

# BMCC Fall Applicants Surveys

Fall 2018



Office of Institutional Effectiveness  
and Analytics

January 18, 2019



# BMCC Fall 2018 Applicants Surveys Report

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Office of Institutional Effectiveness and Analytics

## Executive Summary

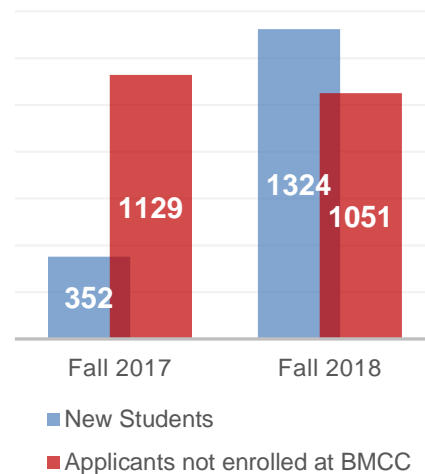
Beginning in fall 2016, as part of an effort to improve the overall admissions process and understand more about our applicants, the College’s Enrollment Management Office and Student Affairs Offices have distributed online surveys each term to all BMCC applicants: those who did not enroll and those who became new BMCC students. The two surveys differ substantially but share common questions, and so share a common report. In this report, we present the fall 2018 survey results and highlight some of the key findings that have changed since the fall 2017 survey. These responses are disaggregated by applicants who enrolled at BMCC, applicants who enrolled in a college other than BMCC, and applicants who did not enroll in college in fall 2018. When available, student open ended responses are categorized and sample comments are provided.

## Who Responded

In total, 2,375 responses were collected from 1,324 new BMCC students and 1,051 fall 2018 applicants who did not come to BMCC. Of the new student survey respondents, 82% were new freshmen, and 18% were new transfer students, compared to 78% and 22% respectively of the total incoming class. As such, responses from freshmen are slightly overly represented in survey responses compared to incoming students as a whole. The response level of new students is much greater this year (15%) in comparison to the fall 2017 survey, where only 352 new BMCC students replied. The number of responses from non-enrolled applicants is similar (1,129 in 2017) to last year, and with close to 26,000 applications processed for those who did not attend, the responses represent just about 5%.

	Survey Responses	All incoming students	Response Rate
<i>New Students</i>	1,324	8,686	15.2%
<i>New Freshmen</i>	1,085	6,795	16.0%
<i>New Transfer students</i>	239	1,891	12.6%

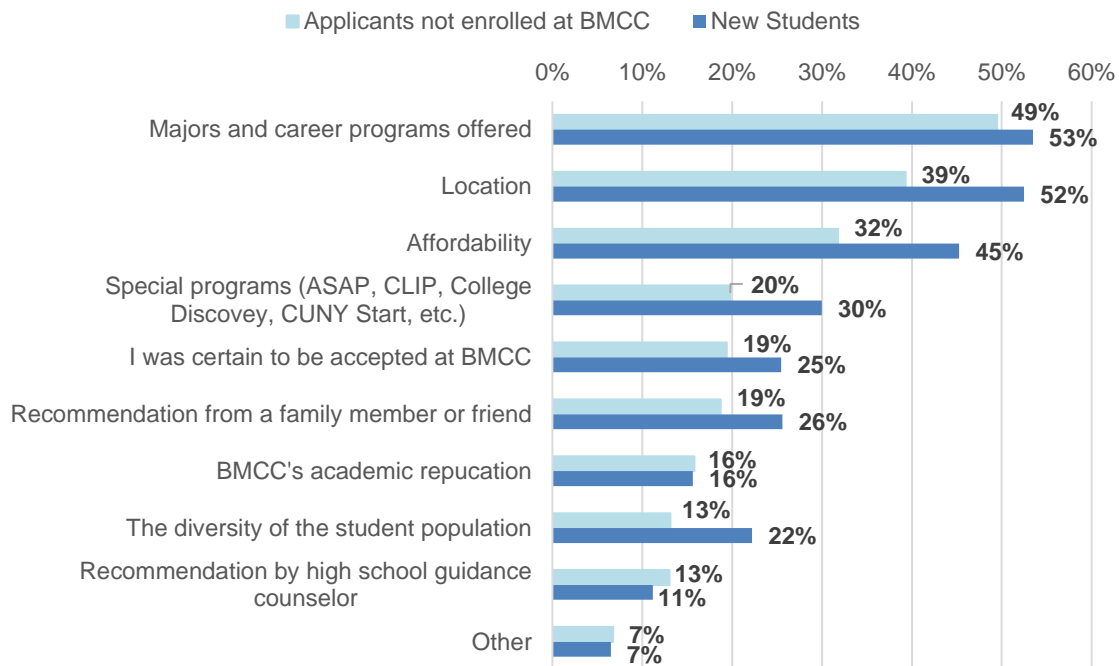
Survey Responses Received



## Why they Apply

All applicants were asked to indicate why they chose to apply to BMCC, prompting them to select all that apply from a list of options or to write in any other reasons not featured. In general, the same pattern of priorities is evident among both groups, with the three largest reasons selected being majors and programs offered, location, and affordability. Applicants who enrolled at BMCC were more likely to select multiple responses and as such have higher rates of selection overall than their non-enrolled counterparts. New students appear to have been more motivated to apply by campus location and affordability than their non-enrolled counterparts (13 percentage point difference). Additionally, applicants who chose to attend BMCC were more likely to indicate campus diversity as a reason for applying.

### Reasons for Applying to BMCC



In fall 2017 responses were different for the non-enrolled applicants. Campus location ranked as the most important among responses choices. However, a change in the order of the questions for the current survey (fall 2018) may have helped focus students on their reasons for applying. In earlier surveys, this was the first question, which applicants who didn't enroll at BMCC largely answered by choosing "other" and explaining why they **didn't** come to BMCC. In the revised survey, we asked those not enrolled in BMCC first why they didn't enroll here.

About 55% of the open ended responses collected in the other category for both groups either elaborated or repeated selections already in the list. However, several other categories emerged, including comments on support services, such as childcare, accessibility and the Veterans Services center, comments on BMCC as a launch-pad for transfer, and comments on positive first experiences with the school. Some examples of the open-ended responses are found below.

**New Students:**

- The opportunity to smoothly attend John Jay once I graduate from BMCC
- In order to build my GPA so I can transfer
- BMCC actually cares to help these students out. I was attending [College Name] community college I did not feel like they would put in as much as the BMCC staff members do in order for these students to succeed.

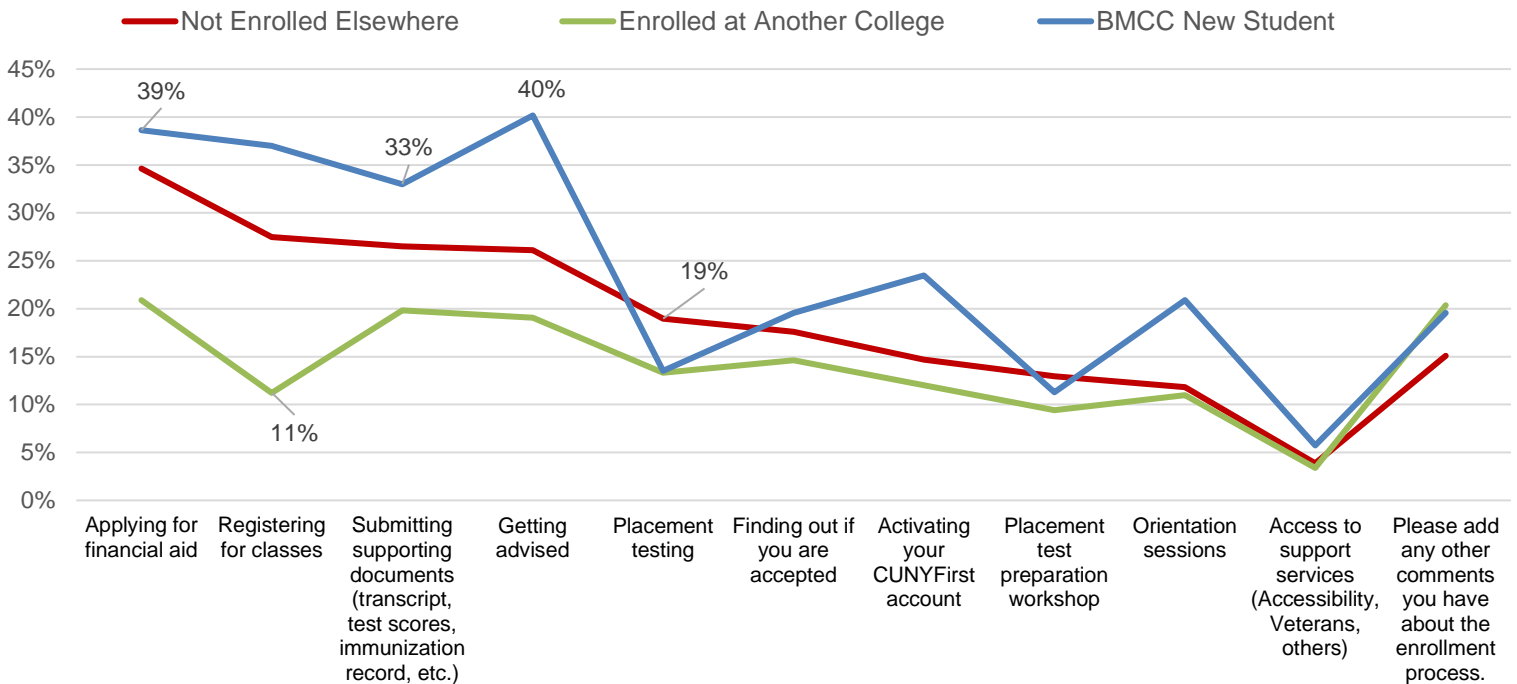
**Applicants not enrolled at BMCC:**

- I took an e-permit for a summer class and I enjoyed it
- Because I wasn't sure of my college decision.
- night courses so I can continue to work

## The Application and Registration Process

All applicants were asked to identify which aspects of the application and registration process could be improved. Respondents could select multiple general categories from a provided list, and/or offer open-ended responses. Different response patterns emerged when considering whether or not students enrolled at BMCC (n=976), enrolled in college elsewhere (n=383), or did not enroll in college at all (n= 517). The chart breaks down suggested areas of improvement by the three major categories of respondents. The same top categories were shared amongst all three groups, including

**Areas for Improvement**



most notably financial aid application, submitting supporting documents and getting advised. New BMCC students were more likely than applicants who chose not to enroll to raise almost every point of potential improvements, particularly getting advised, registering for classes and orientation sessions. Few of those who enrolled at another college were concerned about registering for classes, perhaps because they decided against coming to BMCC before beginning the registration process. However, the relatively high rates for students who did not enroll in college elsewhere for key areas like registering for classes, placement testing, submitting records and getting advised indicates that many individuals who ultimately did not attend college progressed through the stages of registration but were deterred from attendance in some way (see Barriers to College Attendance below).

## Open ended responses

The majority of comments from students who did not enroll elsewhere (n=78) indicated either impartiality or favorability towards the application process. Some common suggestions, however, included improved communication between BMCC departments and more accessible advising and support.

- i just would like BMCC to improve their communications within departments cause sometimes you get an email saying for example that something is missing but you've already sent that something to another person/department.
- A phone number to reach or easier/more reliable communication. I could not get a hold of anyone.
- The process was long and complicated, but I understand necessary. I don't see any improvements necessary.
- Once I was able to speak to an advisor the process was easy. Unfortunately it took months to schedule a one on one meeting

Among comments left by those enrolled at another college (n=78), the majority of responses were again either expressing positive or neutral sentiment about the process. Some individual comments below point to other possible improvements:

- Financial Aid verification
- Having empathy from the administrators for someone who is an adult like themselves.
- Went with direct admission route and the registration process was longer than other colleges. So opt for another college instead.

A fifth of new student respondents left open-ended suggestions (191 comments in total). Many of them reiterated experiences with the above categories or expressed general positive or negative sentiments. Of comments that provided unique suggestions, 18 individuals suggested that they would have benefited from greater support in setting up student emails, CUNYFirst or Blackboard accounts. Twelve individuals expressed frustration with class enrollment, particularly with needed courses filling up too quickly. Other emerging categories included suggestions for improving the credit transfer process, the need for better internal communication and organization, as well as a handful of comments that suggested improving the process of receiving your ID and orienting to campus. Sample comments include:

- i had no problems enrolling it was simple and done in a timely manner
- The enrollment process felt very long and discouraging.
- the waitlist and getting in the class
- It's like there's no communication between your departments! Getting my transfer credits took 5 phone calls between BMCC and CUNY, because BMCC couldn't find the documents already sent to them. It slowed down my enrollment process, and was a huge pain.
- Being taught how to use black board
- Maybe a key map stating which way to go like north and south cafeteria etc

## Key changes in Suggested Improvements

The table below breaks down the rates in comparison to the previous fall. While these changes may indicate changing applicant sentiments, the sample size of new student respondents is substantially different for each of the two terms, (926 new respondents in 2018 compared to 352 in 2017), which may contribute to some of the fluctuation.

Changes in Suggested Improvements	Not Enrolled Elsewhere		Enrolled at Another College		New Students	
	Fall 2017	Fall 2018	Fall 2017	Fall 2018	Fall 2017	Fall 2018
Applying for financial aid	30%	35%	19%	21%	32%	39%
Registering for classes	30%	27%	13%	11%	37%	37%
Submitting supporting documents	25%	27%	17%	20%	24%	33%
Getting advised	22%	26%	20%	19%	41%	40%
Placement testing	19%	19%	15%	13%	19%	14%
Finding out if you are accepted	12%	18%	18%	15%	16%	20%
Activating your CUNYFirst account	14%	15%	8%	12%	26%	23%
Placement test preparation workshop	10%	13%	11%	9%	16%	11%
Orientation sessions	14%	12%	10%	11%	19%	21%
Access to support services	3%	4%	4%	3%	7%	6%
Comments	16%	15%	28%	20%	16%	20%

The next sections cover some key topics raised in this question that have changed since the fall 2017 applicants' survey. These are: Financial Aid, Submitting Supporting Documents, and Placement Testing.



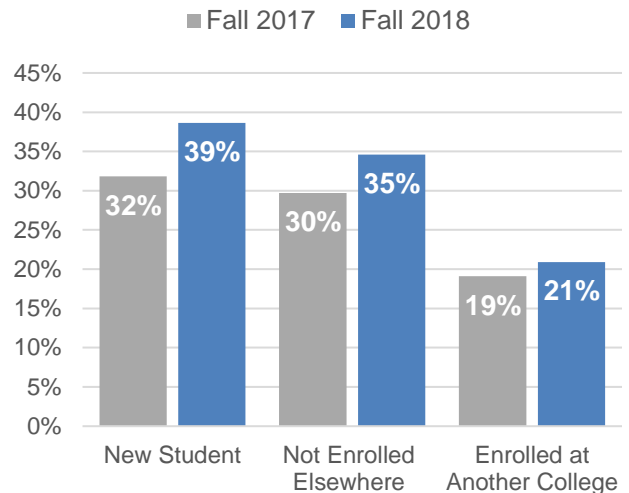
## Financial Aid

Applying for financial aid was a category that saw marked increases in concern compared to the prior year's survey for each group of applicants that were surveyed. This increase is likely a reflection of the changes in the required verification process that took effect this year.

Frustration is reflected in open ended comments received from new students and students not enrolled at BMCC. Specific comments on financial aid include:

- Submitting financial aid was mildly difficult for me. Did not quite understand what was needed entirely
- Financial Aid verification
- regarding to financial aid there needs to be assistance with the IRS form, for students who are struggling with it.
- More communication regarding Financial Aid would be good since State and Federal aid are different animals

### % Wanting Improvements in Applying for Financial Aid



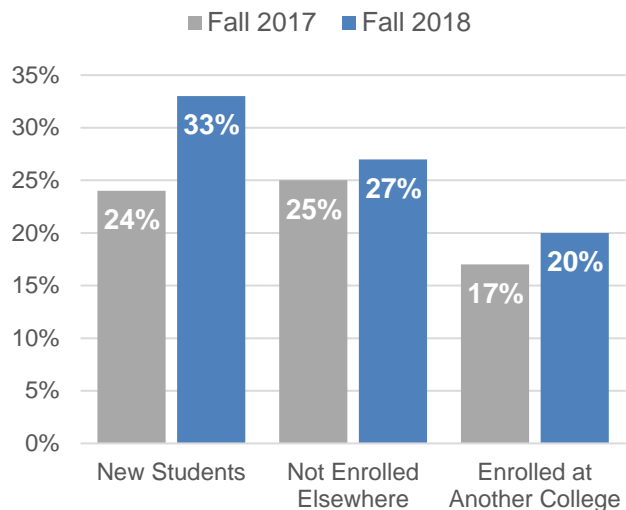
## Submitting Supporting Documents

BMCC new students and non-enrolled applicants were both more likely this year than in fall 2017 to select “submitting supporting documents” as an area of the application and registration process that requires improvement. In particular, new students were nine percentage points more likely this year to suggest improving document submission.

Specific comments on form submission include:

- My documents were submitted and because they have not been properly reviewed it has delayed my financial aid causing stress and concern.

### % Wanting Improvements in Submitting Supporting Documents



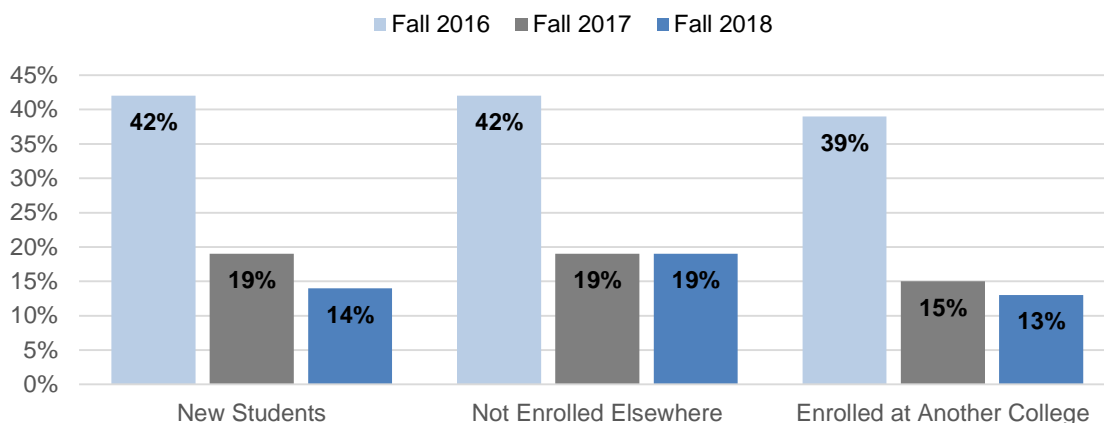


- A better system in place when submitting documents when there is a difference in last name.
- Was only made aware of a residency issue 2 days before the start of the semester which made it so I was unable to apply for ASAP. I have since proved my residency but and still annoyed that it cost me some much needed resources.

## Placement Testing

One of the areas for improvement with the most marked change in this years' survey is placement testing. In 2018, only 14% of new students selected placement testing as an area of the registration process requiring improvement, compared to 19% of new students in fall 2017. Further, prior survey reports have shown that this improvement is part of a long-term trend- in 2016, about 40% of all applicants saw placement testing as an area for improvement. This continued and dramatic improvement may be due in part to the new placement tests that were administered beginning in spring 2018, or the new policy that allows students to more efficiently re-take placement tests without requiring 20 hours of intervention. Applicants who enrolled at a different college were also more satisfied with placement testing since the previous year, while applicants not currently enrolled in college had no change since 2017.

### % Wanting Improvements in Placement Testing

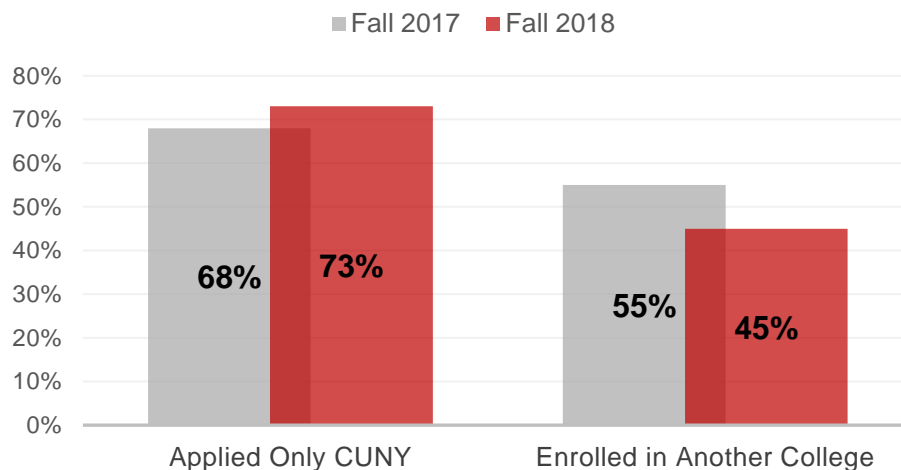


## Applicants not Enrolled at BMCC

In fall 2018, 1051 survey responses were collected for students who applied to BMCC but did not ultimately attend. Of those, 578 (55%) did not enroll in higher education in fall 2018 and 473 (45%) enrolled in another college, a rate 10 percentage-points lower than that of fall 2017 (55%). The fact that over half of applicants who did not attend BMCC have delayed or forgone higher education altogether is a key point of concern when considering potential improvements to the application and registration process. In the following sections, we explore the applicant's barriers to college attendance, as well as the reasons why some individuals chose to attend a different college.

Also of note, in fall 2018, 73% of non-enrolled applicants only applied to colleges within the CUNY system, up from 68% in fall 2017.

## Changing Populations Among Applicants



### Why they did not attend

Applicants who did not enroll in BMCC were asked why they did not ultimately attend. The plurality of respondents (40%) indicated that the main reason they did not attend BMCC was because they decided to attend another school, while about a quarter indicated their intention to defer their attendance to a future term. A significant number also indicated that they entered a CUNY pre-college program (10%) or simply missed the deadline to register (8%). Respondents were given the option to leave open ended responses to indicate why they did not come to BMCC, and 237 total comments were received. Over half of the open-ended responses received were elaborations on their selections from the above options. Comments also included financial troubles and issues with financial aid (31 comments), missing supporting forms and documents for the admissions process (10 comments) or not knowing that they were accepted to BMCC in the first place (9 comments).

Why applicants did not enroll	%
Decided to attend another school	40%
Decided to wait for next term	23%
Entered CUNYStart, CLIP or BLIIS	10%
Missed the deadline	8%
Personal or health issues	6%
The admissions process was confusing or difficult	5%
Did not receive HS diploma in time	3%
Couldn't see an advisor	3%
Couldn't find classes to fit schedule	2%
Other (Please explain)	23%

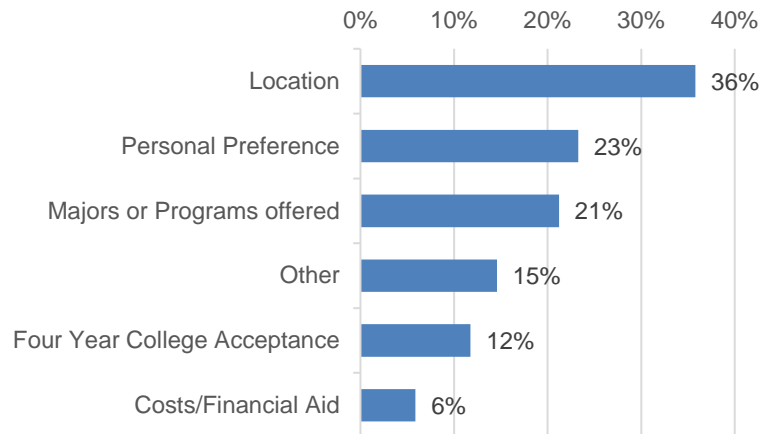
#### Sample comments include:

- I decided to start the next term and would actually like information on how to enroll again
- I just did see the e-mail that was requesting my registration and I really upset at myself.
- I wasn't ready financially to register. However, I will register next semester.
- I didn't submit documents to your college

## Why they enrolled elsewhere

The 473 respondents who indicated that they had enrolled in a college other than BMCC were prompted to leave open ended responses indicating why they chose to attend elsewhere. Of valid responses received, 36% indicated the location or commute as a deciding factor in their college choice. An additional 23% of respondents cited elements of personal preference as a reason for not attending BMCC, including comments about perceived fit and acceptance into a four-year option or preferred “top choice” schools. Further, 21% commented on specific academic programs or majors that influenced their enrollment decision. Among other miscellaneous comments received, multiple individuals mentioned that missing required enrollment deadlines, the influence of others (i.e. family members) and the opportunity to live in student housing were factors in their decision to enroll in a college other than BMCC.

### Why Applicants Enrolled Elsewhere (comments can be counted in multiple categories)



#### Sample comments include:

- The college I decided to attend had my major and it has a lot of majors that would still lead me to get the job of my dreams.
- Binghamton University accepted me. Dream school.
- LaGuardia was closer and it was recommended by family and friends over BMCC
- BMCC was like another option that I had if I didn't receive my scholarship, but I did so I'm in the college I wanted to be

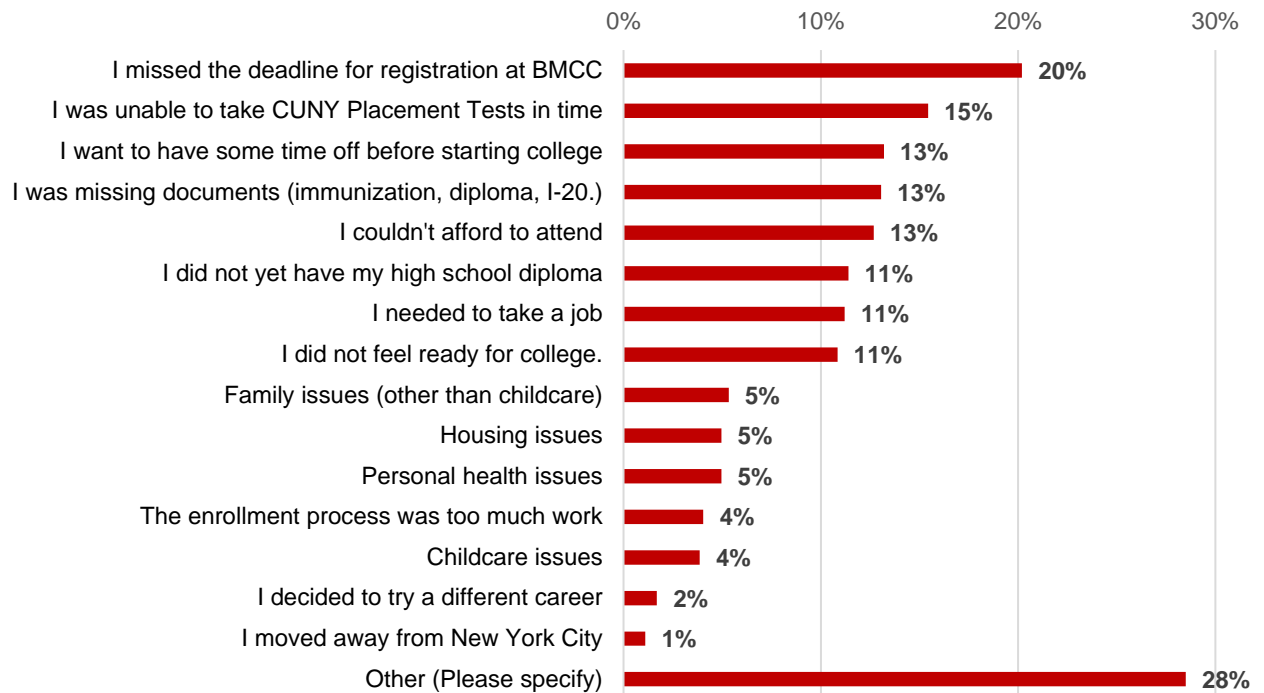
## Barriers to college attendance

Over 55% of survey respondents who did not attend BMCC did not enroll in college at all in fall 2018. Of the 517 applicants who did not enroll in higher education in the fall term, the most common barriers to entry expressed were missing the deadline to register for courses (20% of respondents), inability to take CUNY placement tests in time (15%), the desire to take time off before starting college (13%), missing a document required for the enrollment process (13%) and financial constraints (13%).

Based on these selections, it is clear that a large portion of individuals who did not ultimately attend BMCC did engage with the BMCC enrollment process in some way, but were unable to make the transition from acceptance to attendance and as a result have delayed college enrollment altogether.

Specifically, 54% of respondents highlighted an aspect of the BMCC application or registration process as a contributing barrier to their college attendance.

**If you did not enroll in higher education in fall 2018, please indicate if any of the following were a barrier to your attendance:**



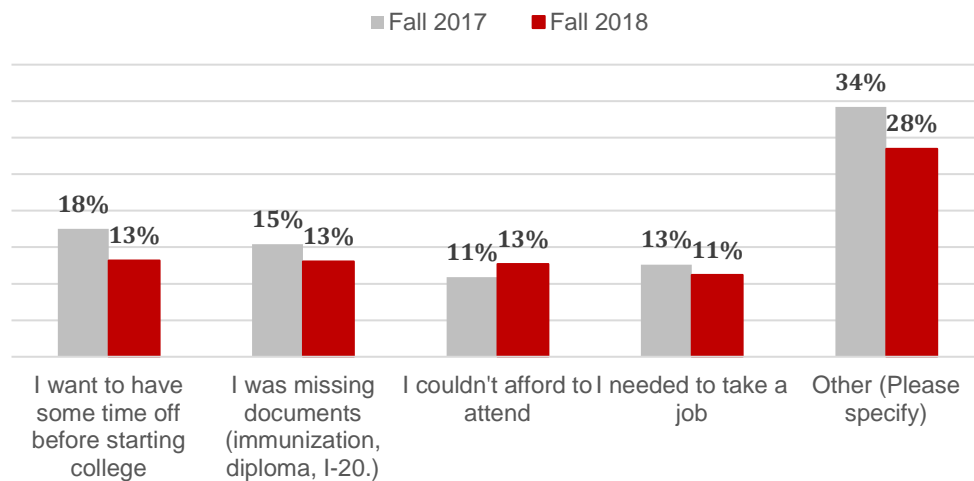
The largest share of responses was applicants leaving open ended comments. Through these comments, many respondents (37% of comments) indicated that they were instead participating in a precollege program such as CLIP or CUNYStart, or that they intended to defer their enrollment until the spring or later (14%). Other comments referenced troubles receiving adequate financial aid (6%), missing required documents (5%), or classes filling up before they could register (4%).

**Sample comments include:**

- I am part of CUNY Start and I can not take credit classes till next semester.
- scheduled surgery for November would've hindered my grades, so I decided to start in the spring
- Needed time to get the tuition
- I graduated late and didn't complete my missing requirements for FASFA. Will do it!
- Due to late registration, I was unable to find classes to fit my schedule.

In comparison to fall 2017 (depicted graphically below), while the percent of respondents selecting each option does not vary drastically, the rank order of the barriers to attendance identified by applicants is different. In particular, in fall 2017, wanting to take time off before attending college was the number two reason identified for delaying enrollment (18% of respondents). Additionally, the need to take a job was more prominently selected in 2017, ranking 5<sup>th</sup> among all reasons compared to 7<sup>th</sup> this fall. Lastly, a much smaller share of individuals left open ended responses this year, though the content of the comments was largely similar.

## Key Differences in Barriers to College Attendance



## Contact

Among students not attending college elsewhere, 84% indicated a desire to stay in contact with someone from BMCC about options for enrolling in spring or fall 2019. 421 respondents left their email address or phone number.

## New Students

The fall 2018 New Student Survey collected responses from 1,324 newly enrolled BMCC students, almost four times the responses collected in the fall 2017 survey. This may be due in part to the fact that starting in spring 2018, the distribution of the survey was predominantly conducted by student affairs.

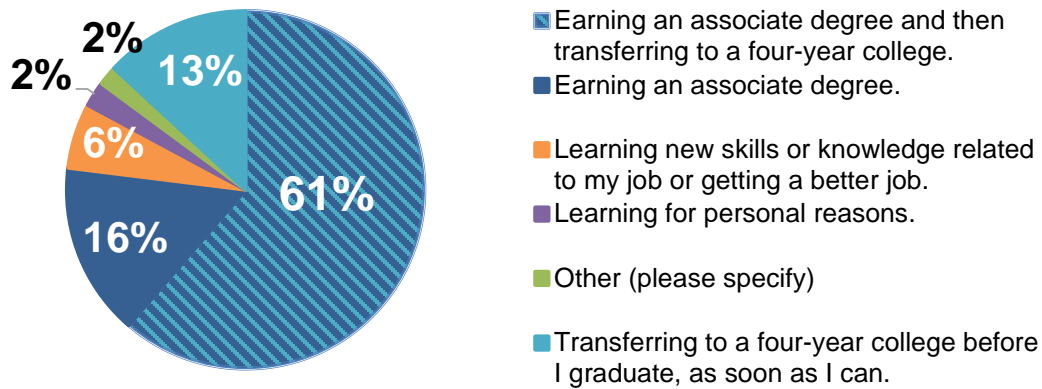
## Goals

The following sections present new students' responses to a series of questions on their goals of BMCC attendance. The questions were added to the New Student Survey in spring 2018.

In total, 62% of respondents indicated that they intend to complete an Associate degree and transfer to a four-year college. An additional 16% expressed that earning an Associate degree was their primary objective. The next largest category was those who want to transfer out of BMCC to a four-

year college without necessarily completing their program (13%). A much smaller share indicated that their goals were non-degree related (career or personal reasons).

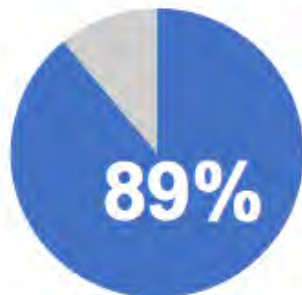
### What is your primary goal for attending BMCC?



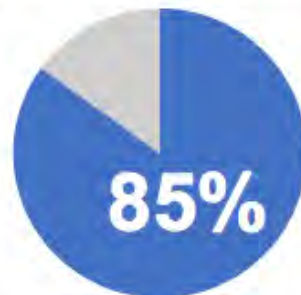
Among the 23 comments received, some individuals mentioned achieving professional goals (e.g. “So i can become a officer in the Air Force”; “become a nurse”) and a handful mentioned taking pre-requisite courses for graduate or medical programs.

When asked specifically if they intended to graduate from BMCC, 89% of new student respondents answered yes. Similarly, 85% responded that they intended to transfer to a four-year college. Among new transfer students, these rates were slightly lower (85% graduate; 83% transfer) and new freshmen rates were slightly higher (90%; 86%).

Plan to graduate from BMCC



Plan to transfer to a four-year college



## Transfer Intentions

New Students who indicated in the prior question that they intended to transfer to a four-year college were asked which college(s) they were considering. The table to the right highlights colleges for which 10 or more students indicated interest. Because students could list multiple colleges, percentages do not add up to 100.

Of the 940 responses received, 544 (58%) mentioned at least one CUNY college or CUNY generally - 72% of students who expressed that they had a specific college already in mind. The next largest group was those who had no destination in mind yet, 30% of total respondents. Among individual colleges, Hunter, John Jay, Baruch and NYU each had over 100 students indicating interest in transferring. Among SUNY colleges, interest was more dispersed across over 20 colleges, with only four collecting more than 10 mentions.

Intended Transfer Destination	N	% of all responses
<b>Any CUNY</b>	<b>544</b>	<b>58%</b>
Hunter	231	25%
John Jay	212	23%
Baruch	140	15%
City College	95	10%
Brooklyn	66	7%
Lehman	59	6%
City Tech	31	3%
Queens	28	3%
<b>Any SUNY</b>	<b>131</b>	<b>14%</b>
Buffalo	18	2%
Albany	17	2%
FIT	14	1%
Stony Brook	14	1%
<b>Non CUNY or SUNY</b>	<b>197</b>	<b>21%</b>
NYU	109	12%
Columbia	32	3%
<b>Undecided</b>	<b>279</b>	<b>30%</b>

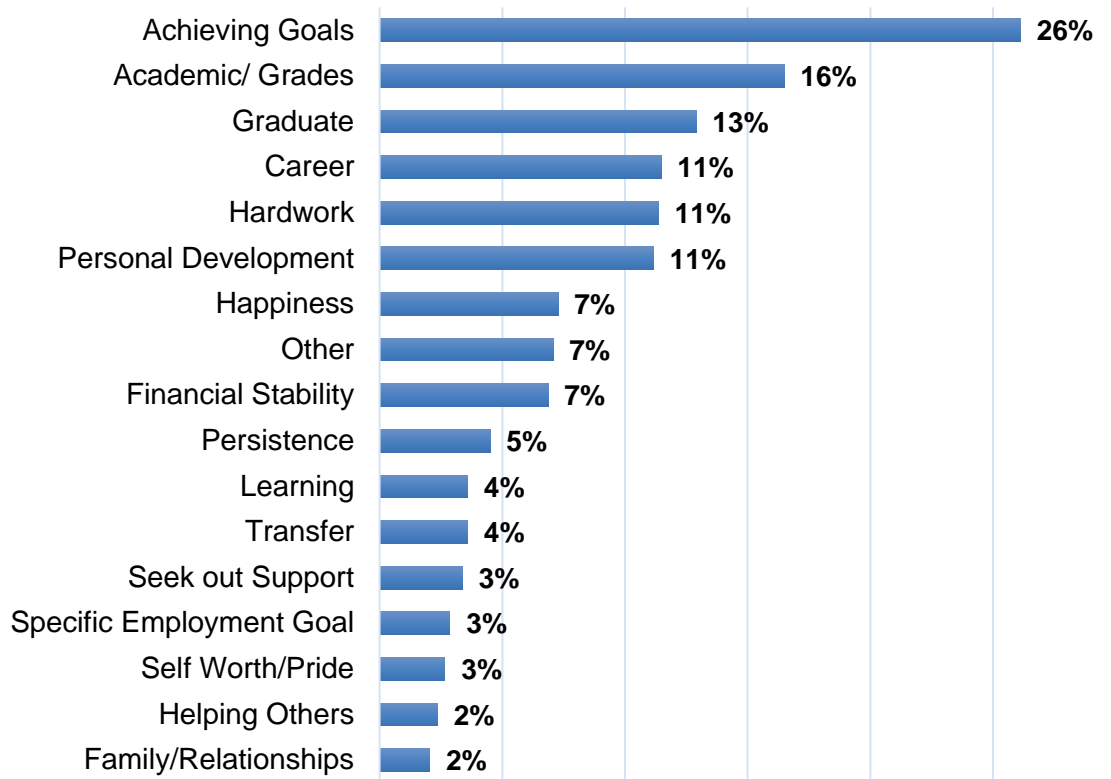
## Student Definitions of Success

New students were prompted to leave open-ended responses to the question: “Our highest priority is improving student success. How do you define success for yourself?” The 976 comments that were received provide a range of very general to very specific ways in which students conceptualize success for themselves. The chart below represents key emerging categories from the responses. Many comments were multifaceted in their definition of success and as such are represented more than once.

The most common type of comment received was expressing a general sentiment or platitude about achieving established goals (e.g. “being able to accomplish my set goals”; “achieving my dreams and goals”). The next largest groups of comments were specifically about achieving academic success, maintaining good grades, and graduating from BMCC. Some individuals laid out specific employment goals, including becoming a detective, a nurse, or a teacher, or starting their own business or non-profit. Other career-related comments expressed more general sentiments about the desire to find a career that they enjoy, are good at and supports them financially. Many comments also emphasized that hard work is necessary for achieving success. The personal development category includes comments about building good habits and general self-betterment. A number of students also expressed that part of success is seeking out help from available support systems, including leaning on existing sources of support and utilizing BMCC resources such as tutors and faculty guidance.



## New Student Definitions of Success



### Sample responses include:

- Success (to me) has to do with how YOU feel about your accomplishments, not how others see you; setting goals for yourself and doing your best to meet those goals.
- Learning all that I can, passing all the required courses and transferring to a college that is right for me.
- having a career that can both provide a stable lifestyle and one that I enjoy doing
- You don't pursue success. Success is automatic with hard work and determination.
- Perseverance , taking advantage of the help offered and just aiming high
- I consider myself successful when I am able to positively impact the lives others through service and/or teaching.

# New Student Confidence and Needs

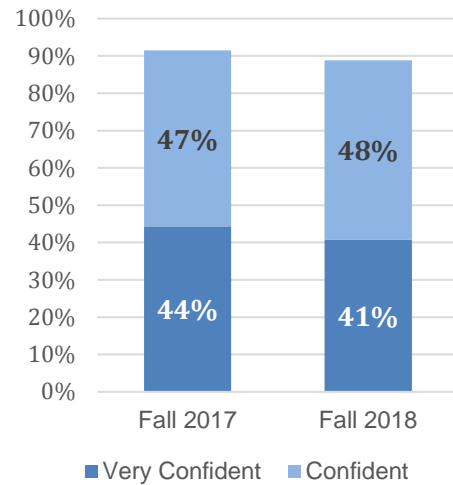
## Choice of major

In general, 89% of fall 2018 new students indicated that they were confident with their choice of major, a slight decrease from the previous year, particularly in the share selecting “very confident.” Students who selected “unconfident” or “very unconfident” (n= 102) were asked to leave a comment elaborating on their choice. Of these comments, 40% expressed that students were unsure of their interest in their major field of choice, 14% expressed that they knew they wanted to change their major, and another 12% indicated that they would benefit from more advising.

### Sample comments include:

- I am not certain on what I really want to major in so I chose liberal arts for the mean time.
- Because I don't know what major to choose yet and I would like to talk to somebody about it so that person can guide me.
- I really dont know if Business is for me. This is just my second week though so we will have to see.

### New Student Confidence with Choice of Major



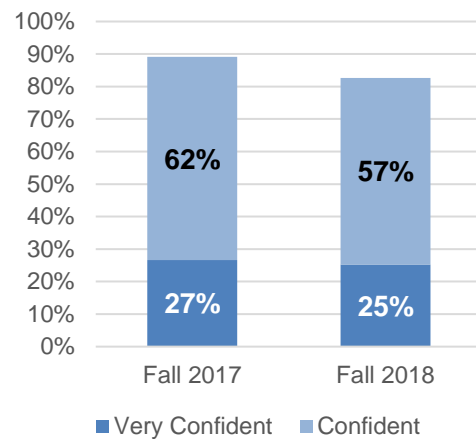
## Registering for Classes

In fall 2018, students were less likely than the previous year to feel Confident or Very Confident with the course registration process (83%, compared to 89% in fall 2017). This decrease is driven by a five percentage point increase in students selecting Unconfident (14%, up from 9%). Again, students who selected Unconfident or Very Unconfident (n=169) were prompted to leave additional comments. Of comments received, 31% indicated that they would have benefited from more guidance or advising. An additional 20% of comments expressed that students felt nervous due to their lack of experience with college, and an additional 20% felt that the process was unclear. Other sentiments expressed included that international students felt particularly insecure, students were unsure of their major program requirements and students felt they received conflicting or misinformation.

### Sample comments include:

- I felt unconfident because it's starting a new chapter in my life. I was afraid of doing something wrong.

### New Student Confidence with Registering for Classes



- First generation to apply for college, I was anxious.
- I had to ask for assistance many times due to the process being confusing.
- Tried to ask for help at school at some office and they would keep sending me to a different office

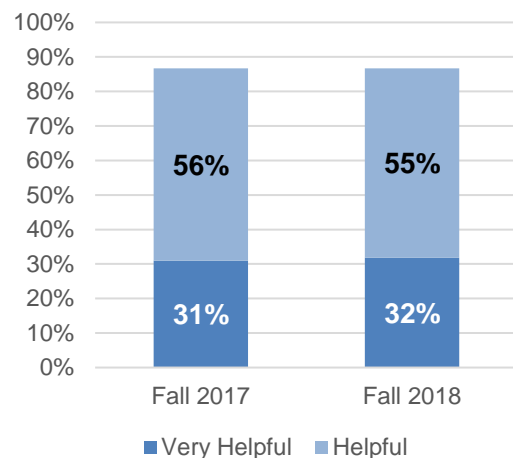
## Academic advisement received

Fall 2018 new students were equally as likely as their fall 2017 counterparts to indicate that their academic advisor was Helpful or Very Helpful (87%), though slightly more likely to feel strongly. This is consistent with the fact that students suggesting improvements to advisement remained steady across the two years. Of comments from those who expressed negative sentiments (n=129), about a third felt that they could have benefited from more time with an advisor. Others (16%) explicated mentioned that their time felt rushed and impersonal while 17% had not yet met with an academic advisor at the time of completing the survey.

### Sample comments include:

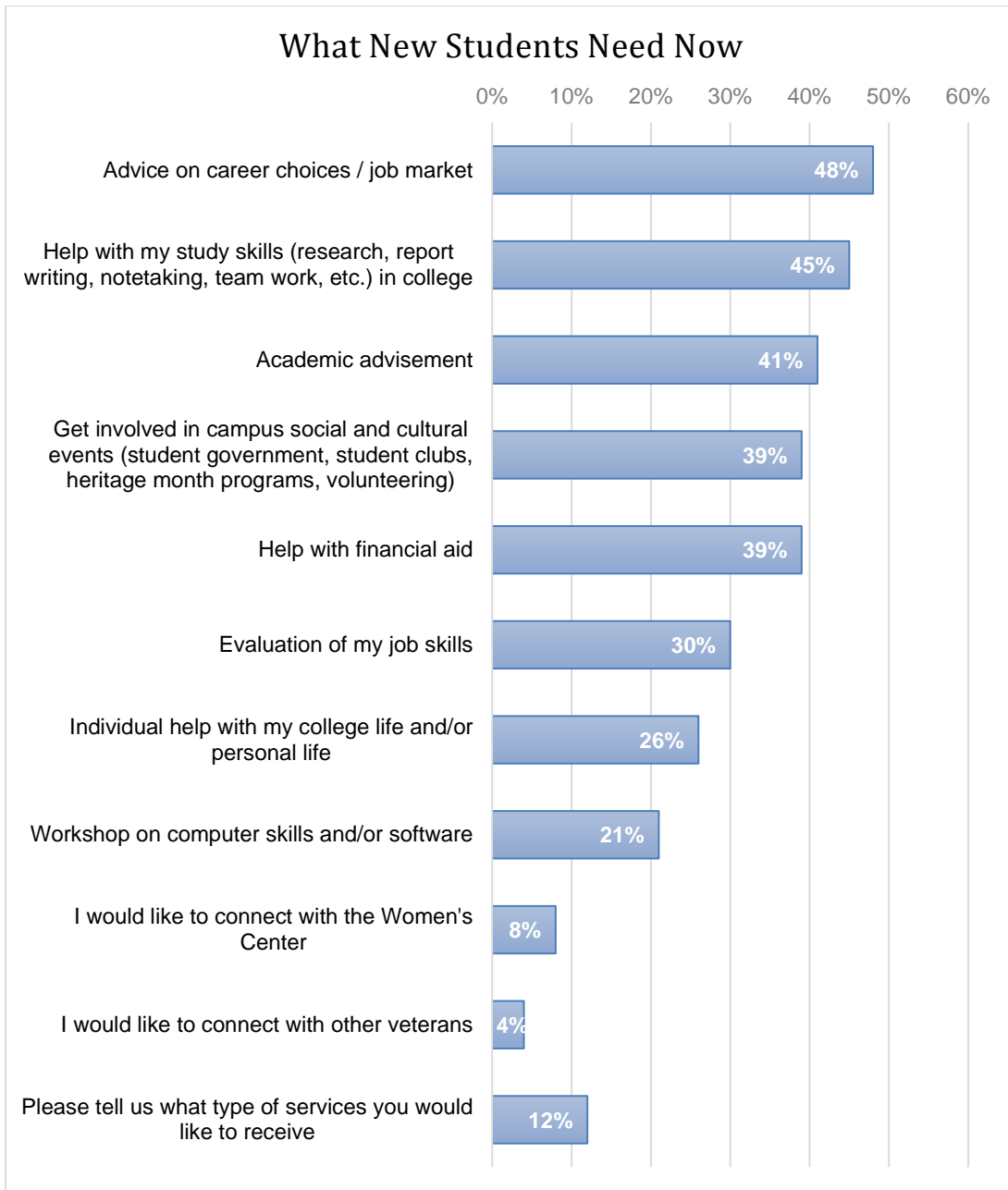
- I was asking questions and she sorta brushed me off like I was supposed to know everything already.
- I went to academic advisement room to ask for an advisor and I never received one since
- I was expecting to be advised or at least have a personal one on one conversation with my 'advisor' instead what I got seemed very impersonal and didn't provide me with information I was seeking.

How New Students Felt about their Academic Advisor



## What students need now

The final question of the new student survey asked respondents to indicate what it is that they need now that they have enrolled at BMCC. The following chart outlines their responses. The largest category (48% of respondents) consisted of students indicating that they needed support for future employment and career advice. The next largest response type was help with study skills and academic development, followed by academic advisement, involvement in student life and help with financial aid. Notably, even among the smaller categories, a non-trivial amount of students would like to be connected to support services such as the womans center (n=76) and the vertans service center (n=39).



Among the open ended responses received (n=114), the majority were reiterations of the above categories or more specific comments on clubs, sports teams or support centers students wish to engage with. Other unique responses included getting in contact with the transfer center, connecting with LRC academic tutoring, getting involved with ASAP and more opportunities to work on campus and apply for scholarships.

- I would like to know how I can try-out for the girls soccer team?
- To get accepted for the ASAP program

- Help balancing work, personal and school life
- On campus work opportunities, scholarship...longer payment plan for tuition fees. More opportunities for international students to meet up and mingle.
- Service on how to transfer after I receive at least 24-30 credits.
- Support services for older students/people starting second careers or changing careers.

A handful of comments did not express a specific need, but demonstrated that students may benefit from more information about the potential services available to them:

- I am really grateful to have the opportunity to make a change in my life. I am homeless, I had to choose tuition/education expenses over housing. Now I at least have a safe place to go to during the extremes of weather.
- Help to locate grants to pay for school full time as I don't qualify for financial due to my immigration status

*With assistance from Danielle Jarvis*

New Student Survey

\* 1. I am a ...

- New Freshman
- New Transfer Student

\* 2. Please indicate why you chose to apply to BMCC (check all that apply)

- Majors and Career Programs Offered
- Location
- Affordability
- The diversity of the student population
- BMCC's academic reputation
- Recommendation from a family member or a friend
- Recommendation from high school guidance counselor
- I was certain to be accepted by BMCC
- Special programs (ASAP, College Discovery, BMCC Learning Academy, etc.)
- Please add other reasons.

\* 3. What is your primary goal for attending BMCC (check only one):

- Earning an associate degree.
- Earning an associate degree and then transferring to a four-year college.
- Transferring to a four-year college before I graduate, as soon as I can.
- Learning new skills or knowledge related to my job or getting a better job.
- Learning for personal reasons.
- Other (please specify)

\* 4. Do you plan to graduate from BMCC?

- Yes
- No

\* 5. Do you plan to transfer to a four-year college?

Yes

No

## New Student Survey

6. If Yes, where:

## New Student Survey

\* 7. Our highest priority is improving student success. How do you define success for yourself?



\* 8. Please indicate what parts of BMCC application and registration process could be improved? (Please select all that apply)

- Applying for financial aid
- Submitting supporting documents (transcripts, test scores, immunization records, etc.)
- Finding if you are accepted
- Orientation sessions
- Placement test preparation workshop
- Placement testing
- Getting advised
- Registering for classes
- Activating your CUNYFirst account
- Access to support services (Accessibility, Veterans, others)
- Please add any comments you have about the enrollment process.

## New Student Survey

\* 9. How confident are you that you made the best decision on your major?

- Very Confident
- Confident
- Unconfident
- Very Unconfident

## New Student Survey

10. If you chose "Unconfident" or "Very Unconfident," please explain.

## New Student Survey

\* 11. How confident were you that you knew what to do to register at BMCC?

- Very Confident
- Confident
- Unconfident
- Very Unconfident

## New Student Survey

12. If you chose "Unconfident" or "Very Unconfident," please explain.

## New Student Survey

\* 13. Please tell us how you felt about your academic advisor(s) at BMCC.

- Very Helpful
- Helpful
- Unhelpful
- Very Unhelpful

## New Student Survey

14. If you chose "Unhelpful" or "Very Unhelpful," please explain.

## New Student Survey

\* 15. What do you need now from BMCC? (Select all that apply.)

- Academic advisement
- Help with financial aid
- Advice on career choices / job market
- Evaluation of my job skills
- Help with my study skills (research, report writing, note-taking, team work, etc.) in college
- Workshop on computer skills and/or software
- Individual help with my college life and/or personal life
- Get involved in campus social and cultural events (student government, student clubs, heritage month programs, volunteering)
- I would like to connect with other veterans
- I would like to connect with the Women's Center
- Please tell us what type of services you would like to receive.

We care and would love to hear from you

\* 1. Based on our records, you selected BMCC as one of your CUNY choices during the application process, but you never registered at the College. Please indicate why you chose to apply to BMCC. (Check all that apply.)

- Majors and career programs offered
- Location
- Affordability
- The diversity of the student population
- BMCC's academic reputation
- Recommendation from a family member or a friend
- Recommendation by high school guidance counselor
- I was certain to be accepted at BMCC
- Special programs (ASAP, College Discovery, BMCC Learning Academy, etc.)
- Other (Please explain)

\* 2. Did you apply to colleges outside of the CUNY system?

- Yes
- No

\* 3. Did you enroll in another college?

- Yes
- No

We care and would love to hear from you

\* 4. Why did you choose to attend a college or university other than BMCC?

We care and would love to hear from you

\* 5. If you did not enroll in higher education in fall semester 2017, please indicate if any of the following were a barrier to your attendance:

- I couldn't afford to attend
- I needed to take a job
- I did not yet have my high school diploma
- Childcare issues
- Personal health issues
- Family issues (other than childcare)
- Housing issues
- I was unable to take CUNY Placement Tests in time to register
- I missed the deadline for registration at BMCC
- The enrollment process was too much work
- I was missing documents (immunization record, high school diploma, I-20.)
- I moved away from New York City
- I decided to try a different career
- I want to have some time off before starting college
- I did not feel ready for college.
- Other (Please specify)

We care and would love to hear from you

\* 6. What parts of BMCC application and registration process could be improved? (Please select all that apply)

- Applying for financial aid
- Submitting supporting documents (transcript, test scores, immunization record, etc.)
- Finding out if you are accepted
- Orientation sessions
- Placement test preparation workshop
- Placement testing
- Getting advised
- Registering for classes
- Activating your CUNYFirst account
- Access to support services (Accessibility, Veterans, others)
- Please add any other comments you have about the enrollment process.

\* 7. If you are not attending another college or university, would you like someone at BMCC to contact you about options for enrolling this summer or fall at BMCC?

- Yes
- No

We care and would love to hear from you

\* 8. We appreciate your continued interest in BMCC. We would like for you to indicate the best method for contacting you so that one of BMCC's academic advisors can connect with you.

<b>Name</b>	<input type="text"/>
<b>Email Address</b>	<input type="text"/>
<b>Phone Number</b>	<input type="text"/>

We care and would love to hear from you