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Executive Summary

This survey was distributed through Student Online Services at the end of each graduating term for a 3-5 week time frame.

- Initial Population size:
  - Herkimer Campus: 331
  - Internet Academy: 113
- Respondents:
  - Herkimer Campus: 153
  - Internet Academy: 92
- Response Rate:
  - Herkimer Campus: 46.2%
  - Internet Academy: 81.4%
- Required number of responses for a 5% margin of error:
  - Herkimer Campus: 179
  - Internet Academy: 88

Students are asked to provide their perception of their academic and student life experience at the end of their graduating semester. The survey questions were designed to mirror the categories used by CCSSE, assess the student’s Premier Two-Year College Experience or assess the College’s Strategic Plan. Each of the questions have a direct and/or 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
- Fiscal Stability
- Outreach and Community Relations

**NOTE**:

Due to Covid-19, students whose intentions were to complete their degree in a traditional, on-campus modality were required to complete their degree remotely. Students may have also experienced an increased number of requests to complete surveys. These conditions may have impacted the number of respondents as well as the student’s final perception of the academic experience.

The number of students who responded to the Herkimer Campus survey didn’t pass the threshold necessary to guarantee a 5% or less margin of error; therefore, these results cannot be used for decision-making purposes.
Education/Academic
To what extent did your courses emphasize?

Evaluating alternative points of view.

<table>
<thead>
<tr>
<th></th>
<th>Herkimer Campus (n=96)</th>
<th>Internet Academy (n=57)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A great deal</td>
<td>67%</td>
<td>44%</td>
</tr>
<tr>
<td>A fair amount</td>
<td>10%</td>
<td>43%</td>
</tr>
<tr>
<td>A little</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Not at all</td>
<td>0%</td>
<td>2%</td>
</tr>
<tr>
<td>Don't know</td>
<td>2%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Using information from different sources.

<table>
<thead>
<tr>
<th></th>
<th>Herkimer Campus (n=97)</th>
<th>Internet Academy (n=57)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A great deal</td>
<td>60%</td>
<td>41%</td>
</tr>
<tr>
<td>A fair amount</td>
<td>32%</td>
<td>28%</td>
</tr>
<tr>
<td>A little</td>
<td>11%</td>
<td>12%</td>
</tr>
<tr>
<td>Not at all</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Don't know</td>
<td>3%</td>
<td>0%</td>
</tr>
</tbody>
</table>

Applying concepts learned in class to new situations.

<table>
<thead>
<tr>
<th></th>
<th>Herkimer Campus (n=96)</th>
<th>Internet Academy (n=57)</th>
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</thead>
<tbody>
<tr>
<td>A great deal</td>
<td>58%</td>
<td>45%</td>
</tr>
<tr>
<td>A fair amount</td>
<td>32%</td>
<td>32%</td>
</tr>
<tr>
<td>A little</td>
<td>14%</td>
<td>11%</td>
</tr>
<tr>
<td>Not at all</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Don't know</td>
<td>3%</td>
<td>0%</td>
</tr>
</tbody>
</table>

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></th>
<th>Herkimer Campus (n=96)</th>
<th>Internet Academy (n=56)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A great deal</td>
<td>41%</td>
<td>42%</td>
</tr>
<tr>
<td>A fair amount</td>
<td>55%</td>
<td>41%</td>
</tr>
<tr>
<td>A little</td>
<td>14%</td>
<td>4%</td>
</tr>
<tr>
<td>Not at all</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Don't know</td>
<td>4%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Judging the quality of information.**

<table>
<thead>
<tr>
<th></th>
<th>Herkimer Campus (n=97)</th>
<th>Internet Academy (n=57)</th>
</tr>
</thead>
<tbody>
<tr>
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<td>43%</td>
<td>38%</td>
</tr>
<tr>
<td>A fair amount</td>
<td>58%</td>
<td>39%</td>
</tr>
<tr>
<td>A little</td>
<td>13%</td>
<td>2%</td>
</tr>
<tr>
<td>Not at all</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Don't know</td>
<td>4%</td>
<td>2%</td>
</tr>
</tbody>
</table>

**Practicing ethical behavior.**

<table>
<thead>
<tr>
<th></th>
<th>Herkimer Campus (n=96)</th>
<th>Internet Academy (n=57)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A great deal</td>
<td>54%</td>
<td>32%</td>
</tr>
<tr>
<td>A fair amount</td>
<td>74%</td>
<td>23%</td>
</tr>
<tr>
<td>A little</td>
<td>10%</td>
<td>2%</td>
</tr>
<tr>
<td>Not at all</td>
<td>0%</td>
<td>0%</td>
</tr>
<tr>
<td>Don't know</td>
<td>3%</td>
<td>2%</td>
</tr>
</tbody>
</table>
How often did your instructors:

**Taking global perspectives into consideration.**

- A great deal: 42% (Herkimer), 38% (Internet)
- A fair amount: 38% (Herkimer), 37% (Internet)
- A little: 15% (Herkimer), 7% (Internet)
- Not at all: 0% (Herkimer), 0% (Internet)
- Don't know: 4% (Herkimer), 2% (Internet)

**Set high expectations for your learning.**

- Always: 49% (Herkimer), 61% (Internet)
- Usually: 41% (Herkimer), 35% (Internet)
- Seldom: 6% (Herkimer), 2% (Internet)
- Never: 1% (Herkimer), 2% (Internet)
- Don't know: 3% (Herkimer), 0% (Internet)

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

- Always: 55% (Herkimer), 79% (Internet)
- Usually: 36% (Herkimer), 19% (Internet)
- Seldom: 5% (Herkimer), 2% (Internet)
- Never: 1% (Herkimer), 0% (Internet)
- Don't know: 2% (Herkimer), 0% (Internet)
Encourage student-faculty interaction out of class (office hours, email, college activities, clubs).

- **Always**: 52% (Herkimer Campus) vs. 44% (Internet Academy)
- **Usually**: 33% (Herkimer Campus) vs. 30% (Internet Academy)
- **Seldom**: 11% (Herkimer Campus) vs. 19% (Internet Academy)
- **Never**: 0% (Herkimer Campus) vs. 2% (Internet Academy)
- **Don’t Know**: 3% (Herkimer Campus) vs. 5% (Internet Academy)

CCSSE: Student/Faculty Interaction
Premier 2-Year Experience: Quality of Life
Strategic Plan: Academic Excellence

Give prompt feedback on your academic performance.

- **Always**: 41% (Herkimer Campus) vs. 50% (Internet Academy)
- **Usually**: 47% (Herkimer Campus) vs. 38% (Internet Academy)
- **Seldom**: 9% (Herkimer Campus) vs. 13% (Internet Academy)
- **Never**: 0% (Herkimer Campus) vs. 0% (Internet Academy)
- **Don’t Know**: 2% (Herkimer Campus) vs. 0% (Internet Academy)

CCSSE: Student/Faculty Interaction
Premier 2-Year Experience: Quality of Life
Strategic Plan: Academic Excellence

Encourage learning through group activities among students.

- **Always**: 33% (Herkimer Campus) vs. 37% (Internet Academy)
- **Usually**: 41% (Herkimer Campus) vs. 21% (Internet Academy)
- **Seldom**: 22% (Herkimer Campus) vs. 25% (Internet Academy)
- **Never**: 2% (Herkimer Campus) vs. 9% (Internet Academy)
- **Don’t Know**: 2% (Herkimer Campus) vs. 9% (Internet Academy)

CCSSE: Active & Collaborative Learning
Premier 2-Year Experience: Academics
Strategic Plan: Academic Excellence

Office of Institutional Research Spring 2020
Updated: 9/30/20
Services

*- There was an N/A category that was not counted toward these percentages.

How satisfied were you with the education you received?

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Herkimer Campus (n=96)</td>
<td>47%</td>
<td>39%</td>
<td>10%</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Internet Academy (n=57)</td>
<td>72%</td>
<td>23%</td>
<td>0%</td>
<td>5%</td>
<td>0%</td>
</tr>
</tbody>
</table>

CCSSE: Academic Challenge
Premier 2-Year Experience: Value
Strategic Plan: Fiscal Stability

How well do you feel your education prepared you for your work?

<table>
<thead>
<tr>
<th></th>
<th>Very prepared</th>
<th>Prepared</th>
<th>Neutral</th>
<th>Unprepared</th>
<th>Very unprepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Herkimer Campus (n*=94)</td>
<td>38%</td>
<td>44%</td>
<td>16%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Internet Academy (n*=57)</td>
<td>56%</td>
<td>35%</td>
<td>9%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

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

How well do you feel your education prepared you for transfer?

<table>
<thead>
<tr>
<th></th>
<th>Very prepared</th>
<th>Prepared</th>
<th>Neutral</th>
<th>Unprepared</th>
<th>Very unprepared</th>
</tr>
</thead>
<tbody>
<tr>
<td>Herkimer Campus (n*=90)</td>
<td>46%</td>
<td>33%</td>
<td>17%</td>
<td>3%</td>
<td>1%</td>
</tr>
<tr>
<td>Internet Academy (n*=45)</td>
<td>56%</td>
<td>33%</td>
<td>11%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

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

Office of Institutional Research Spring 2020
Updated: 9/30/20
While at Herkimer, how satisfied were you with the following:

**Academic Course Selections**

- Very Satisfied
  - Herkimer Campus: 42%
  - Internet Academy: 57%
- Satisfied
  - Herkimer Campus: 39%
  - Internet Academy: 37%
- Neutral
  - Herkimer Campus: 16%
  - Internet Academy: 6%
- Dissatisfied
  - Herkimer Campus: 1%
  - Internet Academy: 0%
- Very Dissatisfied
  - Herkimer Campus: 1%
  - Internet Academy: 0%

**Information technology (Help Desk, Windows Account, Email, Student Online Services, MyHerkimer)**

- Very Satisfied
  - Herkimer Campus: 36%
  - Internet Academy: 56%
- Satisfied
  - Herkimer Campus: 50%
  - Internet Academy: 35%
- Neutral
  - Herkimer Campus: 10%
  - Internet Academy: 9%
- Dissatisfied
  - Herkimer Campus: 2%
  - Internet Academy: 0%
- Very Dissatisfied
  - Herkimer Campus: 2%
  - Internet Academy: 0%

**Internet Academy (Online Learning)**

- Very Satisfied
  - Herkimer Campus: 35%
  - Internet Academy: 73%
- Satisfied
  - Herkimer Campus: 47%
  - Internet Academy: 25%
- Neutral
  - Herkimer Campus: 8%
  - Internet Academy: 2%
- Dissatisfied
  - Herkimer Campus: 8%
  - Internet Academy: 0%
- Very Dissatisfied
  - Herkimer Campus: 2%
  - Internet Academy: 0%

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

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

CCSSE: None
Premier 2-Year Experience: Quality of Life
Strategic Plan: Academic Excellence
### CCSSE: Support for Learners

#### Premier 2-Year Experience: Academics

Strategic Plan: Academic Excellence

<table>
<thead>
<tr>
<th>Tutoring Services</th>
<th>Herkimer Campus (*n=75)</th>
<th>Internet Academy (*n=23)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>43%</td>
<td>57%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>33%</td>
<td>22%</td>
</tr>
<tr>
<td>Neutral</td>
<td>19%</td>
<td>22%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>4%</td>
<td>0%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td>1%</td>
<td>0%</td>
</tr>
</tbody>
</table>

### Athletics Offerings & Opportunities

<table>
<thead>
<tr>
<th>Athletics Offerings &amp; Opportunities</th>
<th>Herkimer Campus (*n=69)</th>
<th>Internet Academy (N/A)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>45%</td>
<td></td>
</tr>
<tr>
<td>Satisfied</td>
<td>33%</td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>0%</td>
<td>1%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Intramural Program

<table>
<thead>
<tr>
<th>Intramural Program</th>
<th>Herkimer Campus (*n=66)</th>
<th>Internet Academy (N/A)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Satisfied</td>
<td>35%</td>
<td></td>
</tr>
<tr>
<td>Satisfied</td>
<td>39%</td>
<td></td>
</tr>
<tr>
<td>Neutral</td>
<td>23%</td>
<td></td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>2%</td>
<td>2%</td>
</tr>
<tr>
<td>Very Dissatisfied</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### CCSSE: None

#### Premier 2-Year Experience: Quality of Life

Strategic Plan: Campus Culture

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Office of Institutional Research Spring 2020
Updated: 9/30/20
CCSSE: None
Premier 2-Year Experience: Value
Strategic Plan: Academic Excellence

Career Counseling Services

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Herkimer Campus (*)</td>
<td>42%</td>
<td>35%</td>
<td>17%</td>
<td>3%</td>
<td>3%</td>
</tr>
<tr>
<td>Internet Academy</td>
<td>50%</td>
<td>25%</td>
<td>17%</td>
<td>8%</td>
<td>0%</td>
</tr>
</tbody>
</table>

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

Transfer Advising Services

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Herkimer Campus (*)</td>
<td>41%</td>
<td>35%</td>
<td>18%</td>
<td>4%</td>
<td>3%</td>
</tr>
<tr>
<td>Internet Academy</td>
<td>43%</td>
<td>27%</td>
<td>27%</td>
<td>3%</td>
<td>0%</td>
</tr>
</tbody>
</table>

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

Personal Counseling Services

<table>
<thead>
<tr>
<th></th>
<th>Very Satisfied</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Herkimer Campus (*)</td>
<td>45%</td>
<td>33%</td>
<td>19%</td>
<td>1%</td>
<td>1%</td>
</tr>
<tr>
<td>Internet Academy</td>
<td>52%</td>
<td>24%</td>
<td>19%</td>
<td>5%</td>
<td>0%</td>
</tr>
</tbody>
</table>

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

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

Library Services

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

Office of Institutional Research Spring 2020
Updated: 9/30/20
CCSSE: Support for Learners
Premier 2-Year Experience: Quality of Life
Strategic Plan: Campus Culture

Residence Life/On-Campus Housing (RA programs)

**Herkimer Campus (*n=62)**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>37%</td>
<td>42%</td>
<td>15%</td>
<td>3%</td>
<td>3%</td>
</tr>
</tbody>
</table>

**Internet Academy (N/A)**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tbody>
</table>

Campus Activities

**Herkimer Campus (*n=79)**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>41%</td>
<td>39%</td>
<td>16%</td>
<td>4%</td>
<td>0%</td>
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</tbody>
</table>

**Internet Academy (N/A)**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
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<tbody>
<tr>
<td>%</td>
<td></td>
<td></td>
<td></td>
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</table>

Clubs and Organizations

**Herkimer Campus (*n=82)**

<table>
<thead>
<tr>
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<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td>46%</td>
<td>34%</td>
<td>18%</td>
<td>1%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Internet Academy (N/A)**

<table>
<thead>
<tr>
<th>Satisfaction Level</th>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>%</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
CCSSE: none
Premier 2-Year Experience: Quality of Life
Strategic Plan: Campus Culture

To what extent do you agree or disagree with the following statements about diversity at Herkimer?

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

<table>
<thead>
<tr>
<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>61%</td>
<td>31%</td>
<td>3%</td>
<td>0%</td>
<td>3%</td>
<td>2%</td>
</tr>
</tbody>
</table>

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

**Friendliness of the Campus Community**

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>48%</td>
<td>38%</td>
<td>14%</td>
<td>0%</td>
<td>0%</td>
</tr>
</tbody>
</table>

**Advisement Services**

<table>
<thead>
<tr>
<th>Very Satisfied</th>
<th>Satisfied</th>
<th>Neutral</th>
<th>Dissatisfied</th>
<th>Very Dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>49%</td>
<td>38%</td>
<td>9%</td>
<td>2%</td>
<td>2%</td>
</tr>
</tbody>
</table>

Office of Institutional Research Spring 2020
Updated: 9/30/20
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>Herkimer Campus (n=94)</td>
<td>48%</td>
<td>33%</td>
<td>10%</td>
<td>0%</td>
<td>1%</td>
<td>9%</td>
</tr>
</tbody>
</table>

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

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>Herkimer Campus (n=94)</td>
<td>55%</td>
<td>32%</td>
<td>6%</td>
<td>2%</td>
<td>1%</td>
<td>3%</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=94)</td>
<td>55%</td>
<td>28%</td>
<td>9%</td>
<td>0%</td>
<td>2%</td>
<td>6%</td>
</tr>
</tbody>
</table>

CCSSE: None
Premier 2-Year Experience: Quality of Life
Strategic Plan: Campus Culture
Herkimer College fosters an environment that is accepting for students of all gender expressions.

<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=94)</td>
<td>52%</td>
<td>31%</td>
<td>6%</td>
<td>0%</td>
<td>1%</td>
<td>10%</td>
</tr>
</tbody>
</table>

---

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

<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=94)</td>
<td>54%</td>
<td>30%</td>
<td>4%</td>
<td>0%</td>
<td>1%</td>
<td>11%</td>
</tr>
</tbody>
</table>

---

What is your gender identity?

<table>
<thead>
<tr>
<th>Gender</th>
<th>Female</th>
<th>Male</th>
<th>Nonbinary</th>
<th>Prefer not to answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Inclusive (%)</td>
<td>63%</td>
<td>33%</td>
<td>1%</td>
<td>2%</td>
</tr>
</tbody>
</table>

---

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

Select the responses that best describe what civility means to you:

- Using appropriate language at all times: 67%
- Refrain from intimidating/hostile behavior: 58%
- Cleaning up after myself in the cafeteria, as well as in the College Center lobby and lounges: 62%
- Respecting and appreciating my diverse classmates: 64%
- Being on time for the start of class: 61%
- Not using my cell phone in class: 54%
- Respecting the opinion of others: 71%
- Talking not yelling: 66%
- None of the choices: 4%
- Other: 5%

*The percentages do not need to add up to 100% since students could choose more than one response to this question.

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

Office of Institutional Research Spring 2020
Updated: 9/30/20
Student Engagement

Administrative personnel and offices at Herkimer College were helpful and considerate.

<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>43%</td>
<td>46%</td>
<td>6%</td>
<td>1%</td>
<td>1%</td>
<td>3%</td>
<td></td>
</tr>
</tbody>
</table>

Herkimer Campus (n=94)

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

While at Herkimer College, I felt supported socially as a person and as a student.

<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>47%</td>
<td>43%</td>
<td>6%</td>
<td>0%</td>
<td>1%</td>
<td>3%</td>
<td></td>
</tr>
</tbody>
</table>

Herkimer Campus (n=94)

CCSSE: Support for Learners
Premier 2-Year Experience: Campus Life
Strategic Plan: Campus Culture
During my time at Herkimer College, I had opportunity to get involved on campus and/or in the community. (Herkimer Campus n=94)

- Yes: 81%
- No: 7%
- N/A: 12%

During my time at Herkimer College, I volunteered on campus and/or in the community. (Herkimer Campus n=94)

- Yes: 57%
- No: 30%
- N/A: 13%

CCSSE: Support for Learners
Premier 2-Year Experience: Quality of Life
Strategic Plan: Campus Culture
As a result of attending Herkimer College, I have gained skills and knowledge about contributing to my community.

<table>
<thead>
<tr>
<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>49%</td>
<td>31%</td>
<td>11%</td>
<td>2%</td>
<td>3%</td>
<td>4%</td>
</tr>
</tbody>
</table>

Herkimer Campus (n=94)

CCSSE: None
Premier 2-Year Experience: Value
Strategic Plan: Outreach and Community Relations

Were you a member of any club or organization while you were at Herkimer College?

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>64%</td>
<td>28%</td>
<td>9%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>14%</td>
<td>54%</td>
<td>32%</td>
</tr>
</tbody>
</table>

Herkimer Campus (n=94)  Internet Academy (n=57)

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

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

<table>
<thead>
<tr>
<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>53%</td>
<td>36%</td>
<td>3%</td>
<td>0%</td>
<td>1%</td>
<td>7%</td>
</tr>
</tbody>
</table>

Herkimer Campus (n=92)

CSSE: 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>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>45%</td>
<td>31%</td>
<td>3%</td>
<td>2%</td>
<td>1%</td>
<td>18%</td>
</tr>
</tbody>
</table>

Herkimer Campus (n=95)

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

To what extent were you satisfied with Campus Safety services?

<table>
<thead>
<tr>
<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>46%</td>
<td>36%</td>
<td>4%</td>
<td>0%</td>
<td>2%</td>
<td>12%</td>
</tr>
</tbody>
</table>

Herkimer Campus (n=94)

CCSSE: None
Premier 2-Year Experience: Quality of Life
Strategic Plan: Campus Culture
**Plans for After Graduation**

What are your immediate plans once you have graduated?

<table>
<thead>
<tr>
<th>Plan</th>
<th>Herkimer Campus (n=101)</th>
<th>Internet Academy (n=57)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transfer to another college</td>
<td>61%</td>
<td>49%</td>
</tr>
<tr>
<td>Seek employment</td>
<td>23%</td>
<td>47%</td>
</tr>
<tr>
<td>Obtain certifications for your career</td>
<td>11%</td>
<td>16%</td>
</tr>
<tr>
<td>Return to Herkimer College in another program</td>
<td>7%</td>
<td>7%</td>
</tr>
<tr>
<td>Other</td>
<td>7%</td>
<td>18%</td>
</tr>
</tbody>
</table>

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

* The percentages do not need to add up to 100% since students could choose more than one response to this question.

**Employment**

Are you currently working or have you been hired into a new job?

<table>
<thead>
<tr>
<th>Answer</th>
<th>Herkimer Campus (n=93)</th>
<th>Internet Academy (n=57)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>47%</td>
<td>74%</td>
</tr>
<tr>
<td>No</td>
<td>53%</td>
<td>26%</td>
</tr>
</tbody>
</table>

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

Qualitative Results (Comments)

Herkimer Campus
Within the comment section of this survey, there were 14 unique respondents. The responses from this section were broken out into 16 themes, with an average 13% response rate.

Within those 16 themes, there were 3 that had an above average response rate (13% or over). Those themes were:

- Overall- positive (positive): 79% (11 respondents)
- Teachers (positive): 29% (4 respondents)
- Covid-19 (neutral): 14% (2 respondents)

The remaining 8 themes were as follows:

- Overall- negative (negative): 7% (1 respondent)
- DE&I- negative (negative): 7% (1 respondent)
- Teacher Positive Specific (positive): 7% (1 respondent)
- Teacher Negative (negative): 7% (1 respondent)
- Adviser Positive (positive): 7% (1 respondent)
- Advisement- Negative (negative): 7% (1 respondent)
- Clubs/Orgs- Positive (positive): 7% (1 respondent)
- Opportunities- Positive (positive): 7% (1 respondent)
- Adult Learners- Negative (negative): 7% (1 respondent)
- Billing- Negative (negative): 7% (1 respondent)
- Curriculum- Negative (negative): 7% (1 respondent)
- Communication- Negative (negative: 7% (1 respondent)
- Events (positive): 7% (1 respondent)
Internet Academy

Within the comment section of this survey, there were 9 unique respondents. The responses from this section were broken out into 11 themes.

Within those 11 themes, there were 6 that had an above average response rate (20% or higher). Those themes were:

• Overall Positive (positive): 44% (4 respondents)
• Communication- Negative (negative): 33% (3 respondents)
• Advisement- Negative (negative): 22% (2 respondents)
• Pedagogy- Needs Improvement (negative): 22% (2 respondents)
• Instructor- Positive Specific (positive): 22% (2 respondents)
• Willing to Recommend Herkimer College (positive): 22% (2 respondents)

The remaining 5 themes were as follows:

• Internship- Positive (positive): 11% (1 respondent)
• Staff- Positive Specific (positive): 11% (1 respondent)
• Advisement Positive (positive): 11% (1 respondent)
• Wants to Return to Herkimer College (positive): 11% (1 respondent)
• N/A (neutral): 11% (1 respondent)