

What Happens to Our English as a Second Language Students After They Finish Our Program?

**A Survey of Graduates of the
American Language Program at
Bergen Community College**

Questions on the students' experience in the American Language Program:

- Why did you attend the American Language Program at Bergen Community College?
- How much did the American Language Program help you meet your goals?
- How much did the reading, writing, grammar, and speech classes and the ELRC help you to improve in English?
- How satisfied were you with your experience in the American Language Program?
- How satisfied were you with your experience at Bergen Community College in general?

Questions on the students' experience after they finished the American Language Program:

- What did you do after completing the American Language Program at Bergen Community College?
- If you are attending/ attended college or university after completing the American Language Program at Bergen Community College, what is/was your major field of study?
- Did you find employment in your major?
- If you are working now, in what field are you working?

Questions on the background of the students who attended the American Language Program:

- What is your native country?
- What is your age group?
- What is the highest level of education that you completed before coming to Bergen Community College and what was your major?
- Did you have a career/job in your native country before you came to the US and what was it?
- How long had you been living in the US when you started the American Language Program at Bergen Community College?
- How old were you when you started the American Language Program?
- At what level did you start in the American Language Program?

Final Question:

Please write any comments, suggestions or opinions based on your experience in the American Language Program.

Survey Letter

Dear Graduate of the American Language Program at Bergen Community College,

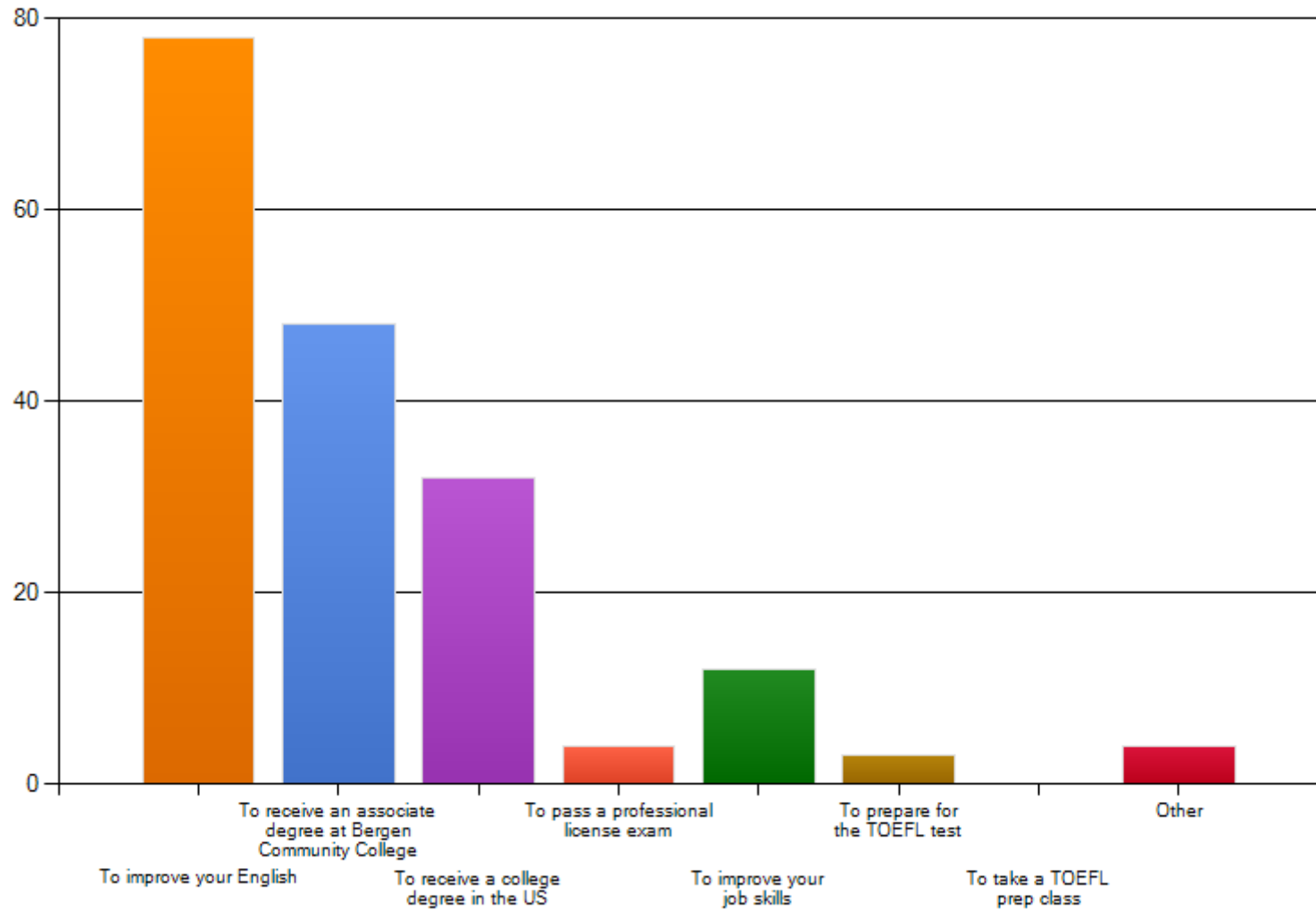
The American Language Program at Bergen Community College is conducting a survey to find out what its graduates have been doing since they completed the program. We would like your help in gathering this information and ask you to take a few moments to complete our survey by clicking on the link below. Your responses will help Bergen Community College and the American Language Program to better serve the needs of its ESL students.

Thank you. Your help is very much appreciated.

Why did you attend the American Language Program at Bergen Community College?

	Response Percent	Response Count
• To improve your English	69.0%	(78)
• To receive an associate degree at Bergen Community College	42.5%	(48)
• To receive a college degree in the US	28.3%	(32)
• To pass a professional license exam	3.5%	(4)
• To improve your job skills	10.6%	(12)
• To prepare for the TOEFL test	2.7%	(3)
• To take a TOEFL prep class	0.0%	(0)
• Other	3.5%	(4)

Why did you attend the American Language Program at Bergen Community College?



How much did the American Language Program help you meet the goals that you checked above?

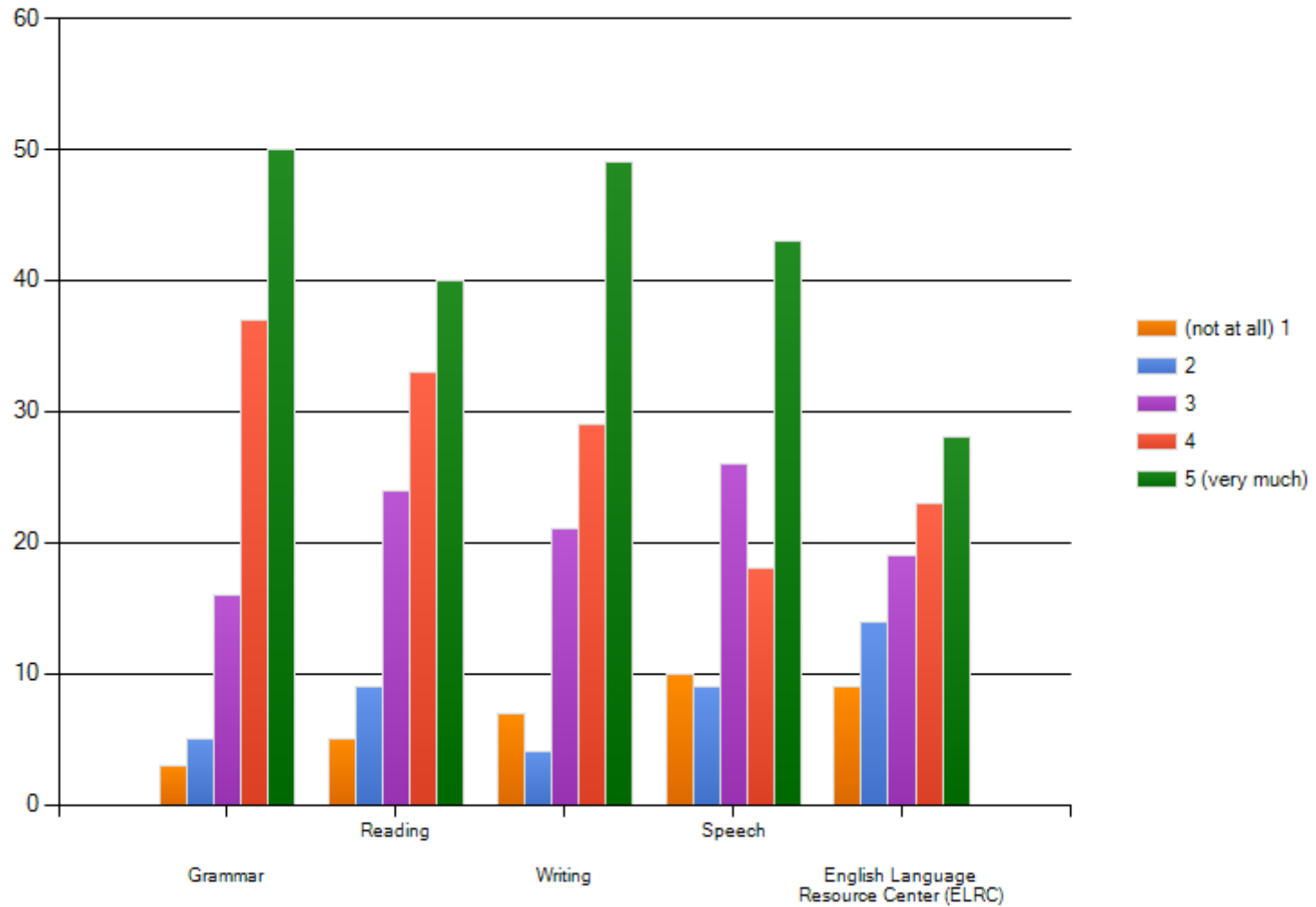
(Very Much)	5	38.6%	(44)
	4	31.6%	(36)
	3	20.2%	(23)
	2	5.3%	(6)
(Not at all)	1	4.4%	(5)

How much did the following classes in the American Language Program help you to improve in English?

Rating Average

Grammar	4.14
Reading	3.85
Writing	3.99
Speech	3.71
English Language	3.51
Resource Center (ELRC)	

How much did the following classes in the American Language Program help you to improve in English?

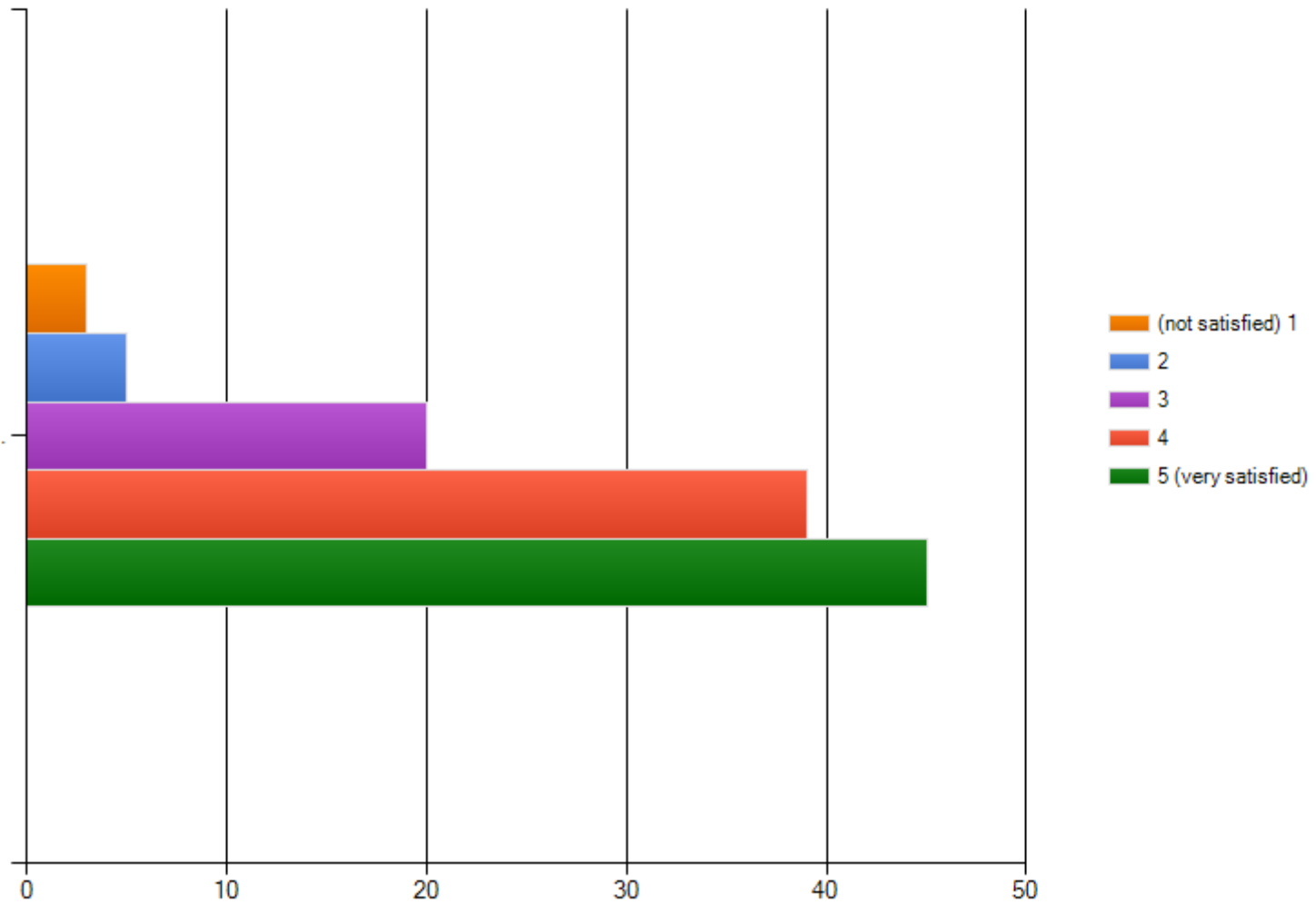


How satisfied were you with your experience in the American Language Program?

(Very Much)	5	40.2%	(45)
	4	34.8%	(39)
	3	17.9%	(20)
	2	4.5%	(5)
(Not at all)	1	2.7%	(3)

Rating Average: 4.05

How satisfied were you with your experience in the American Language Program?

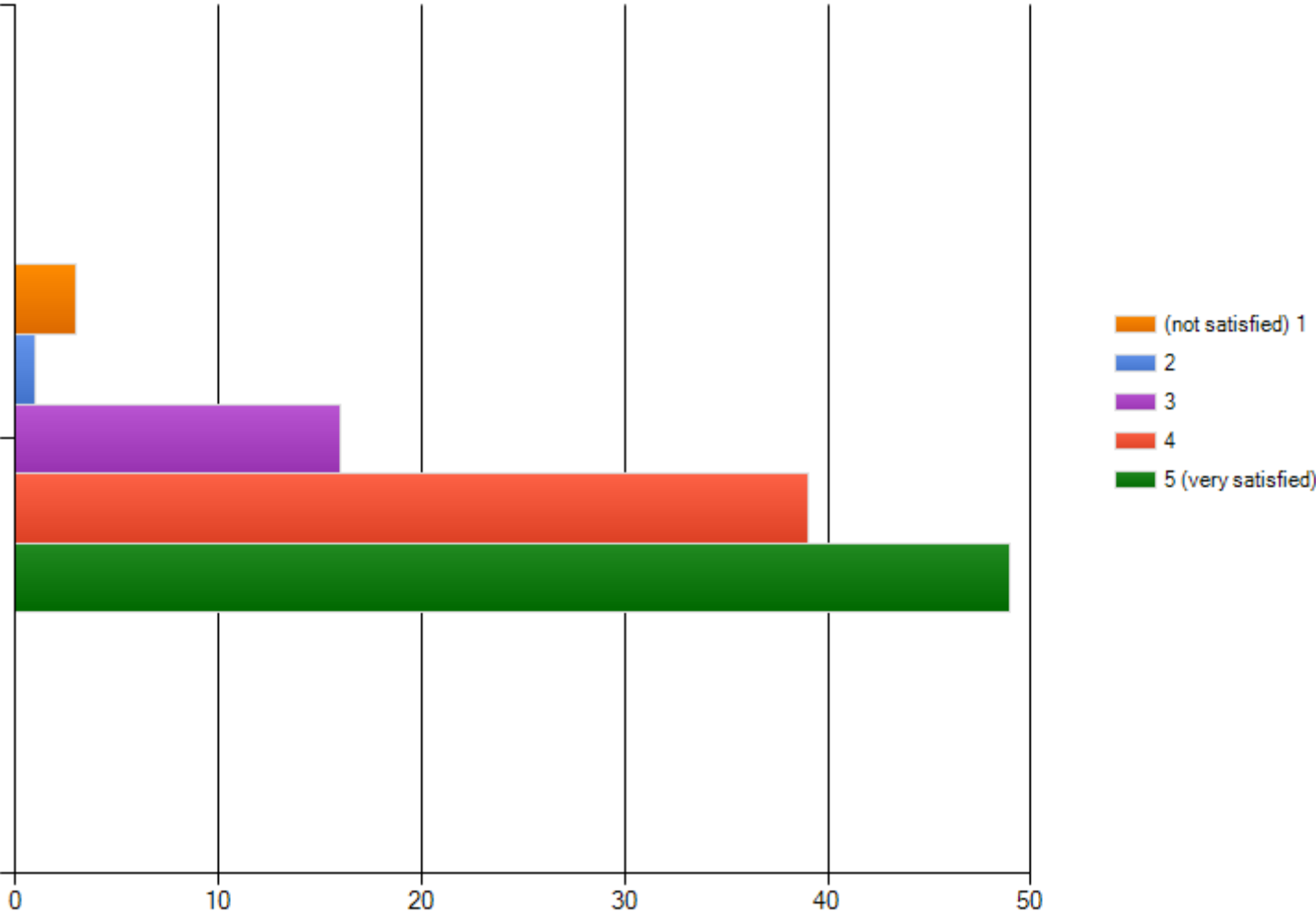


How satisfied were you with your experience at Bergen Community College in general?

(Very Much)	5	45.4%	(49)
	4	36.1%	(39)
	3	14.8%	(16)
	2	0.9%	(1)
(Not at all)	1	2.8%	(3)

Rating Average: 4.20

How satisfied were you with your experience at Bergen Community College in general?



Are you now enrolled as a student at Bergen Community College?

Yes	52.7%	(59)
No	47.3%	(53)

If yes, what is your status?

Full-time	61.0%	(36)
Part-time	39.0%	(23)

If no, are you on a temporary break?

Yes	23.1%	(12)
No	76.9%	(40)

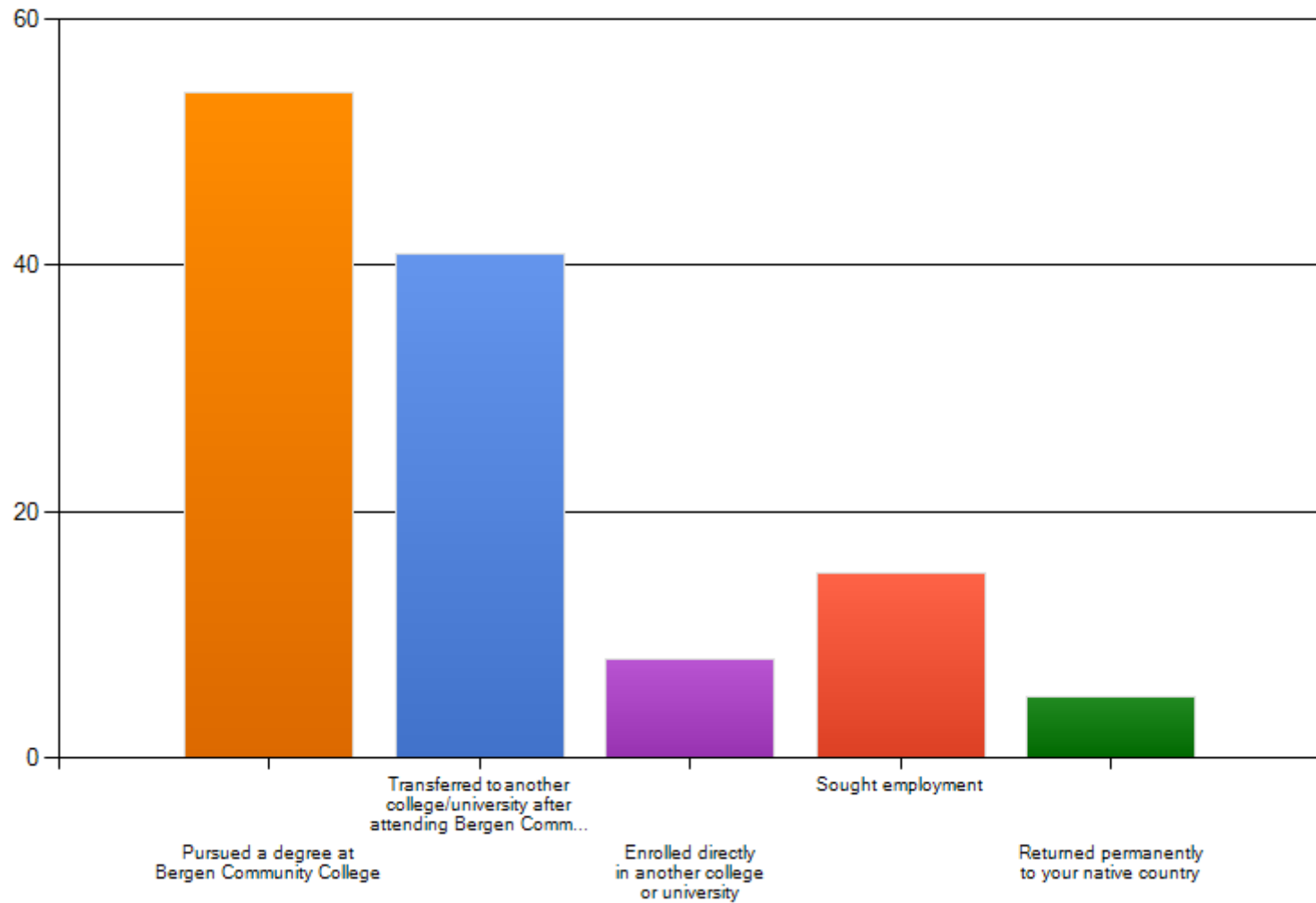
If you are on a temporary break, what is the reason?

Personal	58.3	(7)
Medical	0.0%	(0)
Business/Professional	41.7%	(5)

Which of the following best describes what you did after completing the American Language Program at Bergen Community College?

- Pursued a degree at Bergen Community College 50.0% (54)
- Transferred to another college/university after attending Bergen Community College 38.0% (41)
- Enrolled directly in another college or university 7.4% (8)
- Sought employment 13.9% (15)
- Returned permanently to your native country 4.6% (5)

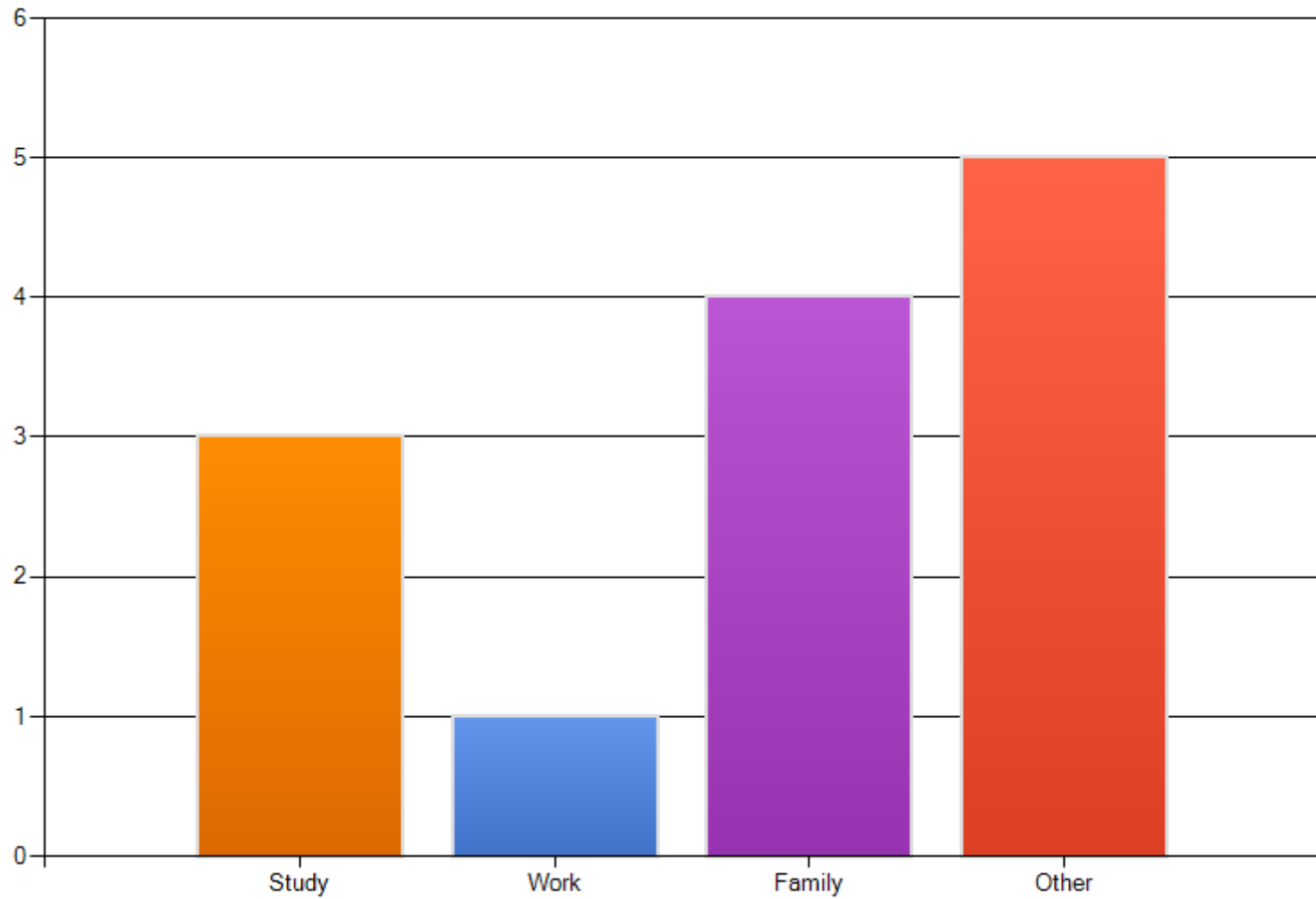
Which of the following best describes what you did after completing the American Language Program at Bergen Community College?



If you returned permanently to your native country after you finished the American Language Program, what was the reason?

Study	30.0%	(3)
Work	10.0%	(1)
Family	40.0%	(4)
Other	50.0%	(5)

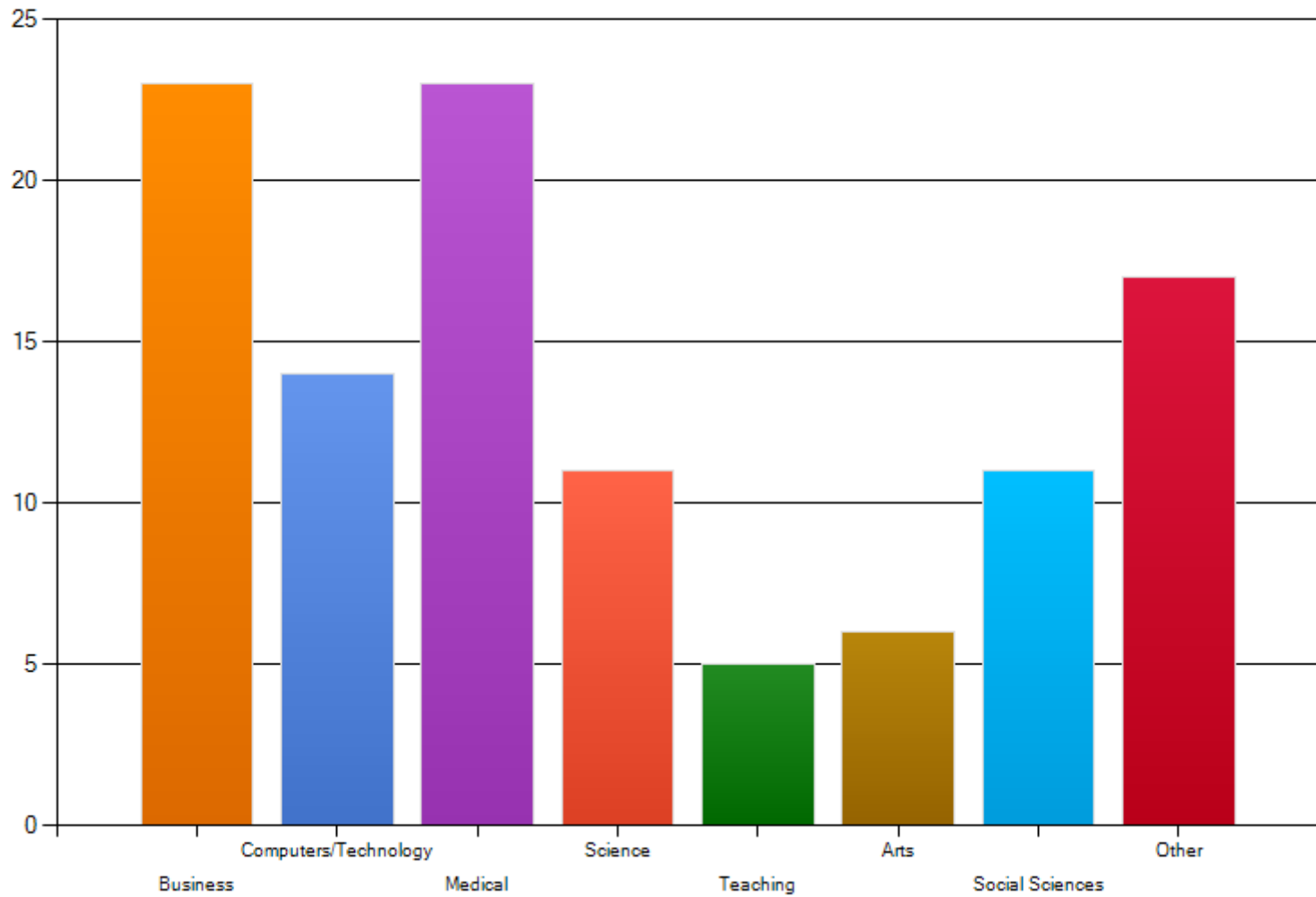
If you returned permanently to your native country after you finished the American Language Program, what was the reason?



If you are attending/attended a college or university after completing the American Language Program, what is/was your major field of study?

Business	22.8%	(23)
Computers/Technology	13.9%	(14)
Medical	22.8%	(23)
Science	10.9%	(11)
Teaching	5.0%	(5)
Arts	5.9%	(6)
Social Sciences	10.9%	(11)
Other	16.8%	(17)

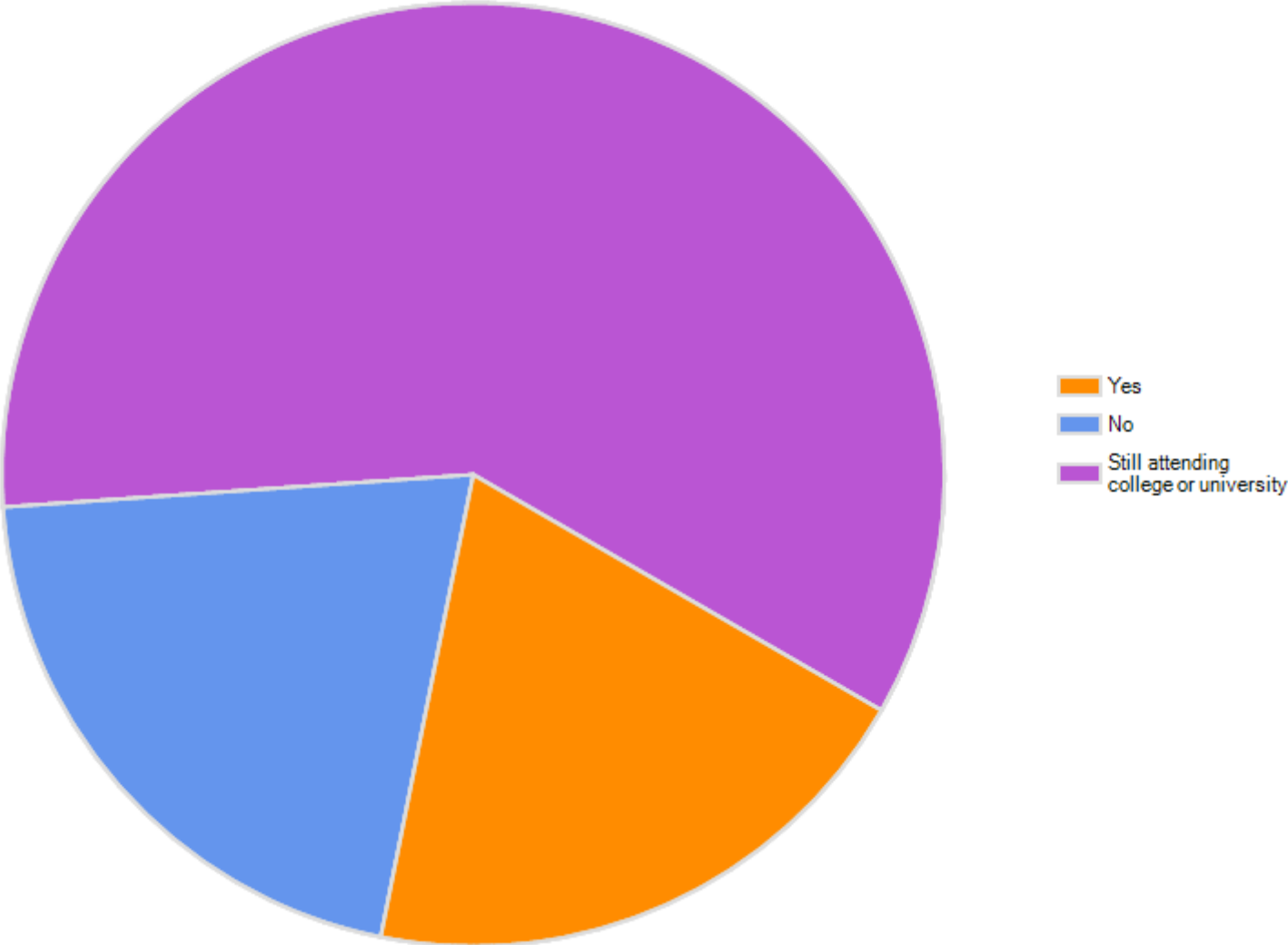
If you are attending/attended a college or university after completing the American Language Program, what is/was your major field of study?



Did you find employment in your major?

Yes	19.8%	(21)
No	20.8%	(22)
Still attending college or university	59.4%	(63)

Did you find employment in your major?



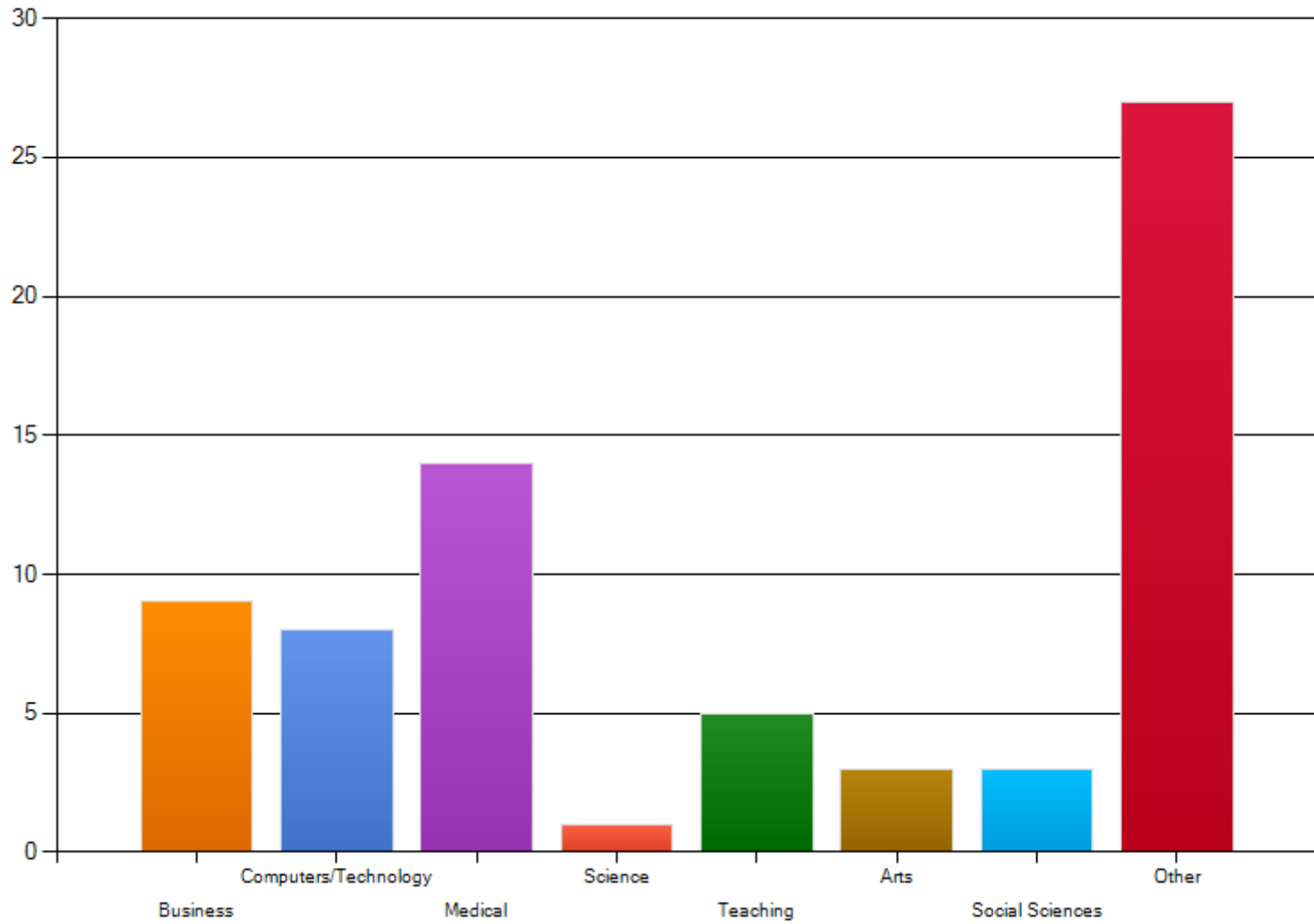
Are you working now?

Yes, full time	31.2%	(34)
Yes, part-time	25.7%	(28)
No	43.1%	(47)

If yes, in what field are you working?

Business	14.5%	(9)
Computers/Technology	12.9%	(8)
Medical	22.6%	(14)
Science	1.6%	(1)
Teaching	8.1%	(5)
Arts	4.8%	(3)
Social Sciences	4.8%	(3)
Other	43.5%	(27)

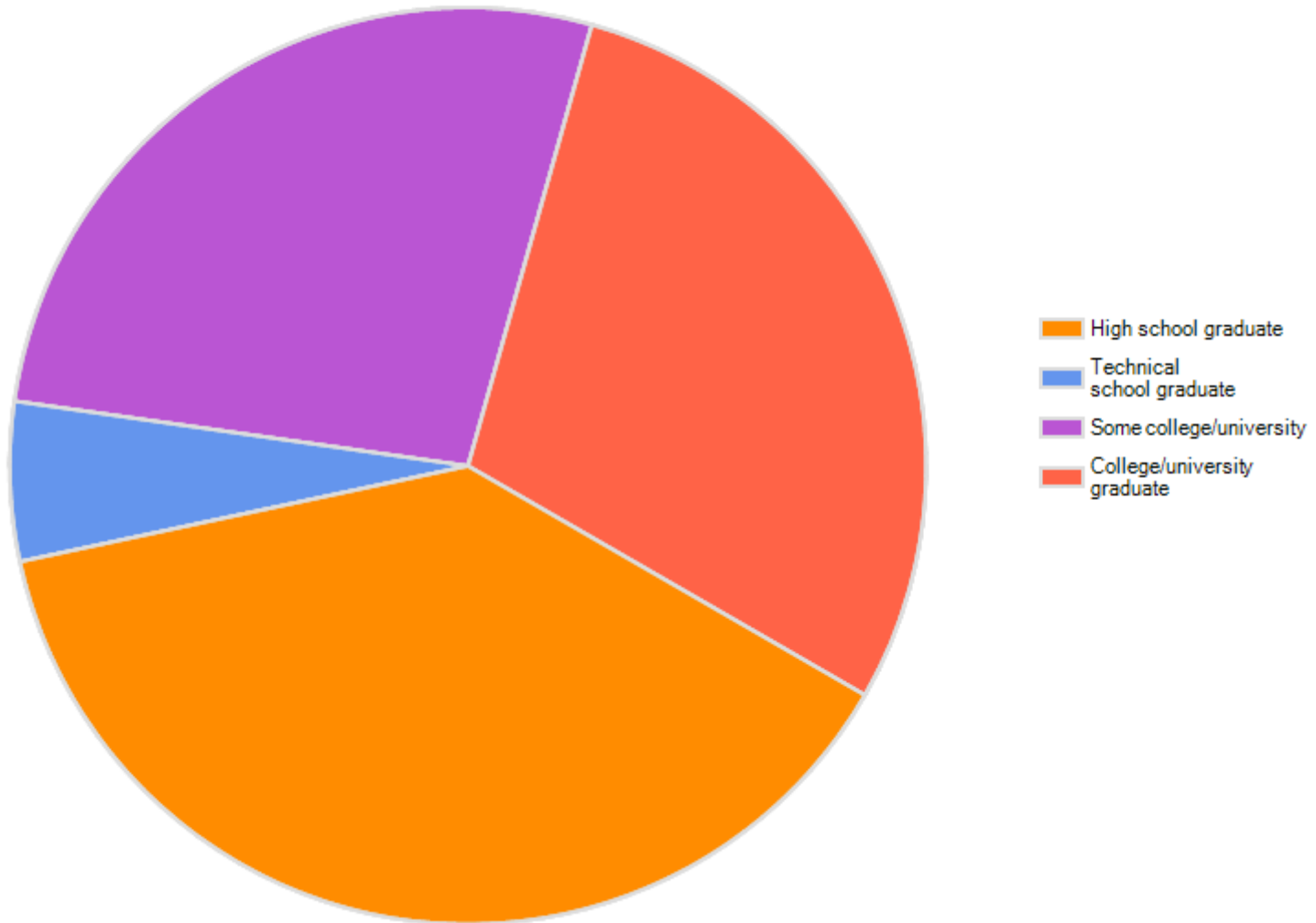
If yes, in what field are you working?



What is the highest level of education that you completed before coming to Bergen Community College?

High school graduate	38.3%	(41)
Technical school graduate	5.6%	(6)
Some college/university	27.1%	(29)
College/university graduate	29.0%	(31)

What is the highest level of education that you completed before coming to Bergen Community College?



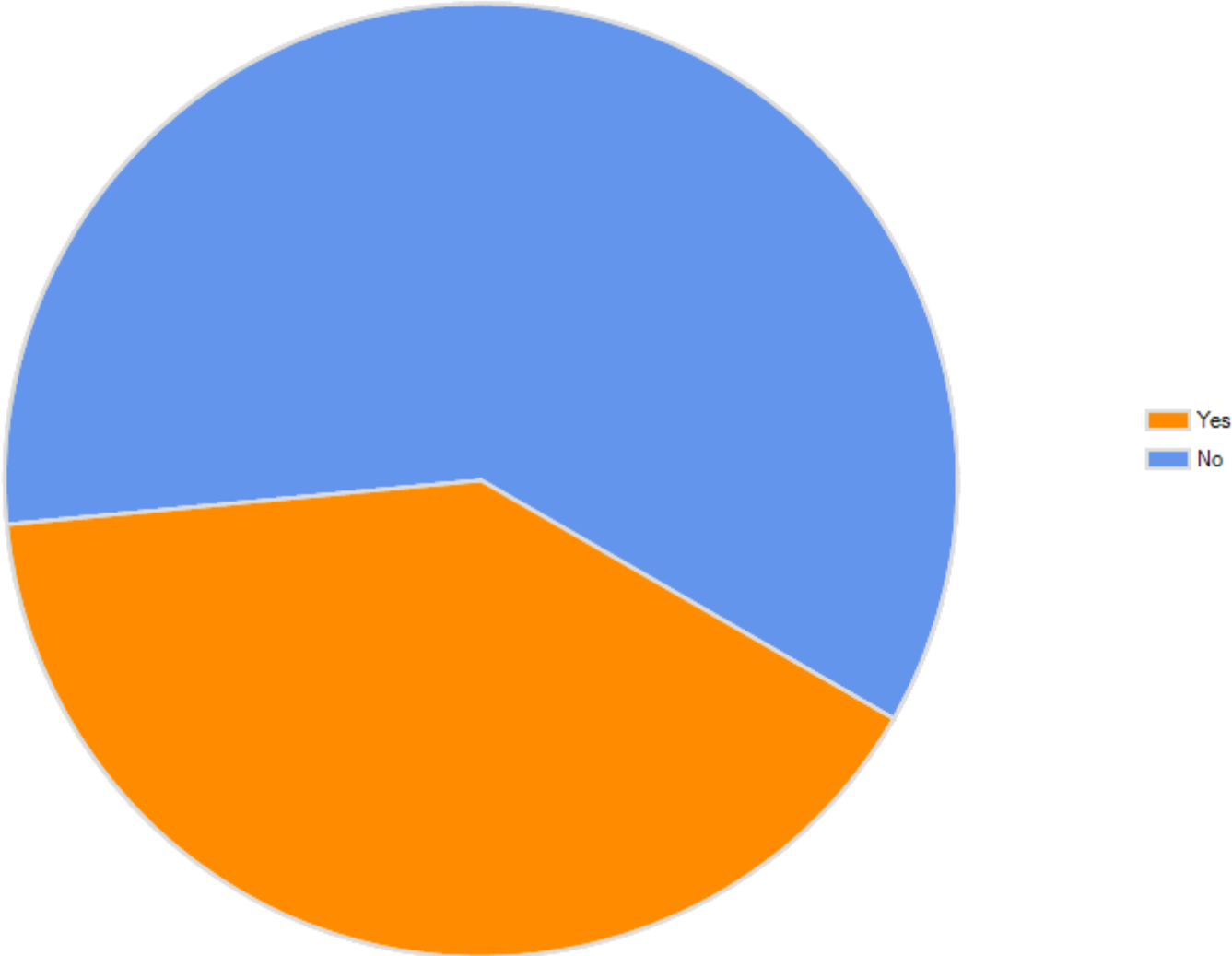
If you were a college/university graduate, what was your major?

Business	23.3%	(7)
Economics	10.0%	(3)
Engineering	10.0%	(3)
Science	10.0%	(3)
Computer Science	6.7%	(2)
Fashion	6.7%	(2)
Accounting	6.7%	(2)
Law	3.3%	(1)
Social Work	3.3%	(1)
Nursing	3.3%	(1)
Political Science	3.3%	(1)
Psychology	3.3%	(1)
Polish Language	3.3%	(1)
Music	3.3%	(1)
Mortuary Science	3.3%	(1)

Did you have a career/job in your native country before you came to the US?

Yes	40.2%	(43)
No	59.8%	(64)

Did you have a career/job in your native country before you came to the US?



If yes, what was your career/job?

Flight attendant

Social worker

Teacher

Banker

Social worker

Accountant

Environmentalist

Bookkeeper

Psychologist

Manager

Engineer

Office administrator

Government worker

Medical researcher

Export/import specialist

Real estate agent

Computer Programmer

Funeral Director

Gas Station Owner

Graphic Designer

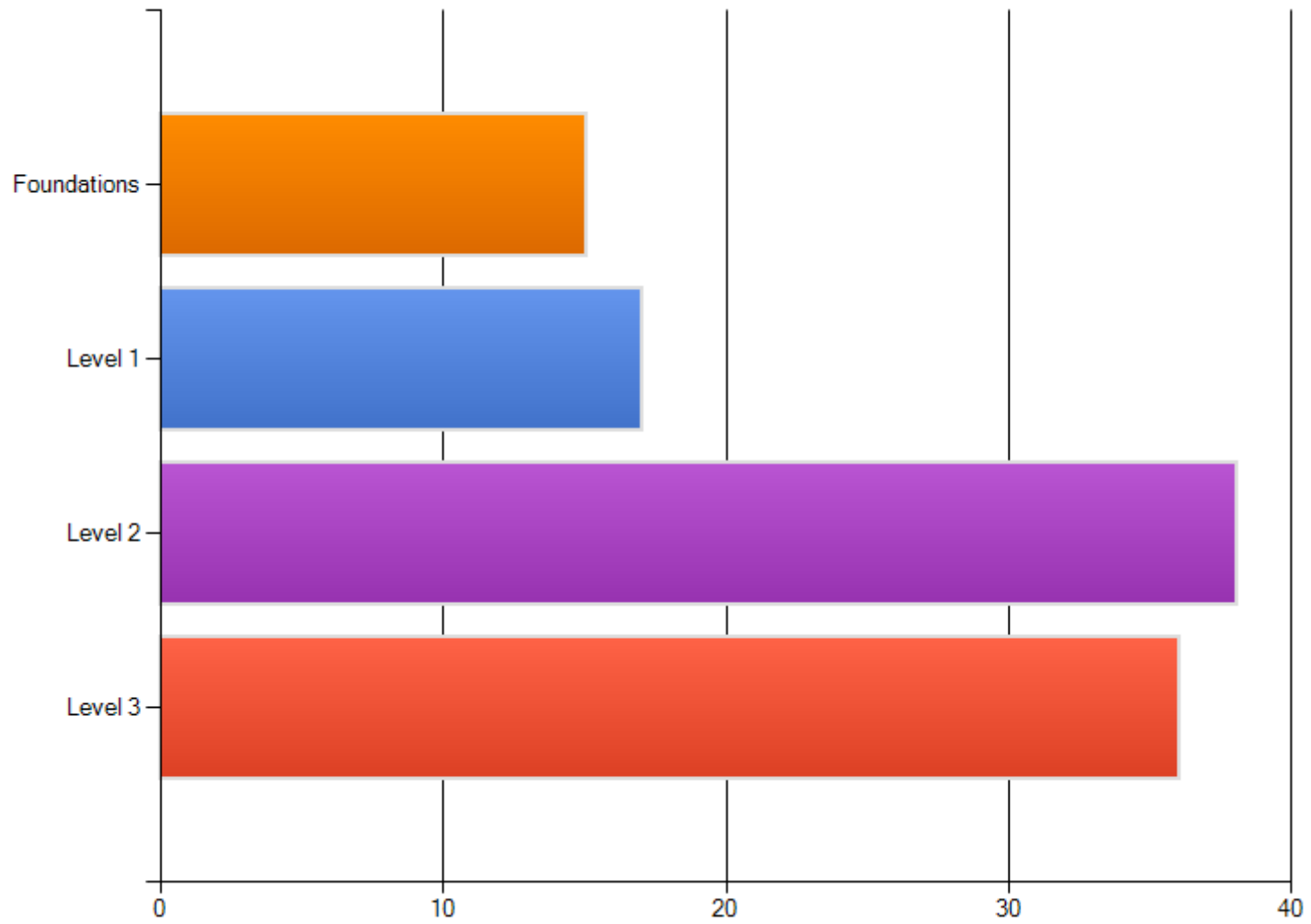
Advertising/Marketing

University Professor

At what level did you start in the American Language Program?

Foundations	14.2%	(15)
Level 1	16.0%	(17)
Level 2	35.8%	(38)
Level 3	34.0%	(36)

At what level did you start in the American Language Program?



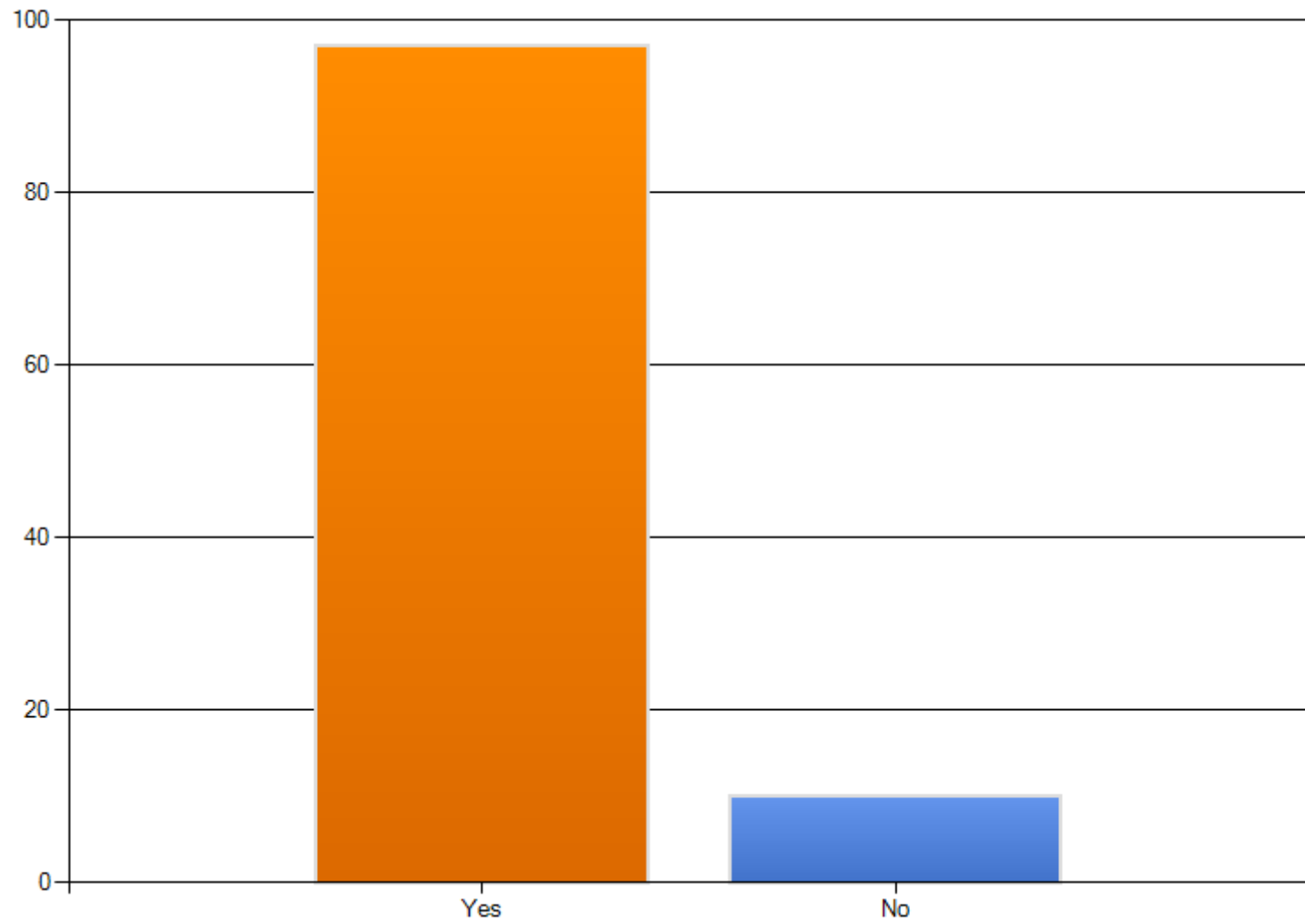
What is your native country?

Korea	(11)	Palestine	(2)
Poland	(10)	Argentina	(1)
Colombia	(6)	Czech Republic	(1)
Dominican Republic	(6)	Egypt	(1)
Peru	(6)	Ghana	(1)
Ecuador	(5)	Hong Kong	(1)
India	(5)	Iran	(1)
Turkey	(5)	Italy	(1)
Brazil	(4)	Ivory Coast	(1)
Japan	(4)	Mexico	(1)
Macedonia	(4)	Montenegro	(1)
Albania	(3)	Panama	(1)
Cuba	(3)	Philippines	(1)
Guatemala	(3)	Romania	(1)
Russia	(3)	Syria	(1)
Georgia	(2)	Ukraine	(1)
Kurdistan	(2)	Venezuela	(1)
Lebanon	(2)	Vietnam	(1)

Are you now living in the US?

Yes	90.7%	(97)
No	9.3%	(10)

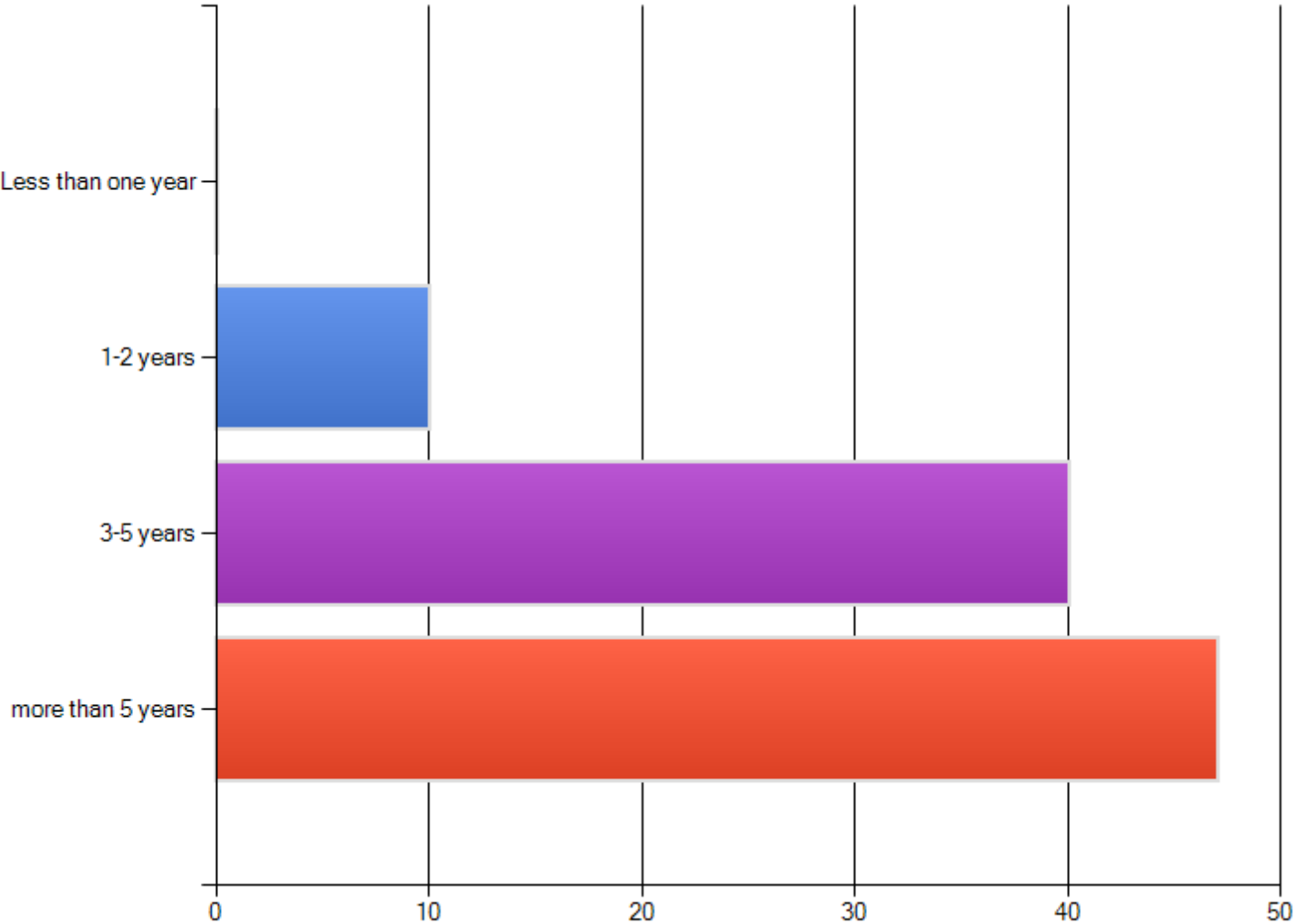
Are you now living in the US?



If yes, how long have you been living here?

Less than one year	0.0%	(0)
1-2 years	10.3%	(10)
3-5 years	41.2%	(40)
More than 5 years	48.5%	(47)

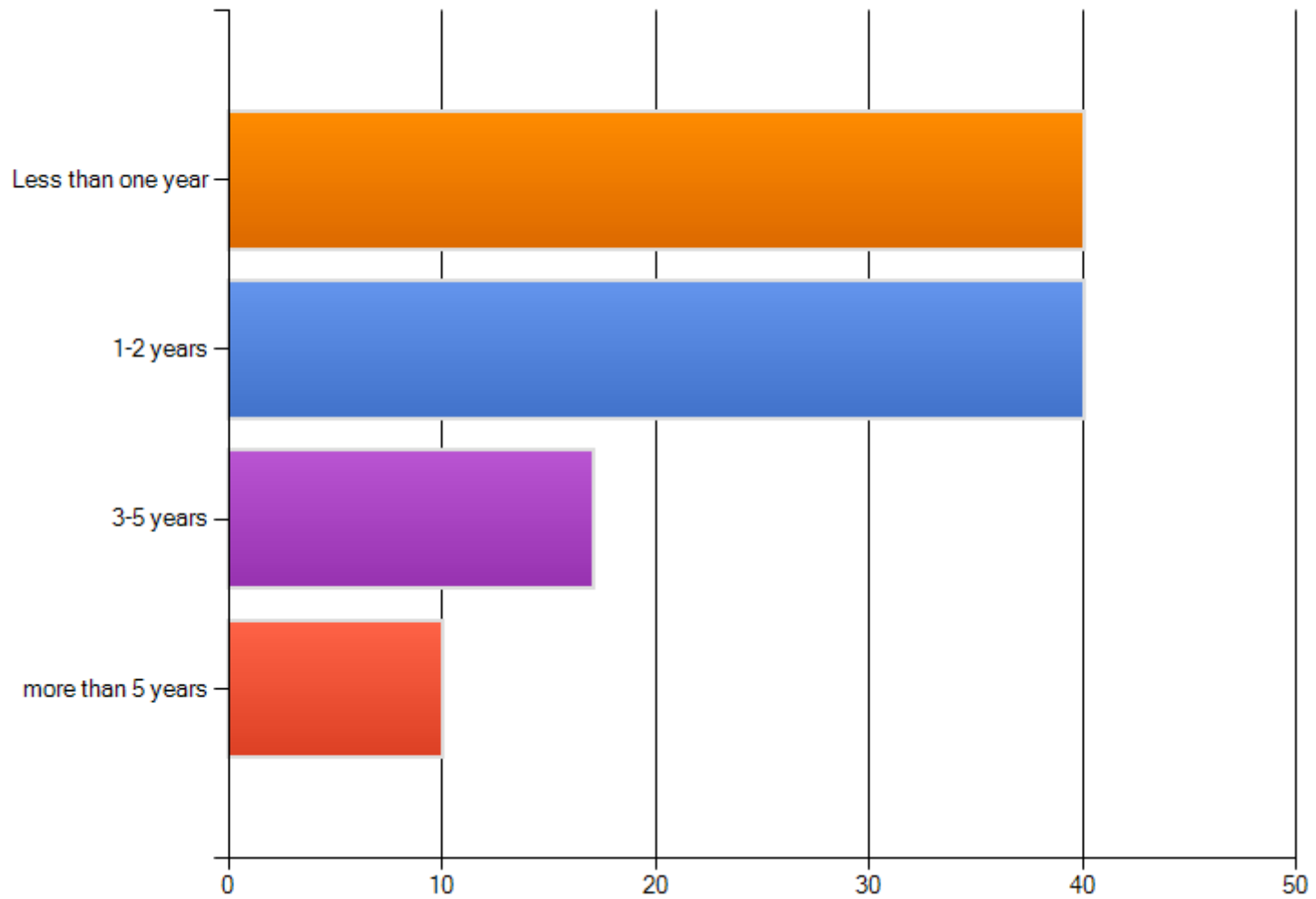
If yes, how long have you been living here?



How long had you been living in the US when you started the American Language Program at Bergen Community College?

Less than one year	37.4%	(40)
1-2 years	37.4%	(40)
3-5 years	15.9%	(17)
More than 5 years	9.3%	(10)

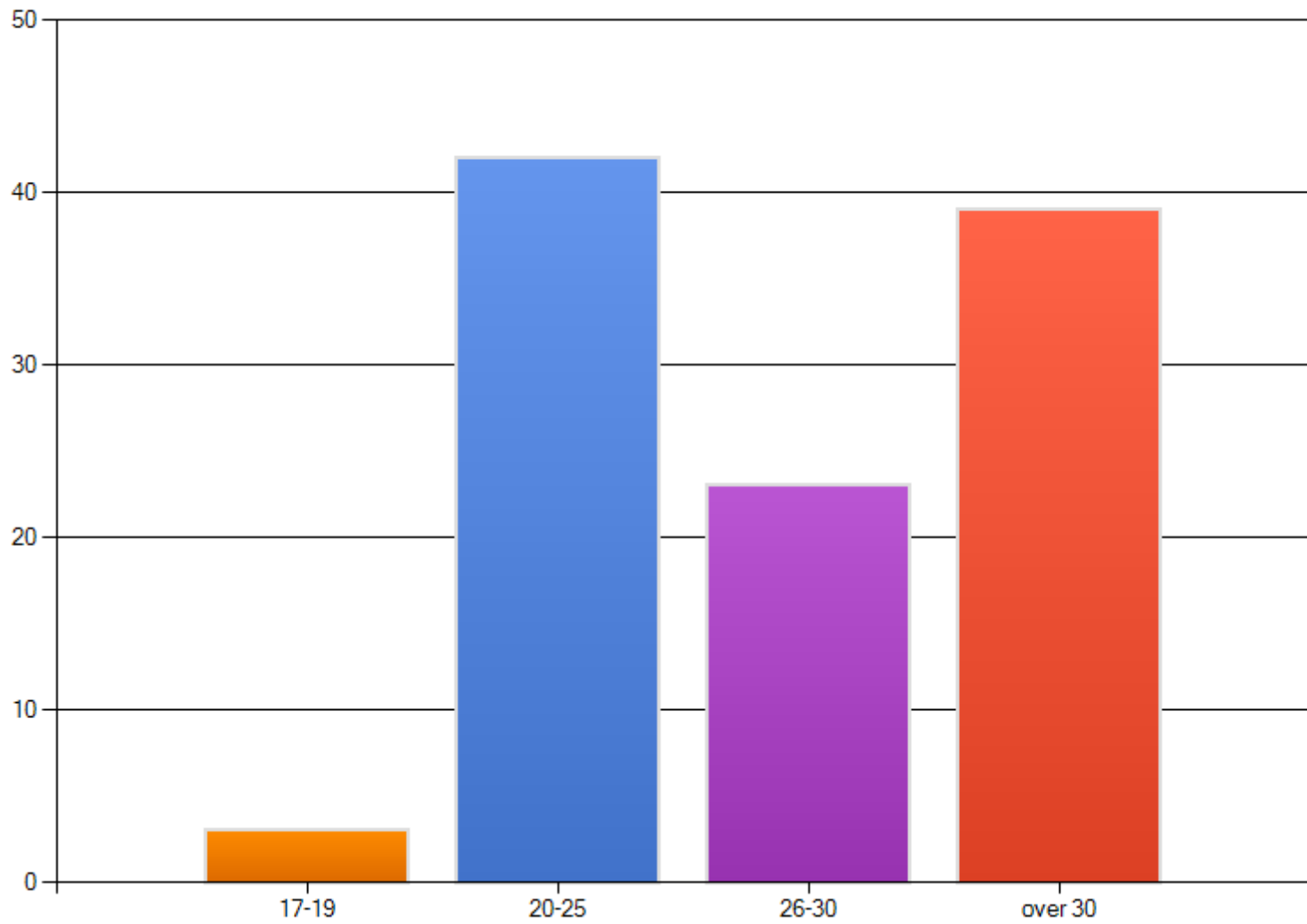
How long had you been living in the US when you started the American Language Program at Bergen Community College?



What is your age group?

17-19	2.8%	(3)
20-25	39.3%	(42)
26-30	21.5%	(23)
Over 30	36.4%	(39)

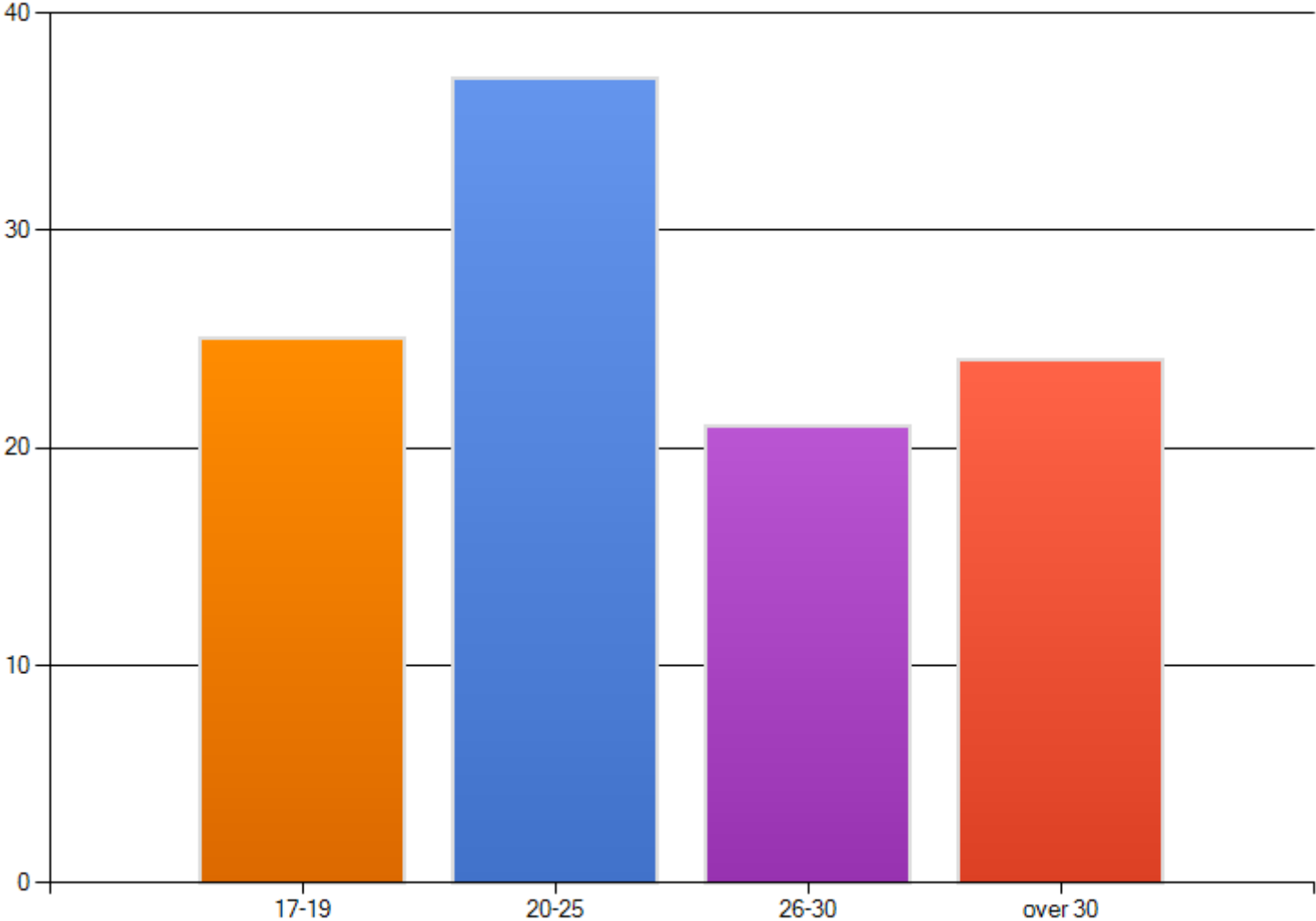
What is your age group?



How old were you when you started the American Language Program?

17-19	23.4%	(25)
20-25	34.6%	(37)
26-30	19.6%	(21)
Over 30	22.4%	(24)

How old were you when you started the American Language Program?



Please write in the space provided any comments, suggestions or opinions based on your experience in the American Language Program.

“Overall, I had very good experience and for sure what I learned will be with me for the rest of my life.”

“I am very satisfied and well equipped by the experience I have had in the ALP. Thank you.”

“Thanks Bergen and ALP, you changed my life.”

“I feel very satisfied to have completed the American Language Program. It gave me the foundation to continue with my college studies.”

“I am very grateful to the American Language Program and to ELRC of Bergen Community College. I found at Bergen Community College good professors and materials which helped me to improve English language. Thank you very much!”

“Too many levels, plus ALP costs a lot of money and we do not get college credit.”

“Writing skills should be teach more carefully.”

“Students should be able to have practice tests and reviews prior taking the actual registration test. The ALP program is a great tool, and I suggest that there should be online practice tests for all subjects in the program.”

“BCC should prepare some kind of programme , which would let international students practise their English in cooperation with employers/communities to provide them more chances of usage in the real life. Working at the campus is very limited and BCC and USA could benefit from it.”

Telephone Interview Questions

- What have you been doing since you finished the ALP?
- Did you graduate from Bergen Community College?
- If you didn't graduate, did you transfer to another college without graduating?
- If you transferred to another college without graduating from Bergen Community College, why did you do so?
- What academic, professional, or personal achievements are you most proud of?
- Add any other information that you think we should know about.

Telephone Interviews Uncovered the Reasons for a “Low” Graduation Rate

- Students didn't need any more credits to transfer to a four-year college.
- Students already possessed college degrees from their countries.
- Students only took courses to improve their English.
- Competitive medical programs forced students to apply to other schools before graduating.

Telephone and Personal Interviews Revealed ALP Employees of Bergen Community College

- 2 Tenure-Track Assistant Professors
- 1 Lecturer
- 3 Adjunct Instructors
- 3 Assistant Librarians
- 2 Counselors in the International Student Center
- 1 Bookkeeper in the School of Continuing Education
- 1 Webmaster

Telephone Interviews Revealed Unusual Accomplishments and Successes

- Case Manager for NY Catholic Charities
(Sent to Albany to Petition NYS Legislators)
- Bilingual Representative for Bergen County
Community Development
- Municipal Chair of the Democratic Party in
Montvale
- Real Estate Investor
- Founder and Manager of Homecare Agency

Student Suggestions

- There should be more intense speech classes with more pronunciation, intonation, and conversation practice.
- Students need to practice and talk more, and must use English outside the classroom.
- Students need a higher level of English and more homework to practice.
- Students need material from regular college classes in their ALP classes.
- Offer a TOEFL prep class.

Changes Made as a Result of Survey

- New Speech Class Emphasizing Idioms, Conversation, and American Culture
- More Publicizing of Basic and Advanced Pronunciation Courses
- New Intercultural Conversation Partners Program
- Paired Courses Offered in Psychology and Sociology
- New TOEFL Prep Course Added

Methodology

1. Decide on what information you want to find out and from whom.
2. Generate survey questions that will get you that information.
3. Review the questions and their order [with the help of the Center for Institutional Effectiveness (CIE)].

4. Pilot your survey with a small group of participants.
5. Make changes to your survey based on the feedback of your pilot group.

6. Generate a list of respondents to your survey [with the help of the Center for Institutional Effectiveness (CIE)].
7. Using *Survey Monkey*, send your survey to your list of respondents.

8. Review and analyze the statistical results of your survey questions.
9. Review and analyze the answers to your open-ended questions.

10. Telephone a selected number from your list of respondents for personal interviews and more in-depth answers to your questions.

11. Review and analyze the answers to your interview questions.

12. Present your findings to your colleagues
(department, college, conference, etc.)

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