



Graduate Student Satisfaction Survey: Comparison of 2015 and 2017 Results

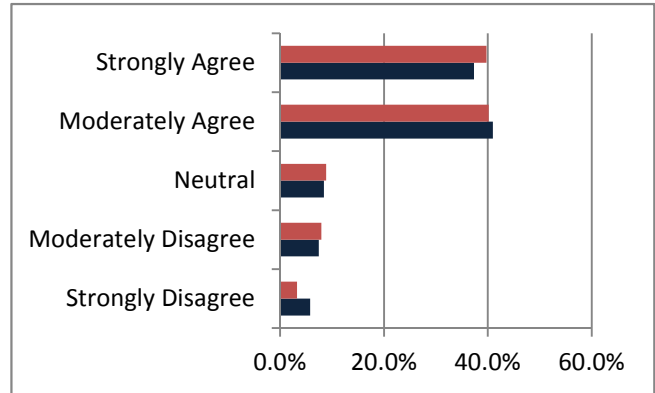
Comparative Analysis of Closed-Ended Items
Office of Institutional Research and Data Analysis
Brooklyn College of the City University of New York

Comparison Report: Graduation Student Satisfaction Survey, Spring 2015 and Spring 2017 Administrations

1: Please state your level of agreement with the following statements about your overall academic experience in your graduate program:

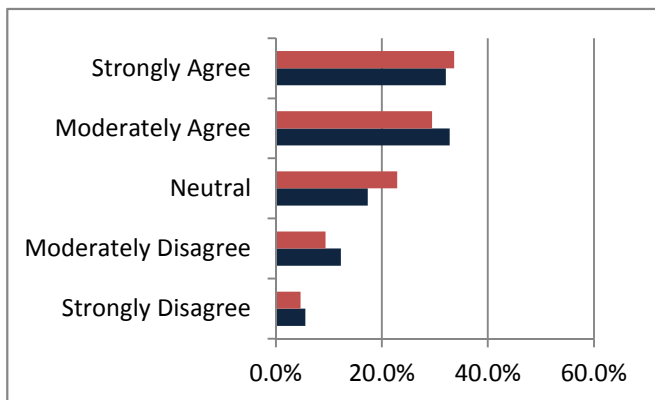
1a. I am satisfied with the quality of instruction in my program.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	85	39.7%	155	37.3%
Moderately Agree	86	40.2%	170	41.0%
Neutral	19	8.9%	35	8.4%
Moderately Disagree	17	7.9%	31	7.5%
Strongly Disagree	7	3.3%	24	5.8%
Not App/No Answer	0	n/a	6	n/a
Valid Total	214	100.0%	415	100.0%



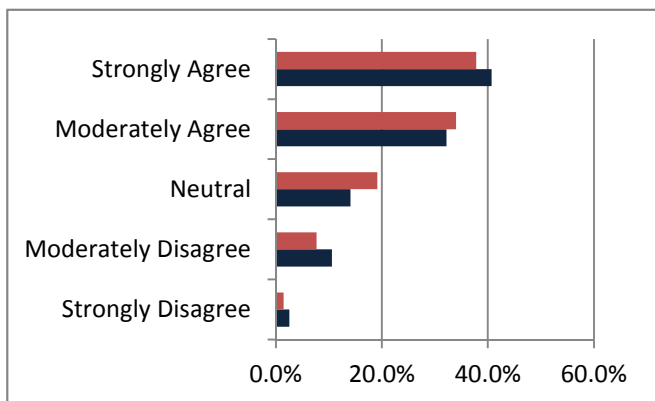
1b. Faculty keep me well informed about my progress in the course.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	72	33.6%	133	32.0%
Moderately Agree	63	29.4%	136	32.8%
Neutral	49	22.9%	72	17.3%
Moderately Disagree	20	9.3%	51	12.3%
Strongly Disagree	10	4.7%	23	5.5%
Not App/No Answer	0	n/a	6	n/a
Valid Total	214	100.0%	415	100.0%



1c. I am able to get the assistance I need from faculty outside of class hours.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	79	37.8%	162	40.7%
Moderately Agree	71	34.0%	128	32.2%
Neutral	40	19.1%	56	14.1%
Moderately Disagree	16	7.7%	42	10.6%
Strongly Disagree	3	1.4%	10	2.5%
Not App/No Answer	5	n/a	23	n/a
Valid Total	209	100.0%	398	100.0%

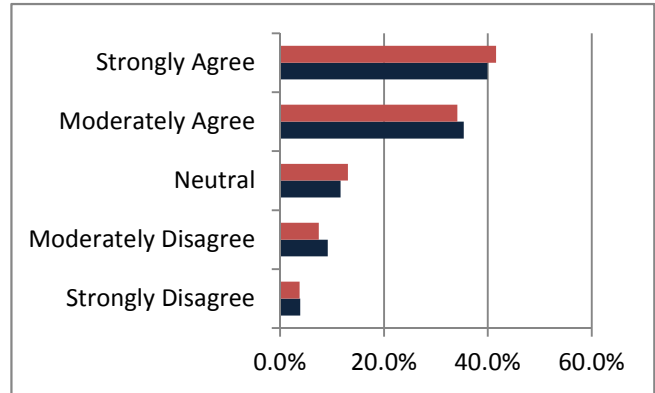


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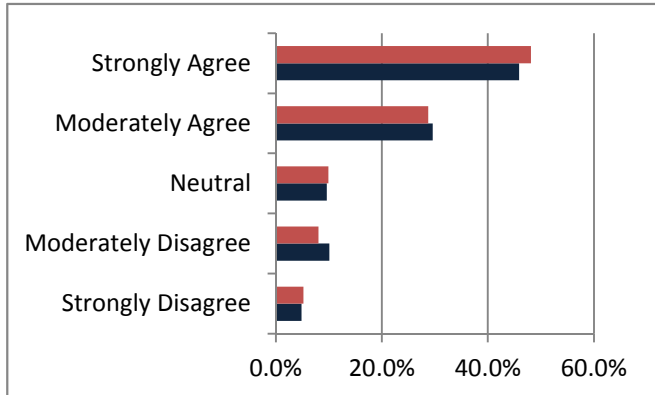
1d. I am satisfied with the educational value of the courses in my program.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	89	41.6%	165	40.0%
Moderately Agree	73	34.1%	146	35.4%
Neutral	28	13.1%	48	11.6%
Moderately Disagree	16	7.5%	38	9.2%
Strongly Disagree	8	3.7%	16	3.9%
Not App/No Answer	0	n/a	8	n/a
Valid Total	214	100.0%	413	100.0%



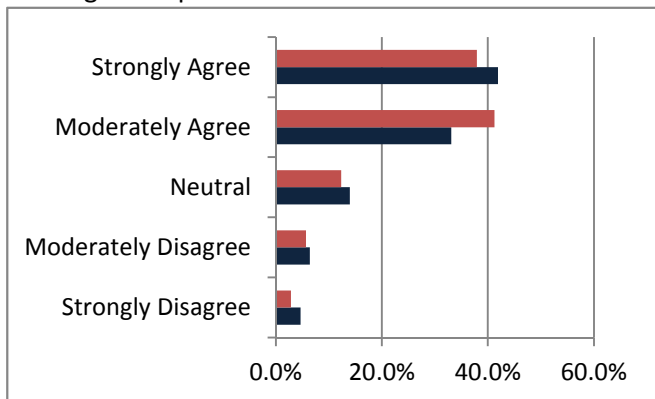
1e. Degree Requirements are clear.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	102	48.1%	191	45.9%
Moderately Agree	61	28.8%	123	29.6%
Neutral	21	9.9%	40	9.6%
Moderately Disagree	17	8.0%	42	10.1%
Strongly Disagree	11	5.2%	20	4.8%
Not App/No Answer	2	n/a	5	n/a
Valid Total	212	100.0%	416	100.0%



1f. Faculty and staff in my program are knowledgeable about degree requirements.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	80	37.9%	171	41.9%
Moderately Agree	87	41.2%	135	33.1%
Neutral	26	12.3%	57	14.0%
Moderately Disagree	12	5.7%	26	6.4%
Strongly Disagree	6	2.8%	19	4.7%
Not App/No Answer	3	n/a	13	n/a
Valid Total	211	100.0%	408	100.0%

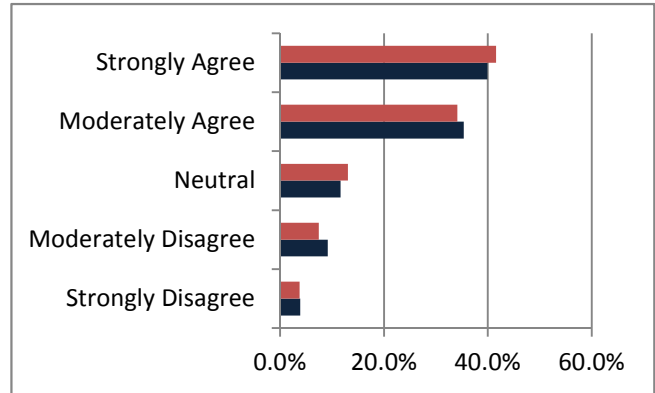


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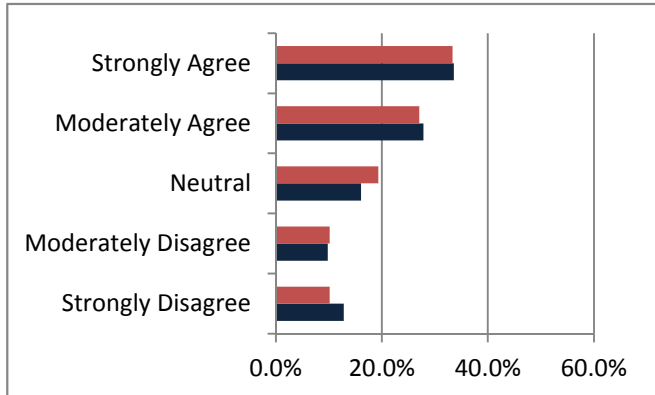
1g. Courses in my program are challenging.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	90	42.3%	167	40.2%
Moderately Agree	75	35.2%	148	35.7%
Neutral	30	14.1%	54	13.0%
Moderately Disagree	8	3.8%	31	7.5%
Strongly Disagree	10	4.7%	15	3.6%
Not App/No Answer	1	n/a	6	n/a
Valid Total	213	100.0%	415	100.0%



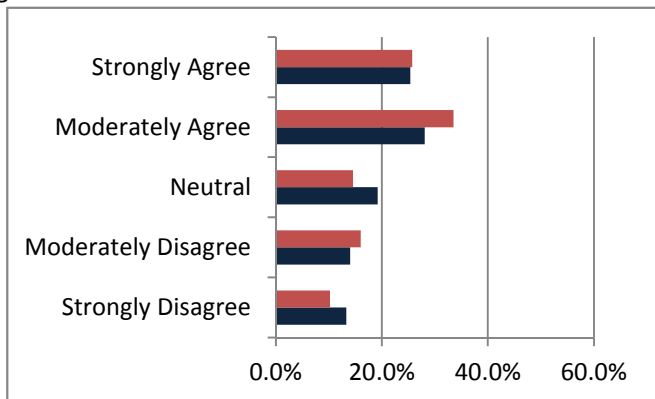
1h. I am satisfied with the advisement provided by my academic department.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	69	33.3%	134	33.6%
Moderately Agree	56	27.1%	111	27.8%
Neutral	40	19.3%	64	16.0%
Moderately Disagree	21	10.1%	39	9.8%
Strongly Disagree	21	10.1%	51	12.8%
Not App/No Answer	7	n/a	22	n/a
Valid Total	207	100.0%	399	100.0%



1i. There is a good variety of courses provided by my program.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	53	25.7%	103	25.4%
Moderately Agree	69	33.5%	114	28.1%
Neutral	30	14.6%	78	19.2%
Moderately Disagree	33	16.0%	57	14.0%
Strongly Disagree	21	10.2%	54	13.3%
Not App/No Answer	8	n/a	15	n/a
Valid Total	206	100.0%	406	100.0%

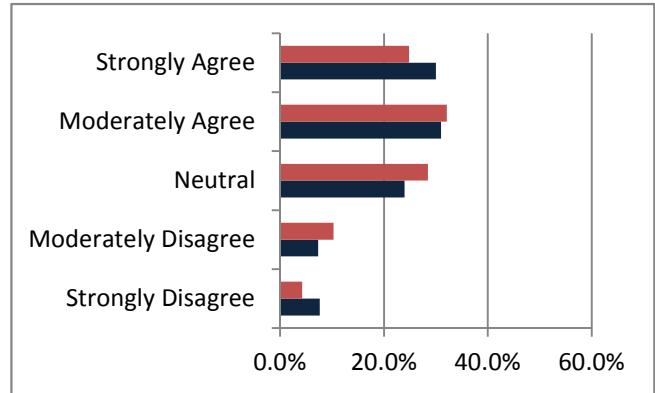


Comparison Report: Graduation Student Satisfaction Survey, Spring 2015 and Spring 2017 Administrations

1: Please state your level of agreement with the following statements about your overall academic experience in your graduate program:

1j. The department orientation was helpful.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	41	24.8%	94	30.0%
Moderately Agree	53	32.1%	97	31.0%
Neutral	47	28.5%	75	24.0%
Moderately Disagree	17	10.3%	23	7.3%
Strongly Disagree	7	4.2%	24	7.7%
Not App/No Answer	49	n/a	108	n/a
Valid Total	165	100.0%	313	100.0%

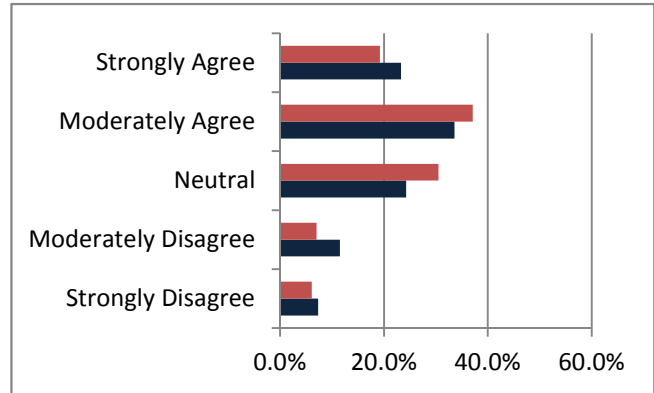


Comparison Report: Graduation Student Satisfaction Survey, Spring 2015 and Spring 2017 Administrations

3: Please state your level of agreement with the following statements about college-wide services and support.

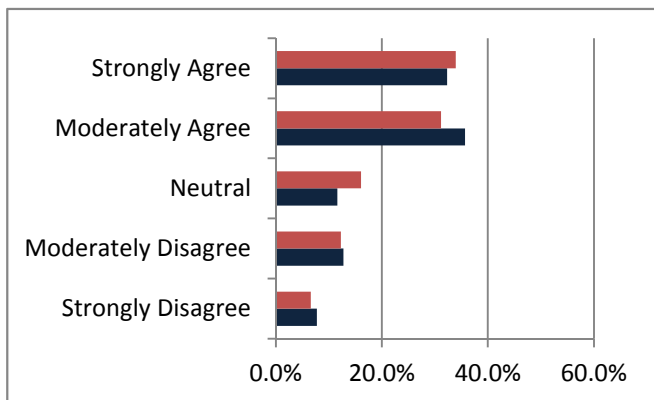
3a. The College focuses on meeting the needs of graduate students.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	41	19.2%	95	23.3%
Moderately Agree	79	37.1%	137	33.6%
Neutral	65	30.5%	99	24.3%
Moderately Disagree	15	7.0%	47	11.5%
Strongly Disagree	13	6.1%	30	7.4%
Not App/No Answer	1	n/a	13	n/a
Valid Total	213	100.0%	408	100.0%



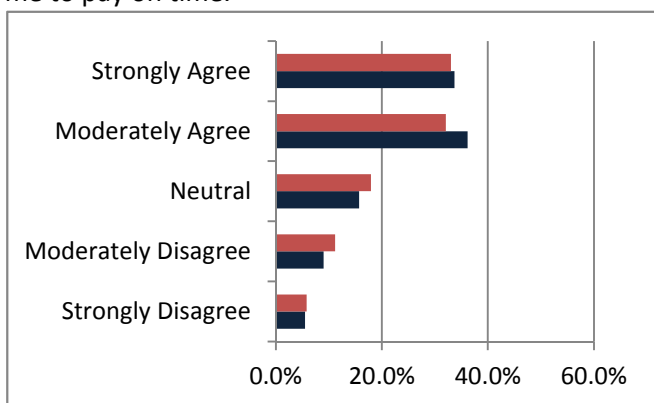
3b. I am satisfied with the procedures for registering for class.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	72	34.0%	134	32.3%
Moderately Agree	66	31.1%	148	35.7%
Neutral	34	16.0%	48	11.6%
Moderately Disagree	26	12.3%	53	12.8%
Strongly Disagree	14	6.6%	32	7.7%
Not App/No Answer	2	n/a	6	n/a
Valid Total	212	100.0%	415	100.0%



3c. The billing procedures and deadlines made it easy for me to pay on time.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	68	33.0%	135	33.7%
Moderately Agree	66	32.0%	145	36.2%
Neutral	37	18.0%	63	15.7%
Moderately Disagree	23	11.2%	36	9.0%
Strongly Disagree	12	5.8%	22	5.5%
Not App/No Answer	8	n/a	20	n/a
Valid Total	206	100.0%	401	100.0%

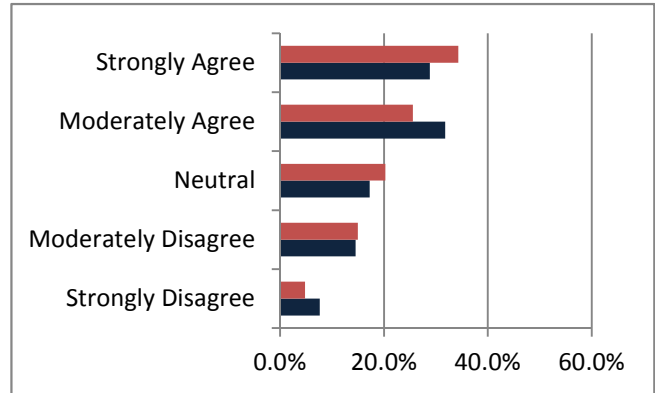


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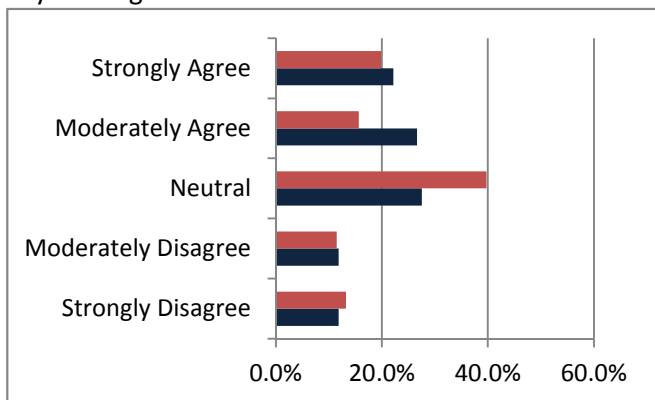
3d. College offices are open during hours which are convenient for me.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	71	34.3%	117	28.8%
Moderately Agree	53	25.6%	129	31.8%
Neutral	42	20.3%	70	17.2%
Moderately Disagree	31	15.0%	59	14.5%
Strongly Disagree	10	4.8%	31	7.6%
Not App/No Answer	7	n/a	15	n/a
Valid Total	207	100.0%	406	100.0%



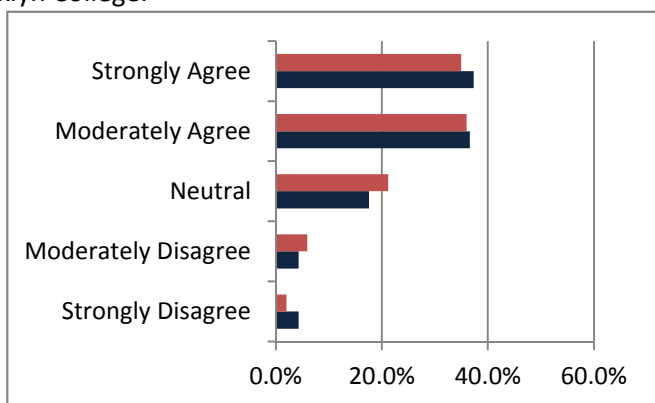
3e. I am satisfied with the financial aid procedures at Brooklyn College.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	33	19.9%	75	22.2%
Moderately Agree	26	15.7%	90	26.6%
Neutral	66	39.8%	93	27.5%
Moderately Disagree	19	11.4%	40	11.8%
Strongly Disagree	22	13.3%	40	11.8%
Not App/No Answer	48	n/a	83	n/a
Valid Total	166	100.0%	338	100.0%



3f. I am satisfied with the admissions procedures at Brooklyn College.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	71	35.0%	149	37.3%
Moderately Agree	73	36.0%	146	36.6%
Neutral	43	21.2%	70	17.5%
Moderately Disagree	12	5.9%	17	4.3%
Strongly Disagree	4	2.0%	17	4.3%
Not App/No Answer	11	n/a	22	n/a
Valid Total	203	100.0%	399	100.0%

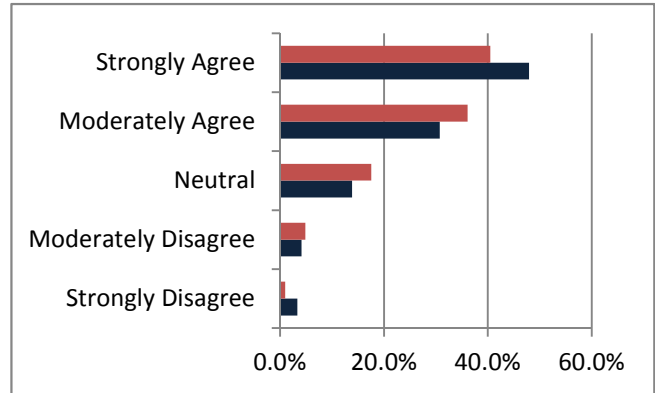


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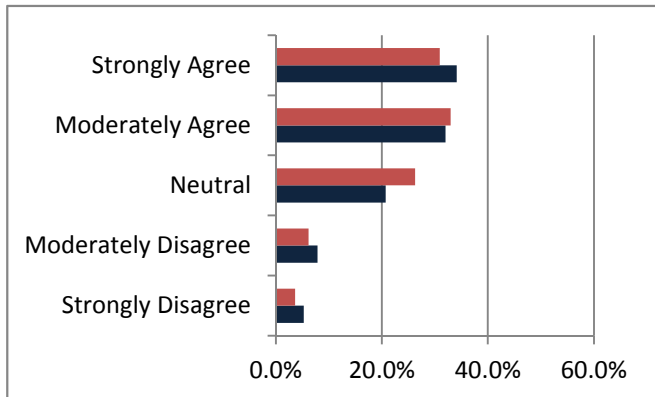
3g. I am satisfied with the quality of services at the campus library.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	83	40.5%	187	47.9%
Moderately Agree	74	36.1%	120	30.8%
Neutral	36	17.6%	54	13.8%
Moderately Disagree	10	4.9%	16	4.1%
Strongly Disagree	2	1.0%	13	3.3%
Not App/No Answer	9	n/a	31	n/a
Valid Total	205	100.0%	390	100.0%



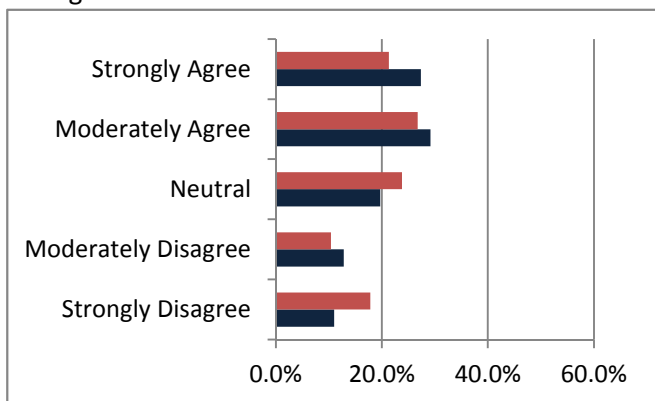
3h. I am satisfied with the approachability of administrators.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	60	30.9%	130	34.1%
Moderately Agree	64	33.0%	122	32.0%
Neutral	51	26.3%	79	20.7%
Moderately Disagree	12	6.2%	30	7.9%
Strongly Disagree	7	3.6%	20	5.2%
Not App/No Answer	20	n/a	40	n/a
Valid Total	194	100.0%	381	100.0%



3i. CUNYfirst is convenient for doing business at Brooklyn College.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	43	21.3%	107	27.4%
Moderately Agree	54	26.7%	114	29.2%
Neutral	48	23.8%	77	19.7%
Moderately Disagree	21	10.4%	50	12.8%
Strongly Disagree	36	17.8%	43	11.0%
Not App/No Answer	12	n/a	30	n/a
Valid Total	202	100.0%	391	100.0%

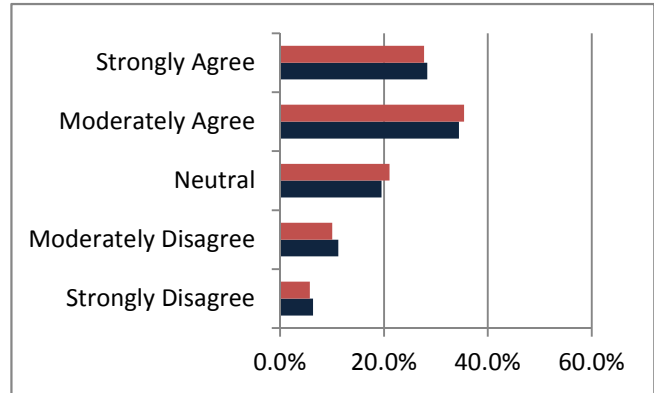


Comparison Report: Graduation Student Satisfaction Survey, Spring 2015 and Spring 2017 Administrations

3: Please state your level of agreement with the following statements about college-wide services and support.

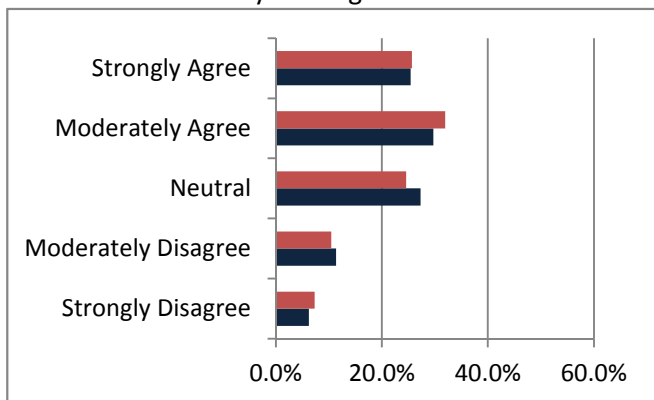
3j. The Brooklyn College web site is a useful source of information.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	58	27.8%	116	28.4%
Moderately Agree	74	35.4%	141	34.5%
Neutral	44	21.1%	80	19.6%
Moderately Disagree	21	10.0%	46	11.2%
Strongly Disagree	12	5.7%	26	6.4%
Not App/No Answer	5	n/a	12	n/a
Valid Total	209	100.0%	409	100.0%



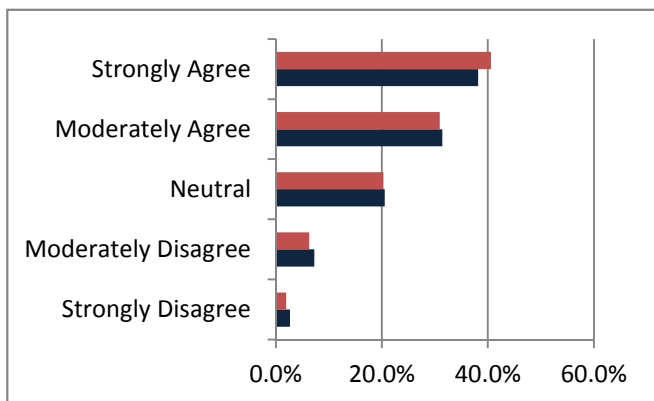
3k. The Brooklyn College web site is convenient for doing business with Brooklyn College.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	49	25.7%	94	25.4%
Moderately Agree	61	31.9%	110	29.7%
Neutral	47	24.6%	101	27.3%
Moderately Disagree	20	10.5%	42	11.4%
Strongly Disagree	14	7.3%	23	6.2%
Not App/No Answer	23	n/a	51	n/a
Valid Total	191	100.0%	370	100.0%



3l. The cost of my Brooklyn College degree will be a worthwhile investment.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	84	40.6%	158	38.2%
Moderately Agree	64	30.9%	130	31.4%
Neutral	42	20.3%	85	20.5%
Moderately Disagree	13	6.3%	30	7.2%
Strongly Disagree	4	1.9%	11	2.7%
Not App/No Answer	7	n/a	7	n/a
Valid Total	207	100.0%	414	100.0%

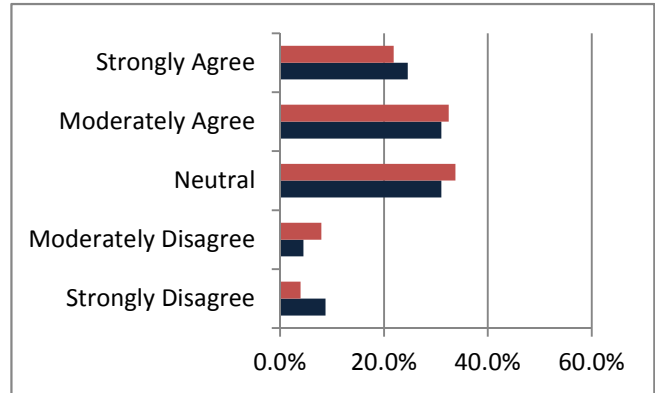


Comparison Report: Graduation Student Satisfaction Survey, Spring 2015 and Spring 2017 Administrations

3: Please state your level of agreement with the following statements about college-wide services and support.

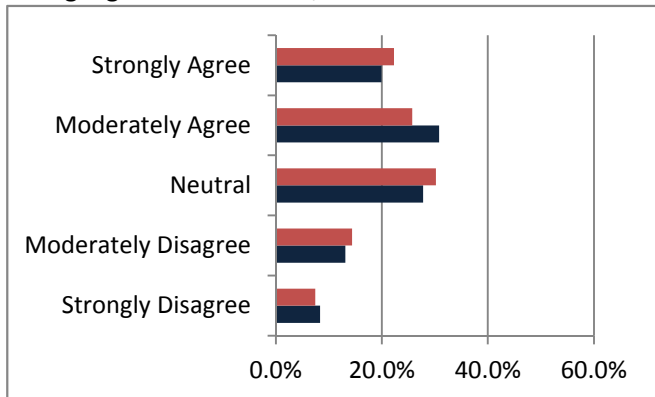
3m. The Brooklyn College graduate student orientation was helpful.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	33	21.9%	76	24.6%
Moderately Agree	49	32.5%	96	31.1%
Neutral	51	33.8%	96	31.1%
Moderately Disagree	12	7.9%	14	4.5%
Strongly Disagree	6	4.0%	27	8.7%
Not App/No Answer	63	n/a	112	n/a
Valid Total	151	100.0%	309	100.0%



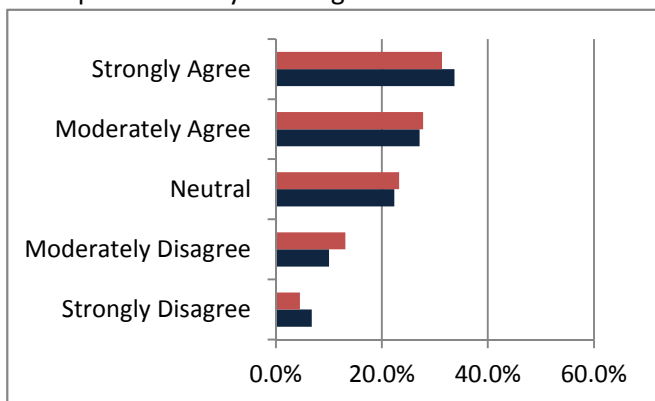
3n. When I need information about the admin. aspects of being a graduate student, I can find it.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	45	22.3%	79	19.9%
Moderately Agree	52	25.7%	122	30.8%
Neutral	61	30.2%	110	27.8%
Moderately Disagree	29	14.4%	52	13.1%
Strongly Disagree	15	7.4%	33	8.3%
Not App/No Answer	12	n/a	25	n/a
Valid Total	202	100.0%	396	100.0%



3o. Faculty members provided guidance, outside of class, to help me with my career goals.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	62	31.3%	134	33.7%
Moderately Agree	55	27.8%	108	27.1%
Neutral	46	23.2%	89	22.4%
Moderately Disagree	26	13.1%	40	10.1%
Strongly Disagree	9	4.5%	27	6.8%
Not App/No Answer	16	n/a	23	n/a
Valid Total	198	100.0%	398	100.0%

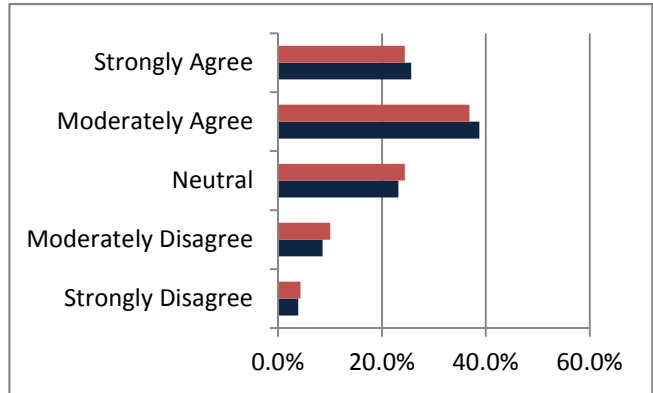


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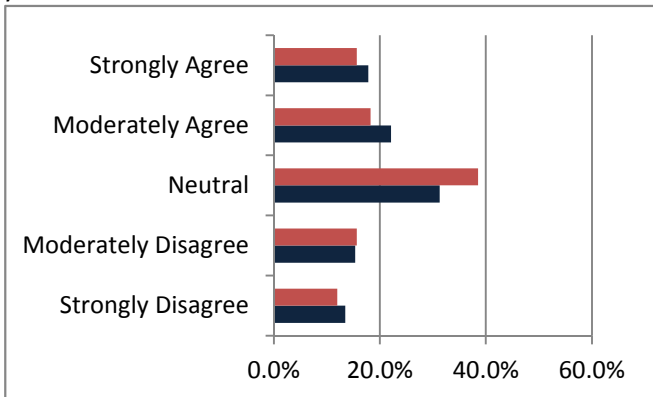
3p. I am able to get the information I need on this campus.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	51	24.4%	105	25.6%
Moderately Agree	77	36.8%	159	38.8%
Neutral	51	24.4%	95	23.2%
Moderately Disagree	21	10.0%	35	8.5%
Strongly Disagree	9	4.3%	16	3.9%
Not App/No Answer	5	n/a	11	n/a
Valid Total	209	100.0%	410	100.0%



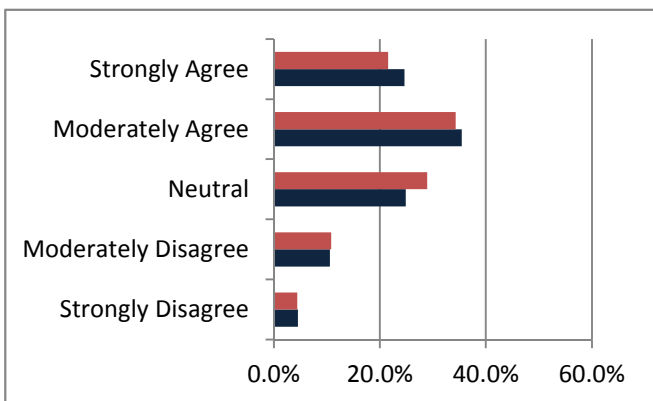
3q. Channels for expressing student complaints are readily available.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	30	15.6%	66	17.8%
Moderately Agree	35	18.2%	82	22.1%
Neutral	74	38.5%	116	31.3%
Moderately Disagree	30	15.6%	57	15.4%
Strongly Disagree	23	12.0%	50	13.5%
Not App/No Answer	22	n/a	50	n/a
Valid Total	192	100.0%	371	100.0%



3r. Opportunities exist to make professional contacts with other students.

Response	2015		2017	
	No.	%	No.	%
Strongly Agree	44	21.6%	98	24.6%
Moderately Agree	70	34.3%	141	35.4%
Neutral	59	28.9%	99	24.9%
Moderately Disagree	22	10.8%	42	10.6%
Strongly Disagree	9	4.4%	18	4.5%
Not App/No Answer	10	n/a	23	n/a
Valid Total	204	100.0%	398	100.0%

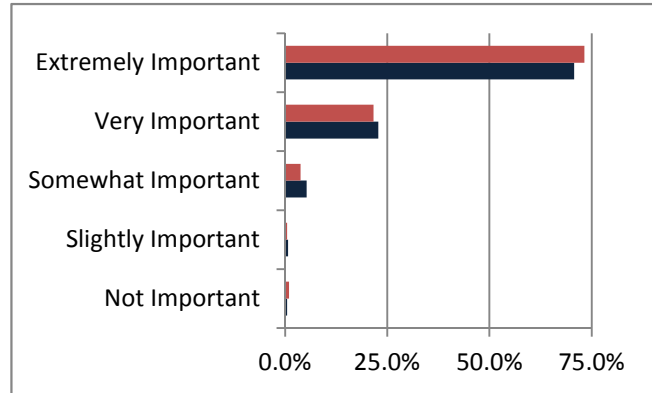


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5. Why did you choose to begin a graduate program at Brooklyn College? For each of the given reasons, please indicate how important it was in your decision.

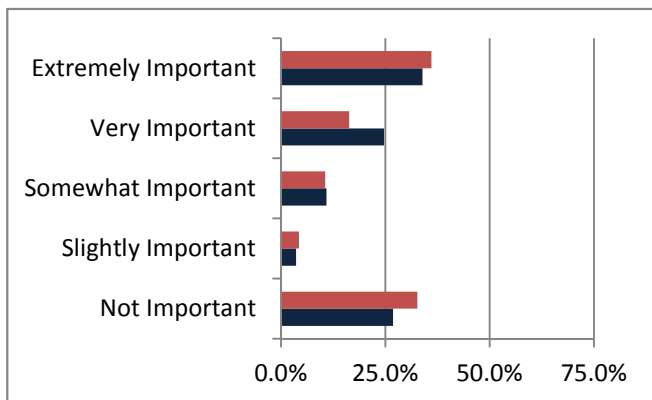
5a. To increase my knowledge in a particular field of study.

Response	2015		2017	
	No.	%	No.	%
Extremely Important	156	73.2%	295	70.7%
Very Important	46	21.6%	95	22.8%
Somewhat Important	8	3.8%	22	5.3%
Slightly Important	1	0.5%	3	0.7%
Not Important	2	0.9%	2	0.5%
Not App/No Answer	1	n/a	4	n/a
Valid Total	213	100.0%	417	100.0%



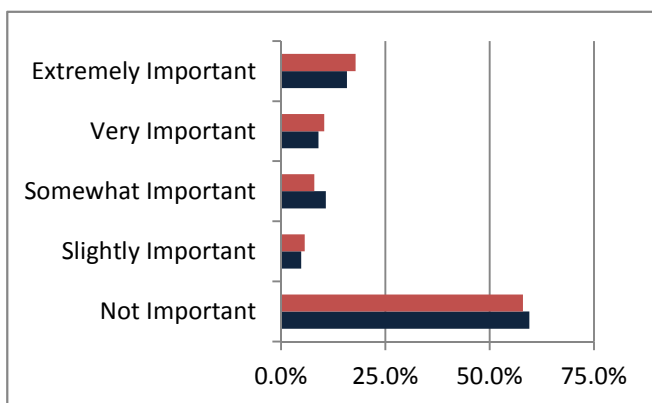
5b. To change careers.

Response	2015		2017	
	No.	%	No.	%
Extremely Important	75	36.1%	140	33.9%
Very Important	34	16.3%	102	24.7%
Somewhat Important	22	10.6%	45	10.9%
Slightly Important	9	4.3%	15	3.6%
Not Important	68	32.7%	111	26.9%
Not App/No Answer	6	n/a	8	n/a
Valid Total	208	100.0%	413	100.0%



5c. It was required by my employer.

Response	2015		2017	
	No.	%	No.	%
Extremely Important	38	17.9%	65	15.9%
Very Important	22	10.4%	37	9.0%
Somewhat Important	17	8.0%	44	10.7%
Slightly Important	12	5.7%	20	4.9%
Not Important	123	58.0%	244	59.5%
Not App/No Answer	2	n/a	11	n/a
Valid Total	212	100.0%	410	100.0%

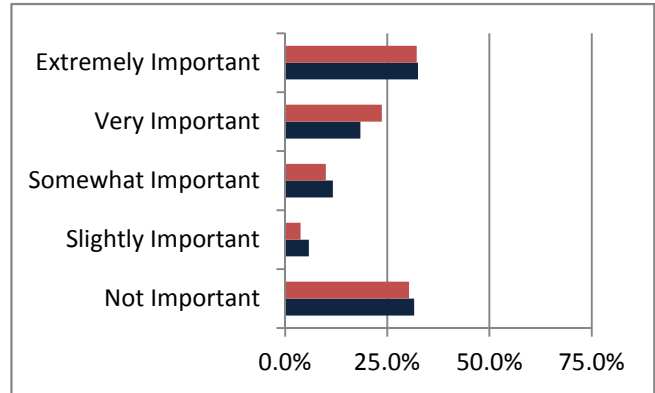


Comparison Report: Graduation Student Satisfaction Survey, Spring 2015 and Spring 2017 Administrations

5. Why did you choose to begin a graduate program at Brooklyn College? For each of the given reasons, please indicate how important it was in your decision.

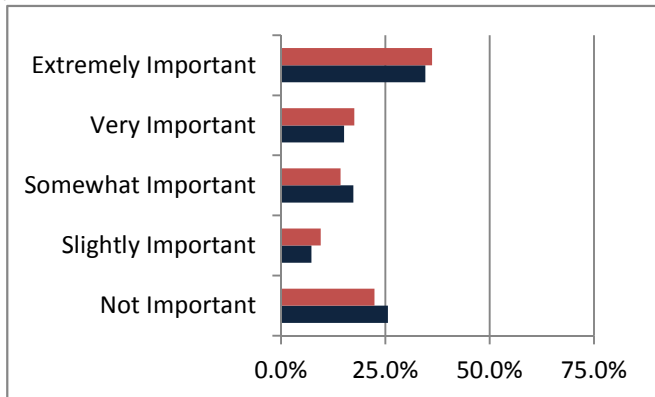
5d. To get a promotion by means of improving skill set and/or credentials.

Response	2015		2017	
	No.	%	No.	%
Extremely Important	68	32.2%	134	32.5%
Very Important	50	23.7%	76	18.4%
Somewhat Important	21	10.0%	48	11.7%
Slightly Important	8	3.8%	24	5.8%
Not Important	64	30.3%	130	31.6%
Not App/No Answer	3	n/a	9	n/a
Valid Total	211	100.0%	412	100.0%



5e. To assist in my efforts to get a more advanced degree, such as a Ph.D.

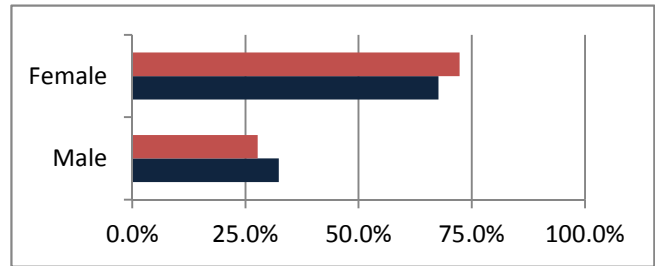
Response	2015		2017	
	No.	%	No.	%
Extremely Important	76	36.2%	142	34.6%
Very Important	37	17.6%	62	15.1%
Somewhat Important	30	14.3%	71	17.3%
Slightly Important	20	9.5%	30	7.3%
Not Important	47	22.4%	105	25.6%
Not App/No Answer	4	n/a	11	n/a
Valid Total	210	100.0%	410	100.0%



Demographic Breakdown: Graduation Student Satisfaction Survey, Spring 2015 and Spring 2017 Administrations

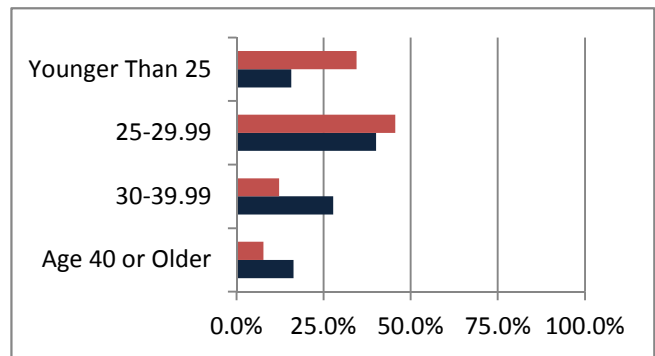
7. Please indicate your gender:

Response	2015		2017	
	No.	%	No.	%
Female	154	72.3%	276	67.6%
Male	59	27.7%	132	32.4%
Not App/No Answer	2	n/a	6	n/a
Valid Total	213	100.0%	408	100.0%



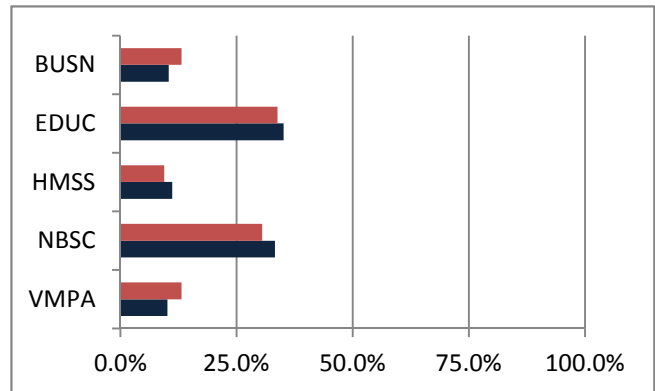
8. Please indicate your age:

Response	2015		2017	
	No.	%	No.	%
Younger Than 25	62	34.4%	50	15.8%
25-29.99	82	45.6%	127	40.1%
30-39.99	22	12.2%	88	27.8%
Age 40 or Older	14	7.8%	52	16.4%
Not App/No Answer	34	n/a	104	n/a
Valid Total	180	100.0%	317	100.0%



9. Please indicate the school affiliation of your program:

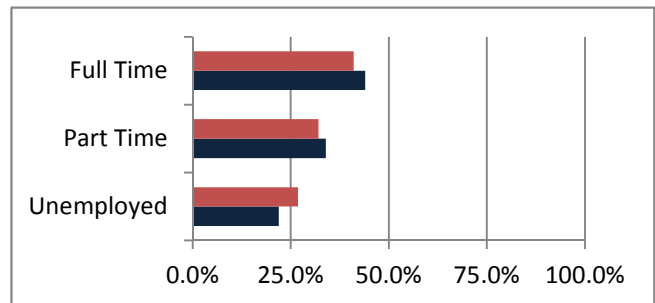
Response	2015		2017	
	No.	%	No.	%
BUSN	28	13.1%	38	10.4%
EDUC	72	33.8%	129	35.1%
HMSS	20	9.4%	41	11.2%
NBSC	65	30.5%	122	33.2%
VMPA	28	13.1%	37	10.1%
Not App/No Answer	1	n/a	54	n/a
Valid Total	213	100.0%	367	100.0%



Demographic Breakdown: Graduation Student Satisfaction Survey, Spring 2015 and Spring 2017 Administrations

10. Please indicate your current employment status:

Response	2015		2017	
	No.	%	No.	%
Full Time	87	41.0%	184	44.0%
Part Time	68	32.1%	142	34.0%
Unemployed	57	26.9%	92	22.0%
Not App/No Answer	2	n/a	3	n/a
Valid Total	212	100.0%	418	100.0%



11. Please indicate your long term educational goals:

Response	2015		2017	
	No.	%	No.	%
Doctorate	85	40.1%	209	50.2%
MD/JD/DDS	9	4.2%	18	4.3%
Adv. Cert/Dipl	5	2.4%	11	2.6%
Master's	107	50.5%	163	39.2%
Other	6	2.8%	15	3.6%
Not App/No Answer	2	n/a	5	n/a
Valid Total	212	100.0%	416	100.0%

