

BMCC 2016-17 Graduates Survey

Spring 2018



Office of Institutional Effectiveness
and Analytics

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Executive Summary

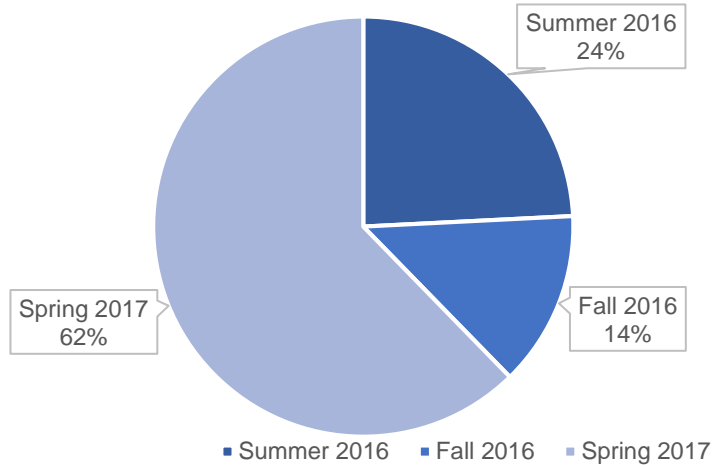
Between September 7 and October 1, 2017, BMCC conducted the annual online survey of all graduates in academic year 2016-2017. Responses were received from 1,052 graduates – about 27% of the total population, a response rate slightly lower than the previous year, when 31% of 2015-16 graduates responded. Of those who responded, 94% would recommend BMCC to friends or relatives and 91% would recommend their major program, which represents virtually no change from last year's survey. However, a four-point decline is observed for a percent of students continuing their education, which was 86% in 2016-17. In addition:

- Varied trends in continued education and employment were observed for BMCC majors: more than 95% of Science, Criminal Justice and Human Services majors' graduates pursue higher degrees, while Accounting, Nursing and Human Services majors are most likely to be currently employed. Nursing graduates are by far most likely to be employed full-time (80%) in their field (60%).
- Among majors other than Nursing, full-time jobs are found by anywhere between a quarter (Communication Studies) and a half (50% for Business Administration and 58% for Business Management) of graduates. Child Care/Early Childhood graduates are most likely to be employed in their field (74% of those employed), in contrast to Criminal Justice (8%) and Liberal Arts (14%).
- Graduates who participated in one of the special programs at BMCC, 37% of the survey sample, report higher satisfaction with almost all aspects of their college experience and perceive increased benefits of college for their life and career.
- While 80% of graduates stated that BMCC prepared them for further study and benefitted their self-improvement and personal growth, only 30% said that BMCC increased their interest in community service and civic participation.

Who Responded?

More than a quarter of the 3,852 BMCC graduates replied to the survey. The highest proportion of responses (62%) came from those who had most recently graduated in spring 2017. Summer 2016 and fall 2016 graduates were somewhat less well represented in the group, with 24% and 14% of responses respectively coming from these populations. Fourteen major programs with at least 60 graduates account for 85% of the total responses. The Human Services majors had the best response rates, with over 40% answering the survey. Conversely, the lowest response rate was for Video Arts and Technology graduates.

Responses by Graduation Term:



Majors with 60 or more Graduates	Response Percent	Response Count	Population	Response Rate
Liberal Arts	28%	296	1230	24%
Criminal Justice	11%	116	439	26%
Business Administration	9%	90	400	23%
Human Services	6%	64	157	41%
Accounting	5%	53	193	27%
Child Care/Early Childhood Education	5%	54	174	31%
Nursing	4%	37	118	31%
Science	4%	45	121	37%
Business Management	3%	33	125	26%
Communication Studies	3%	29	110	26%
Multimedia Programming and Design	2%	17	74	23%
Computer Network Technology	2%	25	75	33%
Computer Science	2%	22	63	35%
Video Arts and Technology	1%	13	62	21%

Further Education and Employment

Almost 86% of the graduates responding to the survey are continuing their education, with 96% of these pursuing a bachelor's degree. Ten students are pursuing another associate's degree, three are seeking a certificate, and sixteen are continuing their education in some other way. Sixty percent of those responding are employed, with about 45% of them on a full-time basis. A noteworthy finding, however, is that among the employed, just over 34% indicated that their current employment was related to their major at BMCC. Among the 14% of graduates who are not currently continuing their

education, 65% are currently employed, and 74% of these are employed full-time. Of those graduates with full-time jobs who didn't continue their education past BMCC, less than a half (47%) work in field related to their major.

Employment Trends for Majors

The chart below is color-coded in stop-light fashion, where the brighter the green the more positive the results and the brighter the red the more negative the result. It displays the summary of responses about continuing education and employment for the BMCC majors which had more than hundred graduates and at least 30 survey respondents.

		Continuing Education	Employed		Employed Full-time	Employed in Major
	N	%	%	N	%	%
Accounting	36	78%	72%	33	52%	49%
Business Administration	66	83%	65%	50	50%	42%
Business Management	22	85%	46%	12	58%	50%
Child Care/Early Childhood Education	40	82%	69%	34	29%	74%
Communication Studies	23	92%	64%	16	25%	38%
Criminal Justice	93	89%	68%	71	44%	9%
Human Services	55	95%	74%	43	54%	40%
Liberal Arts	233	86%	57%	153	37%	14%
Nursing	30	91%	76%	25	80%	60%
Science	41	100%	46%	19	26%	21%
	639	87%	63%	456	44%	30%

It can be observed that while graduates of some majors continue on to higher degrees in very high numbers, such as Science (100%), Human Services (95%), Communication Studies (92%), or Nursing (91%), a significant number of them still participate in the work force. The percent of graduates employed is higher for vocations such as Nursing (76%), Accounting (72%), and Human Services (74%), and the lowest for professions that typically require BA degrees, such as Science (46%). Graduates of popular, but less specialized majors, such as Liberal Arts or Business Managements are also less likely to be employed (57% and 46% respectively), and continue education in lesser but still relatively high numbers (around 85%).

Among the subset of employed, Nursing graduates have by far the highest percentage of full-time jobs, 80%, while less than a third of Science, Communications Studies, and Child Care/Early Childhood Education graduates have full-time jobs. However, while a vast majority of Science (100% and Communication Studies (92%) graduates continues their education, that is the case for just 82% of Child Care majors. At the same time, among the employed graduates, Nursing and Child Care/Early Childhood students are most likely to find employment in their field of study (60% for Nursing and 73% for Child Care). It has to be noted though, that the major breakdowns for employed graduates are based on relatively small samples of responding graduates, and the finer emerging trends for continuing education and employment cannot be reliably generalized from these self-reports.

Overall Satisfaction Levels

The charts below are color-coded in stop-light fashion, where green denotes the more positive of the results, yellow the neutral ones, and red the more negative.

Academic Areas

The strongest satisfaction found was for overall quality of education and teaching quality in their BMCC courses, and for the extent to which the graduates had achieved their educational goals. The fewest number of “very satisfied” responses were related, again, to overall quality of education and teaching quality, as well as to the extent to which they felt their BMCC courses were academically challenging.

Overall Satisfaction assessed for these items:	% Very Satisfied	% Satisfied	% Dissatisfied	% Very Dissatisfied
The teaching quality in your BMCC courses	42%	54%	3%	1%
The extent to which your BMCC courses were academically challenging	32%	63%	4%	1%
Concern shown for you by the BMCC faculty	35%	54%	8%	3%
The advisement you received while at BMCC	40%	41%	12%	7%
Academic support services you used, including tutoring	39%	52%	7%	2%
The extent to which you achieved your educational goals at BMCC	47%	47%	5%	1%
The overall quality of your education in your BMCC courses	46%	49%	3%	1%

Of greater concern is the 18% of graduates who were dissatisfied or very dissatisfied with the advisement they received while at BMCC. While this is still considerably fewer than the 38% of graduates who were “very satisfied,” the expressed dissatisfaction is substantially higher than for any other item.

Participation in Student Life

In terms of their experience as students at BMCC, graduates were most satisfied with the diversity of the College and their feelings of inclusion. 76% of graduates felt that this was applicable to their experience provided a rating. Of these, about a half were very satisfied, with 96% being either satisfied or very satisfied with this aspect of their experience at BMCC. Satisfaction was also relatively high for the leadership development opportunities, and participation in clubs and activities, with 87% and 85% of students respectively satisfied or very satisfied, but rated as applicable to their college experience by smaller proportion (57% and 58%). The area of least satisfaction and least relevance to the students was student government. Less than half (40%) felt that it was applicable to their

experience at the college, and of those, 22% were dissatisfied or very dissatisfied. Satisfaction with their participation in career services was also somewhat low for the graduates, with just 54% feeling that this area was applicable, as well as for off-campus opportunities for civic and community engagement (relevant for only 44%).

% Reporting (% Applicable)	Item Assessed	% Very Satisfied	% Satisfied	% Dissatisfied	% Very Dissatisfied
58%	Your participation in student activities and clubs	35%	54%	9%	2%
54%	Your participation in career services	30%	55%	12%	4%
52%	Your participation in internships or experiential learning	36%	47%	12%	5%
40%	Student government	27%	51%	16%	6%
44%	Opportunities for civic and community engagement off-campus	31%	53%	11%	4%
76%	Diversity and inclusion at BMCC	51%	45%	3%	2%
57%	Leadership development opportunities	38%	49%	10%	4%

Participation in Special Programs

In the 2016-17 Graduates Survey, respondents were asked to identify the special programs offered at BMCC that they have participated in during their path to earning the degree, and the responses indicate that more than a third (396, or 37.6%) of graduates at some point participated in one of the six programs. It should be noted however that students' self-reported program participation may not be hundred-percent accurate, especially when retrospectively identifying programs with similar names or acronyms.

Program	# of graduates	% of total respondents
BMCC Learning Academy	110	11%
ASAP	145	14%
Out In 2	54	5%
College Discovery	56	5%
COPE or EDGE	43	4%
CUNYStart	112	11%

Additional analyses have shown that many graduates report to have participated in several different programs, including some who reported starting in the CUNYStart college readiness program and later also participating in a selective program such as ASAP (29 graduates, or 3%), BLA (26 graduates, 2.5%), or Out in 2 (11 graduates, or 1% of total). The complete survey was also analyzed separately for all six programs, and the program-specific results were disseminated. Considering all 396 graduates who have participated in one or more of the programs as one group, it was found their satisfaction ratings were significantly higher on almost all survey items compared to remaining 656 graduates who did not participate in any of the special programs. The special programs graduates have also rated the benefits of their college experiences more highly and were more likely to continue their education than the students who did not participate in any of the programs. Some of the very

few dimensions on which special programs' graduates did not significantly differ from the rest of the student population include the satisfaction with teaching quality in their courses and the perception of diversity and inclusion at BMCC.

Benefits of BMCC Experience Identified

The greatest benefit, selected by 79% of the BMCC Graduates who responded to the survey, was that BMCC prepared them for further study, along with “self-improvement and personal growth,” which was seen as a benefit by the same proportion the graduates. Other benefits identified by 60% or more of the graduates include:

- provided the foundation for intellectual growth,
- increased understanding and appreciation of people from different ethnic and cultural groups, and
- increased appreciation for life-long learning.

Just over 30% of the graduates identified an increased interest in community service and civic participation as a benefit gained from attending BMCC.

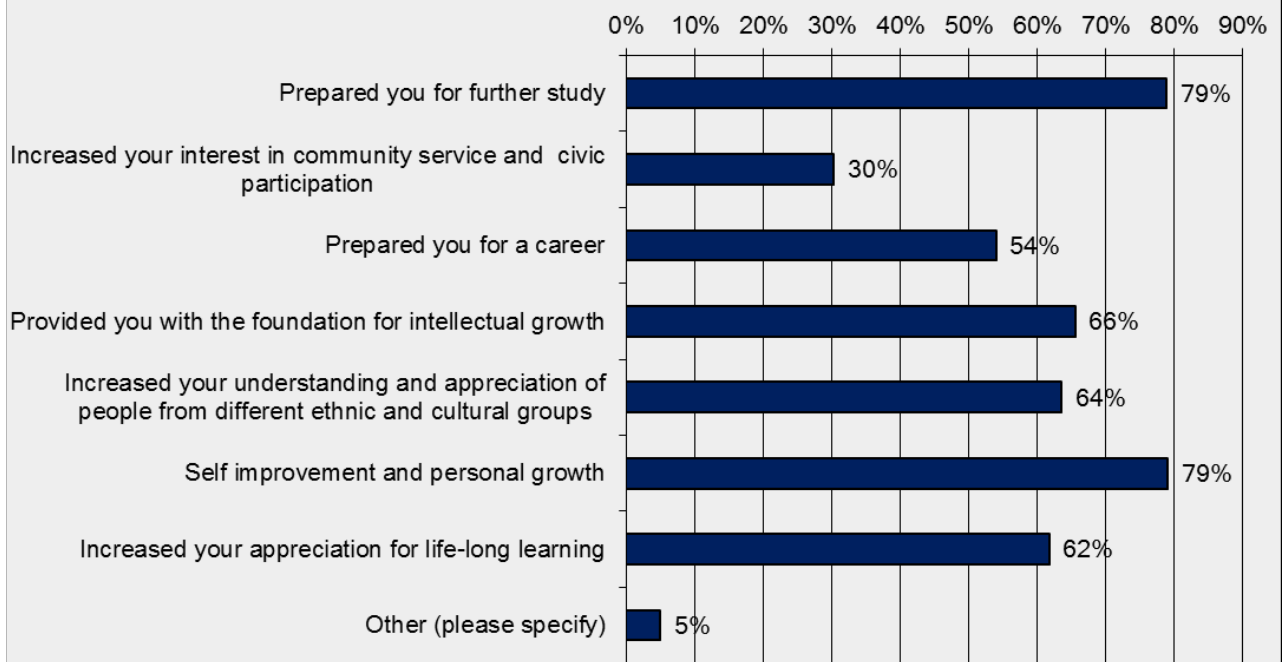
Among the other benefits identified by graduates in the open-ended “other” response choice were increased confidence, increased appreciation for education, and regaining a positive outlook on life. Selected statements include:

- “Teachers help me build a strong confidence in myself”
- “Provided me the opportunity to raise my GPA and transfer to a different college”
- “Unbelievably great amount of diverse opportunities”
- “overall really motivated me to keep moving forward on my career path”

Some students used this space to complain. Twelve students felt “nothing” was good about the school or had negative comments about their experience.

- “Could improve really had a hard time I felt like it was high school all over again”
- “Learned the college is only here to take my money, not help me as a student”

How Experiences at BMCC Benefited Graduates (Graduates Selected Multiple Responses)



What is Best about BMCC?

Test analysis was performed on students' answers to open-ended question where a number of themes were identified in responses. The table below shows the number and percent of responses which can be classified under each of the six prominent categories.

Category	Count	Percent
1. Faculty / Teaching	235	36%
2. Help and Caring	108	17%
3. Campus location	92	14%
4. Diversity	78	12%
5. Staff/Administration	47	7%
6. Environment	36	6%

Over a third of students (36.1%) who answered the open-ended question, "What did you like most about attending BMCC?" spoke positively about their professors and their teaching, often naming individual professors and courses in their remarks. One, after naming several faculty noted, "The

personal attention I received from my department, was the deciding factor.” Some had more general comments about the faculty or teaching overall.

- “The professors were personable and encouraged student participation. A vast majority of my professors taught their courses in an understandable, steady paced manner.”
- “[A] Few of my professors were very inspired and influential about the teaching us the bases in order to keep growing our intellectual. I thank the political theory, philosophy, social sciences, arts, for being influential in the beginning of college”
- “The flexibility of schedule and the highly professional professors”
- “The professors have definitely helped me grow as not only as a student, but as a person contributing to the world.”
- Another prominent dimension, identified in almost 17% of graduates’ responses is identified as Help and Caring, where typical responses stress human dimension and empathy present in their college experience:
 - “The way teachers and advisors helped out the best they could. You didn't feel as though you were lost and knew which classes were necessary to take.”
 - “I like how many professors care about you and give students advice”
 - “The way the advisors cared. People were friendly and staff was too.”
 - “One thing I liked about BMCC was how everyone was friendly and ready to help me.”

Fourteen percent of the students expressed appreciation for the location of this college, largely due to subway lines, convenience to work, local stores and other services. For example:

- “The school is located in a strategic place in Manhattan, accessible by public transport. The school runs class throughout the week (7 days) which help students to work and the same time attend classes. The class rooms are spacious and comfortable seats. Scholarships are available for smart and determined students. The buildings are beautiful and clear view. It's spectacular school.”

About 12% of the respondents indicated that the diversity of the student body and faculty at BMCC was one of the things they liked best. As one student put it: “The diversity of the student body and the array of perspectives that brings to class discussions is just as valuable as the material taught by the professors.”

Additionally, more than 5% of the respondents said that the environment at BMCC was good for them. Typical comments included:

- “Fiterman Hall was the best building ever, I enjoy the BMCC environment including most of my professors. I also enjoyed working in the LRC lab as a work study student overall amazing experience.”
- “Very nice professors in a safe and comfortable environment.

More than 7% of the respondents mentioned positive experiences in their interactions with the staff and administration at BMCC. One student wrote: “[...]the professors and staff was wonderful, they encouraged me to overcome my fears of thinking that I was not able to succeed and with their help I was able to graduate and believe that all things in life is possible once you put your mind to it.”

Suggestions for Improvement

Fewer students answered this question about improvement (52%) than had responded to the previous question about what they liked most in their experience at BMCC (62%). About 8% of the respondents felt only positively about their experiences at BMCC as indicated by their responses that there is “nothing to change” or through general positive comments. Of the more specific ones, the most common response related to courses offered, which for almost 100 graduates (18%) was an area of concern. A number of comments relate to scheduling (“more flexibility with the class schedules”; “closer class schedules”; “There should be more early classes and late classes.”). Other responses inconclusively comment on online courses, criticizing (“Better online courses that are more engaging rather than just "busy work"”) or praising them (“more online courses”).

Category	Count	Percent
1. Courses Offered	97	18%
2. Issues with Faculty	78	14%
3. Advisement	52	9%
4. Facilities	44	8%
5. General Positive	43	8%
6. Issues with Staff	37	7%
7. Clubs and Activities	21	4%

About 14% of the graduates complained about some aspect of the campus facilities or the food. The elevators at the Murray Street building were often mentioned, as well as restrooms, computer labs, study spaces, and cafeterias.

The categories of “Issues with Faculty” (14%) and “Issues with Staff” (7%) cover a range of complaints, sometimes expressed quite vehemently, about wanting more respect, more competence, or more communication with faculty or with staff and administration. Some examples are given here:

- “The people working in Fiterman cafe were the meanest people i ever met sometimes they honestly broke my spirit. Some teachers were also incredibly terrible, I question why are they even professors ...”
- “There are some inexcusably incompetent professors teaching there that I personally feel robbed me of an education.”
- “Better professors for major classes. Especially for Math, Physics & Computer Science.”
- “The teaching staff. Some didn't care and made the course easy and not make it possible to learn and absorb the information.”

- “BMCC employees MUST be well informed about the school, their job and responsibilities.”

One area singled out by almost ten percent of graduates was advisement, whether its availability (“More academic advisers so the students can have more time to speak with their advisers whenever they have questions”, “More hands-on advisement!”) or quality (“I was advised incorrectly a few times.”, “The advisement system at BMCC is one of the worse I have ever seen.”)

Finally, graduates wanted more information and more flexible time to participate in clubs, sports and other activities. Some students seemed to regret that had not known of the clubs and activities (“Post more about major opportunities and school events on blackboard.”), or suggest they be held at different times (“More club and extra-curriculum meetings in the evenings to be more inclusive of working adults”), and some graduates even presented their own creative solutions (“I would introduce a cocktail social for each major one per semester, to promote familiarity with all the professors in that discipline.”)

Appendix A

Survey Questions

1. What term did you graduate?

- summer 2016
- fall 2016
- spring 2017

2. What was your major?

- (Drop down list with all current majors, plus “other (specify)” for older majors

3. Would you recommend your BMCC major program to friends or relatives?

- Yes/No

4. Would you recommend BMCC to friends or relatives?

- Yes/No

5. Please indicate if you participated in any of the following programs (Yes/No):

BMCC Learning Academy or Freshman Learning Academy

ASAP

Out in 2

College Discovery (CD)

COPE or EDGE

CUNYStart

Other (please specify)

6. How satisfied you were overall with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
The teaching quality in your BMCC courses				
The extent to which your BMCC courses were academically challenging				
Concern shown for you by the BMCC faculty				
The advisement you received while at BMCC				
Academic support services you used, including tutoring.				
The extent to which you achieved your educational goals at BMCC				
The overall quality of your education in your BMCC courses				

7. How satisfied were you overall with:

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Not applicable
Your participation in student activities and clubs.					
Your participation in career services.					
Your participation in internships or experiential learning.					
Student government.					
Opportunities for civic and community engagement off-campus.					
Diversity and inclusion at BMCC.					
Leadership development opportunities.					

8. Do you feel your experiences while you were at BMCC benefited you in any of the following ways? (Mark all that apply.)

- Prepared you for further study
- Increased your interest in community service and civic participation
- Prepared you for a career
- Provided you with the foundation for intellectual growth
- Increased your understanding and appreciation of people from different ethnic and cultural groups
- Self-improvement and personal growth
- Increased your appreciation for life-long learning
- None of the above

9. Are you currently continuing your education?

- Yes
- No

If Yes only:

10. At what level?

- Bachelors
- Associate
- Certificate
- Other

11. Are you currently employed?

- Yes
- No

If Yes only:

12. Are you employed full-time or part time?

- Full-time (35 or more hours per week)
- Part-time (less than 35 hours per week)

13. Is your employment related to your major at BMCC?

- Yes
- No

14. What did you like most about attending BMCC? Please, provide one or two examples.

15. What changes at BMCC would have improved your experience? Please, provide one or two examples.

Appendix B. Open-ended Questions: Word Clouds

Q14 What did you like most about attending BMCC? Please, provide one or two examples.



Q15 What changes at BMCC would have improved your experience? Please, provide one or two examples

