

BERGEN COMMUNITY COLLEGE

Assessment Report for (Department or Unit): BCC Meadowlands

Unit Leader: Dr. Ronald A. Milon

Assessment Period: (2011-2012)

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1. Intended Outcome (Goal):

Students will be satisfied with their experience at BCC at the Meadowlands

2. General Education Requirement(s) to which the intended outcome relates:

N/A

3. Section(s) of the Strategic Plan to which the intended outcomes relates:

Goal 1: We will improve student engagement and student success.

- 1.1 Take steps to increase student retention and student progression through academic programs.
- 1.2 Take steps to increase the number of students who graduate or transfer in a timely fashion.
- 1.3 Help students better navigate the college experience through the focused coordination and development of student communications, registration, financial and support services, advisement, and inter-office process improvement.

4. Means of assessment, sources of data, and desired result:

To conduct a student satisfaction survey in early March 2012 and strive for an overall percentage of 85% satisfaction level. The survey will measure student satisfaction of their experience at Bergen Community College at the Meadowlands.

5. Summary of Results:

The restrooms followed by the classrooms (71.96%) and restrooms 72.78% received the highest satisfaction scores. The Cafeteria received the lowest percentage of those satisfied with a 36.67%

The classrooms on the fourth floor are all new and contain smart technology. The classes on the second are new with PET stations. The classrooms on the second floor were officially opened in October 2011. We expected high ratings for the classrooms as was evident in high satisfaction rating.

Table 1 contains a percentage breakdown of the respondent's rating for each of the items in the questionnaire.

Table 1

	Satisfied	Neutral	Dissatisfied	N/A
5. Cafeteria	A 36.67% %	B 31.27% %	C 12.33%	D 16.45%
6. Classrooms	A 71.96%	B 23.43%	C 1.96%	D .73%
7. Computer Lab	A 47.51%	B 27.27%	C 5.22%	D 15.07%
8. Wireless Availability	A 50.53%	B 26.45%	C 9.96%	D 9.69%
9. Course Offerings	A 42.62%	B 35.84%	C 16.33%	D 2.28%
10. Customer Service/Public Safety	A 56.15%	B 30.20%	C 4.24%	D 6.27%
11. Customer Service/Front Desk/Administration	A 54.20%	B 32.08%	C 3.51%	D 7.49%
12. Customer Service/Student Services	A 52.89%	B 31.35%	C 4.49%	D 8.22%
13. Parking	A 67.16%	B 20.33%	C 6.12%	D 3.66%
14. Restrooms	A 72.78%	B 20.41%	C 1.96%	D 2.52%
15. Student Lounge	A 53.95%	B 29.06%	C 7.02%	D 6.76%
16. Study Areas	A 49.71%	B 29.80%	C 8.90%	D 7.49%

If you combine the satisfied and neutral percentages together you will get a "higher favorable rating" for each of the categories:

- Classrooms 95.39
- Public Safety 86.35
- Front Desk/Admin 86.28
- Student Services 84.24
- Parking 87.49
- Restrooms 93.19
- Student Lounge 83.01

While combing the satisfied and natural categories is problematic it should be noted that the written comments (appendix I) regarding the above categories are supportive and satisfied.

Part of the survey execution problem was that the scantron form only allowed for four choices as oppose to five or more. We were fortunate to obtain survey cards that will allow five or more choices. This will be beneficial for the administration of future surveys.

While the six categories did not receive the favorable target-rating goal of 80%, the six categories above received a favorable rating above our target rating of 80%. They were close when you combined the satisfied and neutral categories.

- Study Areas 49.7% (satisfied) 29.8% (natural)
- Course Offerings 42.62% (satisfied) 35.84% (neutral)
- Wireless Availability 50.53% (satisfied) 26.45% (natural)

The interesting factor here is that the course offerings category received the highest dissatisfaction rating with 16.33%, Wireless availability also received a dissatisfied rating of 9.96%. There is an opportunity to decrease that rating by offering more 200 level courses and by communicating to the students that the entire building is wireless.

The Computer Lab and Cafeteria received the lowest ratings with 68.78% and 67.94% respectively.

It should be noted that the 12.33% of the respondents indicated that they were dissatisfied with the cafeteria. This was also evident in the written comments submitted by the respondents.

Prior to the survey we only had one computer lab containing 24 computers and one computer lab containing 12 computers, since the survey was conducted.

While we were pleased with the results in general there are areas to improve upon. These items are listed in the next section of this report.

6. Recommendations for improvement:

A. The following recommendations are based on the results of the Bergen Community College at the Meadowlands Student Satisfaction survey conducted on March 5-12, 2012.

Cafeteria

- Improve appearance of the kitchen area
- Expand menu options to include healthy selections and breakfast items.

Computer Labs and Wireless Availability

- Place signage throughout the building with scheduled hours for the new computer labs.
- Also place signage throughout the building regarding wireless hotspots and availability.

Course Offerings

- Work with the Academic Deans on scheduling more course offerings at the Meadowlands site.
- Schedule more 200 level courses.

- Expand Science offerings. To include more non lab courses until the labs are completed in 2013.
- Schedule more evening courses.

Finally, the purpose of this assessment is to measure student satisfaction of their experience at Bergen Community College at the Meadowlands. This ongoing activity satisfies goal 1 of the college's strategic plan.

B. Future survey/questionnaire implementation:

For the next satisfaction survey Bergen Community College at the Meadowlands will use a scantron form (no. 9870) that allows for more responses to give a better breakdown of the percentages of those satisfied and not satisfied.

Appendix I

(Written comments)

General:

- Better than expected
- This is my 1st semester and I enjoy it (besides immature slacking students). I like the small campus.
- I like the Meadowlands campus more than Paramus. Meadowlands are simpler and more convenient.
- It's a great facility and its location is suitable for me.
- My experience at Bergen Community has been really good; I've made new friends while seeing old faces. My classes are amazing because I'm learning stuff for my future in the field.
- Great place to attend and complete your Associates Degree.
- The school itself looks good improved couple years ago being more like a college.
- I am satisfied with Bergen Community College.
- I would definitely say that this Meadowlands campus is much better than Paramus. It is nice and clean and it's not crowded.
- It's close to my house.
- Would like a gym.
- I enjoy this campus more than Paramus.
- I do not use the services you offer, just the parking; the classroom is comfortable, big enough.
- So far I have no complaints and or suggestions; to me everything is fine as is.
- I personally love the Meadowlands campus. The location is perfect for me.

- I have never attended classes before and I didn't know about this campus. I drive by here every day for past one year and it took me by surprise when I found out that this campus is right by where I work. So far it's good. Like it.
- I like Meadowlands because it is smaller compared to Paramus, nicer campus.
- They can create more arrangements outside which can make it more like a school.
- Awesome Bro!
- The equipment is new, but the location is too far for me
- Wish I had more choice of night classes here. If it was possible I'd take all my classes in the Meadowlands campus! I love it. Location is great for me & it's a small class.
- I really appreciate there being a campus in Lyndhurst because I live in Rutherford and can avoid all traffic on Rt 17 if going to Paramus campus.
- I love taking classes here b/c of the quiet environment.
- Work on fun activities at the Meadowlands because it is really boring.
- Amazing
- Great
- I love it!
- Nope the school is great
- I go to both Paramus & Meadowlands. The Meadowlands is by far a much nicer, cleaner environment. The students at the Meadowlands are much nicer students. I never hear them curse like I do at Paramus.
- For what I pay this school has a long way to go. Both campuses – out of county.
- I feel so comfortable at the Meadowlands campus. I feel better taking classes here than Paramus.
- My experience here has been very good, I like the shorter semester as well as the teachers and courses offered.
- No complaints so far
- My experience has been pretty good, It is 5 minutes away from my home
- Meadowlands campus is generally a much better campus than Paramus; Paramus is overcrowded with nasty people. Classrooms are nicer & newer than old Paramus campus.
- No comment, it's my first time here.
- Only had 1 class at night 3 days a week, was satisfied with basically everything.
- I would love to be able to take all my classes at the Meadowlands location right up until graduation.
- Offer more classes at Meadowlands other than pre-req.
- Even though the classes are faster than the ones in Paramus, I think having more quizzes during class would help me a lot too.
- Very good, especially with location. I live in Fair Lawn and it's faster for me to get here because there is never any traffic RT 20/21 ever. It's funny I live way closer to Paramus BCC and I get here way faster.
- More Events & Clubs
- Make smoking legal on campus
- Love it! So much better than Paramus!
- I love taking classes here at the campus in Lyndhurst, its very quiet, convenient but far out of the way
- I like the meadowlands campus its modern, clean and easy to get to
- There should be free food, more vending machines and a pool table
- Nap area's wanted
- Very nice staff. Especially in the math dept. It seems to me that the staff @ Bergen Meadowlands is actually friendlier and better suited for teaching. Maybe because of slightly smaller classes and more relaxed campus. Everyone feels better. Bathrooms have improved from last year as well as the campus overall.
- Extra-curricular could be improved!
- This is my first semester here and I like it much better than Paramus. I am hoping that whatever classes I will need next I will be able to take here

- I like it better than Paramus but wish it offered more classes
- My experience at the Meadowlands campus has been truly wonderful. I missed the cut-off at Paramus and was referred to this campus. Best thing I ever did. The campus is smaller, more intimate, I love it here. The administration is caring and helpful, and the professors are wonderful. I am so happy here
- This survey is not great layout of questions

Bookstore:

- Bookstore should have additional hours besides the 1st week of the semester.
- The bookstore staff is also great. They are very helpful u/ other campus help besides books. They are very knowledgeable.
- Bookstore should have more hours open, then just 1 week a semester
- Open the bookstore a few more days since there are students who can't attend school only one a week when they are open

Cafeteria:

- There aren't any Vegan options in the cafeteria like at Paramus campus. I would like to see at least something vegan in the future.
- The cafeteria needs more food selection.
- Cafeteria prices need to decrease, more food selections also.
- I would like to be able to add lunch in the morning and also more food for breakfast.
- The cafeteria food is horrible as well as the staff.
- They only need some changes in cafeteria! There is no food other than grilled chicken sandwich every day! Update your cafeteria! Please do not change anything except your cafeteria!
- I like the food.
- I would like to see improvement with the cafeteria and everything else is good.
- I love the campus but I totally dislike the cafeteria. It's not like Paramus that offers many different types of foods. I hate the way the cafeteria looks.
- I think that the cafeteria should have more good options, like in the Paramus campus. Besides, would be good to pay more attention to the food preparation. I've had food poisoning from eating a cheeseburger at the 2nd week of classes.
- Café should be open later for night students.
- Lower your prices. They are eye gauging and is rarely why I purchase from here.
- Prices are an F.
- Cafeteria more options and healthy meals.
- Better Cafeteria
- More food variety.
- Café could be improved a lot.
- The cafeteria food needs improvement
- It would be great if there was a full service Dunkin Donuts
- Cafeteria needs some more, Starbucks or Dunkin
- Better food and bigger café
- Better cafeteria food
- The cafeteria definitely needs some improvement (food) but besides that its great
- I don't like the cafeteria. They need more varieties of foods. The employees look dirty also
- Food is pretty bad & very little selection
- The cafeteria food is too much to pay for compared at the Paramus campus

- Open a Starbucks
- The cafeteria should have more food options, like the cafeteria at Paramus campus

Classrooms:

- The temperature is too hot
- Classrooms are clean.
- Temperature control in rooms. The heat can become unbearable.
- Room 314 gets extremely warm to the point where we are sweating, need to have temperature control in room.
- Please offer science labs at the Meadowlands.
- My experience at the Meadowlands is great. I love the classroom very large and the atmosphere is welcoming.
- The only improvement would be to get comfortable seats in the class.
- 82F in Jan, Feb & March unacceptable.
- Temperature in classrooms need to be regulated better. It is 80 degrees in Rm 412.
- The temperature is too high.
- Rooms are too hot in the summer and too cold in the winter
- The classrooms need windows that actually open it is too stuffy and I find it hard to concentrate. Also every classroom should have garbage cans.

Computer Lab:

- I can find a computer in the lab whenever I go there!
- Many students have issues with Moodle; Phone/customer service is terrible
- Add bandwidth on the network
- More computers for heavy traffic times
- Computers usually do not work in the lab

Wireless Availability:

- The wireless availability is horrible and needs to be better.
- There are way too many problems getting on to Moodle and my cell phone does not work in terms of internet access.
- Better WI FI I cannot get things like Pandora here

Course Offerings:

- Meadowlands campus needs to offer more classes and more student social life, clubs, activities, etc. like the Paramus campus.
- More class offerings, more student life activities like main campus.
- There should be more 200 level courses offered at the Meadowlands as I prefer this campus over Paramus.
- Meadowlands should offer classes with lab here on campus. Also the schedule is perfect because I get an extra month to work so I can pay for an extra class.
- Great school but a more varied class offering would make it perfect.
- I like the fact that classes start later than Paramus.
- I prefer shortened classes because it gives me more time to save.
- The biggest factor in my choice to go to the Meadowlands was the compressed semester. The extra weeks in between semesters give me enough time to work extra hours, so I won't need to take out a loan for classes.
- I would like to see more classes offered at the Meadowlands. I live in Secaucus and it makes my commute a lot shorter.

- Please don't change the dates of the classes it is easier to continue to work more and make more money for classes.
- I enjoy the atmosphere at the Meadowlands campus; it is closer to my house. The teachers are great, but what I like the most is the shortened semester. It gives me more time to make money to pay for class.
- I like that the classes start later than Paramus, because it is easier for finding babysitting and only having to go to class two days a week, being a single Mom. I also like it because it is less than 10 minutes away from my home.
- Great facility. Very clean, classrooms are bright and spacious.
- The only reason I don't take all my classes at the Meadowlands is because of the short time. I need to start early to leave early so I could work.
- It would be helpful to have classes with Lab here at the Meadowlands.
- I personally like starting later and having a compressed schedule. The extra break is better. I would like more courses available at this campus.
- Really like the schedule, although it's longer class hours it keeps me focused in school. Would like more class options so I can take all the classes at Meadowlands that I need.
- It would be great if the Meadowlands have more math courses available and more science classes.
- I would like more offerings of Education classes at the Meadowlands because as of right now, there are none and it is difficult for me to get to Paramus.
- Add a fitness center with a squat rack.
- Do not change the dates of the classes at the Meadowlands.
- Bergen Meadowlands should have more courses available so I don't have to go to Paramus. The 12 week is so much better and easier for people who work and have to pay for school.
- Meadowlands is cleaner than Paramus. I hate traveling to Paramus and unfortunately I have to take a Biology course at Paramus because Meadowlands does not have science classes. The classrooms at Paramus are too old and the walls are falling apart. In Meadowlands it's clean and new. I also enjoy the 12 week schedule.
- The 12 week schedule is the reason I came to the Meadowlands this semester because my financial aid did not process in time and my Paramus classes were constantly dropped. I see now that delay was a blessing in disguise because I love the Meadowlands campus!!!
- Also classes are perfect timing. It starts later than Paramus.
- No need to come here if there is 15 week format.
- Coming from Passaic County the commute is much easier than Paramus. The later start date is also much easier to work with financially speaking. **DO NOT CHANGE THE START DATES, please.**
- Would like to see more classes from the Calc sequence at the Meadows.
- I'm pleased with the starting time at the Meadowlands for financial reason; it gives me the time to accumulate my fund for the semester that extra time.
- More classes should be available here. Having a Lab would be great.
- Reverting back to 10 week schedule would also be very helpful.
- I'd love more classes at Meadowlands. I like 12 weeks schedule because it allows me to work more.
- More course offerings for the Meadowland class.
- Although this is my first semester, I like this facility because it is small and it is not a hassle to get to. It takes me 15 minutes to get to either campus, but I enjoy this commute because there will most likely not be any traffic.
- More hands on programs other than lectures. A gym, intramural sports. Big campus.
- I like the location.
- More available course offerings day/night.
- They should have more group work in the classes.
- That there could be a Saturday course so I could be full time here, the travel to Paramus is a hassle for me. Also I was formally a member of the FBLA in high school and would like to join here instead of going to Paramus.

- I think if I can participate more it will be more helpful. And more homework and extra guides to study.
- More selection of courses, sciences/honor courses.
- Making more labs available in the evening.
- The main draw to the campus is the later start date of classes.
- The offering of more classes would be great and more convenient.
- I like the professionalism of Meadowlands instead of Paramus.
- I prefer the Meadowlands campus because it works with my school schedule and it is not 15 weeks. I would like to take nursing courses at this campus rather than at Paramus.
- I personally like the Meadowlands campus so much more than Paramus. I like the small classroom settings & the teacher instruction given. I went to the Paramus campus for registration & I got overwhelmed by the capacity.
- Does not like that just anyone can just walk into the campus. Should have a pass or something to access doors only for student & staff.
- The delayed start is great, especially since I have a problem w/ getting into the groove of school immediately after breaks.
- Keeping the semester start/end dates the same!
- Very satisfied with campus & course offerings. I find the 12 week schedule to be very flexible and a great option to have.
- Very easy to register for classes.
- I like the summer classes at the Meadowlands.
- Don't change anything.
- Add more science classes w/ labs.
- Expand computer lab
- My overall experience was fine during this semester.
- Not enough courses offered.
- Would like to have sciences with lab in Meadowlands. "Important"
- More Lab courses at Lyndhurst would be great.
- This is my first semester overall I love it here. I will be graduating in August so this is where I would finish my courses.
- More courses should be offered and a new parking lot should be made
- Try to make science classes available in Meadowlands campus ex: Chemistry
- The Meadowlands need to offer more classes, the campus would be a lot better, a lot more need to be offered as in the Paramus campus
- Make nursing classes available at Meadowlands
- For question 5-16 I have not fully seen everything in the Bergen Meadowlands, which is why I put neutral or N/A. I would like to see a gym/workout area on this campus.
- This is my first semester attending Lyndhurst campus and I do not take summer courses
- I would greatly like if you were to add more courses in the Meadowlands, I love the campus more than Paramus, and would like to take more classes here.
- Offer more 200 level courses in math, pre-calc and higher
- More course availability, more honor courses
- More language courses, also more clubs should exist here too!
- I believe the Meadowlands campus should add biology & Anatomy classes and also more languages
- Wider selection of classes
- I appreciated the classes were being held in the Meadowlands campus because at times the Paramus campus did not offer class times that fit my schedule
- It is not time friendly for night students. The Library and café should be open till later
- More classes at Meadowlands campus
- I am enjoying this facility and would enroll in as many classes here as possible if not for the fact that I work in Paramus & it's hard to get here when I need to. I'm also a waiver & don't have first choice.

- I love this campus more than the Paramus campus
- There is nothing to do besides go to class
- More classes should be available at the Meadowlands campus
- It would be nice if there were more classes to take here in Meadowlands
- Need more courses for Hospitality major, so we don't have to go to Paramus
- I would like to have lab classes to come to the Meadowlands because it would give me more chances to get in these classes.

Customer Service/Public Safety:

- Public safety needs to stop texting
- Staff is friendly, helpful & professional.
- Security needs to smile more

Customer Service/Front Desk/Administration:

- Staff is friendly, helpful & professional.
- Maggie/Sara = Great

Customer Service/Student Services:

- Staff is friendly, helpful & professional.
- Sue Nadel = Wonderful

Faculty:

- Professors should make a PowerPoint to go along most of their lectures.
- Our sociology teacher is well prepared.
- I sometimes feel as though the teachers do not want to be in the classroom
- The teachers also seem easier and much nicer.
- Instructor is a gentlemen, seems like he loves to each people.
- I have absolutely no complaints about the Meadowlands campus. Two of the Professors I have had here (Prof. Yankowski, Prof. Blume have both been some of the best teacher's I have ever had. They give students an appropriate workload and teach their courses in with many different teaching techniques that I feel most students in my classes have all benefited from.
- Professor Wood's is a very enthusiastic and informative teacher.
- The faculty is outstanding (better morale then Paramus) and the curriculum is better fit for my crazy Schedule.
- First of all I'm from Hudson County and recently was transferred from HCCC. The instructors from Bergen are very supportive, comprehensive and honorable.
- My experience at Bergen has been good so far, Great professors, nice building, close to my home
- More teacher variety
- Great Professors, kind staff, terrific programs
- I think that all students who are taking night classes should not get a lot of homework by instructors. Because most of the students at night classes are Full-time or over time workers. I don't mind to do some group work at class. Thank you
- I've had a great experience at Bergen @ the Meadowlands. Great teachers, courses, faculty. The counselor Sue Nadel has been very helpful to me, especially in helping me select my classes. Because of Professor Shurts, I now love history. Professor Torres & Perry are great philosophy professors. Professor Geneva Shaw (Summer 2011) writing 201 was amazing. Professor Cerami incredible teacher and Valentina Moskovina another great professor.

Facilities:

- But they need to improve the elevator or stairs; there are too many people for the stairs and elevator they have now.
- Fixing the elevators
- Nurse is needed on campus.
- A gym at this campus would improve this location.
- Facility is clean and neat
- A gym in the college would be nice, more student to student involvement activities, distinction
- The elevators always break down please fix ASAP
- Faster elevators
- Meadowlands campus is a lot nicer and cleaner than Paramus
- Toilet paper needs to be replaced. It is almost impossible to even get it out of the dispenser without it tearing into shreds
- Better elevators
- Thumbs up for the cleanliness of facility
- Third floor water is mucky
- Also we need a nurse on campus!

Library:

- Better library where you can study as the one in Paramus.
- Bigger Library
- I hope we have a full library like Paramus, I mean about books of the courses we take
- In the library there is no desk section, only computers
- More books in Library
- The Library should be open when the campus is, which means students should be able to access computer and books
- The best way to improve the campus should be at the library. There are not enough books for the classes and there is almost no place to study there.

Parking:

- It is a very nice campus. Parking is great, but it gets flooded
- There is plenty of parking and a nice view of NYC
- Easy to get parking and not overcrowded which is great compared to Paramus
- In the parking lot there should be stop signs, there is a 4 way intersection
- Parking and location are phenomenal, I live in Moonachie.
- Parking should be made for expecting parents and they should offer childcare.
- Parking at BCC Meadowlands is always very difficult. Also the students would benefit from a gym or work out area.
- Meadowlands parking is so easy
- The Meadowlands campus always has available parking and the staff is always polite and helpful, unlike the Paramus campus.

Public Transportation:

- I wish there was more public transportation available at the campus. If there was a shuttle to/from the Rutherford/Kingsland stations would improve getting around.
- Some sort of transportation from Paramus to the Meadowlands would be nice

Restrooms:

- Restrooms are clean all the time

- Toilet paper is bad

Stairways:

- I would love to use the stairs more but it seems they are not cleaned regularly

Student Lounge:

- The only comment that I would offer is there be a larger/more study areas. Possibly putting a café/coffee cart in lobby/student lounge.
- Better student lounge!
- Suggestion: Lockers, get them!!! Please
- Better student lounge i.e. put in a cyber cafe
- 24 Student access to student lounge
- Gym ASAP, basketball court, more couches in lounge
- Gym, weight room, pool
- Workout and/or meditation room
- A cafe

Study Areas:

- **I think there should be more study areas like there at the Paramus campus.**
- More study areas
- More study areas
- More student study area would be nice.

Tutoring:

- Paramus has longer hours of tutoring availability.
- The tutoring center and Professor Hamoui have helped me greatly with my math classes.

Comments quoted as written with every comment documented