

Stop-Out Survey Report

November 2014

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Highlights

- The Stop-Out survey was administered to students who had enrolled at BCC in Fall 2013 who had not re-enrolled in Spring 2014.
- The invitation to participate in the survey was texted to the students' cell phones and 209 students responded.
- Fifty-two percent of respondents reported that they entered Bergen Community College for the purpose of obtaining an associate's degree while 26% of respondents indicated they had entered BCC to take courses necessary for transfer to another institution.
- When asked why they left BCC, 32 respondents indicated that they had applied for financial aid, but did not receive it while 50 indicated that they could no longer afford to attend BCC. Sixty-three respondents admitted that they were taking the current semester (Spring 2014) off.
- Sixty-one percent of respondents said they plan to re-enroll at Bergen Community College at some point in the future.
- Eighteen percent of respondents had transferred to another college/university. Among the transfer institutions were community colleges, New Jersey state universities, nursing schools, technical institutes, international universities, and for-profit schools.
- Sixty-eight 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.
- Eighty-seven 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 the lack of organization throughout the college.

Introduction

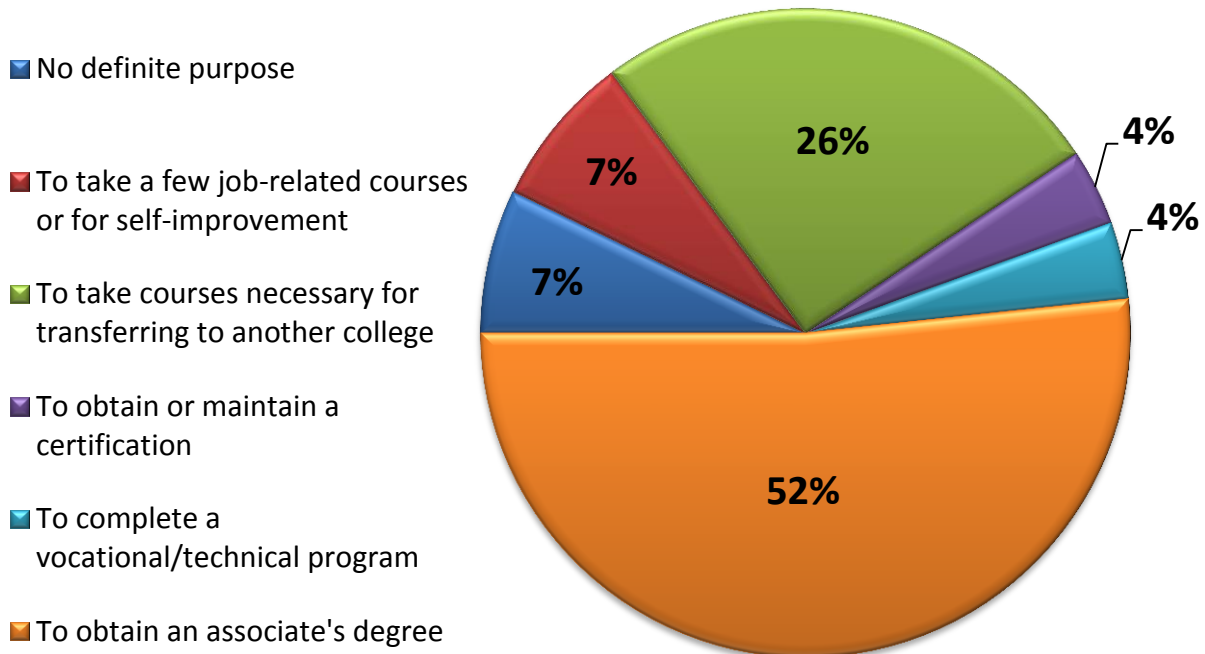
The Stop-Out Survey was administered to students who had enrolled at Bergen Community College in Fall 2013 who had not re-enrolled in Spring 2014. The intent of the survey was to learn the various reasons why these students failed to return to BCC. A ten-question, online survey was developed and an invitation to participate was texted to the students' cell phones in February 2014. The survey was open from February 21st, 2014 to March 10th, 2014 and had 209 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?” 52% of respondents said they were at BCC to obtain an associate’s degree. This was followed by students who wanted to take courses necessary for transferring to another college (26%).

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

Purpose	Freq.	%
No definite purpose	15	7%
To take a few job-related courses or for self-improvement	16	7%
To take courses necessary for transferring to another college	54	26%
To obtain or maintain a certification	8	4%
To complete a vocational/technical program	8	4%
To obtain an associate's degree	108	52%
Total	209	100%



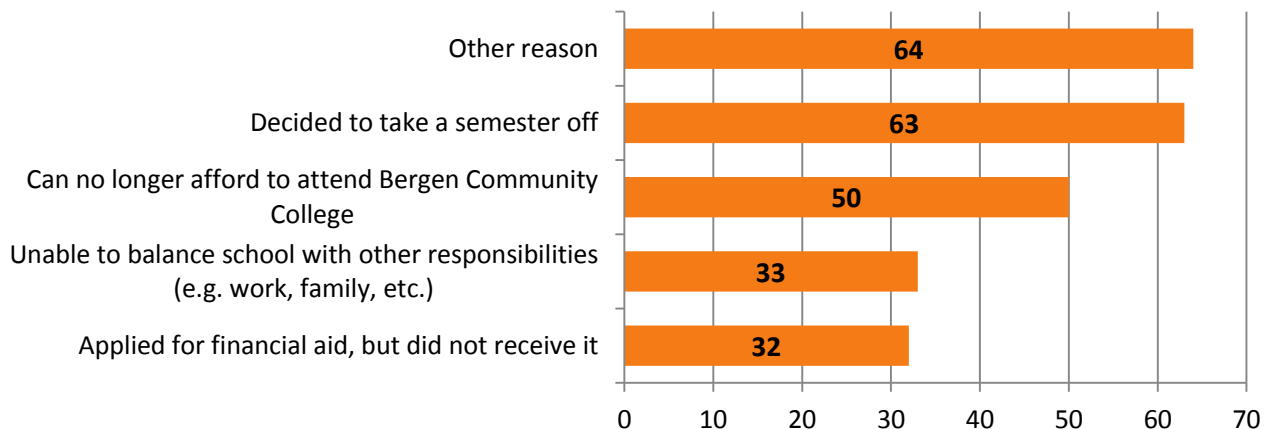
Reasons for Leaving Bergen Community College

The students were asked “What made you choose to leave Bergen Community College?” and were given eighteen possible options to choose from and then an option to write in any additional reasons. The most popular response was “Decided to take a semester off” (63 responses). The second most popular was “Can no longer afford to attend Bergen Community College” (50 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	64
Decided to take a semester off	63
Can no longer afford to attend Bergen Community College	50
Unable to balance school with other responsibilities (e.g. work, family, etc.)	33
Applied for financial aid, but did not receive it	32
Decided to attend a different college	30
Health-related problem (family or personal)	21
Unable to navigate BCC processes (e.g. registration, financial aid, billing, etc.)	14
Felt alone or isolated	13
Difficulty in obtaining transportation to this college	11
Disappointed with the quality of instruction	11
Course(s) needed not currently offered	9
Inadequate study habits	9
Desired major was not offered by this college	7
Uncertainty about the value of a college education	5
Courses were not challenging	5
Inadequate facilities for disabled students	2
Child care was unavailable or too costly	1
Returned to home college/university	1
Total # of Responses	381

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

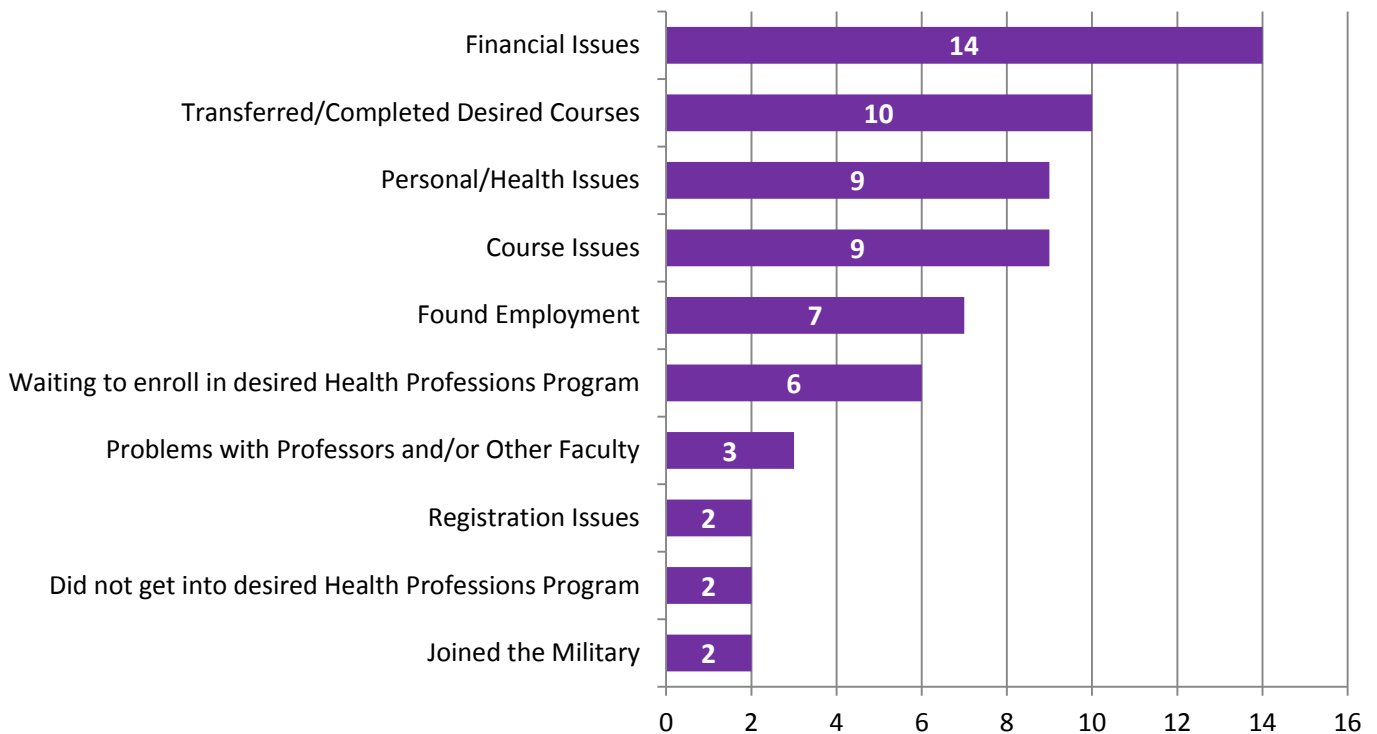


Reasons for Leaving Bergen Community College (continued)

As noted on the previous page, 64 of the respondents decided to write in an additional reason for leaving BCC. These other reasons ranged from financial difficulties to personal/health issues and issues with courses to problems with professors and other faculty. Table 3 shows the breakdown of these responses separated into ten broad categories.

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

Additional Reason Category	# of Responses
Financial Issues	14
Transferred/Completed Desired Courses	10
Personal/Health Issues	9
Course Issues	9
Found Employment	7
Waiting to enroll in desired Health Professions Program	6
Problems with Professors and/or Other Faculty	3
Registration Issues	2
Did not get into desired Health Professions Program	2
Joined the Military	2
Total # of Responses	64

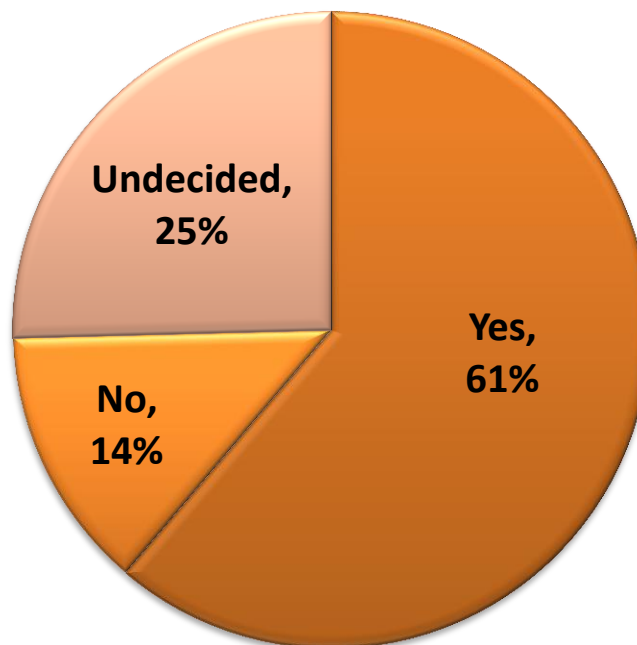


Re-enrolling at Bergen Community College

When the students were asked “Do you plan to re-enroll at Bergen at any point in the future?” 61% of them (128 respondents) said they intended to return while 14% (28 respondents) said they had no intention of re-enrolling. Fifty-three respondents were undecided (25%). 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	128	61%
No	28	14%
Undecided	53	25%
Total	209	100%

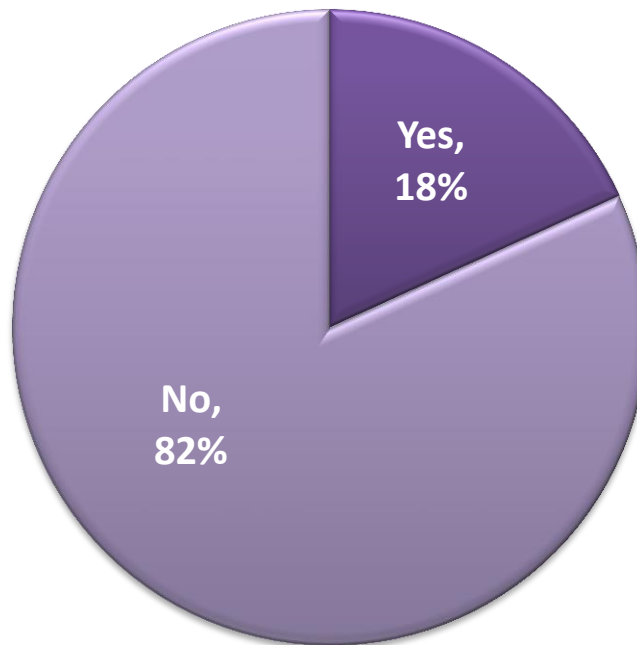


Transferring to another College/University

The students were asked if they had transferred to another college/university since leaving Bergen Community College. Only 38 of the respondents were enrolled at another college/university at the time of the survey's administration (18%). Table 5 shows the breakdown for this question.

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

Response	Freq.	%
Yes	38	18%
No	171	82%
Total	209	100%



Transferring to another College/University (continued)

The 38 respondents 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?” Thirty-five respondents shared their current college/university. Fifteen of the respondents stayed in-state while 20 respondents attended schools in other states including New York and California. 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 31 transfer institutions, the institutions’ locations, and the number of respondents enrolled in each.

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

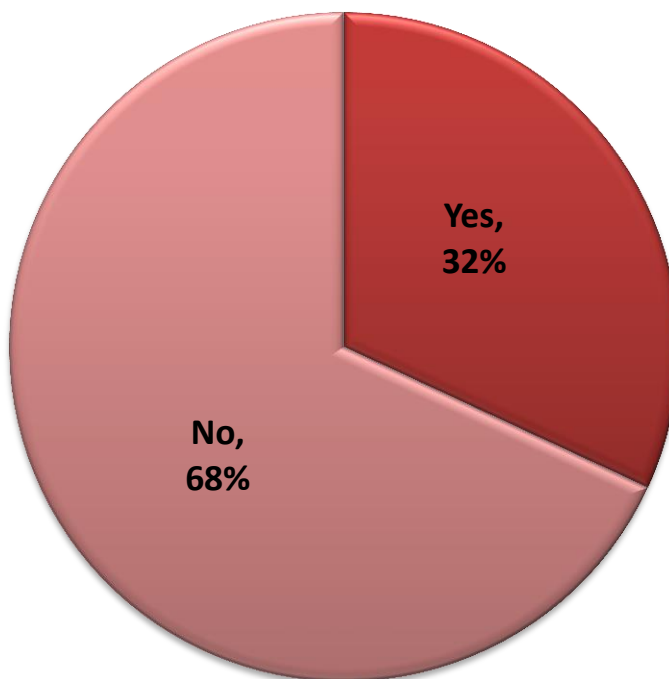
College/University Name	College/University Location	# of Students Enrolled
Montclair State University	New Jersey	4
Fairleigh Dickinson University	New Jersey	2
Cortiva Institute	New Jersey	1
Eastern International College	New Jersey	1
Eastwick College	New Jersey	1
Hudson County Community College	New Jersey	1
Mountainside Hospital School of Nursing	New Jersey	1
Passaic County Community College	New Jersey	1
Ramapo College	New Jersey	1
Rutgers University	New Jersey	1
Thomas Edison State College	New Jersey	1
Baruch College	New York	1
Fordham University	New York	1
LIM College	New York	1
Monroe College	New York	1
New York University	New York	1
Pace University	New York	1
Queens College	New York	1
Syracuse University	New York	1
Berkeley City College	California	1
City College of San Francisco	California	1
University of Southern California	California	1
University of Phoenix	Arizona	1
Community College of Denver	Colorado	1
Savannah College of Art and Design	Georgia	1
Bunker Hill Community College	Massachusetts	1
McGill University	Quebec	1
Sherman College of Chiropractic	South Carolina	1
Utah Valley University	Utah	1
Landmark College	Vermont	1
Northern Virginia Community College	Virginia	1

Planning to Transfer to another College/University

The 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?” Of the 160 respondents to this question, 51 (32%) 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?

Response	Freq.	%
Yes	51	32%
No	109	68%
Total	160	100%



Planning to Transfer to another College/University (continued)

The 51 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?” Thirty-eight respondents shared their potential college/university. The majority of respondents were planning to attend New Jersey institutions such as Rutgers University, William Paterson University, and Montclair State University. Table 8 shows the breakdown of the 24 institutions, the institutions’ locations, and the number of respondents who were planning to transfer to each.

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

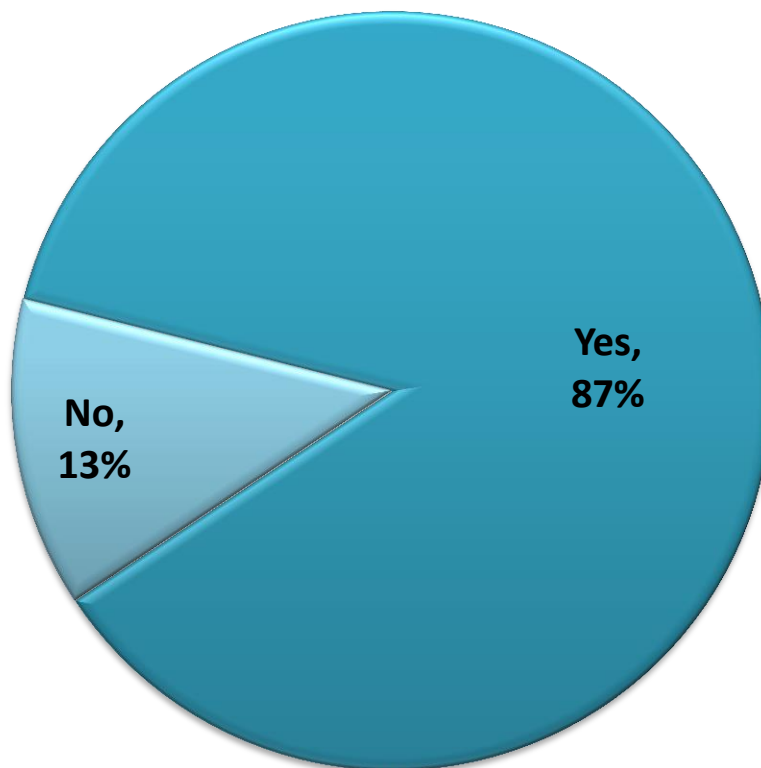
College/University Name	College/University Location	# of Students Planning to Transfer
Rutgers University	New Jersey	5
William Paterson University	New Jersey	5
Montclair State University	New Jersey	4
Ramapo College	New Jersey	3
New Jersey Institute of Technology	New Jersey	2
Berkeley College	New Jersey	1
Kean University	New Jersey	1
Passaic County Community College	New Jersey	1
Seton Hall University	New Jersey	1
Baruch College	New York	1
Columbia University	New York	1
John Jay College of Criminal Justice	New York	1
New York University	New York	1
Rochester Institute of Technology	New York	1
School of Visual Arts	New York	1
Academy of Art University	California	1
San Diego Mesa College	California	1
Smith College	Massachusetts	1
University of Massachusetts	Massachusetts	1
Oklahoma State University	Oklahoma	1
Rogers University	Oklahoma	1
Daytona State College	Florida	1
King's University College	Ontario	1
University of Texas at Austin	Texas	1

Recommending Bergen Community College

Students were asked whether they would recommend Bergen Community College to a friend. One hundred and seventy-one of the 197 respondents (87%) 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	171	87%
No	26	13%
Total	197	100%

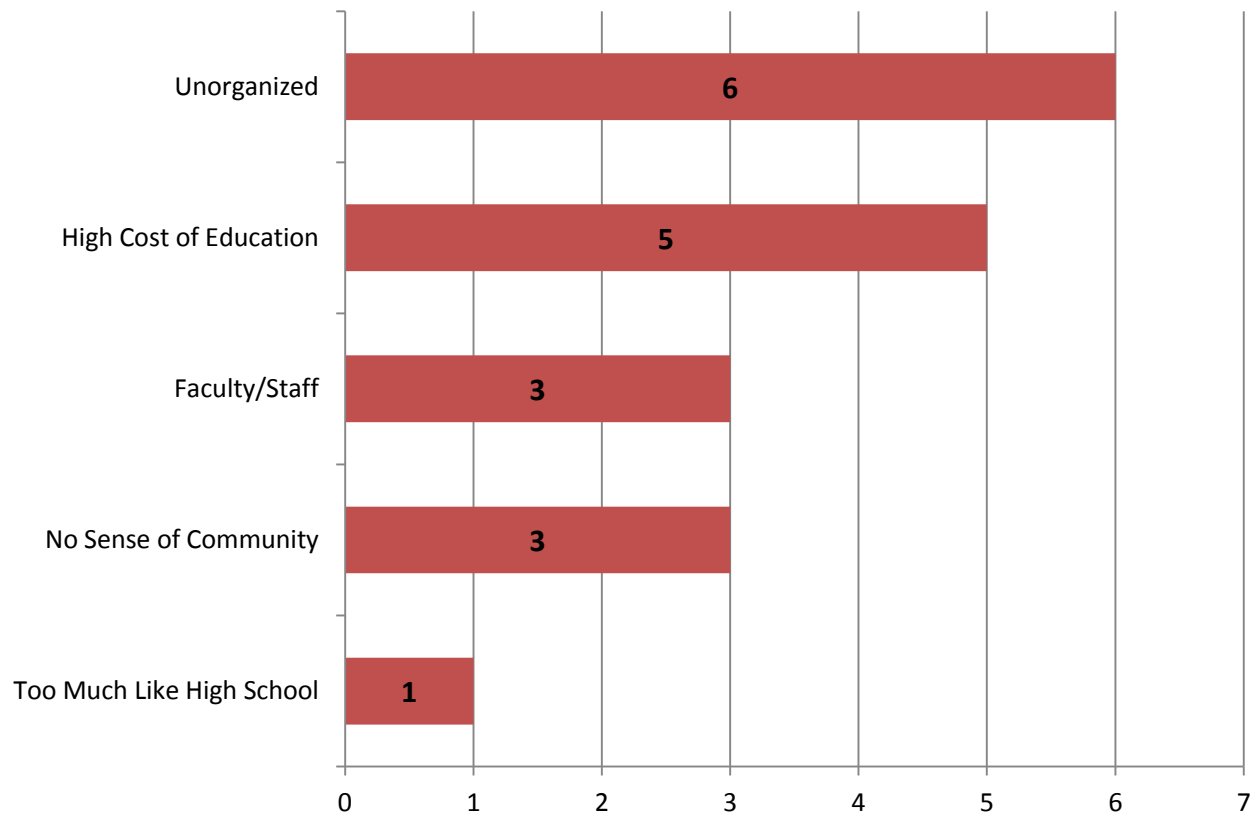


Recommending Bergen Community College (continued)

The 26 respondents who indicated they would not recommend Bergen Community College to a friend were asked to explain this choice. Out of the 26 respondents, 18 provided an explanation. Reasons ranged from the high price for attending BCC to problems with the faculty and staff. The most agreed upon issue with BCC amongst respondents was the lack of organization throughout the college (6 respondents). The responses are grouped into 5 broad categories in Table 10 below.

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

Reason for not recommending BCC	# of Responses
Unorganized	6
High Cost of Education	5
Faculty/Staff	3
No Sense of Community	3
Too Much Like High School	1
Total	18

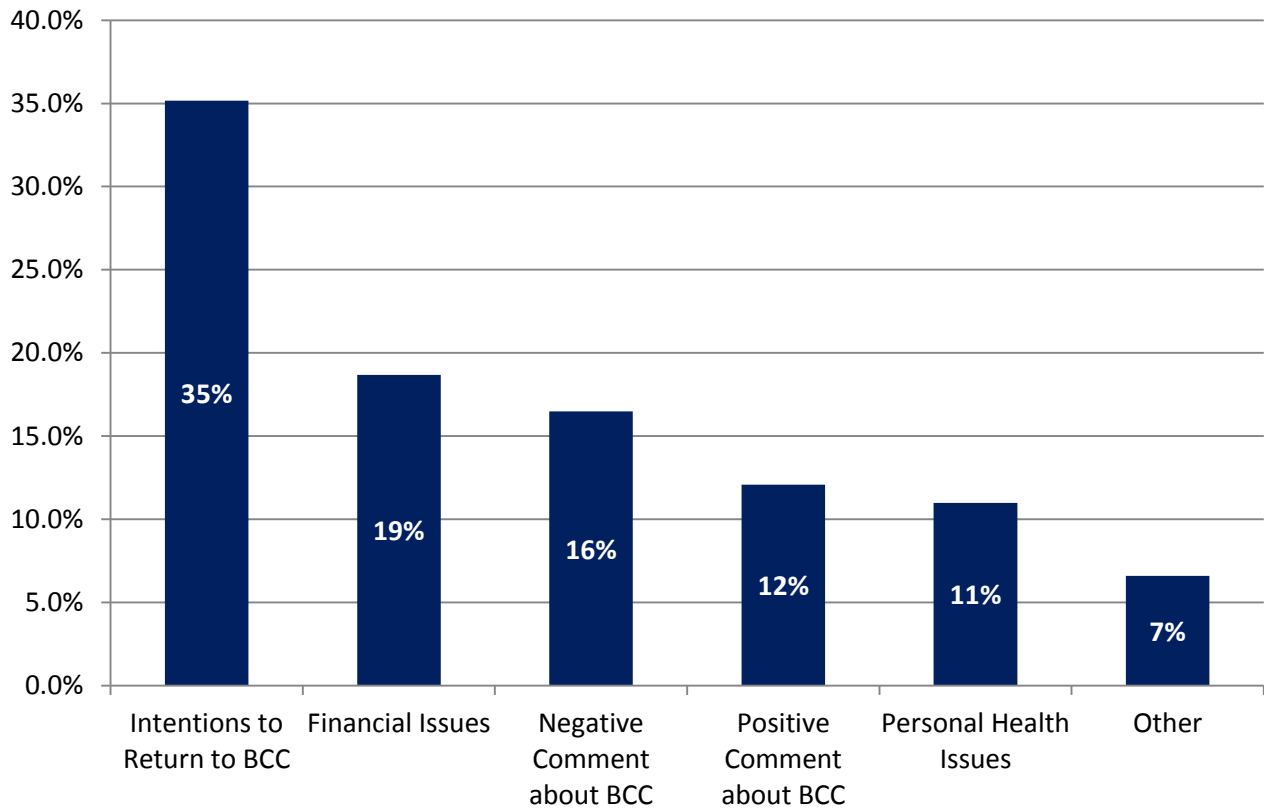


Additional Comments

At the end of the survey, the students were asked to provide additional comments regarding their experience at Bergen Community College. In total, 91 students left comments, which were very different in nature and covered a wide range of topics. As Table 11 shows, of the 91 comments, 11 of them were positive remarks about BCC (12%) while 15 of them were negative in nature (16%). Thirty-two of the commenters (35%) expressed their intentions to re-enroll in BCC at some point in the future.

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

Type of Comment	Freq.	%
Intentions to Return to BCC	32	35%
Financial Issues	17	19%
Negative Comment about BCC	15	16%
Positive Comment about BCC	11	12%
Personal Health Issues	10	11%
Other	6	7%
Total	91	100%



Additional Comments (continued)

Tables 12-17 below show the 91 additional comments grouped together in six broad categories. The comments were not corrected for grammar, they are transcribed below verbatim.

Table 12: Comments related to Students' Intentions to Return to BCC

1. I'm actually registering for Spring III courses once I have my finances worked out.
2. See you in the fall!
3. I couldn't register but I will for summer classes does financial aid cover for summer classes?
4. I plan on returning once I have some money.
5. I'm registering my classes soon at Hackensack
6. I hit a bump in the road and intend to come back for the summer semester or fall when i can provide better transportation for myself.
7. I still have to pay off the previous semester so I knew I could re-register. But fall of 2014 I will re-register.
8. Just needed to take a semester off to refocus, but high intentions of returning.
9. I'm currently waiting to take the Hesi admission exam for dental hygiene. I completed all my requirements for the program. I'm waiting to enroll for the summer semester to take a class only given in Bergen community college in the summer. That's my reason for not registering for classes this spring.
10. I just need to work to save some money, I will be back in the summer and fall semesters.
11. I was overwhelmed by the course I took, but plan to re-enroll next semester.
12. I hope to re-register for the Fall semester.
13. I haven't quit I just signed up late and will be returning during the summer
14. I plan to return to Bergen and graduate from Bergen. After boot camp and other training I should be back next year.
15. I'm having issues with sharp pains on the left side of my head. I'm going for an MRI in the next week or so. I will be back soon.
16. I'll be back in the spring.
17. I am not exiting BCC, I just needed to take a semester off. I was going to register at the last minute for the Spring semester but the classes I wanted to take were closed. I decided to work this semester an then take classes in the Summer and Fall.
18. I plan to attend BCC again
19. Just taking the time to settle in a new job, will return to complete the two courses during the next semester.
20. I will enroll for a course next September, I took a break because I am a retired senior citizen, I will take a non-degree course. Benigno Cruz.
21. I am planning on coming back, just need a little time to get my head together and save money.
22. I will return to BCC finish all courses. Thank you
23. I didn't leave BCC. I am waiting from admission of nursing day program if I am accepted.
24. I need to get ready to represent Team New Jersey for the 2014 Special Olympics USA Game that will be held in New Jersey. So I want to be focus on this then doing college. But after the event, I will attend college to complete my degree.
25. I didn't exit. Waiting to see if accepted to program
26. Don't need to take classes until I enter my program of study (Medical Sonography)
27. I haven't exit the school i just owe some money that i wasn't able to pay in time but i will be attending again in the fall semester
28. I will come back to next semester
29. I'll come back next semester
30. Exit? I'm coming back just had trouble seeing my doctor it time to sign my immunization shot papers
31. I will come back just needed the semester off to work.
32. My youngest is still home with me so I can only take Saturday classes. This semester the class I needed was not offered on Saturdays. Fall of 2014, my youngest starts kindergarten so I'll be able to take the class during the week.

Table 13: Comments related to Students' Financial Issues

1. I am paying for College on my own with no loans and have not been approved for financial aid. I have been paying through the payment plan option provided which I think does not give you enough options. By the time I enrolled, the payment plan gave me an option to pay half of the tuition, which was around \$850, at once. I did not have that amount of money at the time but my classes would have been paid off by the end of the semester. I have to balance out school and other bills as well. For this reason my classes were cancelled and I was not able to enroll for that semester. It makes it very difficult to pay your way through college to be able to get an education.
2. I would love to come back and complete my last class before graduation, but I can't afford it.
3. Have no additional ways to help you pay for college
4. I want to go back but need financial aid
5. I have paid \$1,500 for a semester I didn't do, and now you still want me to pay another \$1,500 just for me to be able to even register... If you drop the \$1,500 I will gladly come back
6. My mother applied for the NJ Grant late so I was not able to get the grant from the state and my parent could not afford to pay the balance of what was need tor me to complete my class I really like the school.
7. Financial aid package was withheld
8. I really enjoyed my first semester at college I made great friends, and awesome memories. I'm planning on returning, but first I must build some kind of financials for myself.
9. I don't have money to pay my classes. I don't have financial aid and I even have a job to pay my classes.
10. Nursing tuition fees should be less
11. I want to attend Bergen Community College , the pursues wanted me to pay \$ 1000 and right now I don't have money to solve the problem
12. I do not have enough money to attend this semester
13. Financial issues
14. Failed math class by 2 points. Teacher wouldn't increase grade knowing I was going to graduate. Out of county student. Not going to pay extra for only one class
15. Bergen is a good school and i didn't want to stop butt my financial didn't go through after they told me it did now i owe you guys over 1000 dollar that i don't have it so i will be taking the semester off and hopefully returning in September
16. I was in the RN program at Bergen, and had trouble in the second year due to a diagnosed mental condition. Little assistance or understanding was given to help with my condition and I was pushed back a year. When I was returning, I was put into the open market for required health insurance, which was unaffordable for me.
17. The tuition for the school for out of county students is very expensive. I like Bergen but am not sure if I will be able to afford going there in the future.

Table 14: Negative Comments about BCC

1. The Bursar office is very very poor at responding to students who have called them.
2. Hire new people at your financial aid offices that explain the loan process better instead of them saying "You're fine" when you ask about your account balance and then finding out at the end of the semester that you needed only one more credit in order for your loan to kick in and then having to wind up with a bill for \$1700 that you can't even afford.
3. I hope that Bergen is run more as an institute of higher learning than a business. Sometimes it was difficult to tell what the purpose of the institution was actually trying to accomplish.
4. I think BCC is a great institution but it really needs to monitor their professor's professionalism. They also need to really look at their online courses and the professor's expectations of their students. I was really disappointed with my experience.
5. Taking classes to obtain credits towards CPA qualification. I sought guidance on the next class I should take but could not get anyone to help me. Eventually ran out of time. Thinking a different school or online program might have better guidance/support in place. to guide me through to my goal.

6. Bursar and financial not sympathetic towards my situation
7. Financial aid needs better workers
8. Reevaluate your professors. I'm going back to school after having a bachelor's already and had one of the most awful teachers I've ever had and will not be going back. This makes me not want to continue with my education. I will not recommend your school in terms of human body teacher, otherwise it was fine.
9. It is unconscionable to allow someone on a waitlist to register as soon as the class becomes available and not allow them to drop it the next day. Almost \$600 charge when no seat was lost, no service was performed and certainly no technology fees were earned.
10. Accounting needs improvements
11. I think BCC is a great college. I do feel there is a lack of support academically for students needing help with transcript evaluation and direction of class scheduling. I did feel very overwhelmed with the direction of class Selection.
12. Financial aid help took long to process
13. Teachers are ok. Navigating the administrative process is frustrating. I was often given incomplete/inaccurate information. There doesn't seem to be any accountability, or desire on the part of the administrators to do a good job.
14. I will probably be back but will have to change my area of study. It is so painful to go to school at bcc, so many long lines, no one knows you or cares. Admin and fin aid are a mess and disorganized.
15. I work a part time job getting paid minimum wage and could not get financial aid. No one in the financial aid helped very much and I felt very disrespected. Maybe you should send those individuals who work in the financial aid department for some etiquette classes.

Table 15: Positive Comments about BCC

1. Professor Fuerisch was one of the nicest and most helpful professors that I have come across in my educational experience. This is after 4 full years at Muhlenberg College and 2 semesters at FDU.
2. To whom it may concern, I would love the opportunity to re-attend Bergen Community College and the chance to continue making this school proud. I am a vital member of this school and my academic success speaks for itself. I am an excellent student that represents all that is good and honorable about Bergen Community College. I wish to continue on the road to success with Bergen by my side. Thank you for your time, Christen Martinez
3. It was smooth, easy and hassle-free
4. Bergen Community College was a great experience. I enjoyed my professors, and the learning environment. Bergen has helped me learn good study habits, so now I am better prepared to succeed at a University.
5. I love BCC. It has an amazing environment. Teachers care and it's relaxed.
6. I got accepted into a great university thanks to BCC!
7. I was satisfied with BCC. Especially with the brilliant faculty.
8. It's a great college. And the staff and professors are great.
9. Good times at Bergen
10. I think the quality of instruction is excellent.
11. I find the BCC staff to be polite and helpful.

Table 16: Comments related to the Students' Personal/Health Issues

1. I fell into addictions that greatly debilitated my health and prevented me from performing physically and mentally at a normal level. These were conditions that I did not have when I enrolled. I had no intention of stopping to attend, on the contrary I was very excited about pursuing an engineering career. I am very sorry for my actions since I understand that they show little appreciation from my part towards the help provided to me by Bergen and the federal government.
2. I came back my country.

3. I never had any motivation in my life to do what I want or to be what I want. I went to school to make my family proud but I'm not too confident in myself.
4. I had a knee surgery, i cannot drive. I'm in disability time.
5. I had pneumonia for two months
6. I have C-section, came back on August.
7. A lot of family related problems
8. I tried to register after I found out my work schedule but it was too late. Nothing negative towards BCC
9. It has been a pretty easy exit, I did not make arrangements for the following semester with my counselor, since i am disabled, and she did not contact me to schedule an appointment!!
10. Dad had an amputation

Table 17: Other Additional Comments

1. I went to BCC to take prerequisites for the Diagnostic Medical Sonography Program but found that it was really not for me.
2. I DIDN'T FINISH MY ALGEBRA CLASS ON TIME AND MY CLINIC CLASS WAS CLOSE ALREADY AND I PUT MY NAME ON WAITING LIST BUT NOBODY CALL ME.
3. Not being able to find a job
4. Please consider accepting more than 30 people at a time into vet tech or making it possible to apply more than once a year. There are only two vet tech programs in the whole state and it is really an unfair system to not accept someone who does everything they can to get in.
5. Need room or Office for deaf people social with hearing people who want learn American Sign Language. Also interpreters social with deaf people for know each other not personal like name and which deaf use American Sign Language (ASL) or English Sign Language (ESL).
6. Just that i couldn't get in the course

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, 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 108 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 take a semester off	34
Can no longer afford to attend Bergen Community College	34
Other reason	30
Applied for financial aid, but did not receive it	20
Unable to balance school with other responsibilities (e.g. work, family, etc.)	18
Health-related problem (family or personal)	15
Unable to navigate BCC processes (e.g. registration, financial aid, billing, etc.)	9
Decided to attend a different college	8
Felt alone or isolated	7
Difficulty in obtaining transportation to this college	6
Course(s) needed not currently offered	5
Disappointed with the quality of instruction	4
Inadequate study habits	4
Uncertainty about the value of a college education	4
Desired major was not offered by this college	1
Courses were not challenging	1
Inadequate facilities for disabled students	1
Child care was unavailable or too costly	1
Returned to home college/university	0

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

Additional Reason Category	# of Responses
Financial Issues	8
Personal/Health Issues	5
Course Issues	5
Waiting to enroll in desired Health Professions Program	4
Found Employment	2
Registration Issues	2
Did not get into desired Health Professions Program	2
Transferred/Completed Desired Courses	1
Joined the Military	1
Problems with Professors and/or Other Faculty	0

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

Response	Freq.	%
Yes	80	74%
No	3	3%
Undecided	25	23%
Total	108	100%

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

Response	Freq.	%
Yes	10	9%
No	98	91%
Total	108	100%

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

College/University Name	College/University Location	# of Students Enrolled
Cortiva Institute	New Jersey	1
Eastern International College	New Jersey	1
Eastwick College	New Jersey	1
Hudson County Community College	New Jersey	1
Thomas Edison State College	New Jersey	1
Community College of Denver	Colorado	1
Bunker Hill Community College	Massachusetts	1
Landmark College	Vermont	1
Northern Virginia Community College	Virginia	1

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

Response	Freq.	%
Yes	27	30%
No	64	70%
Total	91	100%

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

College/University Name	College/University Location	# of Students Planning to Transfer
William Paterson University	New Jersey	3
Ramapo College	New Jersey	2
Rutgers University	New Jersey	2
New Jersey Institute of Technology	New Jersey	1
Berkeley College	New Jersey	1
Kean University	New Jersey	1
Passaic County Community College	New Jersey	1
Seton Hall University	New Jersey	1
Columbia University	New York	1
John Jay College of Criminal Justice	New York	1
Rogers University	Oklahoma	1
Daytona State College	Florida	1
King's University College	Ontario	1

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

Response	Freq.	%
Yes	94	91%
No	9	9%
Total	103	100%

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

Reason for not recommending BCC	# of Responses
High Cost of Education	3
Unorganized	2
Faculty/Staff	0
No Sense of Community	0
Too Much Like High School	0
Total	5