



Center for Institutional
Effectiveness



STOP OUT SURVEY REPORT – December 2017

IR: MR & MT

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Highlights

- The Stop-Out Survey was administered to 5,335 students who were enrolled at Bergen in Fall 2016, but had not re-enrolled in Fall 2017.
- The invitation to participate in the survey was sent to the students' Bergen and personal email addresses. Three hundred and thirty-two students responded to this invitation.
- Through survey question filters, the 332 respondents were broken up into five categories – respondents who graduated (14), respondents who were dually enrolled high school students (2), respondents who had transferred to another institution (81), respondents who were visiting Bergen from another institution (14), and respondents who had actually stopped attending higher education (187). An additional 34 respondents did not fully complete the survey. This report focuses primarily on the 187 respondents who can accurately be considering stop-out students.
- Fifty-six percent of stop-out respondents reported that they entered Bergen Community College for the purpose of obtaining an associate degree and another 21% indicated they were taking courses necessary for transferring to another institution.
- When asked why they left Bergen, 71 respondents indicated they were unable to balance school with other responsibilities (38%) and 61 (33%) indicated they had issues with financial aid. Forty-three respondents decided to take some time off from school (23%).
- One hundred thirty-four respondents (72%) said they planned to re-enroll at Bergen Community College at some point in the future of which 99 planned on re-enrolling next semester, Spring 2018.
- One hundred twenty respondents (68%) were employed during the Fall 2016 of which 74 worked more than 30 hours a week. One hundred twenty-nine are currently employed of which 91 work more than 30 hours a week.
- Sixty-four respondents (63%) left comments on the Stop-Out Survey that had suggestions for areas of improvement for Bergen. These comments covered topics ranging from advising and counseling improvements to program and class improvements. Students also had issues with the application and registration processes at the institution.

Introduction

The Stop-Out Survey was administered to students who were enrolled at Bergen Community College in Fall 2016, but had not re-enrolled in Fall 2017. The intent of the survey was to better understand why students did not continue with their college education. A fourteen-question online survey was developed and an invitation to participate was emailed to the students' Bergen and personal email addresses on October 10th, 2017. The survey was sent to 5,335 students¹ and was open from October 10th, 2017 to December 7th, 2017. The survey received 332 total unduplicated respondents (6.2% response rate). In order to ensure that respondents were actually stop-out students (students who stopped their college education entirely), filter questions were added to the survey to separate out any graduates, high school students, transfer students, or visiting students that might have been sent the survey in error (see Figure 5 on page 18). Through this filtering method, 187 of the 332 total respondents were accurately identified as stop-out students. This report mainly focuses on these 187 students. However, valuable information was also extracted from transfer student respondents and graduate respondents. The findings from these two groups are presented in this report in Appendix C and Appendix D, respectively.

¹ The 5,335 students had enrolled at Bergen in Fall 2016 but had not re-enrolled in Fall 2017 and did not graduate between Fall 2016 and Summer 2017. This was determined by whether they appeared on the Fall 2016, Spring 2017, or Summer 2017 graduation lists.

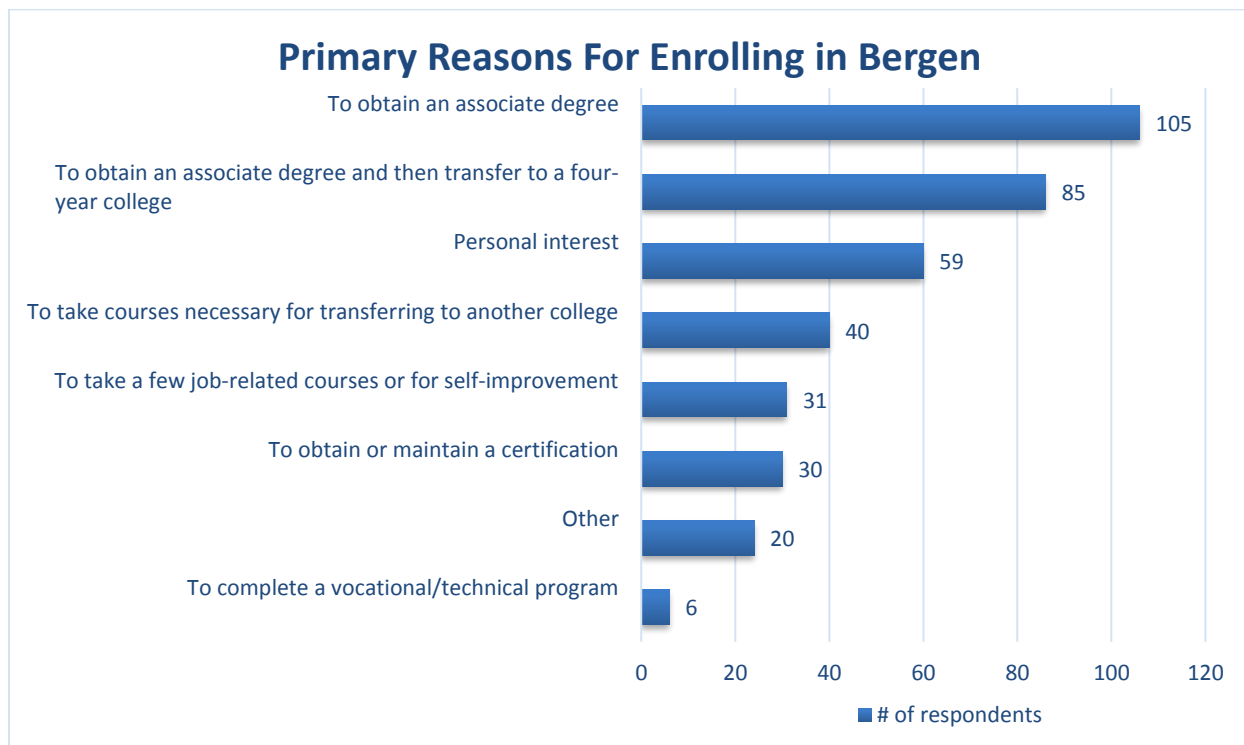
Reasons for Entering Bergen Community College

When asked “What were your primary reasons for enrolling in Bergen Community College?” there were 376 responses from the 187 stop-out respondents². Fifty-six percent of respondents said they enrolled in Bergen to obtain an associate degree. This was followed by students who wanted to obtain an associate degree and then transfer to a four-year college (45%). Fifty-nine respondents (32%) indicated they enrolled in Bergen for personal interest while 40 (21%) enrolled to take courses necessary for transferring to another college.

Table 1: What were your primary reasons for enrolling in Bergen Community College?

Primary Reason	Freq.	% ³
To obtain an associate degree	105	56%
To obtain an associate degree and then transfer to a four-year college	85	45%
Personal interest	59	32%
To take courses necessary for transferring to another college	40	21%
To take a few job-related courses or for self-improvement	31	17%
To obtain or maintain a certification	30	16%
Other	20	11%
To complete a vocational/technical program	6	3%

Figure 1



² Respondents were allowed to select more than one primary reason for enrolling. That is why there are 376 responses from the 187 stop-out respondents.

³ Because respondents could select more than one option, the total percentage will not equal 100%. Each percentage is derived by dividing the number who selected that option by the total number of respondents (i.e. $105/187 = 56\%$).

Reasons for not Re-enrolling at Bergen Community College

The students were asked to select the reason(s) they did not re-enroll at Bergen in Fall 2017. They were given seventeen possible options to choose from and an option to write in any other reasons. There were 410 responses from the 187 respondents⁴. The top reason preventing students from returning to Bergen was an inability to balance school with other responsibilities such as work or family (71 respondents, 38%). Sixty-one students experienced issues with financial aid (33%). Forty-three students “decided to take some time off from school” (23%). Table 2 shows the results of this question. A breakdown of the reasons mentioned in ‘Other reason’ is presented on page 7.

Table 2: What made you choose not to re-enroll at Bergen Community College? MARK ALL THAT APPLY.

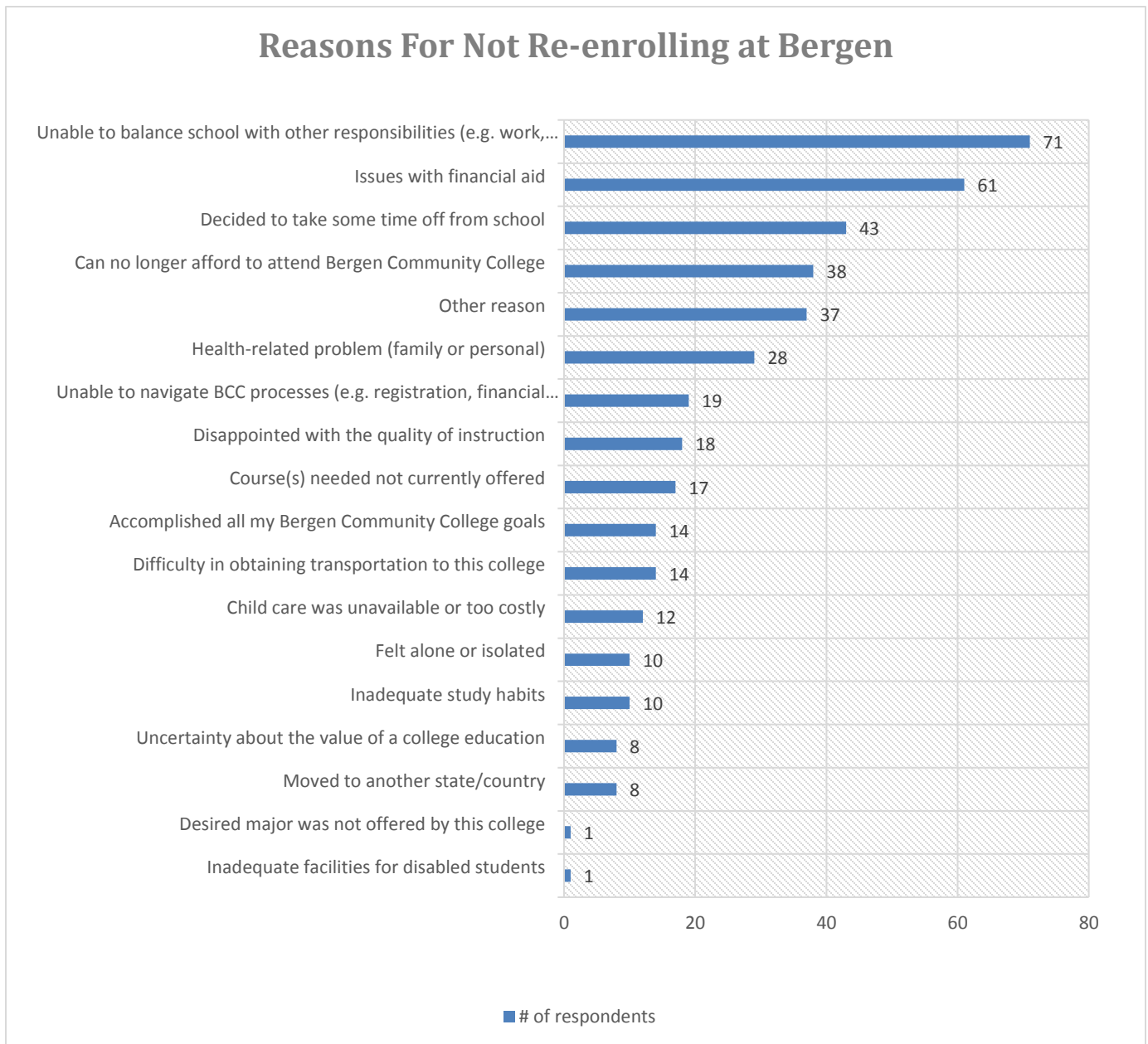
Reason	Freq.	% ⁵
Unable to balance school with other responsibilities (e.g. work, family, etc.)	71	38%
Issues with financial aid	61	33%
Decided to take some time off from school	43	23%
Can no longer afford to attend Bergen Community College	38	20%
Other reason	37	20%
Health-related problem (family or personal)	28	15%
Unable to navigate Bergen processes (e.g. registration, financial aid, billing, etc.)	19	10%
Disappointed with the quality of instruction	18	10%
Course(s) needed not currently offered	17	9%
Accomplished all my Bergen Community College goals	14	7%
Difficulty in obtaining transportation to Bergen Community College	14	7%
Child care was unavailable or too costly	12	6%
Felt alone or isolated	10	5%
Inadequate study habits	10	5%
Moved to another state/country	8	4%
Uncertainty about the value of a college education	8	4%
Desired major was not offered at Bergen Community College	1	1%
Inadequate facilities for disabled students	1	1%

⁴ Respondents were allowed to select more than one reason for leaving. That is why there are 410 responses from the 187 stop-out respondents.

⁵ Because respondents could select more than one option, the total percentage will not equal 100%. Each percentage is derived by dividing the number who selected that option by the total number of respondents (i.e. $71/187 = 38\%$).

Reasons for not Re-enrolling at Bergen Community College (continued)

Figure 2



Reasons for not Re-enrolling at Bergen Community College (continued)

As noted on the previous two pages, 37 respondents decided to write in additional reasons for not re-enrolling at Bergen. These other reasons ranged from family/personal issues to issues with registration and scheduling/course conflicts. We manually coded these comments into one of fourteen broad categories. Table 3 shows the breakdown of these responses into these categories.

Table 3: Please specify any other reasons for not re-enrolling at Bergen.

Other Reason Category	Freq.
Awaiting reply from program application	8
Family commitments	8
Class scheduling issues	4
Didn't receive sufficient academic guidance	4
Work commitment	3
Issues with professors/students	2
Issues with registration	2
Personal issues	2
Was not accepted into program of choice	2
Academic dismissal	1
Applied for graduation	1
Enrolled in Fall 2 after survey administration	1
Issues with bursar	1

Plans on Re-enrolling at Bergen Community College

The respondents were asked, “Do you plan to re-enroll at Bergen Community College at any point in the future?” Seventy-two percent (134 respondents) said they intended to return while 6% (12 respondents) said they did not. Twenty-one percent (38 respondents) were unsure. Table 4 shows the results of this question.

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

Response	Freq.	%
Yes	134	72%
No	12	6%
Unsure	38	21%
Total	185	100%

Students who answered “Yes” to the previous question were asked as a follow-up question, “When do you plan to re-enroll?” Seventy-three percent (99 respondents) indicated that they planned to re-enroll the next semester – Spring 2018. Fourteen percent (19 respondents) were planning to re-enroll next year – Summer/Fall 2018. See Table 5 below for the results.

Table 5: When do you plan to re-enroll at Bergen Community College?

Response	Freq.	%
Next semester – Spring 2018	99	73%
Next year – Summer/Fall 2018	19	14%
The year after next – Spring/Summer/Fall 2019	1	1%
Spring 2020 or later	2	1%
Unsure	14	10%
Total	135	100%

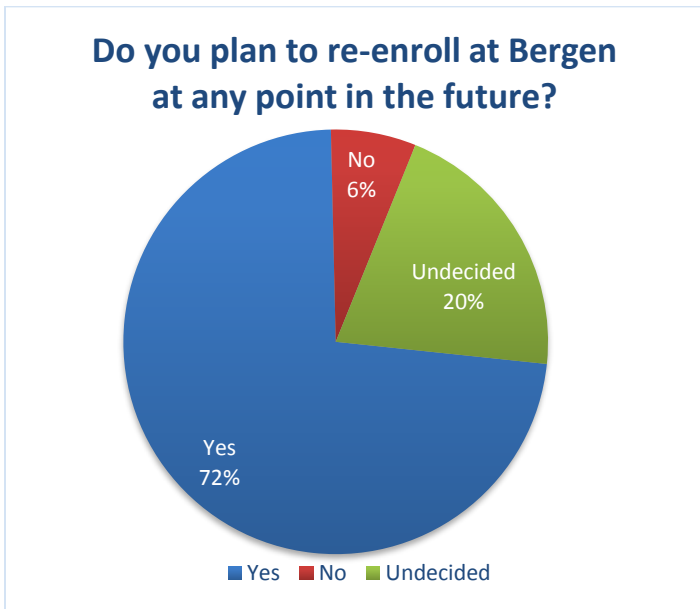


Figure 3

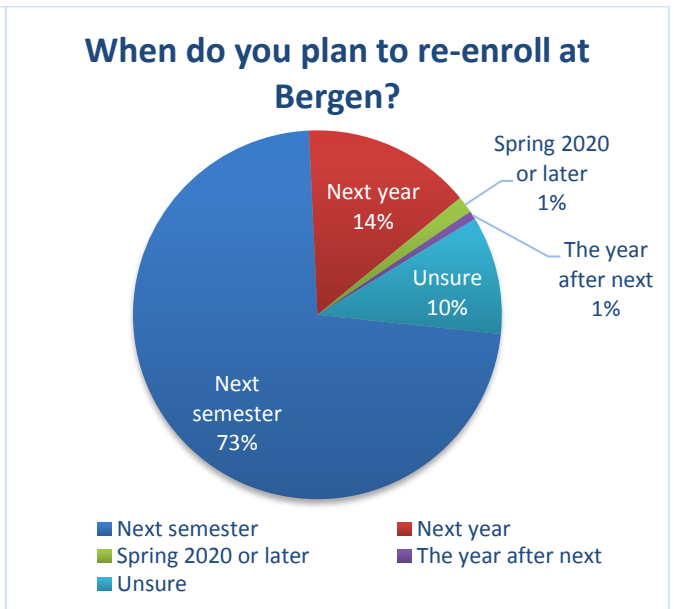


Figure 4

Planning to Transfer to another College/University

The respondents were asked “Do you plan to transfer to another college/university?” Seventy-seven respondents (41%) indicated they were not planning to transfer to any other college/university. The results from this question are shown in Table 6.

Table 6: Do you plan to transfer to another college/university?

Response	Freq.	%
Yes	48	26%
No	77	41%
Unsure	62	33%
Total	187	100%

The 110 respondents who said they were planning to transfer to another college/university or unsure of it were asked as a follow-up question, “What college(s) are you interested in transferring to?” and were provided space to enter two colleges. Over 100 potential colleges/universities were shared. Seventy-nine percent of colleges shared were New Jersey institutions such as Montclair State University, Rutgers University, and William Paterson University. Table 7 shows the breakdown of the 16 institutions mentioned by 2 or more respondents and the number of respondents who were planning to transfer to each.

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

College/University Name	# of Students Planning to Enroll
Montclair State University	23
Rutgers University	18
William Paterson University	10
Ramapo University	6
Fairleigh Dickinson University	4
New Jersey City University	3
New Jersey Institute of Technology	3
Seton Hall University	3
Baruch College	2
Columbia University	2
Felician University	2
Hudson County Community College	2
Kean University	2
New York University	2
Passaic County Community College	2
Thomas Edison State University	2
Other	23
Total	109

Employment

The respondents were asked “Were you employed during your last semester at Bergen Community College?” One hundred and twenty respondents (68%) indicated they were employed during their last semester at Bergen. The results from this question as well as the number of hours they typically worked a week are shown in Table 8.

Table 8: Were you employed during your last semester at Bergen Community College?

Response	Freq.	%
Yes	120	68%
No	56	32%
Total	176	100%

Hours Worked	Freq.	%
1 to 10	4	4%
11 to 20	10	9%
21 to 30	21	19%
31 to 40	50	46%
41 to 50	18	17%
51+	6	6%
Total	109	100%

The respondents were asked a related question, “Are you currently employed?” One hundred and twenty-nine respondents (75%) indicated that they are currently employed. Table 9 presents the results from this question as well as the number of hours they typically worked a week. Ninety percent of respondents who were employed during their last semester at Bergen are currently employed.

Table 9: Are you currently employed?

Response	Freq.	%
Yes	129	75%
No	44	25%
Total	173	100%

Hours Worked	Freq.	%
1 to 10	6	5%
11 to 20	5	4%
21 to 30	18	15%
31 to 40	66	56%
41 to 50	16	14%
51+	9	7%
Total	117	100%

Respondent Demographics

Table 10 below shows the demographic breakdown on the 187 stop-out respondents.

Table 10: Stop-Out Respondent Demographics

Registration Status	Frequency	%
Continuing	105	57%
Stop-out, readmit	35	19%
First time to higher education	34	19%
Transfer in	9	5%
Age	Frequency	%
21 and under	60	33%
22 to 29	66	36%
30 to 39	30	16%
40 and over	27	15%
Race/Ethnicity	Frequency	%
White	60	39%
Hispanic, all races	53	34%
Black	21	14%
Asian	15	10%
Hawaiian, Pacific Islander	3	2%
American Indian	2	1%
Number of Registered Credits in Fall 2016	Frequency	%
1 to 3	23	13%
4 to 6	21	11%
7 to 9	45	25%
10 to 12	50	27%
13 to 15	33	18%
16+	11	6%
Employed During Last Semester at Bergen	Frequency	%
Yes	120	68%
No	56	32%
Currently Employed	Frequency	%
Yes	129	75%
No	44	25%

Is there anything Bergen Community College could have done differently to help meet your goal(s)?

The stop-out respondents were also asked “Is there anything Bergen Community College could have done differently to help you meet your goal(s)?” The 101 comments provided were reviewed and categorized as ‘Area of Improvement Suggested’ and ‘No Improvement Suggested/Positive’. Seventy-three respondents (68%) specified what Bergen could have done differently to help them meet their goal(s). The results from this question are shown in Table 11. Table 12 shows, for the responses that suggested improvements, how the responses were categorized.

Table 11: Is there anything Bergen Community College could have done differently to help you meet your goal(s)?

Response	Freq.	%
Area of Improvement Suggested	64	63%
No Improvement Suggested/Positive	37	37%
Total	101	100%

Table 12: Is there anything Bergen Community College could have done differently to help you meet your goal(s)?

Area of Improvement Suggested (if suggested)	Freq.
Advising/counseling improvements	13
Financial aid improvements	12
General financial assistance/reduce the cost of tuition & fees	12
Program specific improvements	8
Class scheduling improvements	7
College processes and climate	7
Online course improvements	4
Class offerings improvements	3
Bursar improvements	2
Registration improvements	2
Application process improvement	1
International student service improvement	1
Transportation improvement	1
Total⁶	73

Table 13 lists all of the comments verbatim by category. Comments may appear under more than one area.

Table 13: Is there anything Bergen Community College could have done differently to help meet your goal(s)?

Positive
1. Nothing special. I've had great time in the campus.
2. Nothing I can think of really. The facility & staff were generally accommodating.

⁶ Because comments with multiple suggestions for areas of improvement could be included in more than one category, the total number of comments recorded is more than indicated in Table 11.

3. Not really. I love BCC and all it has offer! I just need the falls of for work, I'll be back soon!
4. Not really.
5. Not at all, the college preformed exactly how I expected it to, but I didn't take school seriously enough to pass my classes or even attend them for that matter
6. No. I was happy with what I did while I was there, but I can't take courses during the day because I work and I also moved to Morris county.
7. No. I enjoyed my classes. However it's been a tough go since my diagnosis. I do have an AAS degree (Radiography) from BCC and a baccalaureate degree from William Paterson. I was just taking a few classes so I could enter your Radiation Therapy Program.
8. no, im not enrolled for new health problems that came up while i was attending school. it is currently impossible for me to do daily activities with my debilitating illness never mind school. Once we figure out the issue I will be enrolling again.
9. No, I love my daughter and I wouldn't ask anyone to change that. Unfortunately family comes first and other non-revenue generating pursuits had to be temporarily set aside.
10. No, I have to make some changes in my life to make everything working for me the right way. I had to move from New York to New Jersey to make things easier for my life. I did that. Now I'm trying to get a job in here so I can go back and really focus in school. Hopefully, I won't get sick as much from traveling too much.
11. No, BCC was very accommodating.
12. No, BCC is a wonderful resource. I was always a non-degree seeking student at BCC and will remain that way. I may re-enroll for a course or two because I enjoyed my experience and had wonderful professors, specifically [REDACTED NAME OF TEACHER]. I took three of her classes because she was such a great professor.
13. no it was my fault
14. No i love this school
15. No everything is fine i just had some family obligations that made it hard for me to attend school. Everything is good now and I am ready to get back in school.
16. No awesome school and great faculty
17. I like bergen
18. I had a very pleasant experience with all of the staff members at BCC, and am very glad that it has been a part of my path. I am currently enrolled in Fall 2
19. I do not think so. They give out directions and tell you where to get your materials just fine.
20. Honestly they have been helpful i just had trouble making payments since and didn't do all that great when i did attend.. but if i could get another chance i want to attend spring 18
21. Bergen has been nothing but wonderful in helping me transition back to school.
22. Bergen Community College was amazed for me, unfortunately i had to move to another city.
23. Maybe
24. It was because of family issues, not the colleges fault
25-37. No

Financial aid improvements

1. Yes! Their financial aid could be a lot more helpful.
2. Yes, a good explanation of financial aide GPA and the college GPA standards.
3. Try to have more compassion with students who have both parents on social security disability. I have been rejected for financial aid multiple times, even when I tried to get myself back on track and I wrote a detailed letter specifying my reasons for falling behind. I had to take out a student loan for COMMUNITY COLLEGE because it was no longer affordable for me. I am now 10,000 in debt and I have no degree to show for it.

4. They should be on top of their financial aid as well as keep students up to date and NOT change their decisions once it's final.
5. The people working in the bursar and financial aid departments were not helpful and were disinterested in helping me and my financial issues. I can't even get my transcript until Bergen gets their money. Will never attend this school again
6. The Financial Aid Faculty Are not there to help the student. They are very rude and I had many times try to get n touch with the head of the department because the reason they did not gave financial aid is because they said that i have exceed the amount of money they could gave me which is a lie because I paid more them 3 semester out packages.. I will Never recommend Bergen to nobody...worse experience and wasted of time... you guys are suppose to be there to help us to reach our dream our goals.. I was thinking on going back in January but that's not gonna be possible for the simple reason I can't afford paying for school,rent and food.
7. More help with students loans
8. Make SAP less strict, and also expedite the services of finical aid, and the reinstatement of finical aid so students can attend the semester and not loose out that semester to due long wait times for finical aid/reinstatement of finical aid. That is very discouraging and harsh on time needed for completion of degree.
9. Give clearer instructions about financial aid processes and deadlines/ give information about where to go for help concerning financial aid
10. Financial Aide department needs to be more helpful, everyone has attitudes and doesn't seem to know what they are doing. I never had a problem before until now. I had to cancel 2 of my last classes i had to take due to this. Very upset
11. Explain what exactly is wrong with my fasfa because I dont know what I'm missing and I can't get any money for school
12. approve my Financial Aid on time. It was my fault for not filling out appropriate documents on time, but after that Bergen did not act on time, so I had to withdraw my class.

General financial assistance/reduce the cost of tuition & fees

1. Try to have more compassion with students who have both parents on social security disability. I have been rejected for financial aid multiple times, even when I tried to get myself back on track and I wrote a detailed letter specifying my reasons for falling behind. I had to take out a student loan for COMMUNITY COLLEGE because it was no longer affordable for me. I am now 10,000 in debt and I have no degree to show for it.
2. To reduce the cost for me as an international student. I live, work and pay taxes in Bergen county. I will appreciate it if the school will give me discount to enable me finish my nursing major. I applied for the nursing evening program. Thanks
3. Thry coyld have been more understanding as yo why i had to withdraw.. this would have been my last semester. I even handed in my resignation to my job so that i could focus solely on getting my associates. But i can not afford to pay for one class so i have to see whats going to happen
4. The Financial Aid Faculty Are not there to help the student. They are very rude and I had many times try to get n touch with the head of the department because the reason they did not gave financial aid is because they said that i have exceed the amount of money they could gave me which is a lie because I paid more them 3 semester out packages.. I will Never recommend Bergen to nobody...worse experience and wasted of time... you guys are suppose to be there to help us to reach our dream our goals.. I was thinking on going back in January but that's not gonna be possible for the simple reason I can't afford paying for school,rent and food.
5. Offer adult scholarships for people over 25 returning to school.
6. More financial options to help students succeed and finish all time for graduation or certification
7. Make it easier to pay when a student is unable to pay their own tuition while not having the privilege of financial aid.
8. lower tuition and have more flexible times for classes
9. Lower costs, please remove crazy fees. NY and LA has lower cost community colleges.

10. It's was a financial and i have a lot of bills to pay. My short time goal is to graduate from Bergen community college and move on to a 4 year school. I will go back to bergen and finish what i started. But right now i just have to help myself and my family paying bills ad having food on the table.
11. I am just poor mom who has 3 children and wanted to become aNurse. But it is difficult with my financial situation.
12. Honestly they have been helpful i just had trouble making payments since and didn't do all that great when i did attend.. but if i could get another chance i want to attend spring 18

Program specific improvements

1. They need more welding machines to improve welding skill level, by having more welding time in class
2. Provide better teachers for the Nursing program, ones who care about student success. I'm in a program currently and it is evident the teachers are invested in you and want you to succeed. Its like a completely different world from the Bergen teachers. The Nursing teachers at Bergen do not care if you pass or fail, and one in particular seemed to enjoy failing people. Almost seemed as if she had a bet or something with the other teachers to see who could fail the most students.
3. Prepare students with TEAS exam, open more chairs for students that want to become nurses 80 chairs at night and 70 at day is not enough for all the people that applies for nursing, this just narrows the chances of students to become nurses in your facility.
4. I wish the biology courses where not an actual requirement for my major. I would have just completed all my courses online.
5. I believe the process of selection for the vet tech program is burdening due to the fact that seating is so limited for the program. Things felt a bit rushed and some courses moved too fast to grasp and retain all of the information being given to us.
6. I believe that Bergen Community College should provide refresher courses to help with the TEAS exam.
7. An additional semester for nursing
8. 1-Some ESL teachers are not good.They were not focus their classes. 2-ESL Department Chair was not friendly. 3-[REDACTED NAME OF TEACHER] makes discrimination in the class.This was big problem for me.

Class scheduling improvements

1. Yes, if the class could start a little earlier in the evening and end earlier at nights. Also I don't know if the college provides transportation for student who leave classes late at nights, who live in close proximity to the college. It would be good to know. Thank You.
2. The reason I cannot attend is because I cannot get to class until 7 pm. Maybe implement a class schedule that is 7 to 9 pm
3. Provide more class times that work for students who work full time
4. Offer more of the same classes after work hours. and some classes that are only available either fall or spring should be both semesters
5. More classes at night
6. lower tuition and have more flexible times for classes
7. I only need 1 course for my degree (Organic Chem II: CHM-262) and there was only 1 offering of it during the Fall 2017 semester. The time offered conflicted with my work schedule. I am hoping there will be an evening offering of it in the future. I spoke to [REDACTED NAME AND TITLE] and she said that it won't be offered in the Fall, but should be offered in the Spring.

Advising/counseling improvements

1. yes, by helping me take the right course . to be able to finish my collage faster
2. Yes, a good explanation of financial aide GPA and the college GPA standards.

3. Wish i had a actual counselor or someone who couldve helped me through my issue. Nobody seemed to care about my college experience. I understand we're all adults but getting back into school isn't easy at 25.
4. They could've been more understanding with my situation. My childhood best friend [REDACTED NAME], passed away during Winter Break. During the end of February, right before Spring Break, my best friend [REDACTED NAME] passed away and on the same day, my cousin [REDACTED NAME] also passed away. I'm unsure how BCC would expect a student to bounce back from three tragic deaths and to show up and pass all classes is beyond me. I even reached out to my teachers yet only two responded back to me. I did everything I could but BCC does not care for the mental health of their students.
5. The professors are great at BCC. I just wish I had more information on any academic advisors who I can speak to about my major and what path to take to get there.
6. The guidance could have been a bit more helpful when I went in for advisement on my major. I want to build myself in the company I work in currently and BCC is my foundation for it. I wish someone could have been more clear on how to pursue certain things.
7. I wish guidance would call me in and spoke to me more or taken a personal interest when see gaps in student attending Bergen.I know thousand go there but it's nice to see when someone reach out every know and then
8. Even though BCC doesn't offer the higher level Accounting classes I need to take it would have helpful if BBC offered guidance on other NJ state schools that might help me meet my goals.
9. Better guidance for older students
10. Better counseling, I went last time and made me feel am unable to make my goals. Didn't want to help. So because of this makes me not want to return Bergen
11. Bergen needs a kinder staff in certain areas. Every time I go to the counseling office I deal with nasty rude women/men who don't take the time to help me nor point me into the right direction. I always find myself going in circles when it comes to my concerns at school and it's stressful on top of all my real life stress outside of school. A kinder more helpful staff would make it a lot easier for students.
12. Assisted me CORRECTLY as a new transferring student looking to enroll at Bergen .
13. Allow my current employment status to compensate for the credits in which the institution claims I need, when again I have earned 72 credits

College processes and climate

1. When a student actively reaches out for help, teachers and counselors should make an effort to help!
2. Thry coyld have been more understanding as yo why i had to withdraw.. this would have been my last semester. I even handed in my resignation to my job so that i could focus solely on getting my associates. But i can not afford to pay for one class so i have to see whats going to happen
3. This should of been a 50/50 thing. I needed help some people helped some didn't care, I managed but didn't get to succeed.
4. helped me get back on track not just push me away they showed how much they didn't care about me
5. Have better teachers The school workers should know what there doing The school workers shouldn't send you all over the place Shouldn't lock students account for no reason Should tell the student if theres a change in anything School workers should be more helpful
6. actually answer emails and actually care about students needs.
7. [REDACTED NAME] needs to contact me he has been avoiding my calls and I require to speak with him. What is going on?

Online course improvements

1. Prepared myself better for online courses.
2. Online schooling had very bad instructions and it was very difficult to ask for help from the instructors and and those who ran the school
3. Offer more online courses

4. more online classes

Class offerings improvements

1. Offered human growth and development
2. Offer deeper courses
3. Even though BCC doesn't offer the higher level Accounting classes I need to take it would have helpful if BBC offered guidance on other NJ state schools that might help me meet my goals.

Bursar improvements

1. Yes, before you kick someone out of a class for "not receiving" their payment, why don't you double check. Give a call, make sure it's really how it is because your billing department seems to have no idea what they're doing.
2. The people working in the bursar and financial aid departments were not helpful and were disinterested in helping me and my financial issues. I can't even get my transcript until Bergen gets their money. Will never attend this school again

Registration improvements

1. Yes. Improve the goddamn system so I could register. Everytime I want to register it says I need to complete ESL courses but I have completed already. The system gives error and I have to deal with several departments to deal with issue. That was one of the main reasons I was dissapointed and did not take any classes
2. As I said if you gonna help me my courses register issue. I wanna take courses again because I'm working full time that is why I have to online courses. If you help me I'll be happy. Thank you.

Application process improvements

1. Yes, I need to get clear explanation of the application process and I think they should still keep the paper application and send response through the mail.

International student services improvements

1. To reduce the cost for me as an international student. I live, work and pay taxes in Bergen county. I will appreciate it if the school will give me discount to enable me finish my nursing major. I applied for the nursing evening program. Thanks

Transportation improvements

1. Yes, if the class could start a little earlier in the evening and end earlier at nights. Also I don't know if the college provides transportation for student who leave classes late at nights, who live in close proximity to the college. It would be good to know. Thank You.

Appendix A: How Respondents Were Filtered Through Our Survey

Figure 5 below shows how respondents to the Stop-Out Survey were directed through the survey to determine their status (graduate, high school student, visiting student, transfer student, or stop-out) and to present them with questions related to their current status.

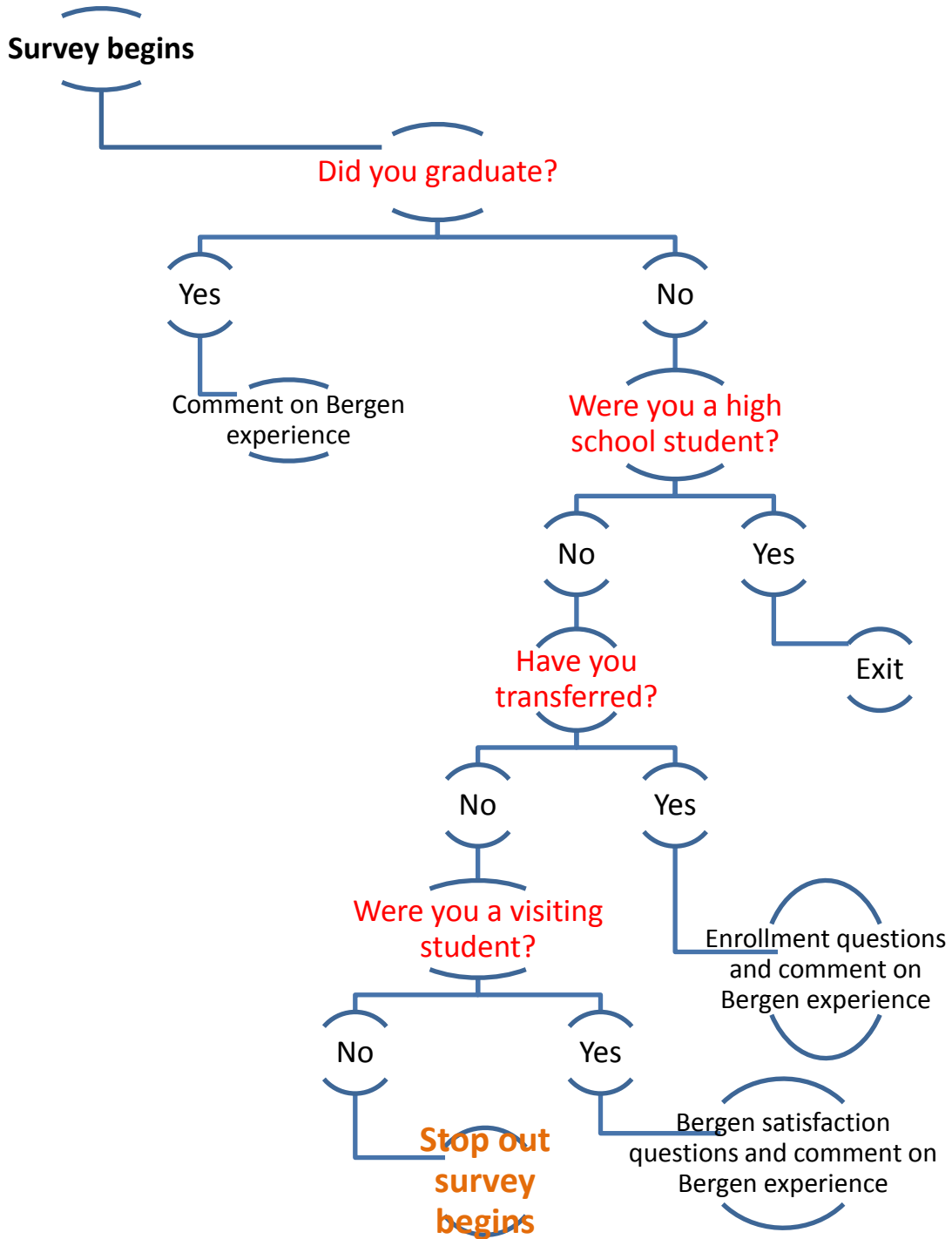


Figure 5

Appendix B: Frequency of Respondents by Student Type

Figure 6 shows the breakdown of respondents by student type. Of the 332 total respondents, 187 were identified as stop-outs.

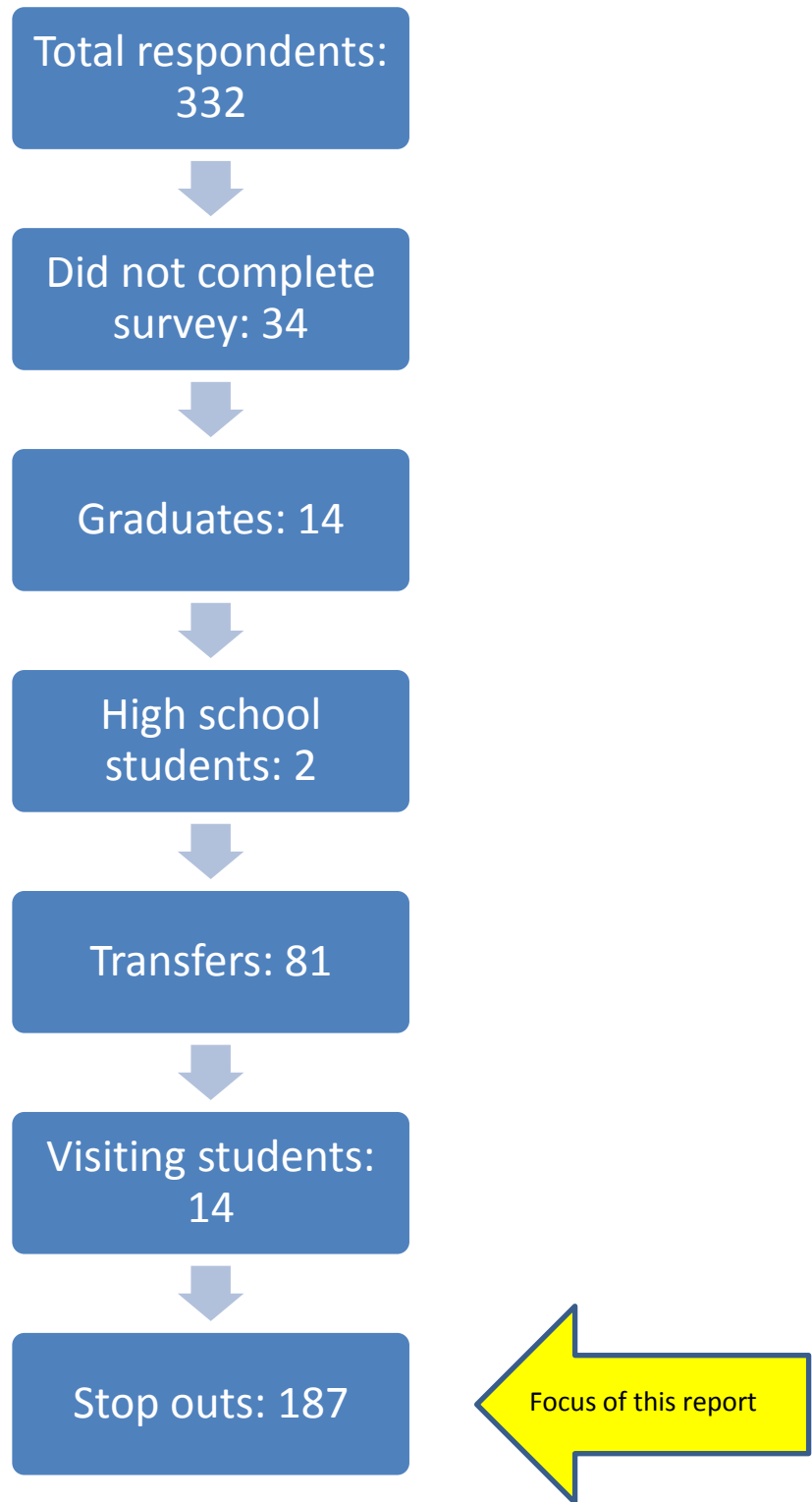


Figure 6

Appendix C: Transfer Respondents

Eighty-one respondents to the Stop-Out Survey indicated that they had transferred to another college or university. The respondents were then asked what their primary reasons for enrolling in Bergen were and what were the reasons they did not re-enroll at Bergen in Fall 2017. They were able to mark all that apply.

Table 14: What were your primary reasons for enrolling in Bergen Community College?

Primary Reason	Freq.	%
To take courses necessary for transferring to another college	54	67%
To obtain an associate degree and then transfer to a four-year college	20	25%
To obtain an associate degree	12	15%
To take a few job-related courses or for self-improvement	8	10%
Other	6	7%
To obtain or maintain a certification	5	6%
Personal interest	0	0%
To complete a vocational/technical program	0	0%

Other
1. I moved
2. I thought I was ready financially. To begin classes
3. I took pre-requisites at Bergen in order to apply for a second degree bachelors in nursing
4. I wanted to study abroad and Bergen had the program I wanted
5. Nursing Program
6. Took additional courses for fun and self-enrichment

Table 15: What made you choose not to re-enroll at Bergen Community College? MARK ALL THAT APPLY.

Reason	Freq.	%
Accomplished all my Bergen Community College goals	34	42%
Moved to another state/country	14	17%
Disappointed with the quality of instruction	12	15%
Desired major was not offered at Bergen Community College	10	12%
Other reason	8	10%
Felt alone or isolated	6	7%
Issues with financial aid	6	7%
Can no longer afford to attend Bergen Community College	5	6%
Course(s) needed not currently offered	5	6%
Difficulty in obtaining transportation to Bergen Community College	4	5%

Other
1. All that was left for my major were math classes and it was a waste of time to not transfer and take 1 math class a semester further delaying when I could continue regularly at Rutgers.
2. Decided not to persue major
3. Failed Out of Nursing Program
4. Incompetent advisors and no one to help
5. Moved to union county

6. Plus got to busy with graduate school work to take courses for fun.
7. Very unhelpful and rude faculty, mainly advisors and some deans. Never returning phone calls or emails, and just blatantly bein. rude and disrespectful.
8. Was not able to pass chemistry

Twenty-six transfer respondents shared comments about their experience at Bergen. They are listed below in Table 16.

Table 16: Please provide any comments about your experience at Bergen Community College.

Comment
1. Administration was terrible. No one at one stop cared to help, or even looked you in the face while talking to them. Literally acted like you weren't even human. The campus has changed so much over the last few years it's AWFUL now. I always warn people to stay away from here.
2. Bergen community college experience was amazing.
3. Bergen Community College is the foundation of my college career. I am now enrolled at NJIT for biomedical engineering
4. Best College ever attended! Great Professors! Had an amazing experience at BCC I recommend this school to anyone who wants to succeed in life!
5. Financial aid was always a terrible experience as the staff was never able to give me concise, consistent answers. They were always unpleasant and rude, no matter who I spoke to, and continuously cut my time with them short, even if I had more questions or concerns, despite the fact that students wait sometimes up to an hour to see someone.
6. For me, Bergen Community College has always been a wonderful stimulating environment in many levels. At BCC I have had the opportunity to grow and develop as professional, in addition to acquired the necessary tools and experience to succeed in my career.
7. great experience.
8. Great school and professors
9. Great school, had an amazing time and met some great friends along the way. The professors I had were good. No real issues apart from traffic.
10. Honestly awful. I went there because i though it would be better than Essex and it was by far two of the worst academic years of my life. I am truly disappointed in the staff and faculty that run that establishment.
11. I am completely impressed with the professors at Bergen. I have never seen such an amazing supportive culture of professionals in any one place in this magnitude. It was a privilege to attend Bergen Community.
12. I had a great experience at Bergen Community. Professional and knowledgeable professors, great services, and a good value.
13. I had a great time
14. I had a very good experience with my professors, especially in the honors classes. I felt I received a wonderful education. Your administration/staff, however, is horrendous. They do not answer the phone, they do not provide sufficient information about anything, and they are rude to students.
15. I had great time when I was attending at Bergen Community College. I met great friends and professors. I am very thankful that I went to Bergen Community college and thankful for everything. =)
16. I loved Bergen Community College. It was unfortunate that I had to drop my spring semester in 2016, and had my financial aid taken away.
17. It was good.
18. My experience at BCC was very good. My professors were all very helpful and I enjoyed learning from them. Sometimes dealing with the official things like the registration, financial aid, payment processes was a little annoying but sometimes its hard to make that kind of stuff easy and given the size of the BCC student body being as large as it is, I think they did a great job. The most negative thing I can say about my time there is that I found it fairly difficult to meet new people. There wasn't a whole lot of community there and most

<p>people appeared to be in their own little bubble. I believe this is mostly due to the fact that it's a commuter school where people were only showing up for a few hours a day to attend class and then go home or to work and that there is not much that can be done about it.</p>
<p>19. My experience overall was convenient for me at Bergen Community College, despite a few glitches that I previously had in regards to what my time schedule was for the Fall 2016 Semester last year, I still accepted it for what it was and I worked hard through all my courses to be able to go on to those of the higher levels for the Spring 2017 semester. However, I had faced an unfortunate experience when I had moved to another state after the end of the Fall 2016 Semester and by the time that the Spring 2017 semester had started, as I was I still attending Bergen Community College during then but I was only taking all online courses, and there was one course that I had to show up on campus every now and again to take a proctored exam for each section of that course. And that course in particular was a Mathematics/Algebra Course, I believe it was MAT-040 SP 2017, and I was only able to show up on campus one particular day of the week to take the exam for each section of that course before leading up to the final, and that day would only be on a Saturday. However, I was not always able to show up on campus every Saturday for such reasons due to personal circumstances and because things with that did not work out like I hoped so as a result, I ended up dropping that math course online from my Bergen portal/webadvisor account. However, I had successfully passed my two other online courses where I did not have to show up on campus for any proctored exams at all. I had since registered for higher level courses at my new school located in the new state that I now live in. And I am now repeating the math course in my new school that I was supposed to pass from last semester of last year and am hoping things will now work out from there.</p>
<p>20. My experience was great. Professors were amazing and helpful.</p>
<p>21. The nursing program is absolutely horrible. I have plenty of friends that have graduated from the program years prior to these last couple years and they say they are ashamed to say they are Bergen Nursing graduates. The professors and Dean have ZERO compassion or care for nursing students. Dean Kozwalski is absolutely heartless I don't know how she can call herself a nurse! I have advised and so has a lot of people to stay away from BCC nursing program. The word has gotten out what a heartless terrible program! And your most recent # of graduates show this!</p>
<p>22. The overall experience was pleasant, but I found that Bergen's nursing program has unrealistic standards. You are required to Test on material that is not touched upon in the classroom and expected to perform. They do not prepare you at all. The program has to be reevaluated totally.</p>
<p>23. There are some intstructors who are incredible, knowledgeable and teach very well. However, the advisors, faculty and some staff are very incompetent and were never able to help with any aspect or concerns. There are some teachers who are just horrid. Having to pay my hard earned money and have incompetent instructors is teerible.</p>
<p>24. Very good professors. I love this college.</p>
<p>25. Was told by guidance counselor that I had good chances of getting into program. When applying was told a whole different story</p>
<p>26. Your classes and professors helped me build a foundation in the medical field as a nurse. I feel prepared in my classes at this time and am appreciative of BCC and how it has allowed me to be where I am today.</p>

Appendix D: Graduate Respondents

Fourteen respondents to the Stop-Out Survey indicated that they had graduated from Bergen in Fall 2016, Spring 2017, or Summer 2017. A review of these respondents' records show conflicting results on their graduation status.

Five graduate respondents shared comments about their experience at Bergen. They are listed below in Table 17.

Table 17: Please provide any comments about your experience at Bergen Community College.

Comment
1. Bergen Community college is really good school to start with low tuition and has good system to transfer. I will be back in next semester.
2. I completed all my credits needed for graduation as of August 2017 . However , after many phone calls and e mails I have yet to receive my diploma. I would appreciate your looking into this matter ASAP .
3. It was so efficient time for me.I improved my self at the Bergen Community College.
4. Lots of parking, campus is nice from outside.
5. There were a few turn off to Bergen, I am currently trying to fine a different institution to retake a class that I was unfairly cheat out of. The flexibility to online classes were very limited and I was not able to complete final class to obtain my degree as it is not offered exclusive online and I need that convienence to complete my course. I also have an issue with the price for the one class that I have remaining way too much for the way the situation was even played out. I tried to make contact with someone from academic counsel but to no avail overall there are a few things that needs to be worked on.

Appendix E: Invitation to Participate

Greetings [FirstName],

Our records indicate that you were recently enrolled at Bergen Community College, but had not registered for the Fall 2017 semester as of September 15th, 2017. As part of our ongoing efforts to improve service to our students, I am asking that you fill out this short survey, which will allow Bergen Community College to better understand the reasons why you may have not returned to the College. If you registered for the Fall 2017 semester at Bergen after September 15th, 2017, you may disregard this survey invitation.

Survey Link: <https://www.surveymonkey.com/r/B2VYCWB>

The survey will ask you for your Bergen ID. Your Bergen ID is: [ID]

Thank you for your participation and I look forward to welcoming you back on campus in the near future!

Sincerely,
Dr. Yun Kim
Vice President for Institutional Effectiveness
Bergen Community College
www.bergen.edu

Appendix F: Survey Questions

1. Please enter the student ID number provided in your recruitment email.
2. Did you graduate from Bergen Community College in Fall 2016, Spring 2017, or Summer 2017?
 - a. (If yes)
 - i. If you don't mind, please provide your current email address so we may contact you about participating in our Graduate Follow Up Survey.
 - ii. Please provide any comments about your experience at Bergen Community College.
 - b. (If no, continue to question 3)
3. Were you a high school student during the 2016-2017 academic year?
 - a. (If yes, survey ends)
 - b. (If no, continue to question 4)
4. Have you transferred to another college or university?
 - a. (If yes)
 - i. What were your primary reasons for enrolling in Bergen Community College? Mark all that apply.
 - ii. Please select the reason(s) you did not re-enroll at Bergen Community College in Fall 2017. Mark all that apply.
 - iii. If you don't mind, please provide your current email address so we may contact you about participating in our Transfer Student Survey.
 - iv. Please provide any comments about your experience at Bergen.
 - b. (If no, continue to question 5)
5. Were you a visiting student (took courses at Bergen Community College while enrolled in another college or university) during Fall 2016, Spring 2017, or Summer 2017?
 - a. (If yes)
 - i. Rate your overall satisfaction with Bergen Community College's Admissions; Bursar (Bill payment); Class offerings; Registration process; Academic quality; Campus environment; Process of transferring Bergen credits elsewhere.
 - ii. Please provide any additional comments about your experience at Bergen Community College.
 - b. (If no, continue to question 6)
6. What were your primary reasons for enrolling in Bergen Community College? Mark all that apply.
7. Please select the reason(s) you did not to re-enroll at Bergen Community College in Fall 2017. Mark all that apply.
8. How many credits did you take in Fall 2016?
9. Do you plan on transferring to another college or university?
 - a. If yes or unsure, what college(s) are you interested in transferring to?
10. Do you plan to re-enroll at Bergen at any point in the future?
 - a. If yes, when do you plan to enroll at Bergen Community College?
11. Is there anything Bergen Community College could have done differently to help meet your goal(s)?
12. Were you employed during your last semester at Bergen Community College?
 - a. If yes, how many hours did you typically work a week?
13. Are you currently employed?
 - a. If yes, how many hours do you typically work a week?
14. Please provide any additional comments regarding your experience at Bergen Community College.

Appendix G: How the 2017 Stop-Out Report Differs from Previous Years

This Stop-Out Report differs from the previous in the following ways:

1. Before asking questions relevant only to stop-out students, respondents were asked if they had graduated in Fall 2016, Spring 2017, or Summer 2017 in order to collect their current email address for our Graduate Follow Up Survey. If respondents indicated they graduated, they were just asked to comment on their experience in an open-ended text box.
2. Respondents were asked if they were a high school student during the 2016-2017 academic year. If the respondent indicated they were, the survey ended as we are not currently assessing the experiences of high school students.
3. Respondents were asked if they had transferred to another college or university. If they indicated they were, they were then asked their primary reasons for enrolling and not re-enrolling in Bergen as well as their current email address for future surveys. The survey then ended.
4. Respondents were asked if they were a visiting student during Fall 2016, Spring 2017, or Summer 2017. Those students who indicated that were visiting Bergen were asked to provide their levels of satisfaction with selected Bergen services.
5. The remaining respondents – those who were not already filtered out in steps 1-4 above-received the stop-out survey questions. This report presents the findings of the students who answered the remainder of the survey. **Because of these filters, the percentages reported here are not directly comparable to Stop-Out Reports from previous years.**