

Survey of BMCC Graduates

2015-16 Academic Year



Office of Institutional Effectiveness
and Analytics

November 29, 2016



BMCC 2015-16 Graduates Survey

Office of Institutional Effectiveness and Analytics

Executive Summary

Between September 26 and October 25, 2016, BMCC conducted an online survey of all graduates in academic year 2015-2016. Responses were received from 1,175 graduates – about 31% of the total population. Of those who responded, 95% would recommend BMCC to friends or relatives and 91% would recommend their major program. Over 90% are currently continuing their education, and among these, 97% are pursuing a bachelor's degree. In addition:

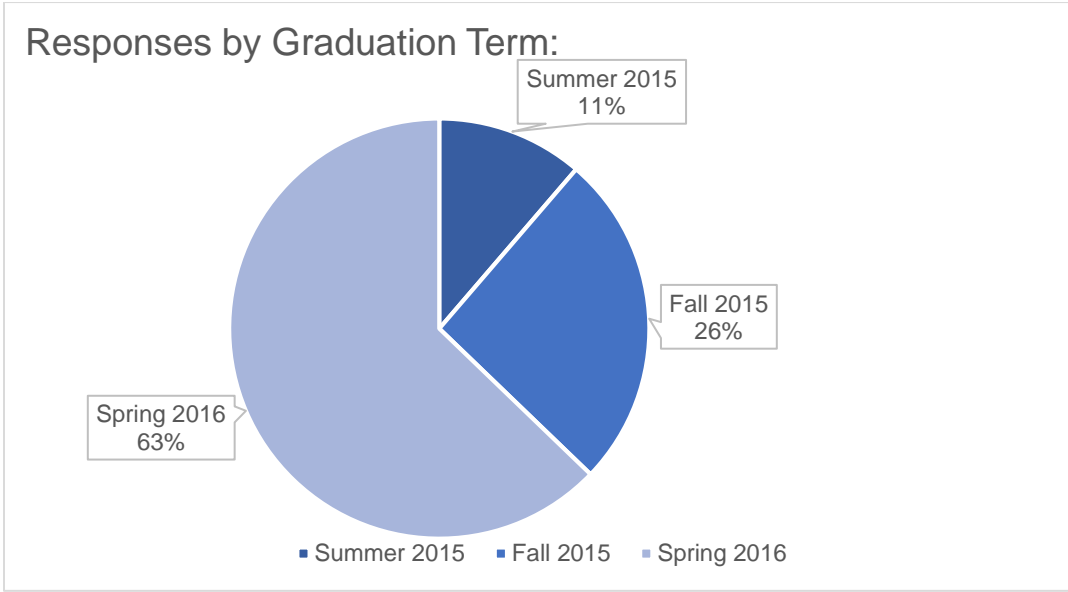
- 80% said that BMCC prepared them for further study versus 50% who said that BMCC prepared them for a career.
- 73% said that their experiences at BMCC benefitted them in terms of self-improvement and growth, 64% said that BMCC provided them with a foundation for intellectual growth, and 60% said that BMCC increased their appreciation for life-long learning.
- 62% said that BMCC increased their understanding and appreciation of people from different ethnic and cultural groups, but just 27% said that BMCC increased their interest in community service and civic participation.

Who Responded?

Nearly 1/3 of the 3,748 BMCC graduates replied to the survey. The best response rate (38%) and the largest number of responses (738) came from those who most recently had graduated in spring 2016. Summer 2015 and fall 2015 graduates were somewhat less well represented in the group, with response rates of 23% and 25% respectively from these populations.

Fourteen major programs with at least 60 graduates account for 88% of the total responses. Science program majors had the best response rates, with over 50% answering the survey. Conversely, the lowest response rate was for Computer Network Technology graduates.

The survey maintained a strong completion rate, with at least 1,000 responses for each question that applied to all graduates. Additionally, well over 650 individuals responded to the questions that were only shown to specific subgroups or that asked for open-ended answers. A chart of response counts by question is available in Appendix A.



Majors with 60 or more Graduates	Response Percent	Response Count	Population	Response Rate
Liberal Arts	30%	357	1244	29%
Business Administration	11%	124	449	28%
Criminal Justice	12%	139	435	32%
Accounting	7%	76	195	39%
Human Services	5%	55	177	31%
Child Care/Early Childhood Education	5%	61	166	37%
Business Management	3%	39	124	31%
Nursing	3%	34	116	29%
Communication Studies	3%	32	84	38%
Science	3%	39	77	51%
Video Arts and Technology	2%	23	74	31%
Multimedia Programming and Design	2%	24	71	34%
Computer Network Technology*	1%	10	65	15%
Writing and Literature	2%	23	62	37%

** 5 more respondents reported being Computer Operations major, an older form of the Computer Network Technology program. If these are among the 65 graduates in Computer Network Technology, the response rate would increase to 23%.*

Further Education and Employment

Just over 91% of the graduates responding to the survey are continuing their education with 97% of these are pursuing a bachelor's degree. Eleven students are pursuing another associate's degree, six are seeking a certificate, and ten are continuing their education in some other way. Almost 65% 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 28% indicated that their current employment was related to their major at BMCC.

Among the 9% of graduates who are not currently continuing their education, 71% are currently employed, and 70% of these are employed full-time. About half of those work are in a field related to their major, but the numbers are too small to draw any conclusions or identify any trends.

Overall Satisfaction Levels

The survey included a 4-point overall satisfaction scale for seven items normally applicable to all graduates. The choices were Very Satisfied, Satisfied, Dissatisfied, and Very Dissatisfied. Looking at both the percent who reported being “very satisfied” as well as the percent who were either “dissatisfied” or “very dissatisfied” provides a convenient summary of the areas where BMCC is doing well and where improvements are needed.¹

Academic Areas

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








Overall Satisfaction assessed for these items:	% Very Satisfied	% Dissatisfied or Very Dissatisfied
The teaching quality in your BMCC courses	45%	4%
The extent to which your BMCC courses were academically challenging	35%	6%
Concern shown for you by the BMCC faculty	37%	12%
The advisement you received while at BMCC	39%	20%
Academic support services you used, including tutoring	38%	10%
The extent to which you achieved your educational goals at BMCC	47%	6%
The overall quality of your education in your BMCC courses	45%	4%

¹ All other responses are “satisfied.”

Still, there were few graduates who considered themselves dissatisfied with this aspect with the majority being “satisfied.” Of greater concern is the 20% of graduates who were dissatisfied or very dissatisfied with the advisement they received while at BMCC. This is still considerably fewer than the 39% of graduates who were “very satisfied,” however, the percentage is substantially higher than for any other item.

Participation in Student Life

In other areas, BMCC graduates were most satisfied with the diversity of BMCC and their feelings of inclusion. 80% of graduates felt that this was applicable to their experience and rated it; of these, almost half were very satisfied with 94% being either satisfied or very satisfied with this aspect of their experience at BMCC. Satisfaction was also relatively high for the leadership development opportunities on campus, rated as applicable to their college experience by 61% of the students, with 85% either satisfied or very satisfied. The area of least satisfaction and least relevance to the students was student government. Less than half (46%) felt that it was applicable to their experience at the college, and of those, more than 25% were dissatisfied or very dissatisfied. Satisfaction with their participation in career services was also somewhat low for the graduates, with only 56% feeling that this area was applicable.

% Reporting (% "Applicable")	Item assessed	% Very Satisfied	% Dissatisfied or Very Dissatisfied
 59%	Your participation in student activities and clubs	34%	15%
 56%	Your participation in career services	29%	20%
 57%	Your participation in internships or experiential learning	34%	21%
 46%	Student government	29%	26%
 51%	Opportunities for civic and community engagement off-campus	31%	19%
 80%	Diversity and inclusion at BMCC	47%	6%
 61%	Leadership development opportunities	38%	15%

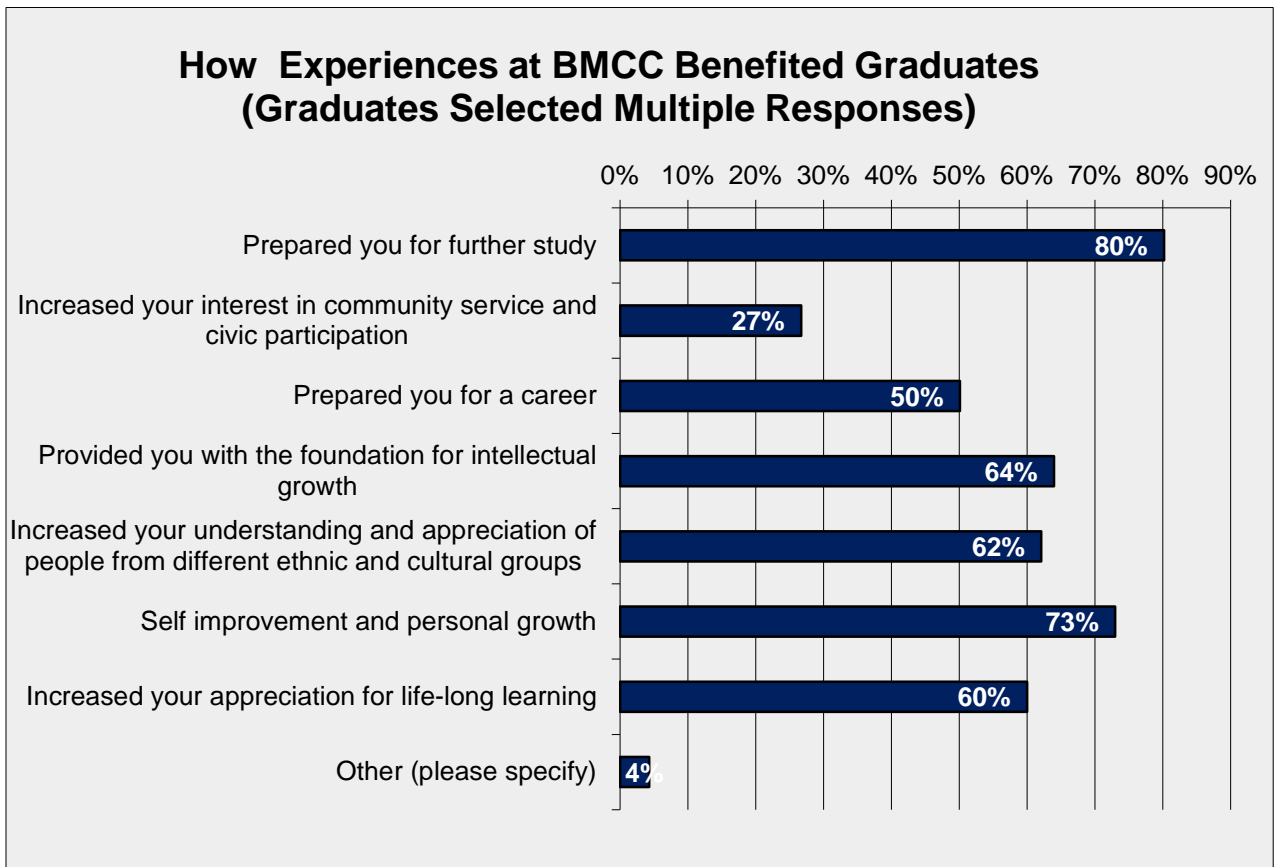
Benefits of BMCC Experience Identified

The greatest benefit, selected by 80% of the BMCC Graduates who responded to the survey, was that BMCC prepared them for further study. “Self-improvement and personal growth” was seen as a benefit by 73% of 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 25% 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”

What is Best about BMCC?

Over 41% of the students 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, “They are excellent professionals, and truly inspire students.” Some had more general comments about the faculty or teaching overall. Some comments include:

- “Most of the professors were very helpful and ready to help if I had questions.”
- “Caring professors, I actually came across two professors that was really compassionate towards me and concerned about my successes beyond BMCC”
- “the way the professors took time to teach and the hours of classes was great”
- “Small classes, attentive professors.”

Category	Count	Percent
1. Faculty / Teaching	302	41.1%
2. Diversity	79	10.8%
3. Getting Help	78	10.6%
4. Location	78	10.6%
5. Environment	76	10.3%
6. Staff / Administration	45	6.1%
Subtotal	658	89.5%

About 11% 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. It was a great opportunity to meet people with broad imaginations, people from other countries, conversing with those who had a different perspective and exchanging those ideas....”

More than 10% of the respondents indicated that they could get help for their special needs at BMCC. The same number appreciated the location of this college, largely due to subway lines, convenience to work, local stores and other services. Additionally, more than 10% of the respondents said that environment at BMCC was good for them. Typical comments included:

- “I love the atmosphere and the professors. Felt like second home to me.”
- “BMCC was safe and I felt comfortable at the campus....”

More than 6% of the respondents mentioned positive reactions in their interactions with the staff and administration at BMCC. One student wrote: “Library: I found lots of resources to complement my classes and very knowledgeable and helpful staff at the information desk. I also used the tutors who did great job helping understand my work.”

Suggestions for Improvement

Fewer students answered this question about improvement than had responded to the previous one about what they liked most in their experience at BMCC. About 18 % 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. Excluding these, the most common response related to academic advisement. Over 100 graduates mentioned this as an area of concern. Many of them simply stated: “Better advisors!” to express their opinion. Other comments include:

- “Academic Advisement needs to be a more approachable team and process. It was hard and un-involved. People in that office were full of attitude and it was NOT a positive experience”
- “more communication with my adviser and more information about jobs related to my major.”

Category	Count	Percent
1. General Positive or “Nothing” to Change	116	17.7%
2. Advisement	111	17.0%
3. Facilities & Cafeteria	68	10.4%
4. Issues with Faculty	66	10.1%
5. Issues with Staff	53	8.1%
6. Students’ Clubs, Sports, Activities	45	6.9%
7. Scheduling / Courses Offered	37	5.7%
Subtotal	491	75.0%

About 10% of the graduates complained about some aspect of the campus facilities or the food. The elevators at the Murray Street building were mentioned, as was the need for more quiet space to study.

The categories of “Issues with Faculty” and “Issues with Staff” 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:

- “Most of the teachers know the information but can not teach it where the students can understand. This is a big problem. The teachers should be evaluated before teaching to students. We pay money to learn and if, the teacher can not teach us, than it's all for nothing.”
- “Faculty should be more understanding and knowledgeable in their fields.”
- “Some of the professors (esp. those who teach the weekends classes) did not really teach us. It was clear they never prepared for lectures, classes were often disorganized and it was very hard to understand them because of their accent. (I usually have no problem with that but there were a couple of professors that were very difficult to understand)....”
- “The departments and staff members should be more communicative in order to direct the student to the right place.”
- “Services faculty (bursar, advisement, etc.) Are very rude and do not care for the well-being of students”

Graduates wanted more information and more flexible time to participate in clubs, sports and other activities, including 5 who mentioned the long-under-construction pool. (“Get this pool going, already!” was one of these.) Some students seemed to regret that they had not taken more advantage or had not known of the clubs and activities.

- “Being more involved in Clubs would have changed my experience for the better.”
- “I would have liked to been a part of political programs to expand my knowledge and be more informed on today's politics.”

Finally, some of the graduates reported about difficulties in getting enough courses or programs or in finding them at times when they could take them.

- Maybe more classes, they close so quickly once registration open up.
- “....would like there to be more night classes”

Appendix A

Survey Questions and Response Counts per Question

1. What term did you graduate?

- summer 2015
- fall 2015
- spring 2016

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. 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				

6. 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.					

7. 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

8. Are you currently continuing your education?

- Yes
- No

If Yes only:

9. At what level?

- Bachelors
- Associate
- Certificate
- Other

10. Are you currently employed?

- Yes
- No

If Yes only:

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

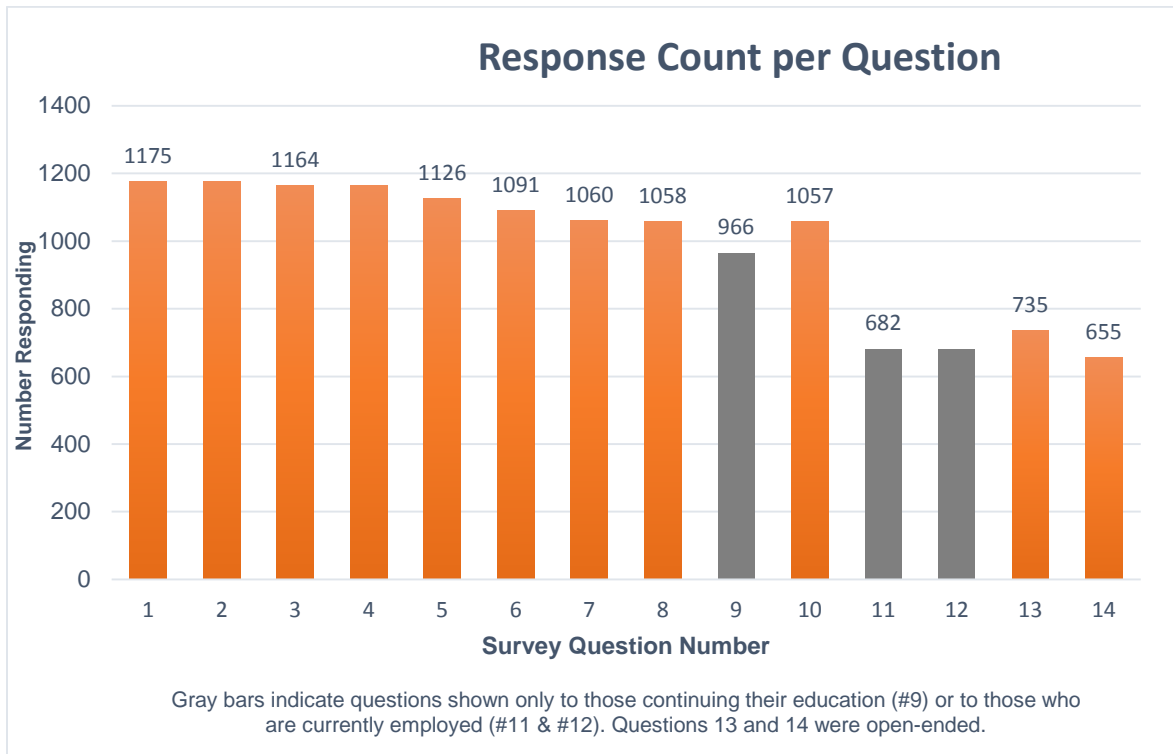
- Full-time (35 or more hours per week)
- Part-time (less than 35 hours per week)

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

- Yes
- No

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

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



Appendix B. Open-ended Questions: Word Clouds

Q13 What did you like most about attending BMCC? Please, provide one or two examples.

Answered: 735 Skipped: 440

Tutoring Small Classes Nice Work Schedule Program
Meeting New People Faculty Clean Environment
Clubs Liked Computer Labs Students
Convenient Professors Resources
BMCC Met Location Assist Teachers
Future Opportunities Tuition Courses Flexible Hours
Teaching Atmosphere

Q14 What changes at BMCC would have improved your experience? Please, provide one or two examples

Answered: 655 Skipped: 520

Financial Aid Tuition Opportunities Main Building
Study Professional Clubs Schedule Courses
Writing Professors Understanding
BMCC Career Students Little
Advisement Cafeteria Staff Moment
Advisors Senior College Tutoring Pool
Teachers Bursar Office Murray Building Internship