



# Survey Services

Brooklyn College Cares:  
Student Experience Survey  
Fall 2020

Brooklyn College  
City University of New York  
April 2021



**BROOKLYN COLLEGE  
SURVEY SERVICES**

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***Survey Services was established to coordinate the college and system-wide survey efforts throughout Brooklyn College.***

***Our services are a collaborative effort between the Offices of Educational Research and Assessment, Institutional Research and Data Analysis, and the departments we serve.***

***Each year, we serve thousands of students, faculty, staff, and administrators.***

BROOKLYN COLLEGE CARES:  
STUDENT EXPERIENCE SURVEY  
FALL 2020

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## INTRODUCTION

The *Brooklyn College Cares: Student Experience Survey* plays an essential role in delivering on the College's commitment to its constituents.

*Brooklyn College provides a transformative, distinctive, and affordable education to students from all backgrounds.*

*We are proud of our history of intellectual freedom and academic excellence, as well as our location in a borough known for innovation, culture, and the arts.*

*We have a special commitment to educate immigrants and first-generation college students from the diverse communities that make up our city and state.*

*Our striving spirit reflects our motto: "Nothing without great effort."*

*Through outstanding research and academic programs in the arts, business, education, humanities, and sciences, we graduate well-rounded individuals who think critically and creatively to solve problems. They become leaders who transform their fields and professions and serve our increasingly global community.*

The *Brooklyn College Cares: Student Experience Survey* is a one-of-a-kind college survey, conducted by Survey Services, of satisfaction with services, college climate, environment, college impressions, and – for the first time at the recommendation of the Vice President for Student Affairs – for the purpose of determining which students are in immediate distress and need direct outreach from various support services within the College.

Brooklyn College uses the results to guide the development of solutions to areas identified that need improvement, as well as identify college strengths. Survey Services has made these results publicly available in recognition that data can help Brooklyn College stakeholders make more informed decisions regarding how it fulfills its mission and serves its students.

BROOKLYN COLLEGE CARES:  
STUDENT EXPERIENCE SURVEY  
FALL 2020

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**EXECUTIVE SUMMARY**

The Brooklyn College Cares: Student Experience Survey was conducted to learn more about the campus climate, college services, and major challenges facing our students, particularly during the onset of the COVID-19 pandemic.

The survey was conducted as an online administration during the fall 2020 semester and yielded a response rate of approximately 18%, representing the demographics of the Brooklyn College student population.

For the first time ever, this student survey asked students if they were in distress and needed immediate outreach from Brooklyn College staff. **More than 1,000 students** were served directly – in a one-on-one direct outreach capacity – and the College was able to provide help to students with the greatest need.

A ratio discriminant analysis was conducted on the response data to determine the relative strengths and challenges identified in the survey responses.

Students indicated they were very satisfied with the College's communications regarding COVID-19 and the publicizing of the services it offers its students. However, they did experience major challenges as a result of the pandemic.

***Students reported the major challenges they faced, including:***

- ***Paying for college***
- ***Paying for housing & related expenses***
- ***Taking online courses in the home environment***

***Students were also faced with challenges such as:***

- ***Outside job responsibilities***
- ***Family responsibilities including the care for others***

***33% of our students indicated that paying for food – an everyday necessity – was a major or moderate problem.***

The survey results also indicated the College’s strengths and challenges for *Academic Services* and *Student Services*, which are presented in the two tables below.

<b>Academic Services</b>	
<b>Brooklyn College Strengths</b>	<b>Brooklyn College Challenges</b>
Diverse foundations or perspectives represented in the Brooklyn College curriculum	Availability of Academic Advisor
Advising tools (such as DegreeWorks)	Course Availability
Library Services	Information Provided by Academic Advisor

<b>Student Services</b>	
<b>Brooklyn College Strengths</b>	<b>Brooklyn College Challenges</b>
Student Health Services	Internship Assistance
Food Pantry	Job Search Assistance
Technology/equipment supplied by Brooklyn College and Technology support services	Scholarship Services

Finally, the survey results also provided information regarding the *Campus Climate*.

Our highest **Campus Climate** ranked items were:

- Staff respect for students and consistency in applying the rules;
- College population acceptance of individual differences;
- Religious and racial harmony; and
- Public safety and consistency in applying the rules.

Our lowest **Campus Climate** ranked item was

- Social support network at the college.

Summary results of the raw survey data are presented in the Appendix.

# Appendix

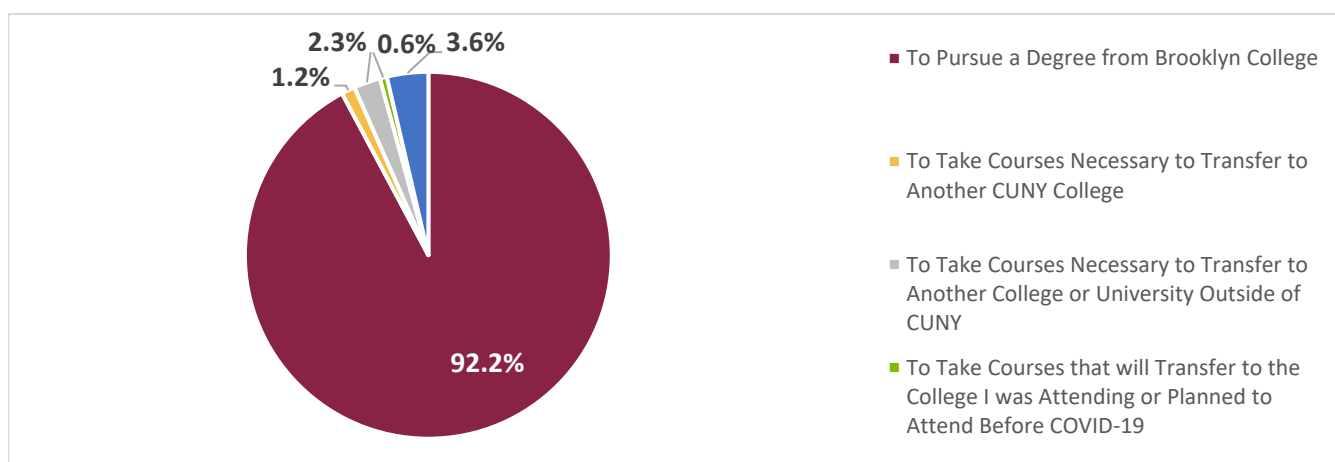
## Brooklyn College Cares: Survey of the Student Experience

Administered Fall 2020

Summary of Results

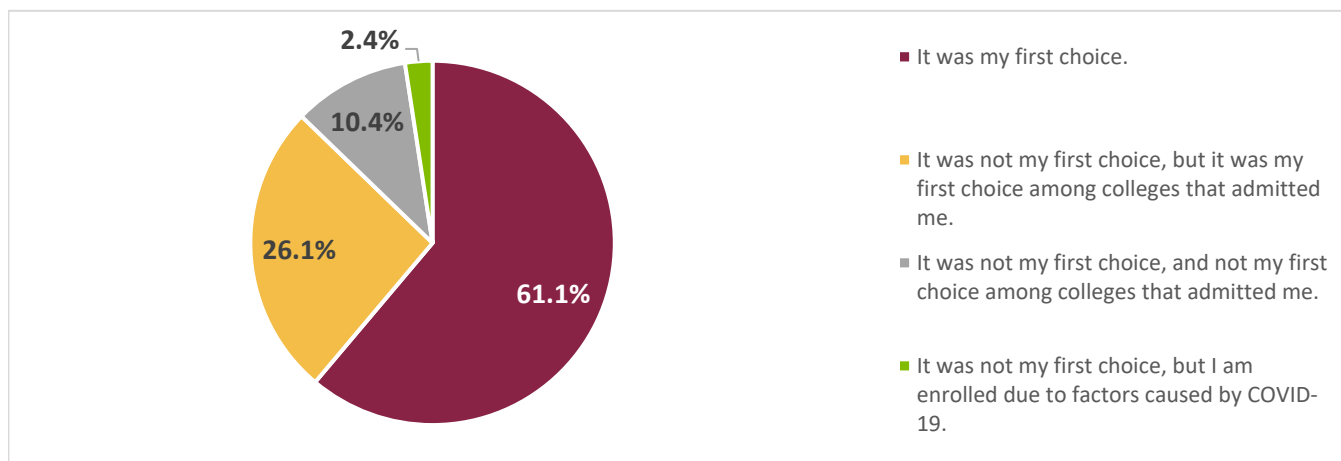
### For what primary purpose are you enrolled in Brooklyn College?

Response	Count	%
To Pursue a Degree from Brooklyn College	2,683	92.2%
To Take Courses Necessary to Transfer to Another CUNY College	35	1.2%
To Take Courses Necessary to Transfer to Another College or University Outside of	68	2.3%
To Take Courses that will Transfer to the College I was Attending or Planned to Attend Before COVID-19	18	0.6%
No Definite Purpose in Mind	106	3.6%
<b>Total</b>	<b>2,910</b>	<b>100.0%</b>



### Which of the following best describes your decision to attend Brooklyn College?

Response	Count	%
It was my first choice.	1,742	61.1%
It was not my first choice, but it was my first choice among colleges that admitted me.	743	26.1%
It was not my first choice, and not my first choice among colleges that admitted me.	295	10.4%
It was not my first choice, but I am enrolled due to factors caused by COVID-19.	69	2.4%
<b>Total</b>	<b>2,849</b>	<b>100.0%</b>





## Brooklyn College Cares: Survey of the Student Experience

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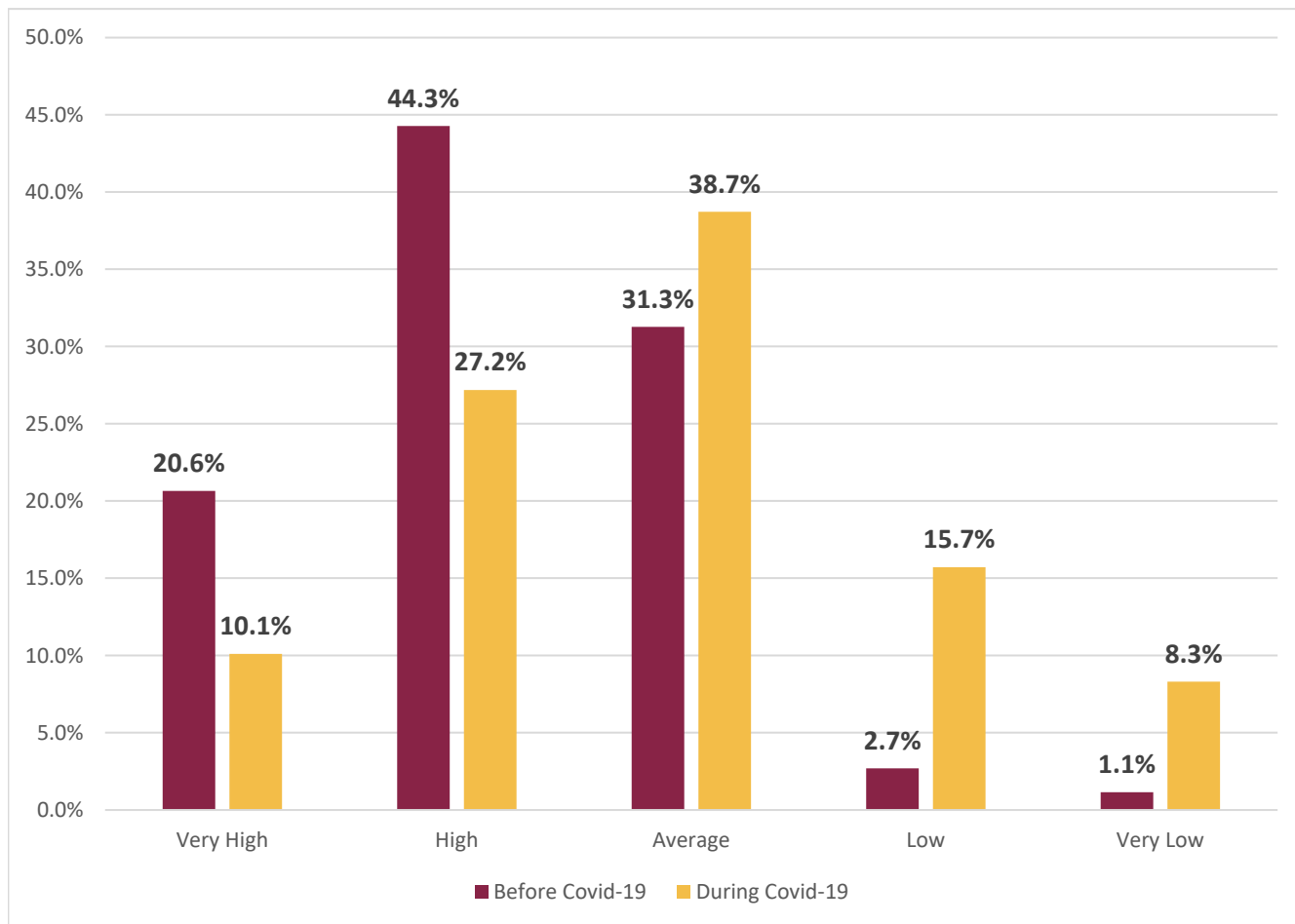
Summary of Results

### What is your impression of the quality of education at this college prior to Covid-19?

Response	Count	%
Very High	562	20.6%
High	1,205	44.3%
Average	851	31.3%
Low	73	2.7%
Very Low	31	1.1%
Total	2,722	100.0%

### What is your impression of the quality of education at this college after the onset of COVID-19?

Response	Count	%
Very High	281	10.1%
High	756	27.2%
Average	1,077	38.7%
Low	437	15.7%
Very Low	231	8.3%
Total	2,782	100.0%



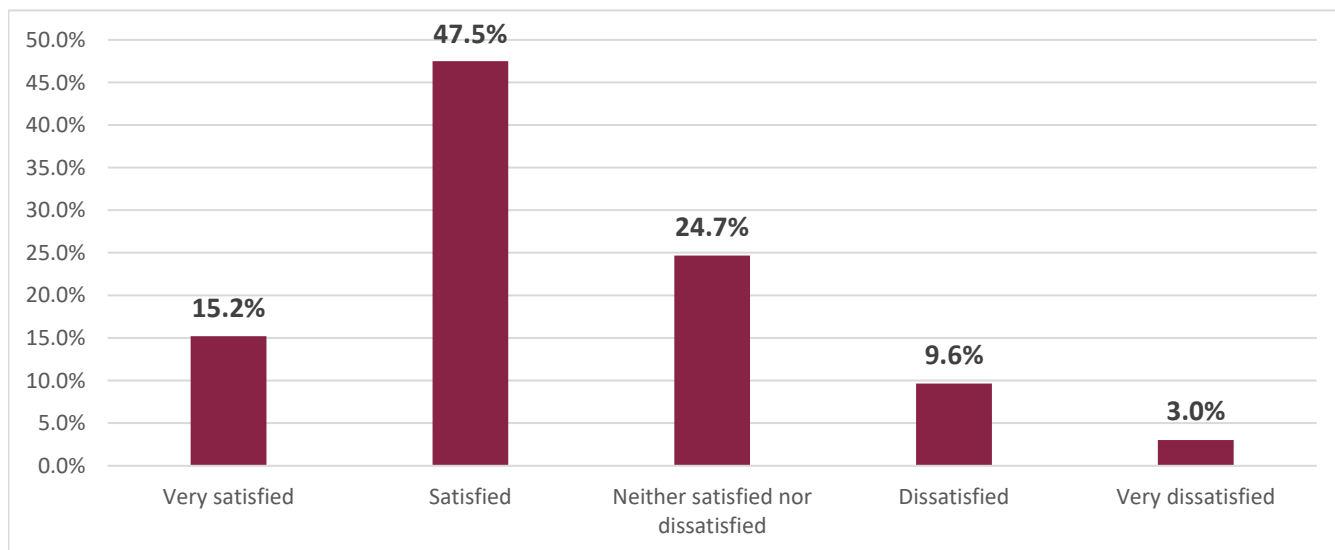
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Summary of Results

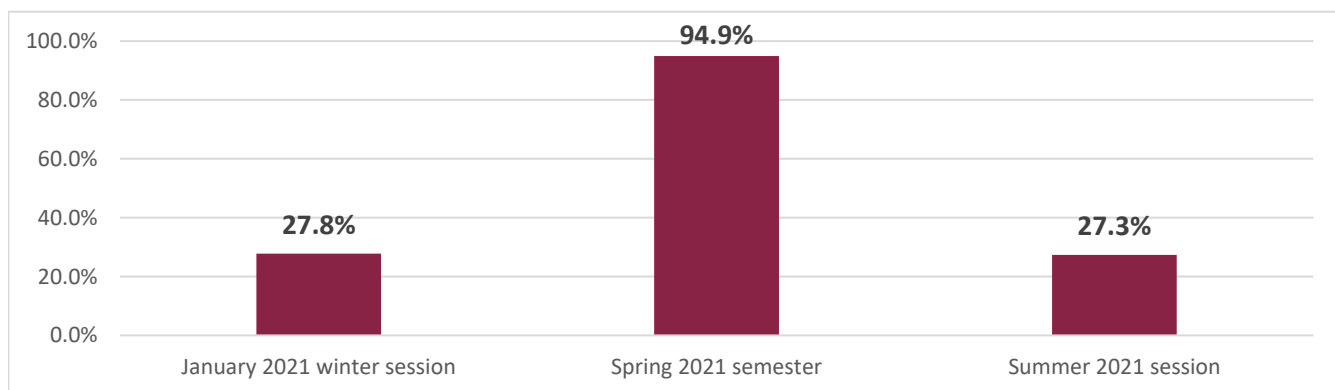
### How satisfied are you with Brooklyn College overall?

Response	Count	%
Very satisfied	424	15.2%
Satisfied	1,325	47.5%
Neither satisfied nor dissatisfied	688	24.7%
Dissatisfied	269	9.6%
Very dissatisfied	84	3.0%
<b>Total</b>	<b>2,790</b>	<b>100.0%</b>



### Please indicate the term(s) for which you plan to enroll in courses at Brooklyn College this academic year. Mark all that apply.

Response	Count	%
January 2021 winter session	564	27.8%
Spring 2021 semester	1,929	94.9%
Summer 2021 session	555	27.3%
<b>Total (selecting at least one)</b>	<b>2,032</b>	<b>100.0%</b>



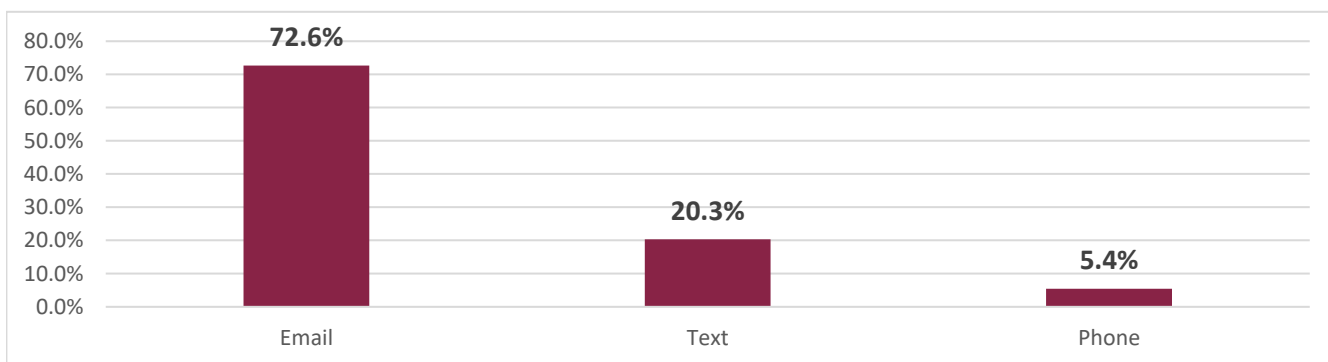
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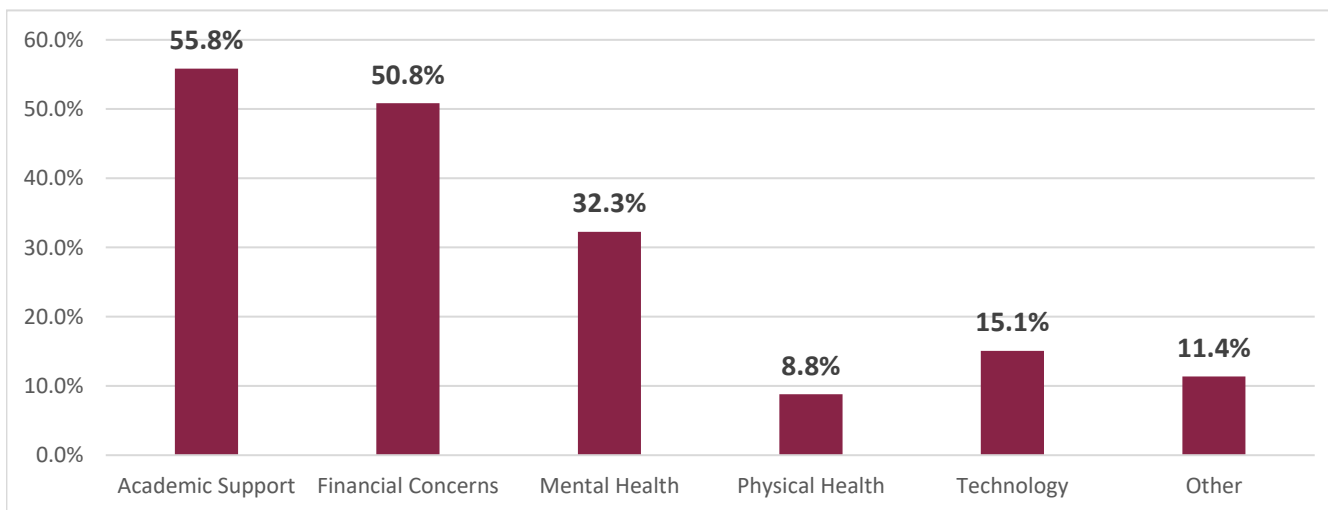
**Which of the following is the best way to contact you? Please rank the options below in order of preference.**

Responses by Frequency of Being Ranked 1st	Count	%
Email	1,405	72.6%
Text	393	20.3%
Phone	105	5.4%
Total (providing a response to at least one)	1,934	100.0%



**If you are in distress and require immediate assistance, please select the area(s) with which you need help.**

Response	Count	%
Academic Support	604	55.8%
Financial Concerns	550	50.8%
Mental Health	349	32.3%
Physical Health	95	8.8%
Technology	163	15.1%
Other	123	11.4%
Total (selecting at least one)	1,082	100.0%



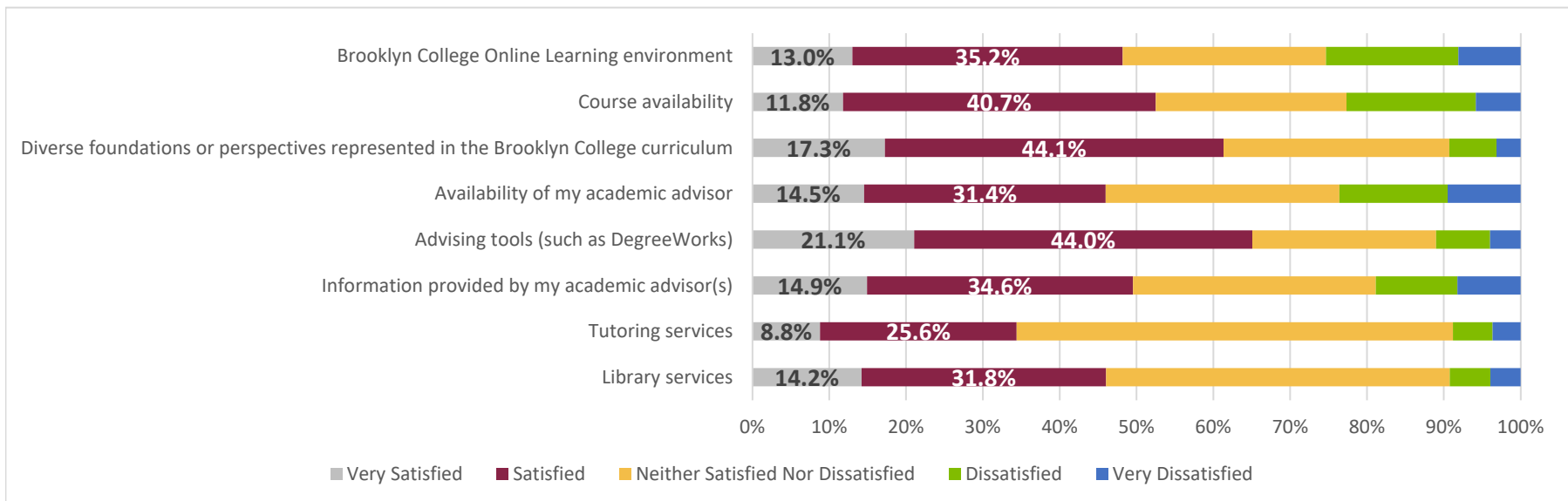
## Brooklyn College Cares: Survey of the Student Experience

Administered Fall 2020

Summary of Results

Please indicate your level of satisfaction with each of the following academic services at Brooklyn College

Response	Total	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Mean	Std. Dev.
Brooklyn College Online Learning environment	2,680	13.0%	35.2%	26.5%	17.2%	8.1%	3.28	1.1368
Course availability	2,661	11.8%	40.7%	24.8%	16.8%	5.8%	3.36	1.0736
Diverse foundations or perspectives represented in the Brooklyn College curriculum	2,671	17.3%	44.1%	29.4%	6.1%	3.1%	3.66	0.9386
Availability of my academic advisor	2,675	14.5%	31.4%	30.4%	14.1%	9.5%	3.27	1.1585
Advising tools (such as DegreeWorks)	2,663	21.1%	44.0%	23.9%	7.0%	4.0%	3.71	1.0031
Information provided by my academic advisor(s)	2,674	14.9%	34.6%	31.6%	10.6%	8.2%	3.37	1.1131
Tutoring services	2,655	8.8%	25.6%	56.8%	5.2%	3.7%	3.31	0.8437
Library services	2,667	14.2%	31.8%	44.7%	5.3%	3.9%	3.47	0.9358



## Brooklyn College Cares: Survey of the Student Experience

Administered Fall 2020

*Summary of Results*

**Please indicate your level of satisfaction with each of the following administrative and educational support services at Brooklyn College**

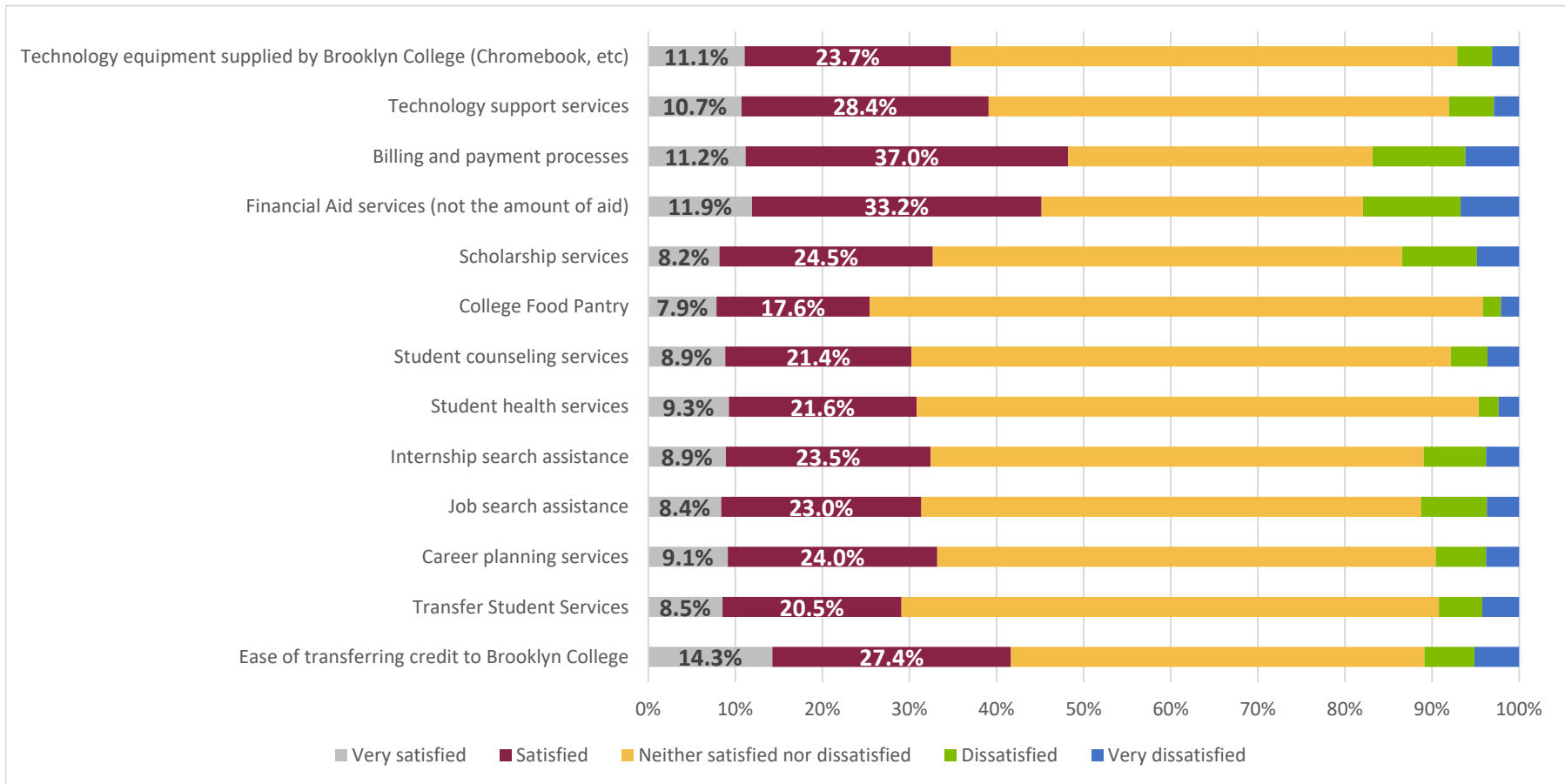
Response	Total	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Mean	Std. Dev.
Technology equipment supplied by Brooklyn College (Chromebook, etc)	2,519	11.1%	23.7%	58.1%	4.0%	3.1%	3.36	0.8469
Technology support services	2,525	10.7%	28.4%	52.9%	5.1%	2.9%	3.39	0.8538
Billing and payment processes	2,530	11.2%	37.0%	34.9%	10.7%	6.2%	3.36	1.0193
Financial Aid services (not the amount of aid)	2,533	11.9%	33.2%	36.9%	11.2%	6.7%	3.32	1.0416
Scholarship services	2,515	8.2%	24.5%	53.9%	8.6%	4.9%	3.23	0.8954
College Food Pantry	2,496	7.9%	17.6%	70.4%	2.1%	2.1%	3.27	0.722
Student counseling services	2,507	8.9%	21.4%	61.9%	4.2%	3.6%	3.28	0.8244
Student health services	2,504	9.3%	21.6%	64.5%	2.3%	2.4%	3.33	0.7707
Internship search assistance	2,511	8.9%	23.5%	56.6%	7.2%	3.8%	3.27	0.8628
Job search assistance	2,512	8.4%	23.0%	57.4%	7.6%	3.7%	3.25	0.8533
Career planning services	2,504	9.1%	24.0%	57.2%	5.8%	3.8%	3.29	0.8558
Transfer Student Services	2,507	8.5%	20.5%	61.7%	5.0%	4.2%	3.24	0.8413
Ease of transferring credit to Brooklyn College	2,511	14.3%	27.4%	47.5%	5.7%	5.1%	3.40	0.9738

## Brooklyn College Cares: Survey of the Student Experience

Administered Fall 2020

Summary of Results

Please indicate your level of satisfaction with each of the following administrative and educational support services at Brooklyn College



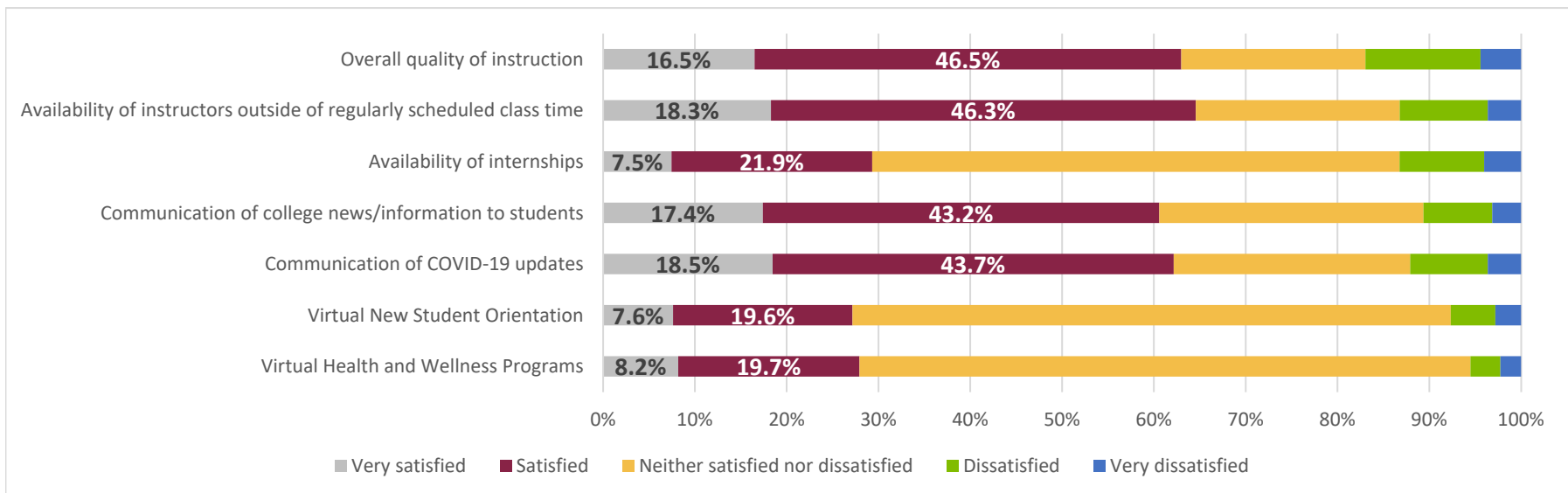
## Brooklyn College Cares: Survey of the Student Experience

Administered Fall 2020

Summary of Results

Please indicate your level of satisfaction with each of the following academic, administrative, and educational support aspects of Brool

Response	Total	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Mean	Std. Dev.
Overall quality of instruction	2,418	16.5%	46.5%	20.1%	12.5%	4.4%	3.58	1.044
Availability of instructors outside of regularly scheduled class time	2,427	18.3%	46.3%	22.2%	9.6%	3.6%	3.66	1.0001
Availability of internships	2,388	7.5%	21.9%	57.5%	9.2%	4.0%	3.20	0.8555
Communication of college news/information to students	2,418	17.4%	43.2%	28.8%	7.5%	3.1%	3.64	0.9574
Communication of COVID-19 updates	2,426	18.5%	43.7%	25.8%	8.5%	3.6%	3.65	0.992
Virtual New Student Orientation	2,388	7.6%	19.6%	65.2%	4.9%	2.8%	3.24	0.7761
Virtual Health and Wellness Programs	2,395	8.2%	19.7%	66.6%	3.3%	2.3%	3.28	0.7533



## Brooklyn College Cares: Survey of the Student Experience

Administered Fall 2020

*Summary of Results*

**Please indicate your level of satisfaction with each of the following aspects of the campus culture and environment at Brooklyn College**

Response	Total	Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	Mean	Std. Dev.
College population acceptance of individual differences	2,289	22.2%	43.6%	29.5%	2.8%	1.9%	3.81	0.8754
Racial harmony at Brooklyn College	2,292	22.0%	42.8%	29.3%	3.7%	2.2%	3.79	0.9014
Religious harmony (acceptance of different religions) at Brooklyn College	2,284	21.9%	41.1%	31.7%	3.0%	2.3%	3.77	0.8999
Diversity of faculty	2,286	20.6%	41.7%	29.4%	5.3%	3.0%	3.72	0.9488
Faculty respect for students	2,283	21.7%	44.1%	23.1%	7.3%	3.7%	3.73	1.0013
Faculty consistency in applying rules/policies	2,286	18.2%	43.4%	30.7%	4.8%	2.9%	3.69	0.9219
Staff respect for students	2,291	21.4%	45.9%	23.9%	5.6%	3.2%	3.77	0.9544
Staff consistency in applying rules/policies	2,287	18.4%	44.7%	30.7%	3.8%	2.4%	3.73	0.8882
Public Safety personnel respect for students	2,269	17.4%	39.1%	38.4%	2.8%	2.2%	3.67	0.873
Public Safety personnel consistency in applying rules/policies	2,267	16.7%	38.6%	39.6%	2.9%	2.3%	3.64	0.8712
Campus safety, in general	2,270	19.0%	38.8%	37.5%	3.2%	1.5%	3.71	0.8593
Brooklyn College precautionary measures to prevent the spread of COVID-19	2,279	26.2%	42.7%	25.6%	3.2%	2.3%	3.87	0.9141
Your sense of belonging at Brooklyn College	2,283	17.8%	39.5%	29.3%	8.9%	4.5%	3.57	1.0253
Campus openness to opinions of others	2,275	17.2%	39.3%	35.8%	4.6%	3.1%	3.63	0.9259
Your social support network at this college	2,275	13.7%	32.5%	41.5%	8.0%	4.4%	3.43	0.9697

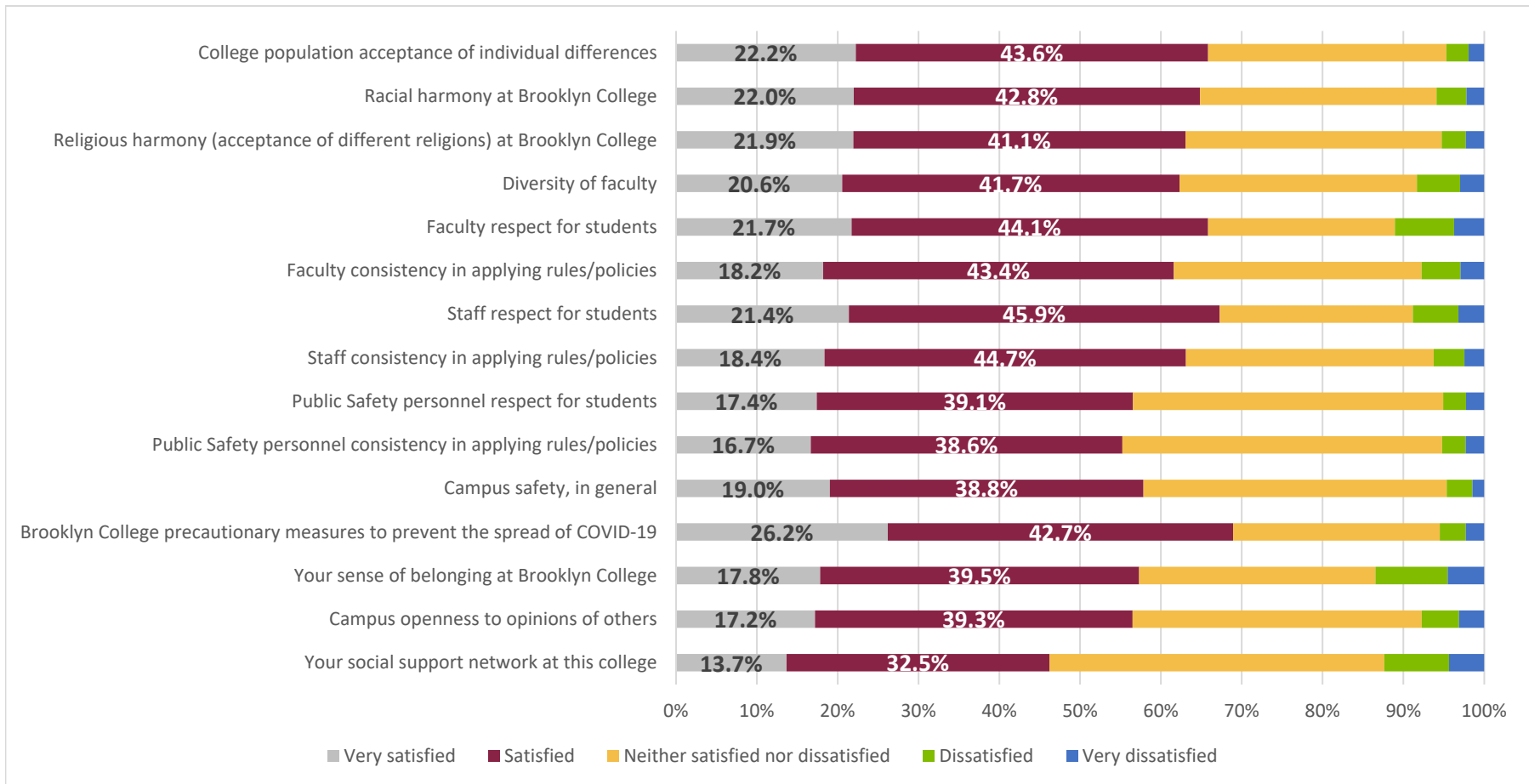


## Brooklyn College Cares: Survey of the Student Experience

Administered Fall 2020

Summary of Results

Please indicate your level of satisfaction with each of the following aspects of the campus culture and environment at Brooklyn College



## Brooklyn College Cares: Survey of the Student Experience

Administered Fall 2020

*Summary of Results*

### How much of a problem are the following to you in being successful at Brooklyn College?

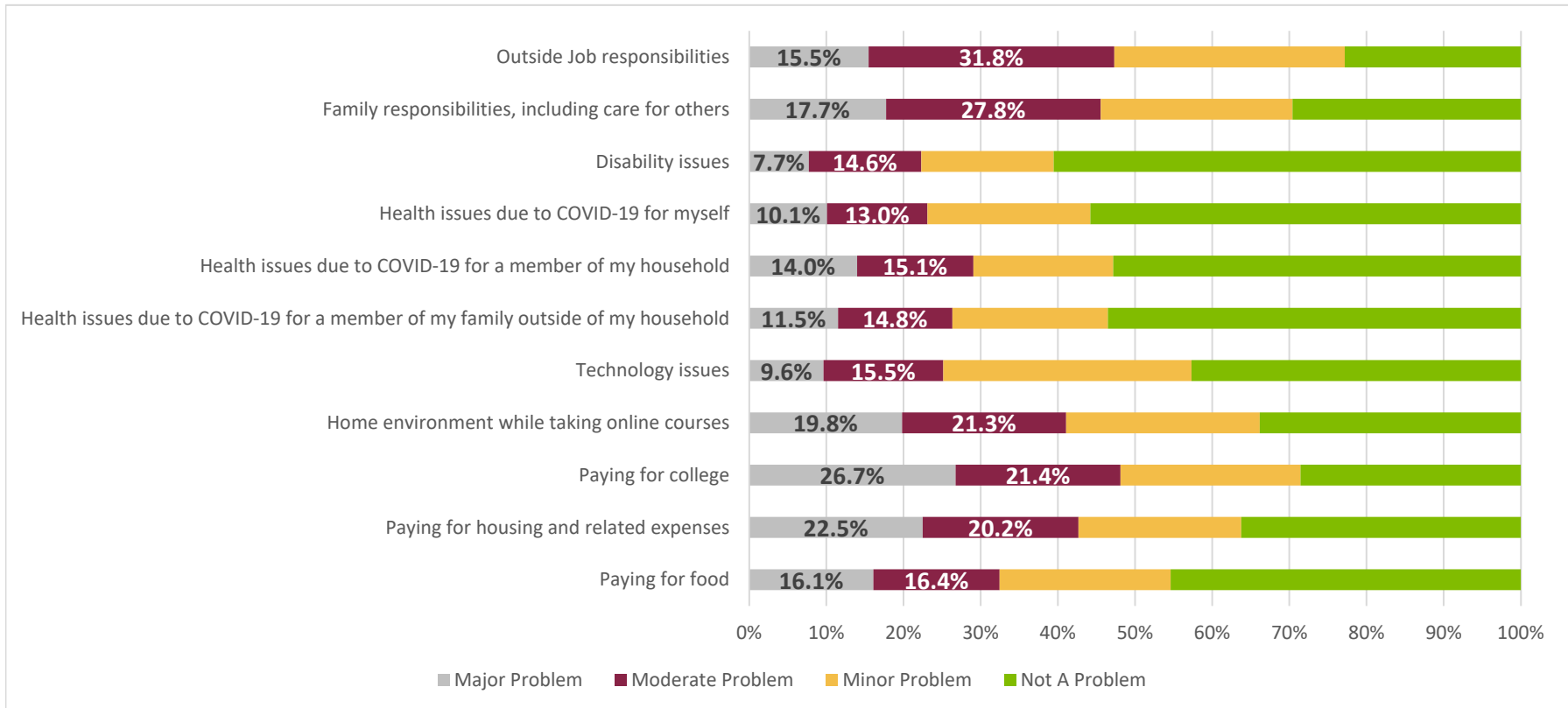
Response	Total	Major Problem	Moderate Problem	Minor Problem	Not A Problem	Mean	Std. Dev.
Outside Job responsibilities	1,841	15.5%	31.8%	29.9%	22.8%	2.40	1.0032
Family responsibilities, including care for others	2,017	17.7%	27.8%	24.8%	29.6%	2.34	1.0821
Disability issues	1,049	7.7%	14.6%	17.2%	60.5%	1.69	0.9838
Health issues due to COVID-19 for myself	1,298	10.1%	13.0%	21.1%	55.8%	1.77	1.0206
Health issues due to COVID-19 for a member of my household	1,308	14.0%	15.1%	18.1%	52.8%	1.90	1.109
Health issues due to COVID-19 for a member of my family outside of my household	1,310	11.5%	14.8%	20.2%	53.5%	1.84	1.0586
Technology issues	2,015	9.6%	15.5%	32.2%	42.7%	1.92	0.9806
Home environment while taking online courses	2,125	19.8%	21.3%	25.1%	33.8%	2.27	1.1273
Paying for college	2,105	26.7%	21.4%	23.3%	28.6%	2.46	1.1641
Paying for housing and related expenses	1,868	22.5%	20.2%	21.1%	36.2%	2.29	1.1751
Paying for food	1,957	16.1%	16.4%	22.2%	45.4%	2.03	1.1228

## Brooklyn College Cares: Survey of the Student Experience

Administered Fall 2020

Summary of Results

### How much of a problem are the following to you in being successful at Brooklyn College?



## Brooklyn College Cares: Survey of the Student Experience

Administered Fall 2020

*Summary of Results*

**Please respond to the following questions about your academic experiences at Brooklyn College. How frequently have you...**

Response	Total	Very Frequently	Frequently	Occasionally	Rarely	Never	Mean	Std. Dev.
felt connected to Brooklyn College's mission and values?	1,983	9.3%	26.3%	36.0%	18.6%	9.9%	3.07	1.1005
felt connected to the Brooklyn College curriculum?	2,065	10.7%	30.4%	36.3%	16.0%	6.7%	3.22	1.0524
been intellectually engaged through the online learning environment?	2,134	13.4%	30.9%	31.9%	18.0%	5.8%	3.28	1.0854
had discussions or meetings with instructors outside of class?	2,095	7.1%	13.8%	35.1%	27.4%	16.7%	2.67	1.1208
had discussions or meetings with classmates outside of class?	2,115	12.2%	22.6%	30.9%	20.8%	13.5%	2.99	1.2092
had discussions or appointments with a College counselor to assist with anxiety, depression, or had discussions or appointments with the Immigrant Student Success Office?	1,783	4.3%	6.7%	11.7%	11.5%	65.7%	1.72	1.1649
collaborated with other students on class assignments?	1,320	3.4%	6.1%	9.8%	9.2%	71.4%	1.61	1.1015
engaged in a creative or research project under the direction of a faculty member?	2,075	12.7%	25.1%	33.2%	18.2%	10.7%	3.11	1.1666
observed student dishonesty when completing assignments or exams?	1,865	7.7%	15.5%	24.2%	14.7%	37.8%	2.41	1.3313
witnessed acts of prejudice based on gender identity or sexual orientation at Brooklyn College?	1,800	3.6%	6.9%	12.4%	14.4%	62.6%	1.74	1.1329
witnessed acts of prejudice based on race/ethnicity at Brooklyn College?	1,847	2.6%	4.2%	7.5%	9.5%	76.2%	1.48	0.9827
witnessed acts of prejudice based on religious preferences at Brooklyn College?	1,865	3.2%	4.6%	9.7%	10.2%	72.4%	1.56	1.0456
witnessed acts of prejudice based on religious preferences at Brooklyn College?	1,859	2.6%	4.5%	8.8%	9.3%	74.8%	1.51	1.0055

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Please respond to the following questions about your academic experiences at Brooklyn College. How frequently have you...

