2019 SUNY STUDENT OPINION SURVEY

Suffolk County Community College

Executive Summary Narrative

May 29, 2019
Submitted by Jeffrey M. Pedersen, Ed. D.
Vice President for Planning and Institutional Effectiveness

Suffolk County Community College (SCCC) participated in the 2019 SUNY Student Opinion Survey, which was administered to SUNY community colleges in the spring of 2019. The survey was administered by ACT, the testing service contracted to administer the survey by SUNY, between April 2 and May 6, 2019. SCCC provided email addresses for all students over the age of 18 to ACT. ACT directed that a total of about 400 student responses would provide a representative sample. A total of 806 students responded to the survey. Some students did not answer every question. SCCC received a Summary Report from ACT on May 23, 2019. A comparative report, which will compare SCCC's responses to that of all other participating SUNY community colleges and with 5 peer SUNY community colleges, will be distributed in August 2019.

The survey consisted of five (5) areas:

- College Impressions
- College Services and Facilities
  - o Level of Satisfaction with College Services and Facilities
- College Programs and Experiences
  - o Level of Satisfaction with College Programs and Experiences
  - o Impediments or Obstacles to Success at the College
  - o Frequency of Academic Experiences
- College Outcomes
  - o College Contribution to Growth and Learning
- Background Information and Plans

Data provided: Frequencies of responses to questions for each question and questions ranked by average frequency of response, the average response score, number of responses, number of "blanks" (no response), and standard deviation for each average score.

The following narrative is intended to provide highlights of the Summary Report. The full report can be accessed on the SCCC Office of Planning and Institutional Effectiveness webpages.

- **College Impressions**

When asked:

➢ **If you could start over, would you choose to attend this college again?** Of the 806 participants, 654 students responded either "definitely yes" or "probably yes" (81.1%); 73 students responded "probably no" or "definitely no" (9.1%); the remaining 77 students were "uncertain" (9.6%). Two (2) students left the question blank.

➢ **Has this college helped you meet your goals?** Of the 806 participants, 597 responded either "definitely yes" of "probably yes" (74.1%); 60 responded either "probably not" or "definitely not" (7.4%); and 143 were "uncertain" (17.7%). Six (6) students left the question blank.

➢ **Comparing cost to quality, is the college a good value?** Of the 806 participants, 688 responded either "definitely yes" or "probably yes" (85.4%); 39 responded "probably no" or "definitely no" (4.8%); 79 were "uncertain" (9.8%). All students answered this question.

- ➢ **Has it been difficult to finance your college education?** Of the 806 participants, 312 responded "definitely yes" or "probably yes" (38.7%); 384 responded "probably no" or "definitely no" (47.6%); 108 were "uncertain" (13.4%). Two (2) students left the question blank.

- ➢ **Before you enrolled, what was your impression of the quality of education at this college?** Of the 806 participants, 229 responded either "very high" or "high" (28.4%); 446 responded "average" (55.3%); 130 responded either "low" or "very low" (16.1%). One (1) student left the question blank.

- ➢ **Since you enrolled, what is your impression of the quality of education at this college?** Of the 806 participants, 323 responded with "very high" or "high" (40.1%); 233 responded "average" (27.7%); 49 responded either "low" or "very low" (6.1%). One (1) student left the question blank.

- ➢ **How satisfied are you with this college overall?** Of the 806 participants, 637 responded either "very satisfied" or "satisfied" (79%); 121 responded "neither satisfied nor dissatisfied" (15%); 48 responded with "dissatisfied" or "very dissatisfied" (6%). All students answered this question.

- • **College Services and Facilities**
  - o **Level of Satisfaction with College Services and Facilities**

Participants were asked to score their level of satisfaction with 28 college services or facilities using a five-point scale: "Very satisfied (5)," "Satisfied {4}," "Neither satisfied nor dissatisfied (3)," "Dissatisfied (2)," "Very dissatisfied (1)." "Did not use or not applicable" responses are not included in average scores. (These numbers, however, are available in the full report.)

Four (4) services/facilities received average scores of 4.0 out of 5 or above:

- ➢ Library resources and library services (4.19)
- ➢ Diversity, equality, and inclusion services (4.05)
- ➢ Learning center services (4.03)
- ➢ Availability of computers when you need them (4.03)

Fifteen (15) services/facilities received average scores of between 3.70 – 3.99 out of 5:

- ➢ Availability of study space (3.97)
- ➢ Campus signage/finding your way around campus (3.96)
- ➢ Computer/technology support services (3.91)
- ➢ College tutoring services (3.90)*
- ➢ Course registration process (3.90)
- ➢ Availability of advising tools (such as DegreeWorks) (3.88)
- ➢ Student health services (3.84)*
- ➢ Billing and payment process (3.81)
- ➢ Athletic facilities (3.79)*
- ➢ General condition of buildings and grounds (3.78)
- ➢ College bookstore services (3.74)
- ➢ Campus center/student union (3.74)*

- ➢ Financial aid services (not the amount of aid) (3.72)
- ➢ Classroom facilities (3.72)
- ➢ Availability of power sources for my technology (3.71)

Nine (9) services/facilities received average scores below 3.70 out of 5:

- ➢ Ease of transferring credit to this college (3.68)*
- ➢ College security services (3.67)
- ➢ Internet access (including wireless) (3.67)
- ➢ Availability of academic advisor(s) (3.66)
- ➢ Job search assistance (3.62)*
- ➢ Information provided by academic advisor(s) (3.60)
- ➢ Transfer planning services (3.55)*
- ➢ College food services (3.30)
- ➢ Parking facilities (3.16)

Note: Services/facilities marked with * --indicates high numbers of "did not use or not applicable" responses.

- • **College Programs and Experiences**
  - o **Level of Satisfaction with College Programs and Experiences**

Four (4) areas were addressed in this section: Academic Experience, College Information, Student Life, and Campus Culture and Environment.

Academic Experience (8 items)

Four (4) areas received average scores above 3.75 out of 5:

- ➢ Class size (4.12)
- ➢ Overall quality of instruction (3.90)
- ➢ Availability of honors opportunities (classes, projects, PTK, etc.) (3.82)*
- ➢ Availability of instructors outside of class (3.76)

Four (4) areas received average scores below 3.60 out of 5:

- ➢ Availability of international learning opportunities (3.59)**
- ➢ Availability of internships or other out-of-classroom learning experiences (3.54)**
- ➢ Availability of courses you need (3.52)
- ➢ Availability of online courses (3.37)

College Information (5 items)

All five (5) items received average scores over 3.75 out of 5.

- ➢ College website ease of use (4.0)
- ➢ Accuracy of information on college website (3.94)
- ➢ Communication of student conduct rules and regulations (3.89)
- ➢ Communication of college news/information to students (3.87)
- ➢ College catalog (3.83)

Student Life (12 items)

Seven (7) areas received average scores of 3.70 or above out of 5:

- ➢ Campus clubs and activities (3.88)*
- ➢ New student orientation (3.86)
- ➢ Health and wellness programs (3.84)*
- ➢ Guest speakers outside of class (3.78)*
- ➢ Cultural programs (art, dance, film, music, theater) (3.77)*
- ➢ College social activities (3.77)*
- ➢ Opportunities for community service (3.73)*

Five (5) areas received average scores below 3.65 out of 5:

- ➢ Opportunities for leadership development (3.63)*
- ➢ Recreational and intramural programs (3.62)**
- ➢ Student government (3.59)**
- ➢ Student input in college policies/plans (3.57)*
- ➢ Student media (newspaper, radio station, blogs, etc.) (3.55)*

Campus Culture and Environment (13 areas)

Three (3) areas received average scores of over 4.0 out of 5:

- ➢ Campus acceptance of individual differences (4.09)
- ➢ Racial harmony on campus (4.07)
- ➢ Diversity of student body (4.04)

Nine (9) areas received average scores between 3.73 and 3.94 out of 5:

- ➢ Non-teaching staff respect for students (3.94)
- ➢ Personal safety/security on campus (3.90)
- ➢ Diversity of faculty and staff (3.89)
- ➢ Faculty respect for students (3.89)
- ➢ Student behavior in the classroom (3.88)
- ➢ Student respect for other students (3.85)
- ➢ Your sense of belonging at this campus (3.80)
- ➢ Campus openness to opinions of others (3.78)
- ➢ Your social network at this college (3.73)

One (1) area received an average score below 3.70 out of 5:

- ➢ Student behavior outside the classroom (3.66)

Note: Items marked with * received more than 300 "Did not use or Not applicable"; items marked with ** received more than 400 "Did not use or Not applicable."

o **Impediments or obstacles to success at the College**

Students were asked, "How much of a problem are the following to you in being successful at this college?" (9 Items)

A 4-point scale was used: "Major Problem (4)," "Moderate Problem (3)," "Minor Problem (2)," "Not a Problem (1)." "Not applicable" (NA) was a choice that is not calculated in average scores.

Items ranked by average score (out of 4):

> Job responsibilities (2.33)   (NA – 88)
> Paying for college (2.24)   (NA – 39)
> Family responsibilities (2.16)   (NA – 48)
> Health issues (1.67)   (NA – 303)
> Transportation to and from college (1.62)   (NA – 123)
> Disability issues (1.59)   (NA – 402)
> Finding child care (1.54)   (NA - 437)
> Finding adequate housing (1.44)   (NA – 281)
> Food insecurity/hunger issues (1.42)   (NA – 190)

Note: NA numbers are included because of the large difference in numbers of students choosing that option for items in this section.

o **Frequency of Academic Experiences**

Students were asked, "How frequently have you…" (13 Items)

A 5-point scale was used: "Very Frequently (5)," "Frequently (4)," "Occasionally (3)," "Rarely (2)," "Never (1)." "Not applicable" was a choice but not counted in scores.

Items ranked by average score (out of 5):

> … gone to class with course readings and assignments completed? (4.39)
> … been required to think critically in completing assignments? (4.15)
> … received feedback (written or oral) from instructors on the quality of your work? (3.97)
> … been intellectually engaged by the material covered in class? (3.85)
> … had out-of-class assignments that required a written response? (3.46)
> … collaborated with other students on class assignments? (3.40)
> … had faculty who required you to make judgments about the value of information, arguments, or methods? (3.21)
> … engaged in a creative or research project under the direction of a faculty member? (3.13)
> … had instructors who used innovative technology in class? (2.84)
> … had discussions, meetings, or conversations with instructors outside of class? (2.68)
> *… observed student dishonesty when completing assignments or exams? (2.12)*
> … been involved in service learning, community service, or civic engagement activities at this college? (2.05)
> *… witnessed acts of prejudice based on gender identity or sexual orientation at this college? (1.35)*

Note: Items in italics are phrased in such a way that a low score is ***positive***.

- **College Outcomes**
  - **College Contribution to Growth and Learning**

Students were asked to score the college's contribution to their growth and learning in nineteen (19) areas. A 5-point scale was used: "Very Large Contribution (5)," "Large Contribution (4)," "Moderate Contribution (3)," "Small Contribution (2)," "No Contribution (1)." Not Applicable" was available as a choice but not counted in average scores.

The following items are ranked by average score out of 5.

Five (5) items received average scores above 3.40:

- ➢ Acquiring knowledge and skills for further academic study (3.61)
- ➢ Acquiring information, ideas, and concepts (3.52)
- ➢ Writing clearly and effectively (3.48)
- ➢ Acquiring knowledge and skills for intellectual growth throughout your life (3.47)
- ➢ Acquiring knowledge and skills needed for a career (3.46)

Ten (10) items received average score between 3.00 – 3.31:

- ➢ Speaking clearly and effectively (3.31)
- ➢ Developing problem-solving skills (3.29)
- ➢ Acquiring scientific and mathematical thinking skills (3.26)
- ➢ Developing an openness to the opinions of others (3.25)
- ➢ Working well with others (3.21)
- ➢ Understanding your personal ethics and values (3.20)
- ➢ Understanding and appreciating ethnic/cultural/language diversity (3.19)
- ➢ Using computer and information technology effectively (3.15)
- ➢ Leading a meaningful life (3.12)
- ➢ Understanding your rights and responsibilities as a global citizen (3.02)

Four (4) items received average scores below 3.00:

- ➢ Understanding and appreciating political, social, and historical issues (2.99)
- ➢ Appreciating artistic expression (writing, art, music, theater, etc.) (2.94)
- ➢ Developing leadership skills (2.90)
- ➢ Understanding environmental and sustainability issues (2.81)

- **Background Information and Plans**

Of those responding:

Age
18-19	36.0%
20-24	35.3%
25 – 34	13.3%
Over 35	15.3%

Gender
Male	30.9%
Female	68.5%
Other	0.5%

LGBTQ+
Yes	9.6%
No	83.0%
Prefer not to respond	7.4%

Latino
Yes	27.5%
No	67.6%
Prefer not to respond	4.9%

Race (select all that apply)
American Indian/Alaskan Native	2.2%
Asian	5.7%
Black/African American	11.6%
Nat. Hawaiian/Pacific Islander	1.4%
White	72.4%
Prefer not to respond	12.2%

Parent or Guardian of dependent children
| Yes | 13.7% |
| No | 86.3% |

Enrollment Status
| Full-time (12 or more credits) | 68.0% |
| Part-time | 32.0% |

Primary Educational Goal
Earn a degree/certificate	44.0%
Transfer to another college	45.3%
Develop/improve current job opportunities	1.4%
Develop skills for a new job	2.2%
Undecided	4.5%

Number of hours a week spent…	0	1-5	6-10	11-15	16-20	21-30	31-40	Over 40
Homework/studying outside of class	2.4%	40.0%	29.4%	14.1%	7.5%	3.8%	1.8%	1.1%
Other college-sponsored activities (athletics, clubs, intramurals, student govt., etc.)	73.1%	20.5%	3.3%	2.0%	0.5%	0.2%	--	--
On-campus employment	92.8%	2.0%	2.2%	1.1%	0.7%	0.7%	--	0.4%
Off-campus employment	28.7%	4.6%	7.4%	6.6%	13.6%	17.1%	13.6%	8.5%
Household duties/care of family	9.3%	32.9%	19.2%	10.6%	8.0%	5.5%	2.4%	12.1%

For which classes do you most often enroll?

Day	75.5%
Evening	17.7%
Weekend	0.7%
Online	6.0%

Financial Aid

Pell	29.3%
TAP	30.4%
Other scholarship or grant	19.0%
Don't know	13.6%
Loan	18.6%

Is English your native language?   Yes 83.8% No 16.2%

Are you a US citizen/permanent resident?   Yes 95.9% No 4.1%

Where do you currently live?

With parents or relatives	73.2%
With spouse/partner/children	18.1%
With other students/friends	1.5%
Alone	6.6%

Parent/guardian educational attainment:

No college	36.8%
Some college/no degree	21.3%
College degree/certificate	41.9%

How many of the courses you have taken have been online?

None	66.0%
A few	29.2%
Most	3.7%
All	1.1%

Military service:

Active military duty	0.2%
Nat. Guard or active reserve	0.2%
Veteran	1.5%
No military service	96.1%

The Summary Report from ACT can be retrieved from the Office of Planning and Institutional Effectiveness webpages. A comparative report looking at Suffolk County Community College's results compared to other SUNY institutions will be made available in August 2019. A report comparing results of the current administration with that of the 2016 administration will be available in June 2019.