



Herkimer
THE STATE UNIVERSITY OF NEW YORK

Herkimer College

Continuing Student Survey

Spring 2018- Herkimer Campus and Internet Academy

Office of Institutional Research
04-29-2019

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Executive Summary

The Continuing Student Survey was distributed through Student Online Services for both Herkimer Campus and Internet Academy students from 05-14-18 through 06-29-18.

- Initial Population size:
 - Herkimer Campus: 890
 - Internet Academy: 328
- Respondents:
 - Herkimer Campus: 578
 - Internet Academy: 231
- Response Rate:
 - Herkimer Campus: 65%
 - Internet Academy: 70%
- Required number of responses for a 5% margin of error:
 - Herkimer Campus: 288
 - Internet Academy: 177

Students are asked to provide their perception of their academic experience. The series of questions below simulate the categories used by CCSSE. Each of the questions have a direct and indirect impact on student learning and retention.

CCSSE Categories:

- Active and Collaborative Learning
- Student Effort
- Academic Challenge
- Student-Faculty Interaction
- Support for Learners

Premier Two-Year Experience:

- Quality of Life
 - Campus Life
 - Student activities
 - Social/Emotional
- Academics
 - Rigor
 - Offering
 - Programs
 - Course availability
 - Faculty Engagement
- Value
 - Social/Emotional
 - Financial

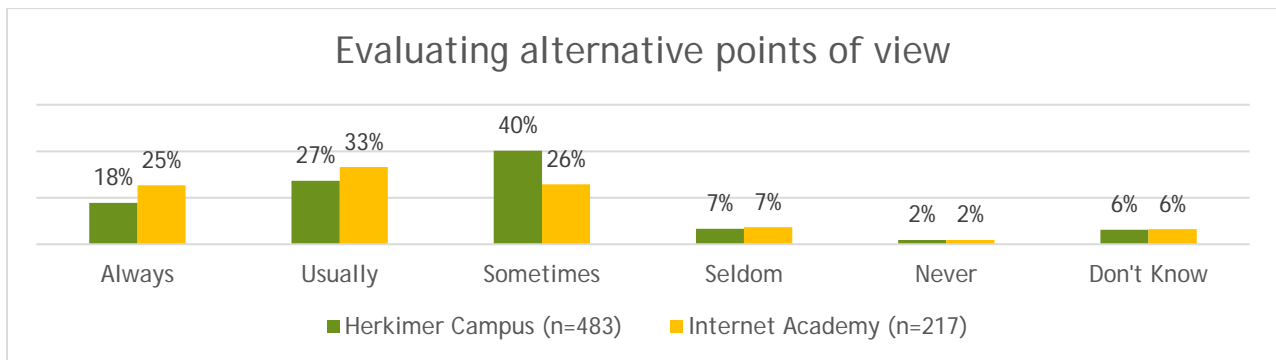
Strategic Plan:

- Strengthen Support for Student Success
- Campus Life
- Institutional Culture
- Operational Sustainability
- Outreach & Community Relations

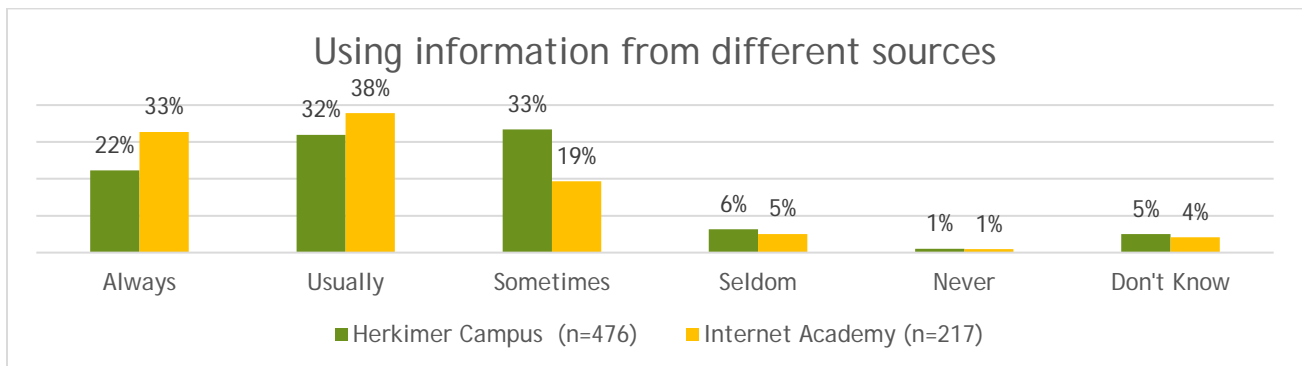
This is a Retention-oriented survey, geared at following up on students one year in to their time at Herkimer College and being able to address obstacles to retention. The data within will be compared to the data from both the Entering Student Survey, and eventually the Graduating Senior Survey to track student responses through their academic careers at Herkimer College.

Faculty Oriented

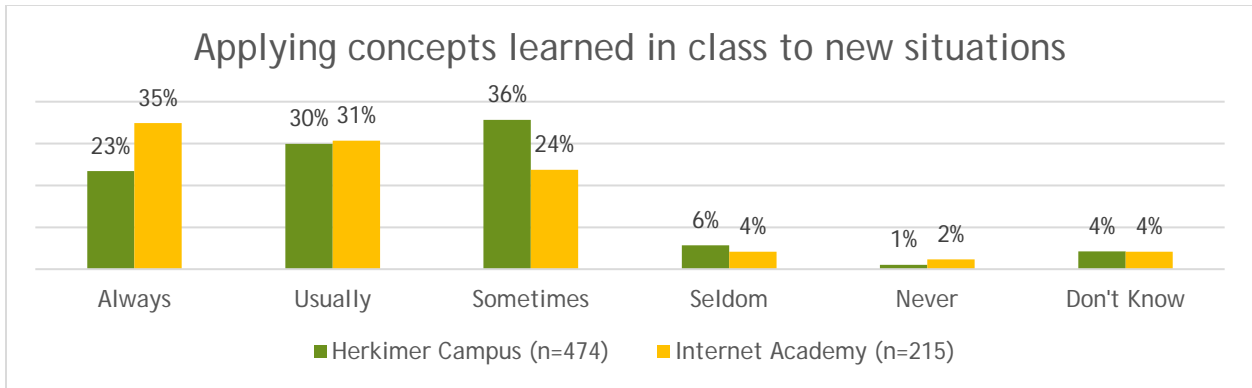
To what extent did your courses emphasize:



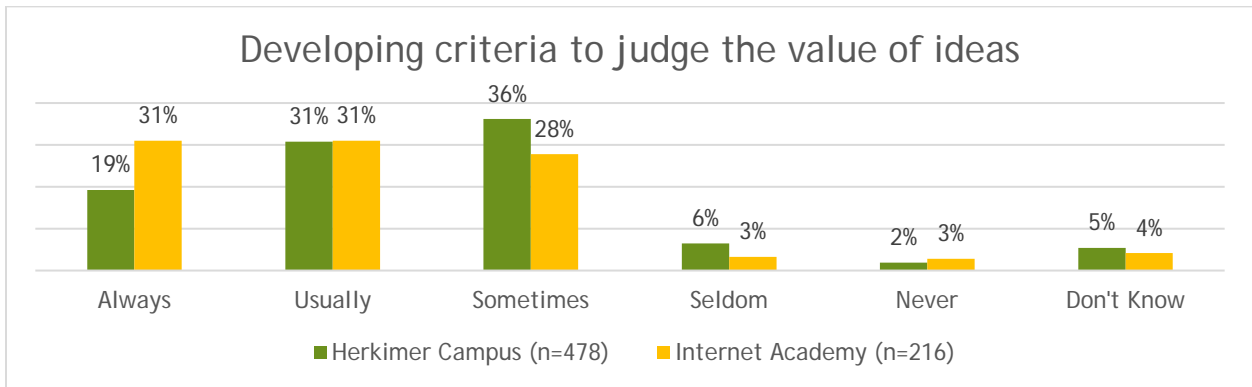
CCSSE: Academic Challenge
 Premier 2-Year Experience: Academics
 Strategic Plan: Strengthen Support for Student Success



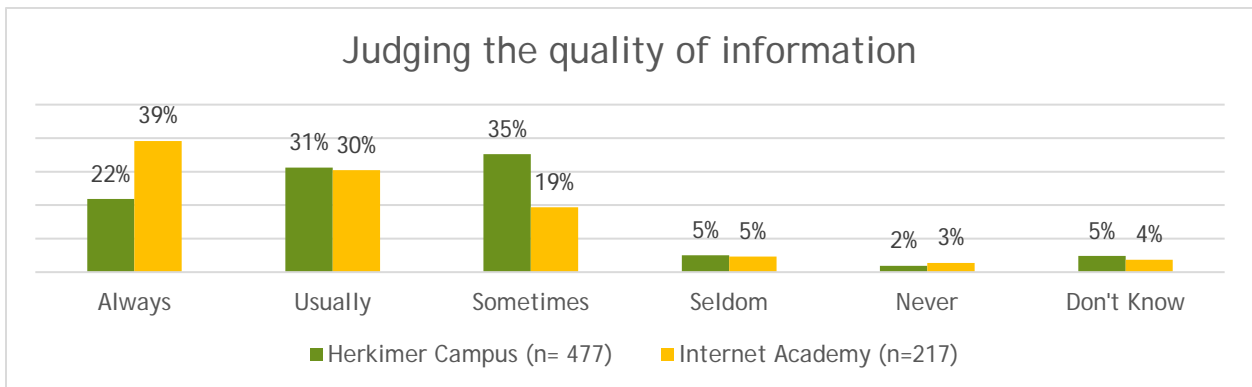
CCSSE: Academic Challenge
 Premier 2-Year Experience: Academics
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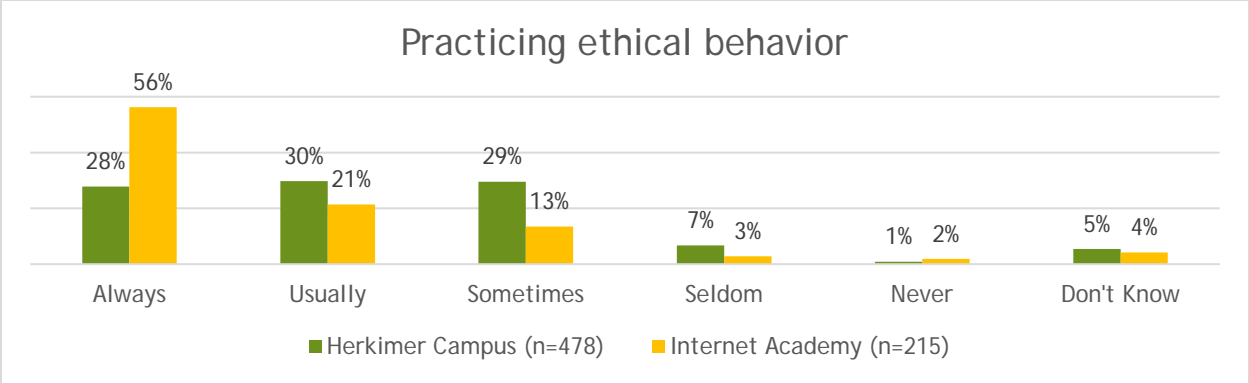
CCSSE: Academic Challenge
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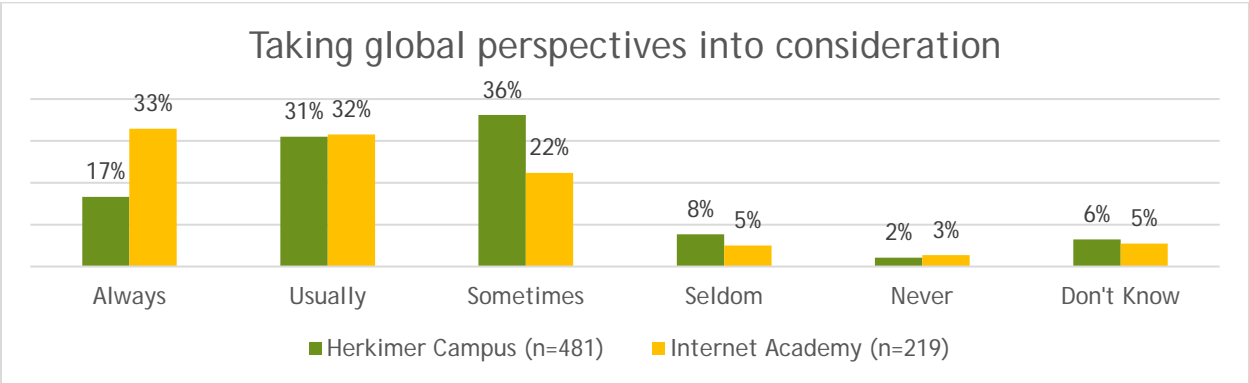
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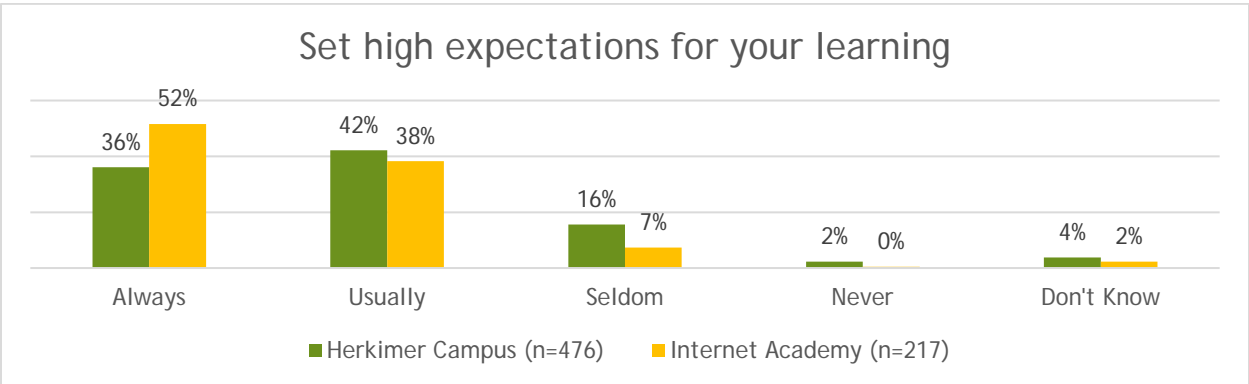


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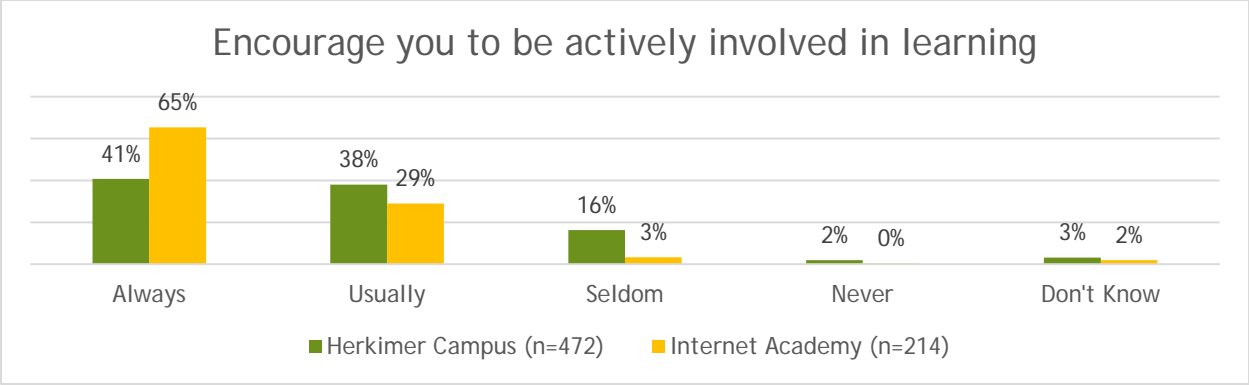


CCSSE: Active and Collaborative Learning
 Premier 2-Year Experience: Academics
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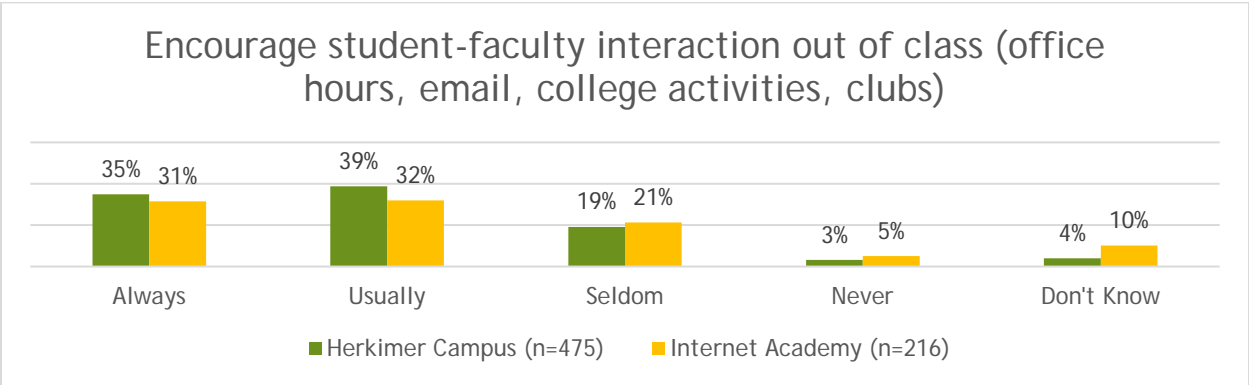
How often did your instructors:



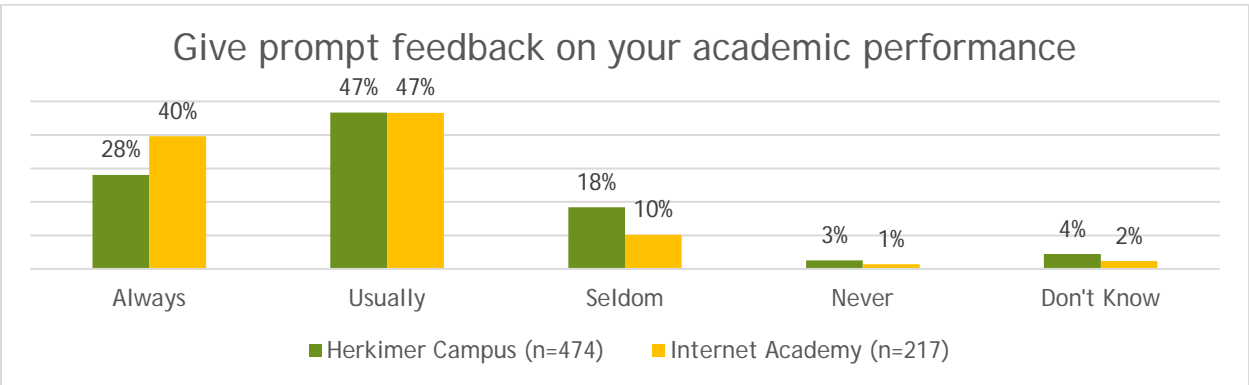
CCSSE: Student Effort
 Premier 2-Year Experience: Academics
 Strategic Plan: Strengthen Support for Student Success



CCSSE: Active and Collaborative Learning
 Premier 2-Year Experience: Academics
 Strategic Plan: Strengthen Support for Student Success

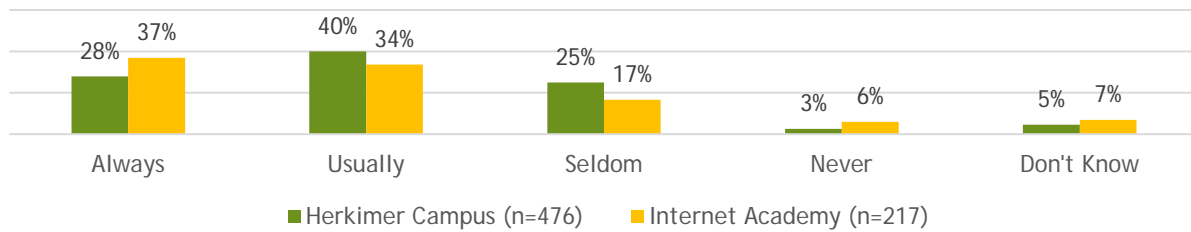


CCSSE: Student/Faculty Interaction
 Premier 2-Year Experience: None
 Strategic Plan: None



CCSSE: Student/Faculty Interaction
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 Strategic Plan: None

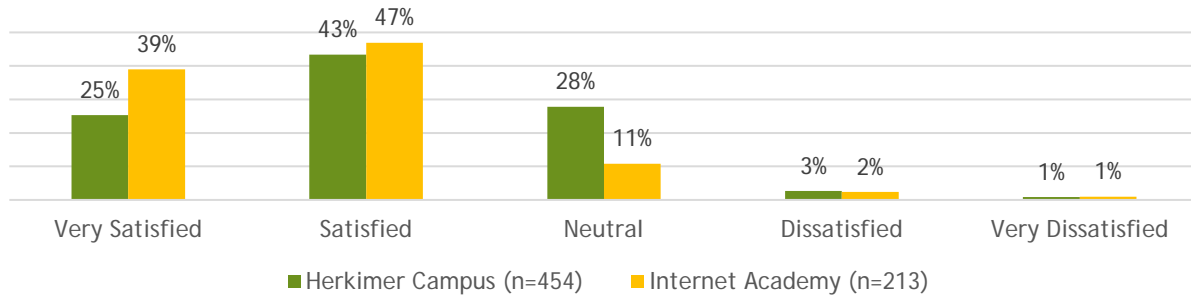
Encourage learning through group activities among students



CCSSE: Active and Collaborative Learning
 Premier 2-Year Experience: Academics
 Strategic Plan: Strengthen Support for Student Success

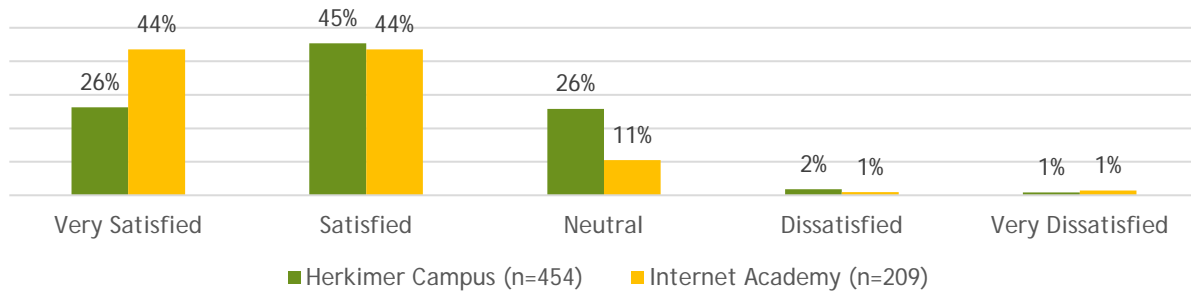
While at Herkimer, how satisfied were you with the following:

Academic course selections

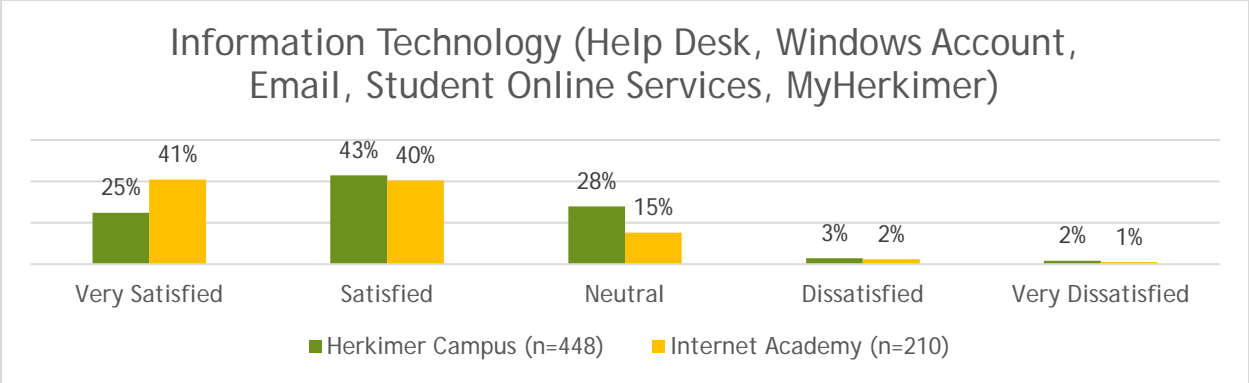


CCSSE: None
 Premier 2-Year Experience: Academics
 Strategic Plan: Strengthen Support for Student Success

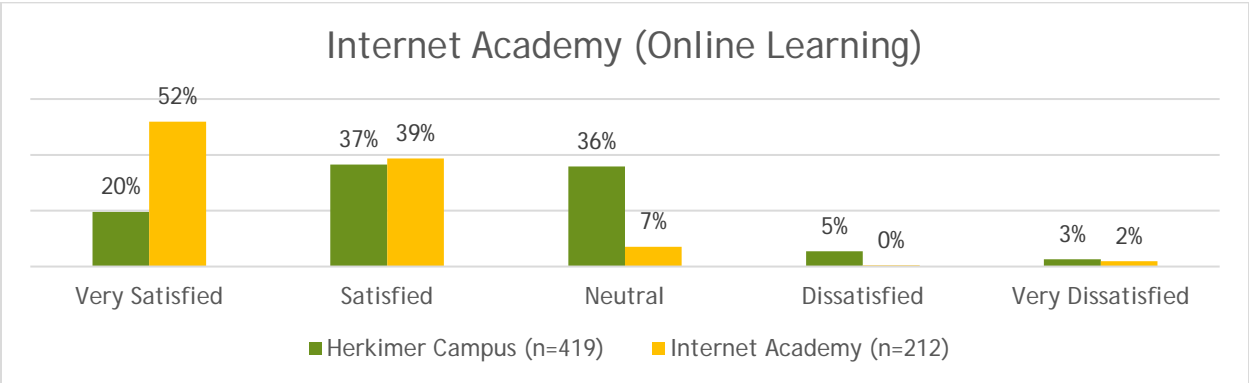
Education you have received so far



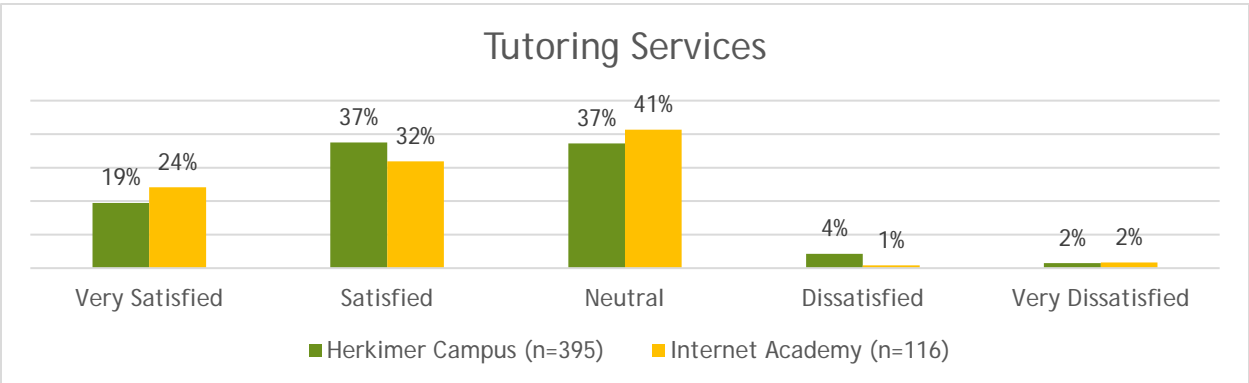
CCSSE: None
 Premier 2-Year Experience: Value
 Strategic Plan: Operational Sustainability



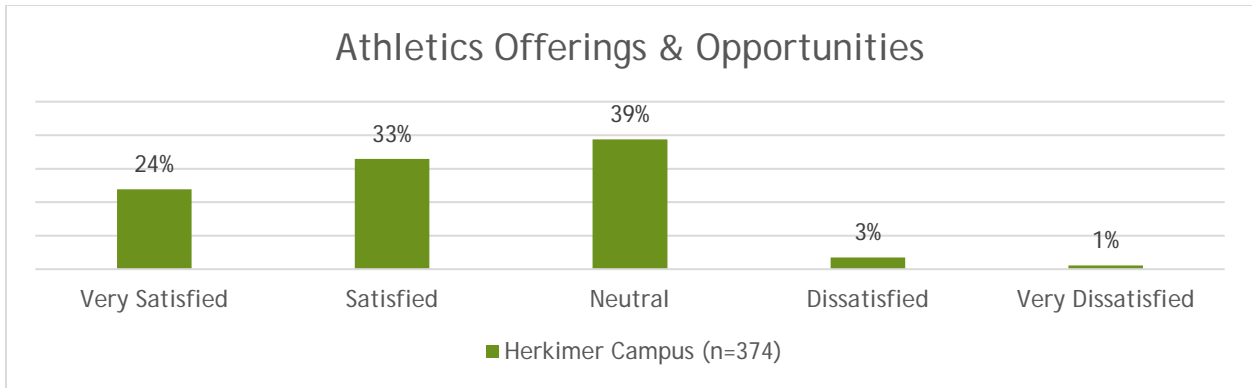
CCSSE: Support for Learners
 Premier 2-Year Experience: Quality of Life
 Strategic Plan: Strengthen Support for Student Success



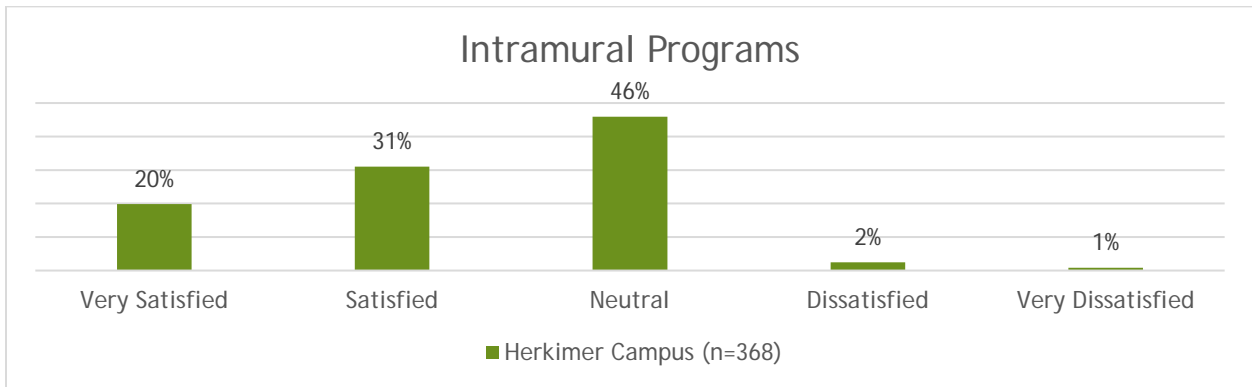
CCSSE: None
 Premier 2-Year Experience: Quality of Life
 Strategic Plan: Strengthen Support for Student Success



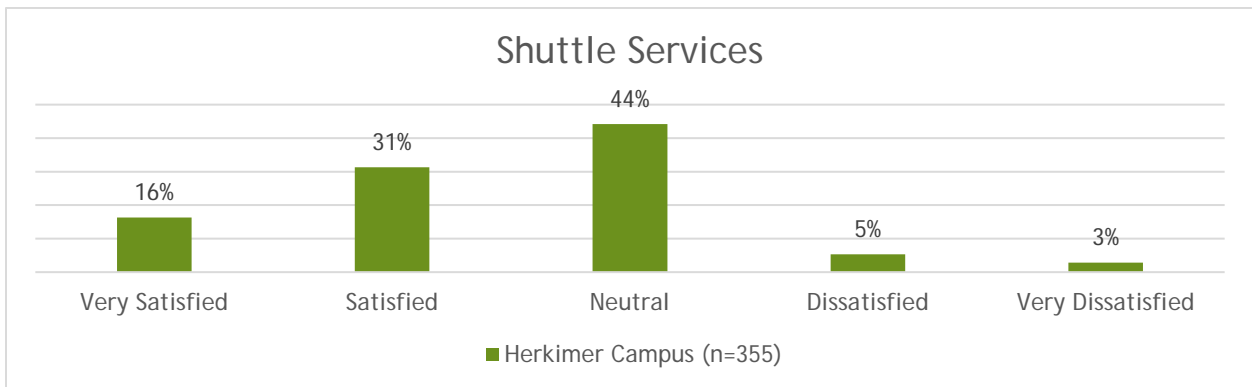
CCSSE: Support for Student Learners
 Premier 2-Year Experience: Academics
 Strategic Plan: Strengthen Support for Student Success



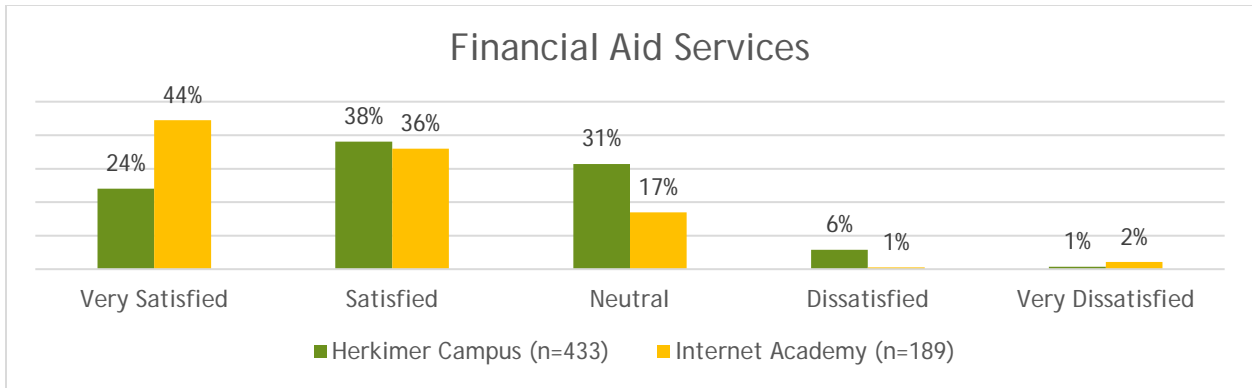
CCSSE: None
 Premier 2-Year Experience: Quality of Life
 Strategic Plan: Campus Life



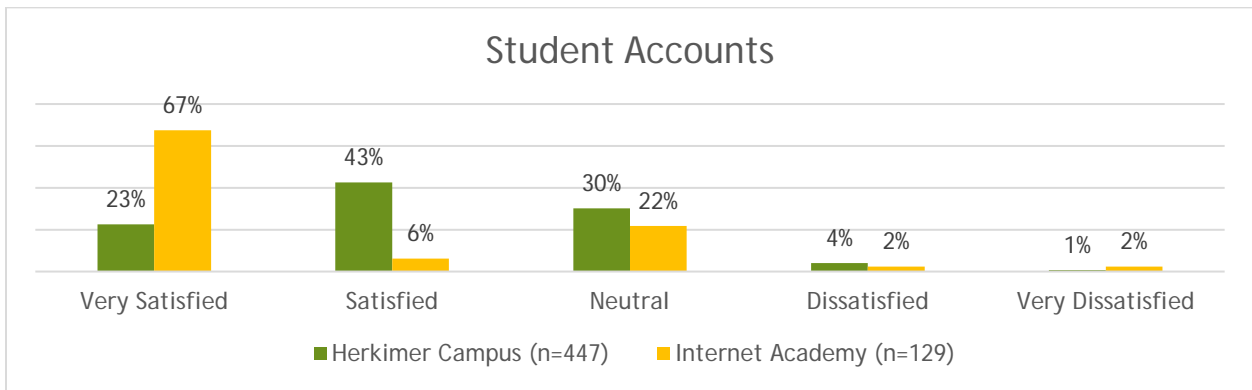
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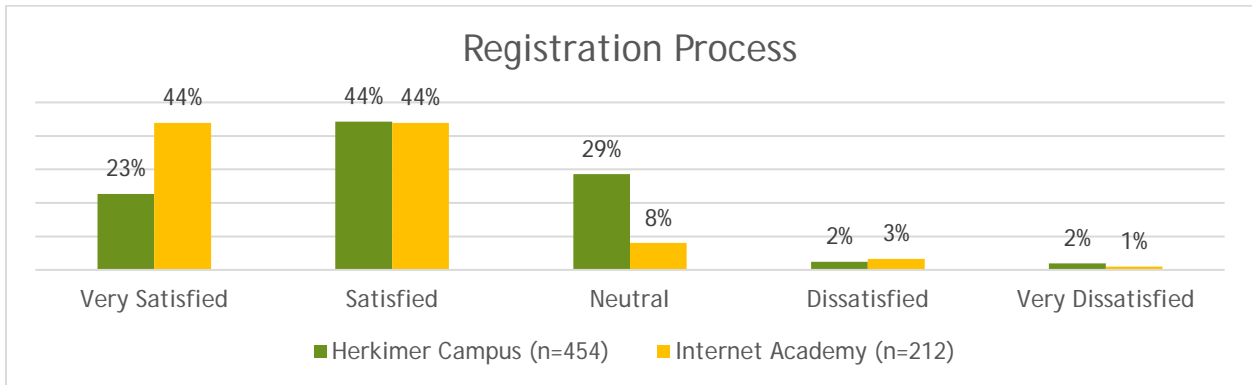
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CCSSE: Support for Learners
 Premier 2-Year Experience: Value
 Strategic Plan: Operational Sustainability

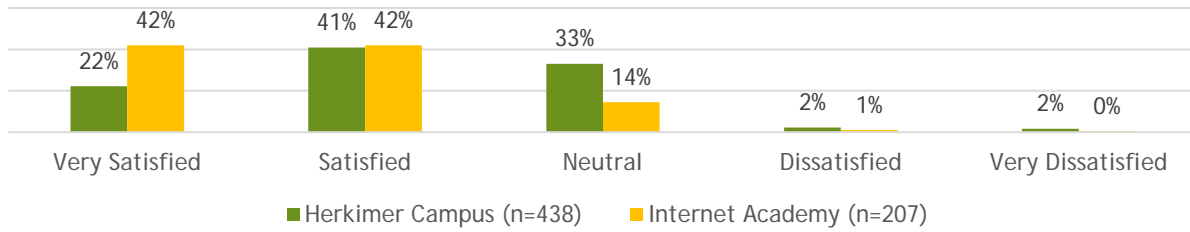


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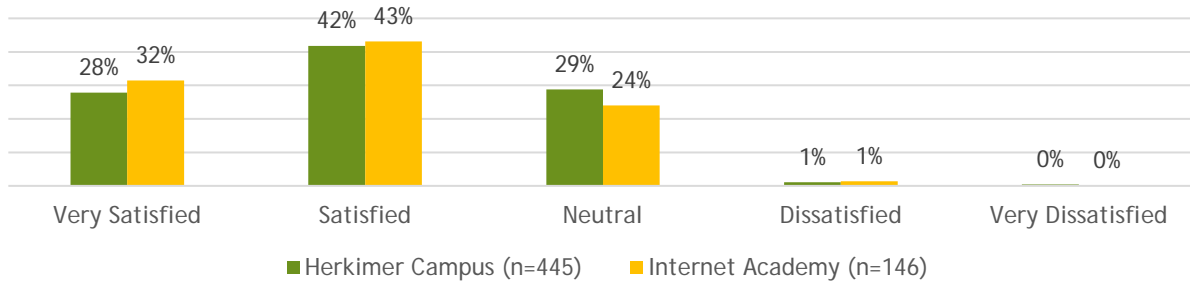
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Other Registrar Services (enrollment letters, transcript requests, Add/Drop forms, etc.)



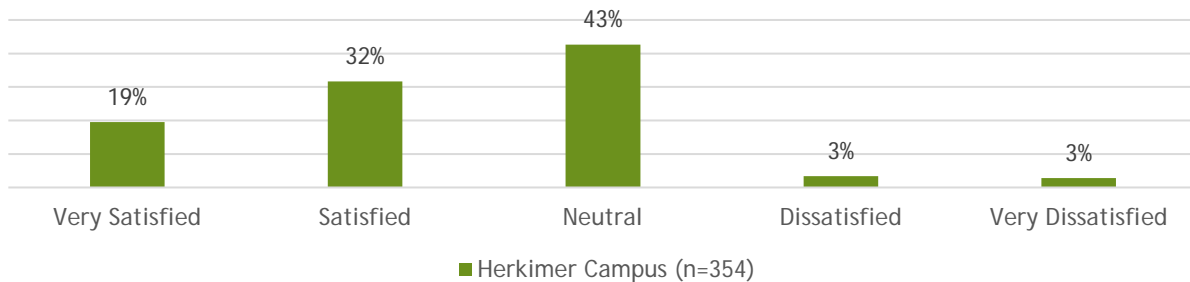
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Library Services

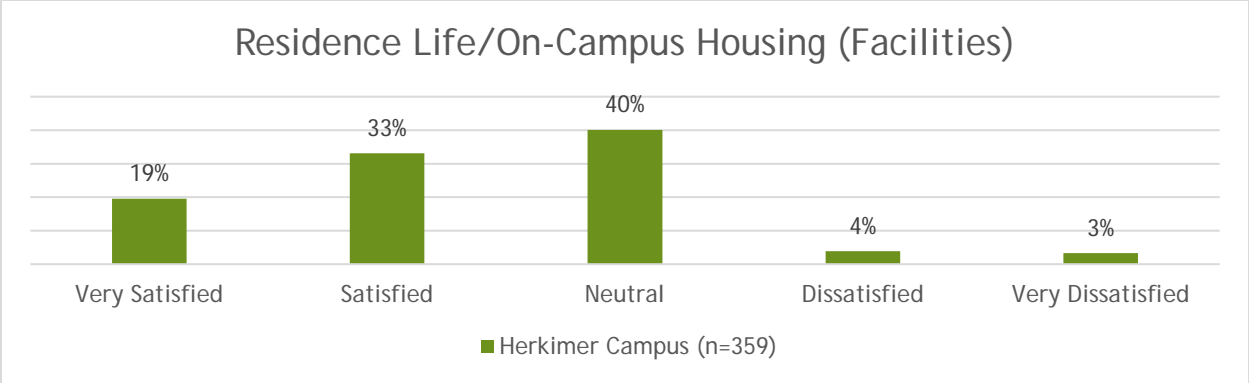


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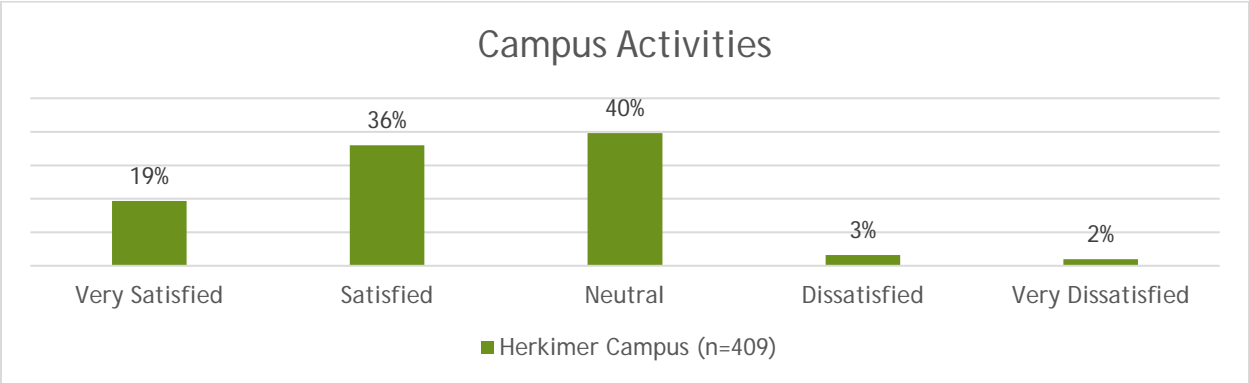
Residence Life/On-Campus Housing (RA programs)



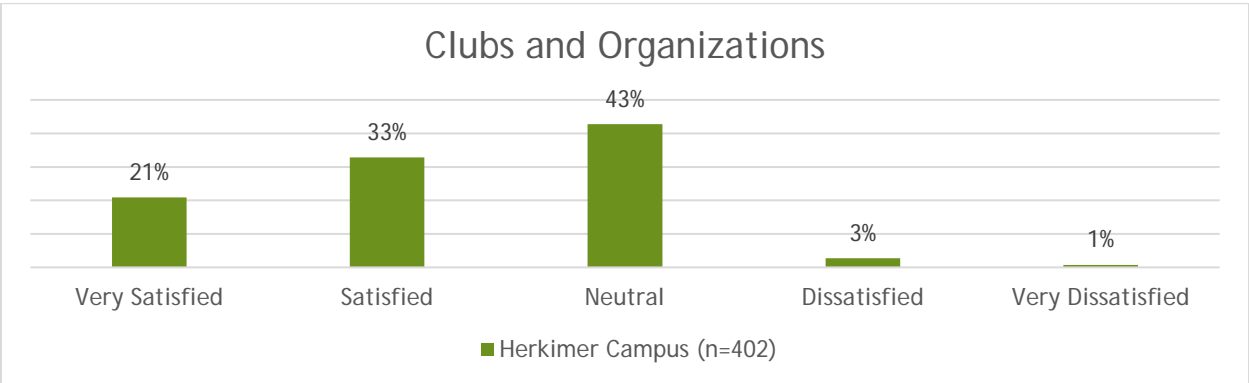
CCSSE: Support for Learners
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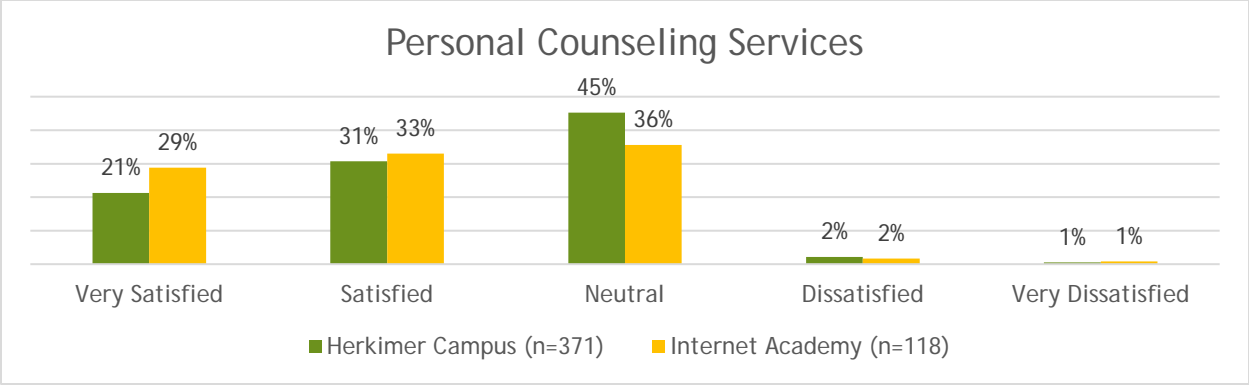
CCSSE: None
 Premier 2-Year Experience: Value
 Strategic Plan: Operational Sustainability



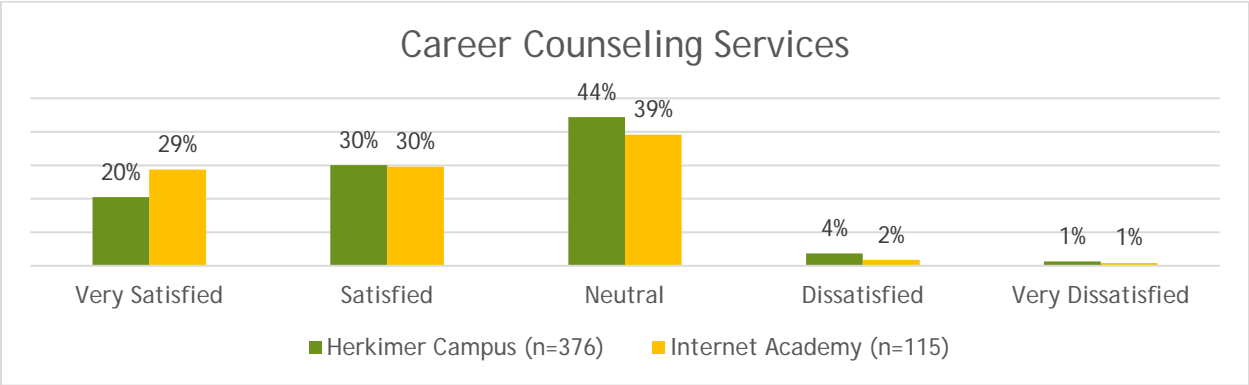
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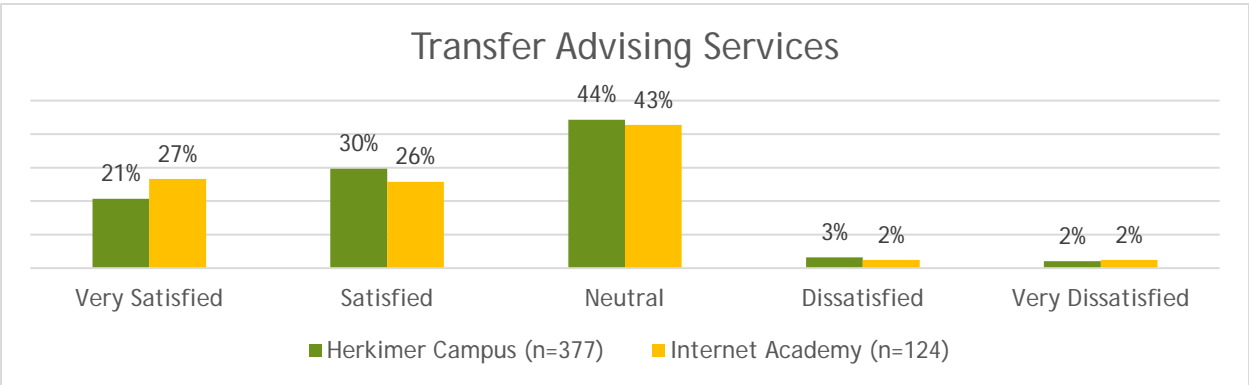
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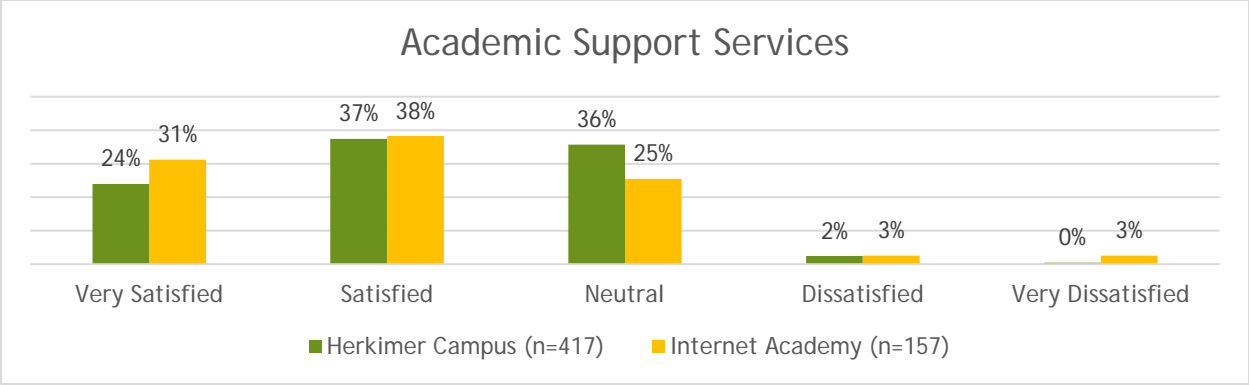
CCSSE: Support for Learners
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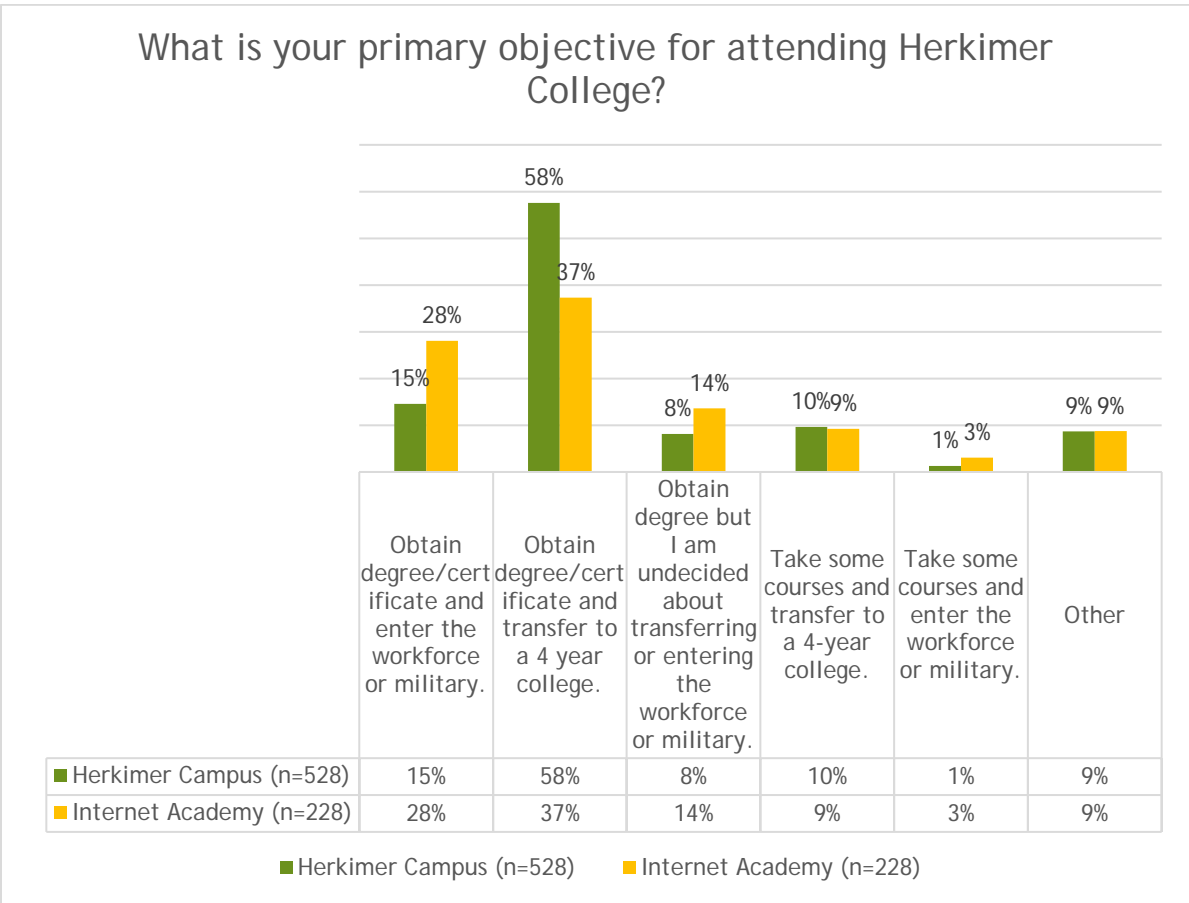


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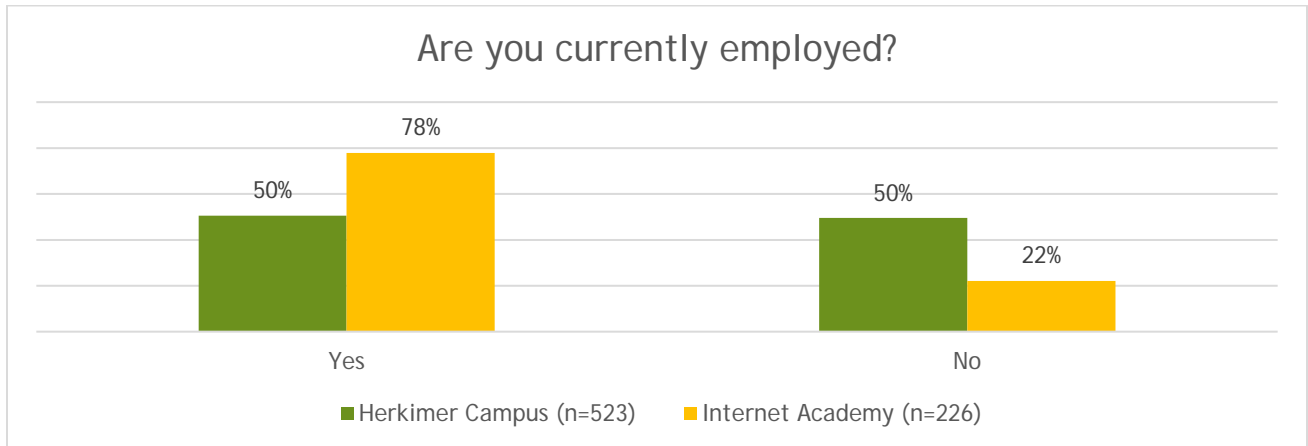
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Primary Objective for Attending Herkimer College



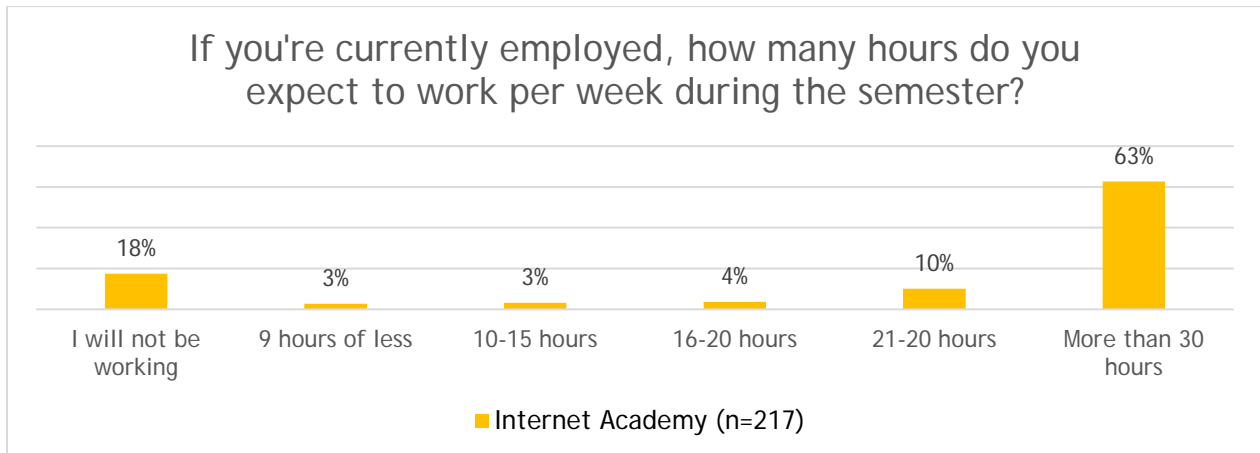
CCSSE: None
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Employment



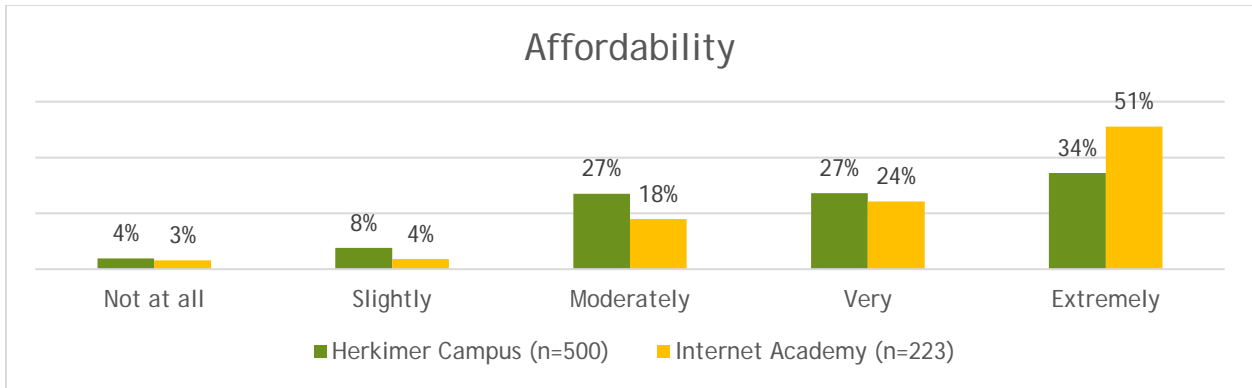
CCSSE: Student Effort
 Premier 2-Year Experience: Quality of Life
 Strategic Plan: Campus Life

“If you are currently employed, how many hours do you expect to work per week during the semester?”

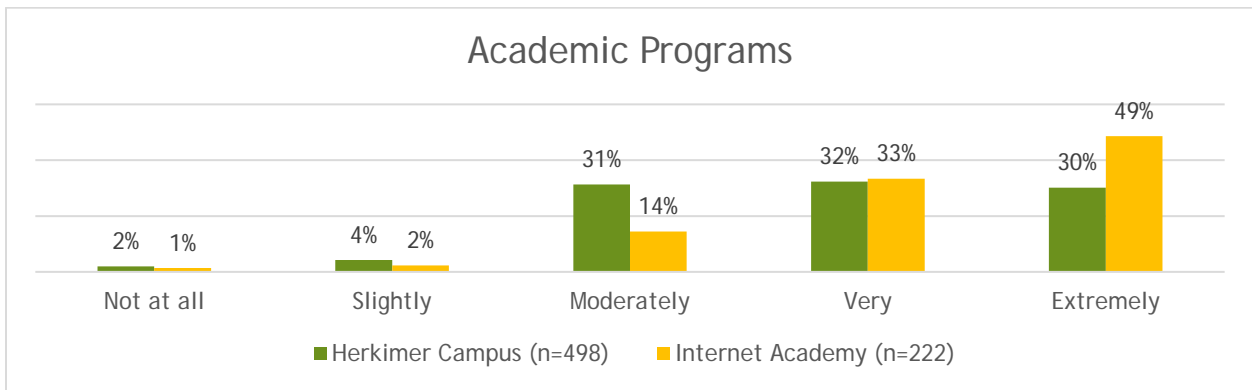


CCSSE: Student Effort
 Premier 2-Year Experience: Quality of Life
 Strategic Plan: Campus Life

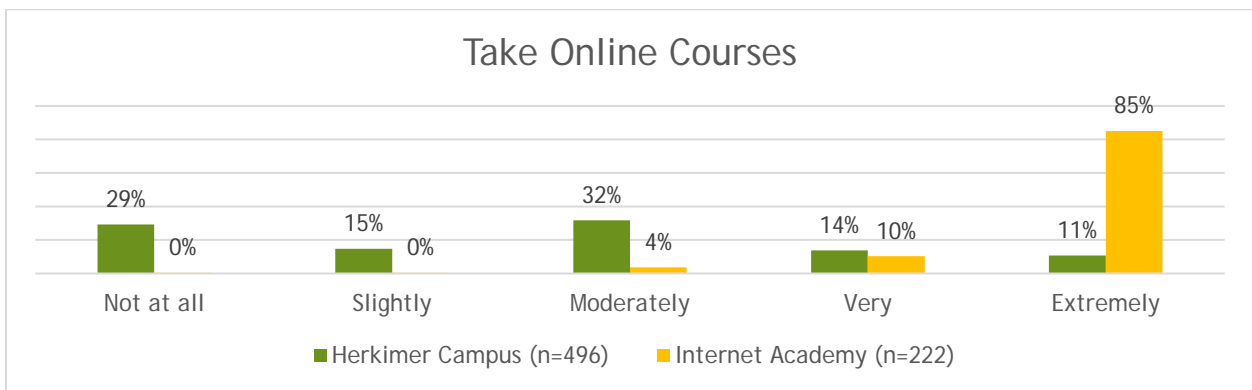
How important were each of the following factors in your decision to enroll at Herkimer College?



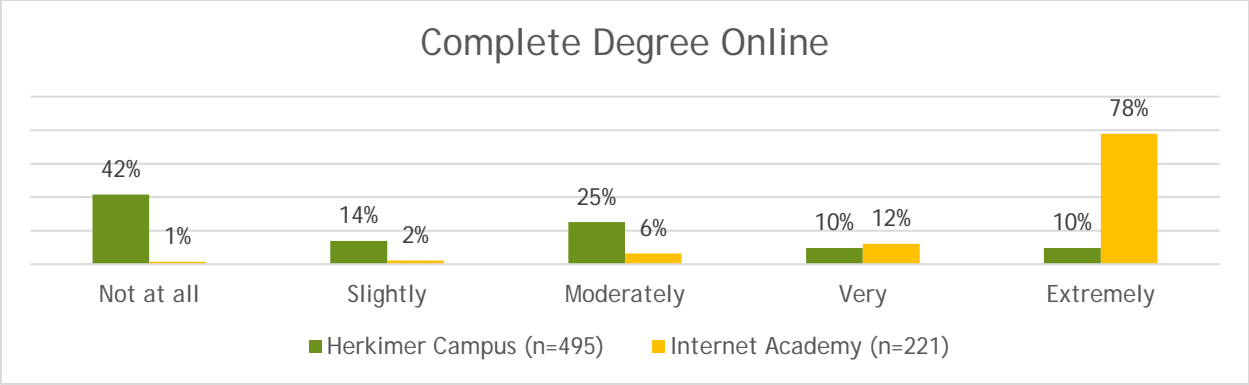
CCSSE: None
 Premier 2-Year Experience: Value
 Strategic Plan: Operational Sustainability



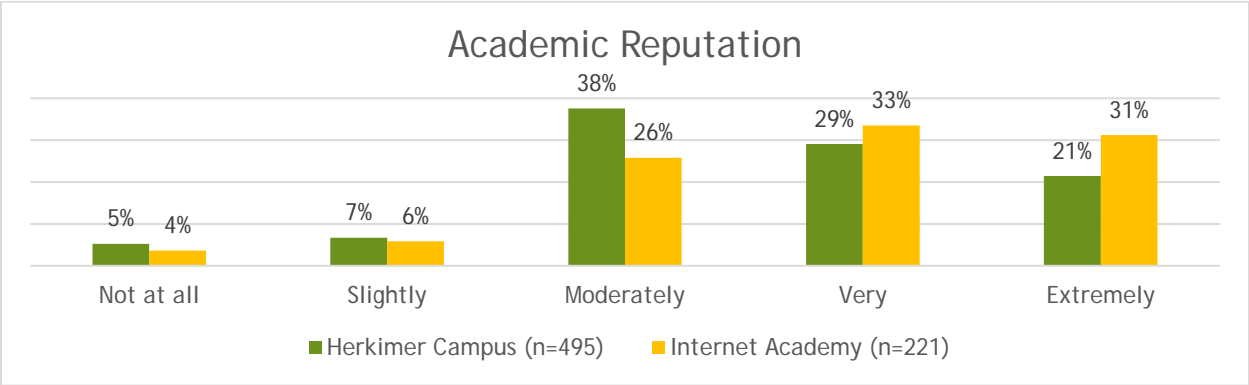
CCSSE: Academic Challenge
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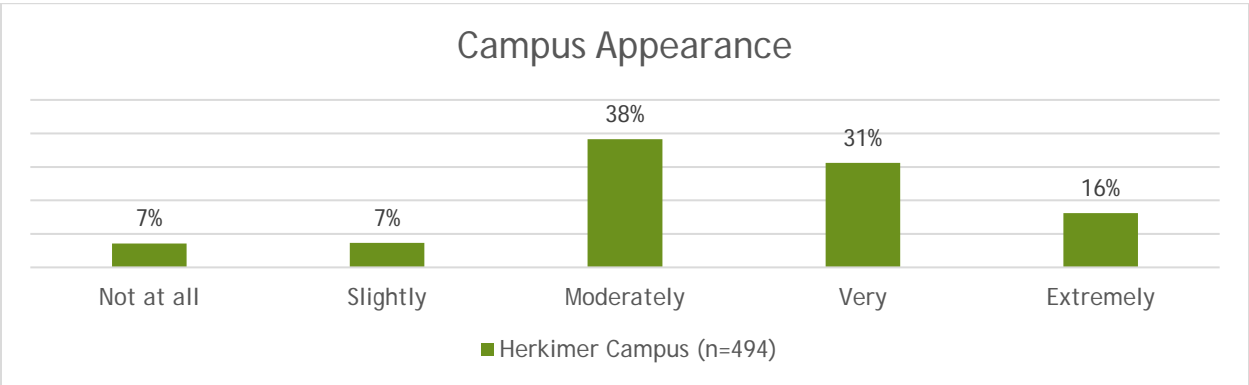
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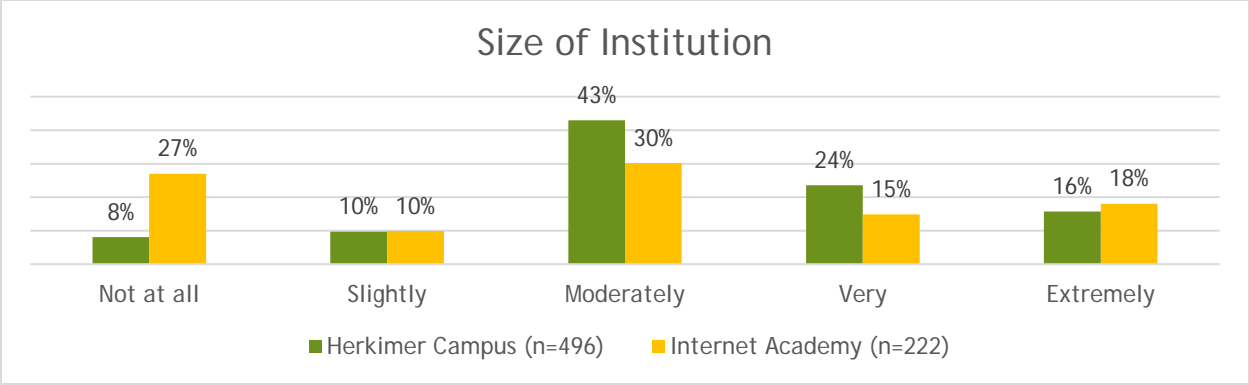
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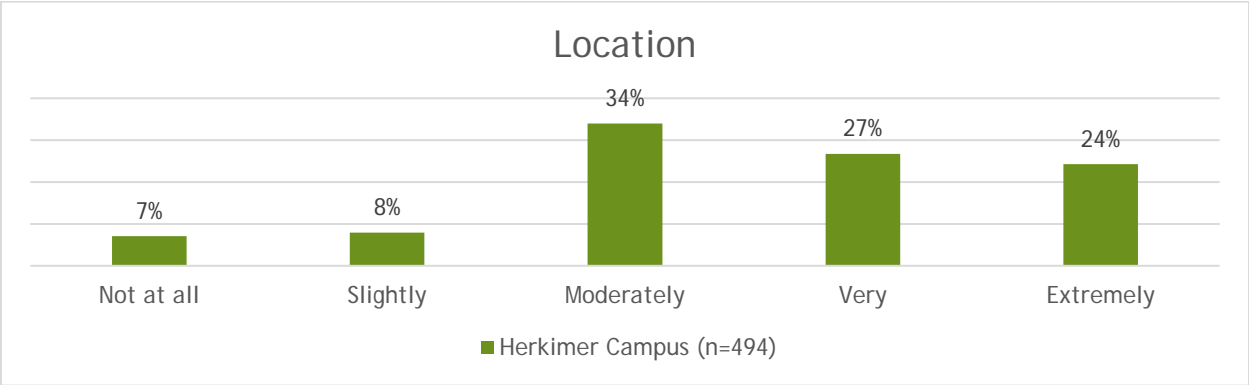
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 Strategic Plan: Operational Sustainability



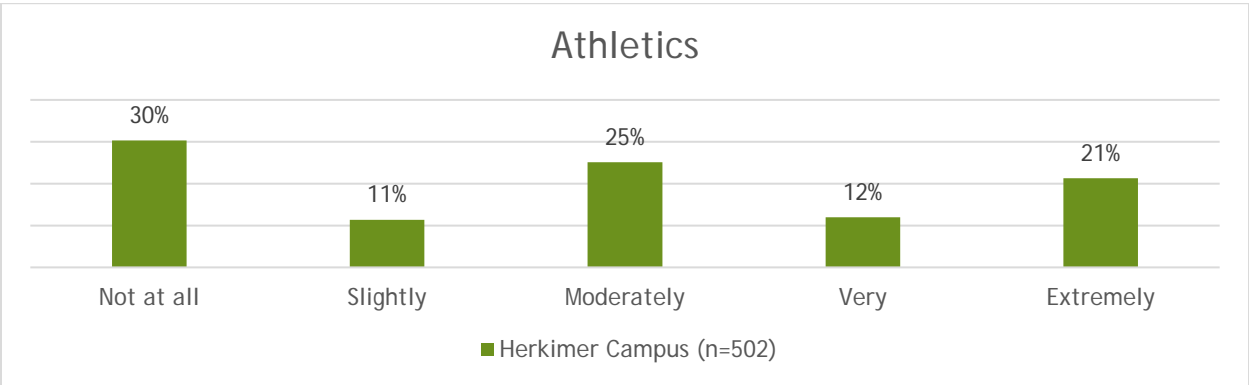
CCSSE: None
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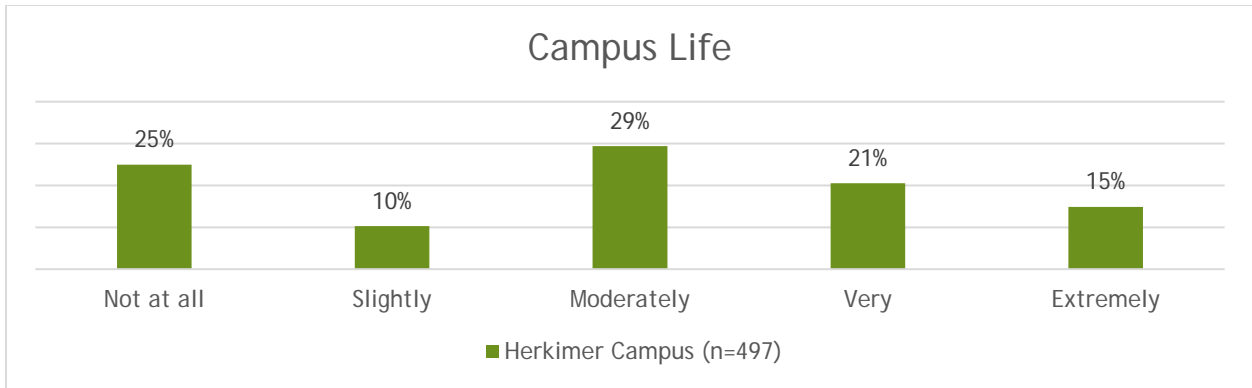
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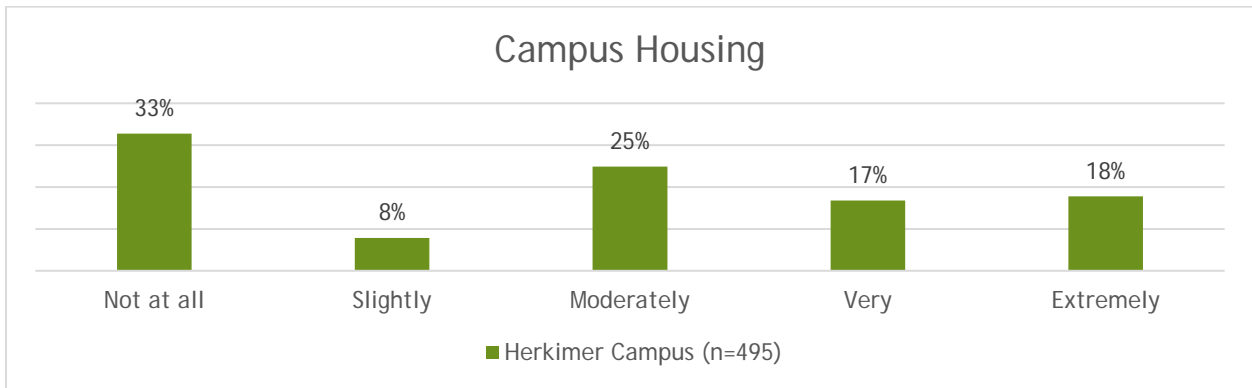
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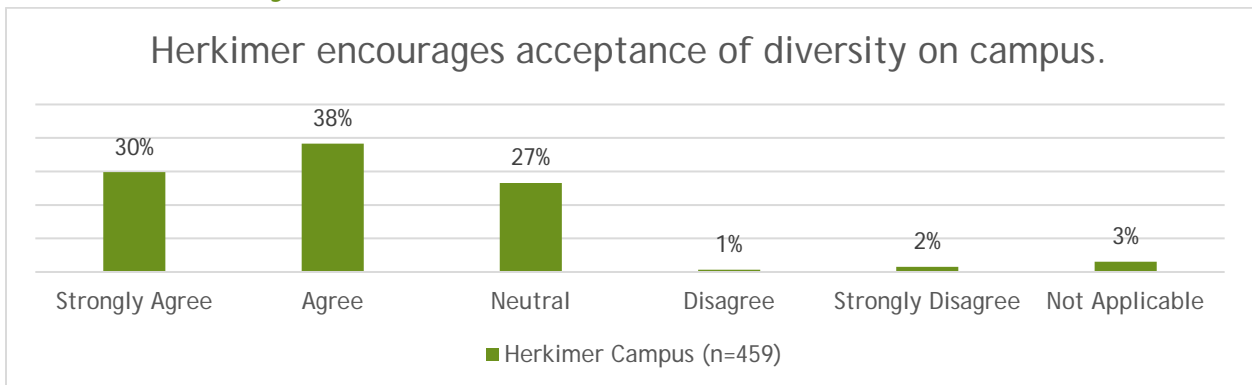


CCSSE: None
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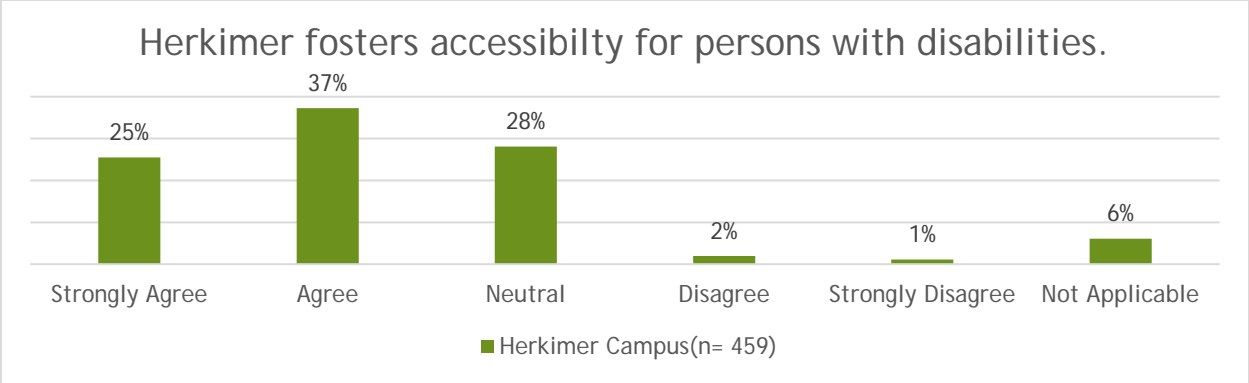


CCSSE: None
 Premier 2-Year Experience: Quality of Life
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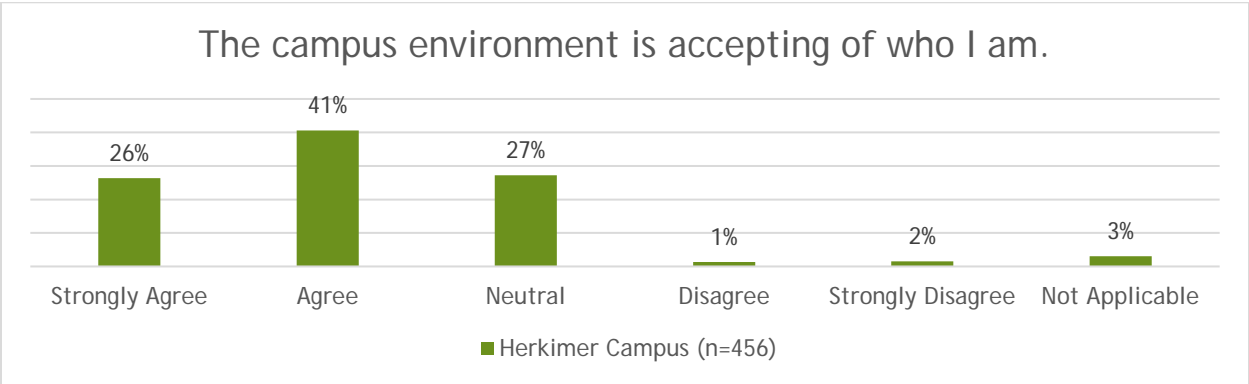
To what extent do you agree with the following statements about diversity at Herkimer:



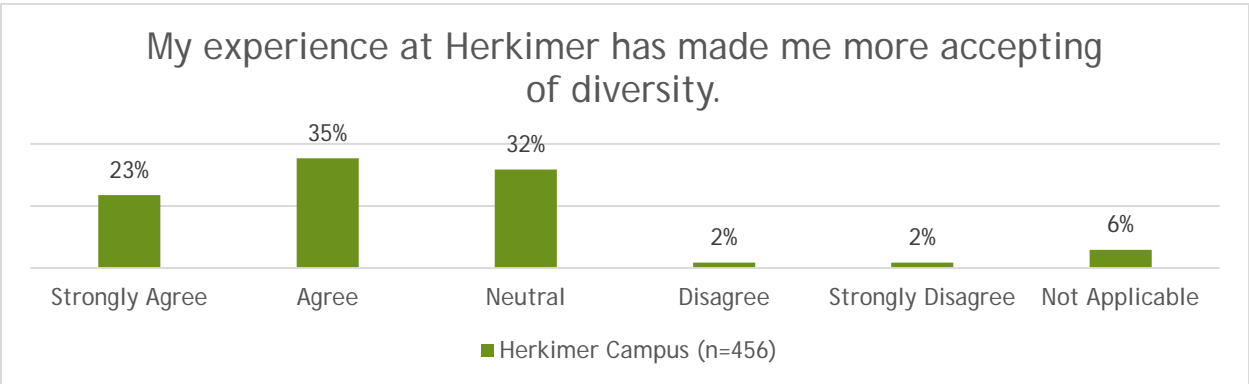
CCSSE: None
 Premier 2-Year Experience: Value
 Strategic Plan: Institutional Culture



CCSSE: None
 Premier 2-Year Experience: Value
 Strategic Plan: Institutional Culture

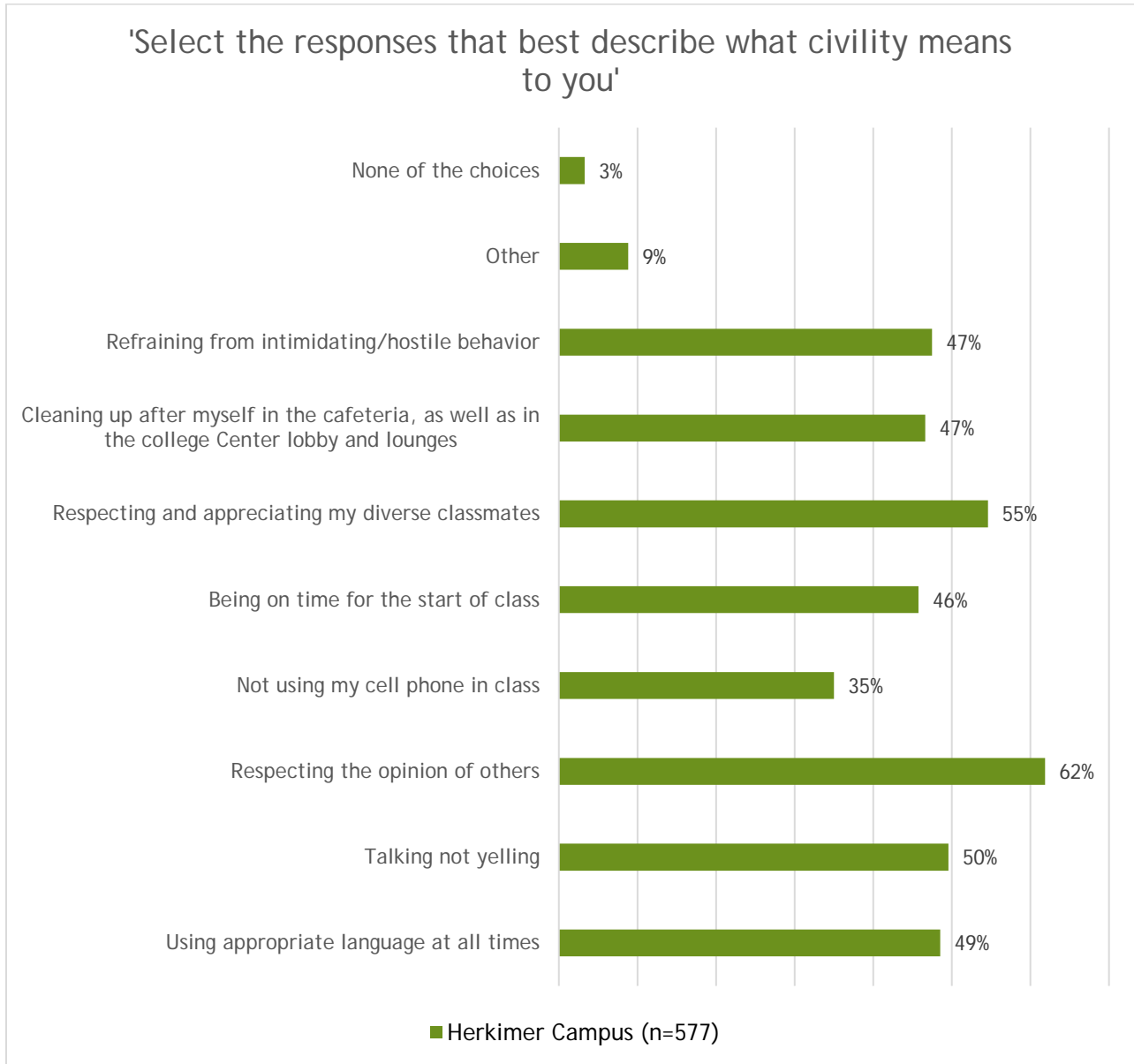


CCSSE: None
 Premier 2-Year Experience: Quality of Life
 Strategic Plan: Institutional Culture



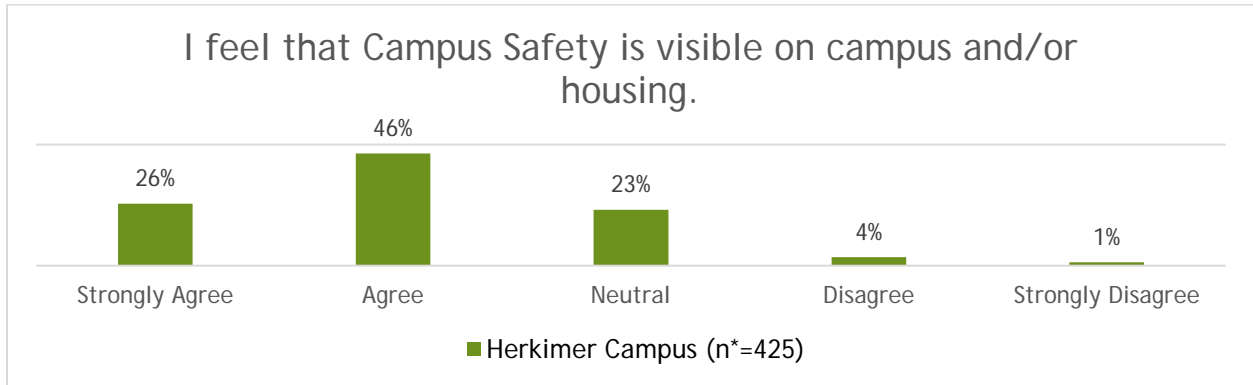
CCSSE: None
 Premier 2-Year Experience: Value
 Strategic Plan: Institutional Culture

Civility



Campus Safety

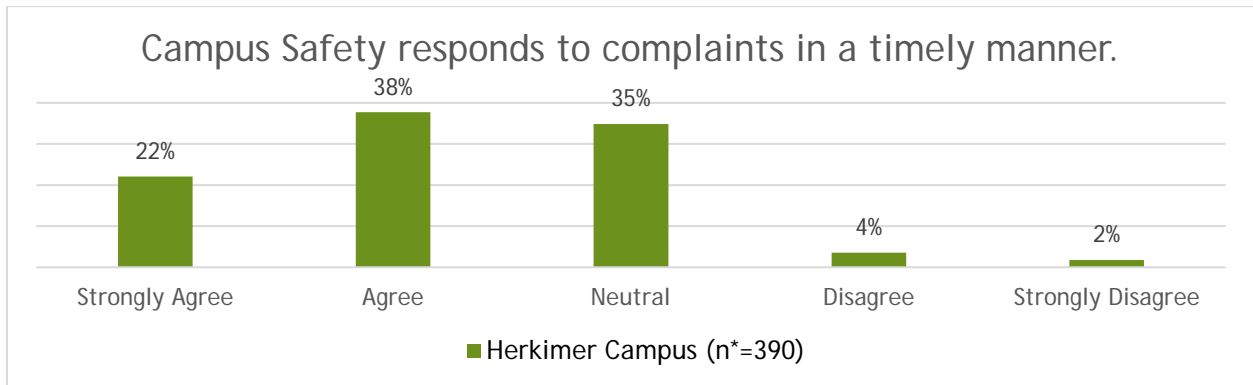
(Note: n* excludes the 'Not Applicable' response)



CCSSE: None

Premier 2-Year Experience: Quality of Life

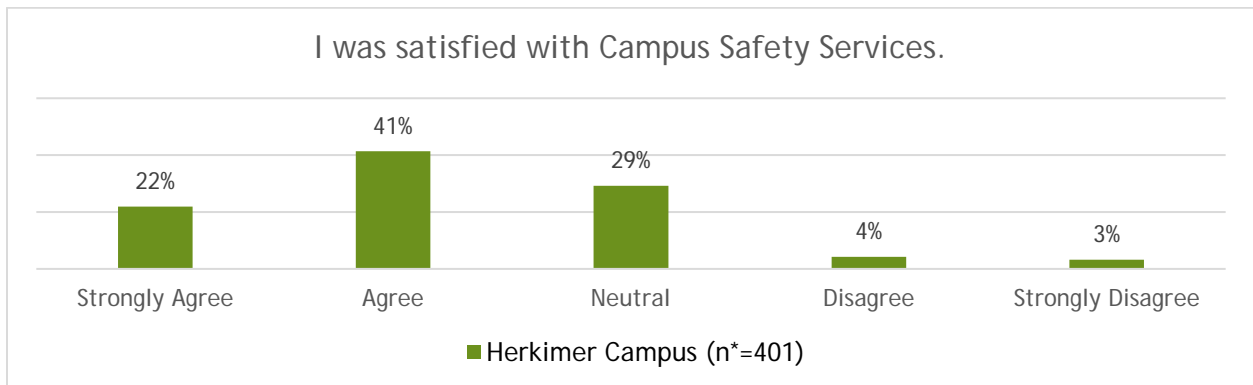
Strategic Plan: Campus Life



CCSSE: None

Premier 2-Year Experience: Quality of Life

Strategic Plan: Campus Life



CCSSE: None

Premier 2-Year Experience: Quality of Life

Strategic Plan: Campus Life

Qualitative Data

Herkimer Campus

Within the comment section of this survey, there were 46 unique respondents. The responses from this section were broken out into 21 themes, with an 8% response rate.

Within those 21 themes, there were 5 that had an average or above response (6% or above). Of those 5, 1 was considered positive, 3 were considered negative, and one neutral. Those themes were:

- Overall- positive (positive): 46% (21 respondents)
- None/NA (neutral): 13% (6 respondents)
- Campus Safety- negative (negative): 9% (4 respondents)
- Flagged (negative): 9% (4 respondents)
- Facilities/Grounds- negative (negative): 7%

The remaining themes were:

- Size- positive (positive): 4% (2 respondents)
- Housing- negative (negative): 4% (2 respondents)
- Teachers- needs improvement (negative): 4% (2 respondents)
- Teachers- positive (positive): 4% (2 respondents)
- Major Cancelled (negative): 4% (2 respondents)
- Staff- helpful (positive): 2% (1 respondent)
- ASC- positive (positive): 2% (1 respondent)
- Food- needs improvement (negative): 2% (1 respondent)
- Shuttle- needs improvement (negative): 2% (1 respondent)
- ASC- improvement needed (negative): 2% (1 respondent)
- Curriculum- negative (negative): 2% (1 respondent)
- Friendly/Welcoming (positive): 2% (1 respondent)
- More timeslots for classes (negative): 2% (1 respondent)
- Overall- negative (negative): 2% (1 respondent)
- More free food (neutral): 2% (1 respondent)
- Activities- positive (positive): 2% (1 respondent)

Internet Academy

Within the comment section of this survey, there were 40 unique respondents. The responses from this section were broken out into 25 themes, with a 17% response rate.

Within those themes, there were 11 that had an average or above response (8% or above). Of those 11, 4 were considered positive, 6 were considered negative, and 1 was neutral. Those themes were:

- Overall Positive (positive): 50% (20 respondents)
- Instructors Positive (positive): 18% (7 respondents)
- Instructor Negative (negative): 15% (6 respondents)
- Poor Communication (negative): 13% (5 respondents)
- Convenient/Flexible (positive): 10% (4 respondents)
- Advisor Negative (negative): 10% (4 respondents)
- Overall Negative (negative): 8% (3 respondents)
- Neutral (neutral): 8% (3 respondents)
- Communication Good (positive): 8% (3 respondents)
- Negative Specific (negative): 8% (3 respondents)
- Deregistered/Disenrolled Due to Mix Up (negative): 8% (3 respondents)

The remaining themes were:

- Textbooks Negative (negative): 5% (2 respondents)
- Enrollment Issues (negative): 5% (2 respondents)
- Affordable/Cheap (positive): 5% (2 respondents)
- Small Negative (negative): 3% (1 respondent)
- OER/Free Textbooks (positive): 3% (1 respondent)
- Add More Tutoring Options (neutral): 3% (1 respondent)
- Module Accessibility/Availability (negative): 3% (1 respondent)
- Scheduling Issues/Need Separate Testing Period (negative): 3% (1 respondent)
- More Clubs and Activities (neutral): 3% (1 respondent)
- Challenging Positive (positive): 3% (1 respondent)
- Too Rigorous (negative): 3% (1 respondent)
- Need Dedicated IA Advisors (negative): 3% (1 respondent)
- Want Mobile Version of Blackboard (neutral): 3% (1 respondent)
- Want an Academic Honesty Office to Report Plagiarism (neutral): 3% (1 respondent)