Herkimer College

Continuing Student Survey

Spring 2019 - Herkimer Campus and Internet Academy

Office of Institutional Research
04-30-2020
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Executive Summary
The Continuing Student Survey was distributed through Student Online Services for both Herkimer Campus and Internet Academy students, and was run from 05-03-19 through 06-24-19 for Herkimer Campus Students, and from 05-03-19 through 06-28-19 for Internet Academy students.

- Initial Population size:
  - Herkimer Campus: 706
  - Internet Academy: 306
- Respondents:
  - Herkimer Campus: 425
  - Internet Academy: 194
- Response Rate:
  - Herkimer Campus: 60%
  - Internet Academy: 60%
- Required number of responses for a 5% margin of error:
  - Herkimer Campus: 250
  - Internet Academy: 171

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:
- Academic Excellence
- Campus Culture
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.
To what extent did your courses emphasize:

### Evaluating Alternative Points of View

- **Herkimer Campus (n= 372)**
  - Always: 18%
  - Usually: 30%
  - Sometimes: 33%
  - Seldom: 8%
  - Never: 2%
  - Don't Know: 10%

- **Internet Academy (n= 189)**
  - Always: 29%
  - Usually: 31%
  - Sometimes: 28%
  - Seldom: 3%
  - Never: 5%
  - Don't Know: 5%

#### CCSSE: Academic Challenge
#### Premier 2-Year Experience: Academics
#### Strategic Plan: Academic Excellence

### Using Information From Different Sources

- **Herkimer Campus (n= 372)**
  - Always: 26%
  - Usually: 33%
  - Sometimes: 27%
  - Seldom: 5%
  - Never: 2%
  - Don't Know: 8%

- **Internet Academy (n= 185)**
  - Always: 39%
  - Usually: 29%
  - Sometimes: 24%
  - Seldom: 4%
  - Never: 1%
  - Don't Know: 3%

#### CCSSE: Academic Challenge
#### Premier 2-Year Experience: Academics
#### Strategic Plan: Academic Excellence

### Applying Concepts Learned in Class to New Situations

- **Herkimer Campus (n= 369)**
  - Always: 26%
  - Usually: 34%
  - Sometimes: 25%
  - Seldom: 5%
  - Never: 2%
  - Don't Know: 8%

- **Internet Academy (n= 187)**
  - Always: 34%
  - Usually: 35%
  - Sometimes: 23%
  - Seldom: 2%
  - Never: 1%
  - Don't Know: 5%

#### CCSSE: Academic Challenge
#### Premier 2-Year Experience: Academics
#### Strategic Plan: Academic Excellence
CCSSE: Academic Challenge
Premier 2-Year Experience: Academics
Strategic Plan: Academic Excellence

Developing Criteria to Judge the Value of Ideas

<table>
<thead>
<tr>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Never</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>21%</td>
<td>32%</td>
<td>28%</td>
<td>6%</td>
<td>2%</td>
<td>9%</td>
</tr>
<tr>
<td>33%</td>
<td>34%</td>
<td>23%</td>
<td>4%</td>
<td>1%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Herkimer Campus (n= 370)  Internet Academy (n= 186)

CCSSE: Academic Challenge
Premier 2-Year Experience: Academics
Strategic Plan: Academic Excellence

Judging the Quality of Information

<table>
<thead>
<tr>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Never</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>23%</td>
<td>35%</td>
<td>27%</td>
<td>5%</td>
<td>2%</td>
<td>8%</td>
</tr>
<tr>
<td>36%</td>
<td>35%</td>
<td>20%</td>
<td>1%</td>
<td>2%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Herkimer Campus (n=369)  Internet Academy (n= 185)

CCSSE: Academic Challenge
Premier 2-Year Experience: Academics
Strategic Plan: Academic Excellence

Practicing Ethical Behavior

<table>
<thead>
<tr>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Never</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>33%</td>
<td>30%</td>
<td>22%</td>
<td>5%</td>
<td>2%</td>
<td>9%</td>
</tr>
<tr>
<td>63%</td>
<td>18%</td>
<td>12%</td>
<td>0%</td>
<td>1%</td>
<td>5%</td>
</tr>
</tbody>
</table>

Herkimer Campus (n= 371)  Internet Academy (n= 185)
CCSSE: Active and Collaborative Learning
Premier 2-Year Experience: Academics
Strategic Plan: Academic Excellence

How often did your instructors:

**Taking Global Perspectives Into Consideration**

<table>
<thead>
<tr>
<th>Always</th>
<th>Usually</th>
<th>Sometimes</th>
<th>Seldom</th>
<th>Never</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>24%</td>
<td>32%</td>
<td>27%</td>
<td>7%</td>
<td>2%</td>
<td>8%</td>
</tr>
</tbody>
</table>

- **Herkimer Campus (n= 370)**
- **Internet Academy (n= 186)**

**Set high expectations for your learning**

<table>
<thead>
<tr>
<th>Always</th>
<th>Usually</th>
<th>Seldom</th>
<th>Never</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>35%</td>
<td>42%</td>
<td>15%</td>
<td>1%</td>
<td>7%</td>
</tr>
</tbody>
</table>

- **Herkimer Campus (n= 366)**
- **Internet Academy (n= 187)**

**Encourage you to be actively involved in learning**

<table>
<thead>
<tr>
<th>Always</th>
<th>Usually</th>
<th>Seldom</th>
<th>Never</th>
<th>Don't Know</th>
</tr>
</thead>
<tbody>
<tr>
<td>39%</td>
<td>40%</td>
<td>12%</td>
<td>2%</td>
<td>7%</td>
</tr>
</tbody>
</table>

- **Herkimer Campus (n= 364)**
- **Internet Academy (n= 182)**
While at Herkimer, how satisfied were you with the following:

### Academic Course Selections

- **CCSSE: None**
- **Premier 2-Year Experience: Value**
- **Strategic Plan: Academic Excellence**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Herkimer Campus (n=347)</td>
<td>25%</td>
<td>36%</td>
<td>10%</td>
<td>3%</td>
<td>1%</td>
<td>2%</td>
</tr>
<tr>
<td>Internet Academy (n=183)</td>
<td>42%</td>
<td>19%</td>
<td>10%</td>
<td>3%</td>
<td>1%</td>
<td>7%</td>
</tr>
</tbody>
</table>

### Education you have received so far

- **CCSSE: None**
- **Premier 2-Year Experience: Value**
- **Strategic Plan: Fiscal Stability**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Herkimer Campus (n=343)</td>
<td>28%</td>
<td>31%</td>
<td>13%</td>
<td>3%</td>
<td>1%</td>
<td>7%</td>
</tr>
<tr>
<td>Internet Academy (n=185)</td>
<td>42%</td>
<td>19%</td>
<td>10%</td>
<td>3%</td>
<td>1%</td>
<td>2%</td>
</tr>
</tbody>
</table>

### Information Technology (Help Desk, Windows Account, Email, Student Online Services, MyHerkimer)

- **CCSSE: Support for Learners**
- **Premier 2-Year Experience: Quality of Life**
- **Strategic Plan: Academic Excellence**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Herkimer Campus (n=341)</td>
<td>24%</td>
<td>36%</td>
<td>12%</td>
<td>2%</td>
<td>2%</td>
<td>9%</td>
</tr>
<tr>
<td>Internet Academy (n=185)</td>
<td>47%</td>
<td>39%</td>
<td>12%</td>
<td>2%</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>
CCSSE: Support for Learners
Premier 2-Year Experience: Quality of Life
Strategic Plan: Academic Excellence

CCSSE: Support for Student Learners
Premier 2-Year Experience: Academics
Strategic Plan: Academic Excellence

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

CCSSE: Support for Learners
Premier 2-Year Experience: Quality of Life
Strategic Plan: Academic Excellence

CCSSE: Support for Learners
Premier 2-Year Experience: Value
Strategic Plan: Fiscal Stability
CCSSE: Support for Learners
Premier 2-Year Experience: Value
Strategic Plan: Fiscal Stability

Student Accounts

<table>
<thead>
<tr>
<th></th>
<th>Herkimer Campus (n= 337)</th>
<th>Internet Academy (n= 181)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>25%</td>
<td>49%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>35% 32%</td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td>24% 13%</td>
<td></td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2% 0%</td>
<td></td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>2% 1%</td>
<td></td>
</tr>
<tr>
<td>Not Applicable</td>
<td>11% 4%</td>
<td></td>
</tr>
</tbody>
</table>

CCSSE: Support for Learners
Premier 2-Year Experience: Value
Strategic Plan: Fiscal Stability

Registration Process

<table>
<thead>
<tr>
<th></th>
<th>Herkimer Campus (n= 338)</th>
<th>Internet Academy (n= 185)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>25%</td>
<td>50%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>38% 38%</td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td>24% 9%</td>
<td></td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>4% 0%</td>
<td></td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>2% 1%</td>
<td></td>
</tr>
<tr>
<td>Not Applicable</td>
<td>9% 2%</td>
<td></td>
</tr>
</tbody>
</table>

CCSSE: Support for Learners
Premier 2-Year Experience: Quality of Life
Strategic Plan: Academic Excellence

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

<table>
<thead>
<tr>
<th></th>
<th>Herkimer Campus (n= 338)</th>
<th>Internet Academy (n= 185)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>21%</td>
<td>37% 39%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>37% 39%</td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td>24% 14%</td>
<td></td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2% 1%</td>
<td></td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>2% 1%</td>
<td></td>
</tr>
<tr>
<td>Not Applicable</td>
<td>14% 8%</td>
<td></td>
</tr>
</tbody>
</table>

CCSSE: Support for Learners
Premier 2-Year Experience: Quality of Life
Strategic Plan: Academic Excellence
### Library Services

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Herkimer Campus (n=336)</th>
<th>Internet Academy (n=182)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>26%</td>
<td>38%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>38%</td>
<td>20%</td>
</tr>
<tr>
<td>Neutral</td>
<td>20%</td>
<td>23%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>15%</td>
<td>32%</td>
</tr>
</tbody>
</table>

CCSSE: Support for Learners
Premier 2-Year Experience: Academics
Strategic Plan: Academic Excellence

### Residence Life/On-Campus Housing (RA programs)

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Herkimer Campus (n=339)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>13%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>23%</td>
</tr>
<tr>
<td>Neutral</td>
<td>19%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>42%</td>
</tr>
</tbody>
</table>

CCSSE: Support for Learners
Premier 2-Year Experience: Quality of Life
Strategic Plan: Fiscal Stability

### Residence Life/On-Campus Housing (Facilities)

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Herkimer Campus (n=335)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>13%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>22%</td>
</tr>
<tr>
<td>Neutral</td>
<td>19%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>3%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>2%</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>41%</td>
</tr>
</tbody>
</table>

CCSSE: None
Premier 2-Year Experience: Value
Strategic Plan: Fiscal Stability
CCSSE: Support for Learners  
Premier 2-Year Experience: Quality of Life  
Strategic Plan: Campus Culture

### Campus Activities

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Herkimer Campus (n=336)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>16%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>29%</td>
</tr>
<tr>
<td>Neutral</td>
<td>25%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>1%</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>26%</td>
</tr>
</tbody>
</table>

### Clubs and Organizations

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Herkimer Campus (n=338)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>15%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>26%</td>
</tr>
<tr>
<td>Neutral</td>
<td>24%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>2%</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>30%</td>
</tr>
</tbody>
</table>

### Personal Counseling Services

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Herkimer Campus (n=336)</th>
<th>Internet Academy (n=182)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>16%</td>
<td>18%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>20%</td>
<td>23%</td>
</tr>
<tr>
<td>Neutral</td>
<td>24%</td>
<td>23%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td>Not Applicable</td>
<td>38%</td>
<td>42%</td>
</tr>
</tbody>
</table>

CCSSE: Support for Learners  
Premier 2-Year Experience: Quality of Life  
Strategic Plan: Campus Culture

Herkimer College Office of Institutional Research Spring 2019
CCSSE: Support for Learners  
Premier 2-Year Experience: Quality of Life  
Strategic Plan: Academic Excellence

Career Counseling Services

Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Not Applicable
--- | --- | --- | --- | --- | ---
16% 15% | 23% 18% | 22% 23% | 1% | 1% | 0%

Herkimer Campus (n=335) | Internet Academy (n=184)

Transfer Advising Services

Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Not Applicable
--- | --- | --- | --- | --- | ---
14% 16% | 21% 17% | 23% 23% | 1% | 2% | 0%

Herkimer Campus (n=338) | Internet Academy (n=182)

Academic Support Services

Very Satisfied | Satisfied | Neutral | Dissatisfied | Very Dissatisfied | Not Applicable
--- | --- | --- | --- | --- | ---
18% 26% | 31% 26% | 22% 21% | 1% | 1% | 1%

Herkimer Campus (n=339) | Internet Academy (n=182)

CCSSE: Support for Learners  
Premier 2-Year Experience: Quality of Life  
Strategic Plan: Academic Excellence
Primary Objective for Attending Herkimer College

What is your primary objective for attending Herkimer College?

- Take some courses and enter the workforce or military.
- Take some courses and transfer to a 4-year college.
- Obtain degree but I am undecided about transferring or entering the workforce or military.
- Obtain degree/certificate and transfer to a 4 year college.
- Obtain degree/certificate and enter the workforce or military.

CCSSE: None
Premier 2-Year Experience: Value
Strategic Plan: Fiscal Stability

Employment

Are you currently employed?

- Yes
  - Internet Academy (n=194)
  - Herkimer Campus (n=413)
  - 75% Internet Academy
  - 49% Herkimer Campus
- No
  - Internet Academy (n=193)
  - Herkimer Campus (n=406)
  - 25% Internet Academy
  - 51% Herkimer Campus

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

“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 Culture

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

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

<table>
<thead>
<tr>
<th>Hours</th>
<th>Herkimer Campus (n= 354)</th>
<th>Internet Academy (n=184)</th>
</tr>
</thead>
<tbody>
<tr>
<td>I will not be working</td>
<td>42%</td>
<td>18%</td>
</tr>
<tr>
<td>9 hours or less</td>
<td>8%</td>
<td>1%</td>
</tr>
<tr>
<td>10-15 hours</td>
<td>12%</td>
<td>4%</td>
</tr>
<tr>
<td>16-20 hours</td>
<td>10%</td>
<td>4%</td>
</tr>
<tr>
<td>21-30 hours</td>
<td>14%</td>
<td>13%</td>
</tr>
<tr>
<td>More than 30 hours</td>
<td>14%</td>
<td>18%</td>
</tr>
</tbody>
</table>

Affordability

<table>
<thead>
<tr>
<th>Level</th>
<th>Herkimer Campus (n=392)</th>
<th>Internet Academy (n=192)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at All</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>Slightly</td>
<td>10%</td>
<td>4%</td>
</tr>
<tr>
<td>Moderately</td>
<td>22%</td>
<td>18%</td>
</tr>
<tr>
<td>Very</td>
<td>29%</td>
<td>27%</td>
</tr>
<tr>
<td>Extremely</td>
<td>34%</td>
<td>48%</td>
</tr>
</tbody>
</table>

Academic Programs

<table>
<thead>
<tr>
<th>Level</th>
<th>Herkimer Campus (n= 391)</th>
<th>Internet Academy (n= 191)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at All</td>
<td>2%</td>
<td>3%</td>
</tr>
<tr>
<td>Slightly</td>
<td>6%</td>
<td>3%</td>
</tr>
<tr>
<td>Moderately</td>
<td>28%</td>
<td>16%</td>
</tr>
<tr>
<td>Very</td>
<td>32%</td>
<td>31%</td>
</tr>
<tr>
<td>Extremely</td>
<td>32%</td>
<td>47%</td>
</tr>
</tbody>
</table>
CCSSE: Academic Challenge
Premier 2-Year Experience: Value
Strategic Plan: Academic Excellence

CCSSE: None
Premier 2-Year Experience: Value
Strategic Plan: Fiscal Stability
CCSSE: None
Premier 2-Year Experience: Quality of Life
Strategic Plan: Campus Culture

Campus Appearance

- Not at All: 10%
- Slightly: 11%
- Moderately: 34%
- Very: 26%
- Extremely: 19%

Size of Institution

- Not at All: Herkimer Campus 14%, Internet Academy 29%
- Slightly: Herkimer Campus 14%, Internet Academy 9%
- Moderately: Herkimer Campus 37%, Internet Academy 29%
- Very: Herkimer Campus 20%, Internet Academy 15%
- Extremely: Herkimer Campus 15%, Internet Academy 18%

Location

- Not at All: 8%
- Slightly: 10%
- Moderately: 30%
- Very: 22%
- Extremely: 28%
CCSSE: None
Premier 2-Year Experience: Quality of Life
Strategic Plan: Campus Culture

**Athletics**

- Not at All: 36%
- Slightly: 11%
- Moderately: 22%
- Very: 12%
- Extremely: 19%

Herkimer Campus (n=386)

**Campus Life**

- Not at All: 29%
- Slightly: 12%
- Moderately: 26%
- Very: 18%
- Extremely: 15%

Herkimer Campus (n=387)

**Campus Housing**

- Not at All: 37%
- Slightly: 9%
- Moderately: 21%
- Very: 17%
- Extremely: 16%

Herkimer Campus (n=385)

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

**Herkimer encourages acceptance of diversity on campus.**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=339</td>
<td>32%</td>
<td>40%</td>
<td>16%</td>
<td>2%</td>
<td>1%</td>
<td>10%</td>
</tr>
</tbody>
</table>

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

**Herkimer fosters accessibility for persons with disabilities.**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=339</td>
<td>26%</td>
<td>37%</td>
<td>20%</td>
<td>2%</td>
<td>0%</td>
<td>14%</td>
</tr>
</tbody>
</table>

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

**The campus environment is accepting of who I am.**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>n=337</td>
<td>26%</td>
<td>42%</td>
<td>18%</td>
<td>3%</td>
<td>0%</td>
<td>11%</td>
</tr>
</tbody>
</table>

CCSSE: None
Premier 2-Year Experience: Quality of Life
Strategic Plan: Campus Culture
### My experience at Herkimer has made me more accepting of diversity.

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Herkimer Campus (n=341)</td>
<td>24%</td>
<td>38%</td>
<td>21%</td>
<td>1%</td>
<td>2%</td>
<td>13%</td>
</tr>
</tbody>
</table>

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

### Herkimer College fosters an environment that is accepting for student of all gender expressions.

- Strongly Agree: 33%  
- Agree: 30%  
- Neutral: 10%  
- Disagree: 1%  
- Strongly Disagree: 1%  
- I Don't Know: 25%  

N = 519  

Source: Combined Spring 2019 Continuing Student Survey Herkimer Campus with Spring 2019 Continuing Student Survey - Internet Academy

### Herkimer College fosters and environment that is accepting for all student regardless of their sexual orientation.

- Strongly Agree: 33%  
- Agree: 30%  
- Neutral: 11%  
- Disagree: 1%  
- Strongly Disagree: 1%  
- I don't know: 24%  

N = 524  

Source: Combined Spring 2019 Continuing Student Survey Herkimer Campus with Spring 2019 Continuing Student Survey - Internet Academy

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Herkimer College Office of Institutional Research Spring 2019
Select the responses that best describe what civility means to you.

- None of the choices: 6%
- Other: 8%
- Refraining from intimidating/hostile behavior: 43%
- Cleaning up after myself in the cafeteria, as well as in the college Center lobby and lounges: 46%
- Respecting and appreciating my diverse classmates: 51%
- Being on time for the start of class: 44%
- Not using my cell phone in class: 34%
- Respecting the opinion of others: 57%
- Talking not yelling: 44%
- Using appropriate language at all times: 46%

Herkimer Campus (n=425)
**Campus Safety**

**I feel that Campus Safety is visible on campus and/or housing.**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Herkimer Campus (n= 338)</td>
<td>30%</td>
<td>40%</td>
<td>15%</td>
<td>3%</td>
<td>1%</td>
<td>12%</td>
</tr>
</tbody>
</table>

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

**Campus Safety responds to complaints in a timely manner.**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>Not Applicable</th>
</tr>
</thead>
<tbody>
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<td>Herkimer Campus (n=340)</td>
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<td>28%</td>
<td>20%</td>
<td>2%</td>
<td>2%</td>
<td>26%</td>
</tr>
</tbody>
</table>

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

**I was satisfied with Campus Safety services.**

<table>
<thead>
<tr>
<th></th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neutral</th>
<th>Disagree</th>
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<tbody>
<tr>
<td>Herkimer Campus (n= 339)</td>
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<td>32%</td>
<td>18%</td>
<td>3%</td>
<td>2%</td>
<td>21%</td>
</tr>
</tbody>
</table>

CCSSE: None  
Premier 2-Year Experience: Quality of Life  
Strategic Plan: Campus Culture
Qualitative Data
Herkimer Campus

Within the comment section of this survey, there were 49 unique respondents. The responses from this section were broken out into 15 themes, with a 12% response rate.

Within those 15 themes, there were 5 that had an average or above response (7% or above). Of those 5, 2 were considered positive, 2 were considered negative, and one neutral. Those themes were:

- Overall- positive (positive): 37% (18 respondents)
- None/NA (neutral): 12% (6 respondents)
- Recommendations (negative): 12% (6 respondents)
- Instructors- Positive (positive): 8% (4 respondents)
- Instructors- Negative (negative): 8% (4 respondents)

The remaining themes were:

- Campus Safety- Positive (positive): 6% (3 respondents)
- Staff- Positive (positive): 6% (3 respondents)
- Facilities: Housing- needs improvement (negative): 4% (2 respondents)
- Customer Service- needs improvement (negative): 4% (2 respondents)
- Room for Improvement- Overall (negative): 4% (2 respondents)
- Diversity- Needs Improvement (negative): 2% (1 respondent)
- Campus Safety- Needs Improvement (negative): 2% (1 respondent)
- Drugs (negative): 2% (1 respondent)
- Survey (negative): 2% (1 respondent)
- Food/Café- Needs Improvement (negative): 2% (1 respondent)

Internet Academy

Within the comment section of this survey, there were 68 unique respondents. The responses from this section were broken out into 1 themes, with a 35% response rate.

Within those themes, there were 4 that had an average or above response (10% or above). Of those 4, 3 were considered positive, and 1 was considered negative. Those themes were:

- Overall Positive (positive): 59% (40 respondents)
- Instructors- Positive (positive): 19% (13 respondents)
- Online Experience- Positive (positive): 18% (12 respondents)
- Recommendations (negative): 16% (11 respondents)

The remaining themes were:

- Flexibility (positive): 7% (5 respondents)
- Instructor- Negative (negative): 7% (5 respondents)
- Overall- Negative (negative): 6% (4 respondents)
- Online Experience- Negative: 4% (3 respondents)
- Staff Specific- Positive (positive): 3% (2 respondents)
- Staff- Positive (positive): 3% (2 respondents)
• Instructor Specific - Positive (positive): 3% (2 respondents)
• Advisor - Positive (positive): 3% (2 respondents)
• Affordability - Positive (positive): 1% (1 respondent)
• Software Positive (positive): 1% (1 respondent)
• Staff - Negative (negative): 1% (1 respondent)
• Office - Negative (negative): 1% (1 respondent)