

John Jay College of Criminal Justice
Office of Institutional Research

Winter 2008-09 Online Student Experience Survey

In Winter 2008-09, the Office of Institutional Research at John Jay College administered an online student experience survey. The survey was based on the *CUNY Student Experience Survey* and collects data on students' time use, use of technology, and satisfaction with faculty and various college services. In addition, the *John Jay Online Student Experience Survey* includes items pertaining to general education, educational development, and advising as well as three open-ended questions that are not included on the CUNY-wide Survey.

All degree-seeking undergraduate students enrolled at John Jay in Fall 2008 who were not lower freshmen or upper seniors that semester received an initial email and two follow-up emails inviting them to complete the online survey. Lower freshmen and upper seniors were not invited to complete the survey because in spring 2009 they would be participating in the National Survey of Student Engagement (NSSE), making over-surveying a concern.

In total, 8,370 students were contacted, and 579 students participated in the survey. Women were slightly overrepresented among survey respondents. As a result, all data throughout this report are weighted by gender. Once applied, the weights adjust the data so that women and men are represented in the same proportions in which they are present in the general student population.

The following tables report students' responses to the survey questions. This report also provides a comparison of student responses on items common to both the *CUNY Spring 2008 Student Experience Survey* and the *John Jay Winter 2008 Online Student Experience Survey* (see Appendix 1). Consistent with the methodology used in the *CUNY Spring 2008 Student Experience Survey*, missing responses and responses of "Did not take"/"Did not use" are excluded from the calculation of percent values in the following tables.

Important Reasons For Attending John Jay

Important Reasons For Attending John Jay (Students check as many as apply.)	Total Students	
	%	N
This college offers programs/majors that interest me.	90.2	522
The academic reputation of John Jay.	49.4	286
This college is close/convenient to my home.	26.6	154
Graduates of John Jay get good jobs.	16.1	93
This college is close/convenient to my work.	12.6	73
Financial aid package.	16.6	96
Graduates of John Jay gain admission to top graduate or professional schools.	10.0	58
High school teacher/counselor recommended this college.	9.7	56
This was the only college to which I was accepted.	4.8	28
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Most Important Reason For Attending John Jay (Students check only one.)	Total Students	
	%	N
This college offers programs/majors that interest me.	72.1	392
The academic reputation of John Jay.	10.8	59
This college is close/convenient to my home.	1.8	10
Graduates of John Jay get good jobs.	2.8	15
This college is close/convenient to my work.	2.6	14
Financial aid package.	4.2	23
Graduates of John Jay gain admission to top graduate or professional schools.	2.9	16
High school teacher/counselor recommended this college.	0.6	3
This was the only college to which I was accepted.	2.2	12
<i>Total</i>	<i>100.0</i>	<i>544</i>

Goals For Attending John Jay

Goals For Attending John Jay (Students check as many as apply.)	Total Students	
	%	N
To complete a degree.	88.8	514
To prepare to transfer to another CUNY college.	4.5	26
To prepare to transfer to another college outside of CUNY.	4.7	27
To obtain or update job-related skills.	28.5	165
To prepare for a change in career.	19.9	115
To prepare for graduate or professional school.	50.4	292
For self-improvement or personal enjoyment.	35.8	207
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Most Important Goal For Attending John Jay (Students check only one.)	Total Students	
	%	N
To complete a degree.	62.5	336
To prepare to transfer to another CUNY college.	1.1	6
To prepare to transfer to another college outside of CUNY.	1.3	7
To obtain or update job-related skills.	4.1	22
To prepare for a change in career.	4.8	26
To prepare for graduate or professional school.	21.4	115
For self-improvement or personal enjoyment.	4.8	26
<i>Total</i>	<i>100.0</i>	<i>538</i>

College Academics

How much do you agree or disagree with each statement?	Total Students				
	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
	%	%	%	%	%
My college encourages students to attend full time.	19.5	35.5	28.7	14.1	2.1
My college encourages me to learn about more than just my major.	26.6	43.6	12.0	12.7	5.2
In my courses, I am given opportunities to consider new perspectives.	32.1	49.6	8.8	7.6	1.9
My college has high academic standards.	21.5	43.8	17.3	11.8	5.7
My college encourages me to become a well-rounded student.	29.3	45.9	12.3	9.4	3.1

Educational Development

To what extent has John Jay:	Total Students			
	Very Much %	Some %	A Little %	Not At All %
Helped you to acquire job or work-related knowledge or skills?	23.6	31.2	16.2	28.9
Taught you to write clearly and effectively?	37.2	36.1	16.0	10.7
Helped you to speak clearly and effectively?	33.2	39.3	13.5	14.0
Taught you to think critically and analytically?	49.0	31.6	11.9	7.5
Taught you to work effectively with others?	32.4	37.0	16.0	14.6
Taught you to solve complex real-world problems?	27.9	32.1	20.5	19.6
Helped you to acquire a broad general education?	40.2	35.3	18.9	5.6

Registration and Course Taking Attitudes

Registration (Students check as many as apply)	Total Students	
	%	N
Yes, I was able to register for every course I wanted to take.	51.1	296
I could not register for a course that would have satisfied a "Gen Ed" (distribution or core) requirement.	16.4	95
I could not register for a course that was required for my major.	23.5	136
I could not register for an elective course (neither a "Gen Ed" nor a course in the major).	10.0	58
I could not register for a course because sections were filled when I could take a class.	35.4	205
I could not register for a course because it was not offered at a time that I could take it.	38.2	221

Course Taking Attitudes	Total Students				
	Strongly Agree	Agree	No Opinion	Disagree	Strongly Disagree
	%	%	%	%	%
Generally, courses are offered at times when I can take them.	23.5	46.0	6.5	18.2	5.8
I would like the college to offer more courses in the evening.	30.9	19.4	41.1	5.4	3.1
I would like the college to offer more courses on the weekend.	26.5	16.0	46.3	5.8	5.4
I would like the college to offer more courses online.	40.8	17.8	31.1	6.2	4.2

Utilization of Time

Hours Spent During The Week	Total Students				
During the current semester, about how many hours do you spend in a typical week doing each of the following?	0 Hrs/ Week	1-5 Hrs/ Week	6-10 Hrs/ Week	11-20 Hrs/Week	Over 20 Hrs/Week
	%	%	%	%	%
Preparing for class (doing homework, studying, reading, writing, rehearsing and other activities related to academic program)	1.2	41.6	33.2	17.9	6.1
Attending classes or labs	1.6	16.4	32.7	40.8	8.5
Participating in activities on campus outside of class (clubs, athletics, student government, etc.)	74.3	18.2	4.4	2.1	0.9
Relaxing and socializing (watching TV, spending time with friends, partying, etc.)	13.1	45.7	23.9	10.8	6.5
Providing care for dependents living with you (parents, children, spouses, etc.)	40.3	20.8	12.2	7.2	19.5
Traveling to and from campus	4.3	43.5	36.0	12.3	3.8
Hours Working For Pay Per Week	Total Students				
During the current semester, about how many total hours in a typical week do you spend working for pay?	%				
0 hrs/week	25.7				
1-5 hrs/week	2.6				
6-10 hrs/ week	5.6				
11-20 hrs/week	15.3				
21-34 hrs/week	18.1				
35 or more hrs/week	32.6				

Satisfaction with Administrative and Academic Support Services

Administrative Support Services	Total Students				
	Very Satisfied	Satisfied	No Opinion	Dis-satisfied	Very Dis-satisfied
	%	%	%	%	%
eSIMS	44.8	46.9	2.3	4.4	1.6
One Stop	37.5	8.0	14.2	20.4	20.0
Admissions Office	15.5	37.1	32.0	9.0	6.4
Bursar's Office	18.0	44.1	21.8	10.0	6.1
Financial Aid Office	16.6	34.5	25.1	11.6	12.2
Registrar's Office	14.3	35.5	29.3	10.6	10.4
Testing Office	12.4	34.0	40.7	5.4	7.5

Academic Support Services	Total Students				
	Very Satisfied	Satisfied	No Opinion	Dis-satisfied	Very Dis-satisfied
	%	%	%	%	%
The Library	43.3	43.5	7.0	4.9	1.3
The Science Laboratories	15.6	37.6	35.7	8.0	3.2
The Athletic Facilities	21.9	31.8	34.4	7.0	5.0
The Study Areas	19.7	44.0	13.1	16.3	7.0
Classrooms	15.0	50.6	9.5	18.2	6.6
Basic Skills Program	13.8	35.4	43.6	4.6	2.6
Center for English Language Support (ESL Resource Department)	13.1	13.5	66.7	3.2	3.6
Foreign Language Lab	8.7	20.8	52.6	10.4	7.6
Learning Enhancement Center	11.3	15.4	65.2	5.0	3.2
Math and Science Resource Center	19.2	22.9	42.1	8.8	7.1
Reading and Study Skills Center	15.4	22.5	57.9	1.7	2.5
Writing Center	23.1	38.2	25.3	7.0	6.5

Satisfaction with College Support Services and Faculty

College Support Services	Total Students				
	Very Satisfied	Satisfied	No Opinion	Dis-satisfied	Very Dis-satisfied
	%	%	%	%	%
The Counseling Center	14.0	35.5	31.4	11.3	7.8
Career Planning and Placement Office	10.9	22.9	50.0	7.4	8.9
Student Health Services	14.6	28.8	46.7	5.8	4.2
Child Care Services	9.1	10.9	75.4	1.1	3.4
Services for Students with Disabilities	12.1	13.6	68.2	1.5	4.5
Campus Bookstore	15.3	45.0	8.5	20.7	10.5
Cafeteria/Food Services	14.2	49.7	13.6	14.8	7.6
Availability of restrooms	30.5	55.6	6.5	4.8	2.7
Cleanliness of restrooms	25.8	51.8	7.4	10.1	4.9
Availability of elevators, escalators, and stairs	19.1	48.9	11.6	15.7	4.6
Condition of building and grounds	18.7	49.7	11.1	14.1	6.4
Campus Security	19.4	47.1	19.7	6.7	7.1

Faculty	Total Students				
	Very Satisfied	Satisfied	No Opinion	Dis-satisfied	Very Dis-satisfied
	%	%	%	%	%
Availability of faculty outside of class	15.7	47.6	20.8	12.2	3.7
Frequency of feedback from faculty about your course performance	18.0	48.3	14.5	14.7	4.5
Quality of feedback about your course performance	17.9	51.1	15.0	11.7	4.3
Level of faculty preparedness for class	24.5	56.9	10.6	5.6	2.4
Helpfulness of faculty in dealing with course work	23.6	53.7	11.1	8.8	2.8
Ability of faculty to communicate clearly	23.6	53.6	8.9	10.1	3.8

Overall Satisfaction

How would you rate your experience at John Jay so far?	Total Students %
Excellent	23.9
Good	53.8
Fair	18.2
Poor	4.2
If you could start college over, would you choose John Jay again?	Total Students %
Definitely yes	39.0
Probably yes	39.2
Probably no	16.6
Definitely no	5.2