



STOP OUT SURVEY REPORT – December 2018

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Highlights

- The Stop-Out Survey was administered to 5,326 students who had been enrolled at Bergen in Fall 2017, but had not re-enrolled in Fall 2018.
- The invitation to participate in the survey was sent to the students' Bergen and personal email addresses. Three hundred and twenty-eight students responded to this invitation.
- Through survey question filters, the 328 respondents were broken up into five categories – respondents who reported they had graduated (13), respondents who had been dually enrolled high school students (11), respondents who had transferred to another institution (95), respondents who had been visiting Bergen from another institution (17), and respondents who had stopped attending any institution of higher education (192). This report focuses primarily on the 192 respondents who can accurately be considered 'stop-out students'.
- Forty-five percent of stop-out respondents reported that they entered Bergen Community College for the purpose of obtaining an associate degree and then transferring to a four-year college; an additional 16% indicated they were taking courses necessary for transfer to another institution.
- When asked why they left Bergen, 51 stop-out respondents indicated they decided to take some time off from school (27%) and 49 (26%) indicated they had issues with financial aid. Forty-seven respondents said they could no longer afford to attend Bergen (24%).
- One hundred and eleven respondents (60%) said they planned to re-enroll at Bergen Community College at some point in the future, of which 71 planned to re-enroll the next semester (Spring 2019).
- One hundred twenty-two respondents (67%) were employed during the Fall 2017 term, of which 63 worked more than 30 hours a week. One hundred forty-one are currently employed, of which 89 work more than 30 hours a week.
- Seventy-five respondents (66%) left comments on the Stop-Out Survey that had suggestions for areas of improvement for Bergen. These comments covered topics ranging from general financial assistance/reduce the cost of tuition & fees to advising and counseling improvements. Students also suggested improvements with financial aid.

Introduction

The Stop-Out Survey was administered to students who were enrolled at Bergen Community College in Fall 2017, but had not re-enrolled in Fall 2018. The intent of the survey was to better understand why students did not continue with their college education. A fourteen-question online survey was developed and an invitation to participate was emailed to the students' Bergen and personal email addresses on October 10th, 2018. The survey was sent to 5,326 students¹ and was open from October 10th, 2018 to November 27th, 2018. The survey received 328 total unduplicated respondents (6.2% response rate). In order to permit analysis on only those respondents who met our definition of "stop-out students," filter questions were added to the survey to separate out any graduates, high school students, transfer students, or visiting students that might have been sent the survey in error (see Figure 5 on page 20). Through this filtering method, 192 of the 328 total respondents were identified as stop-out students. This report mainly focuses on these 192 students. However, valuable information was also extracted from transfer student respondents and graduate respondents. The findings from these two groups are presented in this report in Appendix C and Appendix D, respectively.

¹ The 5,326 students had enrolled at Bergen in Fall 2017 but had not re-enrolled in Fall 2018 and did not graduate between Fall 2017 and Summer 2018. This was determined by whether they appeared on the Fall 2017, Spring 2018, or Summer 2018 graduation lists.

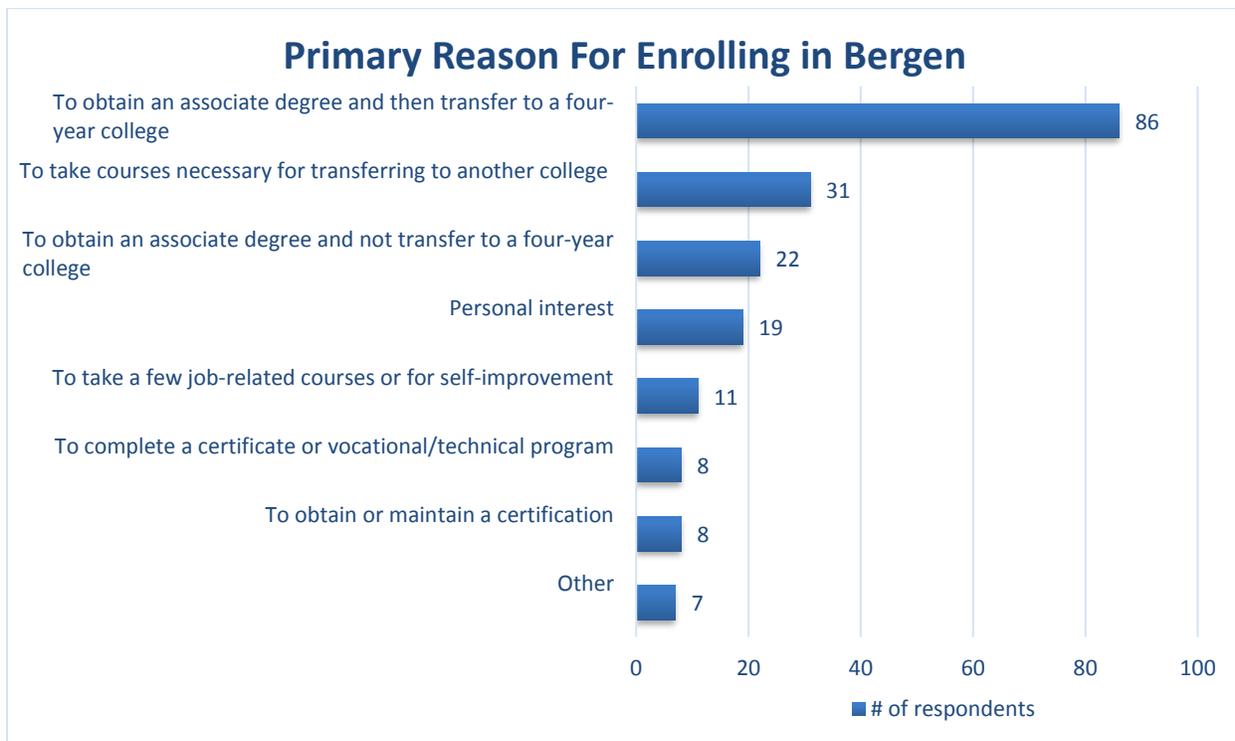
Reasons for Entering Bergen Community College

When asked “What was the primary reason you initially enrolled at BCC?” forty-five percent of respondents said they enrolled in Bergen to obtain an associate degree and then transfer to a four-year college. This was followed by students who wanted to take courses necessary for transferring to another college (16%). Twenty-two respondents (11%) indicated they enrolled in Bergen to obtain an associate degree and not transfer to a four-year college.

Table 1: What was the primary reason you initially enrolled at BCC?

Primary Reason	Freq.	%
To obtain an associate degree and then transfer to a four-year college	86	45%
To take courses necessary for transferring to another college	31	16%
To obtain an associate degree and not transfer to a four-year college	22	11%
Personal interest	19	10%
To take a few job-related courses or for self-improvement	11	6%
To complete a certificate or vocational/technical program	8	4%
To obtain or maintain a certification	8	4%
Other	7	4%

Figure 1



Reasons for not Re-enrolling at Bergen Community College

The students were asked to select the reason(s) they did not re-enroll at Bergen in Fall 2018. They were given seventeen possible options to choose from and an option to write in any other reasons. There were 417 responses from the 192 respondents². The top reason students did not return to Bergen was “deciding to take some time off from school” (51 respondents, 27%). Forty-nine students experienced issues with financial aid (26%). Forty-seven students could no longer afford to attend Bergen (24%). Table 2 shows the results of this question. A breakdown of the reasons mentioned in ‘Other reason’ is presented on page 7.

Table 2: What made you choose not to re-enroll at Bergen Community College? MARK ALL THAT APPLY.

Reason	Freq.	% ³
Decided to take some time off from school	51	27%
Issues with financial aid	49	26%
Can no longer afford to attend Bergen Community College	47	24%
Unable to balance school with other responsibilities (e.g. work, family, etc.)	41	21%
Other reason	35	18%
Health-related problem (family or personal)	27	14%
Disappointed with the quality of instruction	23	12%
Unable to navigate Bergen processes (e.g. registration, financial aid, billing, etc.)	19	10%
Course(s) needed not currently offered	19	10%
Accomplished all my Bergen Community College goals	18	9%
Uncertainty about the value of a college education	18	9%
Felt alone or isolated	17	9%
Inadequate study habits	16	8%
Child care was unavailable or too costly	10	5%
Difficulty in obtaining transportation to Bergen Community College	9	5%
Moved to another state/country	7	4%
Desired major was not offered at Bergen Community College	6	3%
Inadequate facilities/support for students with disabilities	5	3%

² Respondents were allowed to select more than one reason for leaving. That is why there are 417 responses from the 192 stop-out respondents.

³ Because respondents could select more than one option, the total percentage will not equal 100%. Each percentage is derived by dividing the number who selected that option by the total number of respondents (i.e. $51/192 = 27\%$).

Reasons for not Re-enrolling at Bergen Community College (continued)

As noted on the previous two pages, 31 respondents decided to write in 35 additional reasons for not re-enrolling at Bergen. These other reasons ranged from work and family commitments to personal issues to issues with administrative offices. We manually coded these comments into one of fourteen broad categories. Table 3 shows the breakdown of these responses into these categories.

Table 3: Please specify any other reasons for not re-enrolling at Bergen.

Other Reason Category	Freq.
Work commitment	9
Family commitments/issues	5
Academic dismissal/probation	4
Awaiting reply from program application	4
Didn't receive sufficient academic guidance	4
Class scheduling issues	3
Issues with professors/students	2
Issues with bursar	1
Issues with registration	1
Personal issues	1
Was not accepted into program of choice	1

Plans on Re-enrolling at Bergen Community College

The respondents were asked, “Do you plan to re-enroll at Bergen Community College at any point in the future?” Sixty percent (111 respondents) said they intended to return while 15% (27 respondents) said they did not. Twenty-five percent (47 respondents) were unsure. Table 4 shows the results of this question.

Table 4: Do you plan to re-enroll at Bergen Community College at any point in the future?

Response	Freq.	%
Yes	111	60%
No	27	15%
Unsure	47	25%
Total	185	100%

Students who answered “Yes” to the previous question were asked as a follow-up question, “When do you plan to re-enroll?” Sixty-four percent (71 respondents) indicated that they planned to re-enroll the next semester (Spring 2019). Fourteen percent (16 respondents) were planning to re-enroll the next year (Summer/Fall 2019). See Table 5 below for the results.

Table 5: When do you plan to re-enroll at Bergen Community College?

Response	Freq.	%
Next semester – Spring 2019	71	64%
Next year – Summer/Fall 2019	16	14%
The year after next – Spring/Summer/Fall 2020	5	5%
Spring 2021 or later	1	<1%
Unsure	18	16%
Total	111	100%

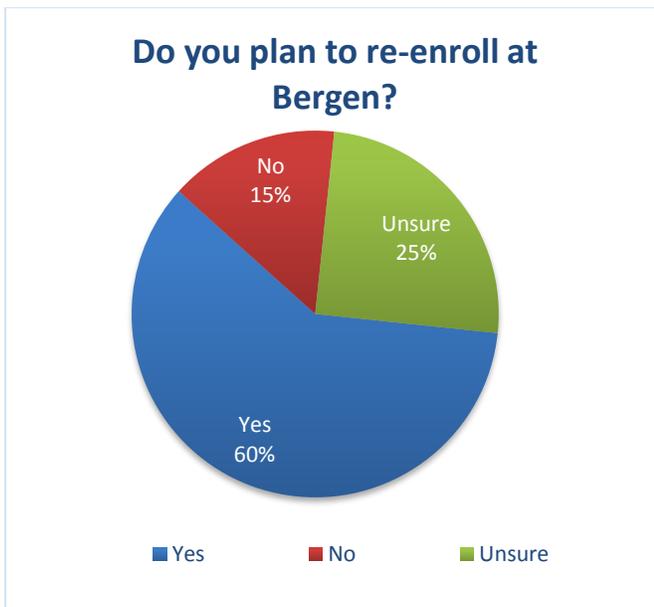


Figure 2

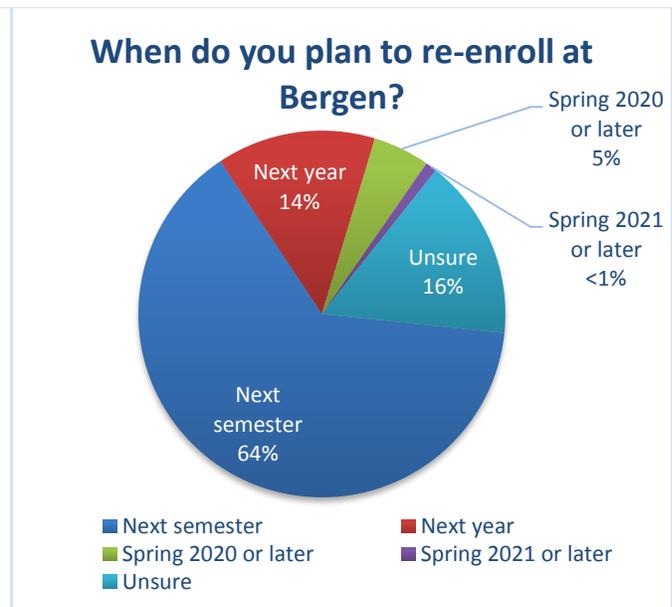


Figure 3

Planning to Transfer to another College/University

The respondents were asked “Do you plan to transfer to another college/university?” Seventy-five respondents (39%) indicated they were not planning to transfer to any other college/university. The results from this question are shown in Table 6.

Table 6: Do you plan to transfer to another college/university?

Response	Freq.	%
Yes	44	23%
No	75	39%
Unsure	72	38%
Total	191	100%

The 116 respondents who said they were planning to transfer to another college/university or were unsure were asked as a follow-up question, “What college(s) are you interested in transferring to?” and were provided space to enter two colleges. Nearly 100 potential colleges/universities were shared. Eighty-eight percent of colleges shared were New Jersey institutions such as Montclair State University, Rutgers University, and William Paterson University. Table 7 shows the breakdown of the 11 institutions mentioned by 2 or more respondents and the number of respondents who were planning to transfer to each.

Table 7: What is the name of the college/university you are planning on transferring to?

College/University Name	# of Students Planning to Enroll
Montclair State University	25
Rutgers University	15
William Paterson University	10
Ramapo College	9
Fairleigh Dickinson University	3
Passaic County Community College	3
Berkeley College	2
Bloomfield College	2
Lincoln Tech	2
New Jersey City University	2
New Jersey Institute of Technology	2
Total	75

Employment

The respondents were asked “Were you employed during your last semester at Bergen Community College?” One hundred and twenty-two respondents (67%) indicated they were employed during their last semester at Bergen. The results from this question as well as the number of hours they typically worked a week are shown in Table 8.

Table 8: Were you employed during your last semester at Bergen Community College?

Response	Freq.	%
Yes	122	67%
No	59	33%
Total	181	100%

Hours Worked	Freq.	%
1 to 10	4	4%
11 to 20	15	14%
21 to 30	22	21%
31 to 40	42	40%
41 to 50	19	18%
51+	2	2%
Total	104	100%

The respondents were asked a related question, “Are you currently employed?” One hundred and forty-one respondents (78%) indicated that they are currently employed. Table 9 presents the results from this question as well as the number of hours they typically worked a week. Ninety-six percent of respondents who were employed during their last semester at Bergen are currently employed.

Table 9: Are you currently employed?

Response	Freq.	%
Yes	141	78%
No	39	22%
Total	180	100%

Hours Worked	Freq.	%
1 to 10	6	5%
11 to 20	13	10%
21 to 30	16	13%
31 to 40	62	49%
41 to 50	19	15%
51+	8	6%
Total	127	100%

Respondent Demographics

Table 10 below shows the demographic breakdown on the 192 stop-out respondents. Registration status, age, race/ethnicity and number of registered credits were collected from administrative data after the stop-out survey results were matched to a student ID. Both employment statuses were collected from the survey.

Table 10: Stop-Out Respondent Demographics

Registration Status in Fall 2017	Frequency	%
Continuing	90	48%
First time to higher education	53	29%
Stop-out, readmit	31	17%
Transfer in	12	6%
Age	Frequency	%
21 and under	87	47%
22 to 29	56	30%
30 to 39	22	12%
40 and over	21	11%
Race/Ethnicity	Frequency	%
White	62	44%
Hispanic, all races	49	35%
Asian	16	11%
Black	10	7%
Two or More Races	2	1%
Hawaiian, Pacific Islander	1	<1%
American Indian	1	<1%
Number of Registered Credits in Fall 2016	Frequency	%
1 to 3	26	14%
4 to 6	33	18%
7 to 9	27	15%
10 to 12	42	23%
13 to 15	51	27%
16+	7	4%
Employed During Last Semester at Bergen	Frequency	%
Yes	122	67%
No	59	33%
Currently Employed	Frequency	%
Yes	141	78%
No	39	22%

Is there anything Bergen Community College could have done differently to help meet your goal(s)?

The stop-out respondents were also asked “Is there anything Bergen Community College could have done differently to help you meet your goal(s)?” The 114 comments provided were reviewed and categorized as ‘Area of Improvement Suggested’ and ‘No Improvement Suggested/Positive’. Seventy-five comments (66%) specified what Bergen could have done differently to help them meet their goal(s). The results from this question are shown in Table 11. Table 12 shows, for the responses that suggested improvements, how the responses were categorized.

Table 11: Is there anything Bergen Community College could have done differently to help you meet your goal(s)?

Response	Freq.	%
Area of Improvement Suggested	75	66%
No Improvement Suggested/Positive	39	34%
Total	114	100%

Table 12: Is there anything Bergen Community College could have done differently to help you meet your goal(s)?

Area of Improvement Suggested (if suggested)	Freq.
General financial assistance/reduce the cost of tuition & fees	18
Advising/counseling improvements	15
Financial aid improvements	13
College processes and climate	8
Faculty/professor improvements	8
Class offerings improvements	6
Program specific improvements	6
Online course improvements	4
Class scheduling improvements	4
Academic support service improvements	3
Bursar improvements	3
International student service improvement	1
Registration improvement	1
Total⁴	90

⁴ Because comments with multiple suggestions for areas of improvement could be included in more than one category, the total number of comments recorded is more than indicated in Table 11.

Table 13 lists all of the comments verbatim by category. Comments may appear under more than one area.

Table 13: Is there anything Bergen Community College could have done differently to help meet your goal(s)?

Positive
1. All I need is to get back into college to complete the entire semester and earn my degree.
2. BCC was fantastic
3. Bergen was excellent
4. Bergen was wonderful, I had a good experience there.
5. I am satisfied with the service BCC has been providing me
6. I need to look into more services available from the school. Counseling, tutoring, academic support...
7. I sincerely loved my time at Bergen Community College! I met great friends, learned so much, and found the process to be so simple. The only complaint is that the science labs could use some updating, but they were still functional. Again, I loved BCC and wish I hadn't left NJ!
8. I was very happy with the classes I took at BCC! I had to take the science classes that were required for Physician Assistant school. Now that I have completed those course, I am studying to take the GRE and getting experiential hours completed!
9. I'm an adjunct professor and I took real estate courses in order to obtain my license. Goal accomplished!
10. It was great
11. Manage my time better, focus more on school work
12. N/a
13. N/A - offered all the classes I needed online or in the evenings so I could take them after work!
14. No comments
15. No, honestly what BCC did for me was top notch. I had gotten married and needed to relocate over to [LOCATION REDACTED] due to wife's Permanent Change of Station (active duty USAF). She got these orders in the middle of the semester, which was beyond the point of grace period for reimbursement. I had paid for my classes out of pocket and I thought I was out of luck but I was referred to apply for a waiver. I feared the worst but ultimately was able to get my tuition refunded which helped out in so many ways I can't describe. I am always thankful for that.
16. No, it was a personal problems
17. No, just me
18. No. BCC administration provides a nurturing intellectual environment for their students to succeed
19. No. Everything was fine.
20. No. The problem here is me, not the school.
21. Nope just army business
22. Not at this time... I've had a pleasant experience
23. Nothing, but I'm thankful for the opportunity
24. Taken a better class to rise my GPA to get into Radiography program so i'm not wasting time
25. The classes were for fun. I wish I could continue with [NAME REDACTED] but I will be retiring in the near future, I hope.
26-39. No

General financial assistance/reduce the cost of tuition & fees

1. Actually come to a consideration of helping a student when they needed it the most. Ive been in bergen for 3 years now and within the three years, i always had some sort of issue in every semester. I wasnt understanding why my financial aid was not available in my account by the time school started. I was removed from my classes. I attempted to take classes in fall 2, and still nothing from financial aid. It was in a waiting process and when i gave the thing i was apparently missing, no one informed me that they needed a w2 form from a job i was never in during the year. I couldve been in my classes, but no one helped me when i needed it the most. Not to mention the pain i am in from a recent car accident i was in the summer.
2. Award a scholarship to mitigate the financial demand
3. Billing told me that I have to pay everything I owed or I couldn't come back. I can get on a payment plan so I can get caught up and at least take classes. I was on one previously but I fell behind on my mortgage because of hours being cut at my job and couldn't pay BCC. I'm in a better position now and my wife got a raise so I'm willing and able now but I don't have everything I owe right now. I hope that BCC could help tailor a plan for me to get back on track.
4. Cheaper tuition please
5. Education should be free. I was born poor, I realized going there. I'll die poor.
6. Facilities to pay every semester
7. Have more affordable payment plans
8. I absolutely loved Bergen community college but I had foot surgery and was not able to drive nor had anyone to take me. My family was also going through issues with money and lawyers it was difficult. I do wish to go back and continue but because I did not withdraw or cancel which I wasn't aware of I owe Bergen 2,300.
9. i need financial aid money 😊
10. I'm not sure how it works, but it'd be easier if the course I needed to have enough credits for financial aid was available in the fall semester as well, rather than it just be the spring semester.
11. If I was able to qualify for a free education, I'd be more than happy to enroll again. Also, the program I last attempted did not meet my expectations of a great experience at BCCC.
12. Lower my cost of course to attend Bergen community college
13. Lower tuition cost
14. make tuition free so i wouldnt have to work as much
15. Not put a hold on my account and allow me to set up a payment plan that would give me the ability to attend school while i worked to pay off my overwhelming debt. But who cares about your education if you're living in poverty.
16. Planning to pay money for college courses
17. Yes, needs assistance to pay my school fees, books, child care..
18. Yes. Provide an aide for me. They demanded numerous unreasonable unnecessary paperwork requests.

Advising/counseling improvements

1. Better availability times to meet with counselors without me calling out of work when I need it for emergencies. I now work a 9am - 5pm job to pay out of my own pocket for the classes.
2. Better assistance in picking a major that fits my wants and needs.
3. Help me transfer out of Bergen to a four year
4. Better staff. Reduce wait times. More efficient way of ticket printing
5. Bettering the help we get from staff and an easier in person registration process
6. Friendlier Counselors, MORE HELP FOR KIDS THAT NEED IT! Ive personally seen many kids fake fasfa to get more aid. Consider treating continuing education the same as college credits, because in the workforce, its look at the same. Not all kids are cut out for college and there needs to be more options for said kids.
7. Listen to your students when they are struggling with something
8. Maybe more mandatory meetings with counselors. I didn't realize the value of meeting with them until later.
9. Reevaluate some employees, I found my academic advisor to be uninformed and dismissive, as well as had a few teachers who were either incompetent or aggressive.

10. Return my phone calls about being assigned to become a degree-seeking student. Complete my program evaluation. Provide a advisor willing to help me
11. See above narrative on why I left and see if you want can make any changes there. I would still like to have the AAS in VET science [Above narrative: I was having trouble getting the right person for assistance in learning the college computer system. I graduated BCC with As in [YEAR REDACTED]. Graduated F DU with BS in finance [YEAR REDACTED]. Completed certificate as a Paralegal from FDU in [YEAR REDACTED]. But did none of this using a computer. I know what I need for an AAS in veterinary tech, but I couldn't get any one who understood that I needed some help in the areas of math and science prior to getting into VET tech. I didn't know and still don't know how to do on line courses. It really made me feel stupid. I thought I was asking in English, but every person I tried to get help from kept answering me as if I knew what they were talking about. Compounds with a heart problem it was easier to give up trying. At [AGE REDACTED] plus and plenty of school and on the job training in a 44 year career before pancreatic cancer forced me into retirement. So I left and never came back for the stimulation I would love to have I never came back. No one helped me get what I needed.]
12. Send an automated message to online class students informing them where there at and what their next options are. When you are not on campus it is hard to speak to an advisor. If you call they ask you to come in, and if you email you do not get a response which makes it difficult and discouraging.
13. They never help me in my classes and never help me with financial aid
14. To get toefl score.
15. Yes. 20 years ago my mom had cancer and i couldn't continue my education. I tried but it was hard. I want to one day finish my schooling. But so many obstacles. It's been 20 years and I really wanted to have a degree.

Financial aid improvements
1. Actually come to a consideration of helpingg a student when they needed it the most. Ive been in bergen for 3 years now and within the three years, i always had some sort of issue in every semester. I wasnt understanding why my financial aid was not available in my account by the time school started. I was removed from my classes. I attempted to take classes in fall 2, and still nothing from financial aid. It was in a waiting process and when i gave the thing i was apparently missing, no one informed me that they needed a w2 form from a job i was never in during the year. I couldve been in my classes, but no one helped me when i needed it the most. Not to mention the pain i am in from a recent car accident i was in the summer.
2. Although i never filled my fafsa and was denied of any aid, Bergen still charged only because I didn't drop the classes in the system. I never showed up to any "enrolled classes" because my financial aid was never approved so obviously I have no money to pay for college. Yet, Bergen never sent me a letter during the semester telling me that I owed them money because I didn't get approved for financial aid. They onoy sent me a letter after the semester was done telling that I owe them more than \$3000 for some classes that I didn't even take. So they did a lot of things wrong. They accepted a student into school without financial aid and only put me into debt, and notified me of my debt once it was too late to dispute it. Plus, the faculty staff or professors obviously didn't even notice that a student in their class never showed; showing no interest in students at all.
3. Assistance with financial aid.
4. financial aid answering phone calls also better assistance and more organized when students ask for help instead of teachers saying look in the book they help their students and try to break it down for better understanding and at least act like they want to teach.
5. Finish processing my financial aid on time so I could get the money and help I need before my clases for fall 2018 were cancelled
6. Helped more with filling out financial aid
7. I was only notified that my payment from my loans didn't go through by an email. The way I found out was by my professor who emailed me and told me I was canceled out of my classes for Fall 2018. After filling out FASFA again, it was too late to register. I think the school should call to notify a student on what exactly happened. I called my loans and my FASFA company over two months ago, and everything was in order, but you didn't

receive the full payment. That's what I was told in an email, but I believe a phone call would be an easier and faster way for a student to fix whatever the issue may be. Thank you.
8. Inform me that my financial aid didn't process through. And give me better feedback
9. look into my appeal letter for financial aid.
10. They never help me in my classes and never help me with financial aid
11. Training for the financial aid office and monitor employees. Very rude. Had been told so many lies I would rather conduct business elsewhere.
12. Yeah be more organized because in my case I was paying out of the county fees and because of the disorganization now I have a lot of debt that shouldn't had happened, story short my a & p professor tell me there is no space in the class for me when I registered online and already paid for the class! College didn't give me refunds then my writing professor told me I cannot pass his class without tutoring when I was already paying once a week for tutoring and traveling 30 min for 1 hour just to take that and am a full time worker! I believe this is unprofessional
13. Yes, inform me about my financial aid status before taking the two summer classes. I was at financial aid almost 10 times before I enrolled into summer classes. And many of the financial aid officers let me know I was going to be okay to take the two summer classes period when the classes ended the school sent me a letter stating I owe them for the two classes. I left that school very confused and upset.

College processes and climate
1. Although i never filled my fafsa and was denied of any aid, Bergen still charged only because I didn't drop the classes in the system. I never showed up to any "enrolled classes" because my financial aid was never approved so obviously I have no money to pay for college. Yet, Bergen never sent me a letter during the semester telling me that I owed them money because I didn't get approved for financial aid. They only sent me a letter after the semester was done telling that I owe them more than \$3000 for some classes that I didn't even take. So they did a lot of things wrong. They accepted a student into school without financial aid and only put me into debt, and notified me of my debt once it was too late to dispute it. Plus, the faculty staff or professors obviously didn't even notice that a student in their class never showed; showing no interest in students at all.
2. Answer my email and respond to my phone message
3. Assure quality of instructor and make sure that standards were implemented to ensure students were being graded fairly
4. Be more organized
5. Be more sensitive to student needs and do not push them away especially when they need you the most at that time
6. Incredibly frustrating for adult working students. Wish you had better communication and more courses offered. Classes themselves were excellent.
7. Not require everything (registration, financial aid, etc.) to be done via the Bergen site due to heavy traffic because of other students trying to access the same thing on the site causing the site to either crash or operate very slow.
8. Yes. 20 years ago my mom had cancer and i couldn't continue my education. I tried but it was hard. I want to one day finish my schooling. But so many obstacles. It's been 20 years and I really wanted to have a degree.

Faculty/professor improvements
1. Although i never filled my fafsa and was denied of any aid, Bergen still charged only because I didn't drop the classes in the system. I never showed up to any "enrolled classes" because my financial aid was never approved so obviously I have no money to pay for college. Yet, Bergen never sent me a letter during the semester telling me that I owed them money because I didn't get approved for financial aid. They only sent me a letter after the semester was done telling that I owe them more than \$3000 for some classes that I didn't even take. So they did a lot of things wrong. They accepted a student into school without financial aid and only put me into debt, and notified me of my debt once it was too late to dispute it. Plus, the faculty staff or professors obviously didn't even notice that a student in their class never showed; showing no interest in students at all.

2. Get better professors. Make it easier and clear when asking for help Get better personnel
3. Have professors that speak proper English. I have had a handful of professors that have a hard time speaking english, let alone understand questions from students
4. Online classes don't have a lot of professor involvement. Not all. I've had a couple of good professors who were very involved. But the majority not so much.
5. Reevaluate some employees, I found my academic advisor to be uninformed and dismissive, as well as had a few teachers who were either incompetent or aggressive.
6. Stop teaching lies.
7. Yes, you should have fired [NAME REDACTED]. I won a complaint against her with me receiving a full tuition reimbursement back in Fall 2017 so thats saying something.. But you still continue to keep her around even though she treated your students like crap.. There are plenty of people who need a job, I think you can do much better than her.
8. Yes.... As a student here at Bergen community college I had many issues with student teacher relations. It is to my understanding that my degree is a necessity for me to obtain for personal development. Teachers are to caught up in what students do wrong with no solution to how to correct each student to achieve their final grades. As a student who frequently reaches out to the teachers and speaks up during class I can honestly say that some teachers don't realize it's their job to help us find each and every solution to the problems they give us. It is not their job to trick each student into getting the wrong answer. Which I've also been noticing that many teachers like to do. Which is understandable on lighter graded assignments.... but when push comes to shove each student or pupil of the professor should always be ready for the upcoming exams if the teacher properly prepares his students. Of course that applies for those who show up and participate In class. Of course this is just my take from sitting in class and learning just to be thrown curveballs on each and every test.

Class offerings improvements
1. Gave me more mandatory classes I can be interested in and have value towards my degree.
2. I would have stayed if you didn't cancel the Russian II course. I think it was canceled that semester because of limited enrollment.
3. Offer classes for people stuck in the middle of the desert.
4. Offer more classes
5. Offer more online courses.
6. Offered the courses related to the graphics certificate on line and/or evenings/weekends.

Program specific improvements
1. Free or low cost child care, evening classes for the Dental Hygiene program so I could continue working. I was accepted to the program but just could not make it, very disappointing, sad, depressing.
2. Had the Computer Science Certificate or comparable equivalent been offered, I could have continued my education. I tried to contact the Dept. Dean but was not offered any viable options.
3. I was only notified that my payment from my loans didn't go through by an email. The way I found out was by my professor who emailed me and told me I was canceled out of my classes for Fall 2018. After filling out FASFA again, it was too late to register. I think the school should call to notify a student on what exactly happened. I called my loans and my FASFA company over two months ago, and everything was in order, but you didn't receive the full payment. That's what I was told in an email, but I believe a phone call would be an easier and faster way for a student to fix whatever the issue may be. Thank you.
4. If I was able to qualify for a free education, I'd be more than happy to enroll again. Also, the program I last attempted did not meet my expectations of a great experience at BCCC.
5. More communication with vet tech program coordinators so I could've taken necessary classes and not having to take semester off due to applying to the program
6. Precalc teacher refused to help with one-on-one study, and it is difficult to find material to brush up on previous courses.

Online course improvements

1. I had problems logging on to my username/module for online courses and had to contact support desk multiple times.
2. Online classes don't have a lot of professor involvement. Not all. I've had a couple of good professors who were very involved. But the majority not so much.
3. Selecting Courses On Line is Difficult; should offer Virtual Counseling sessions, use current technologies to reach out to perspective and enrolled students.
4. Send an automated message to online class students informing them where there at and what their next options are. When you are not on campus it is hard to speak to an advisor. If you call they ask you to come in, and if you email you do not get a response which makes it difficult and discouraging.

Class scheduling improvements

1. Class times are hard to incorporate into my work schedule.
2. I need night courses offered to be able to attend. If not, I will take the courses at a different institution.
3. Incredibly frustrating for adult working students. Wish you had better communication and more courses offered. Classes themselves were excellent.
4. Offered the courses related to the graphics certificate on line and/or evenings/weekends.

Academic support service improvements

1. better tutors
2. Help me with my learning disabilities. Willing to work with me in classes like the paper stated. Got no help and flunked out.
3. Maybe they could have helped by getting me a note taker in each class and by saying things that would be clear instructions for me

Bursar improvements

1. Although i never filled my fafsa and was denied of any aid, Bergen still charged only because I didn't drop the classes in the system. I never showed up to any "enrolled classes" because my financial aid was never approved so obviously I have no money to pay for college. Yet, Bergen never sent me a letter during the semester telling me that I owed them money because I didn't get approved for financial aid. They onoy sent me a letter after the semester was done telling that I owe them more than \$3000 for some classes that I didn't even take. So they did a lot of things wrong. They accepted a student into school without financial aid and only put me into debt, and notified me of my debt once it was too late to dispute it. Plus, the faculty staff or professors obviously didn't even notice that a student in their class never showed; showing no interest in students at all.
2. Not put a hold on my account and allow me to set up a payment plan that would give me the ability to attend school while i worked to pay off my overwhelming debt. But who cares about your education if you're living in poverty.
3. Yeah be more organized because in my case I was paying out of the county fees and because of the disorganization now I have a lot of debt that shouldn't had happened,story short my a & p professor tell me there is no space in the class for me when I registered online and already paid for the class! College didn't give me refunds then my writing professor told me I cannot pass his class without tutoring when I was already paying once at week for tutoring and traveling 30 min for 1 hour just to take that and am a full time worker! I believe this is unprofessional

Registration improvement

1. Bettering the help we get from staff and an easier in person registration process

International student services improvement

1. I wish BCC had some way of helping international students that cannot get any help from the government, grants, or loans as tuition is very expensive. It is hard to pay thousands of dollars a semester when you are only 19 and live on your own.

Appendix A: How Respondents Were Filtered Through Our Survey

Figure 4 below shows how respondents to the Stop-Out Survey were directed through the survey to determine their status (graduate, high school student, visiting student, transfer student, or stop-out) and to present them with questions related to their current status.

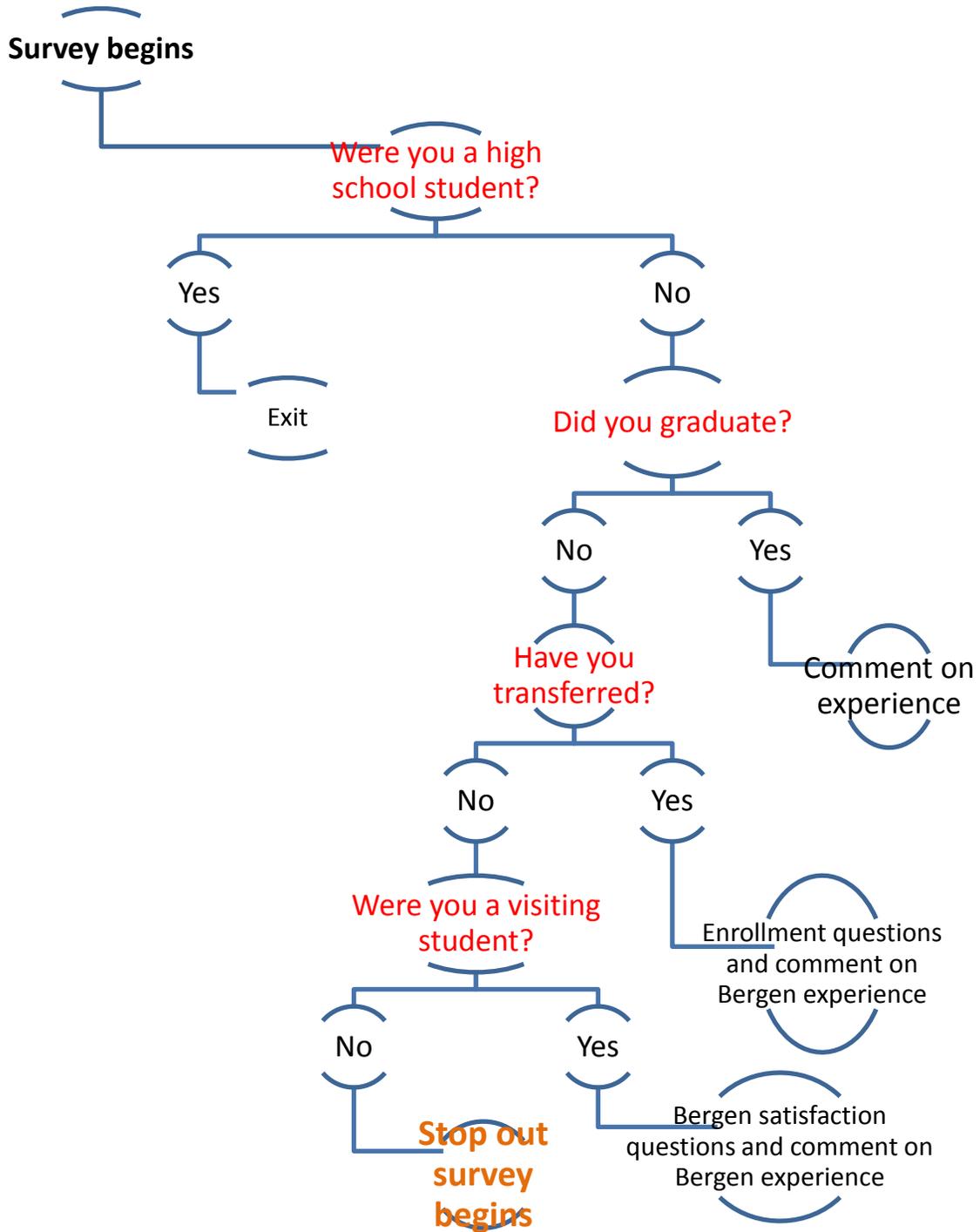


Figure 4

Appendix B: Frequency of Respondents by Student Type

Figure 5 shows the breakdown of respondents by student type. Of the 328 total respondents, 192 were identified as stop-outs.

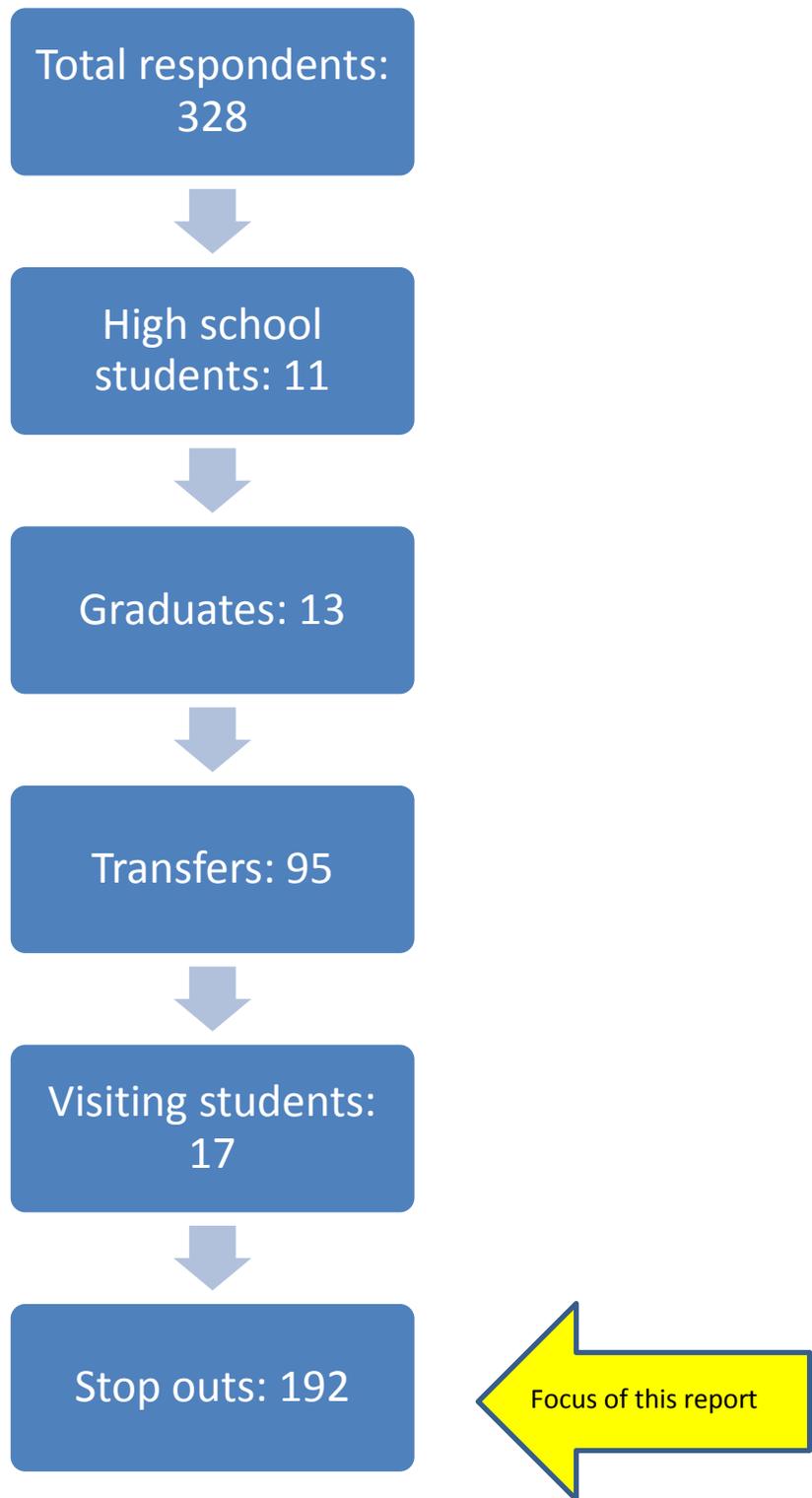


Figure 5

Appendix C: Transfer Respondents

Ninety-five respondents to the Stop-Out Survey indicated that they had transferred to another college or university. The respondents were then asked what the primary reason for initially enrolling at BCC was and what were the reasons they did not re-enroll at Bergen in Fall 2018. They were able to mark all that apply.

Table 14: What was the primary reason you initially enrolled at BCC?

Primary Reason	Freq.	%
To take courses necessary for transferring to another college	44	54%
To obtain an associate degree and then transfer to a four-year college	19	23%
Other	9	11%
To complete a certificate or vocational/technical program	4	5%
Personal interest	3	4%
To obtain an associate degree and not transfer to a four-year college	2	2%
To take a few job-related courses or for self-improvement	1	1%

Other
1. I already have assoc. from bergen, only returned to take one class to transfer to my other school
2. I moved to another state
3. Money was tight
4. Prerequisite classes
5. To a different community college
6. To complete the Dental Hygiene Program
7. To get into a program that is not offered in my own county
8. Was unsure of degree wanted
9. Was unsure of my career path

Table 15: What made you choose not to re-enroll at Bergen Community College? MARK ALL THAT APPLY.

Reason	Freq.	%
Accomplished all my Bergen Community College goals	43	52%
Other reason	18	22%
Disappointed with the quality of instruction	12	15%
Moved to another state/country	10	12%
Desired major was not offered at Bergen Community College	9	11%
Course(s) needed not currently offered	8	10%
Felt alone or isolated	8	10%
Can no longer afford to attend Bergen Community College	6	7%
Difficulty in obtaining transportation to Bergen Community College	5	6%
Issues with financial aid	4	5%
Unable to navigate Bergen Community College processes (e.g. registration, financial aid, billing, etc.)	3	4%

Other
1. Already have assoc, just needed to take one class for my other school
2. Could not pass the algebra requirements and too old for IEP. No other option to be successful in that one required course. Very disappointed .
3. currently attending a BSN nursing program
4. Decided to take CLEP courses to complete my Associates Program
5. Decided what I wanted to do and where I wanted to enroll in
6. I found a college closer to home
7. I got a scholarship at a 4 year university
8. I needed one class that was not offered at a time I needed in my university.
9. In the process of moving
10. Moved west jersey closer to CCM
11. NOBODY WAS HELPFUL!
12. Nobody was willing to help you or direct you to the right path!
13. Phone services are the worse. Cant never reach anyone for any Financial Aid Question or any question. No one ever return any calls.
14. Timing of classes and transfer left me with two courses to complete for my associates.
15. took a semester off
16. Wanted a technical education
17. Was not accepted into the Dental Hygiene Progtam
18. Went to a technical school to get a certificate for dental assisting.

Thirty-one transfer respondents shared comments about their experience at Bergen. They are listed below in Table 16.

Table 16: Please provide any comments about your experience at Bergen Community College.

Comment
1. BCC was a very unique experience for me. I was able to take courses that interested me in my field of study and the teachers were all very approachable, knowledgeable and kind, always willing to help. Students should take advantage of the many resources made available to them by the school such as the honors programs and Phi Theta Kappa. I would highly recommend BCC.
2. BCC worked well for me. I was able to continue taking college courses while I figured out what my next steps should be.
3. Bergen is a great community college. I enrolled in a summer math course and did not do so well, math is my weakest subject and it was too fast paced for me in the summer. I was 3 credits away from graduating. I then enroll to MSU because I was accepted.
4. Excelente proffesors
5. Financial aid needs to be better improved as far as the staff being more educated and leading students into the right direction.
6. Genuinely enjoyed the professors I had while attending. I would attend again for summer or winter courses, however courses that I need are not offered at Bergen.
7. Going to be returning to get my associates degree within the next year and completing my last 7 credits.
8. Good experience once enrolled but navigation was difficult especially registration
9. Great school Im going to transfer back spring 2019 Im just waiting for the application to be open
10. Great school!
11. Great teachers. The process for getting aid for my disability was a little intimidating.
12. I can speak highly about my experience at the college, both as an employee and as a past student!
13. I really liked my experience at BCCC, however, out of county fees were too high.
14. It was a good experience for me to start off in Community college.

15. It was a good school to get over my basic classes but did not offer many classes for my major.
16. It was a great experience and education. I needed the transition it provided me from highschool and it enabled me to be able to transfer to a 4 year college
17. It was great, until i failed classes and couldn't afford it.
18. My experience at Bergen Community College was overall great.
19. My whole experience was great
20. nice classmates and professors
21. Nobody is willing to help you. Staff treat students like a number! Nobody really cares about students succeeding, they just want to get the day over with! Its a hassle to get things for financial aid done. I even had a counselor that told my friend he should just drop out instead of helping him!
22. nobody seemed to really care. i spoke to 5 different advisers who gave me dozens of different answers to my questions. I was told i couldnt transfer and that i needed to be there 4 years. Financial aid was never helpful and i was considered part time for the spring because the lady at bursar had me thinking i would still be in a good standing point and i would have enough money for books. If that was the case i would of enrolled in more classes so i couldn't have had to pay \$500 because of miss communication. I really didn't like my experience at bcc.
23. Professors were relatively great, no complaints about them. As for bursar and financial aid, not very organized and frequently forgetful. No college is perfect of course so overall BCC is a great community college. I plan to attend summer courses at BCC
24. Started in 1980. Wanted to complete my associates where I started my college experience. Would have been a great story. Very disappointed I couldn't get the support needed to achieve success
25. Teachers were lazy, rude, or did not care. Was not challenging and was frustrating on how many teachers did not care
26. Terrible experience. Awful institution
27. The quality of faculties and courses are good.
28. The worst. Absolutely no help with anything. No care for their students. Can't even get a response from anyone to help.
29. They need a team of people who can take phone calls, not everyone can assist in person. A lot of people are adults and have jobs.
30. Very Good experience
31. Woohoo!

Appendix D: Graduate Respondents

Thirteen respondents to the Stop-Out Survey indicated that they had graduated from Bergen in Fall 2017, Spring 2018, or Summer 2018. A review of these respondents' records show conflicting results on their graduation status.

Six graduate respondents shared comments about their experience at Bergen. They are listed below in Table 17.

Table 17: Please provide any comments about your experience at Bergen Community College.

Comment
1. Amazing teachers. Needs better career services and food.
2. Bergen Community College is great.
3. Great!
4. I had a great experience at BCC. I am now an adjunct professor in the WEX Dept.
5. It was a good school
6. It's an excellent community college.

Appendix E: Invitation to Participate

Greetings [Name]

Our records indicate that you were recently enrolled at Bergen Community College, but have not registered for the Fall 2018 semester. As part of our ongoing efforts to improve service to our students, I am asking that you fill out this short survey, which will allow Bergen Community College to better understand the reasons why you may have not returned to the College.

Survey Link: <https://www.surveymonkey.com/r/J7WGBB8>

The survey will ask you for your Bergen ID. Your Bergen ID is: [ID]

Thank you for your participation and I look forward to welcoming you back on campus in the near future!

Sincerely,

Dr. Waldon Hagan

Vice President of Student Affairs

Bergen Community College

Appendix F: Survey Questions

1. Please enter the student ID number provided in your recruitment email.
2. Were you a high school student during the 2017-2018 academic year?
 - a. (If yes, survey ends)
 - b. (If no, continue to question 3)
3. Did you graduate from Bergen Community College in Fall 2017, Spring 2018, or Summer 2018?
 - a. (If yes)
 - i. If you don't mind, please provide your current email address so we may contact you about participating in our Graduate Follow Up Survey.
 - ii. Please provide any comments about your experience at Bergen Community College.
 - b. (If no, continue to question 4)
4. Have you transferred to another college or university?
 - a. (If yes)
 - i. What was the primary reason you initially enrolled at BCC?
 - ii. Please select the reason(s) you did not re-enroll at Bergen Community College in Fall 2018. Mark all that apply.
 - iii. If you don't mind, please provide your current email address so we may contact you about participating in our Transfer Student Survey.
 - iv. Please provide any comments about your experience at Bergen Community College.
 - b. (If no, continue to question 5)
5. Were you a visiting student (took courses at Bergen Community College while enrolled in another college or university) during Fall 2017, Spring 2018, or Summer 2018?
 - a. (If yes)
 - i. Rate your overall satisfaction with Bergen Community College's Admissions; Bursar (Bill payment); Class offerings; Registration process; Academic quality; Campus environment; Process of transferring BCC credits elsewhere.
 - ii. Please provide any additional comments about your experience at Bergen Community College.
 - b. (If no, continue to question 6)
6. What was the primary reason you initially enrolled at BCC?
7. Please select the reason(s) you did not to re-enroll at Bergen Community College in Fall 2018. Mark all that apply.
8. How many credits did you take in Fall 2017?
9. Do you plan on transferring to another college or university?
 - a. If yes or unsure, what college(s) are you interested in transferring to?
10. Do you plan to re-enroll at Bergen at any point in the future?
 - a. If yes, when do you plan to enroll at Bergen Community College?
11. Is there anything Bergen Community College could have done differently to help meet your goal(s)?
12. Were you employed during your last semester at Bergen Community College?
 - a. If yes, how many hours did you typically work a week?
13. Are you currently employed?
 - a. If yes, how many hours do you typically work a week?
14. Please provide any additional comments regarding your experience at Bergen Community College.