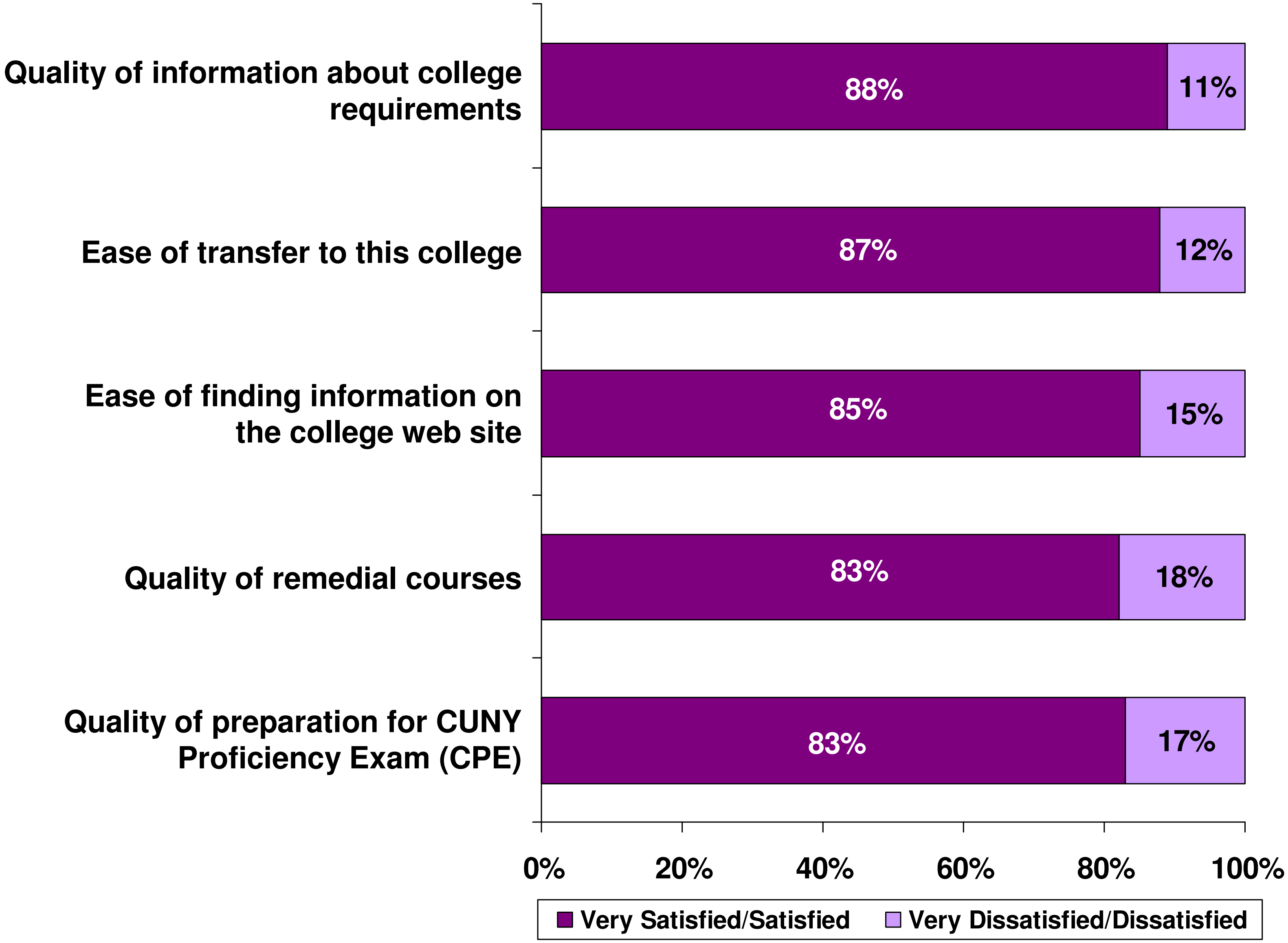
A greater proportion of students were satisfied with the quality of faculty feedback this year compared to two years ago.



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

Satisfaction with Academic Quality

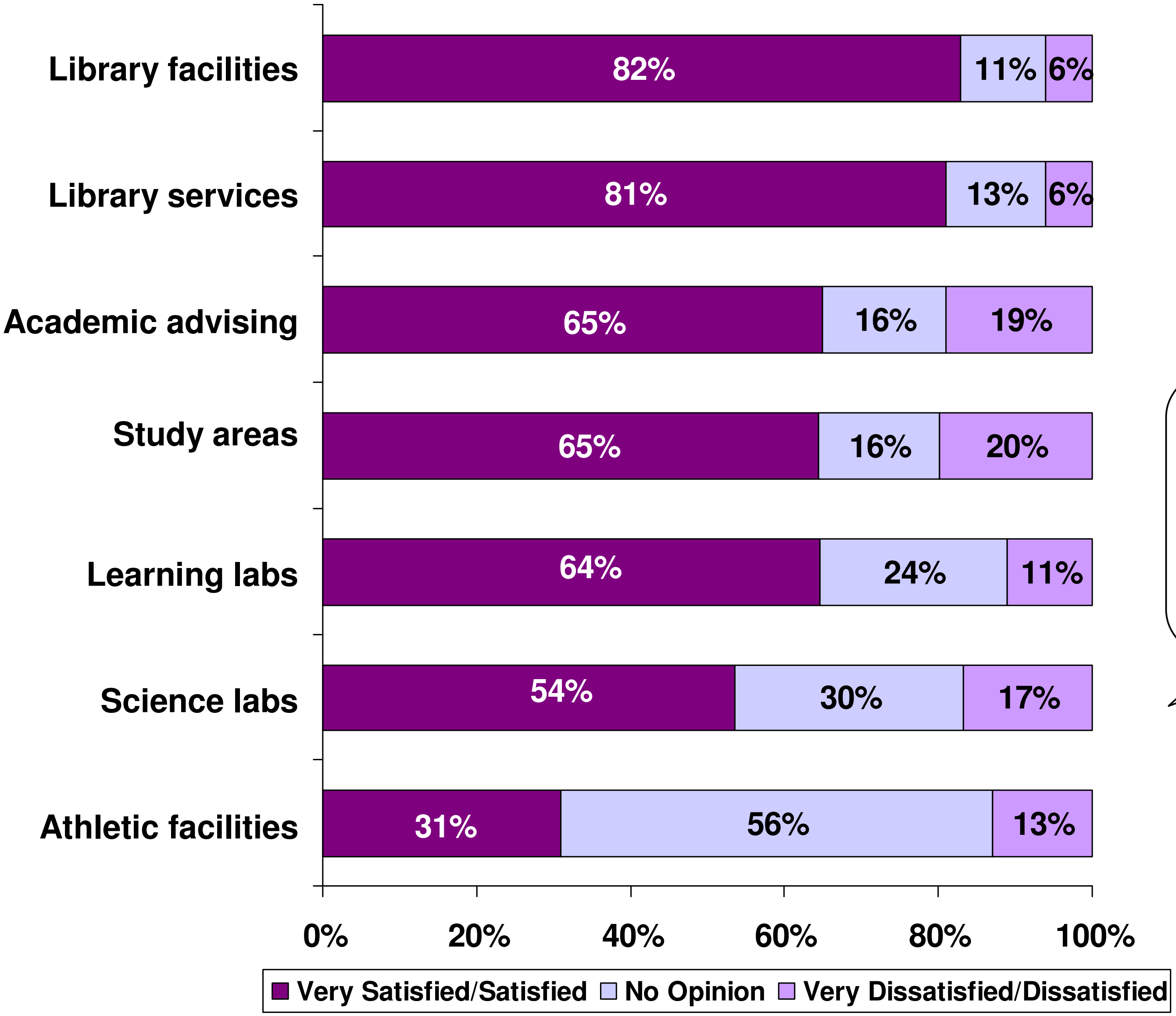
CUNY 2006 Student Experience Survey



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

Satisfaction with Academic Support Services

CUNY 2006 Student Experience Survey



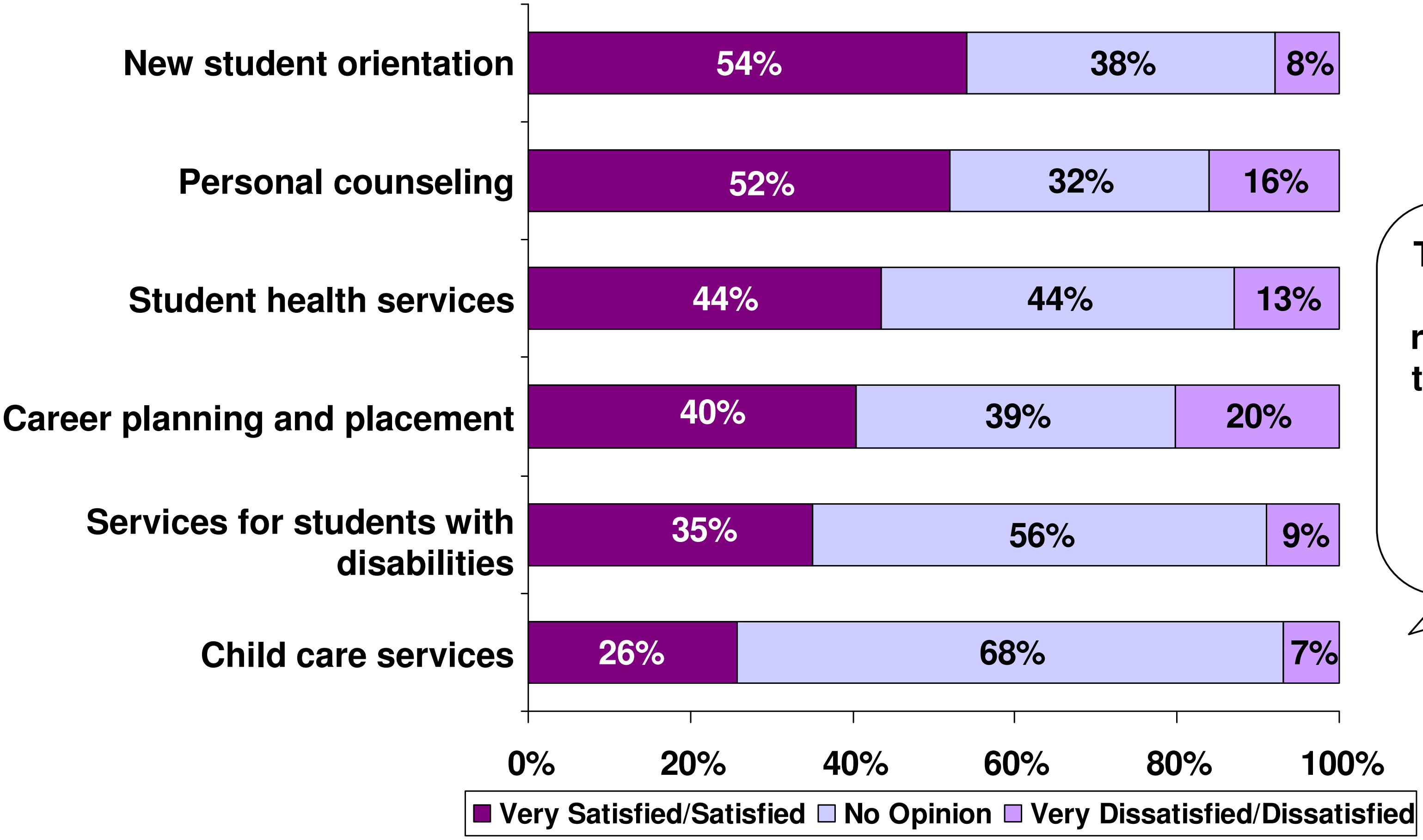
Over 1 in 3 have no opinion or are dissatisfied with academic advising.

Nearly half of respondents have no opinion or a negative opinion of the science labs.

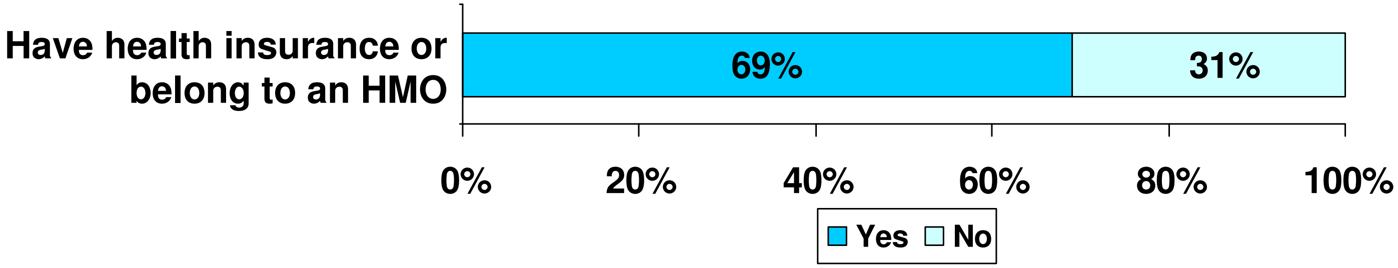
Note: Totals may not equal 100% due to rounding.

Satisfaction with Counseling & Other Student Services

CUNY 2006 Student Experience Survey



The high proportion of "no opinion" responses suggests that the college may want to find a way to make students more familiar with these areas.

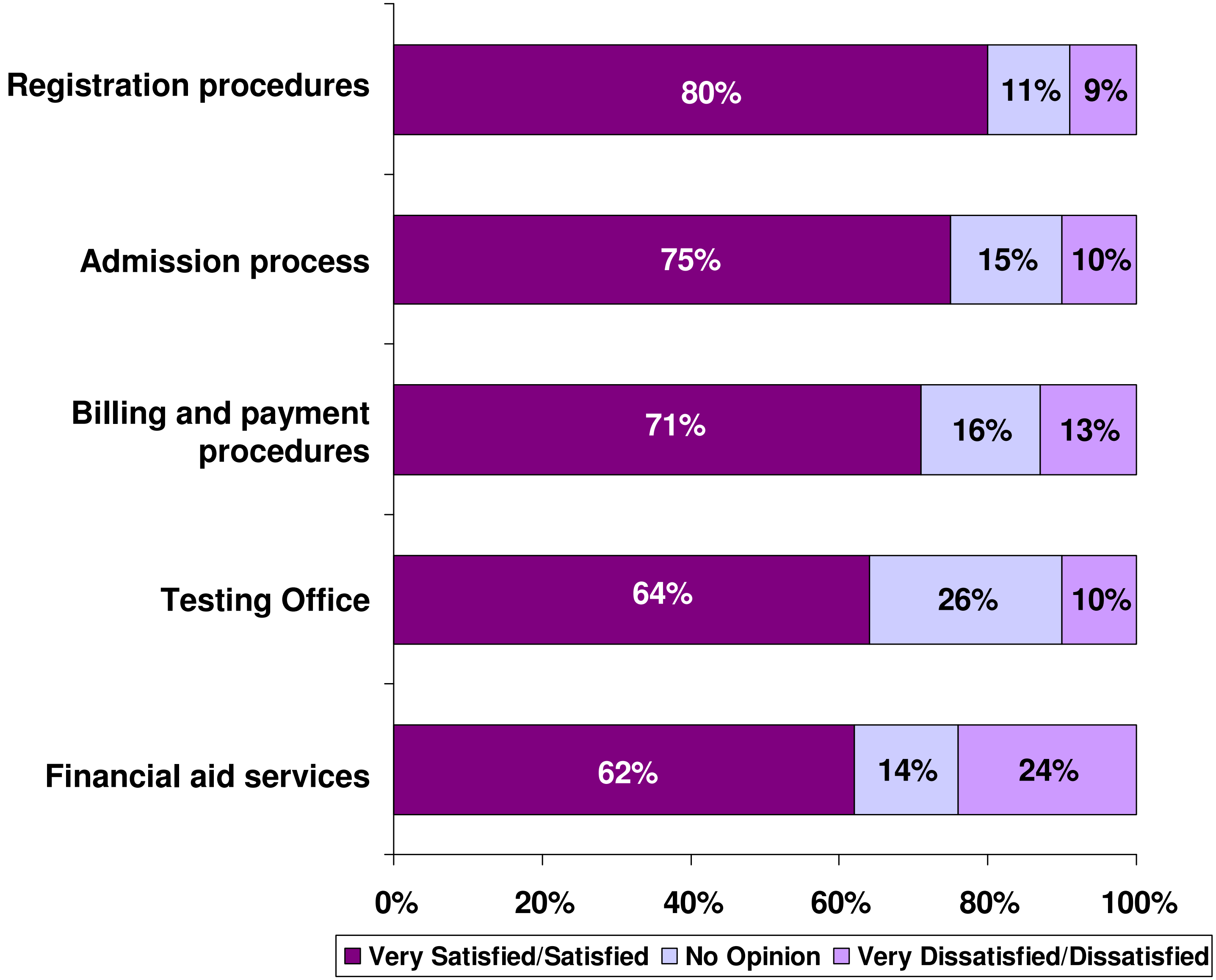


Nearly 1 in 3 have no health insurance.

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

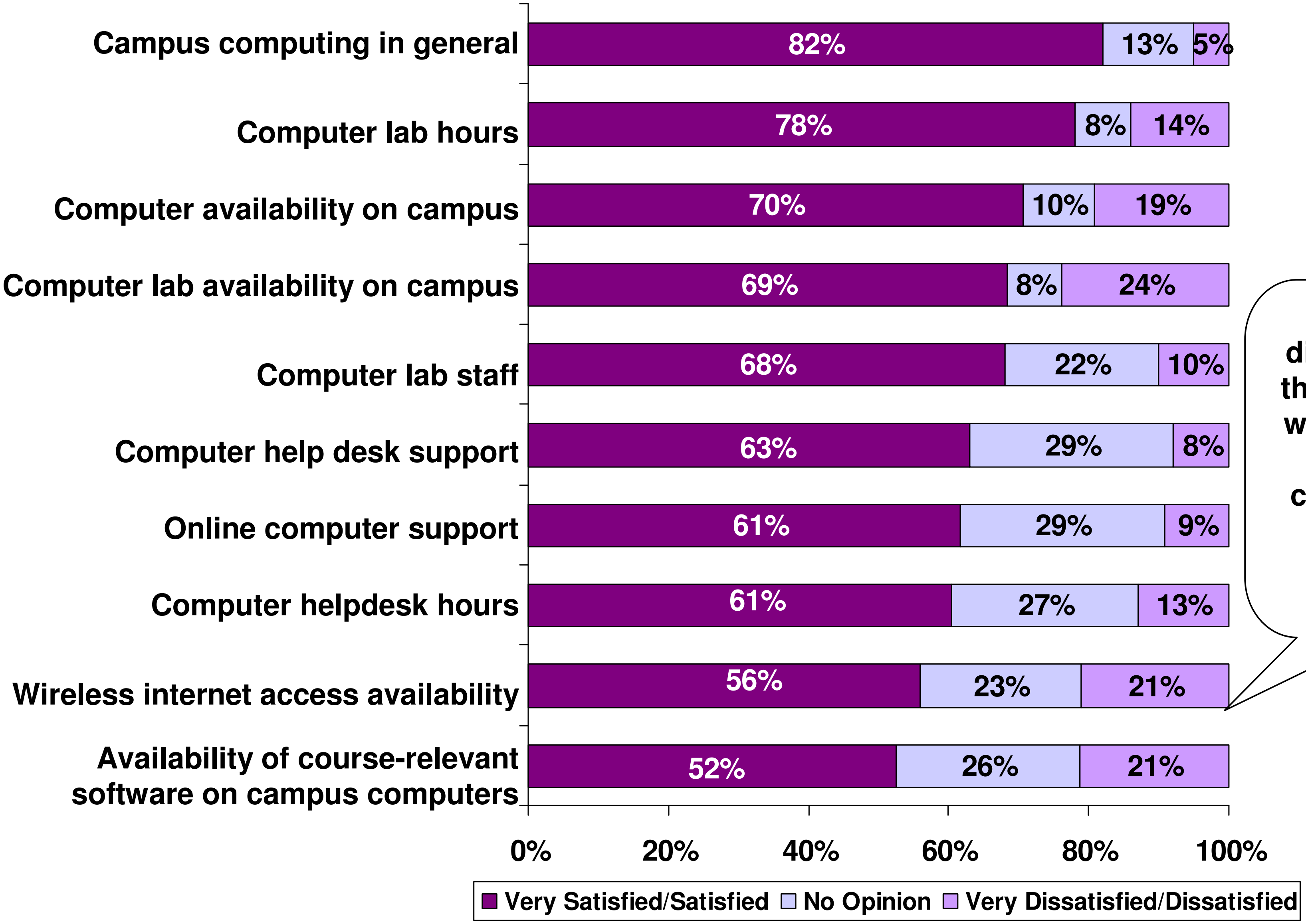
Satisfaction with Administrative Services

CUNY 2006 Student Experience Survey



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

Satisfaction with Computer Services



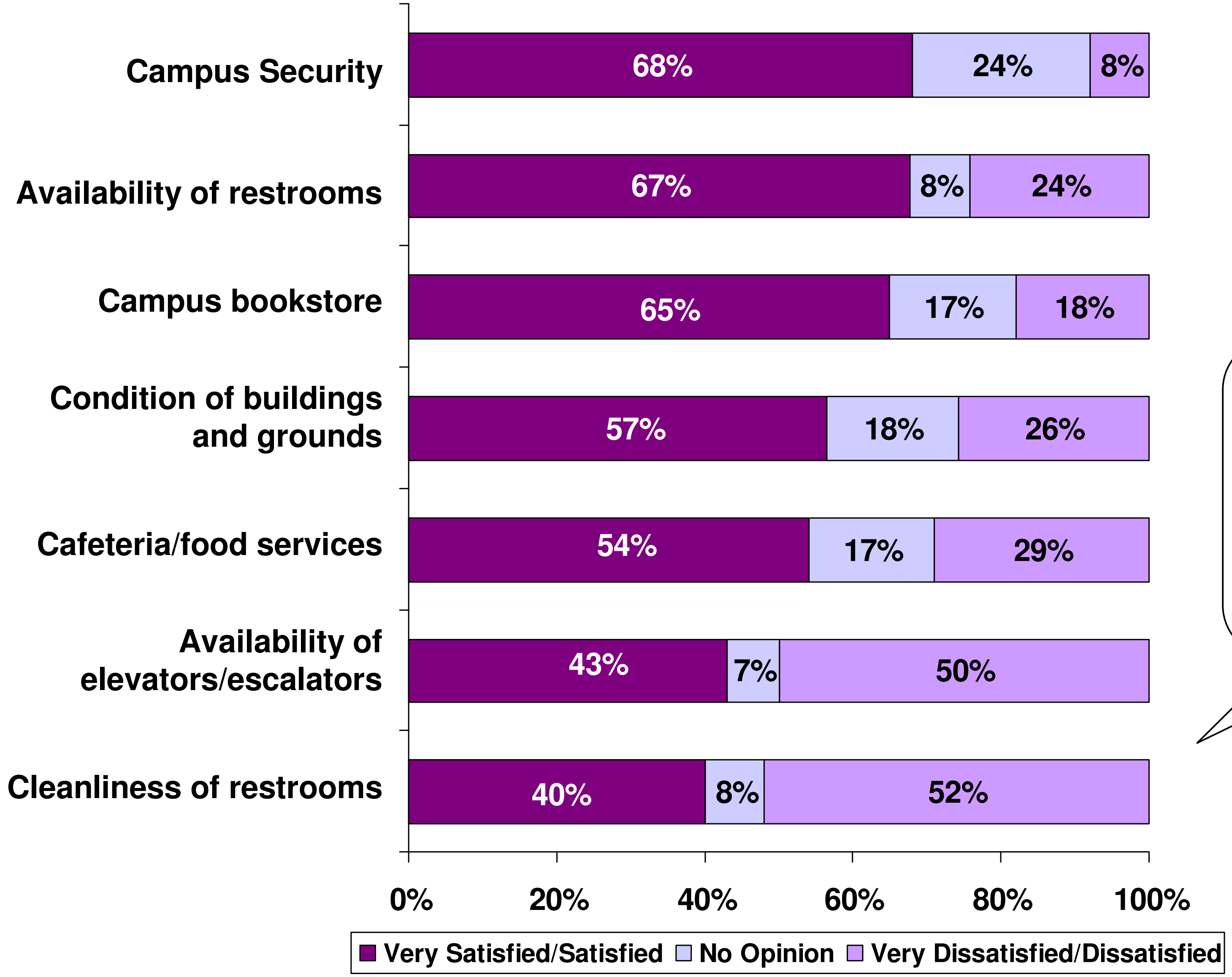
1 in 5 are dissatisfied with the availability of wireless internet access and course-relevant software on campus computers.

CUNY 2006 Student Experience Survey

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

Satisfaction with Other Services

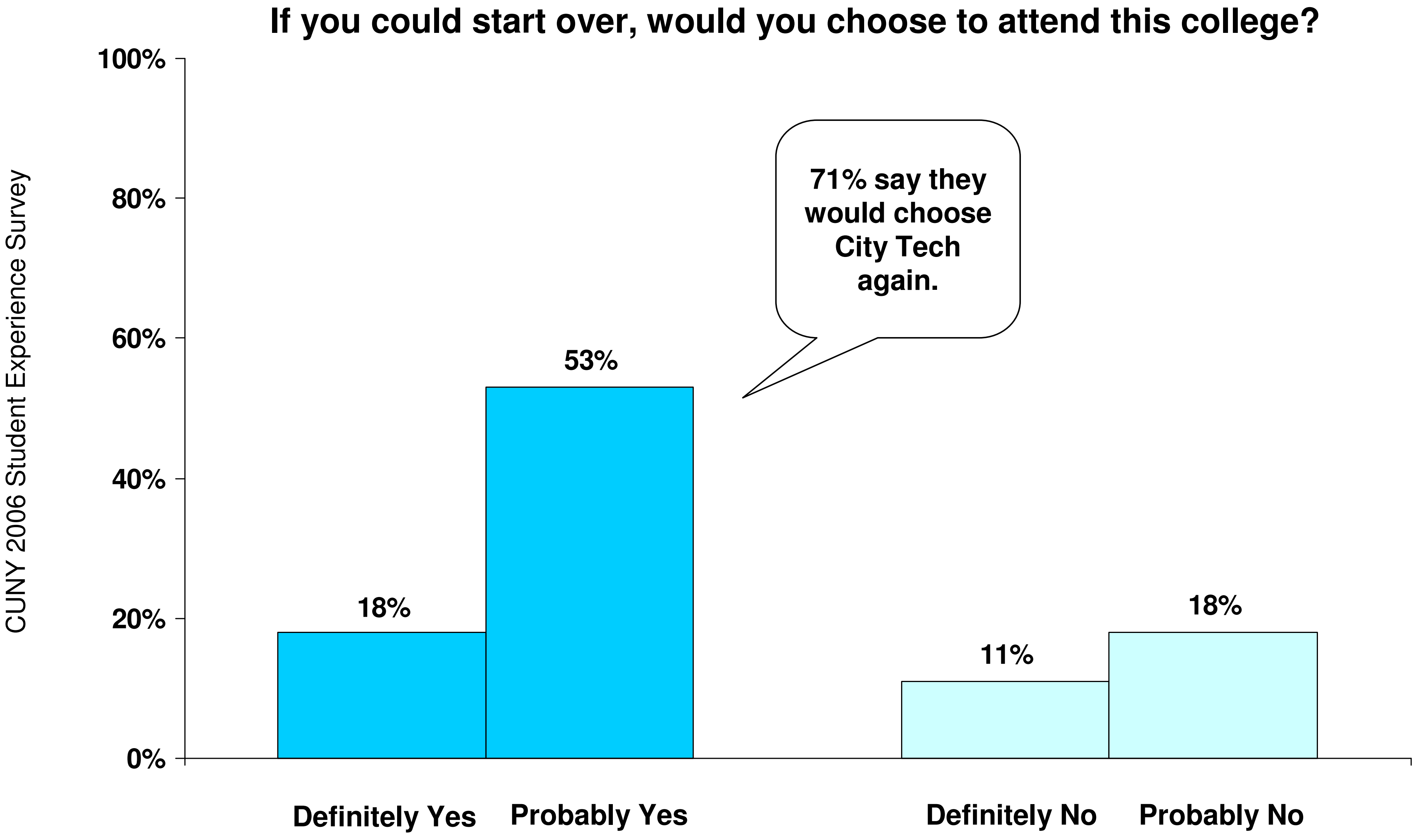
CUNY 2006 Student Experience Survey



About half of the students are dissatisfied with availability of elevators and the cleanliness of restrooms.

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

Would you choose to attend City Tech



71% say they would choose City Tech again.

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

Appendix