

## 2018 CUNY Student Experience Survey

The Student Experience survey is administered biennially by the City University of New York (CUNY) Office of Institutional Research and Assessment. The latest administration was in Spring 2018, when the survey was sent online to all CUNY students. At LaGuardia, 1,206 students responded, resulting in a response rate of 22.9 percent, higher than the total CUNY response rate (20.6%) and the response rate of all Community Colleges (18.6%).

The following report compares LaGuardia with all Community Colleges and total CUNY. Detailed tables are provided in the appendix. Additionally, when available, 2016 results are compared to the 2018 results. Please note, however, that many of the survey questions were either not asked at both administrations or modified and consequently not comparable.

### **Executive summary**

Overall, LaGuardia's respondents were satisfied with their experiences, courses and services, typically at similar or higher rates compared to all community colleges and at higher rates than all CUNY. The only area where LaGuardia's students had consistently lower ratings compared to the other groups was experiential learning. When the 2018 responses at LaGuardia could be compared to those of 2016, they were mostly more positive, with a notable exception of not being able to register for courses required for the majors (although there was an improvement for courses required to enter majors, and for general education).

- Most of LaGuardia respondents indicated they were satisfied with their academic experience (82%), the value of their education for the price (71%) and social experience (65%), and three-quarters would have chosen LaGuardia if they could start over again. Compared to 2016, higher proportions indicated they were satisfied with the value of their education and that they would choose LaGuardia again.
- Almost half of LaGuardia's respondents worked for pay. Of those who worked, 56% percent reported working more than 20 hours a week, with about half of them working 35 hours or more. About a quarter indicated that, without that work, they could not afford college and that the most important reasons for working were paying living expenses, tuition and fees.
- Most students (85%) indicated that they expected to complete their current degree in 3 years or less, and 41 percent expected to take 15 credits or more per semester. The most important reason for not taking 15 credits was "work and/or family obligations", followed by additional course load being "too much work".
- Around 40 percent of LaGuardia's respondents would like to have evening courses and courses with fewer students. Additionally, close to half would like to have more hybrid courses, and 40 percent would like to have more online courses, a slight increase from 2016.
- A quarter of LaGuardia's students could not register for every course they wanted. Over half of the students (55%) who could not register for a course indicated it was a course that was required for their major, a considerably higher proportion compared to the other type of courses. Additionally, only 39 percent of the 2016 respondents selected this option.

- The vast majority of LaGuardia respondents (71%) did not participate in any experiential learning opportunities, with more than half indicating they did not have time to participate. Most of those who participated, had internships (paid or unpaid), research or field study and campus-based work.
- Over 70 percent of LaGuardia students agreed that they were provided adequate information for when choosing a major and that their degree requirements were clearly communicated, both at higher rates than all community colleges and especially all CUNY, and a notable improvement compared to 2016. However, only 62 percent indicated LaGuardia encouraged their participation in experiential learning opportunities compared to 68 percent at all community colleges.
- Over half of LaGuardia students reported they spent more than 10 hours a week taking classes and a quarter reported they spent more than 10 hours a week studying. Over half reported they did not spend any time participating in on-campus activities, while three-quarters spent some time providing care for other people - with 18 percent doing so for 35 hours a week or more.
- At least 80 percent of LaGuardia respondents were satisfied with their services, but only about half agreed that the services had adequate resources, especially career services and advisement by non-faculty. Most students were also satisfied with their classrooms, athletic facilities and cafeteria, but fewer were satisfied with the restrooms cleanliness (57%).

## **Detailed Findings**

### **Childcare, Food and Housing Insecurities**

Comparable proportions at LaGuardia and other community colleges reported having dependent children (17%). However, slightly higher proportions at LaGuardia reported having children under 5 (+7%) and using the on-campus daycare (+9%). Finally, while the proportions of respondents who were satisfied or very satisfied with daycare were similar, fewer LaGuardia respondents were very satisfied.

	<b>LaGuardia</b>	<b>All Community Colleges</b>	<b>Total CUNY</b>
Financially support children	17%	17%	13%
If have Children, % under 5	65%	58%	52%
<b>For those with children under 5</b>			
Use on-campus daycare	20%	11%	9%
If use daycare:			
Very Satisfied	64%	74%	66%
Satisfied	33%	22%	28%

Comparable proportion of respondents at LaGuardia and the CUNY groups reported that, in previous years, they usually or always worried about having enough food (9% - 11%). However, only about a third of the LaGuardia and community college respondents and a quarter of all CUNY respondents indicated that their college had a food pantry, about 10 percent said there was none, and the rest were not sure. Additionally, a third indicated they used the food pantry and about half indicated they would use it. Finally, about a third of LaGuardia and community college respondents and a quarter of CUNY respondents reported they usually or always worried about not having money to pay for housing costs.

	LaGuardia	All Community Colleges	Total CUNY
In the past year, usually or always worries about having enough food	10%	11%	9%
Aware of food pantry on campus	33%	31%	25%
If yes: Used pantry	37%	39%	39%
Will use pantry	50%	48%	43%
In the past year, usually or always worries about money to pay for housing	33%	30%	25%
Currently has adequate place to sleep	94%	95%	95%

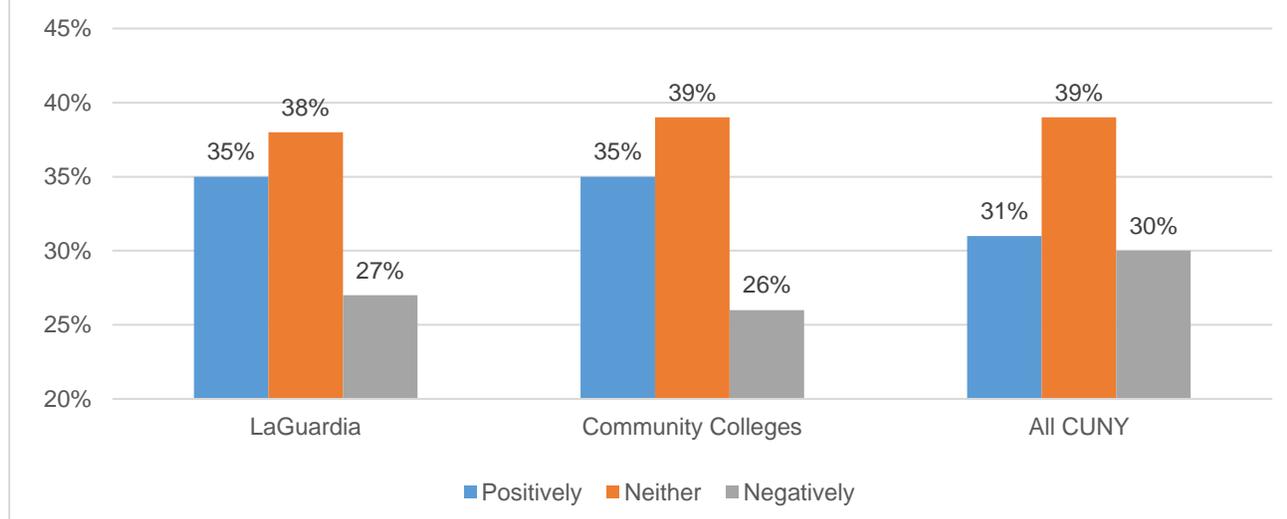
### Work details

Close to half of respondents at LaGuardia, community colleges and CUNY reported having paying jobs, with more than a quarter working 35 or more hours a week. The most important reason for working for pay - selected by close to 80 percent of all respondents - was living expenses, followed by tuition and fees. About a third also selected as reasons gaining experience and paying for social activities. Over 40 percent indicated that they could afford continuing going to college even without a job, compared to about 24 percent who could not – slightly higher proportion of LaGuardia respondents indicated that they need a paying job to afford college.

	LaGuardia	All Community Colleges	Total CUNY
<b>Work for pay</b>	47%	48%	44%
<b>Hours of work:</b>			
1-10 hours	14%	16%	17%
11-20 hours	29%	29%	31%
21-24 hours	29%	27%	26%
35+ hours	27%	29%	27%
<b>Reasons for working for pay:</b>			
Pay for: Tuition/fees	51%	44%	48%
Living expenses	79%	78%	76%
Social activities	26%	26%	35%
Gain experience	28%	30%	35%
<b>Without a job may not afford college</b>			
Definitely not true/not true	41%	46%	48%
True/definitely true	24%	21%	20%

Finally, more respondents at LaGuardia and all community colleges reported that working had positive effects on their academic performance than those who felt it had negative impacts.

## How Working Effects Academic Performance



### Momentum

Similar proportions of LaGuardia and community college respondents (about 60%) expected it would take them 2 years in total to complete their degree, and 24 percent expected it would take them three years. Additionally, more LaGuardia respondents compared to all Community Colleges (+5%) were planning on taking at least 15 credits. The most important reasons for not taking at least 15 credits were “work and /or family obligations” and additional courses being “too much work”.

	LaGuardia	All Community Colleges	Total CUNY
<b>Number of years to complete degree</b>			
2	61%	59%	42%
3	24%	27%	17%
4+	15%	17%	40%
<b>Credits plan to take per semester</b>			
Fewer than 12	18%	21%	18%
12 – 14	41%	44%	41%
15 or more	41%	36%	41%
<b>Why not 15 credits</b>			
Course needed not offered	9%	8%	10%
Course not offered when could take it	15%	11%	14%
Not enough space in needed course	7%	9%	12%
Additional course too much work	30%	33%	37%
Could not afford additional course	21%	16%	16%
Work and/or family obligations	42%	43%	41%

### Course offerings and availability

Around 40 percent of all respondents would like their college to offer classes with fewer students, fully online courses and evening courses, and close to a half would like to see more hybrid courses. Responses were similar for all groups with the exception of “more online courses”, which was selected

by 47 percent of all CUNY respondents compared to 40 percent of LaGuardia and the community college respondents.

- Compared to 2016, LaGuardia students would like to have more online courses (+6%) and hybrid courses (+4%).

A quarter of LaGuardia students indicated they were not able to register for every course they wanted to take, a similar proportion to all community colleges and 7 percentage points lower than total CUNY. The most important reason for not being able to register was that the course was offered but no seats were available, which was selected by similar proportions of LaGuardia and all community college respondents but by notably higher proportions of total CUNY respondents. The second most important reason was that the seats were available, but not at a time they could take them.

- Compared to 2016, fewer 2018 respondents indicated that the course was not offered that semester (-8%) or that they could not get permission (-5%).

More than half of all respondents reported that the course they could not register for was required for their major, while less than 20 percent selected other types of courses.

- Compared to 2016, 16 percent **more** of the 2018 respondents indicated that the course was required for their majors (39% in 2016 vs. 55% in 2018).
- In contrast, lower proportions of the 2018 respondent indicated that it was a course that was required to enter their major (-10%) or was a General Education course (-9%).

	LaGuardia	All Community Colleges	Total CUNY
<b>Course offering – would like my college to offer (Agree or strongly agree):</b>			
Classes with fewer students	38%	36%	39%
More: fully online courses	40%	40%	47%
hybrid courses	47%	47%	50%
evening courses	42%	42%	42%
weekend courses	37%	37%	36%
<b>Was able to register for every course</b>	<b>76%</b>	<b>78%</b>	<b>69%</b>
<b>Reason for not being able to register for one course (only one)</b>			
Course not offered	11%	10%	11%
Course offered but no seats	35%	38%	47%
Seat available, but not when could take the class	20%	18%	16%
Seat available, but not when wanted to take the class	7%	6%	5%
Could not get necessary permission	15%	14%	11%
<b>Type of courses that could not register for</b>			
General Education	14%	16%	20%
Course required to enter major	19%	22%	21%
Course required for major	55%	50%	54%
Course required to graduate	19%	24%	21%
An elective course	19%	16%	18%
<b>Took a course using ePermit</b>	<b>3%</b>	<b>4%</b>	<b>7%</b>
<b>The registration process was:</b>			
Simple and straight-forward	70%	76%	67%
Not simple and straight forward	30%	24%	33%

## Experiential Learning Opportunities

Similar to all community colleges respondents, over 70 percent of LaGuardia respondents did not participate in any experiential learning activities. The highest proportion of LaGuardia student participated in clinical and campus-based activities (10% each), paid internships (8%), unpaid internships (6%) and service learning (6%). More than half of the non-participants indicated they had no time to participate followed by not receiving information about these opportunities.

	LaGuardia	All Community Colleges	Total CUNY
<b>Have you participated in the following activities</b>			
Paid internships	8%	6%	10%
Unpaid internships	6%	6%	11%
Cooperative education	2%	2%	1%
Service learning/community service	6%	7%	10%
Clinical preparation/practicum	3%	3%	3%
Research/field study	10%	8%	12%
Campus or university-based work and/or leadership	10%	8%	12%
Civic engagement	4%	4%	4%
Study abroad	2%	2%	3%
Not participated in any	71%	72%	61%
<b>Did not Participate because:</b>			
Did not receive information about opportunities	41%	38%	34%
Was not interested in any of the opportunities offered	12%	13%	15%
Did not have time to participate	55%	58%	61%

## Transfers

A larger proportion of LaGuardia students were transfers compared to all community colleges (+7%), with about half at both groups transferring from CUNY senior and community colleges. The reasons for transfers were similar for LaGuardia and all community college respondents, with the most important that the college is conveniently located either to work or home.

	LaGuardia	All Community Colleges	Total CUNY
<b>Ever attended another college</b>			
Yes	39%	32%	46%
For transfers, earned a degree?	19%	19%	49%
<b>Type of college transferred from :</b>			
A CUNY community college	27%	25%	46%
A CUNY senior college	23%	24%	18%
A non-CUNY community college	20%	23%	15%
A non-CUNY senior college	30%	28%	21%
<b>Main reason for transferring to current college</b>			
Degree/major not offered in previous college	18%	17%	35%
Better academic reputation	9%	10%	17%
Easier to get into courses	4%	3%	2%
More conveniently-located	26%	26%	16%
More Affordable	17%	17%	10%

## Satisfaction with College

Over 80 percent of LaGuardia respondents were satisfied with their academic experience, over 70 percent were satisfied with the value of their education for the price they were paying, and two-thirds were satisfied with this social experience – a higher proportion compared to the other respondents, especially total CUNY. Similarly, three-quarters of LaGuardia students would attend the same college if they could start over again, a higher proportion than their CUNY peers.

- Compared to 2016, **higher** proportions of the 2018 respondents were satisfied with the value of their education (+10%) and indicated that if they could start over they would choose LaGuardia again (+5%).

	LaGuardia	All Community Colleges	Total CUNY
<b>Overall satisfaction with</b> (satisfied & very satisfied)			
Academic Experience	82%	80%	74%
Social Experience	65%	63%	55%
Value of education for the price	71%	69%	64%
<b>If could start over, would choose to attend the current college</b>			
Definitely yes & probably yes	75%	73%	66%

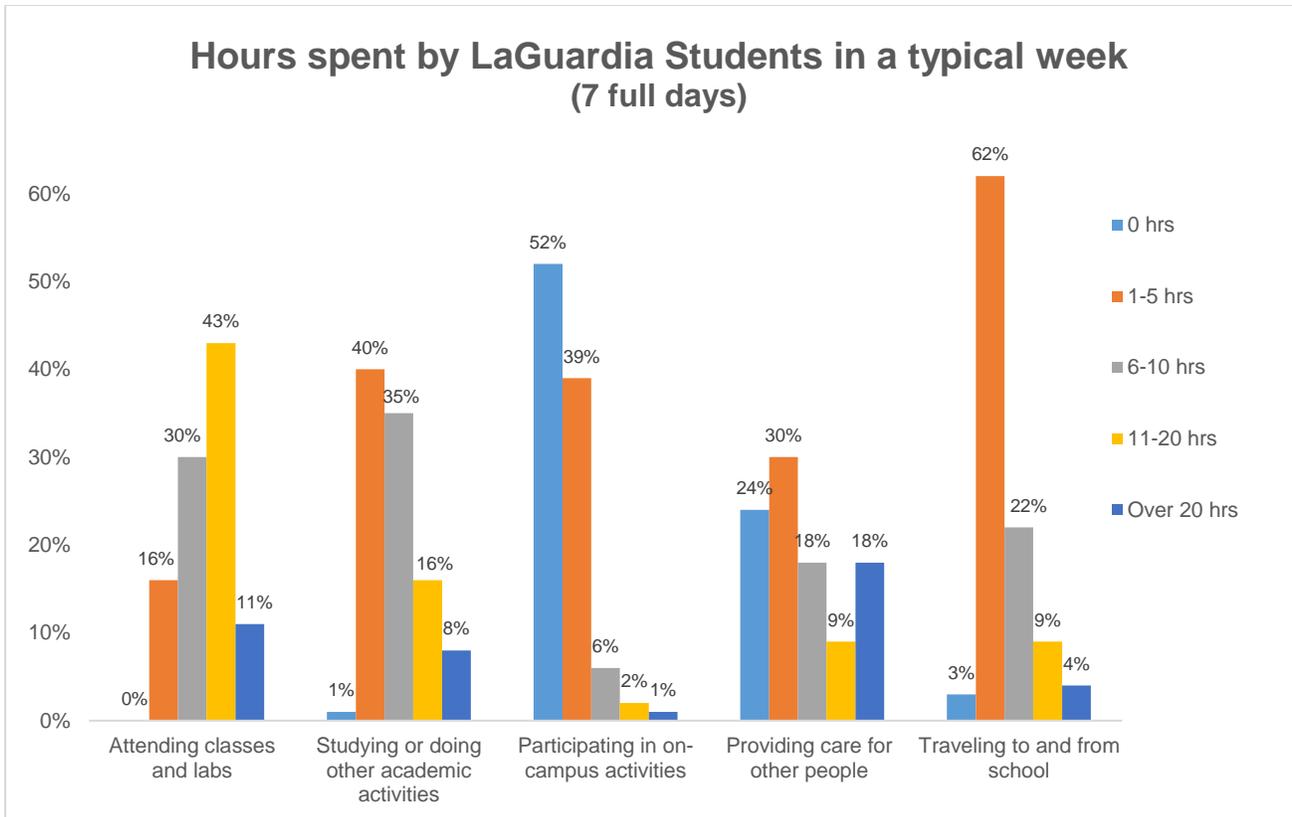
Larger proportions of LaGuardia respondents indicated that LaGuardia provided adequate information about choosing their major, compared to respondents from other community college (+5%) and all CUNY (+11%), clearly communicated their degree requirements (+3% all CC, +9% CUNY), and provided adequate information for choosing a career (+2% all CC, +11% CUNY). However, fewer LaGuardia students agreed that their College encouraged participation in experiential learning (-6% all CC, -3% CUNY).

- Compared to 2016, a considerably larger proportion of the 2018 respondents indicated that the College provided adequate information in choosing a major (+12%) and the requirements for their degrees (+9%).

	LaGuardia	All Community Colleges	Total CUNY
<b>The college</b> (Agree or strongly agree):			
Provided adequate information for choosing major	71%	66%	60%
Clearly communicated degree requirement	75%	72%	66%
Encouraged participation in experiential learning	62%	68%	65%
Provided adequate information for choosing a career	61%	59%	50%

## **Hours Spent Per Week**

Over half of LaGuardia's respondents spent more than 10 hours per week attending classes or labs (43% 11-20 hours and 11% over 20 hours), and about a quarter spent more than 10 hours studying with additional 35 percent spending 6-10 hours. However, less than half of the students spent any time participating in on-campus activities (student movement, clubs, athletics, events, programs, etc.), and only 3 percent spent more than 10 hours. Additionally, while a quarter of the student did not spend any time caring for other people, 27 percent spent more than 10 hours a week. The time spent on these activities by LaGuardia students was comparable to all community colleges and total CUNY.

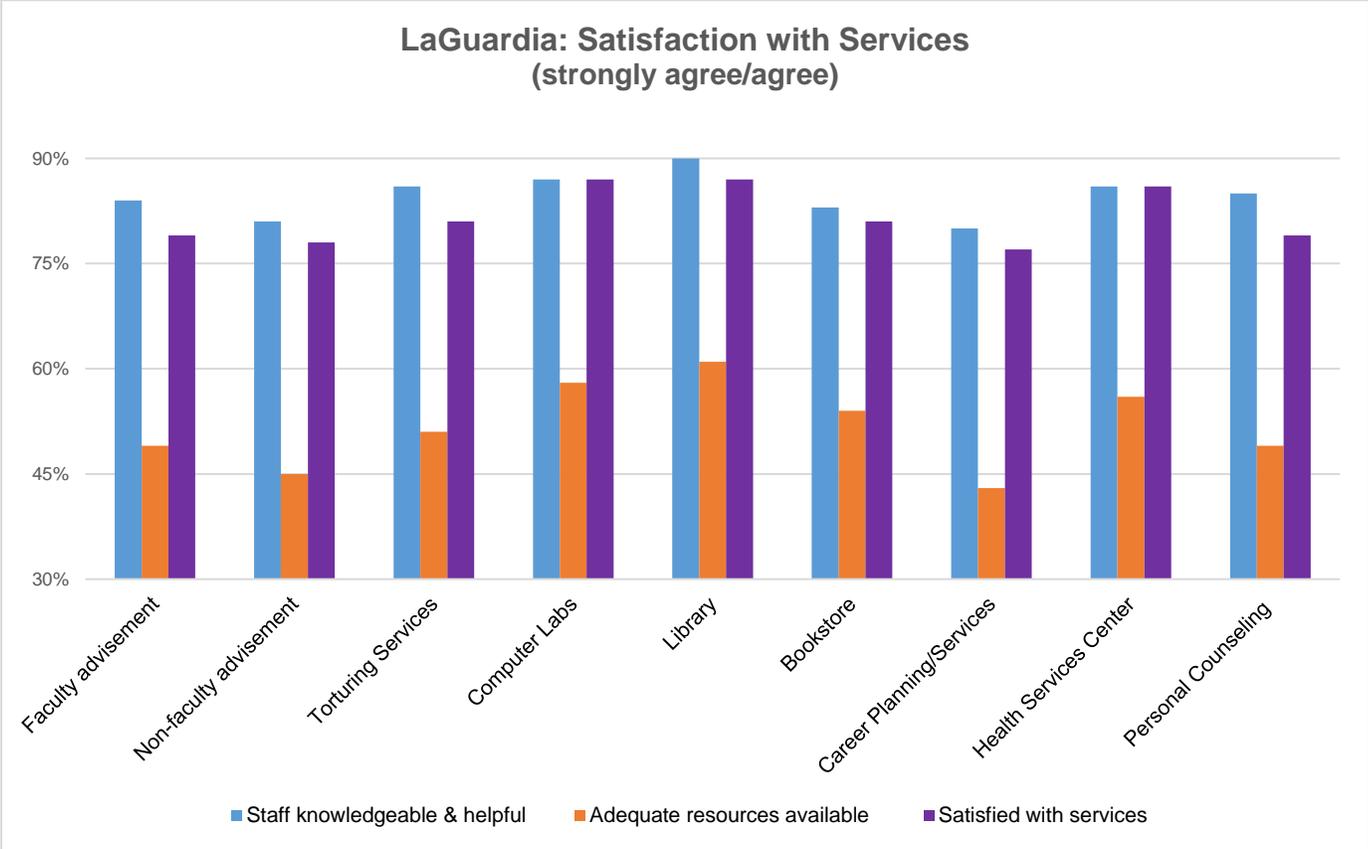


### Services – Use and Satisfaction

The service most widely used by all groups was the library, followed by the computer labs - both, especially the computer labs, at higher proportions by LaGuardia students. The services least used by all groups were Career Planning and Services (about a quarter), Health Service (quarter at LaGuardia, and about a fifth at the other groups), and Personal Counseling (less than 20% for all groups). LaGuardia students used faculty advisement at slightly higher proportions compared to non-faculty advisement (67% vs. 63%) and at higher proportions compared to the other groups. The bookstore and tutoring services were used by notably larger proportions of the LaGuardia and community colleges respondents compared to all CUNY.

	LaGuardia	All Community Colleges	Total CUNY
<b>Services used, by % of respondents</b>			
Faculty Advisement	67%	64%	61%
Academic advisement (non-faculty)	63%	66%	62%
Tutoring Services	52%	51%	40%
Computer Labs	85%	80%	76%
Library	91%	86%	88%
Bookstore	75%	72%	58%
Career Planning and Services	28%	25%	23%
Health Services Center	25%	20%	17%
Personal Counseling Services/Center	15%	19%	15%

At least 80 percent of the LaGuardia respondents indicated that the staff at all services listed were knowledgeable and helpful and at least 75 percent were satisfied with the services they received. However, only about a half agreed that the services had adequate resources, with the highest rated services being the library (61%) and computer labs (58%), and the lowest being Career Services (43%) and academic advisement by non-faculty (45%).



For most services the responses of the LaGuardia students and the other groups were very similar, especially the community colleges. The most notable differences compared to all CUNY were higher satisfaction with the health services (+7%), the bookstore (+6%), the computer labs (+6%), the library (+5%) and non-faculty advisement (+5%). In contrast, fewer LaGuardia students indicated that the Career Planning Services had inadequate resources (-7%).

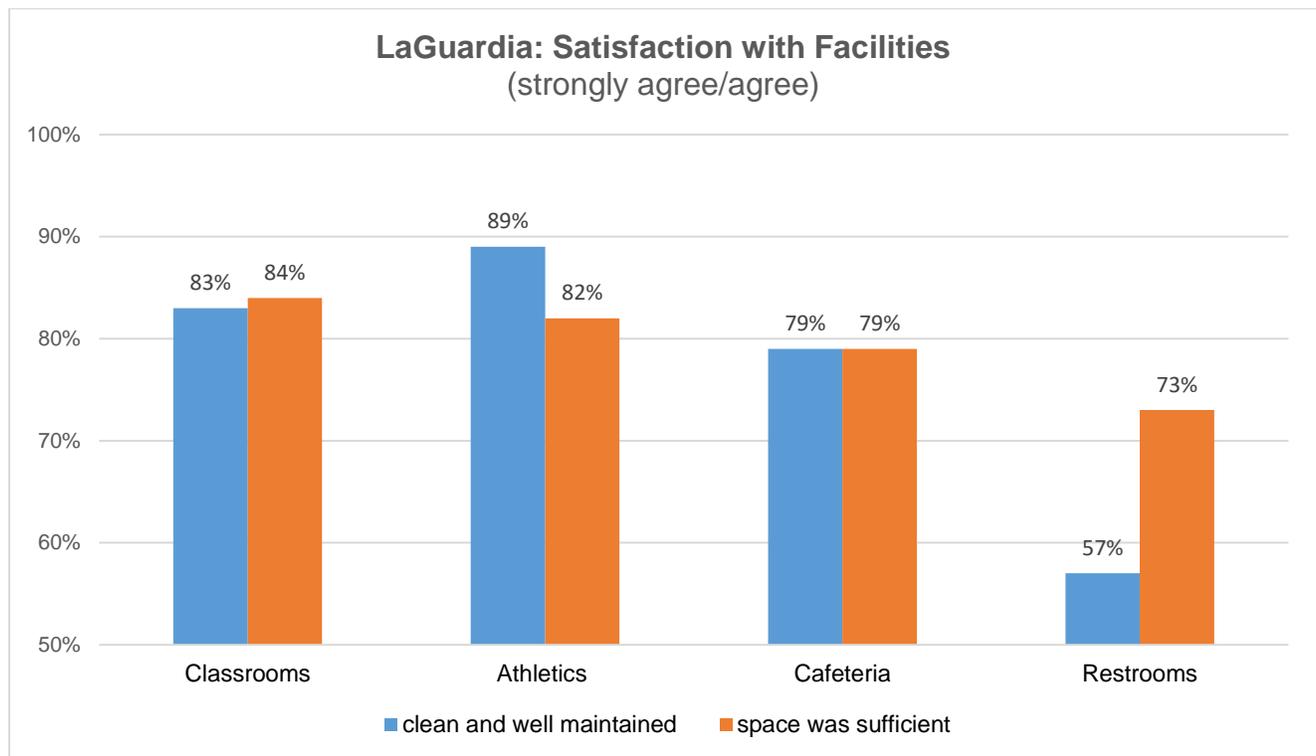
- Unfortunately, the scales were modified: from “satisfaction” in 2016 to “agreement” in 2018, and therefore making reliable comparisons difficult.

**Facilities – Use and Satisfaction**

Classrooms and restrooms were the facilities used by almost all respondents, while the athletic facilities were only used by less than a quarter. The cafeteria is was used by 81% percent of the LaGuardia students, considerably higher compared to all community colleges and CUNY.

	LaGuardia	All Community Colleges	Total CUNY
<b>Facilities used by % of respondents</b>			
Classrooms	99%	98%	97%
Athletics	21%	22%	24%
Cafeteria	81%	73%	71%
Restrooms	98%	98%	97%

LaGuardia’s respondents were most satisfied with the classroom and athletic facilities, followed by the cafeteria. They were least satisfied with the restrooms, with close to three-quarters indicating that the space was sufficient, but with only 57 percent reporting that the restrooms were clean and well maintained.



# DETAILED TABLES FOR THE 2018 RESULTS

## Household and Childcare

	LaGuardia	Community colleges	Total CUNY
<b>Number of respondents</b>	1,206	6,477	20,956
<b>Response rate</b>	22.9%	18.6%	20.8%
<b>Current marital status</b>			
Single (never married, divorced, separated, widowed)	86%	87%	88%
Married/Domestic Partner	14%	13%	12%
<b>Family Size</b>			
1	8%	7%	6%
2	19%	17%	16%
3	22%	22%	22%
4	22%	24%	26%
5+	29%	30%	30%
<b>Do you have children that you are financially supporting?</b>			
Yes	17%	17%	13%
No	83%	83%	87%
<b>Are any children under 5 years old?</b>			
Yes	65%	58%	52%
No	35%	42%	48%
<b>Do you use on-campus childcare?</b>			
Yes	20%	11%	9%
No	80%	89%	91%
<b>I am satisfied with the services I received</b>			
Very Satisfied	64%	74%	66%
Satisfied	33%	22%	28%
Neither Satisfied Nor Unsatisfied	0%	3%	2%
Unsatisfied	3%	1%	2%
Very Unsatisfied	0%	0%	3%
<b>Why don't you use on-campus childcare (select all)</b>			
My college does not offer on-campus services.	3%	14%	14%
I do not need childcare services.	30%	34%	33%
It is too expensive.	14%	9%	11%
No space was available at the time needed.	15%	17%	15%
No space was available for my child's age	22%	13%	11%
Location is inconvenient.	26%	23%	27%

Percentages are based only in those who responded to the specific question and/or the preceding filter questions when applicable

## Food and Housing insecurities

	LaGuardia	Community colleges	Total CUNY
<b>In the past 12 months, how often were you worried about having enough food?</b>			
Never	38%	41%	45%
Rarely	24%	24%	24%
Sometimes	27%	24%	22%
Usually	6%	6%	5%
Always	4%	5%	4%
<b>Is there a food pantry on your campus?</b>			
Yes	33%	31%	25%
No	11%	10%	13%
Not sure	56%	59%	63%
<b>Have you ever used the campus food pantry?</b>			
Yes	37%	39%	39%
No	63%	61%	64%
<b>Would you use the food pantry if your college had one?</b>			
Yes	50%	48%	43%
No	16%	18%	23%
Not sure	34%	34%	34%
<b>In the past 12 months, how often were you worried about having enough money to pay your housing costs, such as your rent or mortgage?</b>			
Never	19%	23%	28%
Rarely	15%	15%	17%
Sometimes	33%	31%	29%
Usually	15%	14%	12%
Always	18%	16%	13%
<b>Do you currently have a regular and adequate place to sleep?</b>			
Yes	94%	95%	95%
No	6%	5%	5%

Percentages are based only in those who responded to the specific question and/or the preceding filter questions when applicable

## Work Details

	LaGuardia	Community colleges	Total CUNY
<b>This semester, do you have a job that pays you for your work?</b>			
No	53%	52%	56%
Yes	47%	48%	44%
<b>Over a typical week (7 full days), about how many hours do you spend working at a job that pays you for your work (total for all paying jobs)?</b>			
1-10 hours	14%	16%	17%
11-20 hours	29%	29%	31%
21-34 hours	29%	27%	26%
35 or more hours	27%	29%	27%
<b>Which of the following describe(s) why you are working for pay this semester (select all)?</b>			
To pay for tuition/fees	51%	44%	48%
To pay for living expenses	79%	78%	76%
To pay for social activities	26%	26%	35%
To gain experience	28%	30%	35%
Other	8%	8%	7%
<b>Which of the following best describes how working for pay affects your academic performance?</b>			
Very positively	11%	11%	9%
Positively	24%	24%	22%
Neither Positively nor Negatively	38%	39%	39%
Negatively	24%	23%	26%
Very negatively	3%	3%	4%
<b>Which of the following describe(s) why you are not working for pay?</b>			
I want to work, but could not find a job.	47%	46%	42%
I want to spend more time on my school work.	47%	48%	52%
I do not need the money from a job.	1%	2%	4%
Other	17%	15%	13%
<b>If I cannot find a job soon, I may not be able to afford to continue going to college.</b>			
Definitely not true	12%	16%	16%
Not true	29%	30%	32%
Not sure	35%	34%	32%
True	16%	13%	13%
Definitely true	8%	8%	7%

Percentages are based only in those who responded to the specific question and/or the preceding filter questions when applicable

## Academic Momentum

	LaGuardia	Community colleges	Total CUNY
<b>How many years in total do you expect it will take to complete your current degree?</b>			
2yr	61%	59%	42%
3yr	24%	24%	17%
4yr	11%	12%	27%
5yr	2%	3%	10%
6yr	1%	1%	2%
7+	1%	1%	1%
Total			
<b>How many credits do you plan to take per semester</b>			
Fewer than 12	18%	21%	18%
12-14	41%	44%	41%
15 or more	41%	36%	41%
<b>Usually, 15 credits per semester are required for on-time graduation. Why did you not enroll in another course (for a total of 15 or more credits)?</b>			
Course needed was not offered.	9%	8%	10%
Course was not offered when I could take it.	15%	11%	14%
Course needed did not have enough space.	7%	9%	12%
An additional course would have been too much work.	30%	33%	37%
I could not afford an additional course.	21%	16%	16%
I do not have time for another course due to work and/or family obligations.	42%	43%	41%
Other	12%	12%	12%

Percentages are based only in those who responded to the specific question and/or the preceding filter questions when applicable

## Course Offerings

	LaGuardia	Community colleges	Total CUNY
<b>Based on your experiences at your current college, indicate your level of agreement with each of the following:</b>			
I would like my college to offer classes with fewer students.			
Strongly agree	15%	14%	16%
Agree	23%	22%	23%
Neutral	47%	45%	44%
Disagree	13%	15%	13%
Strongly disagree	3%	4%	3%
I would like my college to offer more fully online courses (instruction completely online with no classroom meetings).			
Strongly agree	18%	19%	23%
Agree	22%	21%	24%
Neutral	34%	35%	32%
Disagree	19%	17%	14%
Strongly disagree	8%	8%	7%
I would like my college to offer more hybrid courses (with a mix of classroom meetings and online			
Strongly agree	18%	18%	20%
Agree	29%	29%	30%
Neutral	35%	35%	32%
Disagree	14%	13%	12%
Strongly disagree	5%	6%	5%
I would like my college to offer more courses in the evening (after 5:00 pm).			
Strongly agree	18%	19%	20%
Agree	24%	23%	22%
Neutral	42%	40%	38%
Disagree	12%	13%	14%
Strongly disagree	4%	5%	6%
I would like my college to offer more courses on the weekend			
Strongly agree	16%	17%	17%
Agree	21%	20%	19%
Neutral	45%	42%	41%
Disagree	12%	15%	16%
Strongly disagree	5%	6%	7%

Percentages are based only in those who responded to the specific question and/or the preceding filter questions when applicable

## Course Availability & ePermit

	LaGuardia	Community colleges	Total CUNY
<b>This semester, were you able to register for every course you wanted to take?</b>			
Yes	76%	78%	69%
No	34%	22%	31%
<b>Thinking of one course you could not register for this semester, which of the following best describes the reason you were not able to register for that course? (Select one)</b>			
The course was not offered at all this semester.	11%	10%	11%
The course was offered, but no seats were available when I tried to register.	35%	38%	47%
Seats were available, but not when I was able to take the class.	20%	18%	16%
Seats were available, but not when I wanted to take the class.	7%	6%	5%
I could not get the necessary permission to take the class.	15%	14%	11%
Other	12%	13%	8%
<b>I could not register for ... (Select all that apply)</b>			
A General Education course	14%	16%	20%
A course required to enter my major	19%	22%	21%
A course required for my major	55%	50%	54%
Course required to graduate	19%	24%	21%
An elective course (neither a General Education nor major requirement)	19%	16%	18%
<b>Have you ever wanted to take a course at another CUNY college?</b>			
Yes	42%	42%	45%
No	58%	58%	55%
<b>Have you ever taken a course at another CUNY college using the ePermit system?</b>			
Yes	3%	4%	7%
No	97%	96%	93%
<b>What did you think about the process? (Select one)</b>			
I found the process for registering for the course to be reasonably simple and straight-forward.	70%	76%	67%
I did not find the process to be reasonably simple and straight-forward.	30%	24%	33%
<b>Why not? (Select all that apply)</b>			
I did not know I could take a course at another CUNY college.	50%	48%	36%
I have not heard of the ePermit system.	51%	50%	33%
I did not know who to talk to at my college for help.	19%	21%	31%
I tried to take a course using the ePermit system but was not allowed.	3%	4%	10%
Other	10%	10%	16%

Percentages are based only in those who responded to the specific question and/or the preceding filter questions when applicable

## Experiential Learning Opportunities (ALO)

	LaGuardia	Community colleges	Total CUNY
<b>While at CUNY, have you participated in any of following types of activities?</b> <input type="checkbox"/> (Check all that apply.)			
Paid internship	8%	6%	10%
Unpaid internship	6%	6%	11%
Cooperative education	2%	2%	1%
Service learning/community service	6%	7%	10%
Clinical preparation/practicum	3%	3%	3%
Research/field study	10%	8%	12%
Campus or university-based work and/or leadership	10%	8%	12%
Civic engagement	4%	4%	4%
Study abroad	2%	2%	3%
I have not participated in any of these.	71%	72%	61%
<b>I have not participated in any of the above because...</b> (Check all that apply.)			
I did not receive information about opportunities.	41%	38%	34%
I was not interested in any of the opportunities offered.	12%	13%	15%
I did not have time to participate.	55%	58%	61%
Other	5%	5%	6%

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## Transfers

	LaGuardia	Community colleges	Total CUNY
<b>Before you started studying at your current college, had you ever attended another college?</b>			
Yes, I attended another college.	39%	32%	46%
No, I am a first-time college student.	61%	68%	54%
<b>Did you earn a degree before attending your current college?</b>			
Yes	19%	19%	49%
No	81%	81%	51%
<b>What type of college did you transfer from?</b>			
A CUNY community college (any CUNY two year college)	27%	25%	46%
A CUNY senior college (any CUNY four year college)	23%	24%	18%
A non-CUNY community college	20%	23%	15%
A non-CUNY senior college	30%	28%	21%
<b>What was your main reason for transferring to your current college? (the most important reason)</b>			
My current college offers a degree or major that my former college did not.	18%	17%	35%
My current college has a better academic reputation.	9%	10%	17%
My current college offers courses that are easier to get into.	4%	3%	2%
My current college is more conveniently-located to home or work.	26%	26%	16%
My current college is more affordable than my former college.	17%	17%	10%
Other	26%	27%	19%

Percentages are based only in those who responded to the specific question and/or the preceding filter questions when applicable

## College Expectations & Experience

	LaGuardia	Community colleges	Total CUNY
<b>Over a typical week (7 full days), about how many hours do you spend doing each of the following?</b>			
<b>Attending classes and labs</b>			
0 hrs	0%	1%	1%
1-5 hrs	16%	20%	18%
6-10 hrs	30%	29%	31%
11-20 hrs	43%	40%	41%
Over 20 hrs	11%	10%	9%
<b>Studying or doing other academic activities (assignments, research, etc.)</b>			
0 hrs	1%	1%	1%
1-5 hrs	40%	43%	37%
6-10 hrs	35%	33%	35%
11-20 hrs	16%	15%	18%
Over 20 hrs	8%	8%	9%
<b>Participating in on-campus activities (student government, clubs, athletics, events, programs, etc.)</b>			
0 hrs	52%	58%	55%
1-5 hrs	39%	35%	36%
6-10 hrs	6%	5%	6%
11-20 hrs	2%	2%	2%
Over 20 hrs	1%	1%	1%
<b>Providing care for other people (parents, children, spouse, etc.)</b>			
0 hrs	24%	24%	25%
1-5 hrs	30%	31%	31%
6-10 hrs	18%	17%	17%
11-20 hrs	9%	10%	10%
Over 20 hrs	18%	19%	16%
<b>Traveling to and from school</b>			
0 hrs	3%	4%	4%
1-5 hrs	62%	60%	56%
6-10 hrs	22%	22%	24%
11-20 hrs	9%	10%	11%
Over 20 hrs	4%	4%	4%
<b>What is the primary way you get to and from campus? (Select one.)</b>			
Subway	83%	60%	64%
Bus	10%	28%	20%
Driving/Car pool	4%	8%	9%
Bicycle	0%	0%	1%
Walking	1%	2%	3%
Railroad (LIRR/Metro-North/NJ Transit)	1%	1%	3%
Ferry	0%	1%	1%

	LaGuardia	Community colleges	Total CUNY
<b>Based on your experiences at your current college, please indicate your level of agreement with each of the following:</b>			
<b>My college provides adequate information in choosing a major.</b>			
Strongly agree	25%	25%	21%
Agree	46%	41%	39%
Neutral	17%	21%	22%
Disagree	8%	9%	12%
Strongly disagree	3%	3%	5%
<b>My college clearly communicates the requirements for the degree I am pursuing.</b>			
Strongly agree	31%	31%	25%
Agree	44%	41%	41%
Neutral	14%	17%	18%
Disagree	8%	8%	11%
Strongly disagree	3%	3%	5%
Not applicable	0%	0%	0%
<b>My college encourages me to participate in internships, community service, study abroad and other opportunities.</b>			
Strongly agree	27%	27%	24%
Agree	35%	41%	41%
Neutral	24%	17%	18%
Disagree	10%	8%	11%
Strongly disagree	3%	4%	4%
Not applicable	2%	1%	1%
<b>My college provides adequate information in choosing a career.</b>			
Strongly agree	24%	22%	17%
Agree	37%	37%	33%
Neutral	24%	27%	29%
Disagree	10%	10%	13%
Strongly disagree	4%	4%	8%
Not applicable	1%	1%	1%
<b>Overall satisfaction with academic experience</b>			
Very satisfied	30%	30%	23%
Satisfied	52%	50%	51%
Neutral	14%	16%	18%
Dissatisfied	3%	3%	6%
Very dissatisfied	1%	1%	2%
<b>Overall satisfaction with social experience</b>			
Very satisfied	23%	23%	18%
Satisfied	42%	40%	37%
Neutral	27%	29%	31%
Dissatisfied	6%	7%	11%
Very dissatisfied	2%	2%	4%
<b>Value of your education for the price you are paying</b>			
Very satisfied	31%	29%	26%
Satisfied	40%	40%	38%
Neutral	23%	23%	24%
Dissatisfied	5%	6%	9%
Very dissatisfied	2%	2%	3%
<b>If you could start college over, would you choose to attend your current college?</b>			
Definitely yes	46%	43%	35%
Probably yes	29%	30%	31%
Not sure	14%	15%	16%
Probably not	8%	9%	11%
Definitely not	3%	4%	6%

Percentages are based only in those who responded to the specific question and/or the preceding filter questions when applicable

## Academic & Student Support Services

	LaGuardia	Community colleges	Total CUNY
<b>Academic and personal support services used this semester</b>			
<b>Faculty advisement</b>			
Used	67%	64%	61%
Did not Use	33%	36%	39%
<b>Staff was knowledgeable and helpful</b>			
Strongly agree	39%	40%	37%
Agree	45%	44%	44%
Neutral	12%	12%	14%
Disagree	2%	2%	3%
Strongly disagree	1%	1%	2%
<b>Adequate resources available to help me</b>			
Strongly disagree	14%	12%	12%
Disagree	35%	34%	36%
Neutral	23%	23%	25%
Agree	7%	6%	7%
Strongly agree	22%	24%	21%
<b>Satisfied with the services received</b>			
Strongly agree	37%	38%	34%
Agree	42%	41%	42%
Neutral	14%	15%	17%
Disagree	5%	3%	5%
Strongly disagree	3%	2%	3%
<b>Academic advisement (non-faculty)</b>			
Used	63%	66%	62%
Did not Use	37%	34%	38%
<b>Staff was knowledgeable and helpful</b>			
Strongly agree	37%	40%	36%
Agree	44%	41%	42%
Neutral	14%	14%	16%
Disagree	3%	3%	4%
Strongly disagree	2%	2%	2%
<b>Adequate resources available to help me</b>			
Strongly disagree	11%	11%	11%
Disagree	34%	34%	36%
Neutral	26%	24%	24%
Agree	7%	7%	7%
Strongly agree	21%	24%	21%
<b>Satisfied with the services received</b>			
Strongly agree	34%	37%	32%
Agree	44%	40%	41%
Neutral	16%	16%	19%
Disagree	4%	4%	5%
Strongly disagree	2%	2%	3%

	LaGuardia	Community colleges	Total CUNY
<b>Tutoring services</b>			
Used	52%	51%	40%
Did not Use	48%	49%	60%
<b>Staff was knowledgeable and helpful</b>			
Strongly agree	44%	44%	40%
Agree	42%	40%	43%
Neutral	11%	12%	13%
Disagree	2%	3%	3%
Strongly disagree	1%	1%	1%
<b>Adequate resources available to help me</b>			
Strongly disagree	15%	16%	15%
Disagree	36%	33%	37%
Neutral	19%	18%	19%
Agree	6%	6%	6%
Strongly agree	23%	27%	22%
<b>Satisfied with the services received</b>			
Strongly agree	41%	42%	37%
Agree	40%	38%	42%
Neutral	14%	14%	15%
Disagree	2%	3%	4%
Strongly disagree	2%	2%	2%
<b>Computer labs</b>			
Used	85%	80%	76%
Did not Use	15%	20%	24%
<b>Staff was knowledgeable and helpful</b>			
Strongly agree	45%	46%	40%
Agree	42%	40%	43%
Neutral	11%	12%	16%
Disagree	1%	1%	1%
Strongly disagree	0%	1%	1%
<b>Adequate resources available to help me</b>			
Strongly disagree	19%	18%	16%
Disagree	39%	37%	41%
Neutral	16%	15%	17%
Agree	4%	4%	5%
Strongly agree	22%	25%	21%
<b>Satisfied with the services received</b>			
Strongly agree	42%	43%	36%
Agree	45%	42%	45%
Neutral	11%	13%	15%
Disagree	2%	2%	2%
Strongly disagree	1%	1%	1%
<b>Library</b>			
Used	91%	86%	88%
Did not Use	9%	14%	12%
<b>Staff was knowledgeable and helpful</b>			
Strongly agree	49%	48%	42%
Agree	41%	40%	42%
Neutral	9%	11%	14%
Disagree	1%	1%	1%
Strongly disagree	0%	1%	1%

	LaGuardia	Community colleges	Total CUNY
<b>Adequate resources available to help me</b>			
Strongly disagree	22%	18%	18%
Disagree	39%	38%	41%
Neutral	14%	15%	16%
Agree	4%	4%	4%
Strongly agree	22%	25%	20%
<b>Satisfied with the services received</b>			
Strongly agree	45%	43%	37%
Agree	42%	42%	45%
Neutral	11%	12%	15%
Disagree	1%	1%	2%
Strongly disagree	1%	1%	1%
<b>Bookstore</b>			
Used	75%	72%	58%
Did not Use	25%	28%	42%
<b>Staff was knowledgeable and helpful</b>			
Strongly agree	40%	41%	35%
Agree	43%	41%	43%
Neutral	12%	15%	19%
Disagree	3%	2%	3%
Strongly disagree	1%	1%	1%
<b>Adequate resources available to help me</b>			
Strongly disagree	15%	15%	13%
Disagree	39%	37%	40%
Neutral	17%	19%	22%
Agree	5%	5%	5%
Strongly agree	23%	24%	20%
<b>Satisfied with the services received</b>			
Strongly agree	39%	38%	32%
Agree	42%	41%	43%
Neutral	14%	16%	19%
Disagree	3%	3%	3%
Strongly disagree	2%	2%	2%
<b>Career planning and placement</b>			
Used	28%	25%	23%
Did not Use	72%	75%	77%
<b>Staff was knowledgeable and helpful</b>			
Strongly agree	39%	41%	37%
Agree	41%	38%	40%
Neutral	1%	2%	3%
Disagree	1%	1%	1%
Strongly disagree			
<b>Adequate resources available to help me</b>			
Strongly disagree	12%	14%	14%
Disagree	31%	32%	36%
Neutral	24%	22%	23%
Agree	7%	5%	6%
Strongly agree	27%	27%	22%
<b>Satisfied with the services received</b>			
Strongly agree	40%	40%	35%
Agree	37%	38%	40%
Neutral	20%	18%	20%
Disagree	2%	2%	3%
Strongly disagree	1%	2%	2%

	LaGuardia	Community colleges	Total CUNY
<b>Health services center</b>			
Used	25%	20%	17%
Did not Use	75%	80%	83%
<b>Staff was knowledgeable and helpful</b>			
Strongly agree	45%	46%	42%
Agree	41%	37%	39%
Neutral	12%	16%	16%
Disagree	1%	1%	2%
Strongly disagree	0%	0%	1%
<b>Adequate resources available to help me</b>			
Strongly disagree	20%	18%	17%
Disagree	36%	34%	37%
Neutral	12%	17%	19%
Agree	6%	5%	5%
Strongly agree	26%	26%	22%
<b>Satisfied with the services received</b>			
Strongly agree	45%	45%	40%
Agree	41%	36%	39%
Neutral	12%	15%	17%
Disagree	1%	2%	2%
Strongly disagree	1%	1%	2%
<b>Personal counseling service center</b>			
Used	15%	19%	15%
Did not Use	85%	81%	85%
<b>Staff was knowledgeable and helpful</b>			
Strongly agree	52%	48%	46%
Agree	33%	35%	37%
Neutral	13%	13%	14%
Disagree	1%	2%	2%
Strongly disagree	2%	2%	1%
<b>Adequate resources available to help me</b>			
Strongly disagree	22%	16%	17%
Disagree	27%	32%	36%
Neutral	22%	19%	19%
Agree	4%	5%	5%
Strongly agree	25%	27%	23%
<b>Satisfied with the services received</b>			
Strongly agree	44%	44%	41%
Agree	35%	36%	38%
Neutral	17%	16%	16%
Disagree	1%	3%	3%
Strongly disagree	3%	2%	2%

	LaGuardia	Community colleges	Total CUNY
<b>Do you have a diagnosed physical, sensory, neurodevelopmental, mental health, or other type of disability?</b>			
Yes	9%	9%	8%
No	81%	81%	82%
Not sure	5%	5%	5%
Prefer not to respond	5%	5%	5%
<b>Have you registered with the Office of Accessibility Services on your campus?</b>			
Yes	27%	33%	32%
No	73%	67%	68%
<b>I am satisfied with the services that I received:</b>			
Very Satisfied	37%	42%	45%
Satisfied	43%	38%	36%
Neither Satisfied Nor Unsatisfied	12%	12%	12%
Unsatisfied	8%	5%	5%
Very Unsatisfied	0%	3%	3%
<b>Are you on a student Visa?</b>			
Yes	7%	5%	3%
No	89%	92%	94%
Prefer not to respond	4%	3%	3%
<b>Have you used any on-campus services for international students?</b>			
No	38%	46%	42%
Yes	62%	54%	58%
<b>I am satisfied with the services that I received.</b>			
Very Satisfied	22%	33%	30%
Satisfied	43%	41%	40%
Neither Satisfied Nor Unsatisfied	25%	18%	21%
Unsatisfied	7%	5%	5%
Very Unsatisfied	3%	2%	2%
<b>Are you a military veteran or family member of a veteran?</b>			
Yes	4%	5%	5%
No	93%	93%	93%
Prefer not to respond	3%	2%	2%
<b>Used any on-campus services for veterans?</b>			
Yes	28%	29%	23%
No	72%	71%	77%
<b>I am satisfied with the services that I received.</b>			
Very Satisfied	54%	58%	59%
Satisfied	16%	27%	26%
Neither Satisfied Nor Unsatisfied	0%	2%	6%
Unsatisfied	21%	11%	8%
Very Unsatisfied	9%	1%	1%

Percentages are based only in those who responded to the specific question and/or the preceding filter questions when applicable.

## Campus Facilities

	LaGuardia	Community colleges	Total CUNY
<b>Which of the following campus facilities have you used this semester?</b>			
<b>Classrooms</b>			
Used	99%	98%	97%
Did not Use	1%	2%	3%
<b>The facilities were clean and well maintained</b>			
Strongly agree	36%	38%	29%
Agree	47%	44%	47%
Neutral	12%	12%	15%
Disagree	4%	4%	7%
Strongly disagree	1%	1%	2%
<b>The facility space was sufficient to meet my needs</b>			
Strongly agree	36%	36%	28%
Agree	48%	46%	49%
Neutral	12%	13%	14%
Disagree	4%	4%	6%
Strongly disagree	1%	1%	2%
<b>Athletic facilities</b>			
Used	21%	22%	24%
Did not Use	79%	78%	76%
<b>The facilities were clean and well maintained</b>			
Strongly agree	42%	43%	33%
Agree	47%	42%	45%
Neutral	7%	10%	14%
Disagree	4%	3%	5%
Strongly disagree	1%	1%	2%
<b>The facility space was sufficient to meet my needs</b>			
Strongly agree	45%	42%	33%
Agree	37%	41%	43%
Neutral	10%	11%	14%
Disagree	6%	4%	7%
Strongly disagree	2%	2%	3%
<b>Cafeteria</b>			
Used	81%	73%	71%
Did not Use	19%	27%	29%
<b>The facilities were clean and well maintained</b>			
Strongly agree	34%	33%	26%
Agree	45%	43%	45%
Neutral	15%	16%	19%
Disagree	5%	7%	8%
Strongly disagree	1%	2%	3%
<b>The facility space was sufficient to meet my needs</b>			
Strongly agree	34%	34%	26%
Agree	45%	43%	45%
Neutral	13%	15%	16%
Disagree	6%	6%	9%
Strongly disagree	1%	2%	4%

	LaGuardia	Community colleges	Total CUNY
<b>Restrooms</b>			
Used	98%	97%	97%
Did not Use	2%	3%	3%
<b>The facilities were clean and well maintained</b>			
Strongly agree	22%	15%	19%
Agree	35%	36%	34%
Neutral	24%	21%	21%
Disagree	13%	12%	16%
Strongly disagree	6%	6%	10%
<b>The facility space was sufficient to meet my needs</b>			
Strongly agree	29%	31%	24%
Agree	44%	43%	45%
Neutral	17%	17%	17%
Disagree	6%	6%	9%
Strongly disagree	3%	3%	5%

Percentages are based only in those who responded to the specific question and/or the preceding filter questions when applicable