



BERGEN
COMMUNITY
COLLEGE

STOP-OUT SURVEY REPORT

November 2015

Table of Contents

Table of Contents.....	1
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 A	19
Appendix B.....	22

Highlights

- The Stop-Out survey was administered to students who had previously enrolled at BCC in Spring 2015, but had not re-enrolled in Fall 2015.
- The invitation to participate in the survey was emailed to the students' Bergen and personal email addresses and 258 students responded.
- Forty-one percent of respondents reported that they entered Bergen Community College for the purpose of obtaining an associate's degree while 39% of respondents indicated they had entered BCC to take courses necessary for transfer to another institution.
- When asked why they left BCC, 17 respondents indicated that they had applied for financial aid, but did not receive it while 27 indicated that they could no longer afford to attend BCC. Eighty-two respondents said that they had decided to attend a different institution.
- Thirty-three percent of respondents said they plan to re-enroll at Bergen Community College at some point in the future.
- Forty-seven percent of respondents transferred to another college/university. Among the transfer institutions were community colleges, New Jersey state universities, nursing schools, technical institutes, and international universities.
- Seventy-three 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.
- Ninety-two percent of respondents said that they would recommend Bergen Community College to a friend or family member.

Introduction

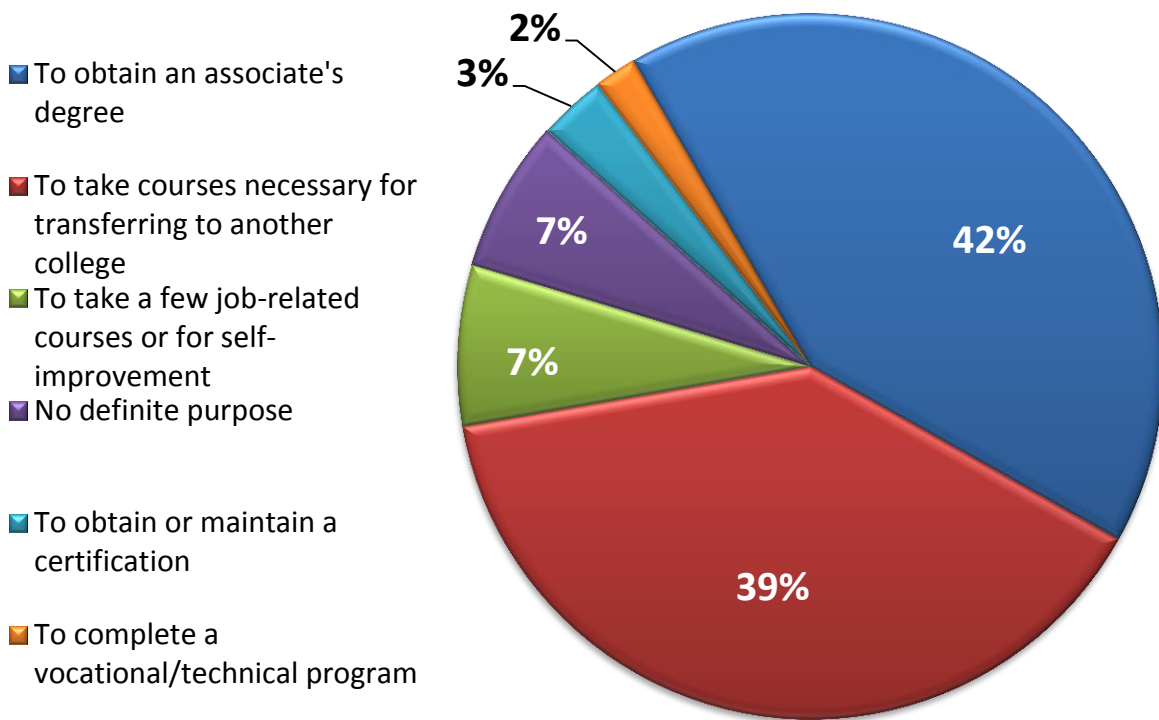
The Stop-Out Survey was administered to students who had previously enrolled at Bergen Community College in Spring 2015, but had not re-enrolled in Fall 2015. The intent of the survey was to learn the various reasons why these students failed to return to BCC. A ten-question, online survey was developed and an invitation to participate was first emailed to the students' Bergen and personal email addresses in September 2015. A second reminder to answer the survey was sent in October 2015. The survey was open from September 21st, 2015 to October 19th, 2015 and had 258 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?” 41% 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 (39%).

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

Purpose	Freq.	%
To obtain an associate’s degree	107	41%
To take courses necessary for transferring to another college	101	39%
To take a few job-related courses or for self-improvement	19	7%
No definite purpose	18	7%
To obtain or maintain a certification	8	3%
To complete a vocational/technical program	5	2%
Total	258	100%



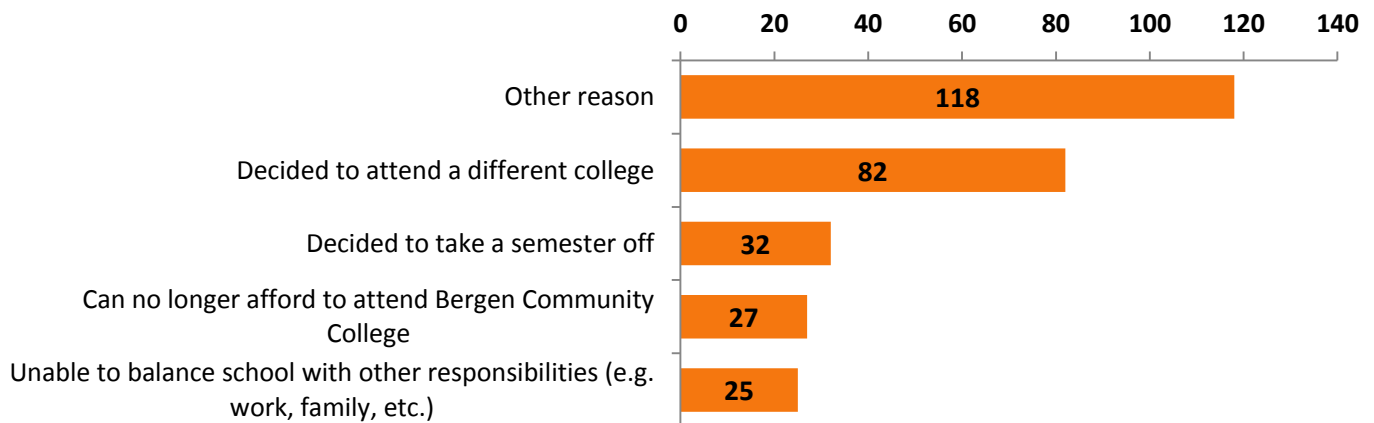
Reasons for Leaving Bergen Community College

The students were asked “What made you choose to leave Bergen Community College?” and were given eighteen possible options to choose from and an option to write in any other reasons. One hundred eighteen students wrote in other reasons (see page 6 for a breakdown of these reasons). Aside from the additional reasons, the most popular response was “Decided to attend a different college” (82 responses). The second most popular was “Decided to take a semester off” (32 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	118
Decided to attend a different college	82
Decided to take a semester off	32
Can no longer afford to attend Bergen Community College	27
Unable to balance school with other responsibilities (e.g. work, family, etc.)	25
Applied for financial aid, but did not receive it	17
Health-related problem (family or personal)	17
Course(s) needed not currently offered	14
Returned to home college/university	13
Difficulty in obtaining transportation to this college	12
Felt alone or isolated	11
Disappointed with the quality of instruction	8
Unable to navigate BCC processes (e.g. registration, financial aid, billing, etc.)	7
Inadequate study habits	7
Desired major was not offered by this college	7
Uncertainty about the value of a college education	7
Child care was unavailable or too costly	5
Courses were not challenging	4
Inadequate facilities for disabled students	2
Total # of Responses	415

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

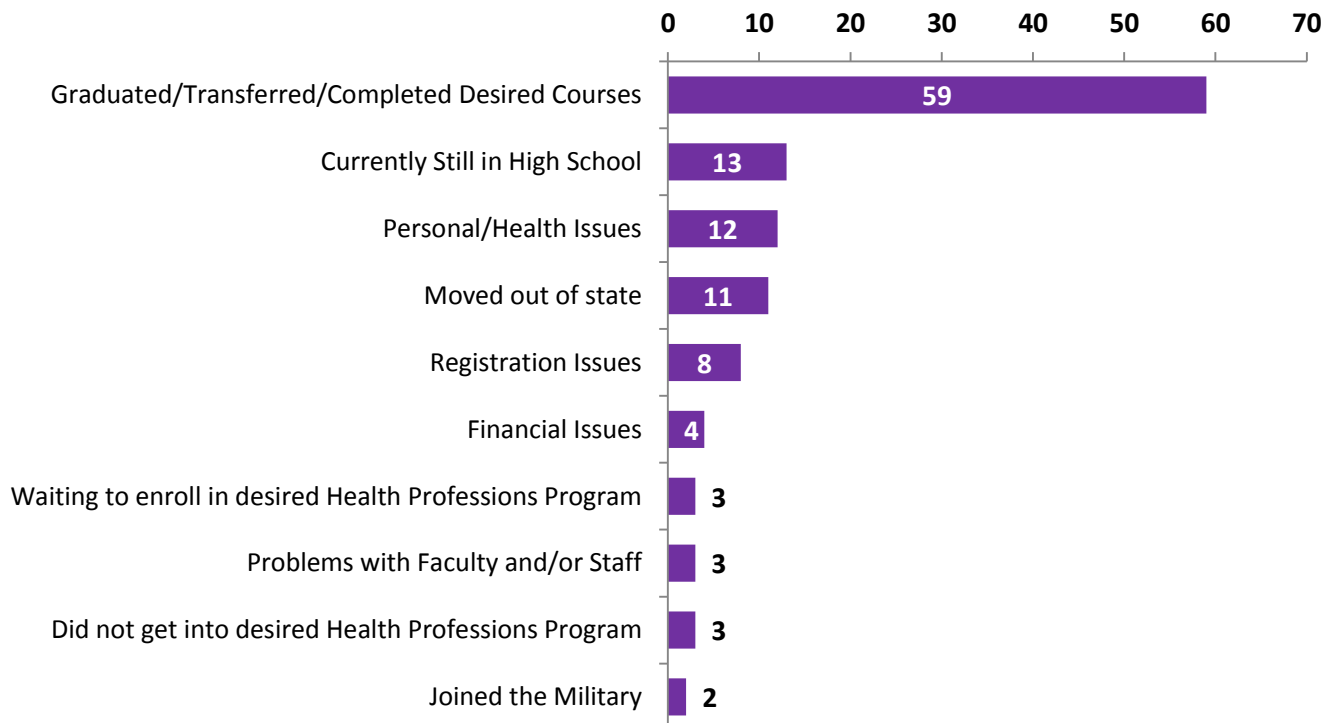


Reasons for Leaving Bergen Community College (continued)

As noted on the previous page, 118 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 registration to problems with faculty and/or staff. Table 3 shows the breakdown of these responses separated into ten broad categories. Fifty-nine respondents said that they had already graduated, transferred, and/or completed their desired courses at BCC and another 13 respondents had taken part in a dual enrollment program and were still currently enrolled in high school.

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

Additional Reason Category	# of Responses
Graduated/Transferred/Completed Desired Courses	59
Currently Still in High School	13
Personal/Health Issues	12
Moved out of state	11
Registration Issues	8
Financial Issues	4
Waiting to enroll in desired Health Professions Program	3
Problems with Faculty and/or Staff	3
Did not get into desired Health Professions Program	3
Joined the Military	2
Total # of Responses	118

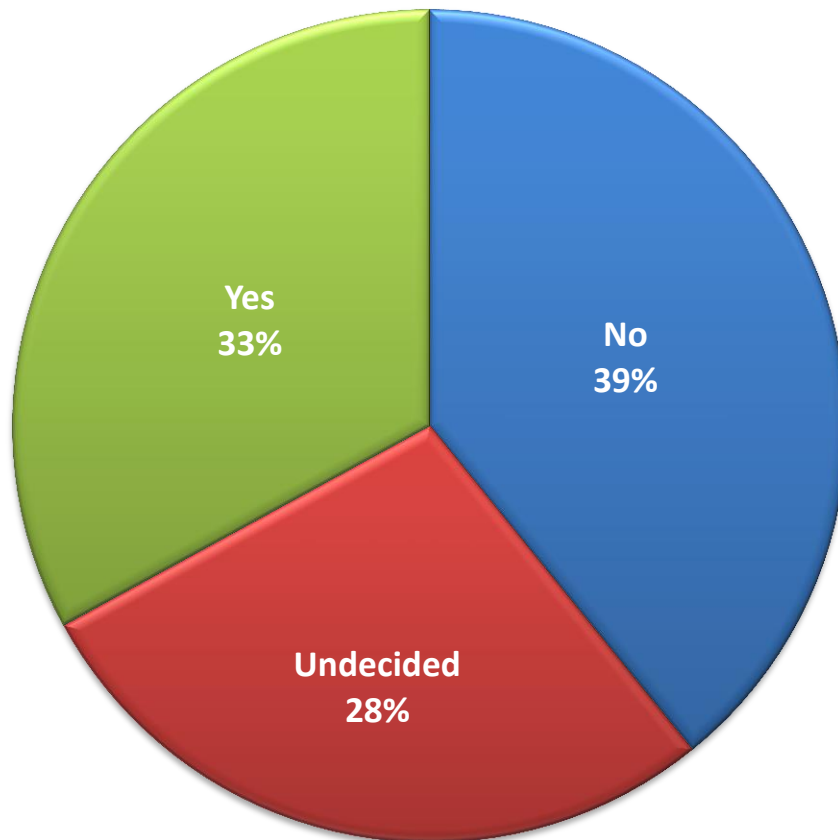


Re-enrolling at Bergen Community College

When the students were asked “Do you plan to re-enroll at Bergen at any point in the future?” 33% (85 respondents) said they intended to return while 39% (101 respondents) said they had no intention of re-enrolling. Twenty-eight percent (72 respondents) were undecided. 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	85	33%
No	101	39%
Undecided	72	28%
Total	258	100%

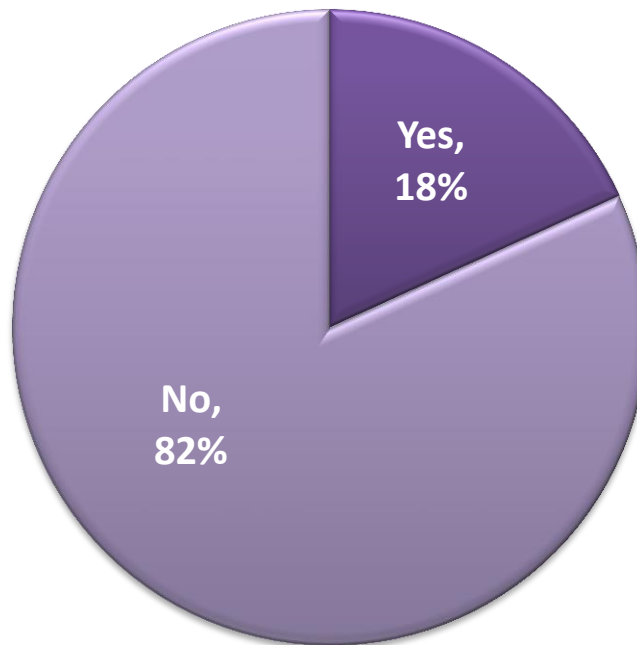


Transferring to another College/University

The students were asked if they had transferred to another college/university since leaving Bergen Community College. One hundred and twenty of the respondents were enrolled at another college/university at the time of the survey's administration (47%). Table 5 shows the breakdown for this question.

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

Response	Freq.	%
Yes	120	47%
No	138	53%
Total	258	100%



Transferring to another College/University (continued)

The 120 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?” One hundred and eight respondents shared their current college/university. The majority of the respondents stayed in-state while the respondents who attended schools in other states mainly went to New York. Among the transfer institutions were community colleges, New Jersey state universities, nursing schools, technical institutes, and international universities. Table 6 shows the breakdown of the 47 transfer institutions and the number of respondents enrolled in each.

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

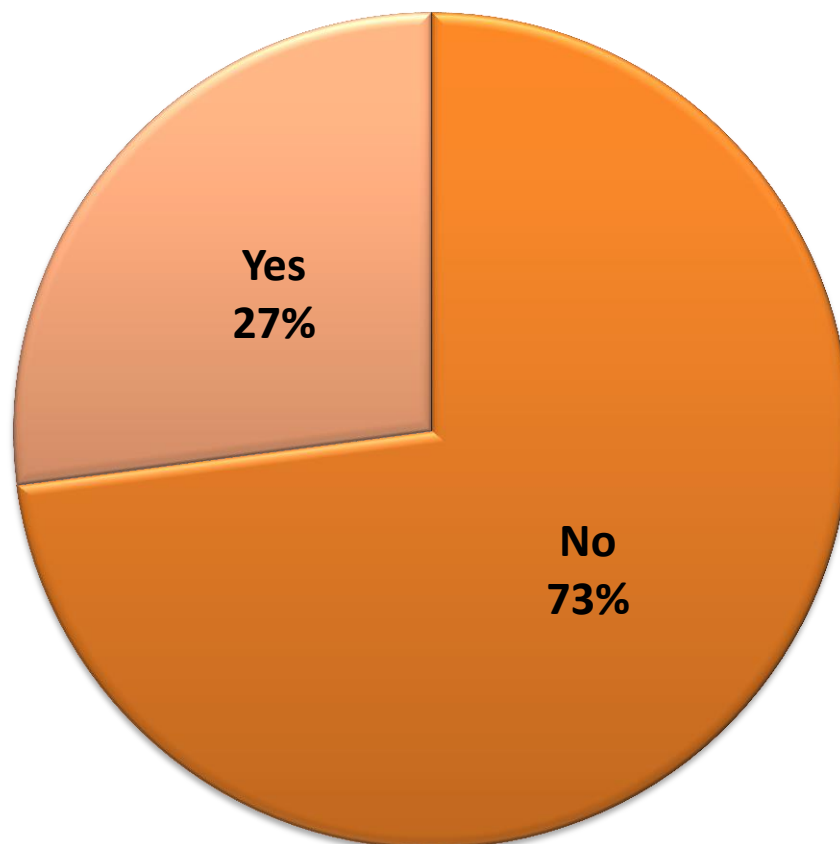
College/University Name	# of Students Enrolled	College/University Name	# of Students Enrolled
Montclair State University	21	Marymount Manhattan College	1
Rutgers University	13	New Jersey City University	1
William Paterson University	10	Nyack College	1
Fairleigh Dickinson University	8	Palm Beach State College	1
New Jersey Institute of Technology	6	Parsons School of Design	1
Ramapo College of New Jersey	6	Rowan University	1
New York University	2	Salve Regina University	1
Passaic County Community College	2	SUNY Oneonta	1
Seton Hall University	2	The College of New Jersey	1
Aix-Marseille University	1	Thomas Jefferson University	1
Albright College	1	Tidewater Community College	1
Baruch College	1	Touro College	1
Brookdale Community College	1	Union County College	1
Burlington County College	1	University of California, Los Angeles	1
Caldwell University	1	University of East Anglia, United Kingdom	1
Eastwick College	1	University of Massachusetts	1
Essex County College	1	University of New Haven	1
Holy Name School of Nursing	1	University of Northern Colorado	1
Hunter College	1	University of Pittsburgh	1
Jersey College	1	University of Rhode Island	1
John Jay College Of Criminal Justice	1	Valencia College	1
Lesley University	1	West Virginia University	1
Lone Star College	1	Western Connecticut State University	1
Manchester Community College	1	Total	108

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 133 respondents to this question, 36 (27%) 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	36	27%
No	97	73%
Total	133	100%



Planning to Transfer to another College/University (continued)

The 36 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?” Sixteen respondents shared their potential college/university. The majority of respondents were planning to attend New Jersey institutions such as Rutgers University, Fairleigh Dickinson University, and Montclair State University. Table 8 shows the breakdown of the 13 institutions 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?

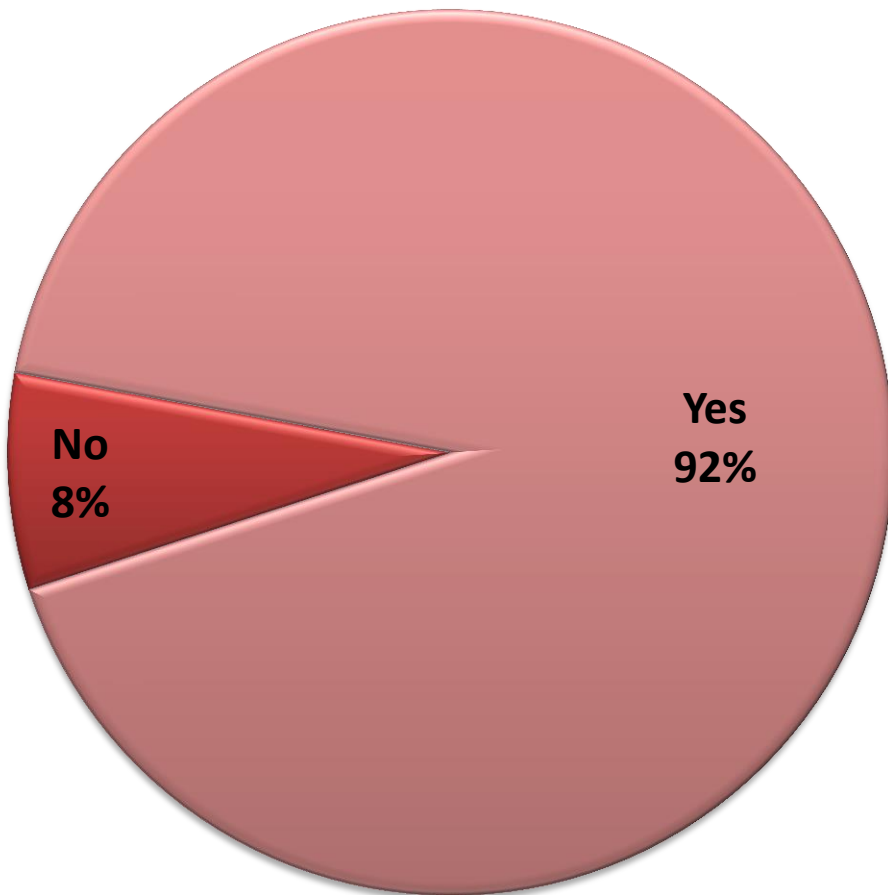
College/University Name	# of Students Planning to Transfer
Rutgers University	2
Fairleigh Dickinson University	2
Montclair State University	2
William Paterson University	1
Union County College	1
Pepperdine University	1
Pace University	1
Kean University	1
Johnson & Wales University	1
Felician College	1
Eastwick College	1
Daytona State College	1
Arizona State University	1
Total	16

Recommending Bergen Community College

Students were asked whether they would recommend Bergen Community College to a friend. Two hundred and twenty-two of the 241 respondents (92%) 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	222	92%
No	19	8%
Total	241	100%

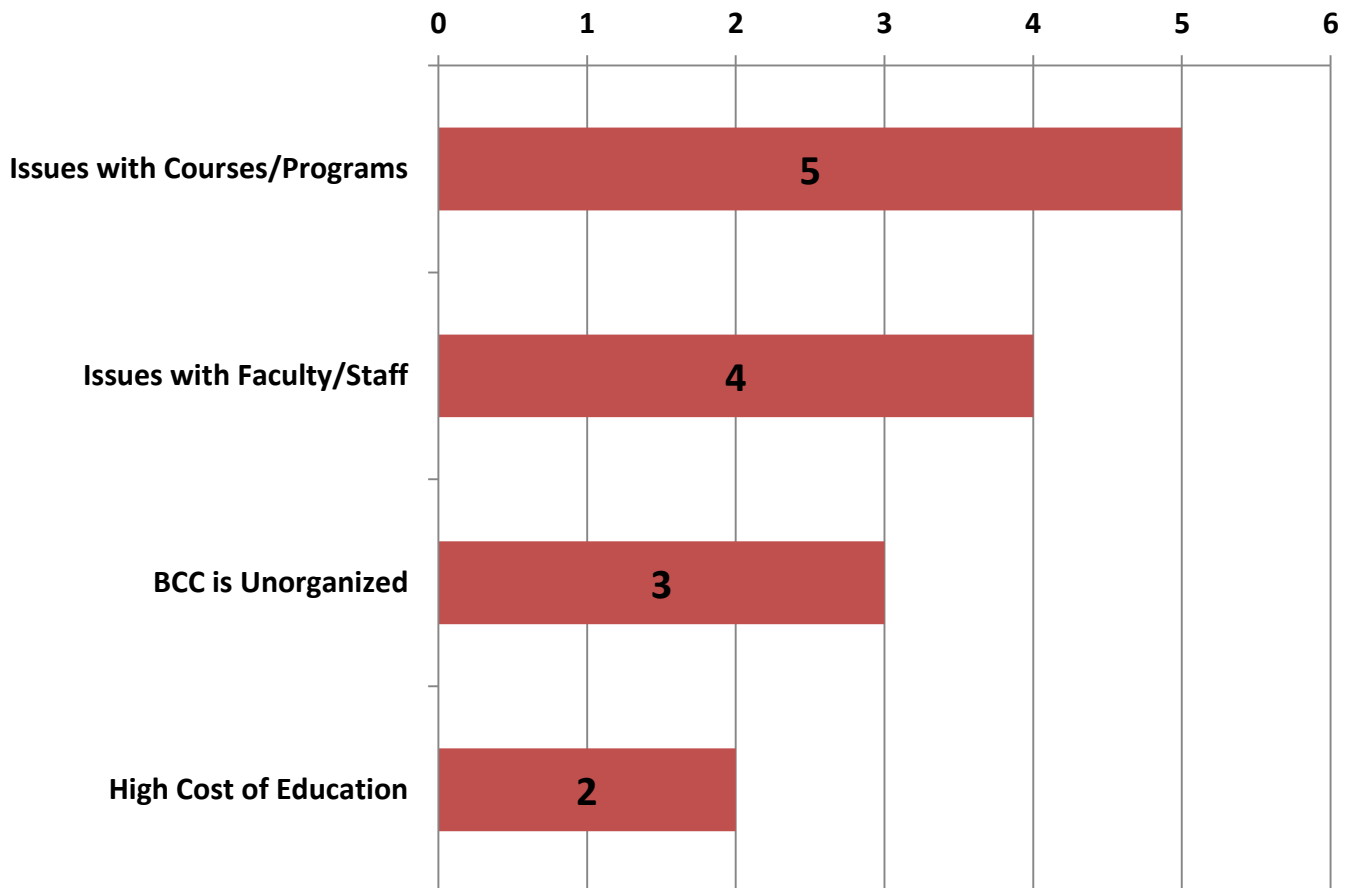


Recommending Bergen Community College (continued)

The 19 respondents who indicated they would not recommend Bergen Community College to a friend were asked to explain this choice. Out of the 19 respondents, 14 provided an explanation. Reasons ranged from the high price for attending BCC to problems with the faculty and staff. Most issues were focused around problems navigating or understanding courses and/or programs (5 respondents). The responses are grouped into 4 broad categories in Table 10 below.

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

Reason for not recommending BCC	# of Responses
Issues with Courses/Programs	5
Issues with Faculty/Staff	4
BCC is Unorganized	3
High Cost of Education	2
Total	14

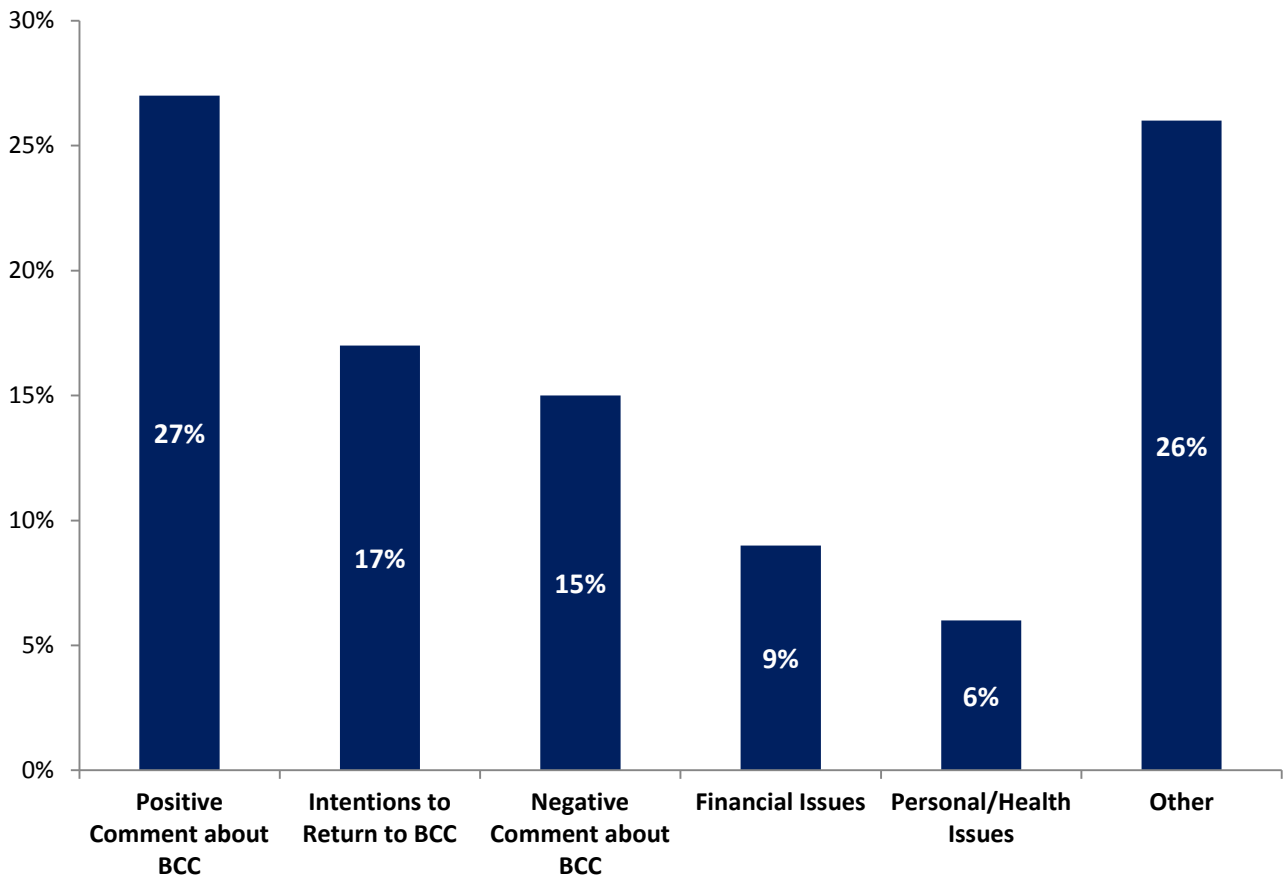


Additional Comments

At the end of the survey, the students were asked to provide additional comments regarding their experience at Bergen Community College. In total, 78 students left comments, which were very different in nature and covered a wide range of topics. As Table 11 shows, of the 78 comments, 21 of them were positive remarks about BCC (27%) while 12 of them were negative in nature (15%). Thirteen of the respondents (17%) 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.	%
Positive Comment about BCC	21	27%
Intentions to Return to BCC	13	17%
Negative Comment about BCC	12	15%
Financial Issues	7	9%
Personal/Health Issues	5	6%
Other	20	26%
Total	78	100%



Additional Comments (continued)

Tables 12-17 below show the 78 additional comments grouped together in six broad categories. The comments were not corrected for grammar, they are transcribed below verbatim.

Table 12: Positive Comments about BCC

1. Very good college
2. Took a college level class at our high school in conjunction with BCC to get credit that can be used at another college
3. The Professors at BCC are wonderful and I enjoyed my time at BCC!
4. Nice and very helpful professors
5. My classes were excellently instructed at BCC. I was very pleased with my experience. I needed the classes I took in order to begin my graduate school program. Thank you for the positive experience!
6. It's a great school. Lots of wonderful resources.
7. If there was one thing I would change, I would make every class have a study group, and there could be free pizza and soda. Or just free food in general. Every Friday could be movie night, or something like that. Something fun. Maybe everybody could vote. I don't know. Anyone who went to the study group would get extra credit. And a free meal. And, probably better grades, too. Plus, everyone would probably make friends, and going to study group would be something to look forward to. It's a win-win situation.
8. I was weighing my options at the time of enrollment; trying to see if I liked Computer Science. I choose Bergen because of the proximity to my home compared to Rutgers, and because of the price for taking classes. I transferred back to Rutgers because of the better resources and course offerings.
9. I think that the school should accept more students for the ultrasound program and should be offered more times during the year. BCC in my opinion is a great school with really good professors.
10. I really enjoyed my general physics class and I met a lot of great students who were like, finishing pre-med requirements. Compared to County College of Morris, I also thought you student body had a better sense of community and it felt more like a college campus. I also benefited from your tutoring resources which were readily available and helpful.
11. I miss Bergen CC.
12. I love Bergen, one of the best, I got my Associate Degree at Bergen
13. I love and miss bergen, go Bulldogs. I wish you guys were offering bachelor Degrees
14. I liked professors and friends at BCC. I think BCC has good program, staff, tutor system and professors. My fathers was very sick, so I returned at my home. In the future, I will return at BCC. Thank you so much.
15. I had an extremely positive experience at BCC and have been incredibly impressed with the professors I've had as well as the massive talent of my fellow students (I am in the performing arts). I was never very interested in college but giving BCC a try showed me that it was for me after all. If BCC offered 4 year degrees or even had a more expansive Cinema Studies/Film Program, I would not have transferred. I will continue to highly recommend BCC to friends. Thank you.
16. I absolutely loved Bergen! Professor Martin Julius, Gary Porter, Kyle Modes, Frank Ramdayal, Michael Pesa, and Jamie Keller, among others, are just amazing. I loved their classes. I have been going to Bergen every semester including summer terms for the past 2 and half years. I felt sad leaving Bergen. I miss Bergen. I have to move on. And I am glad I am making great progress. But I will recommend Bergen to anyone in a heartbeat. In the future when I have time, I would love to come back for different classes for different purposes, other than for prerequisites required for certain program.
17. For the one semester being in Bergen I really enjoyed it . I felt I was going to be out of place or not feel like maybe it was the right choice, but since my husband is in the military I had no choice but to move back home. I really truly enjoyed Bergen and if we ever decide to come back to nj I will definitely re enroll into this school. Not only was Bergen a great school , but the teachers counselors and veterans office were very great and helpful.

18. Best community college experience with top notch professors.
19. Bergen was an amazing experience, met some of the best professors and peers. Im glad that I took the decision to go to Bergen because I learned a lot and it prepared me well to transfer to a huge university like Rutgers,
20. Bergen Community College is a wonderful resource. The faculty is excellent. I enrolled in order to transfer credits and complete my BA from a different university. I did not return because I had reached the 120 credits needed to graduate.
21. BCC was the best choice I made

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

1. My goal is to acquire my Associates Degree at BCC by 2016
2. Looking forward to returning to Bergen, hopefully in the spring.
3. I would definitely consider taking some courses at BCC especially at the Lyndhurst campus !
4. I will return spring of 2016
5. I will definitely take the course that I need next semester.
6. I will be entering in January 2016. Do I need to reapply?
7. I was not exiting BCC at this time. I was out of town the beginning of September and did not want to register knowing I would miss classes. I registered in the Lyndhurst campus for this semester and will return to BCC Paramus for the next semester. I plan to contact/visit with a counselor in the Paramus BCC prior to the next semester to see where I stand with credits, etc. to receive my Associates Degree and obtain employment for the future. Matthew Wenning
8. I don't know why I received this survey, but I did not drop out and will be taking classes this semester (fall #2). Still, I appreciate the opportunity to share some feedback.
9. i didn't exit. i will be back in spring 2016
10. I am planning to sign up this year for AP classes at my school
11. Going back. Don't worry
12. Due to the change of my status, I couldn't continue my study this semester, but I want to keep studying at BCC. I will restart my study next semester.
13. I took one high school chorus with the option of attaining credit at Bergen community. When I finish high school this year I plan to attend Bergen whole time .

Table 14: Negative Comments about BCC

1. You guy need to be a little more hands on with academic counseling. I did not get any real advice from you guys and that screwed up my process with my new major at a different school.
2. Web Advisor for a time period was not allowing any registration of classes.
3. The website is kind of complicated
4. The online courses were horrible, assigned way too much, and involved way too much peer to peer work not considering some people may be shy, have bad anxiety or be introverted people/loners who took online classes in hopes they could further their education despite this. Anyone who took online class because they work best alone is completely screwed. Online courses should be much more "work alone" and "do in your own time" that way people have the whole semester to get through what they can quickly first and more time to focus on what they can't. I could honestly go on for hours on how bad the online classes are.
5. Terrible experience and wasted 3 years my education plan.
6. Not good enough
7. Navigating the registration and financial aid process was very difficult, the staff was unhelpful, and I didn't feel academically challenged at BCC.
8. I simply dont wanna go there because it doesnt have doorming it is waay to close to home and I dont wanna see all the people I graduated with.

9. I find it extremely stressful that there is very little face to face interaction regarding courses. There also seems to be an issue with my satisfied math requirements. I would appreciate if someone could contact me. Dorothyfilewicz@hotmail.com Thank you.
10. I decided not to go back because I was wasting my time with classes that wouldn't even transfer. Having students take that Success 101 class, isn't doing anything besides giving everyone headaches. The school wasted my time so I just transferred out. Now I'm behind a year because Bergen didn't offer any of my intended classes
11. Classes keep adding or changing so there is no set curriculum
12. Your transcript department needs additional help as they never answer their emails or phones. I waited over four weeks for a response to my voice message. So I then tried to send an email to never receive a response to going in person to get an attitude. Needless to say the president/Vice President admins do answer their phones and helped me resolve my issue.

Table 15: Comments related to Students' Financial Issues

1. why is community college so expensive
2. No money
3. I feel like that class are to expensive and you don't get allot for what you paid for
4. I am a single mom, I have to work. School makes me spend all my time and my money, and right now I have limited time, and insufficient resources for my kids and me, definitely not enough to pay college; even though, I am a very good student, and I wish I could study.
5. Cant afford to take out another loan Transportation is an issue
6. Cant afford it.
7. As international student, i couldnt find financial support.

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

1. I would like to say that my anxiety disorder wasn't known to me until i went to the college and was increased by financial problems that became apart further on in the year.
2. I had to leave due to family relocation overseas but would like to mention one aspect of Bergen Com College that needs improving. I attended for one year and during that time there were too many occasions when a lecturer did not turn up to class and I had to return home with nothing to do. Considering that my parents had paid for tuition there should have been some recompense available for not getting the product paid for, namely a lecture.
3. Health problems.
4. Bad habits combined with stress from other parts of my life made college impractical for the moment. Low GPA cemented my decision to not re enroll
5. I become abruptly homeless at the start of the semester, and between that and the college being closed with so much severe inclement weather and public transportation nil, I was forced to once again abandon my studies

Table 17: Other Additional Comments

1. Please check your records because I have already completed my certificate program and graduated. Thank you.
2. None really, just left because I started a different program at a different institution.
3. No comments since I graduated. Not sure why I am on your list for this survey as if I did not graduate. That concerns me.
4. like i said i just couldn't register in time and i couldn't register late because i couldn't get all my class to be full time which i need to be to get my grantes
5. Iam pursuing Bachelor degree in Nursing
6. I've done and got my associate, thank you !!!
7. I'm surprised that BCC's records do not show that I enrolled for an AP course in High School and the assumption is that I'm in full time college education.

8. I'm in high school dual enrollment
9. I wasn't planning on attending Bergen community college, but I needed to take a course over the summer that would allow me to be in the proper class at my college that I had committed to.
10. I was in the dual enrollment program with my high school (Cliffside park).
11. I simply transferred, that's all.
12. I needed credits for another college
13. I graduated. Thanks.
14. I Graduated Bergen ... I have my associates degree.
15. I don't know how to stop getting the emails. I took two semesters of organic chemistry which I needed for graduate school acceptance, and I'm done at Bergen, and I'm in school now elsewhere, and I want to stop getting emails about it.
16. I am still in high school
17. Graduated from Bergen Community College and transferred to another school
18. Got accepted to 2 other university and went to MSU.
19. finish program,
20. After I receive my associates

Appendix A

The main purpose of this survey was to learn why students who were enrolled at BCC in Spring 2015 did not re-enroll in Fall 2015. 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 may not be 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 them. For this reason, the respondents who indicated in question one that they were at BCC to earn an associate’s degree were parceled out and included in this Appendix are the answers these 107 respondents provided for the remaining seven questions of the Stop-Out survey.

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

Reason	# of Responses
Other reason	61
Decided to take a semester off	20
Decided to attend a different college	19
Unable to balance school with other responsibilities (e.g. work, family, etc.)	17
Can no longer afford to attend Bergen Community College	16
Applied for financial aid, but did not receive it	12
Health-related problem (family or personal)	7
Difficulty in obtaining transportation to this college	6
Course(s) needed not currently offered	5
Felt alone or isolated	5
Unable to navigate BCC processes (e.g. registration, financial aid, billing, etc.)	5
Child care was unavailable or too costly	5
Uncertainty about the value of a college education	4
Desired major was not offered by this college	3
Returned to home college/university	2
Disappointed with the quality of instruction	2
Inadequate study habits	2
Courses were not challenging	1
Inadequate facilities for disabled students	1

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

Additional Reason Category	# of Responses
Graduated/Transferred/Completed Desired Courses	31
Personal/Health Issues	8
Financial Issues	5
Moved out of state	4
Waiting to enroll in desired Health Professions Program	4
Registration Issues	3
Currently Still in High School	2
Did not get into desired Health Professions Program	2
Problems with Faculty and/or Staff	1
Joined the Military	1

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

Response	Freq.	%
Yes	48	45%
No	38	36%
Undecided	21	20%
Total	107	100%

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

Response	Freq.	%
Yes	42	39%
No	65	61%
Total	107	100%

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

College/University Name	# of Students Enrolled	College/University Name	# of Students Enrolled
Montclair State University	6	Marymount Manhattan College	1
Fairleigh Dickinson University	4	Parsons School of Design	1
Ramapo College of New Jersey	4	Passaic County Community College	1
Rutgers University	4	Rowan University	1
Seton Hall University	2	Salve Regina University	1
William Paterson University	2	SUNY Oneonta	1
Brookdale Community College	1	Tidewater Community College	1
Burlington County College	1	Union County College	1
Eastwick College	1	University of Massachusetts	1
Jersey College	1	University of Northern Colorado	1
John Jay College Of Criminal Justice	1	Western Connecticut State University	1

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

Response	Freq.	%
Yes	18	28%
No	46	72%
Total	64	100%

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

College/University Name	# of Students Planning to Transfer
Rutgers University	2
Daytona State College	1
Eastwick College	1
Fairleigh Dickinson University	1
Montclair State University	1
Pace University	1
Union County College	1

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

Response	Freq.	%
Yes	96	95%
No	5	5%
Total	101	100%

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

Reason for not recommending BCC	# of Responses
Issues with Courses/Programs	1
Issues with Faculty/Staff	1
BCC is Unorganized	1
High Cost of Education	0
Total	3

Appendix B

Respondents were asked to provide their age on the survey. In this Appendix, the results from the survey are parceled out by age to see why certain age groups attend and choose to leave Bergen Community College.

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

Reason	25 and under	26 to 40	41 and over	Unknown
No definite purpose	16	2	0	0
To complete a vocational/technical program	3	2	0	0
To obtain an associate degree	70	28	7	2
To obtain or maintain a certification	3	4	1	0
To take a few job-related courses or for self-improvement	11	2	5	1
To take courses necessary for transferring to another college	74	18	6	3
Total	177	56	19	6

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

Reason	# of Responses			
	25 and under	26 to 40	41 and over	Unknown
Other reason	77	33	6	2
Decided to attend a different college	67	10	1	4
Decided to take a semester off	24	4	4	0
Can no longer afford to attend Bergen Community College	21	4	1	1
Unable to balance school with other responsibilities (e.g. work, family, etc.)	13	7	5	0
Applied for financial aid, but did not receive it	12	4	0	1
Health-related problem (family or personal)	8	7	2	0
Course(s) needed not currently offered	4	7	3	0
Returned to home college/university	9	4	0	0
Difficulty in obtaining transportation to this college	8	1	3	0
Felt alone or isolated	9	1	1	0
Disappointed with the quality of instruction	8	0	0	0
Unable to navigate BCC processes (e.g. registration, financial aid, billing, etc.)	4	1	2	0
Inadequate study habits	6	1	0	0
Desired major was not offered by this college	6	0	0	1
Uncertainty about the value of a college education	7	0	0	0
Child care was unavailable or too costly	1	4	0	0
Courses were not challenging	4	0	0	0
Inadequate facilities for disabled students	1	1	0	0

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

Additional Reason Category	# of Responses			
	25 and under	26 to 40	41 and over	Unknown
Graduated/Transferred/Completed Desired Courses	41	13	3	2
Personal/Health Issues	3	7	2	0
Financial Issues	3	1	0	0
Moved out of state	7	3	1	0
Waiting to enroll in desired Health Professions Program	0	3	0	0
Registration Issues	5	3	0	0
Currently Still in High School	13	0	0	0
Did not get into desired Health Professions Program	0	3	0	0
Problems with Faculty and/or Staff	3	0	0	0
Joined the Military	2	0	0	0
Total # of Responses	77	33	6	2

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

Response	25 and under	26 to 40	41 and over	Unknown
Yes	51	22	12	0
No	81	14	2	4
Undecided	45	20	5	2
Total # of Responses	177	56	19	6

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

Response	25 and under	26 to 40	41 and over	Unknown
Yes	92	22	3	3
No	85	34	16	3
Total # of Responses	177	56	19	6

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

25 and Under			
College/University Name	# of Students Enrolled	College/University Name	# of Students Enrolled
Montclair State University	18	Manchester Community College	1
Rutgers University	12	Marseilla University	1
William Paterson University	8	Marymount Manhattan College	1
Ramapo College of New Jersey	6	Nyack College	1
Fairleigh Dickinson University	5	Palm Beach State College	1
New Jersey Institute of Technology	4	Salve Regina University	1
New York University	2	SUNY Oneonta	1
Passaic County Community College	2	The College of New Jersey	1
Rowan University	2	Touro College	1
Seton Hall University	2	University of Massachusetts	1
Albright College	1	University of East Anglia United Kingdom	1
Baruch College	1	University of New Haven	1
Brookdale Community College	1	University of Northern Colorado	1
Caldwell University	1	University of Pittsburgh	1
Holy Name School of Nursing	1	University of Rhode Island	1
Hunter College	1	Valencia College	1
Jersey College	1	West Virginia University	1
John Jay College Of Criminal Justice	1	Western Connecticut State University	1
Lone Star College	1	Total	88

26 to 40	
College/University Name	# of Students Enrolled
Fairleigh Dickinson University	3
Montclair State University	2
New Jersey Institute of Technology	2
William Paterson University	2
Eastwick College	1
Essex County College	1
Lesley University	1
New Jersey City University	1
Parsons School of Design	1
Rutgers University	1
Thomas Jefferson University	1
Tidewater Community College	1
University of California Los Angeles	1
Union County College	1
Total	19

41 and over	
College/University Name	# of Students Enrolled
Burlington County College	1

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

Response	25 and under	26 to 40	41 and over	Unknown
Yes	26	8	2	0
No	56	26	14	1
Total # of Responses	82	34	16	1

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

25 and Under	
College/University Name	# of Students Planning to Transfer
Pace University	2
Rutgers University	2
Arizona State University	1
Johnson & Wales University	1
Kean University	1
Montclair State University	1
Pepperdine University	1
Union County College	1
William Paterson University	1

26 to 40	
College/University Name	# of Students Planning to Transfer
Daytona State University	1
Eastwick College	1
Fairleigh Dickinson University	1
Montclair State University	1

41 and over	
College/University Name	# of Students Planning to Transfer
Felician College	1

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

Response	25 and under	26 to 40	41 and over	Unknown
Yes	150	54	18	0
No	16	2	1	0
Total # of Responses	166	56	19	0

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

Reason for not recommending BCC	# of Responses			
	25 and Under	26 to 40	41 and over	Unknown
Issues with Courses/Programs	4	1	0	0
Issues with Faculty/Staff	2	1	1	0
BCC is Unorganized	2	1	0	0
High Cost of Education	1	1	0	0
Total	9	4	1	0

Question 9: Please provide any additional comments regarding your exit from BCC.

25 and Under
1. Your transcript department needs additional help as they never answer their emails or phones. I waited over four weeks for a response to my voice message. So I then tried to send an email to never receive a response to going in person to get an attitude. Needless to say the president/Vice President admins do answer their phones and helped me resolve my issue.
2. You guys need to be a little more hands on with academic counseling. I did not get any real advice from you guys and that screwed up my process with my new major at a different school.
3. why is community college so expensive
4. Web Advisor for a time period was not allowing any registration of classes.
5. Very good college
6. Took a college level class at our high school in conjunction with BCC to get credit that can be used at another college
7. The Professors at BCC are wonderful and I enjoyed my time at BCC!
8. The online courses were horrible, assigned way too much, and involved way too much peer to peer work not considering some people may be shy, have bad anxiety or be introverted people/loners who took online classes in hopes they could further their education despite this. Anyone who took online class because they work best alone is completely screwed. Online courses should be much more "work alone" and "do in your own time" that way people have the whole semester to get through what they can quickly first and more time to focus on what they can't. I could honestly go on for hours on how bad the online classes are.
9. Terrible experience and wasted 3 years my education plan.
10. Please check your records because I have already completed my certificate program and graduated. Thank you.
11. Not good enough
12. None really, just left because I started a different program at a different institution.
13. No money
14. No comments since I graduated. Not sure why I am on your list for this survey as if I did not graduate. That concerns me.
15. Nice and very helpful professors
16. Navigating the registration and financial aid process was very difficult, the staff was unhelpful, and I didn't feel academically challenged at BCC.
17. My goal is to acquire my Associates Degree at BCC by 2016
18. like i said i just couldn't register in time and i couldn't register late because i couldn't get all my class to be full time which i need to be to get my grant
19. It's a great school. Lots of wonderful resources.
20. If there was one thing I would change, I would make every class have a study group, and there could be free pizza and soda. Or just free food in general. Every Friday could be movie night, or something like that. Something fun. Maybe everybody could vote. I don't know. Anyone who went to the study group would get extra credit. And a free meal. And, probably better grades, too. Plus, everyone would probably make friends, and going to study group would be something to look forward to. It's a win-win situation.

21. I'm surprised that BCC's records do not show that I enrolled for an AP course in High School and the assumption is that I'm in full time college education.
22. I'm in high school dual enrollment
23. I would like to say that my anxiety disorder wasn't known to me until i went to the college and was increased by financial problems that became apart further on in the year.
24. I would definitely consider taking some courses at BCC especially at the Lyndhurst campus !
25. I will return spring of 2016
26. I will be entering in January 2016. Do I need to reapply?
27. I wasn't planning on attending Bergen community college, but I needed to take a course over the summer that would allow me to be in the proper class at my college that I had committed to.
28. I was weighing my options at the time of enrollment; trying to see if I liked Computer Science. I choose Bergen because of the proximity to my home compared to Rutgers, and because of the price for taking classes. I transferred back to Rutgers because of the better resources and course offerings.
29. I was in the dual enrollment program with my high school (Cliffside park).
30. I simply transferred, that's all.
31. I simply dont wanna go there because it doesnt have doorming it is waay to close to home and I dont wanna see all the people I graduated with.
32. I needed credits for another college
33. I miss Bergen CC.
34. I love and miss bergen, go Bulldogs. I wish you guys were offering bachelor Degrees
35. I had to leave due to family relocation overseas but would like to mention one aspect of Bergen Com College that needs improving. I attended for one year and during that time there were too many occasions when a lecturer did not turn up to class and I had to return home with nothing to do. Considering that my parents had paid for tuition there should have been some recompense available for not getting the product paid for, namely a lecture.
36. I had an extremely positive experience at BCC and have been incredibly impressed with the professors I've had as well as the massive talent of my fellow students (I am in the performing arts). I was never very interested in college but giving BCC a try showed me that it was for me after all. If BCC offered 4 year degrees or even had a more expansive Cinema Studies/Film Program, I would not have transferred. I will continue to highly recommend BCC to friends. Thank you.
37. I Graduated Bergen ... I have my associates degree.
38. I feel like that class are to expensive and you don't get allot for what you paid for
39. I don't know why I received this survey, but I did not drop out and will be taking classes this semester (fall #2). Still, I appeacite the oppourtunity to share some feedback.
40. I don't know how to stop getting the emails. I took two semesters of organic chemistry which I needed for graduate school acceptance, and I'm done at Bergen, and I'm in school now elsewhere, and I want to stop getting emails about it.
41. I decided not to go back because I was wasting my time with classes that wouldn't even transfer. Having students take that Success 101 class , isn't doing anything besides giving everyone headaches. The school wasted my time so I just transferred out. Now I'm behind a year because Bergen didn't offer any of my intended classes
42. I am still in high school
43. I am planning to sign up this year for AP classes at my school
44. Graduated from Bergen Community College and transferred to another school
45. Got accepted to 2 other university and went to MSU.
46. Going back. Don't worry
47. Cant afford to take out another loan Transportation is an issue
48. Can afford it.
49. Bergen was an amazing experience, met some of the best professors and peers. Im glad that I took the decision to go to Bergen because I learned a lot and it prepared me well to transfer to a huge university like Rutgers,

50. BCC was the best choice I made
51. Bad habits combined with stress from other parts of my life made college impractical for the moment. Low GPA cemented my decision to not re enroll
52. After I receive my associates
53. I took one high school chorus with the option of attaining credit at Bergen community. When I finish high school this year I plan to attend Bergen whole time .

26 to 40
1. My classes were excellently instructed at BCC. I was very pleased with my experience. I needed the classes I took in order to begin my graduate school program. Thank you for the positive experience!
2. I will definitely take the course that I need next semester.
3. I was not exiting BCC at this time. I was out of town the beginning of September and did not want to register knowing I would miss classes. I registered in the Lyndhurst campus for this semester and will return to BCC Paramus for the next semester. I plan to contact/visit with a counselor in the Paramus BCC prior to the next semester to see where I stand with credits, etc. to receive my Associates Degree and obtain employment for the future. Matthew Wenning
4. I think that the school should accept more students for the ultrasound program and should be offered more times during the year. BCC in my opinion is a great school with really good professors.
5. I really enjoyed my general physics class and I met a lot of great students who were like, finishing pre-med requirements. Compared to County College of Morris, I also thought you student body had a better sense of community and it felt more like a college campus. I also benefited from your tutoring resources which were readily available and helpful.
6. I love Bergen, one of the best, I got my Associate Degree at Bergen
7. I graduated. Thanks.
8. i didn't exit. i will be back in spring 2016
9. I am a single mom, I have to work. School makes me spend all my time and my money, and right now I have limited time, and insufficient resources for my kids and me, definitely not enough to pay college; even though, I am a very good student, and I wish I could study.
10. I absolutely loved Bergen! Professor Martin Julius, Gary Porter, Kyle Modes, Frank Ramdayal, Michael Pesa, and Jamie Keller, among others, are just amazing. I loved their classes. I have been going to Bergen every semester including summer terms for the past 2 and half years. I felt sad leaving Bergen. I miss Bergen. I have to move on. And I am glad I am making great progress. But I will recommend Bergen to anyone in a heartbeat. In the future when I have time, I would love to come back for different classes for different purposes, other than for prerequisites required for certain program.
11. Health problems.
12. For the one semester being in Bergen I really enjoyed it . I felt I was going to be out of place or not feel like maybe it was the right choice, but since my husband is in the military I had no choice but to move back home. I really truly enjoyed Bergen and if we ever decide to come back to nj I will definitely re enroll into this school. Not only was Bergen a great school , but the teachers counselors and veterans office were very great and helpful.
13. finish program,
14. Classes keep adding or changing so there is no set curriculum
15. Best community college experience with top notch professors.
16. As international student, i couldnt find financial support.
17. I become abruptly homeless at the start of the semester, and between that and the college being closed with so much severe inclement weather and public transportation nil, I was forced to once again abandon my studies

41 and over

The website is kind of complicated

Looking forward to returning to Bergen, hopefully in the spring.

I am pursuing Bachelor degree in Nursing

I've done and got my associate, thank you !!!

I liked professors and friends at BCC. I think BCC has good program, staff, tutor system and professors. My father was very sick, so I returned at my home. In the future, I will return at BCC. Thank you so much.

I find it extremely stressful that there is very little face to face interaction regarding courses. There also seems to be an issue with my satisfied math requirements. I would appreciate if someone could contact me.

Dorothyfilewicz@hotmail.com Thank you.

Due to the change of my status, I couldn't continue my study this semester, but I want to keep studying at BCC. I will restart my study next semester.

Bergen Community College is a wonderful resource. The faculty is excellent. I enrolled in order to transfer credits and complete my BA from a different university. I did not return because I had reached the 120 credits needed to graduate.