NEW YORK CITY COLLEGE OF TECHNOLOGY

CITY TECH
STUDENT NEEDS SURVEY RESULTS
FALL 2020

Presentation prepared by Prof. Nora Almeida on behalf of the

Student-Ready College Steering Committee

SURVEY CONTEXT

- Goals: Learn what challenges students face / support systems and resources they need. Focus on remote learning / COVID context.

- Survey designed and administered by the *Student Ready College Steering Committee (SRC)* in collaboration w/ the *Office of Student Life and Development* and City Tech Administration.

- Survey disseminated to all students via email on 11/16/20 with subsequent text and email reminders. Survey also promoted on college social media accounts.

- Survey duration November 16, 2020-December 24, 2020

- Total Respondents 896

SURVEY DESIGN

- SRC members consulted surveys administered by other colleges as well as the Ithaka S+R COVID-19 Student Survey and COVID-19: California Community College Student Challenges survey.

- Survey was anonymous and all questions were optional.

- Optional questions at conclusion of survey allowed SRC members to follow up with students about support services individually.
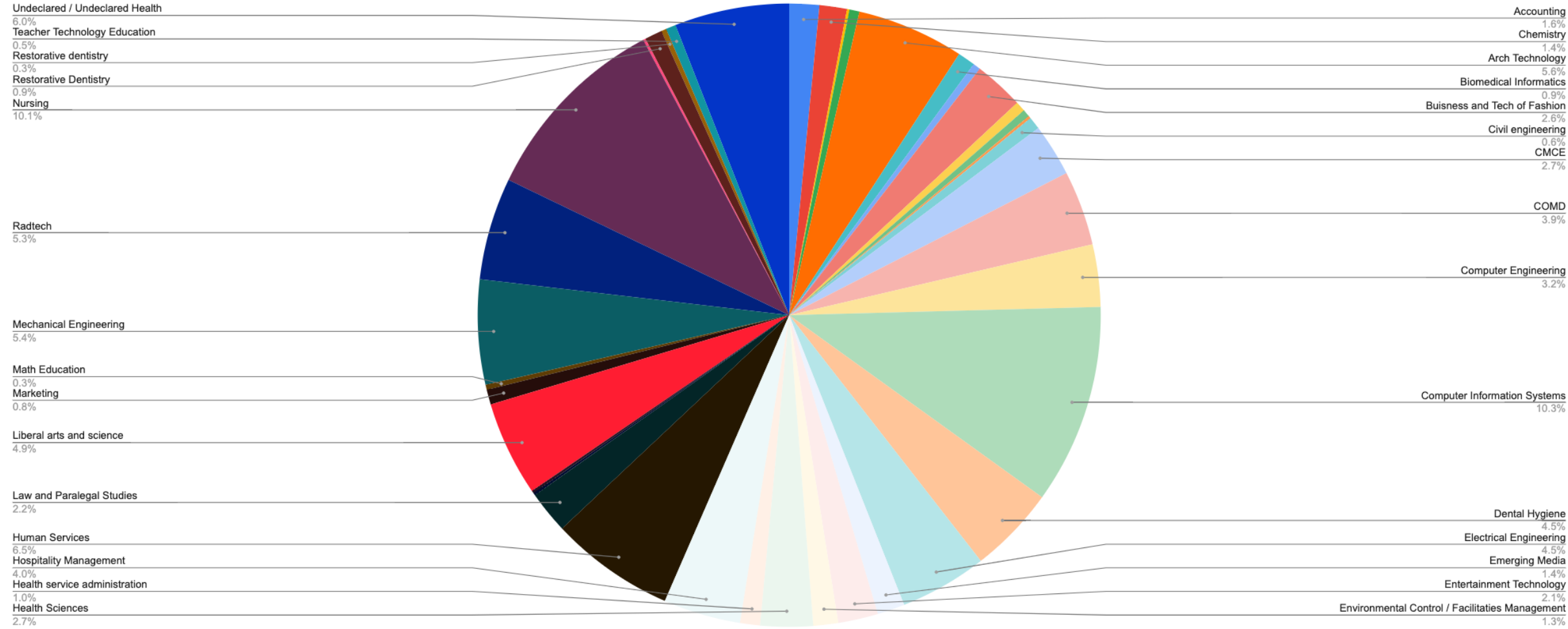
Respondent Demographics

What best describes your current status at City Tech?

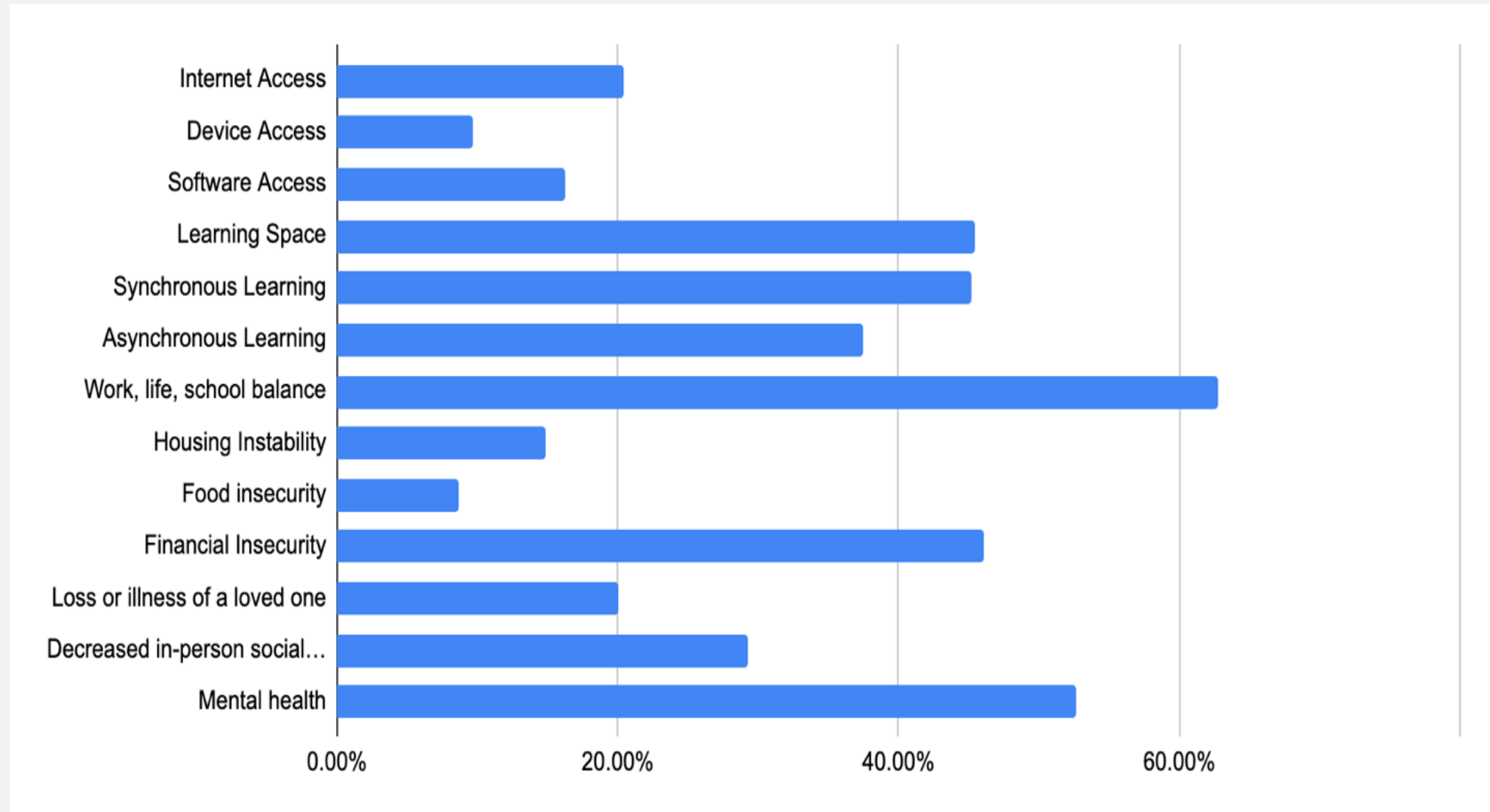882 responses
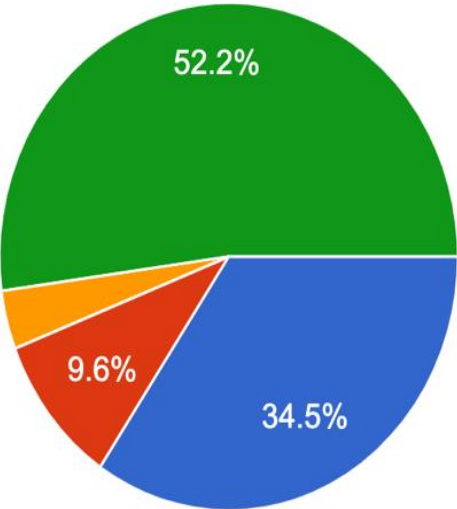
- 🔵 New student (enrolled in 2020)
- 🔴 New transfer student (transferred from another college in 2020)
- 🟠 New returning student (re-enrolled in 2020 after a break)
- 🟢 Continuing student (enrolled in 2019 or before)

52.2%

34.5%

9.6%

What is your major?

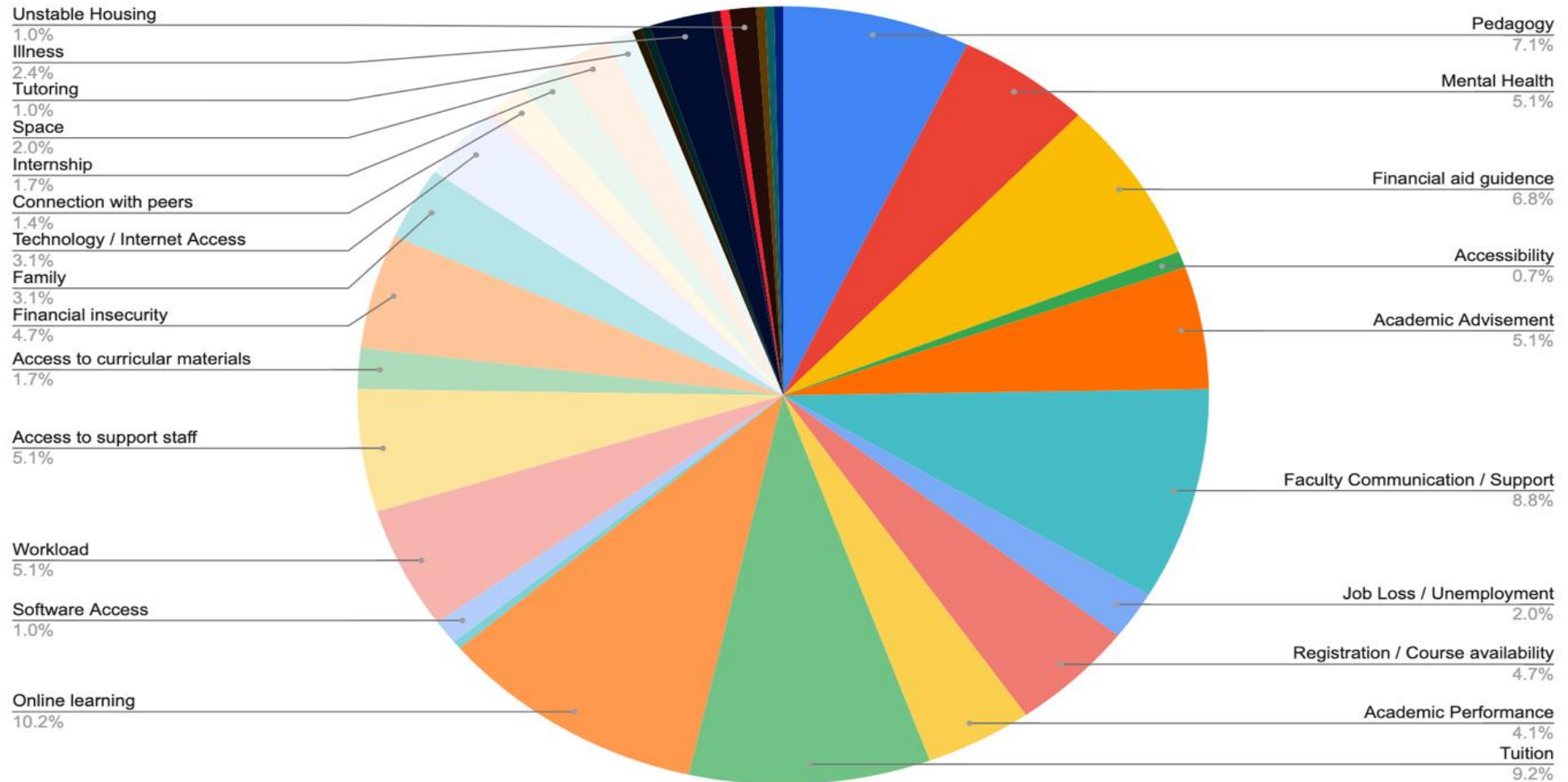| Major	%
Undeclared / Undeclared Health	6.0%
Teacher Technology Education	0.5%
Restorative dentistry	0.3%
Restorative Dentistry	0.9%
Nursing	10.1%
Radtech	5.3%
Mechanical Engineering	5.4%
Math Education	0.3%
Marketing	0.8%
Liberal arts and science	4.9%
Law and Paralegal Studies	2.2%
Human Services	6.5%
Hospitality Management	4.0%
Health service administration	1.0%
Health Sciences	2.7%
Accounting	1.6%
Chemistry	1.4%
Arch Technology	5.6%
Biomedical Informatics	0.9%
Buisness and Tech of Fashion	2.6%
Civil engineering	0.6%
CMCE	2.7%
COMD	3.9%
Computer Engineering	3.2%
Computer Information Systems	10.3%
Dental Hygiene	4.5%
Electrical Engineering	4.5%
Emerging Media	1.4%
Entertainment Technology	2.1%
Environmental Control / Facilitaties Management	1.3%

What challenges are you currently facing? (select all that apply)
863 responses

What other issues / challenges / concerns do you have? (free text field)
357 total responses

Challenges Categorized

- Unstable Housing — 1.0%
- Illness — 2.4%
- Tutoring — 1.0%
- Space — 2.0%
- Internship — 1.7%
- Connection with peers — 1.4%
- Technology / Internet Access — 3.1%
- Family — 3.1%
- Financial insecurity — 4.7%
- Access to curricular materials — 1.7%
- Access to support staff — 5.1%
- Workload — 5.1%
- Software Access — 1.0%
- Online learning — 10.2%
- Tuition — 9.2%
- Academic Performance — 4.1%
- Registration / Course availability — 4.7%
- Job Loss / Unemployment — 2.0%
- Faculty Communication / Support — 8.8%
- Academic Advisement — 5.1%
- Accessibility — 0.7%
- Financial aid guidance — 6.8%
- Mental Health — 5.1%
- Pedagogy — 7.1%

What other issues / challenges / concerns do you have? (free text field)
Select qualitative responses

"Communication with school staff. As far as financial aid transfers department. It's very slow paced and backed up it gives me Anxiety."

"Unemployment, challenge of being assigned more written work now when I specifically choose my program because of it's hands on nature and my ability to learn better that way."

"Single mom juggling with zoom classes and remote learning with my five year old. It's very stressful and dealing with medical issues on top of it."

"I have ADHD and am having difficulties with online lecture structures. Lectures can often be very unstructured with many distractions which makes it difficult for me to learn. School was better for me when I was able to be in person."

"Financial aid!!! They barely answer unless you borderline harass them."

"Getting through to the administration to fix problems. Hard to communicate with financial aid, applying for courses, some classes teaching styles are incredibly difficult."

"Not being able to catch up on school work due to lack of internet connection."

"Accessibility of technologies used and access to CUNY provided licenses for. Zoom which includes Accessibility Options."

"Nobody is helping me with my TAP issues I haven't gotten any financial aid and I'm struggling."

What other issues / challenges / concerns do you have? (free text field)
Select qualitative responses

"Lack of communication and when given its sometimes unhelpful or misguiding. I feel like I'm by myself."

"Some of us have siblings that also take virtual learning and it's hard to concentrate or find a quiet place to take classes."

"Dealing with the Financial Aid and Bursars Office who are un or under responsive."

"I'm currently a new freshman and I feel so out of placed I'm very new to this process so trying to register for classes is very difficult and I'm not sure how I declare my major."

"I am suffering with depression. I want to drop out."

"Trying to find an apartment after being kicked out of my home in mid March."

"Online class feels frustrating because I have to be in the screen for long time and I feel less connected with my professors."

"Not being able to build a personal connection with professors. The inability to get access to internships and volunteer work to build while being a first year. I have to teach myself most of the material for certain classes which is burdensome but I can handle it. There is absolutely no information about how I can pick my classes and no one is helping me. I feel lost!"

"'I'm not retaining the information with this asynchronous style of 'teaching'."

"I haven't been in contact with my advisor. I don't even know who it is. And I've been wanting to drop out this class started but I don't know how or who to ask."

Do you have difficulty with any of the following? (select all that apply)
719 responses
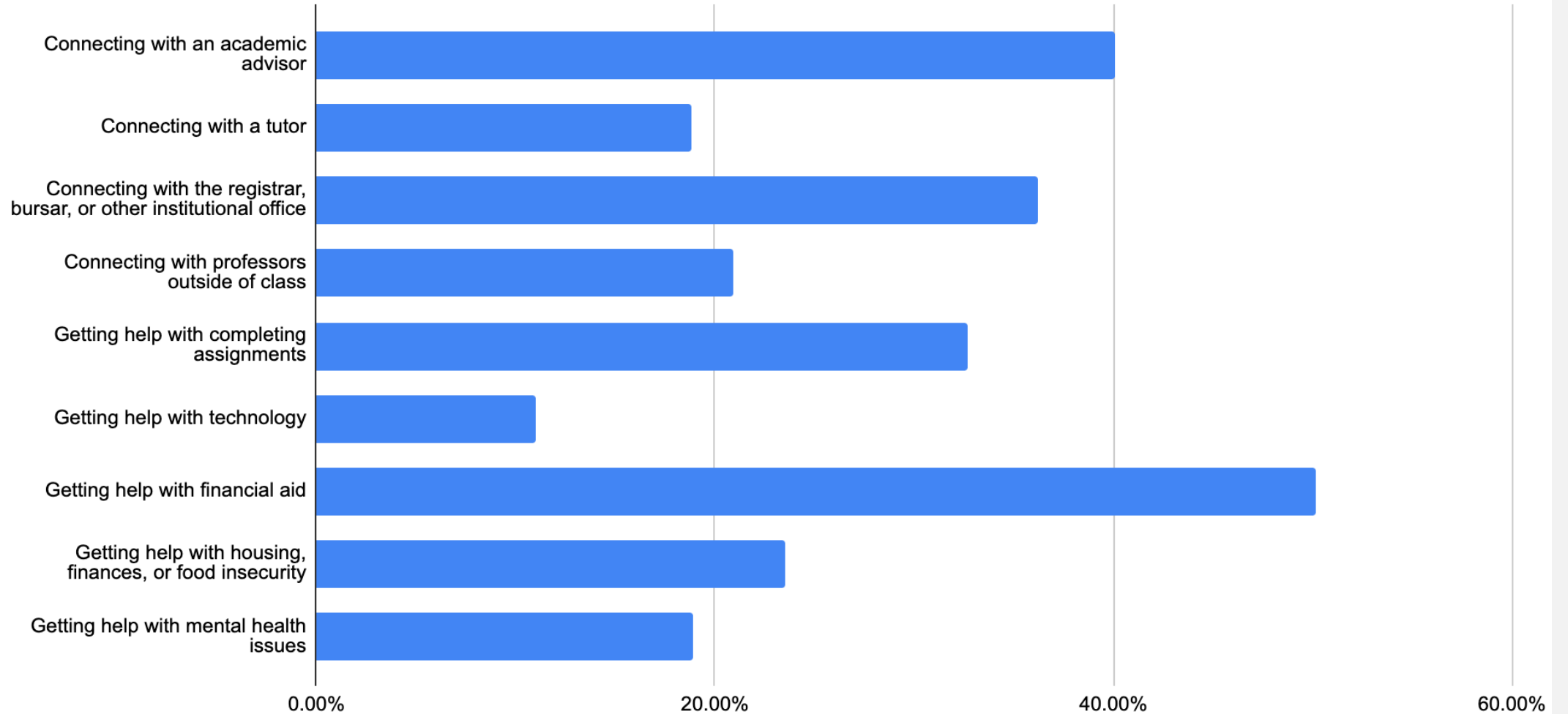
City Tech's Counseling Center can provide information and support with mental health issues, financial, housing and food insecurity.
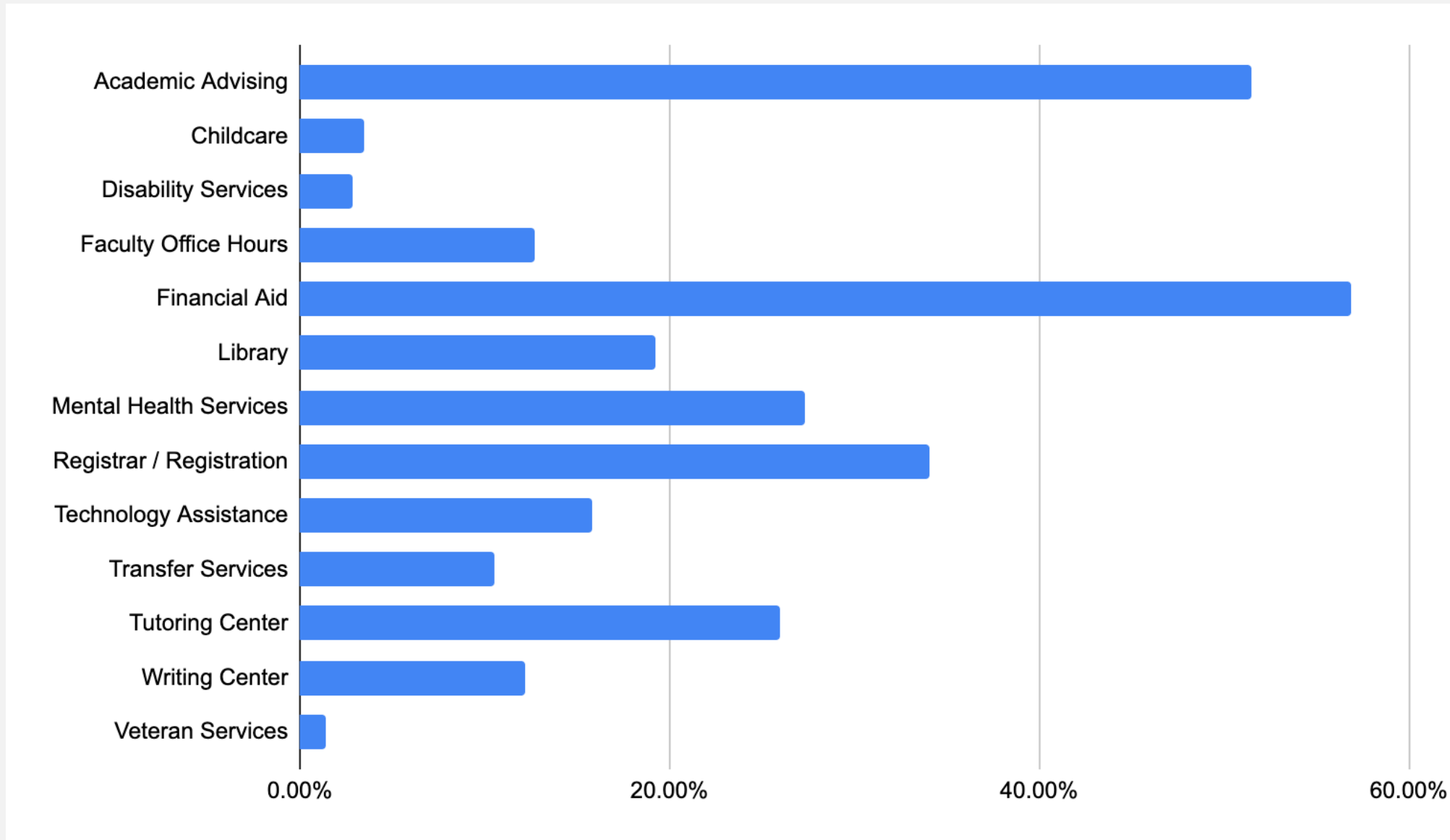
Do you know how to connect with the Counseling Center to get assistance?
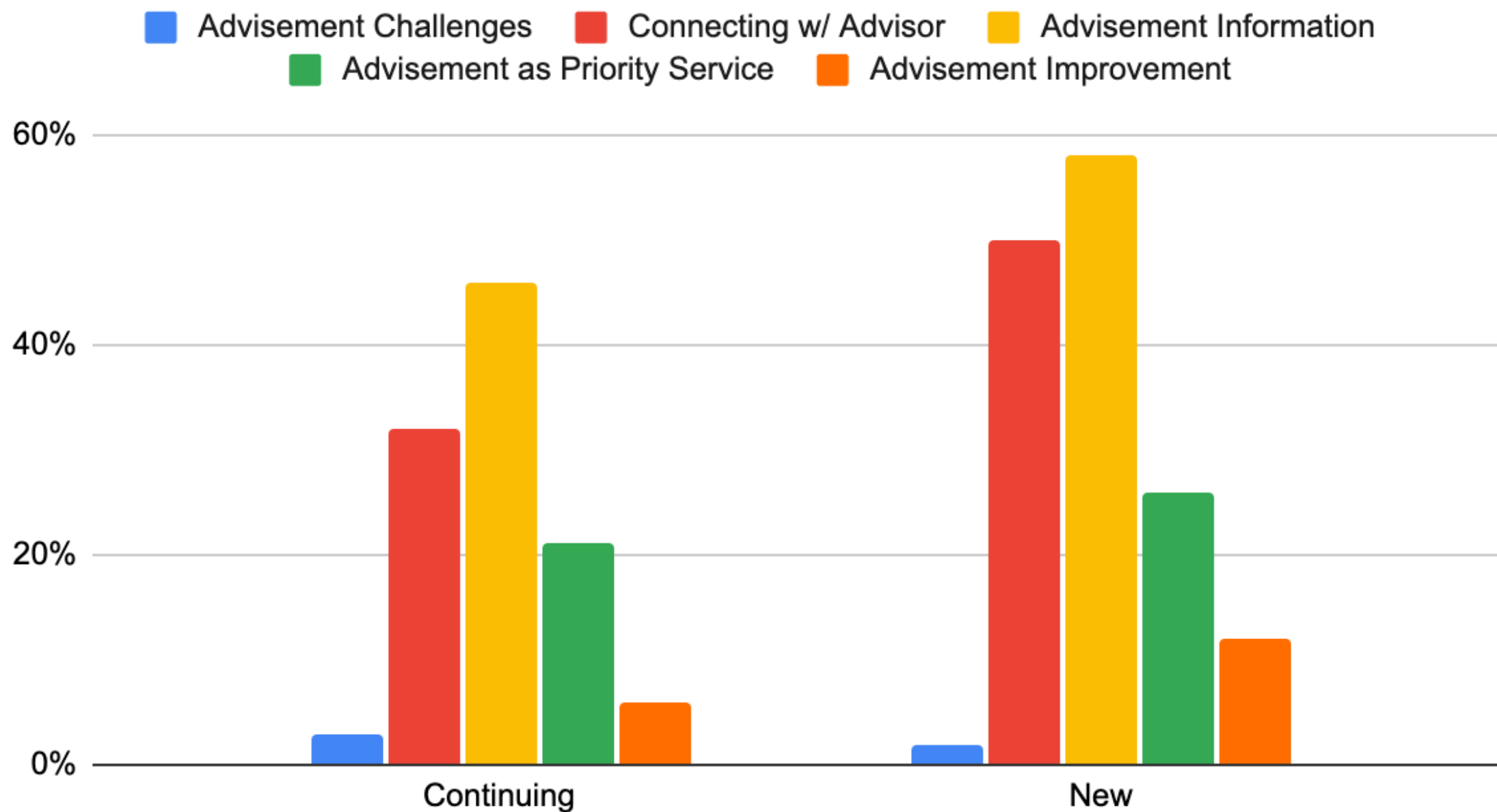
878 responses

Legend:
- Yes
- Maybe
- No
- Not Sure

Pie chart values: 49.1%, 19.6%, 17.2%, 14.1%
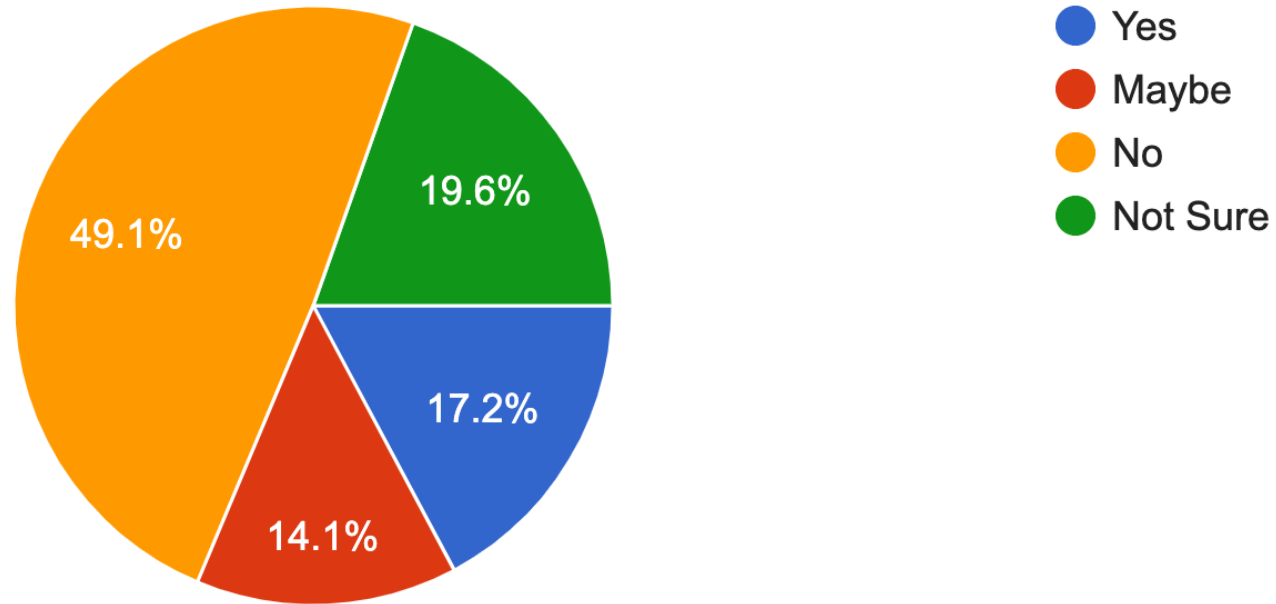
Would you like more information about any of the following support services? (select all that apply)
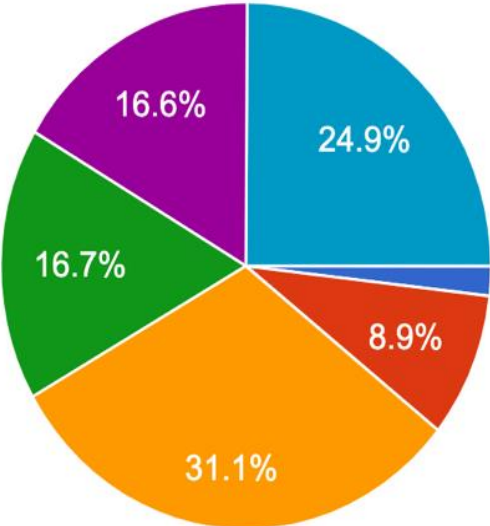715 responses

Advisement Trends

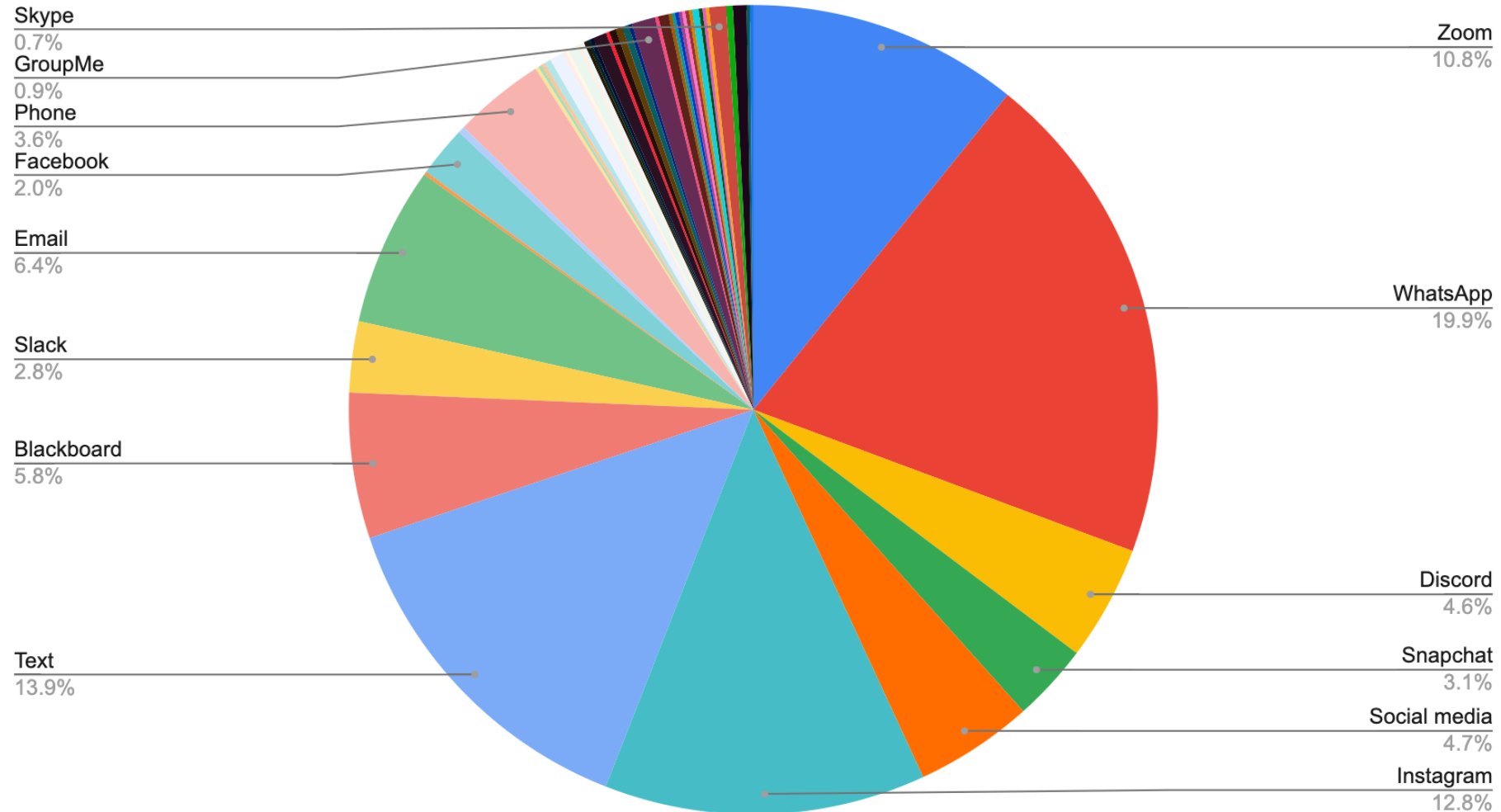# How connected do you feel to other students at City Tech?

879 responses

Legend:
- Very connected
- Connected
- Somewhat connected
- Somewhat disconnected
- Disconnected
- Very disconnected

Pie chart values: 24.9%, 8.9%, 31.1%, 16.7%, 16.6%

What are some platforms you use to connect w/ other students?
473 responses

What are some of the platforms you use to connect with other students?

- Skype 0.7%
- GroupMe 0.9%
- Phone 3.6%
- Facebook 2.0%
- Email 6.4%
- Slack 2.8%
- Blackboard 5.8%
- Text 13.9%
- Zoom 10.8%
- WhatsApp 19.9%
- Discord 4.6%
- Snapchat 3.1%
- Social media 4.7%
- Instagram 12.8%

How connected do you feel to your Instructors at City Tech?

882 responses

- Very connected
- Connected
- Somewhat connected
- Somewhat disconnected
- Disconnected
- Very disconnected

15.9%
9.8%
11.5%
38.7%
20.4%
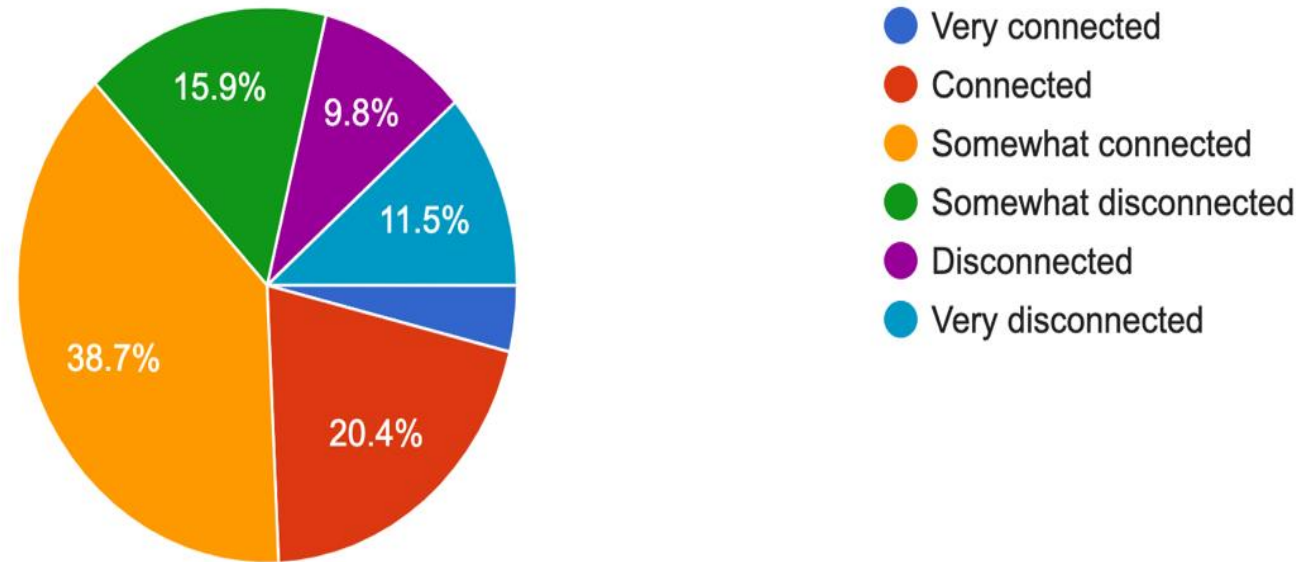
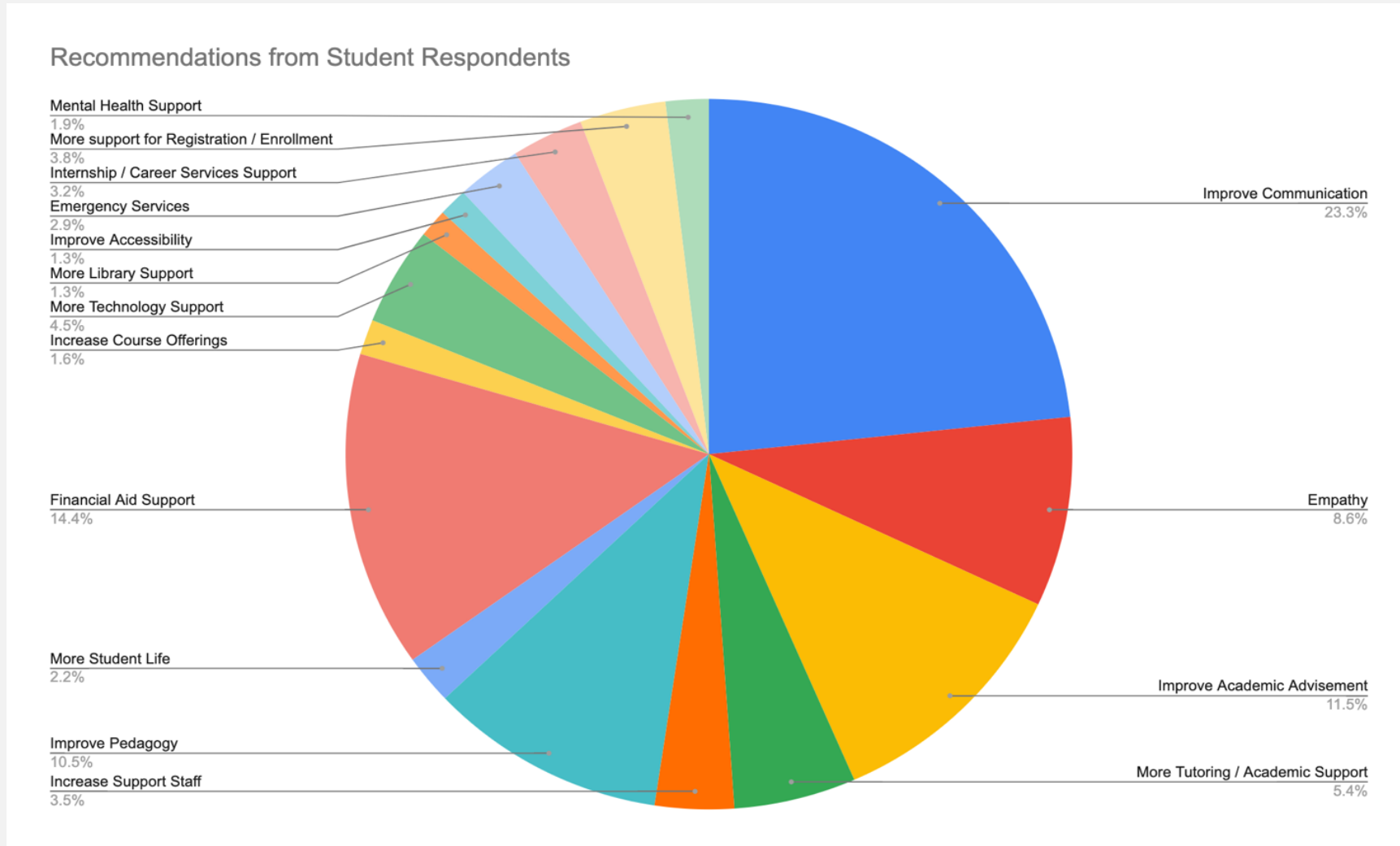## What platforms do you use to connect w/ instructors?
596 responses

Overwhelmingly: College email, Zoom, Blackboard

Some students also mention platforms like Slack and OpenLab. A small subset of students explicitly reference faculty office hours.

How can the college better support you and help you succeed? (free text field)
473 responses

Recommendations from Student Respondents

- Mental Health Support — 1.9%
- More support for Registration / Enrollment — 3.8%
- Internship / Career Services Support — 3.2%
- Emergency Services — 2.9%
- Improve Accessibility — 1.3%
- More Library Support — 1.3%
- More Technology Support — 4.5%
- Increase Course Offerings — 1.6%
- Improve Communication — 23.3%
- Empathy — 8.6%
- Improve Academic Advisement — 11.5%
- More Tutoring / Academic Support — 5.4%
- Increase Support Staff — 3.5%
- Improve Pedagogy — 10.5%
- More Student Life — 2.2%
- Financial Aid Support — 14.4%

* Some suggestions that tuition be reduced or waived or that the college reopen were removed during analysis

How can the college better support you and help you succeed? (free text field)
Select qualitative responses

"Financial aid, internet access, software access, computers, better teachers, more organized structure for online courses, help with technology, help with portfolio, help with job search or internships."

"Better schedules available for working individuals."

"Make getting in contact with the financial aid, bursar, and residency, offices easier, and faster."

"By providing more accessibility options in platforms used. By providing greater opportunities to connect with professors."

"Prepare teachers better for teaching online classes."

"Faculty having better office hours. Faculty being more prepared with assignments and lessons. I have a few professors this semester that are acting as if they did not know certain assignments were part of the course and they do not have very clear details about the assignments or even how they are grading us for the semester."

"The college can stop putting unnecessary holds on registration and make advising a lot easier. Getting advised is the most difficult thing at New York City Tech."

"Train teachers on how to use collaborate ultra and blackboard more effectively; discourage them from assigning group projects--they are dysfunctional in this environment."

"Give more information about signing up for classes and how we can do volunteer and intern work through a pandemic."

"Have financial aid reply to emails. I've been emailing them since the summer they didn't respond. Now I have to wait to apply for next semester."

How can the college better support you and help you succeed? (free text field)
Select qualitative responses

"Improve the school website, update the website regularly, make online adjustments to help students find answers to their questions easier."

"Being more supportive period. During these hard times virtual learning is still an adjustment and I feel like they aren't considerate of that especially with the testing."

"Laptop availability & assistance with using programs."

"Explaining how to register and how to receive financial aid."

"With making financial aid easy for people."

"It seems like the offices are operating less effectively, and there is a lot less congruency between the offices. This is not just me, this something across the student body. Something else I've realized and I've spoke about this before. City Tech feels neglected when it comes to a lot of CUNY wide available services. Whether it's the accessible captioning on zoom that included in the licensing CUNY gives to most students outside City Tech."

"More funding, more faculty and staff (many departments are severely understaffed effecting the quality of service significantly), and better/clearer communication about supports available; I shouldn't have to chase down 6 different people over the span of many weeks to get an answer about available supports."

"Make classes synchronized instead of asynchronous."

"Listen to the students. The school sends these surveys and nothing changes. Either do something or stop it."