



# **New York City College of Technology**

## **CUNY 2008 Student Experience Survey**

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**-City Tech Results Only-**



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# 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](http://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 March 2008. Two weeks 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. An email was sent to students who had not responded to the mail survey by May 1st to invite them to fill out a web-based form of the questionnaire. Two email reminders were sent during the two-week period in which students could respond on-line. In all, 5,211 students returned a survey – a response rate of 30.7%. For City Tech specifically, 279 students responded; this is a 27.9% 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

- 52% report annual household incomes of less than \$30,000/yr.
- 32% of respondents' parents or guardians have at least a college degree.
- 55% are the first generation in their family to attend college.
- 28% are first in their family to attend college.
- 88% report being single.
- 88% live with family members.

## Sources of Information about this College/ Primary Goal for Attending this College

- 58% say their primary goal for attending City Tech is to complete a degree.
- 11% say their goal for attending City Tech is to prepare for graduate or professional school.
- 34% report that the college website provided them information that influenced their decision to attend City Tech.
- Over 25% say that the information provided by a family member or friend influenced their decision to attend City Tech.

# Key Findings (Continued)

## Source of Financial Support

- 61% say grants or scholarships help them pay for their college expenses.
- One out of three respondents say their income from their jobs helps them pay for their college expenses.
- 28% say their own income or saving from their parents, spouse, or partner helps them pay for their college expenses.
- 19% say personal saving is a source which helps them pay for their college expenses.
- 14% say student loans are sources which help them pay for their college expenses.

## Primary Source of Health Insurance

- Over  $\frac{3}{4}$  of respondents have health insurance or belong to an HMO.
- 35% say their health insurance is from their parents' policy or employer-sponsored health insurance from work.
- 14% say they have Medicaid.

## Use of Time (Based on full-time students)

- 59% spend over 11 hours per week attending classes and labs.
- 52% spend 1 to 5 hours per week doing coursework online.

# Key Findings (Continued)

## Use of Time (Based on full-time students)

- 51% spend at least 6 hours per week preparing for class.
- Nearly 50% say they spend 1 to 5 hours per week traveling to and from campus.
- Over 80% say they spend 0 hours participating in Student Government or intramurals.
- 35% say they work over 20 hours per week, 23% say they work 1-20 hours per week and 42% say they do not work at all.

## Use of Technology

- 97% of respondents have a computer at home.
  - 89% have internet connection.
- Of those with a computer at home:
  - 73% have a desktop computer.
  - 58% have a laptop computer with wireless connectivity.
- 92% say they often or occasionally use a computer at home to do an assignment for school
- 87% say they often or occasionally search information about registration, testing, class assignment or other college-related information online.
- 76% say they often or occasionally communicate with a professor using email.
  - 71% say they often or occasionally communicate with a classmate about an assignment using email.

# Key Findings (Continued)

## Availability of Courses

- 60% agree that generally courses are offered at times when they can take them.
- 48% would like City Tech to offer more courses in the evening. About 1/3 would like City Tech to offer more courses online and on the weekend.
- 36% of respondents say they were not able to register for one or more courses.
- Respondents say they were not able to register for the course because....
  - 28% say “seats were available but not when I could to take the course.”
  - 26% say “could not get the necessary permission to take the class.”
  - 23% say “no seat were available at any time.”
  - 13% say “Seats were available but not when I want to take the course.”
  - 10% say “The course was not offered at all that semester.”

## College Expectations and Experience at CUNY

- 64% agree that “My college has clearly communicated degree requirement.”
- 54% agree that “My college encourages me to make connections between courses.”
- 52% agree that “My college encourages participation in campus activities.”
- 47% agree that “My college provides adequate advisement in choosing a major.”



# Key Findings (Continued)

## **Satisfaction with Faculty**

- Over 2/3 of respondents are satisfied with the level of faculty preparedness for class.
- 2/3 say they are satisfied with faculty's ability to communicate clearly.
- Nearly 60% are satisfied with the quality of feedback from faculty and the availability of faculty outside of class.

## **Satisfaction with Academic Support Services**

- Nearly 70% are satisfied with the library facilities and services.
- 20% are satisfied but 56% have no opinion about athletic facilities at City Tech.
- Nearly half of respondents are neutral about the learning and science labs.

## **Satisfaction with Counseling and Other Services**

- Over 50% are satisfied with campus security.
- 39% are satisfied, 53% are neutral and 8% are dissatisfied about student health services.
- 35% are satisfied, 46% are neutral and 20% are dissatisfied about personal counseling.
- Over ¾ of respondents are neutral about the child care services, women's center and services for veteran students.



# Key Findings (Continued)

## **Satisfaction with Administrative Services**

- Nearly 60% are satisfied with the billing and payment procedures.
- Over 50% are satisfied with the registration procedures and admission process.
- 47% are satisfied, 30% are neutral and 24% say they are dissatisfied with financial aid services
- 46% are satisfied, 47% are neutral and 7% say they are dissatisfied with testing office.

## **Satisfaction with Computer Services**

- 70% are satisfied with campus computing in general.
- 2/3 of respondents are satisfied with the computer lab hours.
- 59% are satisfied, 20% are neutral and 22% are dissatisfied with the availability of computers on campus.
- 58% are satisfied, 22% are neutral and 21% are dissatisfied with the availability of computer labs on campus.

## **Likelihood to Choose City Tech Again**

- 72% said they would “definitely” or “probably” choose City Tech again if they could start over.

# Demographic Profile

| Gender* |     |
|---------|-----|
| Male    | 51% |
| Female  | 49% |

| Race/Ethnicity*        |     |
|------------------------|-----|
| American Indian        | 0%  |
| Asian/Pacific Islander | 16% |
| Black                  | 42% |
| Hispanic               | 27% |
| White                  | 16% |

| Age*                  |     |
|-----------------------|-----|
| Under 25 years old    | 68% |
| 25 years old or older | 32% |

| Household Income     |     |
|----------------------|-----|
| Less than \$10,000   | 18% |
| \$10,000 to \$14,999 | 8%  |
| \$15,000 to \$19,999 | 6%  |
| \$20,000 to \$24,999 | 10% |
| \$25,000 to \$29,999 | 10% |
| \$30,000 to \$34,999 | 13% |
| \$35,000 to \$39,999 | 5%  |
| \$40,000 to \$49,999 | 8%  |
| \$50,000 to \$59,999 | 6%  |
| \$60,000 to \$69,999 | 6%  |
| \$70,000 to \$79,999 | 3%  |
| \$80,000 to \$89,999 | 1%  |
| \$90,000 to \$99,999 | 1%  |
| \$100,000 or higher  | 5%  |

| Number of People Supported by Income |     |
|--------------------------------------|-----|
| One                                  | 15% |
| Two                                  | 23% |
| Three                                | 26% |
| Four                                 | 22% |
| Five or more                         | 15% |

| Highest Level of Education Attained by Parent/Guardian |     |
|--|-----|
| Post-graduate or professional degree                   | 10% |
| College graduate                                       | 22% |
| Some college   | 13% |
| High school graduate                                   | 24% |
| Some high school                                       | 20% |
| 8th grade or less                                      | 11% |

| Are you...                        |     |
|-----------------------------------|-----|
| First in family to attend college | 28% |
| First generation in college       | 55% |

| Marital Status           |     |
|--------------------------|-----|
| Single                   | 88% |
| Married/domestic partner | 12% |

| Household Composition    |     |
|--------------------------|-----|
| Live alone               | 8%  |
| Live with family members | 88% |
| Live with others         | 4%  |

| Living with...               |     |
|------------------------------|-----|
| Parent(s)/ guardian(s)       | 64% |
| Spouse or domestic partner   | 10% |
| My child(ren)                | 8%  |
| Other child(ren)             | 4%  |
| Other relatives              | 11% |
| Other students               | 1%  |
| Friends who are not students | 2%  |
| Other                        | 1%  |

| Do you have children that you are supporting? |     |
|---|-----|
| Yes   | 13% |
| No  | 87% |

| If yes, are you supporting children... |    |
|--|----|
| Children under 5 years old             | 4% |
| Children between 5 to 12 years old     | 7% |
| Children between 13 to 18 years old    | 5% |

| Of those supporting children under 5 years old... |     |
|---|-----|
| Use on-campus day care                            | 0%  |
| Pay for off-campus day care                       | 92% |
| Unknown/no response                               | 7%  |

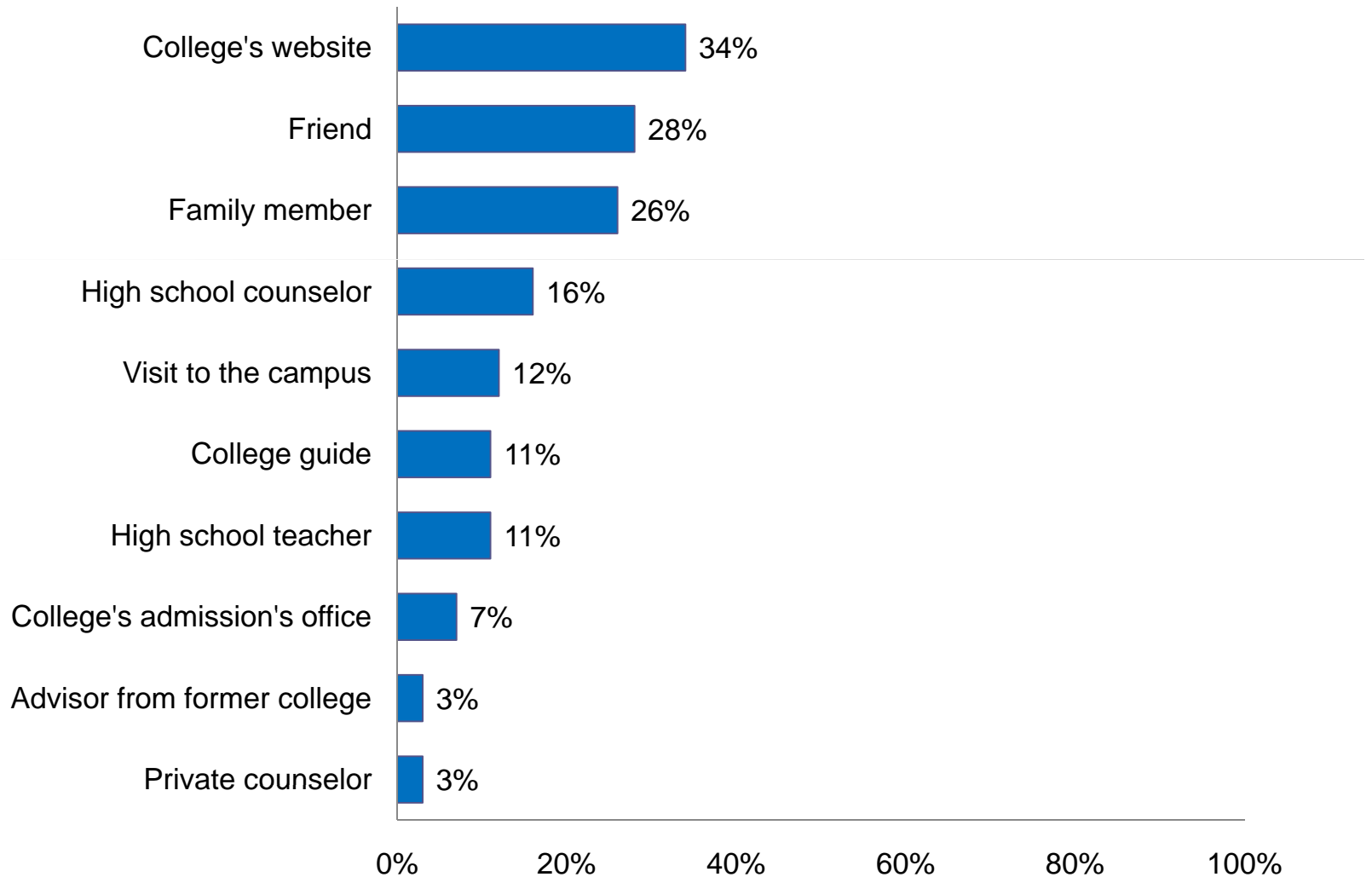
Note: Totals may not equal 100% due to rounding.

\* Based on all undergraduate enrolled in Spring 2008.



# Sources of Information About This College

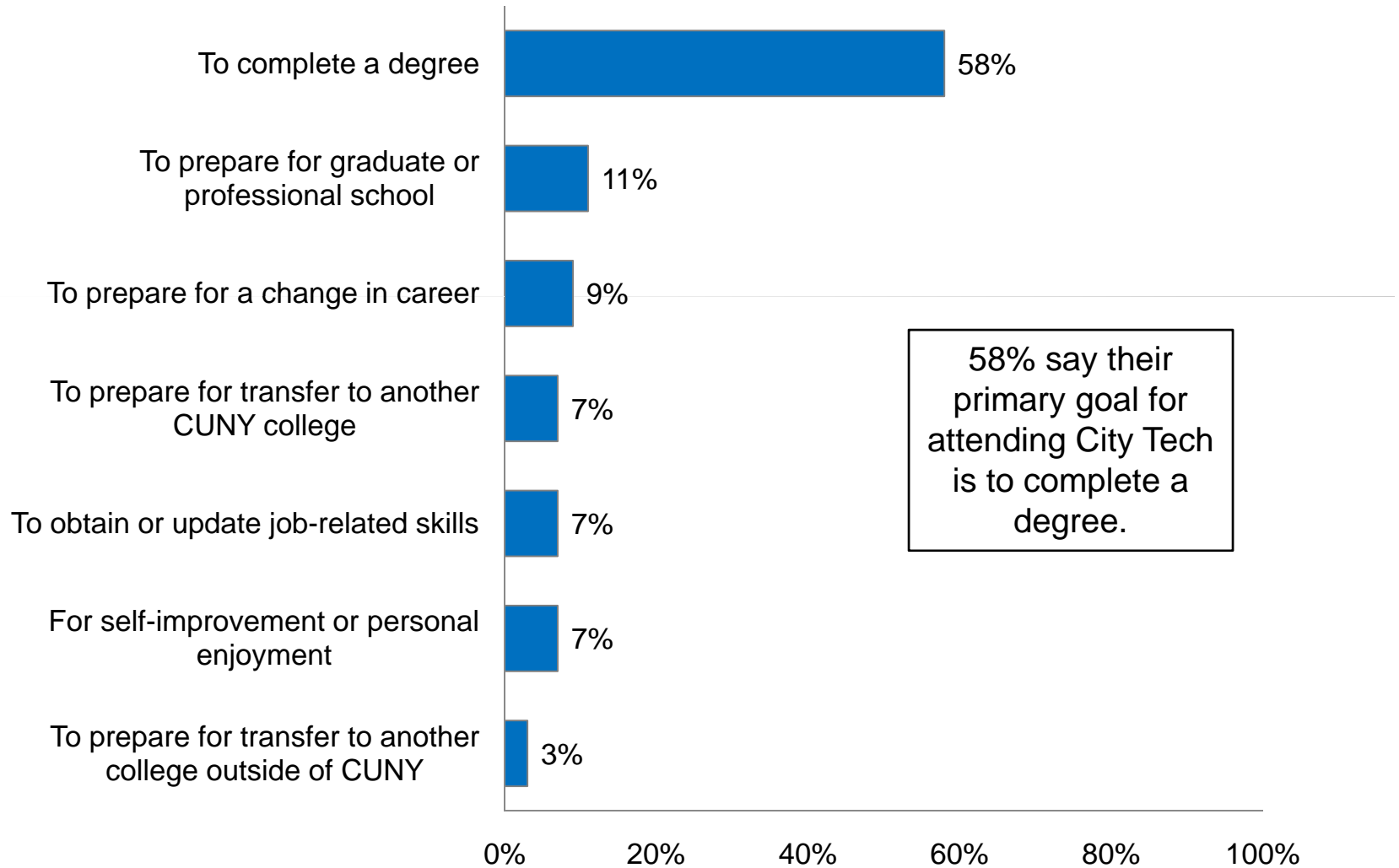
**Sources of information about this college that influenced your decision to attend this college: (Multiple responses allowed)**





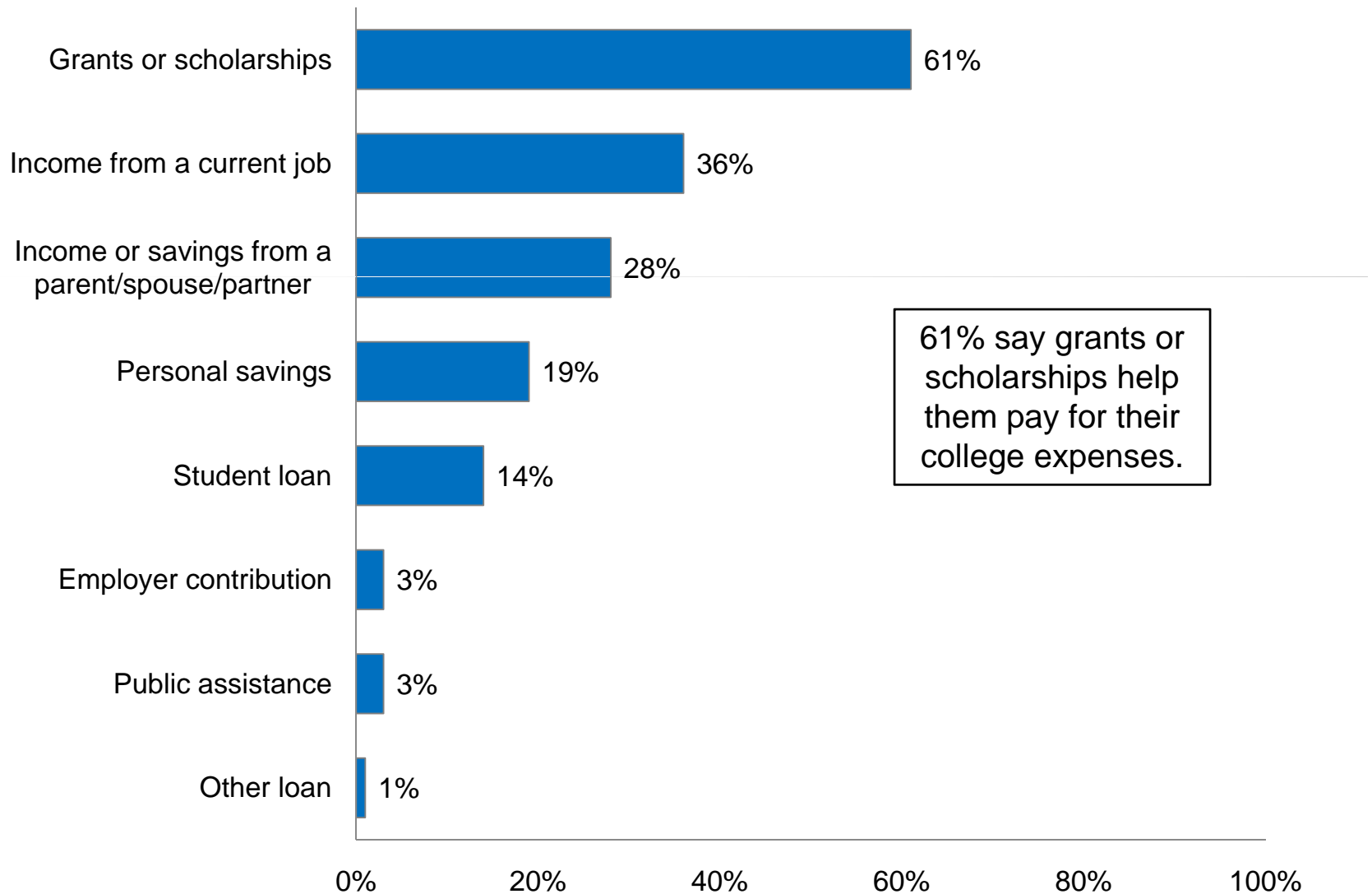
# Primary Goal for Attending This College

## Primary goal for attending City Tech:



# Sources of Financial Support

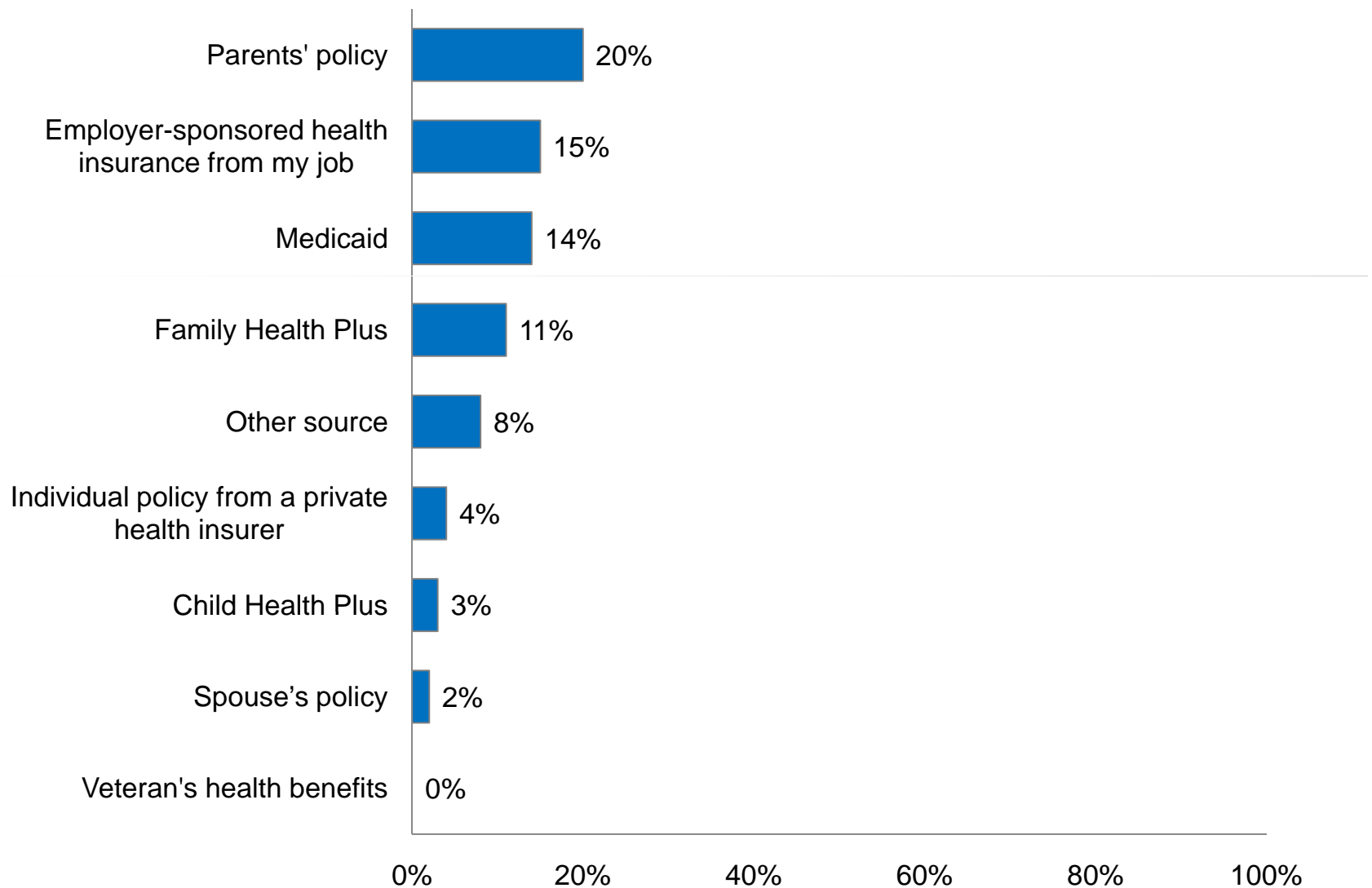
**Which sources of financial support do you use to help pay your college expenses?**  
(Multiple responses allowed)





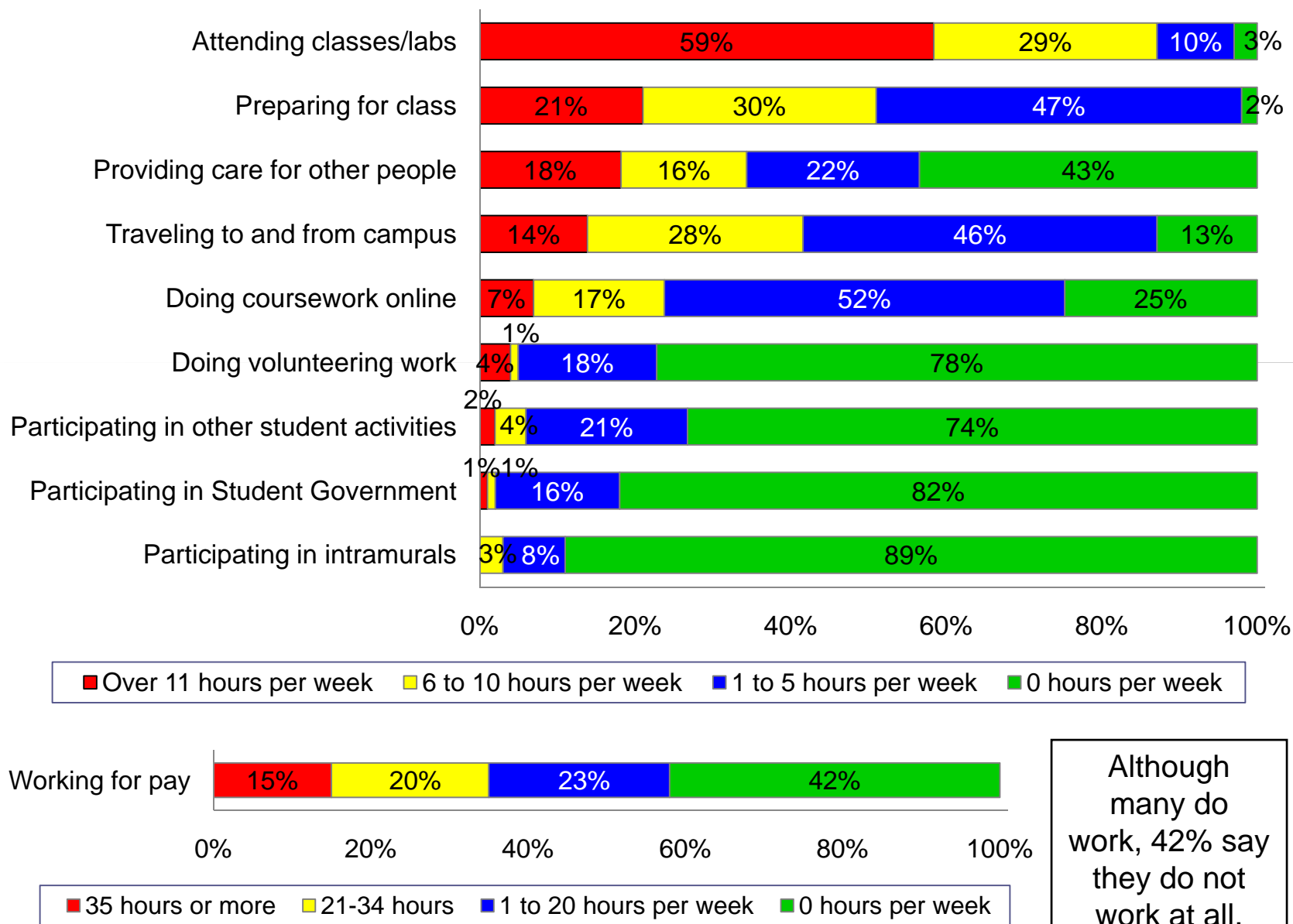
# Primary Source of Health Insurance

What is your current *primary* source of health insurance?





# Use of Time (Based on full-time students only)

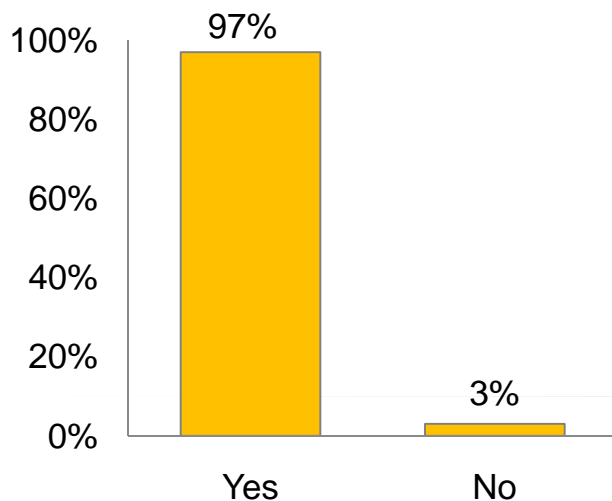


Although many do work, 42% say they do not work at all.

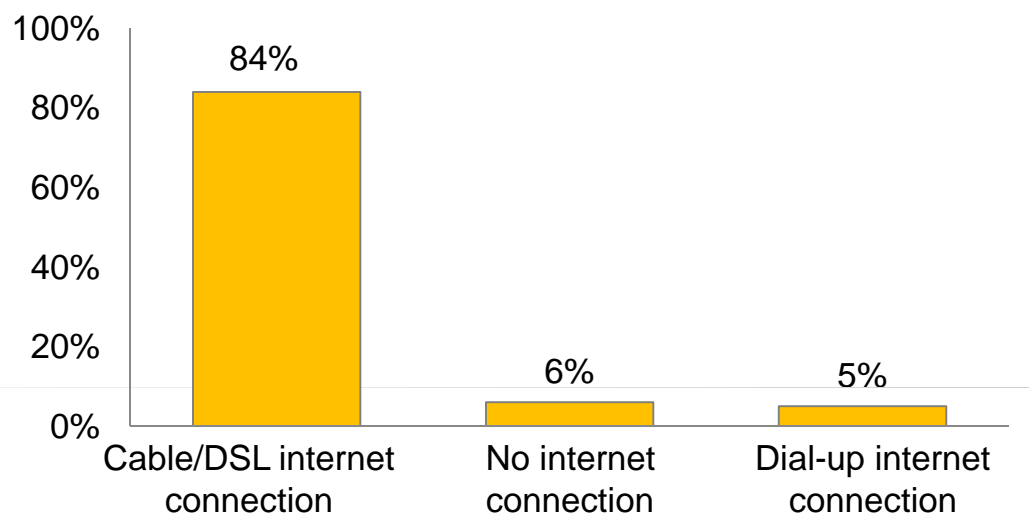
Note: Totals may not equal 100% due to rounding.

# Use of Technology

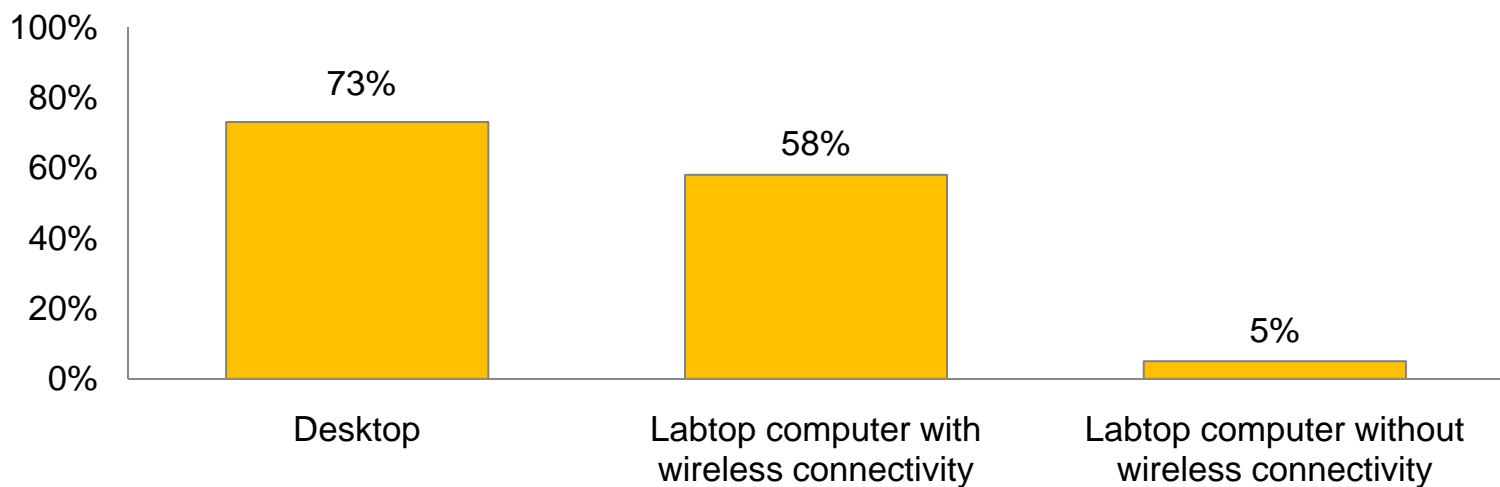
**Do you have a computer at home?**



**Of those who responded "Yes"....**



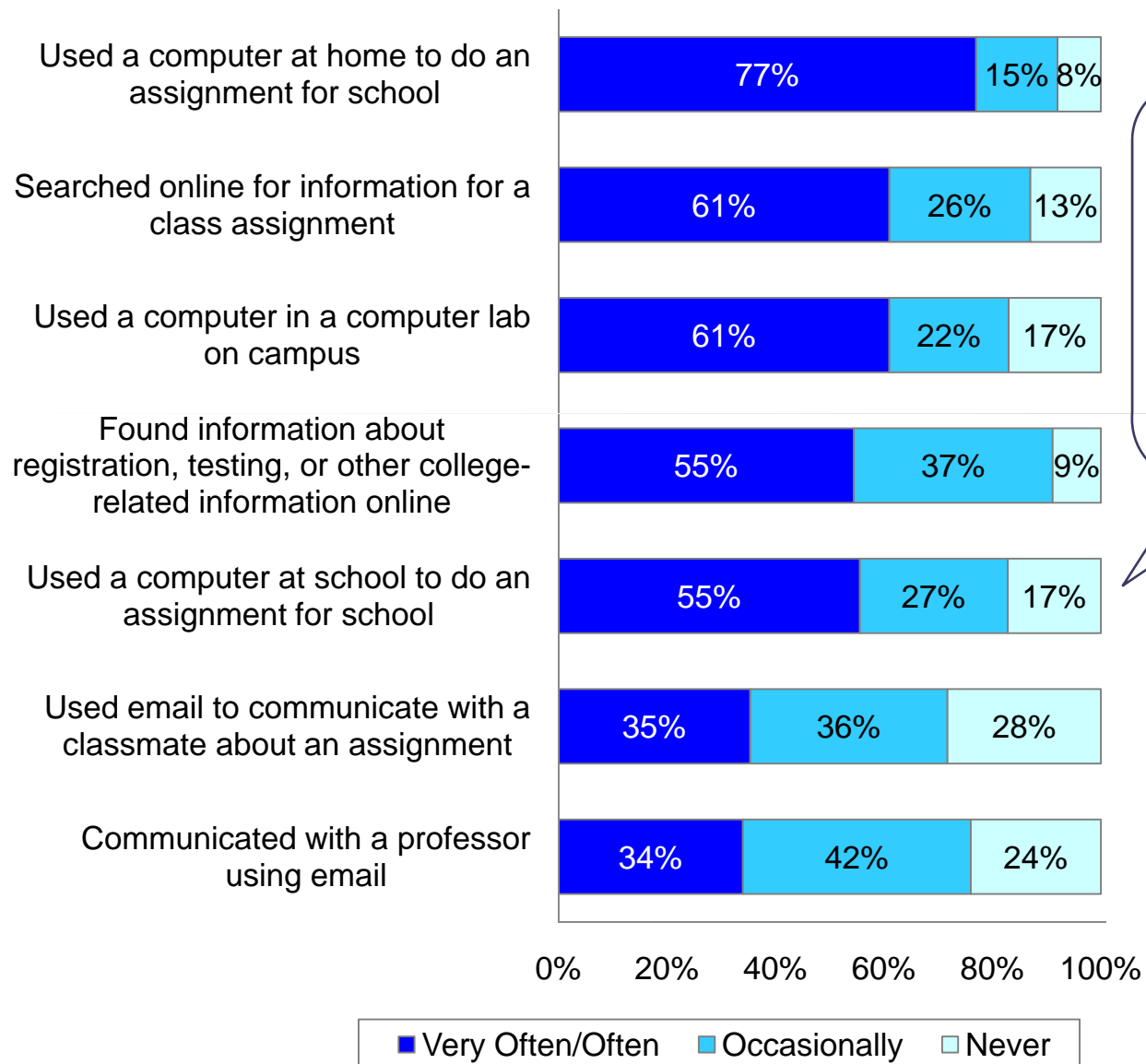
**Of those with a computer at home.... (Multiple responses allowed)**



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



# Use of Technology (Continued)

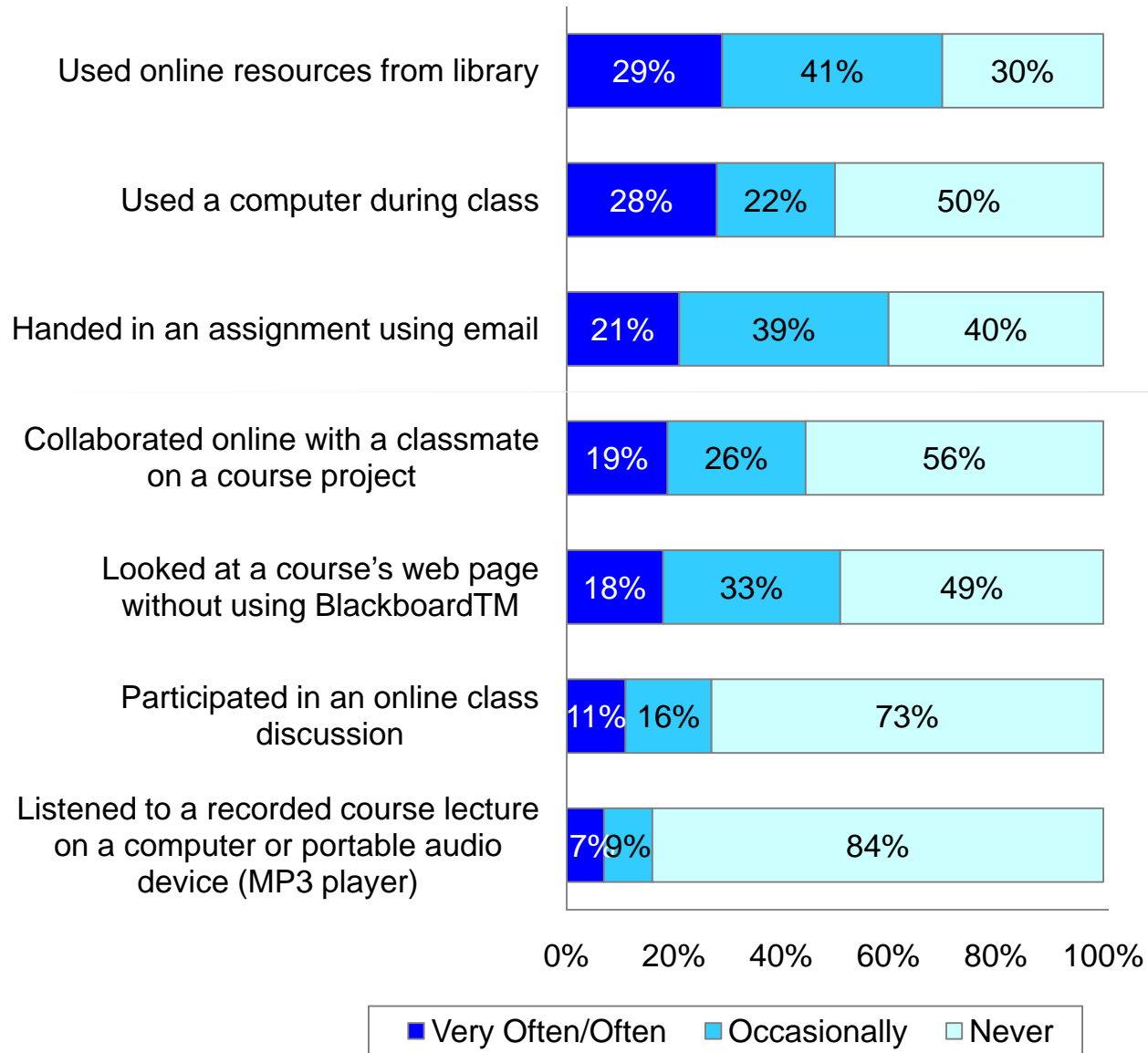


Students indicate that they work on a computer at home more often than they do on campus for a school assignment.

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



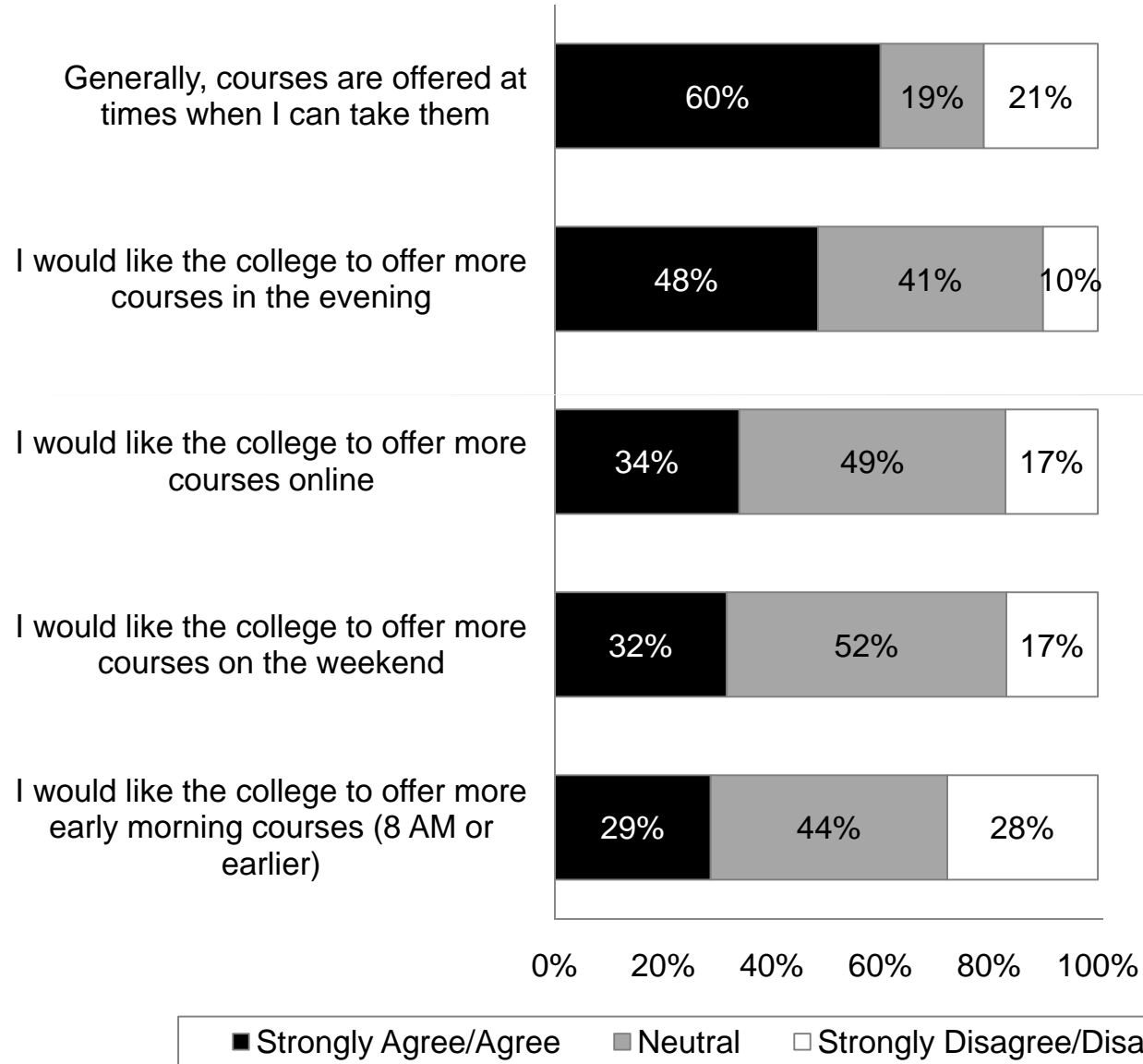
## Use of Technology (Continued)



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



# Availability of Courses



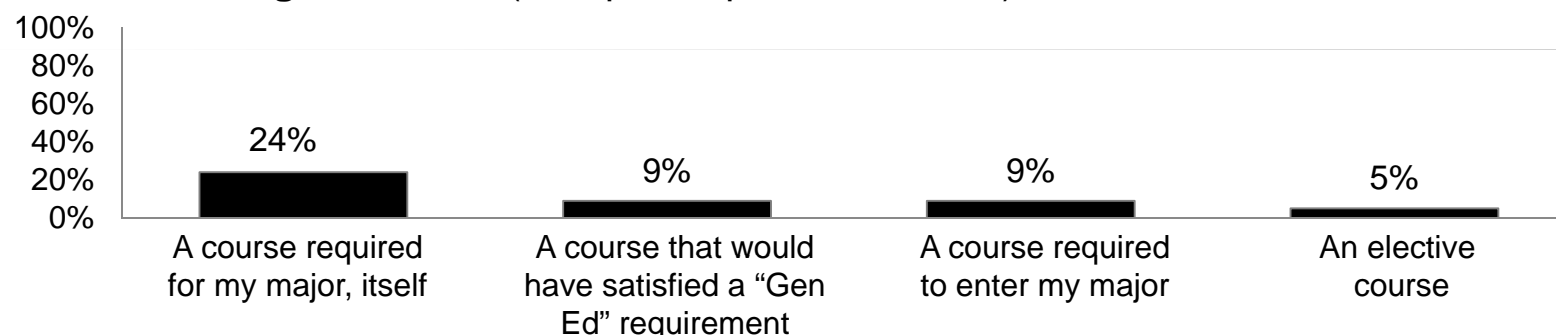
Note: Totals may not equal 100% due to rounding.

# Availability of Courses (Continued)

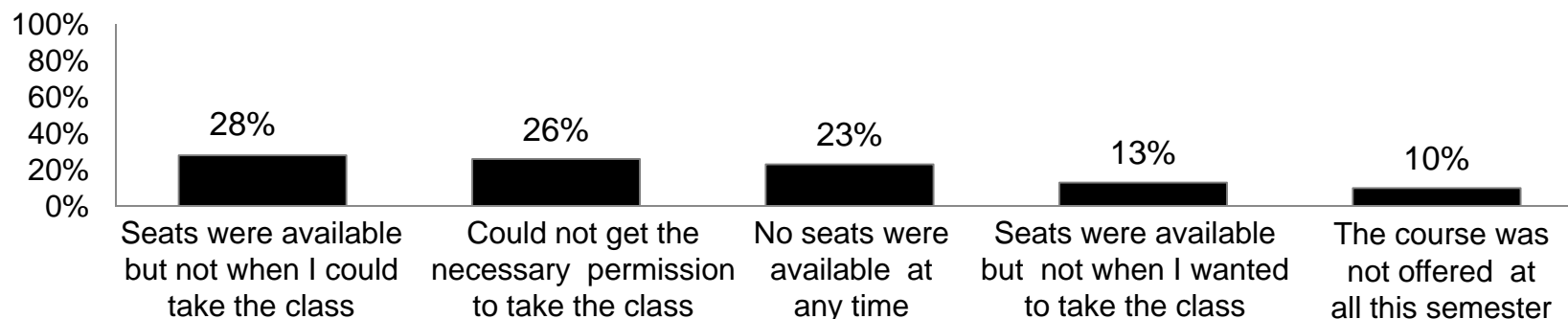
**This semester, were you able to register for every course you wanted to take?**



**I could not register for.... (Multiple responses allowed)**



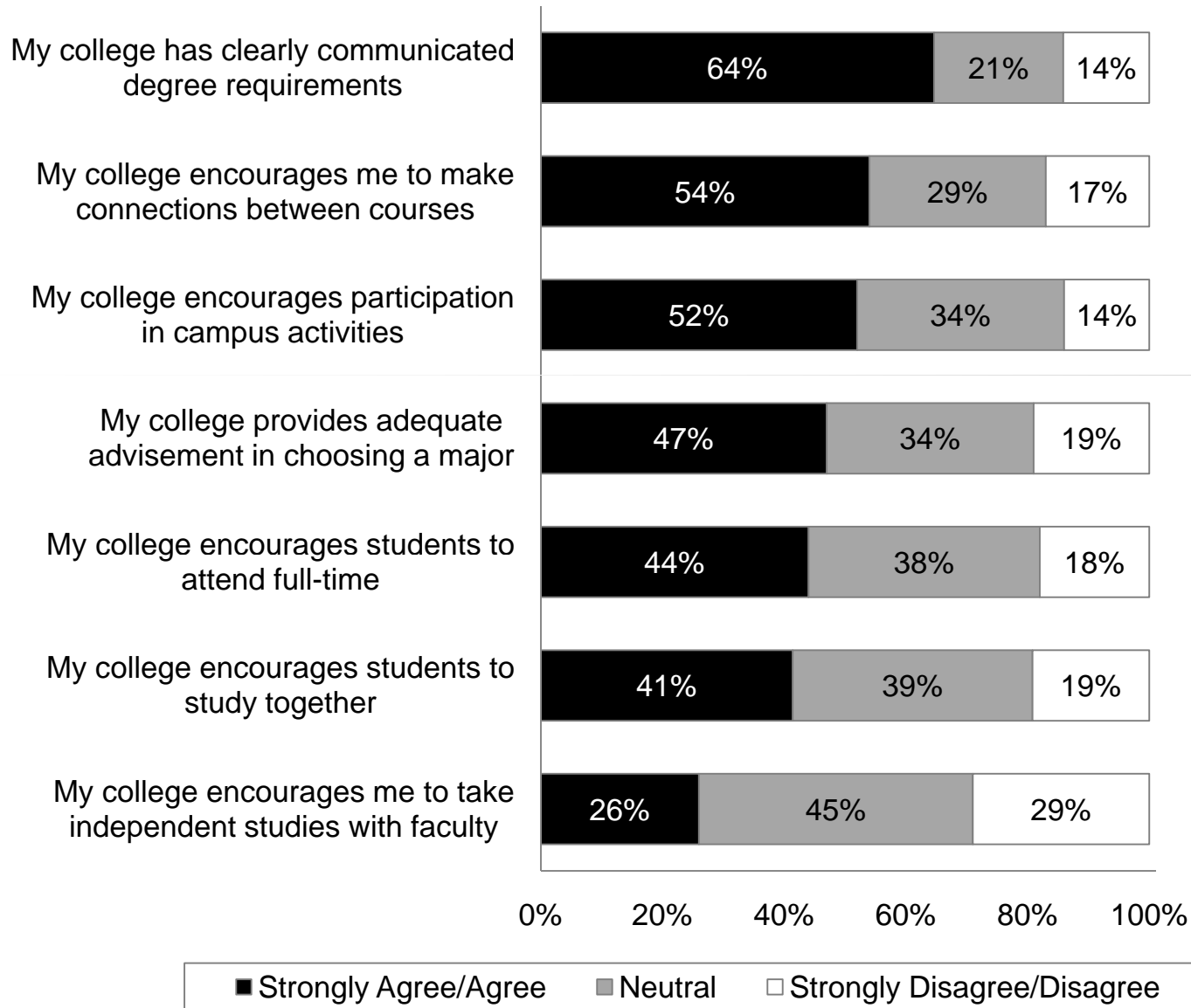
**I was not able to register for the course because...\***



\*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.



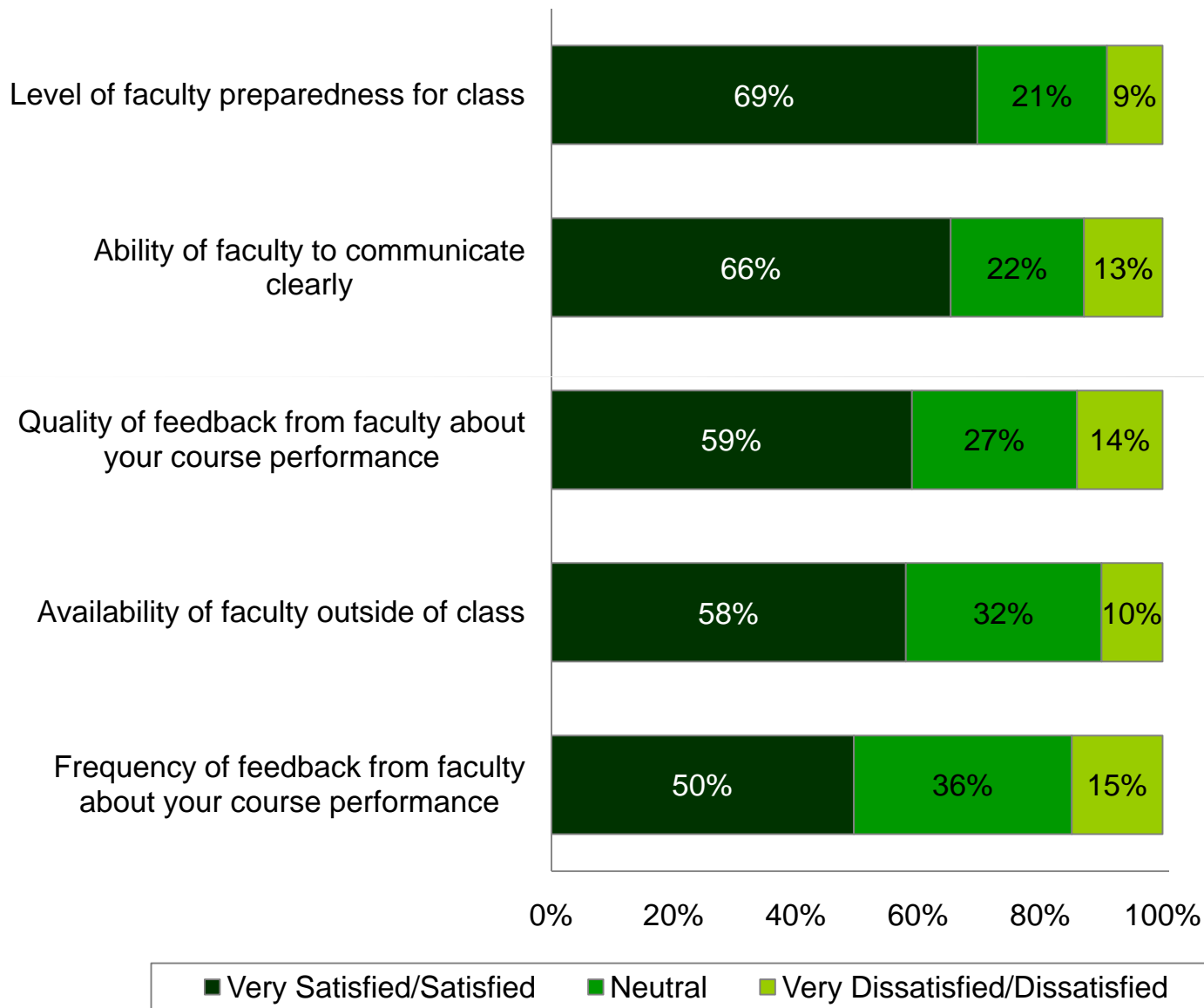
# College Expectations and Experience



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



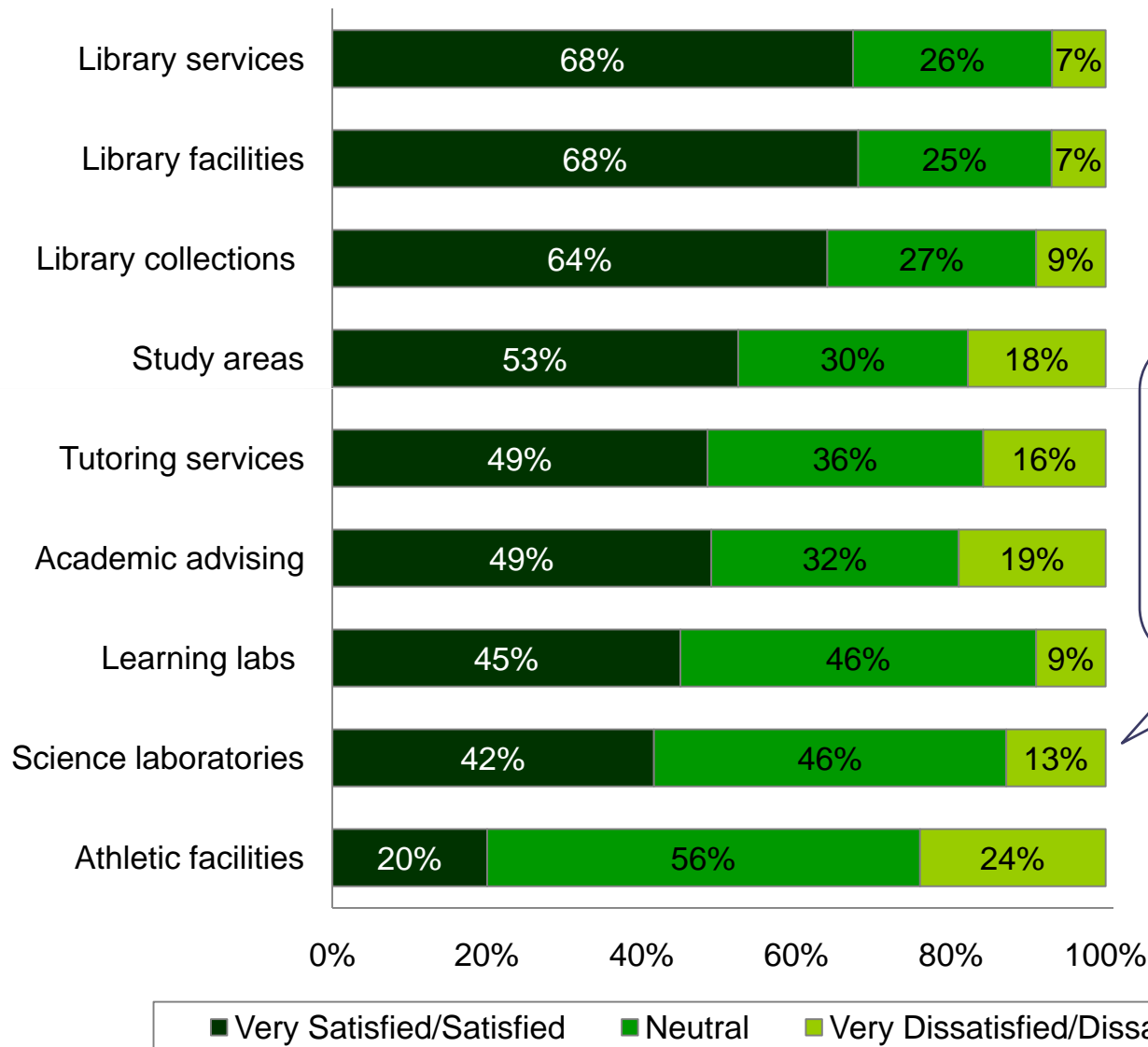
# Satisfaction with Faculty



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



# Satisfaction with Academic Support Services



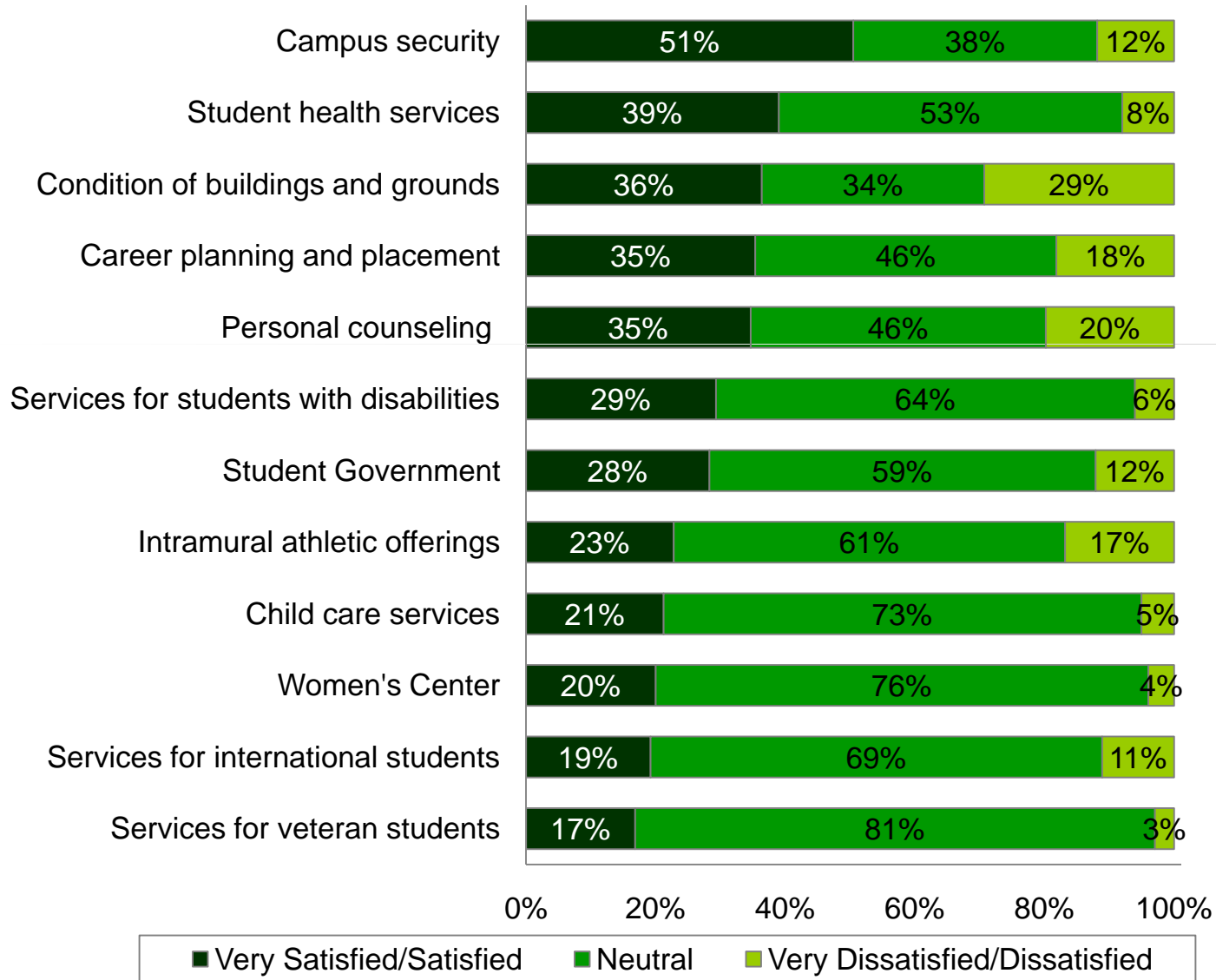
Most students are satisfied with the library.

Nearly 50% of respondents are neutral about the learning and science labs.

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



# Satisfaction with Counseling and Other Student Services

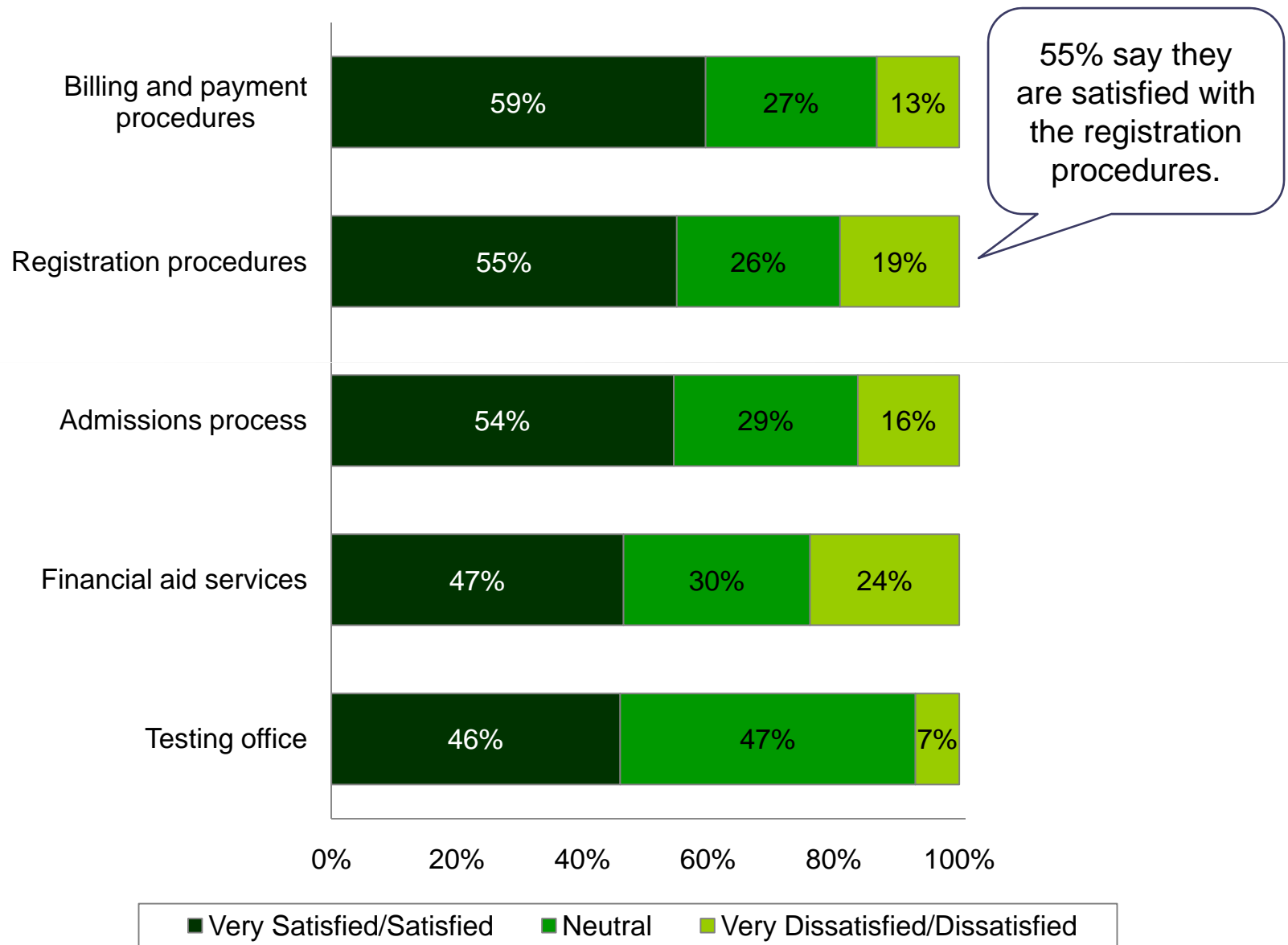


Note: Totals may not equal 100% due to rounding.





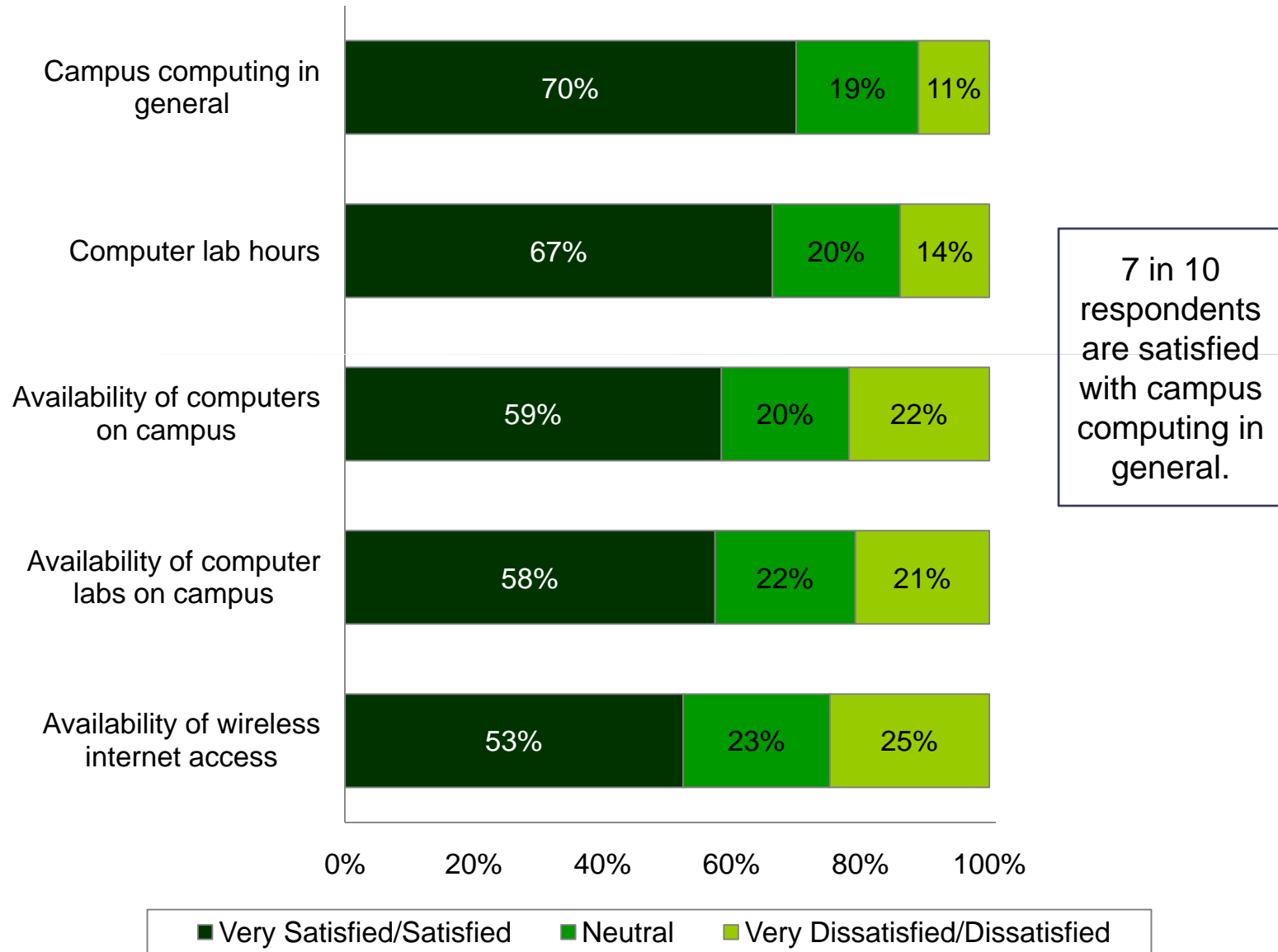
# Satisfaction with Administrative Services



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



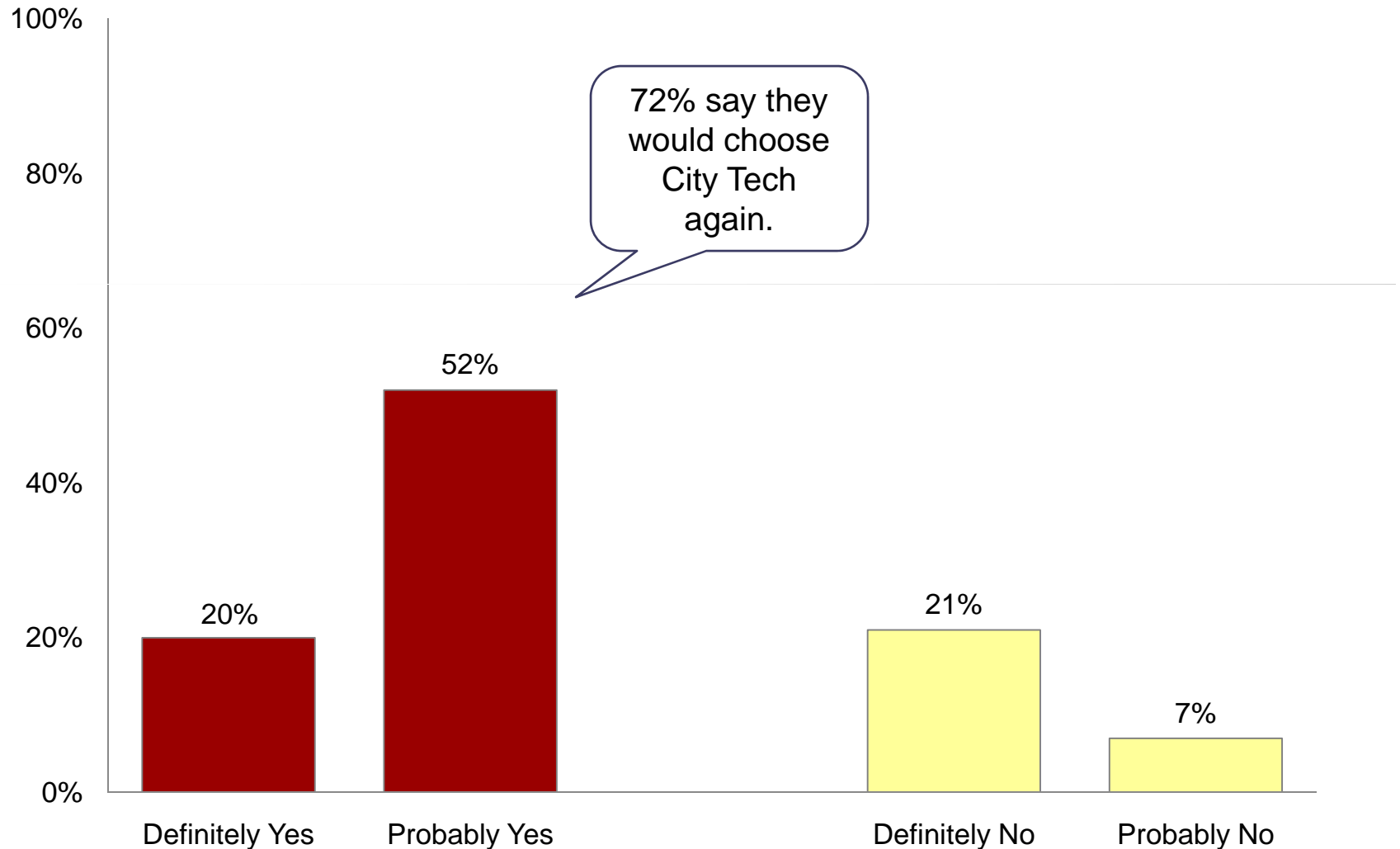
# Satisfaction with Computer Services



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

# Would you choose to attend City Tech

If you could start over, would you choose to attend this college?



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



## Appendix