



Survey of Students Who Did Not Register  
for Spring 2011 Semester

New Jersey City University

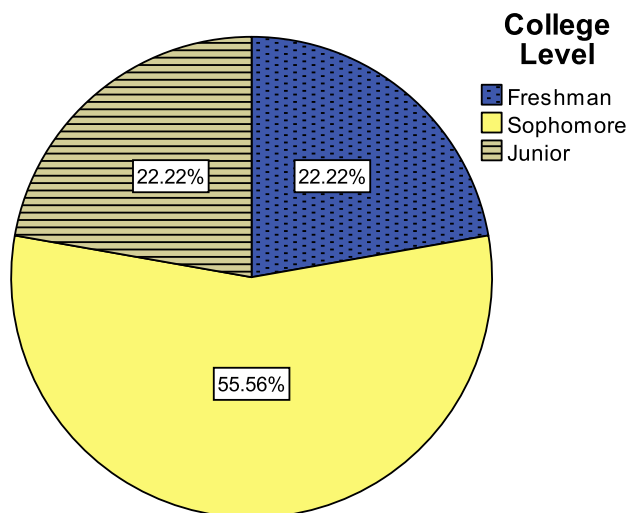
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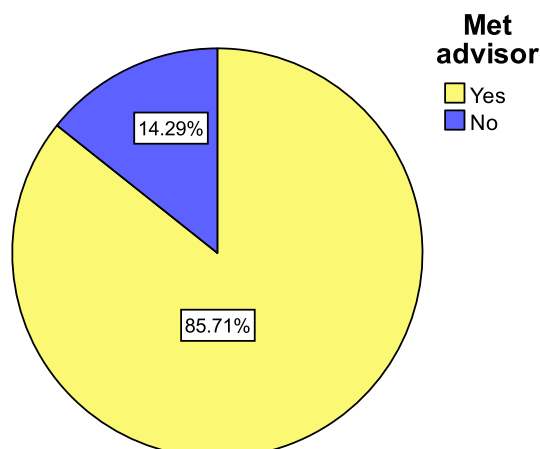
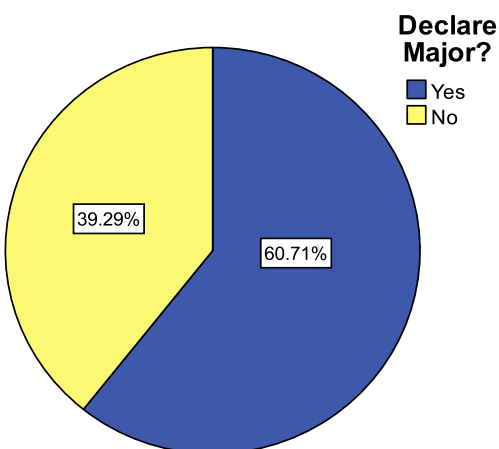
Surveys were sent to five hundred undergraduate students who had not registered for the Spring 2011 Semester. The complete criteria for selecting the recipients was as follows: Native undergraduate students who showed a registration in Fall09, Spring 10, or Fall10, had not yet graduated, had earned less than 60 credits, and had no registration for Spring 2011.

Of the 500 surveys sent, 6% (n=28) were returned. Twenty-two percent (n=6) consider themselves Freshmen, 56% (n=15) consider themselves Sophomores and 22% (n=6) responded that they are Juniors at New Jersey City University.

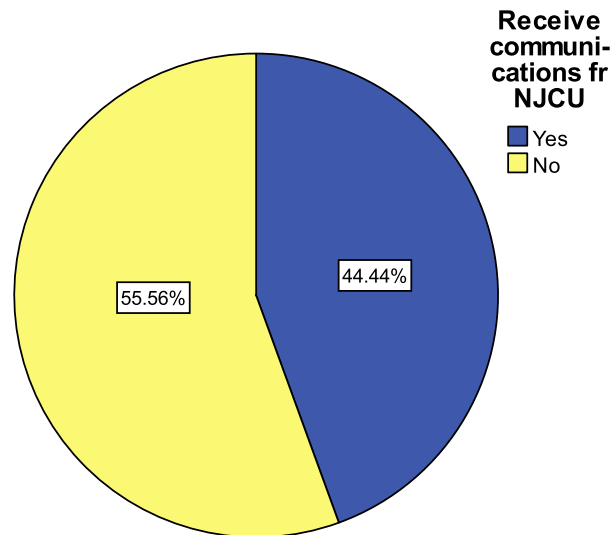


Twenty-six percent (n=7) responded that they had earned 13 to 30 credits and 26% (n=7) said they had earned over 45 credits at NJCU. Twenty-two percent (n=6) reported an earned 3 to 12 credits and 11% (n=3) said they had earned 31 to 45 credits. Eleven percent (n=3) were unsure of the amount of credits they had earned at NJCU and 4% (n=1) said they had not earned any credit.

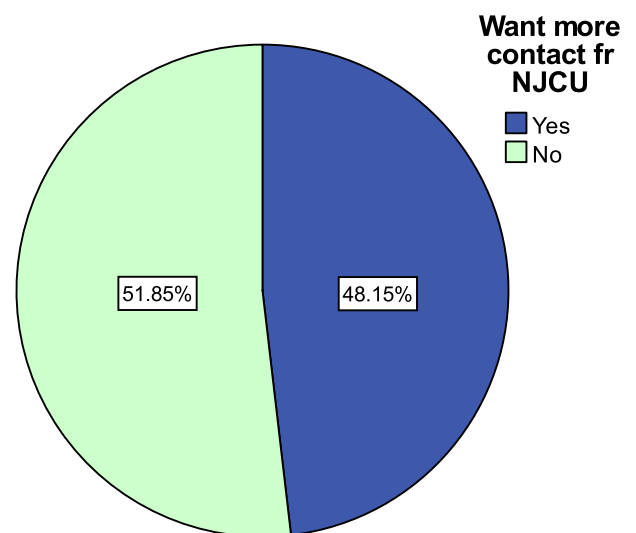
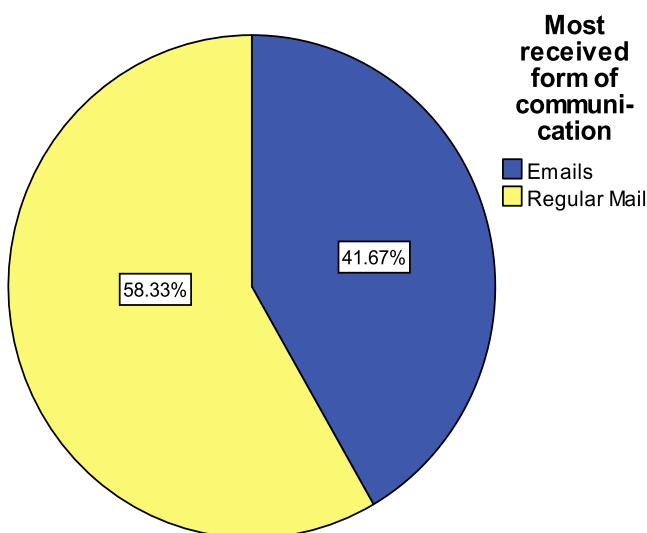
Sixty-one percent (n=17) of the survey respondents reported that they had declared their major and 40% (n=11) said they had not. Eighty-six percent (n=24) had had met with an advisor at NJCU and 14% (n=4) said they had not met an advisor. Fifty percent (n=12) met with their advisors more than 3 times and 50% (n=12) met with their advisors 1 to 3 times in their time at NJCU. Ninety-six percent (n=24) found their advisement helpful.



Fifty-six percent (n=15) of the survey takers said they do not regularly receive communications from NJCU (concerning registration and advisement in the form of emails, letters or phone calls). Forty-four percent (n=12) said they do regularly receive such correspondence from NJCU.

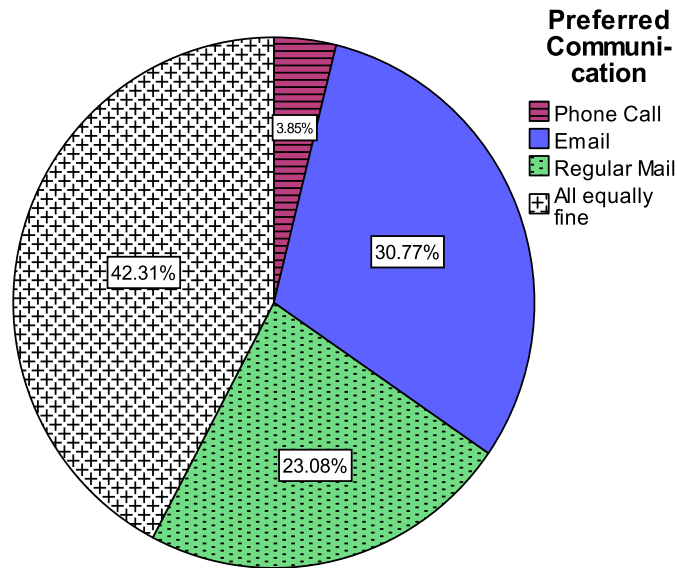


Of the 28 survey respondents, twelve answered the following question and sixteen left it blank: "Which form of communication do you receive most?" Seven of the twelve who answered said they receive regular mail the most and five said they receive emails the most. When asked if they would like more contact from the university, 52% (n=14) said "No" and 48% (n=13) said "Yes".

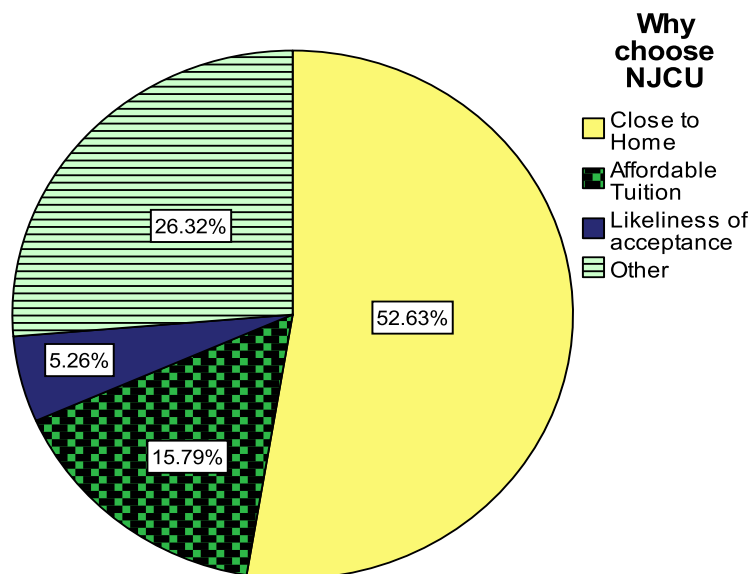


"Phone calls" was also a choice (however was not chosen by anyone)

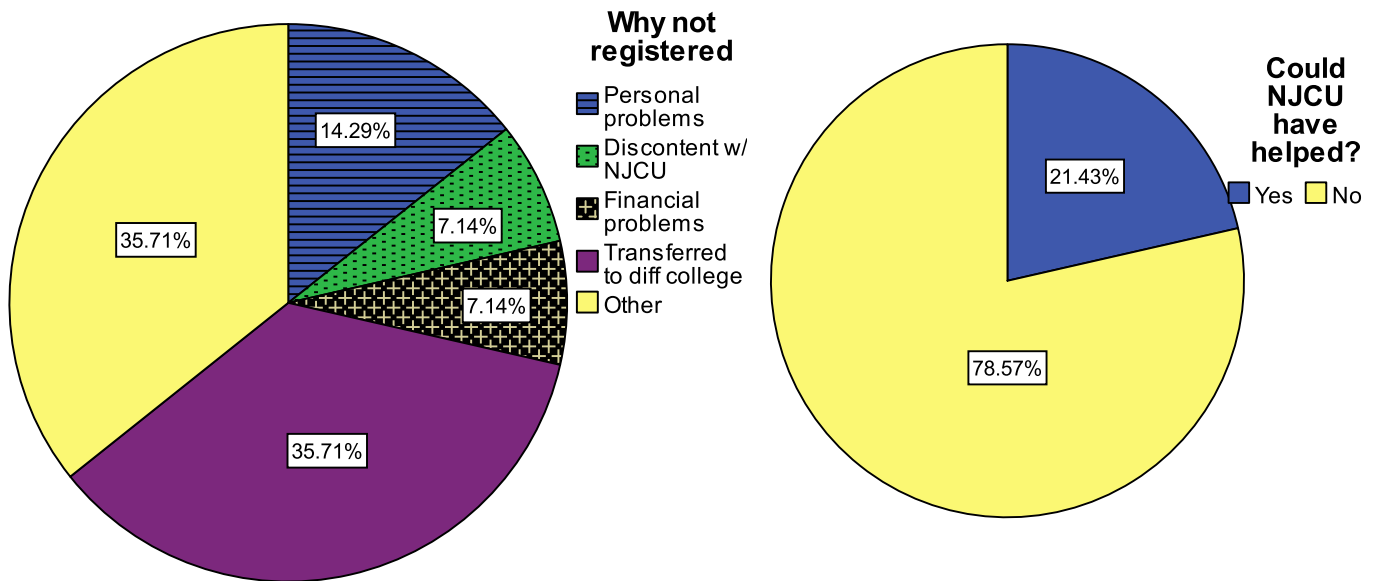
The respondents reported that their most preferred method of contact (choices were phone, email, regular mail or all equally fine) would be “All equally fine” 42% (n=11); email 31% (n=8); regular mail 23% (n=6) and phone call 4% (n=1).



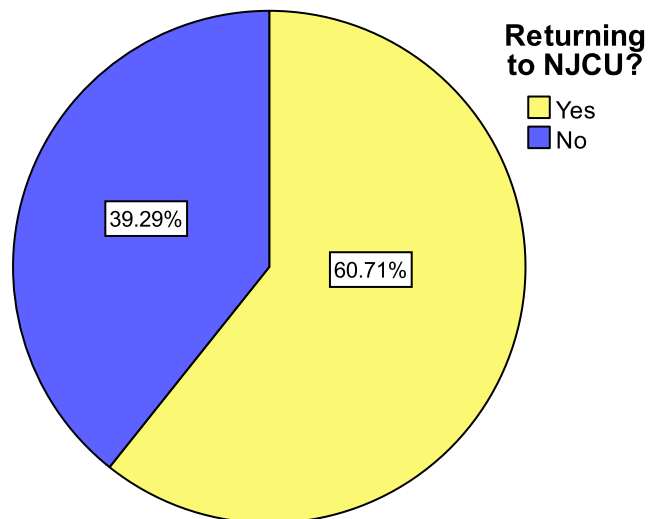
The recipients were asked why they chose NJCU at the beginning of their studies. Fifty-two percent (n=10) said they chose NJCU because it was close to home. Sixteen percent (n=3) said because the tuition was affordable and 5% (n=1) chose NJCU because of the likeliness of acceptance. Twenty-six percent reported “Other” as their reason.



The survey provided several choices as reasons why the student might not have registered for Spring 2011 courses. The results were as follows: Thirty-seven percent (n=5) said they transferred to another college; 14% (n=2) said they had personal problems; 7% (n=1) reported that they were discontent with NJCU and 7% (n=1) said they had financial problems. Thirty-six percent chose “Other” as a reason for not registering. When asked if they felt that NJCU could have done anything further to help them register and progress with their studies, 21% (n=6) said “Yes” and 79% (n=22) said “No”.



The survey asked students if they planned on returning to NJCU. Sixty-one percent (n=17) replied “Yes” and 39% (n=11) replied “No”. Of those who said “No”; 85% (n=11) said that they would finish their college studies elsewhere and 15% (n=2) were unsure about whether they would finish their degree elsewhere or choose not to further pursue a degree at all.



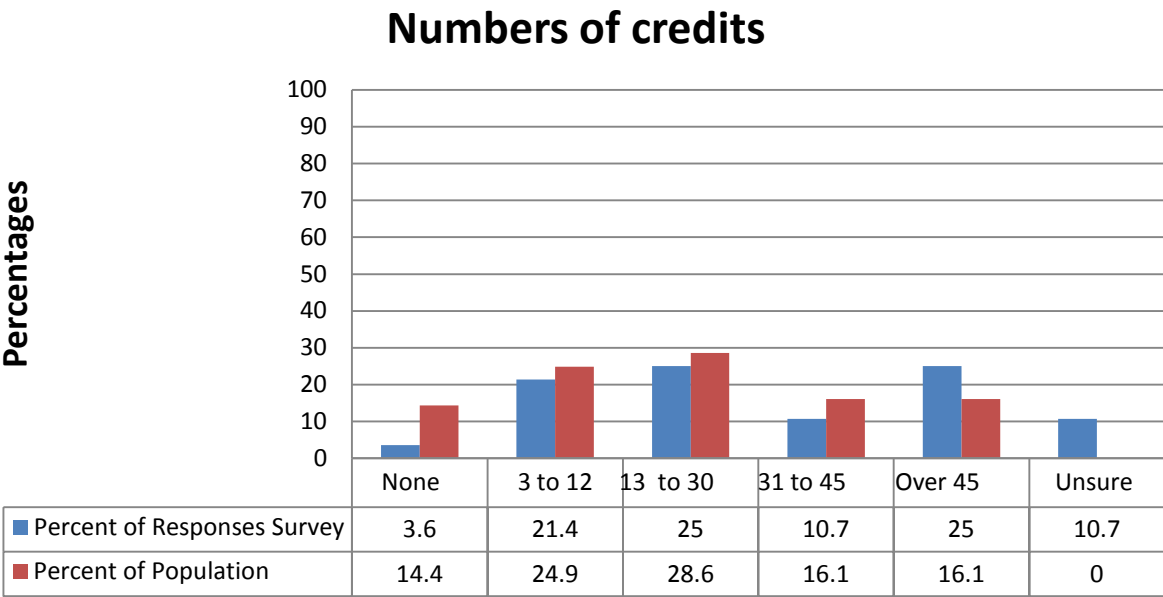
Ninety-three percent (n=25) of the respondents said they are not currently working full time and 7% (n=2) replied that they are working full time. Eighty-three percent (n=14) of all the survey takers who are working (full time OR part time) are making a yearly salary of less than \$20,000; 6% (n=1) are making \$20,000 to \$35,000; 6% (n=1) are making \$35,000 to \$50,000 and 6% (n=1) are making \$50,000 or more.

The ages reported are as follows: 25% (n=7) are 18 to 19 years old; 43% (n=12) are 20 to 21 years old; 18% (n=5) are 22 to 24 years old; 7% (n=2) are 25 to 27 years old and 7% (n=2) are 28 or older. All respondents replied that they are U.S. citizens.

Thirty-six percent (n=10) are Hispanic. Thirty-nine percent (n=11) are White; 18% (n=5) are Black or African American and 7% (n=2) did not specify.

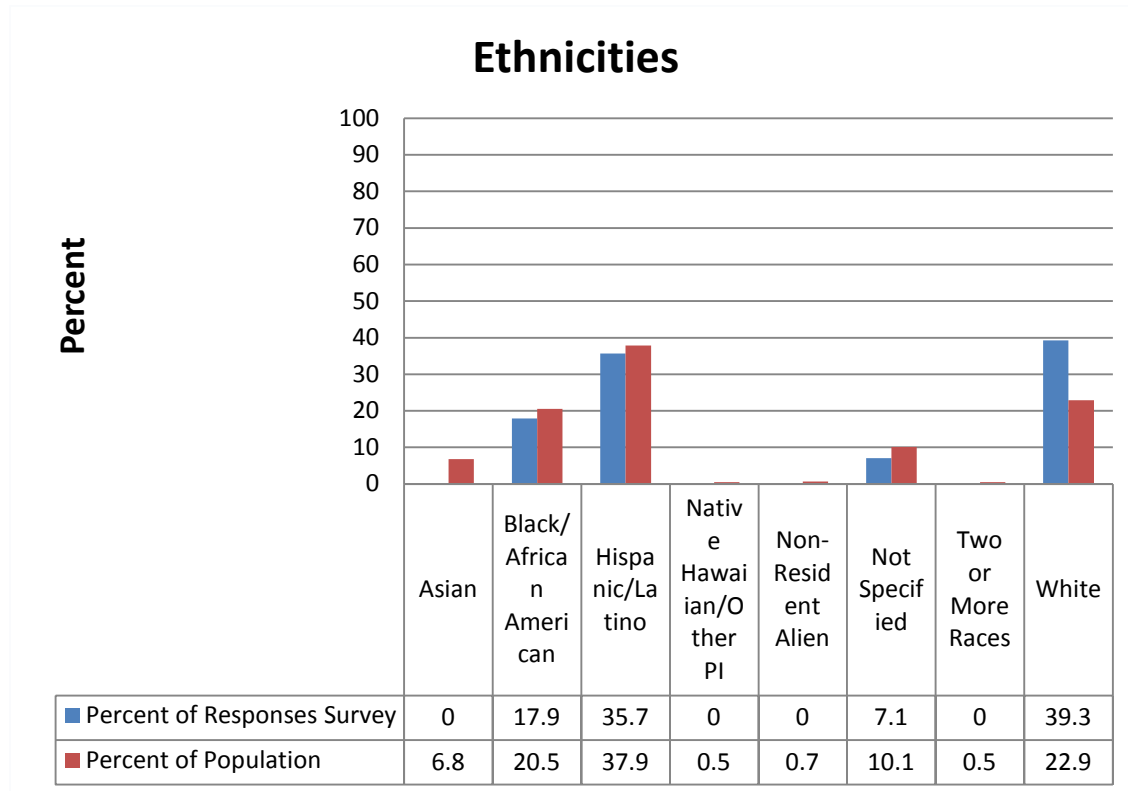
Conclusion

The response rate to the survey was 6%, and provides a margin of error of about +/- 20%. Within the respondent sample the students who earned between 3 and 12 credits; between 13 and 30 credits; and 31 to 45 credits were present in proportions similar to the population to whom the survey was sent; students with over 45 credits were more highly represented in the respondent group (n=6).





Also, the ethnic representation was similar in regard to percentages of Hispanic/Latino and Black/African American, but Asians were absent from the survey respondents, and whites were over represented.



Because of the overall low response rate, analyzing the separate groups was not indicated, however, the insights gained by the quantitative data and the comments will be useful in future research in regard to questionnaire design. Questions involving preferred means of communication from the University on the part of students intending to return to NJCU, and reasons for transferring to other institutions of higher education, especially those in close proximity to NJCU can be further developed.

Other methodological issues can help increase the response rate. Pre-survey post cards, follow-up post cards and subsequent survey instruments are methods that have been found to increase the number of surveys received. These can be implemented dependent on departmental budgetary constraints.

## Notes and Student Comments:

### **\*Of the 28 Survey respondents who did not register, they reported the following as their majors:**

Business Management  
Jazz Performance  
Biology  
Art  
Criminal Justice  
Geosciences  
Accounting  
Mathematics  
Physics  
Education

\*There were no consistencies or patterns of majors reported.

### **Reasons why students did not register:**

"Have no money to pay for outstanding balance with NJCU. Cannot attend classes if I don't pay balance. I also did not get any financial help. I have good grades and a 3.0 + gpa. NJCU is not willing to help me."

"I wasn't progressing in my studies at the same rate I was when in my first semester. I became stressed and wasn't enjoying the music anymore. I couldn't complete my juries."

"I transferred to HCCC because I wasn't receiving financial aid at NJCU."

"I wanted to be a music major but I didn't get in. Because I wasn't taking any music classes I was unmotivated to focus on my studies. My mother also lost her job recently so I had to deal with that as well."

"Due to financial difficulties, I transferred to HCCC to obtain an associates degree."

"I needed to take time off to help support my family."

"Took a semester off. Personal reason."

"I did not feel challenged so I transferred to HCCC to also not feel challenged, but not have to pay anything."

"I went to a different school because I felt it was a lot better."

"Honestly I have not registered at NJCU primarily because I'm trying to complete an Associates degree at Hudson County Community College. After fulfilling this task I plan to register at NJCU fulltime in Economics."

"I took chemistry at NJCU through the Mountainside Hospital School of Nursing program. I am currently in nursing school."

"Enrolled at another institution, course was not being offered."

"Leaving for National Guard. Coming back in fall."

"NJCU is too far from my home. I had to take transportation for about 2 hours."

"I want to study architecture. NJCU does not offer this program. I am currently looking into getting back into school and pursuing architecture in Florida."

"Because I transferred to Kean."

"Medical complications prevent me from attending classes recently."

"I received a bill stating fall sem 09 was not paid and I owed \$3,000. I received a refund of \$2750 for fall/sp 08-09. We took out sallie mae loan to cover 09 and I still do not understand why it wasn't covered but 2010 was still covered. My mother attempted to pay with AmEx but NJCU would not accept it. She was very upset since HCCC College accepts the card, but I am too close to completing my degree."

"I owe money that I have never received from financial aid."

"Because the fall semester 2010 I have an accident car by route 1&9 when I was driving to go to school. It was very bad accident for all people, and my car crushed, etc."

"Decided to move to college closer to home."

"Different school."

"Money - tuition keeps increasing. Not happy with the university."

"Financial aid and money issues."

"I was having difficulty maintaining my GPA and personal problems. Instead of failing classes I thought I would take time off to get my personal problems in order."

Answers to question: **"In your opinion could NJCU have done anything further to help you to register for Spring 2010 courses?"**

"Since I don't qualify for help NJCU should maybe waive the balance due to my good grades. I deserve a full scholarship at NJCU because my parents do not have the financial means to pay tuition. I owe \$2,700 at NJCU and I cannot get loans. I have all A's and B's at NJCU in the 2 yrs I have been there."

"I had financial aid the semesters before (full). I still don't understand the reasons why I wasn't going to receive it."

"Offer a beginning program for architecture."

"Accept a payment plan for 2009 fall because financial aid was cleared for sp11 & fall10."

"Get financial aid to drop the fees."

**The Colleges that the respondents transferred to in Spring 2010:**

Hudson County Community College (5 students transferred from NJCU to HCCC)

Kean (2 transfers)

Caldwell College

Union County College

Lincoln Technical Institute

Arizona State

**Reasons why students transferred to a different college:**

"Receiving financial aid at HCCC."

"Financial difficulties."

"Cheaper." (HCCC)

"Because I felt at this time it would be a lot easier for me some place else."

"Financial problems/personal problems."

"Homeland security emergency management degrees." (Union County)

"Closer to home." (Kean)

“Better campus environment, activities.” (Kean)

“Closer to home in San Diego, CA.” (Arizona State)

“Major wise.” (Lincoln Tech)

**Miscellaneous comments:**

“I had to take the year off to save up in order to find a way to pay the balance. NJCU does not in any way wish to help me even with my good gpa. I almost gave up. I have made the deans list in Spring 2010. My id is 0268447. Please I want to return and get a degree. It’s a shame NJCU is losing a good student.”

“The staff in the Jazz dept. was great when I was there.”

“I had a great year at NJCU and I miss it there.”

“I transferred to HCCC to obtain my associates in paramedic Science. Once I start working in that field I will be able to go back to NJCU to complete my Biology Major.”

“Lowering tuition and providing accommodations for students that can’t afford school. Especially if their families are paying for siblings.”

“Professor \_\_\_\_\_ of Geoscience is full of herself.”

“The time I have spent at NJCU has been amazing, but financial-wise, I don’t think I will be able to go back any time soon.”

“The teachers in this school act like they don’t really care about you, well some teachers. I just don’t like the way the teachers teach”.

“In my opinion NJCU is a great school with knowledgeable professors who are passionate about education. Never had any trouble in campus.”

“My family graduated from this institution. However my intentions are different and that’s why I have parted ways with NJCU.”

“While I enjoyed my 2 years at NJCU, I felt that the school is behind in relation to schools of similar status.”

“I greatly enjoyed my time at NJCU. Everybody there is great. I appreciate my baseball team mates and have the highest regards for my coaches. They are the best. I will always have great memories of my time at NJCU. Thanks.”

“Great gym.”

“NJCU has a positive atmosphere that helped pushed me to do better. Because of my time at NJCU I want to continue my studies and pursue a degree in psychology.”