



JOHN JAY COLLEGE
THE CITY UNIVERSITY OF NEW YORK
OF CRIMINAL JUSTICE

2011
John Jay Student Experience Survey

Office of Institutional Research
September 2011
OIR 11-50

**2011 John Jay Student Experience Survey
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2011 John Jay Student Experience Survey Overview

In spring 2011 the Office of Institutional Research (OIR) administered the *John Jay Student Experience Survey*. The survey consists of 120 questions that collect data on students' learning experiences, personal growth, and satisfaction with college services. These survey questions also include three open-ended items that ask students to comment on their experiences at the College.

OIR invited all bachelor degree students enrolled in spring 2011 who were not first-time freshmen in fall 2010 to complete the survey. Students who were first time freshmen in fall 2010 were excluded because at the time of the survey they would have been insufficiently familiar with College offices and services to evaluate them objectively. The survey was distributed to students online via a web link included in an email; 518 students responded. A copy of the survey is provided in appendix A.

Section I shows students' responses to the closed-ended survey questions (see tables 1 – 20). Most questions are rated on a 4 or 5-point scale (e.g., Strongly agree, Agree, Disagree, Strongly disagree). Missing responses and response choices of "Did not take" and "Did not use" are excluded from the percent values reported in the tables. In addition, because women were overrepresented among survey respondents the data in tables 1 – 20 are weighted for gender. Weighting the data ensures that the data are representative of the John Jay student population in fall 2010.

Section II presents responses to the three open-ended questions and provides a detailed description of how comments are coded.

Key Findings

- When asked to select the reason they chose to attend John Jay, 82% of students respond *John Jay offers majors that interest me*, and 60% of students report that this is the most important reason they chose to attend the college.
- 63% of students report that John Jay was their first choice school.
- 81% of students report that because of their experiences at John Jay they have a better understanding of their own personal beliefs about right and wrong.
- 25% of students report they take an even mix of day and evening classes, and 42% respond *agree* or *strongly agree* when asked if they would like to take more classes after 5pm.
- 54% of students report they are working for pay.
- 63% of students report that they do not have an advisor, but 63% of students also report that they are satisfied or very satisfied with the overall availability of advising at John Jay.
- 16% of students report they have participated in an internship while enrolled at John Jay.
- 22% of students report they visit the John Jay library in person four or more times a week.
- 73% of students rate their academic experience at John Jay as *excellent* or *good* and 78% report that they would choose to attend the college again.
- Student comments on the best things and biggest problems at John Jay focus on four areas, college environment, faculty, curriculum, and administration.
- When asked what the College could do to help them graduate, students most commonly cite factors related to academic support and course scheduling.

The reader is encouraged to use this report as a starting point for understanding student experiences at John Jay.

Section I
Student Responses

Table 1. Demographic Characteristics

	% Survey Respondents ¹ (N = 518)
Gender	
Female	56.9
Male	43.1
Race/Ethnicity	
American Indian/Alaska Native	0.2
Asian	7.9
Black/African-American	22.3
Native Hawaiian or Other Pacific Islander	0.2
Hispanic	37.8
White	29.4
Two or more races	2.3
Marital Status	
Single	80.6
Married or living with a partner	19.4
Do you have children that you support financially ?	
Yes	14.3
No	85.7
With whom do you currently live? (Select all that apply.)	
I live alone	12.4
I live with my parents	52.1
I live with my spouse, significant other, or partner	17.7
I live with children that I help take care of	8.8
I live with other members of my family (siblings, grandparents, etc.)	14.4
I live with friends or roommates I am not related to	5.4

Table 1. Demographic Characteristics

	% Survey Respondents ¹ (N = 518)
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What is your best estimate of the total income for your household last year?

Less than \$10,000	14.5
\$10,001 to \$ 19,999	19.4
\$20,000 to \$ 29,999	12.8
\$30,000 to \$ 39,999	10.3
\$40,000 to \$ 49,000	10.0
\$50,000 to \$ 59,999	6.8
\$60,000 to \$ 69,999	8.0
\$70,000 to \$ 79,999	4.4
\$80,000 to \$ 89,999	3.7
\$90,000 to \$ 99,999	0.9
\$100,000 or higher	9.1

What financial support did you use to pay your tuition, books, and other costs related to attending John Jay? (Select all that apply.)

Income from your current job	35.4
Your personal savings	33.4
Financial help from a family member	25.8
Tuition benefit from your current job	3.7
Grants or Scholarships	55.7
Student loan	24.3
Other type of loan	4.2
Public assistance	3.7

¹ Data in tables 1 - 20 are weighted for gender.

Table 2. Academic Characteristics

	% Survey Respondents
Class Standing	
Freshman	8.4
Sophomore	21.6
Junior	29.7
Senior	40.2
Admission Status	
New freshman	51.8
Transfer student	48.2
Full/Part-time Status	
Mostly full-time	85.9
Part-time	14.1
Number Semesters Attended John Jay	
1 to 3	33.1
4 to 6	40.6
7 to 9	19.8
10 or more	6.5

Table 3. Current Major

	% Responding
Current Major	
Computer Information Systems (BS)	1.8
Correctional Studies (BS)	.3
Criminal Justice (BA)	14.6
Criminal Justice (BS)	10.0
Criminal Justice Management (BS)	1.4
Criminology (BA)	5.3
Culture and Deviance Studies (BA)	4.5
Economics (BS)	4.1
English (BA)	2.7
Fire and Emergency Service (BA)	.6
Fire Science (BS)	1.7
Forensic Psychology (BA)	18.7
Forensic Science (BS)	5.8
Gender Studies (BA)	.7
Global History (BA)	.6
Humanities and Justice (BA)	3.4
International Criminal Justice (BA)	5.0
Judicial Studies (BA)	.2
Legal Studies (BS)	4.1
Police Studies (BS)	2.7
Political Science (BA)	6.2
Public Administration (BA)	4.7
Security Management (BS)	1.2

Table 4. Reasons for Attending John Jay

	% Responding
Why did you choose to attend John Jay? (Select all that apply.)	
John Jay has a good academic reputation	44.7
John Jay offers majors that interest me	82.3
John Jay was the only college where I was accepted	9.4
John Jay graduates get good jobs	13.1
John Jay graduates get into top graduate schools	6.3
High school teacher/counselor recommended John Jay	9.1
I can easily get to John Jay from my home	24.7
I can easily get to John Jay from my work	10.7
I received a good financial aid package at John Jay	14.0
Which one of these reasons was <u>most</u> important? (Select only one.)	
John Jay has a good academic reputation	18.3
John Jay offers majors that interest me	59.9
John Jay was the only college where I was accepted	5.6
John Jay graduates get good jobs	4.4
John Jay graduates get into top graduate schools	0.5
High school teacher/counselor recommended John Jay	1.4
I can easily get to John Jay from my home	4.1
I can easily get to John Jay from my work	1.3
I received a good financial aid package at John Jay	4.6
Was John Jay your first choice school?	
Yes	62.7
No	37.3

Table 5. General Education

How much has taking the following courses improved your ability to speak and /or write clearly and effectively?	% Responding			
	Improved a lot	Improved somewhat	Improved a little	Did not improve
English 101 or SEEK-English 095	29.9	36.6	21.6	11.9
English 201 (used to be English 102)	30.2	39.9	19.2	10.6
Speech 113 or SEEK-Speech 115	40.4	35.5	15.5	8.8

How much has taking the following courses improved your ability to use evidence to support an argument?	% Responding			
	Improved a lot	Improved somewhat	Improved a little	Did not improve
History 203, 204, or 205	22.0	33.4	21.4	23.2
History 231 or 232	21.8	36.1	19.8	22.3
Literature 230 or Literature 231	25.7	37.9	20.2	16.2
Literature 232 or 233	25.8	38.1	22.2	13.9
Philosophy 231	29.6	31.8	19.5	19.1

How much has taking the following courses improved your ability to use math in your everyday life?	% Responding			
	Improved a lot	Improved somewhat	Improved a little	Did not improve
Math 104 or Math 105	17.9	24.5	24.3	33.3
Math 108 or Math 141	18.9	23.8	25.6	31.7
Math 204 or higher	23.0	23.8	21.5	31.8

Table 5. General Education

How much has taking a course in any of the following areas improved your ability to read and understand tables, charts, and graphs?	% Responding			
	Improved a lot	Improved somewhat	Improved a little	Did not improve
Biology, Chemistry, Environmental Science, Forensic Science, Natural Science, or Physics	21.5	31.9	28.5	18.1
Anthropology, Economics, Sociology, Political Science or Psychology	32.0	28.9	24.1	15.1

How much has taking a course in the following areas improved your awareness of different social groups, cultures or types of expression?	% Responding			
	Improved a lot	Improved somewhat	Improved a little	Did not improve
Fine Arts (Art, Music, Drama)	37.0	24.2	21.0	17.9
Foreign language (Chinese, Italian, Spanish etc.)	30.2	22.2	21.2	26.3
Ethnic Studies 123, Ethnic Studies 124, or Ethnic Studies 125	45.8	26.8	18	9.4

Table 6. Critical Thinking

How much have courses outside of your major:	% Responding			
	Very much	Some	A little	Not at all
Challenged you to view an issue from a different point of view	44.6	35.1	9.6	10.8
Encouraged you to learn about a topic before making decision	47.7	30.3	13.1	8.9
Inspired you to learn about a topic not required for a class	45.2	31.1	12.3	11.4
Taught you to find and evaluate information	45.7	33.6	10.7	10.1
Taught you to use information to develop new ideas of your own	49.9	28.8	10.6	10.6

Table 7. Personal Growth

Because of my experiences at John Jay I:	% Responding			
	Strongly agree	Agree	Disagree	Strongly disagree
Am more willing to interact with people who are different from me	31.1	46.5	14.6	7.9
Have a better understanding of my own personal beliefs about right and wrong	36.8	44.7	13.4	5.1
Have the confidence to try new things	37.7	42.9	13.2	6.1

Compared to when you started at John Jay, how likely are you now to:	% Responding				
	Much more likely	More likely	Equally likely	Less likely	Much less likely
Volunteer time or donate money to a non-profit organization	20.4	20.5	48.7	5.9	4.6
Support a political or social movement	17.2	21.7	44.3	10.8	5.9
Vote in a local election	22.0	17.9	50.3	5.0	4.9

Table 8. Course Availability

		% Responding				
When do you take most of your classes?						
	During the day	56.9				
	In the evening	15.2				
	Even mix of day and evening	24.9				
	On the weekend	1.8				
	Online	1.2				
Were you able to register for every class you wanted to take this semester?						
	Yes	63.0				
	No	37.0				
If you were not able to register for every class you wanted to take, what classes could you not register for? (Select all that apply.)						
	General education class	17.1				
	Class required to start taking classes in your major	9.3				
	Class required in your major	26.5				
	Elective class	12.5				
		% Responding				
If they were offered I would take more classes:		Strongly agree	Agree	No opinion	Disagree	Strongly disagree
	After 5 PM	26.5	15.4	23.6	12.4	22.2
	On Fridays and weekends	21.1	15.6	24.7	13.7	24.8
	Offered totally online	38.1	14.4	23	9.1	15.4

Table 9. Time Use

During the past week, how many hours did you spend doing each of the following?	% Responding				
	0 hrs/wk	1-5 hrs/wk	6-10 hrs/wk	11-20 hrs/wk	Over 20 hrs/wk
Preparing for class	2.0	42.8	35.3	14.9	5.1
Attending classes and labs	4.7	21.1	31.9	34.3	8
Participating in student activities on campus	73.6	18.2	3.8	2.4	1.9
Relaxing and socializing	9.3	45.3	23.4	14.1	7.9
Taking care of people	26.1	29.1	19.2	10.0	15.5
Traveling to and from campus	2.9	40.8	36.5	15.9	3.9

Table 10. Work

		% Responding
Are you currently working for pay?		
Yes		54.4
No		45.6
If you are currently working for pay, about how many hours in a typical week do you work?		
1-5 hrs/week		6.7
6-10 hrs/week		13.2
11-20 hrs/week		22.6
21-34 hrs/week		22.8
35 or more hrs/week		34.7
Is your current job related to your major?		
Yes		25.9
No		74.1

Table 11. Faculty

Last semester how much did your John Jay instructors:	% Responding			
	Very much	Some	A little	Not at all
Expect you to meet high academic standards	64.8	25.8	5.5	3.9
Give you feedback that helped you to be better student	45.1	35.5	12	7.5
Give you support when you were having academic trouble	40.2	32.5	15.6	11.8
Give you feedback that helped you grow as a person	34.3	33.4	16.7	15.6

Table 12. Academic Advising

		% Responding
Last semester, how often did you visit or contact Academic Advising Services?		
Once		25.4
2-3 times		24.0
4 or more times		7.7
Never		34.8
I do not know about Academic Advising Services		8.1
Who is your advisor?		
No advisor		63.2
Faculty member in my major		9.6
Faculty member outside my major		4.8
Staff member in academic advising		15.6
Staff member outside academic advising		0.6
Other		6.2

How satisfied or dissatisfied are you with the following:	% Responding			
	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
Overall availability of advising at John Jay	17.5	45.5	20.5	16.6
Availability of advising on requirements for graduation	16.3	43.1	26.6	14.1
Quality of advising on requirements for graduation	16.1	43.5	26.6	13.8
Availability on advising on careers options and/or continuing your education after graduation	16.5	39.9	29.5	14.0
Quality of advising on careers options and /or continuing your education after graduation	16.5	41.8	27	14.7

Table 13. Student Support Services

How satisfied or dissatisfied are you with:	% Responding				
	Very satisfied	Satisfied	No opinion	Dissatisfied	Very dissatisfied
Counseling Services	17.4	27.5	12.2	13.6	29.3
Student Health Services (Health Office)	16.6	28.5	4.9	8.2	41.8
Career Services	8.6	25.4	43.3	11.8	10.9

Career Development Center	% Responding
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Last semester, how often did you visit or contact the Career Development Center?

Never	58.3
Once	14.9
2-3 times	15.7
4 or more times	5.7
I do not know about the Career Development Center	5.5

I have used the Career Development Center to: (Select all that apply.)

Find a job	13.5
Find an internship	18.4
Get help with a resume or cover letter	11.9
Prepare for a job interview	3.6
Learn more about the types of jobs I can get after graduation	10.1
Learn about continuing my education after graduation	6.9
Develop my career goals	8.1
I have not used the Career Development Center	48.2

During your time at John Jay have you participated in an internship (any type)?

Yes	15.9
No	84.1

Table 14. Learning Labs

How satisfied or dissatisfied are you with:	% Responding				
	Very satisfied	Satisfied	No opinion	Dissatisfied	Very dissatisfied
Communication Arts Lab	7.9	15.4	1.0	4.7	71.0
Foreign Language Lab	9.9	24.4	12.5	8.7	44.4
Math and Science Resource Center	24.3	36.8	4.7	5.4	28.8
Writing Center	32.9	38.8	7.1	3.6	17.6

Table 15. Library

How useful are the following library services for completing homework, reports, and other assignments you get?	% Responding			
	Very useful	Useful	Somewhat useful	Not at all useful
Library databases	57.4	31.0	10.0	1.6
Library guides and handouts	48.7	36.9	11.0	3.5
Library reference assistance	45.3	33.7	14.5	6.4
Library website	46.1	38.1	13.1	2.6
Course reserves	52.4	33.5	12.3	1.8
Class presentation by a librarian	38.6	32.1	21.3	8.0

% Responding	
Last semester, how often did you visit the John Jay library in person?	
Never	9.3
Less than once a month	14.2
Once a month	11.9
Once/week	15.9
2-3 times/week	26.9
4 or more times/week	21.9
How often did you visit the John Jay library website?	
Never	6.4
Less than once a month	10.6
Once a month	14
Once/week	17.5
2-3 times/week	22.6
4 or more times/week	28.9
How satisfied are you with the John Jay Library?	
Very satisfied	35.1
Satisfied	49.2
No opinion	9.8
Dissatisfied	3.7
Very dissatisfied	2.2

Table 16. Administrative Support Services

How satisfied or dissatisfied are you with:	% Responding				
	Very satisfied	Satisfied	No opinion	Dissatisfied	Very dissatisfied
Bursar's Office	23.8	46.6	18.9	5.7	4.9
Registrar's Office	15.2	35.8	23.9	13.2	11.9
Financial Aid Office	15.9	35.2	20.7	14.3	13.9

The last time I went to Financial Aid:	% Responding			
	Strongly agree	Agree	Disagree	Strongly disagree
The representative treated me with respect	33.4	53.1	7.9	5.6
The representative answered my question or gave me information that helped me to fix my situation or problem	30.9	50.8	10.5	7.9

If you did not get your question answered or get the help you were hoping for, did the representative:	% Responding	
	Yes	No
Tell you that the reason s/he could not help you was because of federal and /or state rules?	43.1	59.9
Tell you about different financial aid options or give you other information that could help?	44.5	55.5

Table 17. One Stop

	% Responding
Last semester, how often did you visit One Stop?	
Never	10.2
Once	20.5
2-3 times	48.9
4-6 or more times	16.3
7 or more times	4.1

	% Responding			
	Strongly agree	Agree	Disagree	Strongly disagree
The last time I went to One Stop the representative:				
Treated me with respect	42.9	50.3	4.8	2
Showed concern for my situation or problem	30.2	43.2	19.6	6.9
Knew a lot about my question, situation, or problem	31.9	46.6	15.4	6.1
The representative answered my question or gave me information that helped me to fix my situation or problem	33.6	48.0	12.7	5.7

Table 18. Campus Computing

How satisfied or dissatisfied are you with:	% Responding				
	Very satisfied	Satisfied	No opinion	Dissatisfied	Very dissatisfied
Computer lab hours	31.5	43.2	14.1	7.1	4.1
Number of computer labs available	23.7	35.8	10.6	18.8	11.2
Overall computer services on campus	28.6	43.3	10.4	9.6	8.1

% Responding	
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Last semester, how often did you go to free software/computer training sessions sponsored by ITSS?

Never	71.0
Once	4.5
2-3 times	2.7
4 or more times	5.6
I do not know about the training sessions	16.1

What time of day are you most free to go to training sessions sponsored by ITSS? (Select all that apply.)

8am to 11am	12.6
Noon to 2pm	20.0
3pm to 5pm	19.1
After 5pm	22.2
I would prefer sessions I can view online	55.2

Table 19. Campus Communication

How often did you use the following sources to find out about events at John Jay?	% Responding				
	Very often	Often	Sometimes	Rarely	Never
Email	68.1	13.8	9.3	4.7	4.0
Flyer	18.5	18.9	23.4	18.2	21.0
Friend(s)	11.8	13.1	24.9	20.4	29.8
Campus TV screen/Kiosk	6.9	6.6	20.4	21.4	44.8
Professor(s)	14.4	16.5	27.0	18.9	23.1
Clubs	7.9	9.5	14.3	14.3	54.0
College website	30.5	19.3	21.2	11.6	17.3

Table 20. Overall Satisfaction

		% Responding
How would you rate your academic experience at John Jay so far?		
Excellent		26.4
Good		47.1
Fair		20.8
Poor		5.7
If you could start college over, would you choose to attend John Jay again?		
Definitely yes		38.0
Probably yes		40.0
Probably no		13.5
Definitely no		8.5

2011 John Jay Student Experience Survey
Section II
Student Comments

The 2011 John Jay Student Experience Survey includes three open-ended questions on students' experiences at the College:

- What would you say is the best thing about John Jay College?
- What would you say is the biggest problem at John Jay College?
- In what way could John Jay help you graduate?

Students' responses to these questions are coded into one of 10 topic categories: faculty, curriculum, administration, academic support, course scheduling, college environment, educational development, students, personal and social development, and general comments (comment that did not refer to a specific aspect of students' experiences). A single comment could refer to many topics and each topic is coded independently. For example, a comment of "[The best thing about John Jay is] *The majors available – and the fact that many of the teachers have actually worked in the field they are teaching about*" covers two topics. Topic 1 "*The majors available*" would receive a code for curriculum. Topic 2 "*the fact that many of the teachers have actually worked in the field they are teaching about*" would receive a code for faculty.

A copy of the coding schema is provided in appendix B. Not all students provided written comments for each open-ended question and some students provided multiple comments. As a result, the number of comments for each question may not equal the number of survey respondents. Some comments were corrected for spelling and grammatical errors. Comments may also be edited to clarify meaning. These corrections are indicated by brackets.

Table 21 shows the distribution of comments across the three open-ended questions by topic. The most commonly commented on topics for each question are highlighted. Student comments on these topics are discussed in detail below. Because the most common topics commented on for the best thing about John Jay and the biggest problem at John overlap responses to these questions are discussed together. Appendix C shows the distribution of student responses by question and topic code.

Table 21. Distribution of student comments by question and topic.

Topic	Question					
	What would you say is the best thing about the college?		What would you say is the biggest problem at the college?		In what way could John Jay help you to graduate?	
	N	%	N	%	N	%
Administration	74	14.3	139	26.6	53	13.6
College Environment	101	19.5	135	25.8	20	5.1
Faculty	144	27.8	62	11.9	28	7.2
Curriculum	110	21.2	33	6.3	53	13.6
Academic Support	8	1.5	37	7.1	79	20.3
Course Scheduling	13	2.5	37	7.1	68	17.5
General Comments	24	4.6	38	7.3	50	12.9
Educational Development	23	4.4	10	1.9	35	9
Students	21	4.1	31	5.9	3	0.8
Personal Development			1	0.2		
Total Comments	518	100.0	523	100.0	389	100.0

Best Things and Biggest Problems at John Jay

Student comments on the best things and biggest problems at John Jay focus on four areas, college environment, faculty, curriculum, and administration. Each area is discussed separately below. Selected comments are provided to illustrate the main points discussed for each topic.

College Environment

Comments on the college environment cite campus life as both one of the best things about the College and one of its biggest problems. Students seem particularly pleased with the college's reputation, location, and diversity. They express displeasure with overcrowding on campus and some college facilities such as lounges and the cafeteria.

Best things about college environment

- Location/environment.
- The resources made available for students.
- The reputation among police departments.
- Diversity.
- The reputation of the college, welcoming place for all people of different backgrounds.
- The library and computer labs are very impressive.
- Small class sizes, community atmosphere, its college family.

Biggest problems with college environment

- The library hours are too short.
- The foreign language lab is not helpful, cafeteria.
- General computers in lounges destroyed.
- Lack of funding/campus resources, the noise and lack of security.
- Overcrowded classrooms, lack of school spirit.
- Changing buildings for classes, always crowded elevators and stairs.

Faculty

Comments in praise of the faculty focus on how knowledgeable they are about their given subjects, how well they teach, and their willingness to spend time helping students. Comments that express criticism of faculty often cite lack of faculty availability outside of class. In addition, some comments reflect student dissatisfaction with faculty teaching methods and grading.

Best things about the faculty

- Diversity of teachers and mentors.
- There are a lot of great professors that truly care for the students.
- The majority of the professors are enthusiastic about teaching.
- Professors provide positive feedback that you can use.
- Awesome professors... Very knowledgeable, very easy to talk...
- The professors dedicated time [to students].
- The professors are extremely knowledgeable on the subject.
- A majority of the teachers are highly motivated in helping the students.

Biggest problems with faculty

- There are too many professors that do not have effective teaching methods.
- Professors focus on quantity of work not quality.
- Some professors have become very impersonal.
- The language teachers, I find that most of them are difficult to follow.
- Unfair grades from professors.
- Lack of professors with worldly knowledge.

Curriculum

Students praise both the variety of courses available and the College's criminal justice focus. Students also express an appreciation for the College's academic reputation. Curriculum does not rank high among the things students listed as problems at John Jay. However, some comments suggest students are frustrated with the number of general education requirements and concerned that the College is drifting from its criminal justice roots.

Best things about the curriculum

- The wide-range selection of courses.
- The diversity and the fact that it specializes in Criminal Justice.
- I love the availability of majors and how one can double count the courses.
- John Jay has a phenomenal Pre Law Institute.
- The academic reputation and internship program.
- I love the ISP program. I honestly believe that it's doing a very good job.

Biggest problems with the curriculum

- College required courses for graduation and did not offer those courses.
- Courses not available to evening students; not enough online classes...
- The rigidity of the general education requirements.
- There is too much emphasis on the general requirements, hence when you get to the classes that are for your major they're minimal in information ... I don't want a text book education, I want real life, the hardships the ins and outs, and I should be able to get that not just through internships but through my college experience!
- I chose to attend John Jay because of its reputation, but John Jay is getting to far away from its Criminal Justice roots.

Administration

Some comments about the administration offer broad praise of various administrative offices and College staff. However, administration ranks first among the things listed as problems at John Jay. Students express displeasure with helpfulness and professionalism among staff, as well as the accuracy of the information they receive. They also criticize the lack of organization in some administrative offices.

Best things about the administration

- There are a lot of services available to help students in every possible course.
- Some of the staff is truly informative and caring in regards to student's career.
- The staff members are very helpful and friendly.
- The help at all of the main offices like Financial Aid, One Stop, Bursar's and Writing Center

Biggest problems about the administration

- Not enough human interaction. E-mails and automated websites have removed the human elements.
- The treatment of some employees towards students.
- Unorganized, rude, unprofessional, unwelcoming administrative staff.
- Really hard to get correct information from the administration to the students.
- Disorganized departments... Every department gives you different information.
- The staff members of the college act as if students are burdens.
- The employees at One Stop. They are incompetent. Long line, hours. It's a massive mess about [getting] the accurate answers.
- Registrar and Financial Aid Offices are disorganized. Long processing time at Financial Aid Office. Lack of professionalism.

Things John Jay can do to Help Students Graduate

When asked what the College could do to help them graduate, students most commonly cite factors related to academic support and course scheduling. Students express a desire for more and better advising. They also comment on the need for a better graduation auditing system. With regard to course scheduling, students request more courses be made available at times convenient to working and part-time students. They also express a desire for more winter, summer, and online courses, as well as smaller class sizes.

Academic support

- Better graduation audit type updates, possibly over emails or in counseling.
- Make the advisers more accessible and mandatory meetings with them monthly.
- Having an individual advisor or counselor with knowledge.
- Always provide effective academic services.
- Providing me a better understanding of exactly what courses I need.
- More advisement to graduate without us going out looking for answers around.
- Provide direct connection education, improve on the audit system.
- Have pre-graduate sessions to prepare students for graduation expectations.

Course scheduling

- Allow me to take the classes I need at [a] reasonable time.
- Offering more courses with less students.
- Ensure that a wider variety of courses are available in the winter and summer.
- Allow us to take more classes per semester, provide more online classes.
- Schedule flexibility!
- John Jay should offer more classes for working students and [on] Saturdays.
- Offer more room classes, not only online.
- Let us register early and not be bumped until late in the registration process.

Appendix A
2011 Student Experience Survey



John Jay Student Experience Survey

Thank you for taking the time to complete the John Jay Student Experience Survey. Please read each question carefully and answer as it relates to your experiences at John Jay so far.

Reasons for attending John Jay

1. Why did you choose to attend John Jay?

(Select all that apply.)

- John Jay has a good academic reputation
- John Jay offers majors that interest me
- John Jay was the only college where I was accepted
- John Jay graduates get good jobs
- John Jay graduates get into top graduate schools
- High School teacher/counselor recommended John Jay
- I can easily get to John Jay from my home
- I can easily get to John Jay from my work
- I received a good financial aid package at John Jay

2. Which one of these reasons was MOST important?

3. Was John Jay your first choice school?

- Yes
- No

Course Taking

Please answer the following questions based on the courses you have taken AT JOHN JAY so far.

How much has taking the following courses improved your ability to SPEAK AND/OR WRITE CLEARLY AND EFFECTIVELY?

	Improved a lot	Improved somewhat	Improved a little	Did not improve	Did not take
4. English 101 or SEEK-English 095	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. English 201 (used to be English 102)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Speech 113 or SEEK-Speech 115	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>

How much has taking the following courses improved your ability to USE EVIDENCE TO SUPPORT AN

ARGUMENT?

	Improved a lot	Improved somewhat	Improved a little	Did not improve	Did not take
7. History 203, 204, or 205	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. History 231 or 232	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Literature 230 or Literature 231	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. Literature 232 or 233	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Philosophy 231	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How much has taking the following courses improved your ability to USE MATH IN YOUR EVERYDAY LIFE?

	Improved a lot	Improved somewhat	Improved a little	Did not improve	Did not take
12. Math 104 or Math 105	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Math 108 or Math 141	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Math 204 or higher	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How much has taking a course in any of the following areas improved your ability to READ AND UNDERSTAND TABLES, PIE CHARTS, GRAPHS, AND FIGURES?

	Improved a lot	Improved somewhat	Improved a little	Did not improve	Did not take
15. Biology, Chemistry, Environmental Science, Forensic Science, Natural Science, or Physics	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Anthropology, Economics, Sociology, Political Science, or Psychology	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

How much has taking courses in the following areas IMPROVED YOUR AWARENESS OF DIFFERENT SOCIAL GROUPS, CULTURES, OR TYPES OF EXPRESSION?

	Improved a lot	Improved somewhat	Improved a little	Did not improve	Did not take
17. Fine Arts (Art, Music, Drama)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. Foreign Language (Chinese, Italian, Spanish, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Ethnic Studies 123, Ethnic Studies 124, or Ethnic Studies 125	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Learning experiences

How much have courses OUTSIDE of your major:

Very much Some A little Not at all

- | | | | | |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| 20. Challenged you to view an issue from a different point of view | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 21. Encouraged you to learn more about a topic before making a decision | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 22. Inspired you to learn about a topic not required for a class | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 23. Taught you to find and evaluate information | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 24. Taught you to use information to develop new ideas of your own | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

How much do you agree or disagree with the following statements?

Because of my experiences at John Jay I:

- | | Strongly agree | Agree | Disagree | Strongly disagree |
|---|-----------------------|-----------------------|-----------------------|-----------------------|
| 25. Am more willing to interact with people who are different from me (e.g., different group, culture, beliefs, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 26. Have a better understanding of my own personal beliefs about right and wrong | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 27. Have the confidence to try new things | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Compared to when you started at John Jay, how likely are you now to:

- | | Much more likely | More likely | Equally likely | Less likely | Much less likely |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 28. Volunteer time or donate money to a non-profit organization (e.g., religious group, charity, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 29. Support a political or social movement (e.g., follow a group on Twitter, attend a demonstration, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| 30. Vote in a local election (e.g., borough president, mayor, etc.) | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

Course Availability

31. This semester, were you able to register for every class you wanted to take?

- Yes
- No

32. If you were not able to register for every class you wanted to take, what classes could you NOT register for?

(Select all that apply.)

- General education class

- Class required to start taking classes in your major
- Class required in your major
- Elective class (class not required for general education or your major)

How much do you agree or disagree with the following statements?

If they were offered I would take more classes:

	Strongly agree	Agree	No opinion	Disagree	Strongly disagree
33. After 5:00 pm	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
34. On Fridays and weekends	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
35. Offered totally online	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Time Use

Last week, about how many hours did you spend doing each of the following?

	0 hrs/wk	1-5 hrs/wk	6-10 hrs/wk	11-20 hrs/wk	Over 20 hrs/wk
36. Preparing for class (studying, reading, writing, doing homework, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
37. Attending classes and labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
38. Participating in student activities on campus (clubs, team sports, student government, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
39. Relaxing and socializing (watching TV, spending time with friends, using the Internet, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
40. Taking care of people living with you (parents, children, spouses, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
41. Traveling to and from campus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Work

42. Are you currently working for pay?

- Yes
- No ([Skip to Q. 45](#))

43. If you are currently working for pay, about how many hours in a typical week do you work?

- 1-5 hours/week
- 6-10 hours/week
- 11-20 hours/week
- 21-34 hours/week
- 35 or more hours/week

44. Is your current job related to your major? (If you work at more than one job, answer for the job where you work the most hours.)

- Yes
- No

Faculty

Last semester how much did your John Jay instructors:

	Very much	Some	A little	Not at all
45. Expect you to meet high academic standards	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
46. Give you feedback that helped you to be a better student	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
47. Give you support when you were having academic trouble	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
48. Give you feedback that helped you grow as a person	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Academic Advising

49. Last semester, how often did you visit or contact Academic Advising Services?

- Once
- 2 - 3 times
- 4 or more times
- Never
- I do not know about Academic Advising Services

50. Do you have an academic advisor?

- Yes
- No ([Skip to Q. 52](#))

51. If yes, who is your advisor?

- Faculty member in my major
- Faculty member outside my major
- Staff member in Academic Advising
- Staff member outside Academic Advising
- Other:

How satisfied or dissatisfied are you with the following:

	Very satisfied	Satisfied	Dissatisfied	Very dissatisfied
52. Overall availability of advising at John Jay	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
53. AVAILABILITY of advising on requirements for graduation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
54. QUALITY of advising on requirements for graduation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

62. Foreign Language Lab	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
63. Math and Science Resource Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
64. Writing Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Library

How useful are the following library services for completing homework, reports, and other assignments you get in your classes?

	Very useful	Useful	Somewhat useful	Not at all useful	Did not use
65. Library databases (e.g., EBSCO, JSTOR, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
66. Library guides and handouts (e.g., subject guides, APA style, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
67. Library reference assistance (in-person help, phone, email, chat, text)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
68. Library website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
69. Course reserves (electronic reserves or reserve desk)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
70. Class presentation by a librarian	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

71. Last semester, how often did you visit the John Jay library IN PERSON?

- Never
- Less than once a month
- Once a month
- Once/week
- 2 - 3 times/week
- 4 or more times/week

72. Last semester, how often did you visit the John Jay library WEBSITE?

- Never
- Less than once a month
- Once a month
- Once/week
- 2 - 3 times/week
- 4 or more times/week

73. In general, how satisfied are you with the John Jay Library?

- Very satisfied
- Satisfied
- No opinion
- Dissatisfied
- Very dissatisfied
- Did not use

Administrative and Student Support Services

How satisfied are you with:

	Very satisfied	Satisfied	No opinion	Dissatisfied	Very dissatisfied	Did not use
74. Bursar's Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
75. Counseling Services Center	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
76. Financial Aid Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
77. Registrar's Office	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
78. Student Health Services (Health office)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer the following questions based on your experience with FINANCIAL AID.

The last time I went to FINANCIAL AID:

	Strongly agree	Agree	Disagree	Strongly disagree
79. The representative treated me with respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
80. The representative answered my question or gave me information that helped me to fix my situation or problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you did NOT get your question answered or get the help you were hoping for, did the representative:

	Yes	No	Not applicable
81. Tell you that the reason s/he could not help you was because of federal and/or state rules?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
82. Tell you about different financial aid options or give you other information that could help?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please answer the following questions based on your experience with ONE STOP.

83. Last semester, how often did you visit ONE STOP?

- Never ([Skip to Q. 88](#))
- Once
- 2 - 3 times
- 4 - 6 times
- 7 or more times

The last time I went to ONE STOP the representative:

	Strongly agree	Agree	Disagree	Strongly disagree
84. Treated me with respect	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
85. Showed concern for my situation or problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

86. Knew a lot about my question, situation, or problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
87. Answered my question or gave me information that helped me to fix my situation or problem	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Campus Computing

How satisfied are you with:

	Very satisfied	Satisfied	No opinion	Dissatisfied	Very dissatisfied	Did not use
88. Computer lab hours	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
89. Number of computer labs available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
90. Overall computer services on campus (e.g. helpdesk, wireless, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

91. **Last semester, how often did you go to free software/computer training sessions sponsored by ITSS (e.g., workshops on Blackboard, Computer Security, Garageband, Creating a Podcast, Moviemaker, iTunes U, etc.)?**

- Never
- Once
- 2 - 3 times
- 4 or more times
- I do not know about the training sessions

92. **In general, what time of day are you most free to go to training sessions sponsored by ITSS?**

(Select all that apply.)

- 8am to 11am
- Noon to 2pm
- 3pm to 5pm
- After 5pm
- I would prefer online sessions I can view using YouTube, iTunes U, Podcast, Twitter, Blogs, etc.

Campus Communication

Last semester, how often did you use the following sources to find out about events at John Jay?

	Very often	Often	Sometimes	Rarely	Never
93. Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
94. Flyer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
95. Friend(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
96. Campus TV screen/ Kiosk	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
97. Professor(s)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
98. Clubs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

General Comments

Please provide written responses to the following questions.

100. What would you say is the biggest problem at John Jay College?

101. What would you say is the best thing about John Jay College?

102. In what way could John Jay help you graduate?

Demographic Information

103. What is your current major?

104. What is your current class status?

- Freshman
- Sophomore
- Junior
- Senior

105. Did you begin your studies at John Jay as a new freshman or as a transfer student?

- New freshman
- Transfer student

106. Have you attended John Jay mostly full-time or part-time?

- Mostly full-time
- Part-time

107. When do you take most of your classes?

- During the day (before 5:00 pm)
- In the evening (after 5:00 pm)
- Even mix of day and evening
- On the weekend

Online

108. How many semesters have you attended John Jay?

109. What is your sex?

Male

Female

110. What is your gender?

111. Are you Hispanic/Latino? (Hispanic or Latino means a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race. The term, "Spanish origin," can also be used in addition to Hispanic or Latino.)

Yes

No

112. Which of the following best describes your background?

(Select all that apply.)

American Indian or Alaskan Native

Asian

Black or African American

Native Hawaiian or Other Pacific Islander

White

113. Are you married or living with a partner?

No, I am single (divorced, separated, widowed, never married)

Yes, I am married or living with a partner

114. Do you have children that you support financially?

Yes

No

115. With whom do you currently live?

(Select all that apply.)

I live alone

I live with my parents

I live with my spouse, significant other, or partner

I live with children that I help take care of

I live with other members of my family (siblings, grandparents, cousins, etc.)

I live with friends or roommates I am not related to

Other:

116. What is your best estimate of the total income in your household last year? Consider income from all members of your household and all sources before taxes.

117. How many people are supported by this income?

118. This semester what financial support did you use to pay for your tuition, books, and other costs related to attending John Jay (e.g. student fees, metrocard, etc.)?

(Select all that apply.)

- Income from your current job
- Your personal savings
- Financial help from a family member
- Tuition benefit from your current job
- Grants or Scholarships (Pell, TAP, Vallone, National Merit Scholarship, etc.)
- Student loan
- Other type of loan
- Public assistance

Overall Satisfaction

119. How would you rate your academic experience at John Jay so far?

- Excellent
- Good
- Fair
- Poor

120. If you could start college over, would you choose to attend John Jay again?

- Definitely yes
- Probably yes
- Probably no
- Definitely no

Submit Your Responses

Reset All Responses

Appendix B

Topic Codes for Open-ended Questions

Faculty

- 10 General statement about faculty
- 11 Instructor teaching
- 12 Instructor feedback
- 13 Instructor availability
- 14 Instructor attitude
- 15 Instructor knowlwdge

Curriculum

- 20 General statement about curriculum
- 21 Course requirement and workload
- 22 Major requirements
- 23 General education requirements
- 24 Subject matter
- 25 Online courses
- 26 Capstone experience

Administration

- 30 General statement about administration
- 31 Communication with students
- 32 Communication about the major
- 33 College administration
- 34 Staff-helpfulness, attitude
- 35 Staff-knoweledge, understanding of problem
- 36 Specific administrative office
- 37 Institutional/academic policy
- 38 Financial Aid/Tuition

Academic Support

- 40 General statement about advising
- 41 Academic advising-availability
- 42 Academic advising-quality
- 43 Academic advising-planning
- 44 Tutoring

Course Availability

- 51 Course availability-access to course
- 52 Course availability-part-time students
- 53 Course timing
- 54 Registration
- 55 Online courses

College Environment

- 60 General statement about college environment
- 61 General campus facilities/resources
- 62 conditions of classrooms and buildings
- 63 Campus life
- 64 Campus activities/community

Educational Development

- 71 Learning experiences
- 72 Skills development
- 73 Academic interest
- 74 Academic opportunities
- 75 Future plans

Students

- 80 General statements about students
- 81 Student attitudes
- 82 Student behavior
- 83 Student ability

Personal and Social Development

- 91 Personal experience
- 92 Social experience

General Comments

- 00 Cannot code comment
- 01 Nothing-positive sence
- 02 Nothing-negative sence
- 03 Nothing-neutral sence
- 04 Miscellaneous comment

Appendix C
Student Responses by Topic Code and Question

Table C1. Student responses to "What would you say is the best thing about John Jay College?"

Topic Codes	Rank	N	%
FACULTY	1	144	27.8
General statement		53	36.8
Instructor knowledge		39	27.1
Instructor teaching		21	14.6
Instructor attitude		21	14.6
Instructor availability		9	6.3
Instructor feedback		1	0.7
CURRICULUM	2	110	21.2
Majors		59	53.6
General education requirements		19	17.3
Capstone experience		22	20.0
Course requirements and workload		8	7.3
Subject matter		2	1.8
COLLEGE ENVIRONMENT	3	101	19.5
Campus life		47	46.5
Campus activities/community		25	24.8
Condition of classrooms and buildings		16	15.8
General campus facilities/resources		13	12.9
ADMINISTRATION	4	74	14.3
College administration		22	29.7
Specific administrative office		16	21.6
Staff-helpfulness		15	20.3
Financial aid/tuition		15	20.3
Staff-knowledge		3	4.1
Communication about the major		2	2.7
Communication with students		1	1.4
GENERAL COMMENTS	5	24	4.6
EDUCATIONAL DEVELOPMENT	6	23	4.4
Future plans		9	39.1
Learning experience		8	34.8
Academic opportunities		3	13.0
Academic interest		2	8.7
Skills development		1	4.3

Table C1. Student responses to "What would you say is the best thing about John Jay College?"

Topic Codes	Rank	N	%
STUDENTS	7	21	4.1
Student behavior		12	57.1
Student attitudes		7	33.3
Student ability		2	9.5
COURSE SCHEDULING	8	13	2.5
Course availability-access to courses		10	76.9
Course availability-part-time students		2	15.4
Course timing		1	7.7
ACADEMIC SUPPORT	9	8	1.5
Tutoring		6	75.0
Academic advising-quality		2	25.0
Total		518	100.0

Table C2. Student responses to “What would you say is the biggest problem at John Jay College?”

Topic Codes	Rank	N	%
ADMINISTRATION	1	139	26.6
College administration		55	39.6
Specific administration office		53	38.1
Staff-helpfulness		14	10.1
Financial aid/Tuition		7	5.0
Communication about the major		5	3.6
Staff-knowledge		5	3.6
COLLEGE ENVIRONMENT	2	135	25.8
Campus life		40	29.6
General campus facilities/resources		33	24.4
Condition of classrooms and buildings		33	24.4
Campus activities/community		28	20.7
General statement about college facilities		1	0.7
FACULTY	3	62	11.9
Instructor attitude		16	25.8
Instructor teaching		12	19.4
Instructor availability		12	19.4
Instructor knowledge		11	17.7
Instructor feedback		9	14.5
General statement about faculty		2	3.2
GENERAL COMMENTS	4	38	7.3
ACADEMIC SUPPORT	5	37	7.1
Academic advising-quality		14	37.8
Academic advising-planning		10	27.0
Academic advising-availability		9	24.3
General statements about advising		2	5.4
Tutoring		2	5.4
COURSE SCHEDULING	5	37	7.1
Course availability –part-time students		19	51.4
Course availability-access to courses		7	18.9
Registration		5	13.5
Online courses		5	13.5
Course timing		1	2.7

Table C2. Student responses to “What would you say is the biggest problem at John Jay College?”

Topic Codes	Rank	N	%
CURRICULUM	7	33	6.3
Course requirements and workload		10	30.3
Subject matter		9	27.3
General education requirements		7	21.2
Major requirements		5	15.2
Capstone experience		2	6.1
STUDENTS	8	31	5.9
Student behavior		16	51.6
Student attitudes		12	38.7
Student ability		3	9.7
EDUCATIONAL DEVELOPMENT	9	10	1.9
Future plans		4	40.0
Academic interest		3	30.0
Learning experience		2	20.0
Skills development		1	10.0
PERSONAL/SOCIAL DEVELOPMENT	10	1	0.2
Total		523	100.0

Table C3. Student responses to “What can the college do to help you graduate?”

Topic Codes	Rank	N	%
ACADEMIC SUPPORT	1	79	20.3
Academic advising-planning		34	43.0
Academic advising-availability		27	34.2
Academic advising-quality		12	15.2
Tutoring		6	7.6
COURSE SCHEDULING	2	68	17.5
Course availability-part-time students		24	35.3
Course availability-access to courses		20	29.4
Registration		15	22.1
Online courses		5	7.4
Course timing		4	5.9
ADMINISTRATION	3	53	13.6
College administration		16	30.2
Financial aid/Tuition		12	22.6
Staff-helpfulness		11	20.8
Staff-knowledge		7	13.2
Specific administrative office		6	11.3
Communication about the major		1	1.9
CURRICULUM	3	53	13.6
Major requirements		20	38.5
General education requirements		15	28.8
Capstone experience		13	25.0
Course requirements and workload		3	5.8
Online courses		1	1.9
GENERAL COMMENTS	5	50	12.9
EDUCATIONAL DEVELOPMENT	6	35	9.0
Future plans		19	54.3
Learning experience		9	25.7
Academic opportunities		5	14.3
Skills development		1	2.9
Academic interest		1	2.9

Table C3. Student responses to “What can the college do to help you graduate?”

Topic Codes	Rank	N	%
FACULTY	7	28	7.2
Instructor knowledge		15	53.6
Instructor teaching		6	21.4
Instructor availability		4	14.3
Instructor attitude		1	3.6
Instructor feedback		1	3.6
General statement about faculty		1	3.6
COLLEGE ENVIRONMENT	8	20	5.1
Campus life		12	60.0
Condition of classrooms and buildings		4	20.0
Campus activities/community		3	15.0
General campus facilities/resourcers		1	5.0
STUDENTS	9	3	0.8
Student behavior		3	100.0
Total		389	100