



Essex County College

OFFICE OF INSTITUTIONAL EFFECTIVENESS,
PLANNING, AND ASSESSMENT

Executive Summary

Fall 2022 Student Satisfaction and Engagement Survey

December 19th, 2022

Overview

The Student Satisfaction and Engagement Survey is administered annually each fall to all degree-seeking students, both new and continuing. The survey examines the awareness, utilization, and satisfaction with student support services as well as the level of academic engagement among the student body. The survey was sent to 6,479 students in three waves throughout the month of November through an electronic survey, via Qualtrics. A total of 802 students completed the survey and 132 were returned as undeliverable, yielding an overall response rate of 12.6 percent. This executive summary focuses on the following key findings. A full copy of the analysis is available in the appendix of this report.

Key findings:

- Overall, virtual student support services are as effective as in-person services.
- Students are still attending ECC primarily to graduate and transfer to four-year institutions post-COVID.
- We are seeing a shift in students' preferred teaching modality. In-person and Hybrid modalities gain in popularity while Virtual and Online offerings decline in popularity.
- Students continue to report high levels of academic engagement, demonstrating stability before, during, and post-COVID.

Key finding #1 - Overall, virtual student support services are as effective as in-person services.

Students were given a chance to rate their level of satisfaction with twelve different services that are offered both in-person and virtually. Seven out of the twelve services yielded higher levels of satisfaction in the virtual service in comparison to the in-person service. The seven services included:

- Academic Counseling
- Financial Aid Counseling
- Mental Health Counseling
- Transfer Services
- Housing/Emergency Sheltering
- SNAP Benefits and Disability Services.

The services that yielded a higher level of satisfaction with their in-person services compared to their virtual offering included:

- Student Support Assistants
- Career Counseling
- Personal Counseling
- Transportation Assistance
- Tutoring Services

As table 1 below illustrates, the satisfaction levels between in-person and virtual offerings are comparable among each service, apart from Tutoring services. Students rate in-person tutoring services 19 percentage points higher than virtual tutoring services.

Table 1
Comparative Analysis of Satisfaction with In-Person and Virtual Support Services

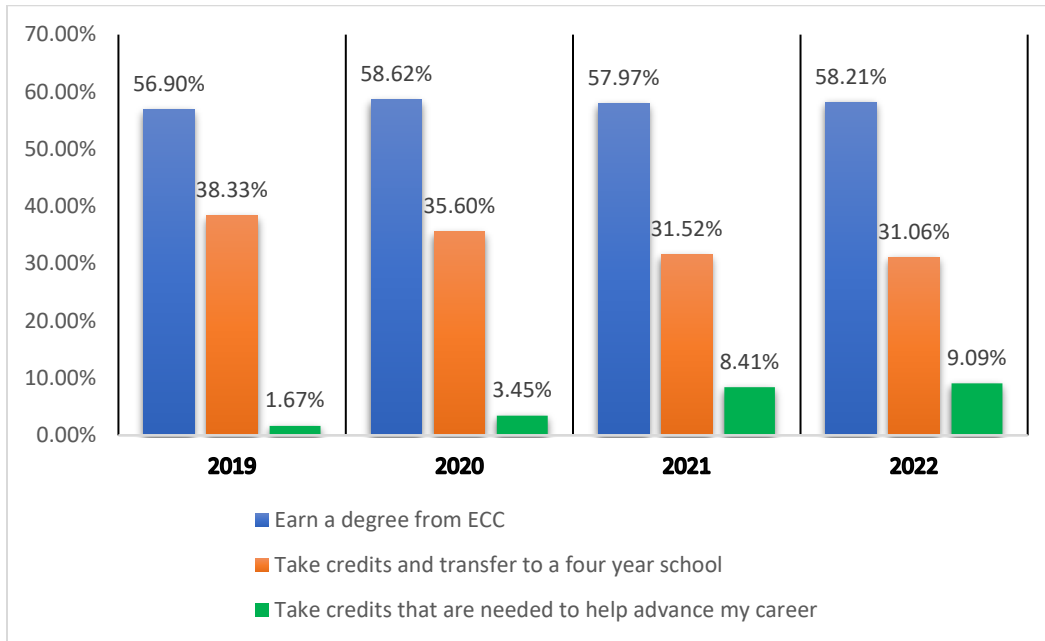
| | Percent Satisfied* | |
|------------------------------|--------------------|---------|
| | In-Person | Virtual |
| Academic Counseling | 83.4% | 86.1% |
| Student Support Assistants | 87.8% | 87.0% |
| Career Counseling | 88.6% | 86.4% |
| Financial Aid Counseling | 80.4% | 83.2% |
| Mental Health Counseling | 82.5% | 86.5% |
| Personal Counseling | 90.5% | 84.4% |
| Transfer Services | 77.2% | 81.8% |
| Housing/Emergency Sheltering | 80.0% | 85.2% |
| SNAP Benefits | 78.9% | 85.3% |
| Transportation Assistance | 83.7% | 81.6% |
| Disability Services | 75.0% | 79.0% |
| Tutoring Services | 83.0% | 64.0% |

**Percent Satisfied includes respondents reporting they were "Very Satisfied" or "Satisfied".*

Key Finding #2 - Students are still attending ECC primarily to graduate and take credits and transfer to four-year institutions post-COVID.

For the past four years the Student Satisfaction and Engagement Survey asked what their reason was for attending ECC. In fall 2022, 58.21 percent of students reported that earning a degree from ECC was their main reason for enrolling. This figure has remained stable prior-to (2019), during (2020 and 2021), and post (2022) COVID. The number of students reporting that they intend on taking credits and transferring prior to graduating from ECC has declined annually from 38.3 percent in 2019 to the 31.06 percent in 2022. It is also worth noting that while still only a small segment of the student population, more students are attending to advance their current careers. This figure has risen annually from 1.7% in 2019 to 9.09 percent in 2022. Figure 1 on the following page shows this data longitudinally since the inception of the Student Satisfaction Survey in 2019.

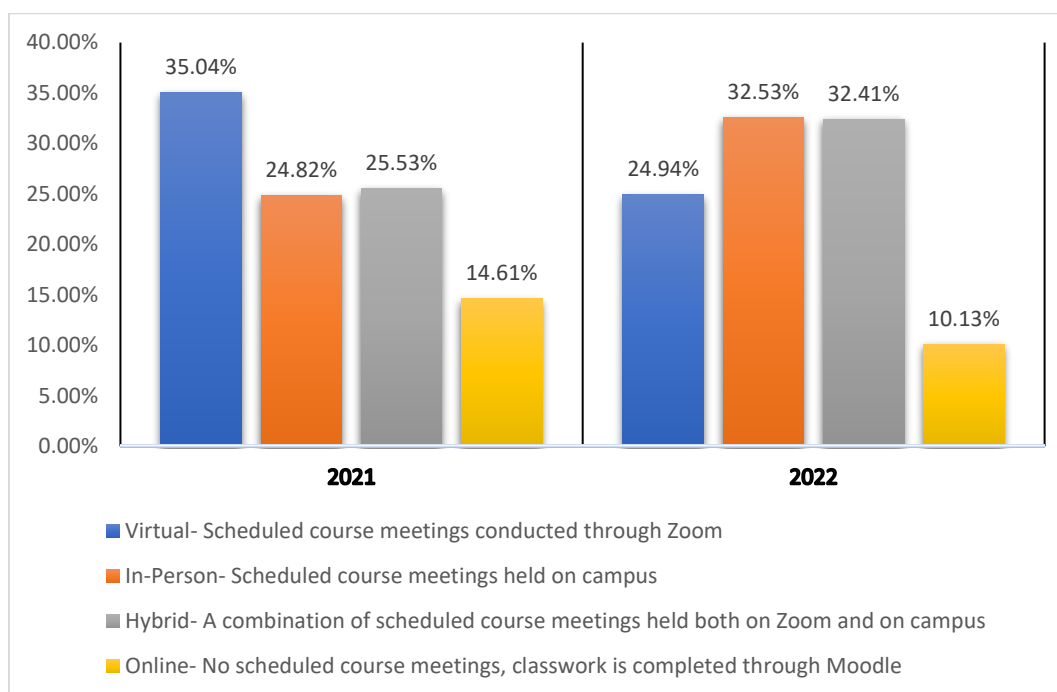
Figure 1
Annual Comparisons on Reasons for Attending ECC



Key Finding #3 - We are seeing a shift in students’ preferred teaching modality. In-person and Hybrid modalities gain in popularity while Virtual and Online offerings decline in popularity.

Student preference for course teaching modality was added to the Student Satisfaction and Engagement Survey in 2021. In 2022, a higher number of students (32.53% percent) reported that in-person was their preferred instructional modality, an increase of 7.7 percent compared to the prior year. Preference for hybrid courses also increased to 32.41% percent, an increase of 6.9 percent over the prior year. Preference for virtual and online courses decreased with 24.94% percent of students preferring virtual course modality, a decrease of 10.1 percent over the prior year, and only 10.13% percent of students preferring online courses, a decrease of 4.5 percent over the prior year. See figure 2 on the next page which illustrates these year over-year-trends.

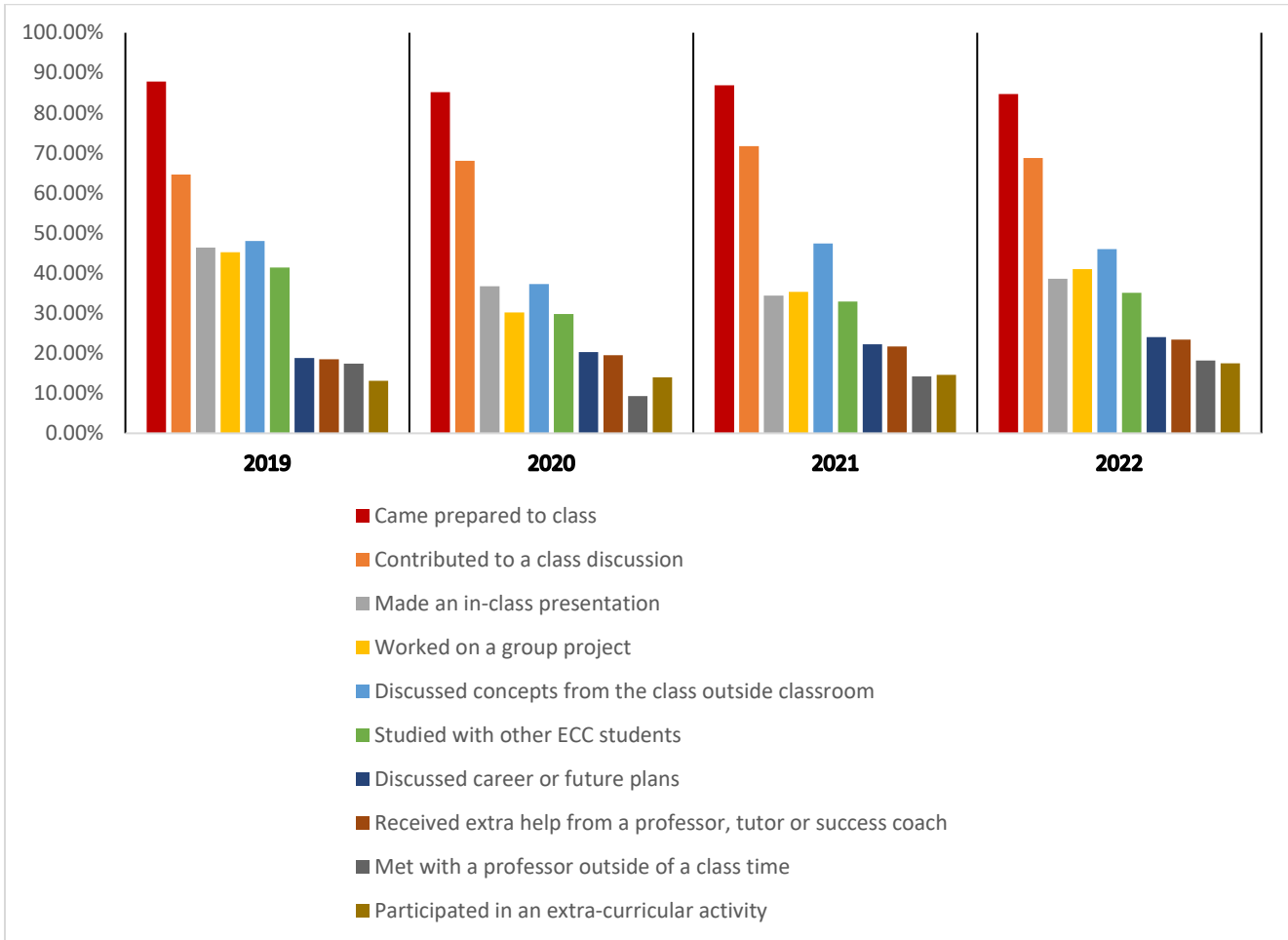
Figure 2
Preferred Course Modality



Key Finding #4 – Levels of academic engagement remained stable before, during, and post-COVID.

The survey measured the degree to which students are academically engaged in their studies using 10 metrics of academic engagement. Despite the disruptions of COVID-19, students at ECC remain academically engaged in their studies at a relatively stable rate pre-COVID, during COVID (2020 and 2021) and post-COVID (2022). This indicates that the faculty and administration were successful in minimizing disruptions in the learning experience during the pandemic. Figure 3 on the following page gives a visual illustration of how the 10 metrics of student engagement indicate stability in the learning process over the past four years, since the inception of this survey. More detailed data can be found in the full analysis available in the appendix.

Figure 3
Metrics of Academic Engagement over 4 Years*



* Bars include the percentage engaging in the activity “Very Frequently” or “Frequently” combined.

Appendix

Please select the item that most closely captures your gender identity. - Selected Choice

| Field | n | % |
|-----------------------------------|-----|--------|
| Male | 200 | 25.22% |
| Female | 582 | 73.39% |
| Other (please specify if desired) | 11 | 1.39% |

Please select the race/ ethnic category that best describes you.

| Field | n | % |
|--|-----|--------|
| Hispanic (all races) | 224 | 28.39% |
| Black or African American (non-Hispanic) | 430 | 54.50% |
| White (non-Hispanic) | 44 | 5.58% |
| Asian (non-Hispanic) | 28 | 3.55% |
| Multi-racial (non-Hispanic) | 10 | 1.27% |
| Other | 23 | 2.92% |
| Decline to answer | 30 | 3.80% |

Are you a new student or a continuing student at Essex County College?

| Field | n | % |
|--|-----|-----|
| New student, this is my first semester at ECC | 194 | 24% |
| Continuing student, this is not my first semester at ECC | 599 | 76% |

How long have you attended Essex County College?

| Field | n | % |
|------------------|-----|-----|
| less than 1 year | 288 | 36% |
| 1-2 years | 311 | 39% |
| 2 or more years | 196 | 25% |

Which item best describes your enrollment status?

| Field | n | % |
|----------------------------------|-----|-----|
| Full-time (12 or more credits) | 496 | 62% |
| Part-time (less than 12 credits) | 298 | 38% |

Which division is your major/program in?

| Field | n | % |
|---|-----|-----|
| Business | 107 | 14% |
| Biology, Chemistry and Physics | 105 | 13% |
| Health Sciences and Nursing | 208 | 27% |
| Humanities and Bilingual Studies | 49 | 6% |
| Mathematics, Engineering Technologies, and Computer Science | 123 | 16% |
| Social Science | 133 | 17% |
| Undeclared | 33 | 4% |
| Non-degree | 21 | 3% |

What is your major?

| Field | n | % |
|--|----|----|
| AA in Art (0401) | 9 | 1% |
| AA in Education (0206) | 39 | 5% |
| AA in Liberal Arts (0199) | 40 | 5% |
| AA in Liberal Arts: Africana Studies Option (019A) | 1 | 0% |
| AA in Liberal Arts: Communications Option (019C) | 6 | 1% |
| AA in Liberal Arts: Journalism Option (019J) | 2 | 0% |
| AA in Liberal Arts: Spanish Language Option (019L) | 1 | 0% |
| AAS in Architectural Tech (2301) | 10 | 1% |
| AAS in Bus Adm:Hospitality Mgmt Option (200H) | 9 | 1% |

| | | |
|--|-----|-----|
| AAS in Civil Engineering Technology (5309) | 9 | 1% |
| AAS in Cybersecurity & Network Tech. (2312) | 11 | 1% |
| AAS in Electrical & Computer Engin. Tech. (2313) | 1 | 0% |
| AAS in Health Information Technology (2124) | 1 | 0% |
| AAS in Human and Social Services (2202) | 20 | 3% |
| AAS in Mechanical & Manuf. Engin. Tech. (2314) | 8 | 1% |
| AAS in New Media Technology (2071) | 8 | 1% |
| AAS in Nursing (2104) | 72 | 10% |
| AAS in Nursing: LPN Articulation Option (2104) | 15 | 2% |
| AAS in Physical Therapist Assistant (2106) | 10 | 1% |
| AAS in Radiography (2105) | 14 | 2% |
| AAS in Software Development Tech. (2316) | 5 | 1% |
| AAS in Technical Studies (5304) | 0 | 0% |
| AAS in Technical studies: UCC Option (5305) | 1 | 0% |
| AAS in Vision Care Technology (2122) | 4 | 1% |
| AS in Accounting (2001) | 25 | 3% |
| AS in Applied Computer Science (2303) | 3 | 0% |
| AS in Biology/Pre-Medicine (0601) | 30 | 4% |
| AS in Biology/Pre-Medicine: MD Option (061G) | 9 | 1% |
| AS in Business Administration (2005) | 47 | 6% |
| AS in Chemistry (0602) | 1 | 0% |
| AS in Computer Information Systems (2002) | 6 | 1% |
| AS in Computer Science (2302) | 29 | 4% |
| AS in Criminal Justice (0898) | 31 | 4% |
| AS in Engineering (0399) | 23 | 3% |
| AS in Environmental Science (2207) | 4 | 1% |
| AS in Finance (2016) | 4 | 1% |
| AS in General Science (0603) | 121 | 16% |

| | | |
|--|----|----|
| AS in Health Science (2114) | 8 | 1% |
| AS in Mathematics (0604) | 2 | 0% |
| AS in Music (0409) | 5 | 1% |
| AS in Paralegal Studies (2015) | 6 | 1% |
| AS in Physical Education (0899) | 3 | 0% |
| AS in Physics (0608) | 1 | 0% |
| AS in Social Sciences (0710) | 41 | 6% |
| AS in Supply Chain Management (2017) | 8 | 1% |
| CERT in Business Career Development (3001) | 2 | 0% |
| CERT in Business Professional (3013) | 5 | 1% |
| CERT in Computer & Network Support (3321) | 1 | 0% |
| CERT in Cybersecurity (3322) | 2 | 0% |
| CERT in Database System Administration (3324) | 0 | 0% |
| CERT in Licensed Practical Nurse (3312) | 4 | 1% |
| CERT in Massage Therapy Certificate (6013) | 0 | 0% |
| CERT in Software Develop. & Programming (3323) | 0 | 0% |
| CERT in Art (3072) | 0 | 0% |
| CERT in Building Code Technology (3052) | 0 | 0% |
| CERT in Child Development Associate (0204) | 4 | 1% |
| CERT in Computer-Aided Design Tech. (3205) | 0 | 0% |
| CERT in Digital Media & Electronic Pub. (3071) | 0 | 0% |
| CERT in Electrical Code Technology (3051) | 1 | 0% |
| CERT in Fire Code Technology (3050) | 0 | 0% |
| CERT in Human and Social Serv. Certi (3057) | 2 | 0% |
| CERT in Mechatronics (3316) | 0 | 0% |
| CERT in Nurse Paralegal Certificate (3210) | 5 | 1% |
| CERT in Paralegal Certificate (3208) | 2 | 0% |
| CERT in Plumbing Code Technology (3053) | 1 | 0% |

| | | |
|--|---|----|
| CERT in Supply Chain Management (3014) | 1 | 0% |
| CERT in Vision Care Technology (3310) | 3 | 0% |

During the time that school is in session, how many hours do you work per week on average?

| Field | n | % |
|------------------------------|-----|-----|
| None/ not currently employed | 183 | 23% |
| 1-10 | 90 | 11% |
| 11-20 | 102 | 13% |
| 21-30 | 134 | 17% |
| 31-40 | 192 | 24% |
| More than 40 | 89 | 11% |

What is your goal for attending Essex County College? - Selected Choice

| Field | n | % |
|--|-----|--------|
| Earn a degree from ECC | 461 | 58.21% |
| Take credits and transfer to a four year school | 246 | 31.06% |
| Take credits that are needed to help advance my career | 72 | 9.09% |
| Other (please specify) | 13 | 1.64% |

What is your preferred method of instruction for the Spring 2023 semester?

| Field | n | % |
|--|-----|--------|
| Virtual- Scheduled course meetings conducted through Zoom | 197 | 24.94% |
| In-Person- Scheduled course meetings held on campus | 257 | 32.53% |
| Hybrid- A combination of scheduled course meetings held both on Zoom and on campus | 256 | 32.41% |
| Online- No scheduled course meetings, classwork is completed through Moodle | 80 | 10.13% |

Please indicate your level of awareness and utilization of the following st...

| Field | I was unaware of this service (% ,n) | | I was aware of this service but did not use it (% ,n) | | I was aware of this service and used it (% ,n) | | Total |
|--|--------------------------------------|-----|---|-----|--|-----|-------|
| Academic Counseling (in-person) | 18.8% | 142 | 37.3% | 281 | 43.9% | 331 | 754 |
| Academic Counseling (virtual) | 42.8% | 306 | 35.8% | 256 | 21.4% | 153 | 715 |
| Student Support Assistants (in-person) | 37.8% | 264 | 37.4% | 261 | 24.8% | 173 | 698 |
| Student Support Assistants (virtual) | 51.8% | 353 | 34.1% | 232 | 14.1% | 96 | 681 |
| Career Counseling (in-person) | 35.1% | 242 | 42.5% | 293 | 22.4% | 154 | 689 |
| Career Counseling (virtual) | 47.9% | 323 | 40.3% | 272 | 11.9% | 80 | 675 |
| Financial Aid Counseling (in-person) | 16.7% | 115 | 42.2% | 290 | 41.0% | 282 | 687 |
| Financial Aid Counseling (virtual) | 35.4% | 241 | 44.4% | 302 | 20.1% | 137 | 680 |
| Mental Health Counseling (in-person) | 39.8% | 273 | 50.0% | 343 | 10.2% | 70 | 686 |
| Mental Health Counseling (virtual) | 47.3% | 319 | 45.5% | 307 | 7.3% | 49 | 675 |
| Personal Counseling (in-person) | 42.0% | 284 | 41.6% | 281 | 16.4% | 111 | 676 |
| Personal Counseling (virtual) | 50.0% | 334 | 41.5% | 277 | 8.5% | 57 | 668 |
| Transfer Services (in-person) | 37.1% | 250 | 46.0% | 310 | 16.9% | 114 | 674 |
| Transfer Services (virtual) | 45.3% | 302 | 44.5% | 297 | 10.2% | 68 | 667 |

| | | | | | | | |
|---|-------|-----|-------|-----|-------|-----|-----|
| Housing Assistance/Emergency Sheltering (in-person) | 60.0% | 402 | 32.5% | 218 | 7.5% | 50 | 670 |
| Housing Assistance/Emergency Sheltering (virtual) | 63.3% | 423 | 31.3% | 209 | 5.4% | 36 | 668 |
| SNAP Benefits (in-person) | 53.2% | 361 | 37.5% | 254 | 9.3% | 63 | 678 |
| SNAP Benefits (virtual) | 58.8% | 394 | 35.2% | 236 | 6.0% | 40 | 670 |
| Transportation Assistance (in-person) | 54.7% | 369 | 35.9% | 242 | 9.5% | 64 | 675 |
| Transportation Assistance (virtual) | 59.0% | 395 | 33.6% | 225 | 7.5% | 50 | 670 |
| Disability Services (in-person) | 42.3% | 285 | 47.3% | 318 | 10.4% | 70 | 673 |
| Disability Services (virtual) | 47.9% | 318 | 45.6% | 303 | 6.5% | 43 | 664 |
| Tutoring Services (in-person) | 15.0% | 101 | 56.5% | 380 | 28.5% | 192 | 673 |
| Tutoring Services (virtual) | 24.4% | 163 | 57.3% | 383 | 18.3% | 122 | 668 |
| Childcare | 38.4% | 260 | 55.2% | 374 | 6.4% | 43 | 677 |
| Computer Labs | 13.1% | 89 | 39.6% | 268 | 47.3% | 320 | 677 |
| Food Pantry | 29.1% | 197 | 55.8% | 378 | 15.1% | 102 | 677 |
| Information Commons | 35.0% | 235 | 40.2% | 270 | 24.7% | 166 | 671 |
| Library | 7.0% | 48 | 33.9% | 232 | 59.1% | 404 | 684 |
| Student Clubs | 12.9% | 87 | 63.7% | 431 | 23.5% | 159 | 677 |
| Tax Preparation | 55.6% | 378 | 36.0% | 245 | 8.4% | 57 | 680 |
| Welcome Center | 12.5% | 85 | 35.7% | 243 | 51.8% | 353 | 681 |

Please rate your level of satisfaction with each of the following campus se...

| Field | Very satisfied | | Satisfied | | Neutral | | Dissatisfied | | Very dissatisfied | | Total |
|---|----------------|-----|-----------|----|---------|----|--------------|---|-------------------|---|-------|
| Academic Counseling (p) | 49.10% | 136 | 34.30% | 95 | 13.00% | 36 | 2.89% | 8 | 0.72% | 2 | 277 |
| Academic Counseling (v) | 49.18% | 60 | 36.89% | 45 | 11.48% | 14 | 1.64% | 2 | 0.82% | 1 | 122 |
| Student Support Assistants (p) | 54.96% | 72 | 32.82% | 43 | 10.69% | 14 | 1.53% | 2 | 0.00% | 0 | 131 |
| Student Support Assistants (v) | 62.34% | 48 | 24.68% | 19 | 11.69% | 9 | 0.00% | 0 | 1.30% | 1 | 77 |
| Career Counseling (p) | 55.28% | 68 | 33.33% | 41 | 10.57% | 13 | 0.81% | 1 | 0.00% | 0 | 123 |
| Career Counseling (v) | 56.06% | 37 | 30.30% | 20 | 12.12% | 8 | 0.00% | 0 | 1.52% | 1 | 66 |
| Financial Aid Counseling (p) | 48.91% | 112 | 31.44% | 72 | 14.41% | 33 | 3.93% | 9 | 1.31% | 3 | 229 |
| Financial Aid Counseling (v) | 49.56% | 56 | 33.63% | 38 | 14.16% | 16 | 0.88% | 1 | 1.77% | 2 | 113 |
| Mental Health Counseling (p) | 61.40% | 35 | 21.05% | 12 | 15.79% | 9 | 1.75% | 1 | 0.00% | 0 | 57 |
| Mental Health Counseling (v) | 59.46% | 22 | 27.03% | 10 | 13.51% | 5 | 0.00% | 0 | 0.00% | 0 | 37 |
| Personal Counseling (p) | 63.10% | 53 | 27.38% | 23 | 8.33% | 7 | 0.00% | 0 | 1.19% | 1 | 84 |
| Personal Counseling (v) | 53.33% | 24 | 31.11% | 14 | 15.56% | 7 | 0.00% | 0 | 0.00% | 0 | 45 |
| Transfer Services (p) | 40.22% | 37 | 36.96% | 34 | 17.39% | 16 | 4.35% | 4 | 1.09% | 1 | 92 |
| Transfer Services (v) | 45.45% | 25 | 36.36% | 20 | 16.36% | 9 | 1.82% | 1 | 0.00% | 0 | 55 |
| Housing Assistance/Emergency Sheltering (p) | 50.00% | 20 | 30.00% | 12 | 12.50% | 5 | 5.00% | 2 | 2.50% | 1 | 40 |
| Housing Assistance/Emergency Sheltering (v) | 59.26% | 16 | 25.93% | 7 | 11.11% | 3 | 3.70% | 1 | 0.00% | 0 | 27 |
| SNAP Benefits (p) | 53.85% | 28 | 25.00% | 13 | 17.31% | 9 | 1.92% | 1 | 1.92% | 1 | 52 |
| SNAP Benefits (v) | 64.71% | 22 | 20.59% | 7 | 11.76% | 4 | 2.94% | 1 | 0.00% | 0 | 34 |
| Transportation Assistance (p) | 46.94% | 23 | 36.73% | 18 | 12.24% | 6 | 4.08% | 2 | 0.00% | 0 | 49 |
| Transportation Assistance (v) | 47.37% | 18 | 34.21% | 13 | 10.53% | 4 | 2.63% | 1 | 5.26% | 2 | 38 |
| Disability Services (p) | 50.00% | 28 | 25.00% | 14 | 19.64% | 11 | 3.57% | 2 | 1.79% | 1 | 56 |

| | | | | | | | | | | | |
|---------------------|--------|-----|--------|-----|--------|----|-------|---|-------|---|-----|
| Food Pantry | 40.96% | 34 | 32.53% | 27 | 20.48% | 17 | 1.20% | 1 | 4.82% | 4 | 83 |
| Information Commons | 51.06% | 72 | 36.88% | 52 | 10.64% | 15 | 0.00% | 0 | 1.42% | 2 | 141 |
| Library | 53.43% | 179 | 35.52% | 119 | 8.36% | 28 | 2.09% | 7 | 0.60% | 2 | 335 |
| Student Clubs | 44.85% | 61 | 39.71% | 54 | 11.76% | 16 | 2.21% | 3 | 1.47% | 2 | 136 |
| Tax Preparation | 45.65% | 21 | 47.83% | 22 | 6.52% | 3 | 0.00% | 0 | 0.00% | 0 | 46 |
| Welcome Center | 51.38% | 149 | 37.59% | 109 | 9.66% | 28 | 1.03% | 3 | 0.34% | 1 | 290 |

How challenging do you find your courses?

| Field | n | % |
|------------------------------|-----|-----|
| Very challenging | 164 | 24% |
| Somewhat challenging | 339 | 51% |
| Neither challenging nor easy | 133 | 20% |
| Somewhat easy | 25 | 4% |
| Very easy | 9 | 1% |

How would you characterize the academic expectations that faculty place on students?

| Field | n | % |
|-----------------------------------|-----|-----|
| Very high expectations | 288 | 43% |
| Somewhat high expectations | 256 | 38% |
| Neither high nor low expectations | 107 | 16% |
| Somewhat low expectations | 16 | 2% |

Very low expectations

4

1%

How often do faculty members encourage interaction with themselves outside of class?

| Field | n | % |
|------------|-----|-----|
| Very often | 134 | 20% |
| Often | 155 | 23% |
| Sometimes | 194 | 29% |
| Rarely | 121 | 18% |
| Never | 59 | 9% |

How often do you meet with your professors outside of class?

| Field | n | % |
|-----------------------|-----|-----|
| Once a week | 97 | 15% |
| 5-10 times a semester | 26 | 4% |
| 1-4 times a semester | 140 | 21% |
| Never | 401 | 60% |

Are the times that the library (located on the 3rd floor) is open convenient for your schedule? - Selected Choice

| Field | n | % |
|---|-----|-----|
| Yes, the library is open at convenient times | 557 | 86% |
| No, the library needs more or different hours (If no, please indicate the times you think the library should be open) | 92 | 14% |

No, the library needs more or different hours (If no, please indicate the times you think the library should be open) - Text

No, the library needs more or different hours (If no, please indicate the times you think the library should be open) - Text

unaware of the libraries timeframe

unaware of what the library hours are

I work about 48 hrs a week and I am a single mother so I cant make it to the library easily unless its available on the weekend.

haven't used the library

Up till 9pm

I am mostly outside campus being visual classes, so I don't know if it's open late hours In the days and Saturdays

Open till late hours (10)

I have never used the library

i have not been in the library

Have not been

9pm

Unaware of the schedule

I should be open earlier

So far the most helpful tool I have had and have used!

I have not utilized the library the semester.

Till 6pm

I do not utilize the library

never used it

I do not know.

5-9

Are the times that the Information Commons (located on the 4th floor) is open convenient for your schedule? - Selected Choice

| Field | n | % |
|---|-----|-----|
| Yes, the Information Commons is open at convenient times | 542 | 86% |
| No, the Information Commons needs more or different hours (If no, please indicate the times you think the Information Commons should be open) | 90 | 14% |

No, the Information Commons needs more or different hours (If no, please indicate the times you think the Information Commons should be open) - Text

No, the Information Commons needs more or different hours (If no, please indicate the times you think the Information Commons should be open) - Text

n/a

unaware of what the IC hours are

9

n/a

N/A

Not awareer

Until 6

7pm

i have not been there

Have not been

After 6 pm

Unaware of the schedule

Open earlier

At least once a week late nights 6:00pm, for working students.

Didn't know it existed

I have not utilized the information commons.

I do not utilize the Commons

Havent used

didn't know it existed

I do not know.

Which items below do you have access to at home in order to complete your coursework?

| Field | n | % |
|-------------------------------|-----|-----|
| Laptop | 570 | 86% |
| Desktop computer | 117 | 18% |
| Tablet | 159 | 24% |
| Broadband internet connection | 249 | 38% |
| Smartphone | 449 | 68% |

Do you find that there are enough spaces on campus to study, do homework, and work with classmates on projects outside of the classroom?

| Field | n | % |
|-------|-----|-----|
| Yes | 547 | 84% |
| No | 107 | 16% |

During the current academic year, how often have you engaged in each of the...

| Field | Very frequently | | Frequently | | Occasionally | | Rarely | | Never | | Total |
|--|-----------------|-----|------------|-----|--------------|-----|--------|-----|--------|-----|-------|
| Choice Count (Contributed to a class discussion) | 41.24% | 266 | 27.44% | 177 | 22.02% | 142 | 6.51% | 42 | 2.79% | 18 | 645 |
| Choice Count (Met with a professor outside of class time) | 9.83% | 62 | 8.40% | 53 | 18.86% | 119 | 25.04% | 158 | 37.88% | 239 | 631 |
| Choice Count (Received extra help from a professor, tutor or success coach) | 13.32% | 83 | 10.11% | 63 | 22.15% | 138 | 22.15% | 138 | 32.26% | 201 | 623 |
| Choice Count (Participated in an extra-curricular activity) | 9.31% | 58 | 8.19% | 51 | 11.56% | 72 | 18.94% | 118 | 52.01% | 324 | 623 |
| Choice Count (Discussed career or future plans with a professor or advisor) | 12.58% | 78 | 11.45% | 71 | 23.23% | 144 | 18.87% | 117 | 33.87% | 210 | 620 |
| Choice Count (Came prepared to class with all assignments completed) | 52.76% | 325 | 31.98% | 197 | 9.90% | 61 | 2.92% | 18 | 2.44% | 15 | 616 |
| Choice Count (Discussed concepts from class, outside of the classroom) | 22.37% | 138 | 23.66% | 146 | 26.42% | 163 | 12.32% | 76 | 15.24% | 94 | 617 |
| Choice Count (Worked on a group project for a class) | 21.63% | 133 | 19.35% | 119 | 20.49% | 126 | 15.45% | 95 | 23.09% | 142 | 615 |
| Choice Count (Made an in-class presentation) | 20.58% | 127 | 17.99% | 111 | 22.85% | 141 | 16.37% | 101 | 22.20% | 137 | 617 |
| Choice Count (Studied with other ECC students) | 20.36% | 124 | 14.78% | 90 | 19.87% | 121 | 15.93% | 97 | 29.06% | 177 | 609 |

During the current academic year, how often have you engaged in each of the...
 Essex County College values your feedback. Please use the space below for any comments or concerns.

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Please make more classes and degrees attainable virtually.

please have more academic counselors instead of having to wait hours. People have jobs and work, so there isn't enough time to just sit and wait all day.

None

The financial aid office needs to help out more with completing the fafsa.

THE LAB FOR PRINTING SPECIALLY IN ARCHITECTURE SHOULD BE AVAILABLE EVERY DAY AND HAVE LATE HOURS SINCE IS A CLASS THAT START AT 640 PM.

Some of the discussion questions and topics can be so boring that it makes me feel uninspired to write about it. I am trying my very best.

COVID+19 slowed alot down for me and it's been hard staying engaged and focused. So much is going on.

I have attempted to contact all 3 of my professors on different occasions and I cannot get a response back. Their emails are incorrect, or they simply don't respond. Also students should have more instruction on how to use Moodle.

I'm surprised at the length some professors have worked in the school without being reprimanded for their form of teaching, my current professor makes you feel ashamed for asking questions yet gets surprised when the class doesn't ask questions just an environment not fit for learning in zoom.

I have nothing to regret of been one of the wolverine family. I enrolled and its a wonderful journey so far.

I would want to know more about the housing and car assistant help.

Very good

None

The school needs more school spirit

In general, I enjoy every bit of myself been part of ECC family.

There is room for improvement in creating more study rooms especially for groups in the library or other areas in the college

Everything is perfect

Professor [REDACTED] is very disrespectful and a very bad teacher, most of the time she is angry. This class was very stressful for me.

The staff is not friendly and not helpful at all. The information that is needed and required for class(email, moodle etc) is not given or available to the student without putting pressure on the staff.

The Tuition is a bit high for student who don't qualify for state and federal aid

With all due respect, some of the longer tenured professors need to be reevaluated. There is a lot of coasting from professors who will just waste class time with unrelated topics and respond to help requests with "look at the notes"

I am very pleased with my experience as a whole at ECC. I'm proud to say that I will be graduating after completing my current semester. It's has been a wonderful journey and I learned a great deal during my years of attending ECC. Thank you all for your hard work.

The counselors don't care the older teachers don't care limited information to ensure that you succeed. Teachers have too much power and don't do their job correctly only the younger teachers truly care the older teachers have massive egos and the counselors don't give out the right information. It's mostly the older counselors and the older teachers that are set in their ways and don't want to help the students.

Overall the environment isn't so bad and I'm able to get the help I need when it comes to seeing my professors

I love school.

My first semester in ECC has has been a wonderful experience so far.

I believe all classes should be virtual due to work for many

So far the school needs to do better in providing counseling on what classes need to be taken. Their needs to be a better outline of what students should do. Professor's need to do a better job in teaching rather than providing textbook information and leaving it up to the student to figure thing out

No comments

My school badge need to be updated, but due to my work and the time I reach for class in the evening, there is no one there to get it done. I think that at least the office should be open once per a week late nights to help those who are working full-time and attends late night classes.

I was unaware of the help and support offered until the moment of this survey.

The online assignments that the book gave is very long. Take too much time.

Very good

All answered questions are references to this semester.

Mdm

Excellent.

Essex county College has the best,world- class professors.My instructors namely :.Dr.Yaw Dwanema,,Dr.Emmanuel Auoad and Professor Dianne Young - Garret are awesome.

very good

Essex County College needs to have more classes available for the students of Human and Social Services that work during the day and study at night. Also, the Office should be open for the night students. We need additional support because when I get, there is no office open that can provide services— more services for night students.

I would prefer to take online classes only.

love the experience excellent work done

This is my 1st time attending college I'm in Math 086 with the tutorial Math 086T. I'm really not sure why we have to take the tutorial because the professor really doesn't like to help you if you ask him a question. I can take the time I'm in that class at home studying & completing my homework. I think that it is also to long of a day I work from 7 am until 4:30 pm Monday - Friday then attend my in-person classes Monday - Thursday this is a total burn out. I feel if I need extra help, I could reach out to the plethora of programs offered through this college. This class does not offer me anything I feel it's just a waist of my time, but it's been mad mandatory for students to attend in order to pass the Math class. I think this should be looked into and reevaluated I have all the necessary tools at home to complete all necessary work.

My biggest issue with returning to Essex County College is that the professors constantly lock down the McGraw Hill Connect Homework assignment. I'm working full-time and attending school full-time, and some of my professors or limiting my education by denying me access to information I'm purchasing. I understand deadlines and deducting points for lateness, but refusing access to the homework assignments is ludicrous. I am livid about this situation, and I feel like giving up cause it's stressing me out!

It was a wonderful experience for me at essex.

Overall, the college is well-made with most minor issues that are not the staff nor anyone working there's fault. There are not any major issue made within the building.

TThe programs are not working properly. You are forced to take classes that are not necessary to the major we choose.

Some students want to go further with their choices made up but the financial department asking too much not all of us have an high school diploma and they rude how come they let me do almost all the semester and now saying I have to pay cause I don't have financial aid, not even a notice message to let me know what was happening

The online classes for Fall 2 was entirely too much for one that isnt computer swavvy, and if they can put a workshop to teach with Moodle if would have been a big help. Had to withdraw from both my online classes because of the lack of promised laptops for classes I added for Fall2, and couldnt catch up after receiving a laptop 3 weeks from start date, from my director in EOF--a personal loaner. Thank you for hearing my concern in this words, but overall ---
-ECC is the best for ME!!!

The school doesn't have a clinic

Some of the teachers sucks

Over the summer I was enrolled in the summer II program and I had one class on campus. I paid \$75 for the parking decal but towards the end of the summer II course construction began on the student parking garage. For the last 2 weeks I found difficulty finding parking all while I paid for the decal. A security guard even told me I'd have to come early or park on the street which I found inconsiderate since I paid for the decal and was not informed there would be construction on that building. I also registered for the fall semester late in July / early august with [REDACTED]. I went in person, however when I went on web services I found I was never registered in the system. I ended up waiting and registered for fall ii for online classes.

Financial aid need better people to work there everytime I go in there I get a different answer from everyone I been having a look of problems with them since I came back to school yall really need to fire theses disrespectful people that work in there have a problem everytime I go. Something needs to change need to hire people that want to do there job.

Such an amazing school, It has given me a second opportunity in life.

Virtual classes are convenient for me because of time and me working full time

Sometimes trying to get help can be a bit difficult but I still try, and I would love some help with food pantry, or snap benefit because things are a bit hard right now.

ECC needs to offer virtual science classes like Chemistry and Biology because some of the professors don't or rarely have in person labs.

I am hoping to go virtual for next semester. It was more convenient and also with COVID numbers escalating and the flu cases are insane as well. I would strongly prefer to be virtual.

I have a concern about my english teacher that goes by the [REDACTED] During our virtual lessons she is very rude and she talks to the students like where dumb and very illiterate which we are not. There was also a incident in which I emailed her regarding me not being about to turn in assignment due to my technology and she then later responded with "don't address me as hey" and ever since then she hasn't allowed me to come to her zoom classes I stay in the waiting room for minutes.

I'm only taking one course, for a certificate. In the 3.5 years I've been in my current job, I've already learned most of what we've covered, but it would be much more challenging if I were coming to the material with no experience. Our instructor is very knowledgeable and friendly.

It would be great if some lecturers provided a full syllabus for the class(instead of giving it out half and half) and follow school's grading system especially letter grades and specific numbers.

The remedial math classes are too long and is an overload of information. The set-up is not conducive for people who struggle with math. The tutorial period is not helpful at all.

As I said it before ESL PROFESSORS try so hard to make you fail this semester I had Professor [REDACTED] he has been sending too much homework and giving me zeros because I received help writing my essays because my previous ESL professors did not show us how to write an essay and it's format, even when I received help writing my essay he has been giving me zeros saying "I did plagiarism" he could submit this assignment in turn it in and check my essay because it was plegarized but he decided to give me an F which I feel was unfair. He had been telling me I should be in ESL 053 but he can't say that I deserve to be in this class and pass it because I have been in ECC since the very first ESL LEVEL.

Be more tech interactive

will there be any more renovations? the new designs look nice against the brutalist architecture! also it seems that the cafeteria will never fully reopen or will that be renovated as well?

Very warm and nice environment. The great learning environment, teachers and counselors are very resourceful and helpful. A variety of cultures and backgrounds to learn from.

Your staff members need to learn to be nice and patient. A lot of your staff that's I've run into this semester are rude and have nasty attitudes. Making me not want to ask your staff anything because of there nasty attitudes and rude tones of voices.

I want more study areas.

I just wish some of the classes wasn't so pricy and the teaching system was user friendly

The only concerns I have is that most of these courses for the majors are a waste of time, and most of these courses are are not teaching/preparing you on learning everything about your major and how to do your major.

Some teachers are way more inclined to help and develop a relationship than others. Those teachers who don't really care about money, other than just a need to maintain themselves and are independent enough to lead our class like [REDACTED] my English teacher . Those people deserve more . [REDACTED]
English 102

I love Essex County College

The only issue I have with Essex is teachers saying that having your camera on during online class is required however no policy dictates that. I was even told that I shouldn't be in class while working but the description of online learning on the website clearly states the workplace as an environment to take a course making online learning convenient and flexible.

most of the time i want to ask question concerning my major but is difficult to get answer, I really want to advocate for people but i don't know the where to start and people to talk to

I would like to work in group with other students because interaction with other students help in many ways, but I don't have that this semester.

Mental drain pipe

I wish there were more advisors who did not force their opinions on students and rather help them with the course they choose to take. It's not welcoming as an ECC student to have a plan and have it shut down by an advisor

SATISFACTORY

For Spring 2023 I would like to have more options for virtual class. Especially in Psychology 200 levels in up. Thank you

Very satisfied

I transferred to this school after my previous 4 year institution did have my major, so after taking a semester off I decided to go here for a semester until I can get into Rutgers Newark. This was the worst decision I could have made for college career. I was excelling at my previous university getting all A's and B's which is normal because I'm a hard working student who graduated Top 10 of my highschool and transfer from previous university with a 3.32 GPA. So how is it after spending only a semester at your community college, which is not as mentally challenging as a basic 4 University, I end up with a 2.52 3 C's and 1 A. After getting high praise from all my professors that semester and passing all my assignments with knowledge of because you can see what you were graded for each assignment after completed. In your school I am just a number, I have no value here. I have heard and seen from professors that actually work here that they themselves teach at 10-20 different classes whether of the same subject or different subject with the number of students ranging from 11-23 in each class. I've also been informed by professors that they have 2-3 days to submit grades from all classes and every student. So when I found out my grades THE NEXT SEMESTER from my ADVISOR that I basically failed and no chances of transferring with a 2.52 GPA as a Physics major to Rutgers Newark. Now I feel trapped because of I would have waited another semester and just reapplied to Rutgers the following Fall Semester I wouldn't be in the predicament. I believe the professors have no time to actually grade students properly and are giving students grade that are decided on a whim. I have had friends who were in the same predicament as me who, went to your college in the meantime of applying to other schools, told me to hurry up and get out of this school because they don't grade properly or fairly and it will damage your transcripts. Lastly, this is officially my second semester at your school and one professor I have is very unorganized and doesn't explains things well, actually that's a common factor with all your staff. Another common factor with your professors is they throw piles of work on you like papers with no preparation on top of completing weekly quizzes without notice. I have another professor who piles of quizzes and exams every other week. For example, for two weeks there will be a quiz back to back and on week three there will be an exam and then it repeats. And homework is just completed when you have the time.

Biology , [REDACTED] was the worst professor i've ever had

I love Essex county so far

We need a good internet connection to the campus when we are out of the Lab.

I tried to contact my advisor via email but I get no response back.

Professors need to engage with the students and take Basic pedagogy courses to not made classes boring

N/A

none at this time

My classes are so liberal, to call it education, would also just contribute to the lies. It is almost insane to think about how much the ideals that promote progressivism are constantly shoved down people's throats. This is far from a joke and maybe even scary but in effort to save the integrity of the school's degrees, I suggest something be done.

very satisfied with professors,assignments,resources and grading

As a Muslim, I'd like to have a room where I can pray in any time of the day.

I am looking forward to other financial grants to help with tuition fees being that the covid grant isn't being offered again.

N/A

my one complaint would be that the student center is hardly open on time for the students who use there own personal for of transportation(like skateboards and electric scoters) causing us to be late for class. they allow use to place our belongings in there to be safer but sometimes have to wait up to an hour for them to open the doors even if there is someone inside not opening it. I was told the center opens around 8am but every time i get there its never open and i have to wait sometimes past 9am so i can leave my belonging there and get to class. if this problem could be corrected then id have no major complaints about my ECC experience.

Am happy with the Essex county college is improving the education for students,I ve been provided with what I want for my courses. Thank you

More online classes

I like if all classes were available virtual

Students are encouraged to come prepared to learn.

My experience have being perfect !

Essex County College gives the best of its academic and non-academic to its students. Thank you

Everything at the college is convenient at the moment.

Professor could do better in grading wise, homework and test

I found it hard to find certain information I needed like finding the academic counselor, information for my school bill and financial aid. I think access to these services should be widespread.

Some professors that I currently have are presenting a lot of assignments that are assigned the next day to cover however little information to go off after teaching a lesson which we do not practice.

From all my semester, the professors usually assign the work at the end of the semester which gives us more time to finish however it becomes overwhelming especially that they are not teaching us or get upsets at the class for asking questions about the assignment or extending the time of assignments. I would say this semester has been the worse one I ever had based of the how the professors treated the students.

None right now

For fall semester I believe nursing students should be given the opportunity to have three payments. I believe it is unfair to have not been afforded the same payment option, when we have no control over when we register.