

Stop-Out Survey Report

November 2013



Table of Contents

Highlights.....	2
Introduction.....	3
Reasons for Entering Bergen Community College.....	4
Reasons for Leaving Bergen Community College	5
Reasons for Leaving Bergen Community College (continued)	6
Re-enrolling at Bergen Community College	7
Transferring to another College/University.....	8
Transferring to another College/University (continued)	9
Planning to Transfer to another College/University.....	10
Planning to Transfer to another College/University (continued).....	11
Recommending Bergen Community College	12
Recommending Bergen Community College (continued).....	13
Additional Comments	14
Additional Comments (continued)	15
Appendix.....	21

Highlights

- The Stop-Out survey was administered to students who had enrolled at BCC in Spring 2013 who had not re-enrolled in Fall 2013.
- The invitation to participate in the survey was texted to the students' cell phones and 344 students responded.
- Forty-five percent of respondents reported that they entered Bergen Community College for the purpose of obtaining an associate's degree while 34% of respondents indicated they had entered BCC to take courses necessary for transfer to another institution.
- When asked why they left BCC, 49 respondents indicated that they had applied for financial aid, but did not receive it.
- Forty-two percent of respondents said they plan to re-enroll at Bergen Community College at some point in the future.
- Thirty-six percent of respondents had transferred to another college/university. In-state colleges/universities were the most popular for Bergen transfer students with Rutgers University (17 transfers), Montclair State University (10 transfers), and Fairleigh Dickinson University (9 transfers) topping the list of schools.
- Eighty-three percent of respondents indicated that they would recommend Bergen Community College to a friend or family member. The most popular reason for not recommending Bergen was that it reminded students too much of high school.
- Seventy percent of respondents who had not transferred to a college/university indicated at the time of the survey that they had no plans to transfer to another college/university.

Introduction

The Stop-Out Survey was administered to students who had enrolled at Bergen Community College in Spring 2013 who had not re-enrolled in Fall 2013. The intent of the survey was to learn the various reasons why these students failed to return to BCC. A ten-question, online survey was developed and an invitation to participate was texted to the students' cell phones in October 2013. The survey was open from October 11th, 2013 to November 1st, 2013 and had 344 total respondents. The tabulations of the responses are presented in this report.

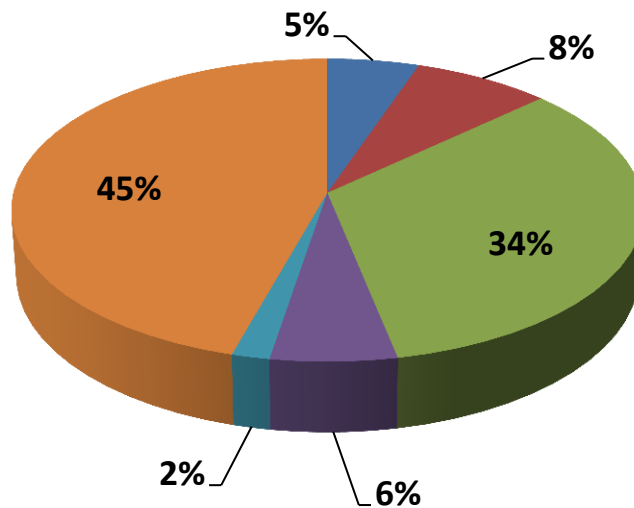
Reasons for Entering Bergen Community College

When asked “For what purpose did you enter Bergen Community College?” 45% of respondents said they were at BCC to obtain an associate’s degree. This was closely followed by students who wanted to take courses necessary for transferring to another college (34%).

Table 1: For what purpose did you enter Bergen Community College?

Purpose	Freq.	%
No definite purpose	18	5%
To take a few job-related courses or for self-improvement	27	8%
To take courses necessary for transferring to another college	116	34%
To obtain or maintain a certification	20	6%
To complete a vocational/technical program	6	2%
To obtain an associate's degree	157	45%
Total	344	100%

- No definite purpose
- To take a few job-related courses or for self-improvement
- To take courses necessary for transferring to another college
- To obtain or maintain a certification
- To complete a vocational/technical program
- To obtain an associate's degree



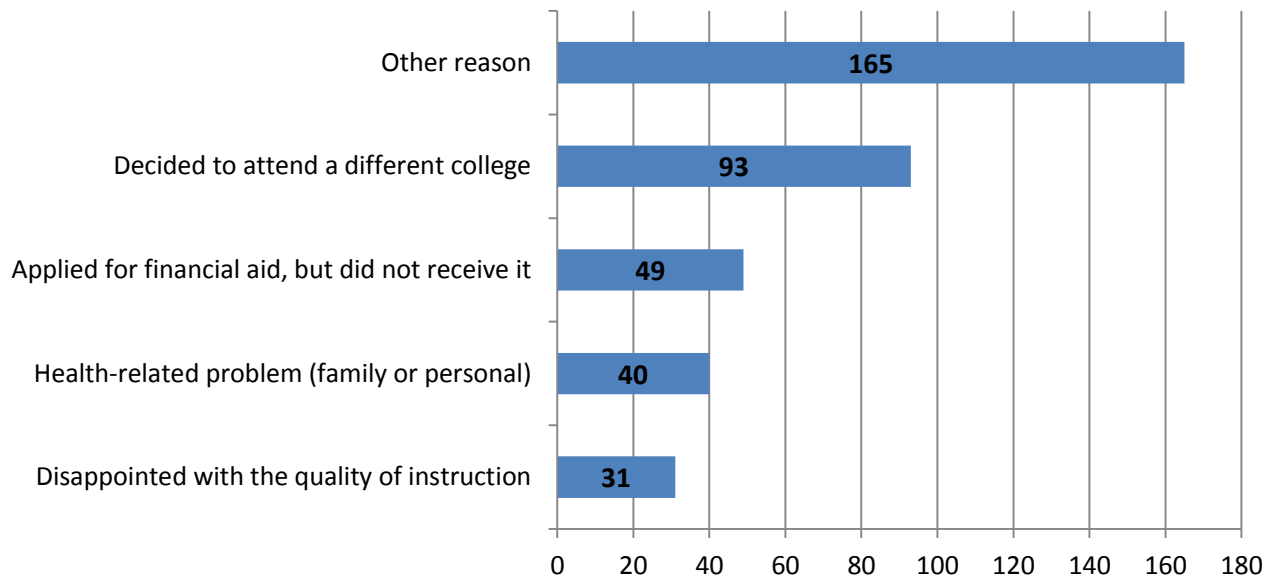
Reasons for Leaving Bergen Community College

The students were asked “What made you choose to leave Bergen Community College?” and were given thirteen possible options to choose from and then an option to write in any additional reasons. The most popular response was “Decided to attend a different college” (93 responses). The second most popular was “Applied for financial aid, but did not receive it” (49 responses). Table 2 shows the results of this question.

Table 2: What made you choose to leave Bergen Community College? MARK ALL THAT APPLY.

Reason	# of Responses
Other reason	165
Decided to attend a different college	93
Applied for financial aid, but did not receive it	49
Health-related problem (family or personal)	40
Disappointed with the quality of instruction	31
Felt alone or isolated	26
Uncertainty about the value of a college education	23
Difficulty in obtaining transportation to this college	20
Courses were not challenging	15
Desired major was not offered by this college	14
Child care was unavailable or too costly	12
Inadequate study habits	12
Was placed on suspension or probation	11
Inadequate facilities for disabled students	1
Total # of Responses	512

What made you choose to leave Bergen Community College? Top Five Reasons

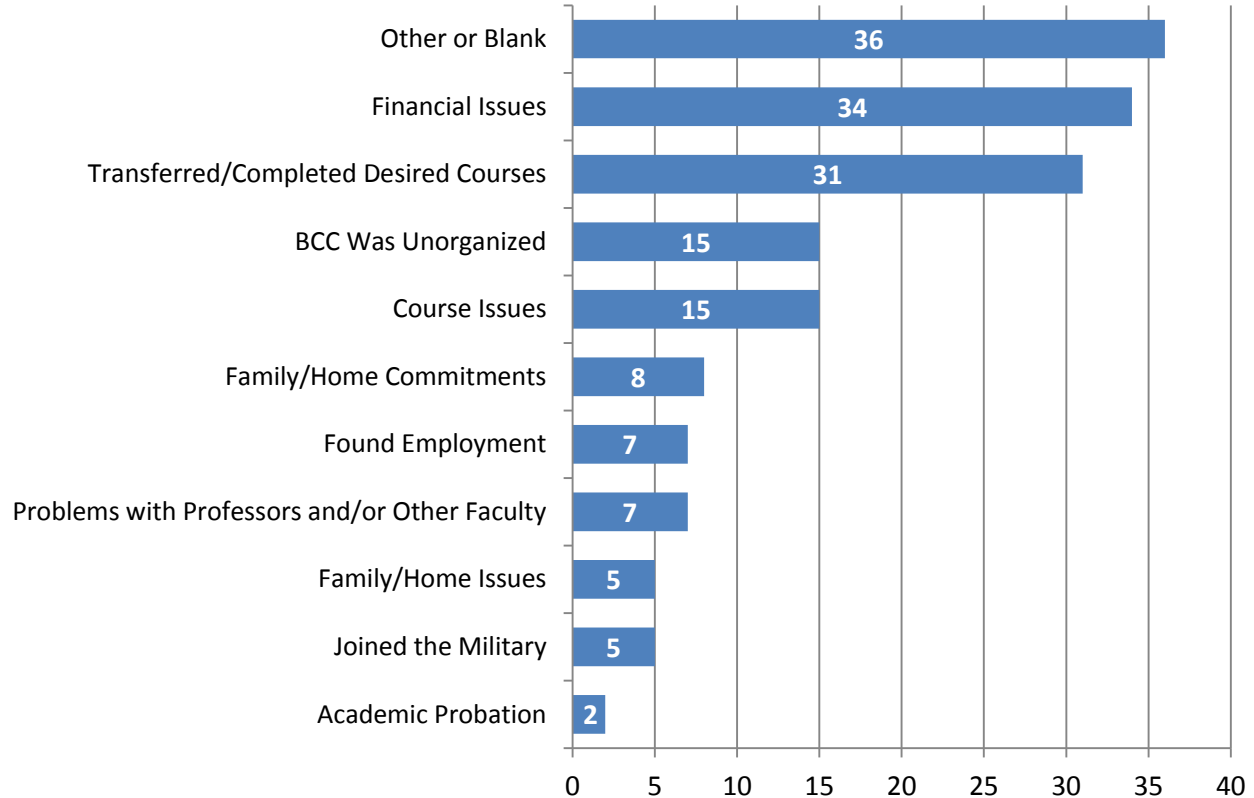


Reasons for Leaving Bergen Community College (continued)

As noted on the previous page, 165 of the respondents decided to write in an additional reason for leaving BCC. These other reasons ranged from financial difficulties to family/home commitments and issues with courses to problems with professors and other faculty. Table 3 shows the breakdown of these responses separated into eleven broad categories.

Table 3: Please specify any other reasons for leaving BCC.

Additional Reason Category	Freq.
Other or Blank	36
Financial Issues	34
Transferred/Completed Desired Courses	31
BCC Was Unorganized	15
Course Issues	15
Family/Home Commitments	8
Found Employment	7
Problems with Professors and/or Other Faculty	7
Family/Home Issues	5
Joined the Military	5
Academic Probation	2
Total # of Responses	165

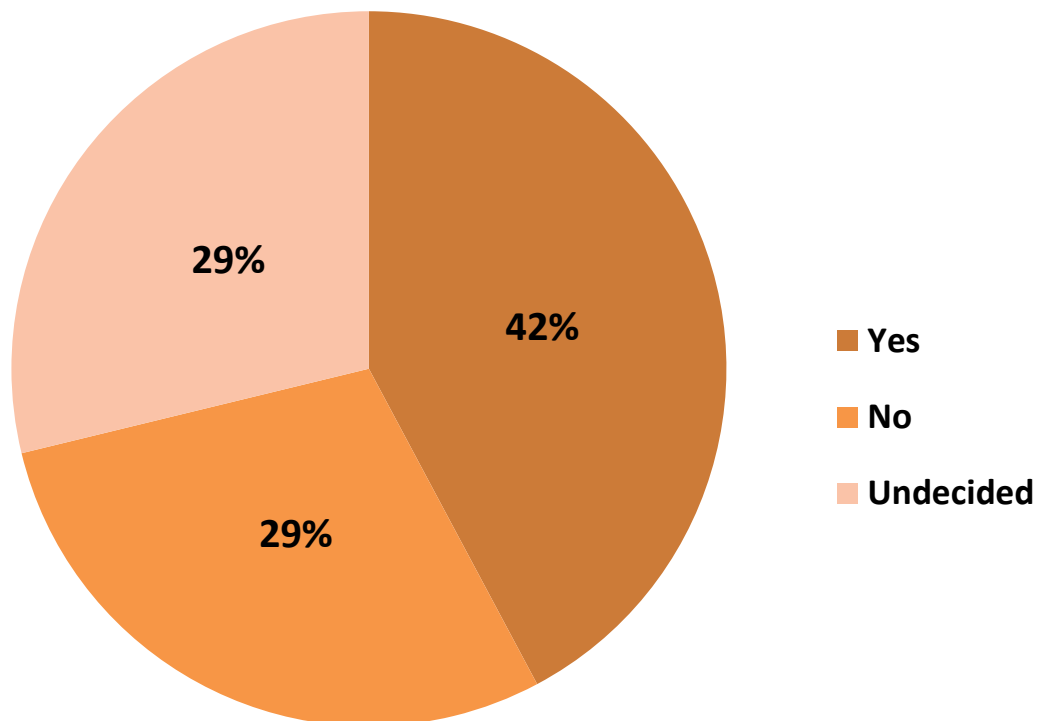


Re-enrolling at Bergen Community College

When the students were asked “Do you plan to re-enroll at Bergen at any point in the future?” 145 (42%) of them said they intended to return while 29% said they had no intention of re-enrolling. Ninety-nine respondents were undecided (29%). Table 4 shows the results of this question.

Table 4: Do you plan to re-enroll at Bergen at any point in the future?

Response	Freq.	%
Yes	145	42%
No	100	29%
Undecided	99	29%
Total	344	100%

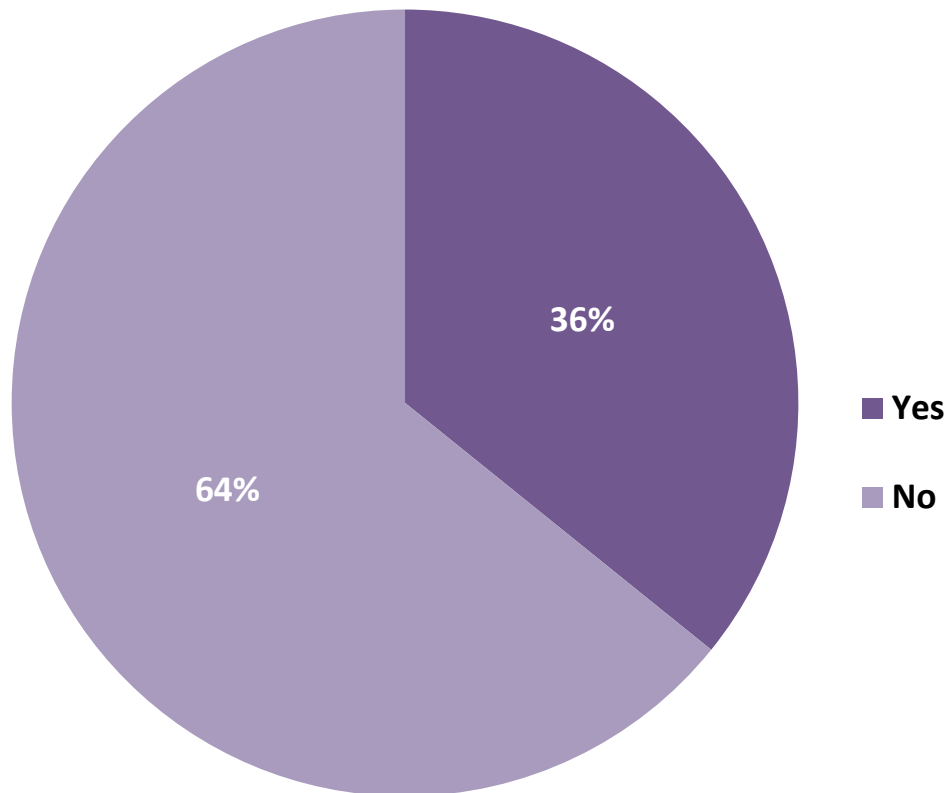


Transferring to another College/University

The students were asked if they had transferred to another college/university since leaving Bergen Community College. A little more than one-third of the respondents were enrolled at another college/university at the time of the survey's administration (36%). Table 5 shows the breakdown for this question.

Table 5: Have you transferred to another college/university?

Responses	Freq.	%
Yes	123	36%
No	221	64%
Total	344	100%



Transferring to another College/University (continued)

The 123 students who had transferred to another college/university at the time of the survey were asked “What is the name of the college/university you are currently enrolled in?” In total, the respondents reported enrollment in 45 different institutions. Rutgers University had the highest number of transfer students at 17 with Montclair State University at second with 10 transfers. Among the transfer institutions were community colleges, New Jersey state universities, nursing schools, technical institutes, international universities, and for-profit schools. Table 6 shows the breakdown of the 45 transfer institutions and the number of students enrolled in each.

Table 6: What is the name of the college/university you are currently enrolled in?

College/University Name	# of Students Enrolled
Rutgers University	17
Montclair State University	10
Fairleigh Dickinson University	9
Unknown	9
Ramapo College	8
William Paterson University	7
New Jersey Institute of Technology	6
Passaic County Community College	6
Columbia University	5
Eastwick College	4
Dominican College	3
American River College	2
Essex County College	2
Lincoln Technical Institute	2
Stockton College	2
Berkeley College	1
Binghamton University	1
Bloomfield College	1
Brandeis University	1
Breckinridge School of Nursing	1
Carnegie Mellon University	1
Chicago State University	1
Clark Atlanta University	1
College of Saint Elizabeth	1

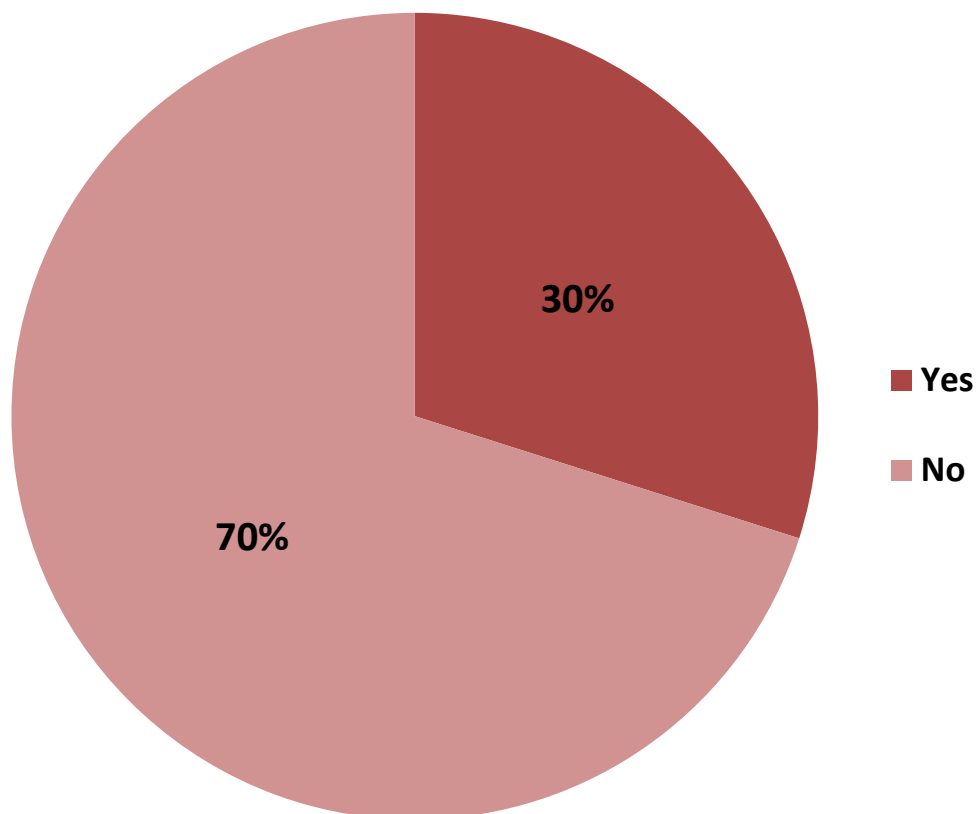
College/University Name	# of Students Enrolled
CUNY Queens College	1
DeVry University	1
Drexel University	1
Felician College	1
Iona College	1
Kean University	1
Lehman College	1
Mountainside School of Nursing	1
New Jersey City University	1
New York University	1
Ocean County College	1
Santa Fe College	1
Star Career Academy	1
Suffolk Community College	1
Syracuse University	1
Universidad Tecnologica Equinoccial	1
University of Regensburg	1
University of Minnesota: Twin Cities	1
University of Tennessee	1
West Los Angeles Community College	1
Wilkes University	1
York College of Pennsylvania	1
Total	123

Planning to Transfer to another College/University

The 221 respondents who indicated that they had not transferred to a college/university since leaving BCC were asked “Are you planning to transfer to another college/university?” Out of the 214 respondents, 64 (30%) indicated that they were planning to transfer to another college/university. The results from this question are shown in Table 7.

Table 7: Are you planning to transfer to another college/university?

Responses	Freq.	%
Yes	64	30%
No	150	70%
Total	214	100%



Planning to Transfer to another College/University (continued)

The 64 respondents who said they were planning to transfer to another college/university were asked as a follow-up question, “What is the name of the college/university you are planning on transferring to?” The students named 21 different institutions for potential transfer. Seven students were interested in transferring to Montclair State University and another 7 were interested in transferring to William Paterson University. Fourteen students were deemed as Undecided because they either answered “Undecided” or put down two or more institutions to which they could potentially transfer. Thirteen students were marked as Unknown because they either left the comment field blank or answered “Unknown” or “N/A.” Table 8 breaks down the 64 responses.

Table 8: What is the name of the college/university you are planning on transferring to?

College/University Name	# of Students Considering Transferring
Undecided*	14
Unknown**	13
Montclair State University	7
William Paterson University	7
Rutgers University	3
Fairleigh Dickinson University	2
New Jersey Institute of Technology	2
American Musical and Dramatic Academy	1
Dominican College	1
Essex Community College	1
Fashion Institute of Technology	1
Fayetteville State University	1
Felician College	1
Hunter College	1
Juniata College	1
Kean University	1
Laboratory Institute of Merchandising	1
Pace University	1
Ramapo College	1
Temple University	1
University of Medicine and Dentistry of New Jersey	1
University of West Florida	1
Valencia Community College	1
Total	64

**Students were deemed as Undecided because they either answered “Undecided” or put down two more institutions to which they could potentially transfer*

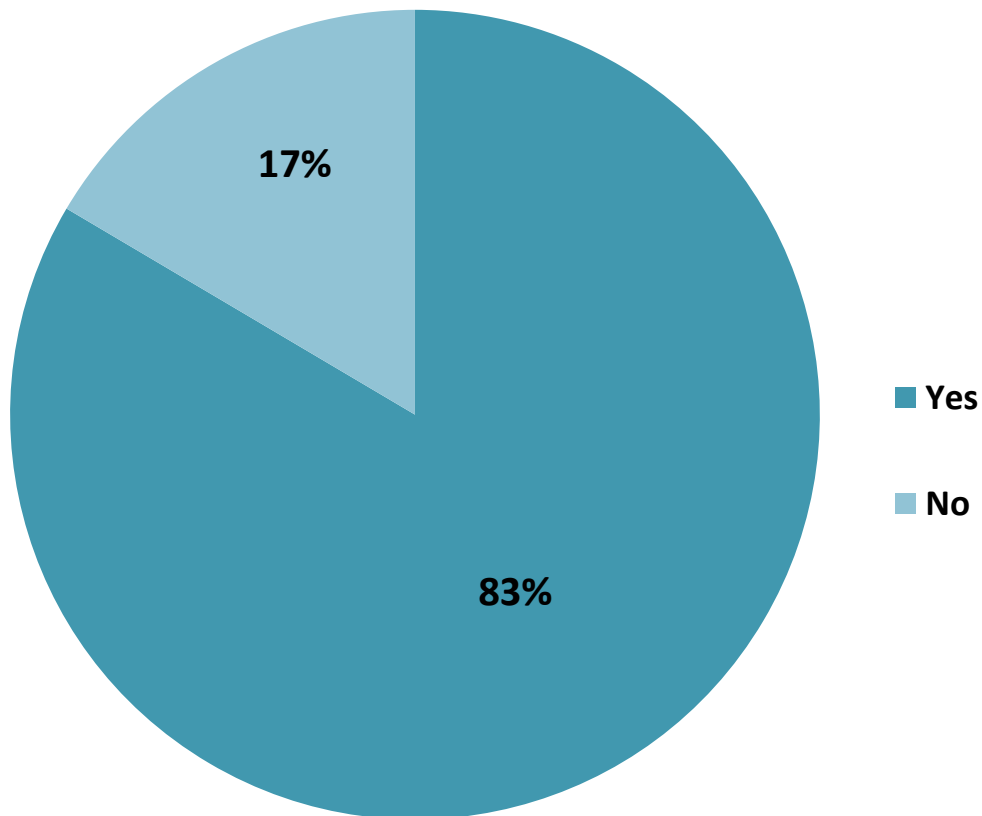
***Students were marked as Unknown because they either left the comment field blank or answered “Unknown” or “N/A”*

Recommending Bergen Community College

Students were asked whether they would recommend Bergen Community College to a friend. Two hundred seventy-three of the 327 respondents (83%) said they would recommend BCC. Table 9 shows the results of this question.

Table 9: Would you recommend Bergen Community College to a friend?

Response	Freq.	%
Yes	273	83%
No	54	17%
Total	327	100%

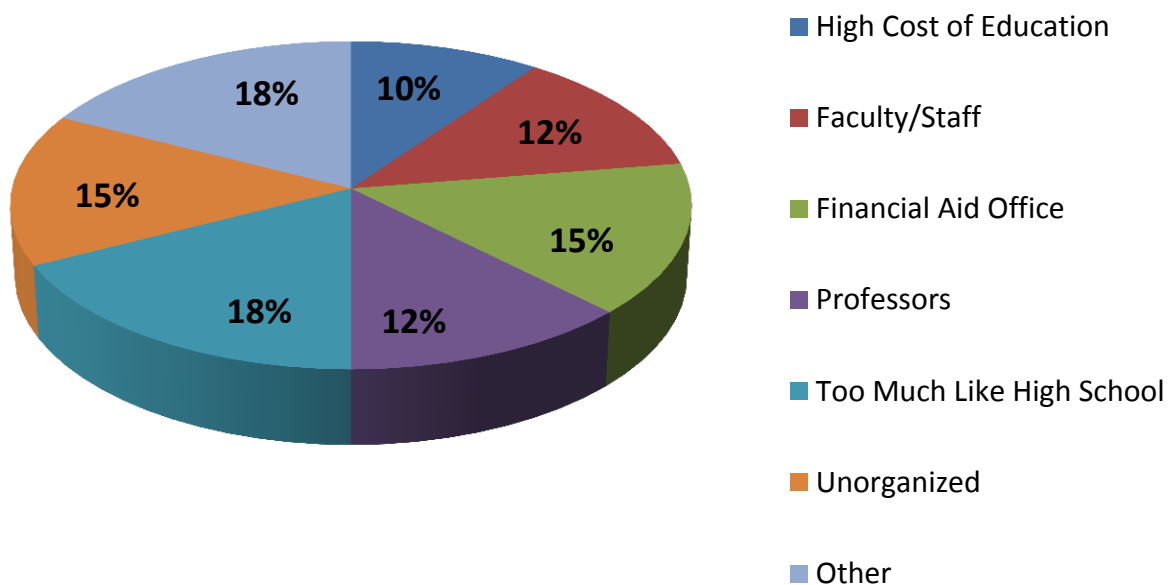


Recommending Bergen Community College (continued)

The 54 respondents who indicated they would not recommend Bergen Community College to a friend were asked to explain their choice. Out of the 54 respondents, 40 gave an explanation. Reasons ranged from the high price for attending BCC to problems with faculty/staff and professors. The most agreed upon issue with BCC amongst respondents was that the college reminded them too much of high school (7 respondents). The responses are grouped into 7 broad categories in Table 10 below.

Table 10: If you would not recommend BCC, why not?

Reasons for not recommending BCC	Freq.	%
High Cost of Education	4	10%
Faculty/Staff	5	12.5%
Financial Aid Office	6	15%
Professors	5	12.5%
Too Much Like High School	7	17.5%
Unorganized	6	15%
Other	7	17.5%
Total	40	100%

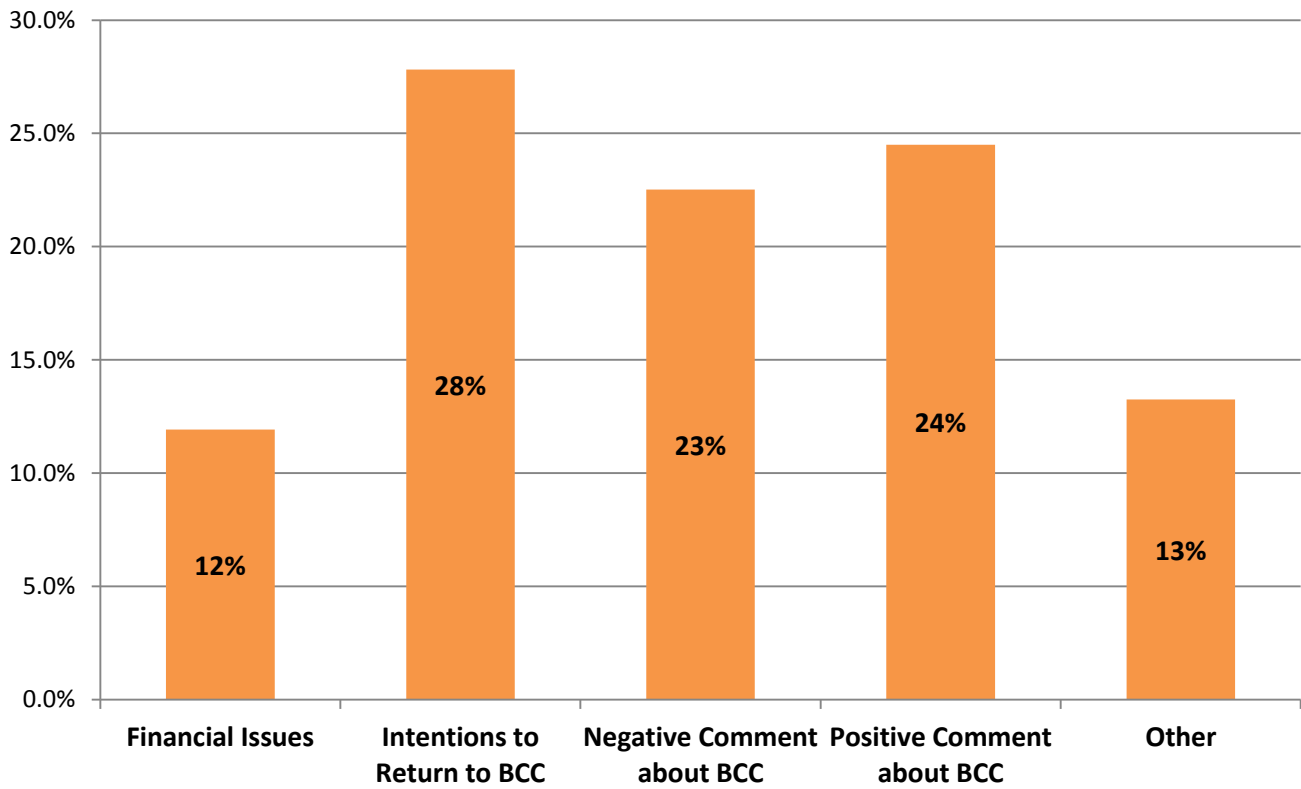


Additional Comments

At the end of the survey, the students were asked to provide additional comments regarding their experience at Bergen Community College. In total, 151 students left comments, which were very different in nature and covered a wide range of topics. As Table 11 shows, of the 151 comments, 37 of them were positive remarks about BCC (24%) while 34 of them were negative in nature (23%). Forty-two of the commenters (28%) expressed their intentions to re-enroll in BCC either when a class they need becomes available or when they are able to do so financially.

Table 11: Please provide any additional comments on your exit from BCC.

Type of Comment	Freq.	%
Financial Issues	18	12%
Intentions to Return to BCC	42	28%
Negative Comment about BCC	34	23%
Positive Comment about BCC	37	24%
Other	20	13%
Total	151	100%



Additional Comments (continued)

Tables 12-16 below show the 151 additional comments grouped together in five broad categories. The comments were not corrected for grammar, they are transcribed below verbatim.

Table 12: Comments related to Students' Financial Issues

1. Can't pay the tuition
2. I have been unemployed for 2 years now and money has gotten entirely too tight to fund this semester. I applied for financial aid and was not approved for any funds.
3. I would return to finish my studies but right now with money issues i could not afford to go back until i am able to afford it.
4. The Financial aid office always has a long, long, long line.
5. I WISH COLLEGE WERE FREE!
6. I can't enroll into school until i finish paying off what i owe
7. I would love to re-enroll back into college however; my life has changed with becoming a full time parent and working many hours. Money also plays a big part and I don't want to be in a financial bind while attending college.
8. I would really like some help that would have me pay this \$3000 debt after I graduate because neither me nor my family can afford that.
9. Financial aid does not cover me (yet) so I have to pay for any of the courses I take.
10. I couldn't afford it
11. I was denied financial aid and a student loan. I would have returned if I received the financial help needed.
12. I wish I could have stayed, but financially I couldn't afford it.
13. I don't have money
14. I lost my job and I didn't have the money to pay for my college that's why I haven't returned to school
15. It was too far and too expensive for me
16. I can't afford to go back
17. It's financially not possible for me at this time
18. I'm poor

Table 13: Comments related to Students' Intentions to Return to BCC

1. I will return and get my desired degree
2. Financially, supporting myself through college is very hard to achieve. This semester I could not come up with enough funds to enroll in classes, however next semester I will definitely be there.
3. Had to leave due to personal reasons. Want to return ASAP to Bergen, but unable to pay balance due first, so that I can register for the next semester. My family is on a very limited income and we are trying to work it out. My older brother attends BCC also, and my younger brother wants to apply next year as well, but financial limitations are affecting us at this time.
4. The reason I left Bergen I was having many issues with my family/transportation and money wise. Now I'm very organize settle with my mother, car, and a very flexible job. If I have another opportunity to come back to BCC, now that I have everything settle down even though it might be late... I am going to give the best of me because now I'm Focus. Please contact me if i have another chance. Thanks for reaching out, gave me hope.
5. I took this semester off because I would have missed too many classes preparing for my wedding and going on my honeymoon. I plan to register for Spring 2014.
6. I am still awaiting word on acceptance and hope to return soon.

7. I was unaware that I exited Bergen. I attempted to register for this semester but was made aware that my financial aid application was incomplete. I do intend on attending the Spring Semester of 2014.
8. Need only 1 more class for associates degree...will look into it for the spring
9. I am taking courses in retirement and will take more as my time and schedule permit.
10. I left BC temporarily. During my enrollment, my son had a carpool to and from school. Unfortunately, he no longer is part of the carpool and I must drive him. Therefore, I am unable to attend class.
11. Planning on resuming classes for this Winter/Spring
12. Undecided if I will take any courses over the 2014 summer. It depends if I get an internship for the summer. That is my first priority.
13. Not planning on leaving the school until I graduate.
14. Had gotten sick during the year and had to take the year off
15. No comments. I am planning on coming back to Bergen Community College to finish my studies.
16. I couldn't afford to go to college and work full time and have a baby to take care of. So i had to take this semester off so i can go back for winter semester
17. It was nothing to do with the college that I took a semester off. It was personal reasons and was actually thinking recently about Jan. classes.
18. I lost my financial aid due to my grades because i was going through my parents divorce and it was a little tough to balance out school with having to help my mom financially. I had to get a job and work more hours and it wasn't leaving me enough time for school. I would like to go back I'm just not sure about where to start or if i can get another chance.
19. I decided to take off this semester to breathe and concentrate on handling personal affairs. I will return to Bergen in spring 2014, because I have to pass statistics in order to obtain my Associates Degree.
20. I messed up at the beginning didn't take school serious and I am suffering the consequence now. Bergen is an amazing school and I wish to one day return.
21. I plan on going back because I have to finish my school but I would love for students to have some attention, for example, If I miss school for 3 days in a row, why not give me a call and ask me if I'm ok. Etc.
22. Had to take a semester off because of my job, I plan on returning in December since my schedule is more flexible
23. i hope you take me back
24. This is a temporary exit. I like Bergen community
25. I'm pregnant and my due date is on October 23 2013 so I will not make it for this Semester but i will Attend next semester spring 2014 and I will complete my six credit to graduate from Bergen community college
26. I will continue until I finish my associate.
27. I will return as soon as I can.
28. Once again, I'm not leaving Bergen Community College until I receive my Associate's Degree in Information Technology. I want to continue my education and want to succeed. I DON'T WANT TO BECOME A COLLEGE DROPOUT!! If I resume courses spanning from (Spring 2014- Fall 2015), I will have the necessary credits to obtain my degree. The tuition isn't too expensive, however I was denied Financial Aid, and have to rely on my parents to pay back the balance that I currently owe. I want to continue my education and am interested in finishing Bergen with a degree in my possession.
29. Will return if I receive financial aid.
30. I would like to go back for the spring semester, but I'm still waiting for my financial aid to come.
31. I haven't exited I took a semester off until my classes become available to me
32. I will be back at bcc for the spring 2014 semester.
33. Gaiz, I didn't leave >:(I'm just doing a continuing education course.
34. Gave birth to twins in August - returning next semester
35. My continuous education has been halted due to my unemployment status and other factors. I do intend to finish my degree and if need be help facilitate my progress by taking any additional courses at Bergen.
36. Would really like to go back if I had the funds
37. I should be back next semester
38. Took the semester off to work full time.. I will be back next semester
39. Couldn't get child care this semester. Hoping to return to Bergen next semester.
40. I want to continue my education there because I would like to become a dental hygienist

41. I'm going to another country till December so i couldn't attend this fall but planning to come back next semester

42. I didn't leave.. I plan to return for Spring 2014 semester

Table 14: Negative Comments about BCC

1. I'm very disappointed in regards to the way the process of paper work was handled for me to register for September 2013, I was told to pay for it and get a refund which was something I was not willing to do.

2. On the whole the staff was good. The students however were a different story. The quality of people Bergen attracts seems to be the problem. Everyone is there with their own agenda, rushing too and from class and there is no sense of community or friendliness. I guess I shouldn't have expected better since it is just a community college but overall the Bergen experience was subpar. I can see how an adult might be able to deal with Bergen but I would never recommend it to anyone right out of high school who wants an actual college experience.

3. Lenore Lerer, Needs to figure out how the world works. The function of society is very little dependent on a class of Bergen Community College, there is also a reason why people get honorary degrees for not even going to college, its because its a meaningless money game that gives people "self-purpose". However, majority of the people need to play the game for the system to work, otherwise it falls apart. Waste of my money and time. These credits hold no value in the real world, nor do any of these classes (for some people), I pursued my degree because I wanted to finish school, I was already established by the time I needed to take that 1 class. To think I would risk my health, time, and money because of someone's ego is ridiculous. Bergen Community College will always have a sour taste in my mouth, and the mouths and minds of others it has directly or indirectly affected.

4. I had a problem with my student account where it stated I had attended 12 semesters + and used up all my Pell grant.. The problem is supposed to be fixed right now and is still not. I have only attended 2 semesters and graduated I high school in 2012.. That is impossible

5. I am a working adult/parent that decided to go back to school after many years in the workforce. I desired a program that takes that into consideration. Being group with and treated like post high-school students, that usually don't have to be concerned with the work-life balance is not convenient for me.

6. I left before I received my associates because it was not worth staying. I attended another university beforehand and BCC was like high school level. Students did not put any effort into class and professors did not ask them to do so! I was very unimpressed except for Prof Demirel, whom I recommend highly.

7. I have called, emailed And showed up in person countless times in the past year and everyone swears they will fix my problem that day and it never gets done. I am completely frustrated and angry because all I want is to get my life going and nobody at that school cares.

8. I was looking for an advisor who could tell me which of the courses I had to take in order to obtain an associates degree in applied science or engineering for future transferring in the automotive field or mechanical engineering, but I didn't get the help. I went to the advisor center & all they kept on saying was to " come back another day because there was no advisor to help me out. :(

9. I completed all required courses for the program I wanted to get and didn't get accepted. I was told to reapply but I didn't due to the possibility of not getting in.

10. Bergen Community College is a renounced school all over NJ. Professor Romano has the professional compassion and sensitivity of a drill sergeant! I wish recorded all the negative things she said to me. This is why you don't have my business anymore and why I will try to change anybody's mind about the Radiography Program.

11. Every single aspect of the school is inferior to state university. It is a masquerade show that cannot educate properly or comprehensively. There are sincere, helpful, caring and competent teachers and staff though. Because there is no central pedagogical approach, there are misdirected and spiteful teachers who can abuse students, without facing any consequences.

12. It is so challenging to even get to the nursing program. That its almost discouraging. Despite what anyone may think, especially those in the program. The red tape alone breaks your spirit.

13. Worst offices
14. I HATE getting the e-mails/text asking me to register.
15. I had written a note to the dean and seem to have gotten no were, and was incredibly disappointed in the way i was treated by the school. I paid a tremendous amount of money out of pocket to take the necessary classes and am a diligent student Clearly my presence was not valued at Bergen nor did anyone seem to care about my success there, thus I have decided to go else were to study
16. Tired of BCC and the constant run around they put me thru.
17. It was too expensive for a community college that's why I decided to come back to LA, CA. Really good school but the price was just ridiculous...
18. As stated earlier, if every staff member treated students like Michael Feder...BCC would be overwhelmed with returning students.
19. Counselors need to assist students more and not put them down like the ones I had telling me I can't finish Nursing here because it will be so hard.
20. The lack of employees that should be working the financial aid is ridiculous. Everybody has enough on their plates for how much this school costs us all together, you shouldn't make it worse by causing us to stand on line for things were already depressed about
21. Felt like I have no one was there to help at all.
22. I am extremely disappointed with my experience as a student at Bergen Community College. I regret all of the hard work and time I put into this school. I feel it was all for nothing and I am at a point where I really don't know what to do now. I am one course away from graduating, was an honor student & now because of a professor I am in limbo.
23. I Left Because It's Too Expensive And Didn't Really Have Any Success.
24. Get organized and stop screwing your students over
25. Never recommend it to anyone nor would I ever set foot back there.
26. Horrible school
27. smokers on campus
28. My last semester at BCC was a joke. I passed classes I thought I wasn't doing well in, and failed in classes I thought for sure I was doing adequate. The teacher-to-student relationship is non-existent. Even after several attempts to create one. Herb Allen
29. I am disappointed in the Campus ability to notify me that my check was misplaced. I only had to take two classes to graduate and now I will be behind a semester.
30. Get more professors of color; make diversity mandatory in every single course.
31. Bergen Community College was a headache and I'm happy with my decision of leaving. The school is too expensive for college students who more than likely work only part-time. The school made it difficult for me to receive my financial aid. I call the number I found on fasfa.gov and the person I spoke to told me I was awarded the full amount of my school tuition, however BCCC told me I wasn't and I ended up having to pay thousands of dollars out of pocket for the last 2 years.
32. Make it less obvious that you are primarily a business.
33. I have several problems 1.the classes that I enrolled in once counted towards my humanities no longer counted for whatever reason 2.you guy said I owe you money for classes I clearly dropped Please contact me about these issues
34. The majority of the courses that I took at BBC were pre-requisites for the courses that I am currently enrolled in. The courses provided by BBC were not challenging enough to prepare for the next step of higher education. Unfortunately I find myself going back a trying to learn information that should have been covered already. Other than that my time at BBC was good and I learned many invaluable things about myself and my future goals a career path.

Table 15: Positive Comments about BCC

1. I loved it.
2. I miss you guys too :(

3. Great school. but after 2 and a half years it was time to transfer
4. No problem with BCC. I needed pre-requisite coursework for my nursing program and completed it at Bergen. I would take courses in the future at BCC, just not there now.
5. The Best
6. Bergen was a great school, I would return if i moved back to New jersey.
7. Good place to start if you're uncertain of your career choice
8. I learn a lot and Bergen community college is the best for beginners.
9. There were some prejudices to foreigner students. But I remembered that this school had a fantastic tutoring program. That really helped with my study although the department of tutoring center had something in management that was unhonest. However, all tutors that I studied with were amazing.
10. Very good school, i like the environment in school and i am really addicted to the school library.
11. Most of the BCC professors I had were great teachers and genuinely wanted to help their students learn. I wish I could have had these professors when I first went through undergraduate classes 10 years ago. I would have had a more clearly defined direction in pursuing post-grad studies or professional school.
12. I just hope to be back and be able to get a job in the city and have a great team of mentors with the legal applications that I will have to know. Examples: TimeMatters, Westlaw(language)(transcribing),TOC and TOA, Spreadsheets, a lot of advanced and sophisticated computer applications/ Visual aids, etc. I am not really good at. Keeping the calendar timed. I recently applied to my first legal job and sent them my resume. It was good practice. Maybe, eventually, I will fall into a great job if I keep pursuing. I think the faculty are TOPS at BCC!!! I hope that BCC has an adjunction of a 4 yr. program and beyond like OCC down the shore has. That is the only good thing about living here right now. The rest of Ocean County is only good for a summer vacation. I want to be a Benny again!
13. As I say, if you had a Bachelor program I would have loved that very much. If you do decide to offer a Master in Nursing, please inform me.
14. It definitely a great facility but the reason for going to Bergen was to further my knowledge and acting education because living in Paterson Passaic Community College is not a great faculty because of location and not being accredited in my major
15. Bcc is the best college ever
16. BBC is a good school, good cares. I wish I would live in Bergen county. Thank you.
17. BCC is a fantastic school. Leaving was not because of the school, i just have to get my GED and take the SAT.
18. I just wanted to improve my writing skills and it was a good opportunity to study at BCC. It was very helpful.
19. I had a great time there and the courses there really prepare you for a 4 year university
20. Everything was good for me.
21. With excellent student, there is some exception to facility the English courses. Thank you
22. BCC is an excellent college including great resources, faculty and overall reputation!! Thank you, Sam
23. I enjoyed taking classes there. The professors were great and i felt the environment was safe and well kept. If i need any classes in the future i will return.
24. A lot better than PCCC
25. I love the location of the campuses, students, faculty and staffs very polite, intelligent and kind. Its just nursing entrance exam is too much; finish all science classes and still have to go through it again in. I believe since students went through those classes its not necessarily to take those classes. And I believe students will agree with me, I heard them complaining about it.
26. Bcc is a great place to start if you want to save extra cash! Also if you aren't sure what you want to study. It give you plenty of option.
27. I was very happy with many of my professors and the education I received at BCC. After trying to plan for a family for quite a while, I had to take a step back from school. However I am very much looking forward to returning one day. Thank you for everything so far!

28. I was enrolled at BCC to take some prerequisite courses required for applying to graduate schools. I really liked the variety of courses offered at BCC and was surprised to find quality instruction and great professors. Although I am currently enrolled in a master's program as a full time student, I hope to return to Bergen to take more courses that would help me expand my scope of knowledge. Taking classes at Bergen was a wonderful experience.
29. Great college nothing bad to say about it I enjoyed my experience and every teacher I had except for one helped me thoroughly thru the class and actually cared about my learning
30. This college is beautiful the, campus is amazing. I just decided to join the army and serve my Country.
31. I think Bergen community is a very good school for the price and it is very under estimated. For me the issue was a combination of money and also finding a good job in the work force, so i decided i was to behind to continue with the degree course
32. The courses I took helped me get a job.
33. Had a great experience, would definitely recommend to anybody who is in the same position as I was and needed to complete a few courses.
34. It's a good education. The professors are friendly and are there for their students
35. It is very nice and clean
36. I love Bergen! If BCC offered bachelor degrees I would stayed all four years!
37. It was good college. I could experience many cultures. I learned a lot

Table 16: Other Comments about BCC

1. yo en estos momentos me encuentro en Colombia. la razon por que me vine para mi pasi fueron problemas familiares.
2. have to work full time right now
3. I need permission to take a different class other than Cost Accounting, since BCC does not offer this class anymore. Also the WEX Experience classes are not available on a Saturday, at least not the classes I would be interested in taking.
4. The requirement to take (2) aviation weather course simultaneously is a hinderance for part-time working students.
5. I had to leave the college because I just bought I house and one of the reasons is the time is not enough to maintain both the school and the house.
6. My son needs special care. He has therapy every day and I have to be with him.
7. It's not you, it's me. I've moved on.
8. I still wish to come back but as a person that has a hard time with anxiety and depression and now switched jobs it is too much for me and I do not wish to get sick again especially without insurance at the moment.
9. Needed to work
10. I really missed attending the school while I was away, but it is time for me to move on.
11. I am on probation by financial aid
12. Am currently pursuing Master's in Biology at another university
13. Had transferred over from previous school to pursue nursing. Decided to go back to my four/year and changed my major.
14. placed on probation and I can't afford to pay the tuition to enroll back into the college
15. Honestly, these survey questions cannot be answered as one or the other for people like me. I was a visiting student to BCC, taken only few classes to fill up few credits while I was away from home school, and I actually have already graduated from my home university. I don't remember my id number to exit out of bcc related communications.
16. I haven't received my honor roll certificate for spring 2013.
17. I was ready to attend another school
18. I had started at Ramapo originally just took course at Bergen for convenience
19. completed for teacher certification requirements from another state transfer
20. I got cancer and lost my father and dog. And lost my job. So no money or will to continue. But mainly hard to concentrate on reading. Got diagnosed with OCD PTSD and high levels of anxiety and stress to a point of crippling fear.

Appendix

The main purpose of this survey was to learn why students who were enrolled in one semester did not re-enroll in the next semester. While this report is both comprehensive and informative on that subject matter, it does not take into account the different intentions of the student body at BCC. A student who is enrolled for one semester to take a few courses for transfer to a 4-year college or a vocational program is not looking for the same experience as a student who has come to Bergen to earn an Associate’s Degree.

While BCC caters to all kinds of students, the one of the main goals of the college is to award Associate’s Degrees to those seeking one. For this reason, the respondents who indicated in question 1 that they were at BCC to earn an associate’s degree were parceled out and included in this Appendix are the answers these 157 respondents provided for the remaining 7 questions of the Stop-Out survey.

Question 2: What made you choose to leave Bergen Community College? MARK ALL THAT APPLY.

Reason	# of Responses
Decided to attend a different college	25
Health-related problem (family or personal)	25
Difficulty in obtaining transportation to this college	8
Uncertainty about the value of a college education	11
Child care was unavailable or too costly	6
Felt alone or isolated	9
Was placed on suspension or probation	4
Courses were not challenging	3
Inadequate study habits	5
Disappointed with the quality of instruction	12
Desired major was not offered by this college	3
Inadequate facilities for disabled students	1
Applied for financial aid, but did not receive it	27
Other reason	82

Question 2A: Please specify any other reasons for leaving BCC.

Reason	# of Responses
BCC Was Unorganized	8
Course Issues	9
Family/Home Issues	3
Family/Home Commitments	7
Financial Issues	26
Found Employment	3
Joined the Military	3
Problems with Professors and/or Other Faculty	2
Transferred/Completed Desired Courses	6
Other or Blank	15

Question 3: Do you plan to re-enroll at Bergen at any point in the future?

Response	Freq.	%
Yes	85	54%
No	28	18%
Undecided	44	28%
Total	157	100%

Question 4: Have you transferred to another college/university?

Response	Freq.	%
Yes	36	23%
No	121	77%
Total	157	100%

Question 5: What is the name of the college/university you are currently enrolled in?

College/University Name	# of Students Enrolled
Bloomfield College	1
Breckenridge School of Nursing	1
CUNY Queens College	1
DeVry University	1
Fairleigh Dickinson University	4
Lincoln Technical Institute	2
Montclair state university	1
Mountainside School of Nursing	1
New Jersey Institute of Technology	1
New York University	1
Ocean County College	1
Passaic County Community College	6
Ramapo College	3
Rutgers University	3
Star Career Academy	1
Suffolk Community College	1
William Paterson University	2
York College of Pennsylvania	1
Unknown	4

Question 6: Are you planning to transfer to another college/university?

Response	Freq.	%
Yes	30	26%
No	87	74%
Total	117	100%

Question 7: What is the name of the college/university you are planning on transferring to?

College/University Name	# of Students Considering Transferring
American Musical and Dramatic Academy	1
Essex Community College	1
Fairleigh Dickinson University	2
Fayetteville State University	1
Felician College	1
Montclair State University	2
New Jersey Institute of Technology	1
Rutgers University	1
Temple University	1
University of West Florida	1
Valencia Community College	1
William Paterson University	2
Undecided*	9
Unknown**	6

**Students were deemed as Undecided because they either answered "Undecided" or put down two more institutions to which they could potentially transfer*

***Students were marked as Unknown because they either left the comment field blank or answered "Unknown" or "N/A"*

Question 8: Would you recommend Bergen Community College to a friend?

Response	Freq.	%
Yes	123	85%
No	22	15%
Total	145	100%

Question 8A: If you would not recommend BCC, why not?

Reason for not recommending BCC	Freq.	%
High Cost of Education	2	12%
Faculty/Staff	1	6%
Financial Aid Office	4	25%
Too Much Like High School	1	6%
Unorganized	6	38%
Other	2	12%
Total	16	100%