The Pandemic Impact on Support Services and Student Needs:
CUNY Student Experience Survey
Comparing CUNY and LaGuardia Results

Office of Institutional Research and Assessment (OIRA)
February 2021
Support Services and Student Needs

In Fall 2020, CUNY students were surveyed about their experience with distance learning, including courses, instructions, personal difficulties and technology. They were also surveyed about their experiences with the support services and various financial, emotional and other needs. A random sample of degree-seeking undergraduates - constituting roughly 50% of the population - was taken for this survey. The response rate at LaGuardia is 10% (6,462 invited, 647 responded), which is comparable with the overall response rate at CUNY (9.7%), and at the other community colleges (BMCC 8.5%, BCC 11.4%, Guttman 14.2%, Hostos 7.7%, KCC 6.9%, QCC 9.6%). The report below focuses on the support services and student needs.

Support Services Usage (Table 1)

While service usage dropped since distance education went into effect, the drop was considerably higher in senior colleges (SC). For both LaGuardia (LAGCC) and all community colleges (CC), the larger declines in service support usage occurred at the library (-23% LAGCC, -29% CC), the Bursar’s office (-23% LAGCC, -22% CC), and financial aid (14% LAGCC, -15% CC). Faculty and academic advisement dropped by 7% to 9% at LaGuardia and all community colleges, while the drop was considerably higher at the senior colleges. Tutoring dropped less at LaGuardia (-5%) than at all community colleges (-9%).

Using Support Services before and after distance learning

<table>
<thead>
<tr>
<th>Support Services</th>
<th>LaGuardia Before</th>
<th>LaGuardia After</th>
<th>Community Colleges Before</th>
<th>Community Colleges After</th>
<th>Senior Colleges Before</th>
<th>Senior Colleges After</th>
<th>Total CUNY Before</th>
<th>Total CUNY After</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty Advising</td>
<td>39%</td>
<td>31%</td>
<td>40%</td>
<td>32%</td>
<td>47%</td>
<td>27%</td>
<td>45%</td>
<td>29%</td>
</tr>
<tr>
<td>Academic Advising</td>
<td>51%</td>
<td>42%</td>
<td>57%</td>
<td>48%</td>
<td>64%</td>
<td>42%</td>
<td>62%</td>
<td>44%</td>
</tr>
<tr>
<td>Tutoring Services</td>
<td>29%</td>
<td>24%</td>
<td>34%</td>
<td>25%</td>
<td>33%</td>
<td>14%</td>
<td>33%</td>
<td>17%</td>
</tr>
<tr>
<td>Library</td>
<td>51%</td>
<td>24%</td>
<td>54%</td>
<td>25%</td>
<td>67%</td>
<td>20%</td>
<td>63%</td>
<td>21%</td>
</tr>
<tr>
<td>Career Services</td>
<td>18%</td>
<td>18%</td>
<td>21%</td>
<td>18%</td>
<td>26%</td>
<td>13%</td>
<td>24%</td>
<td>15%</td>
</tr>
<tr>
<td>Health Services</td>
<td>17%</td>
<td>8%</td>
<td>18%</td>
<td>9%</td>
<td>16%</td>
<td>5%</td>
<td>17%</td>
<td>6%</td>
</tr>
<tr>
<td>Counseling Services</td>
<td>16%</td>
<td>14%</td>
<td>21%</td>
<td>16%</td>
<td>19%</td>
<td>9%</td>
<td>20%</td>
<td>12%</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>51%</td>
<td>38%</td>
<td>56%</td>
<td>41%</td>
<td>61%</td>
<td>38%</td>
<td>60%</td>
<td>39%</td>
</tr>
<tr>
<td>Bursar’s Office</td>
<td>49%</td>
<td>26%</td>
<td>51%</td>
<td>29%</td>
<td>63%</td>
<td>30%</td>
<td>59%</td>
<td>30%</td>
</tr>
<tr>
<td>Transfer Services</td>
<td>19%</td>
<td>18%</td>
<td>19%</td>
<td>19%</td>
<td>12%</td>
<td>3%</td>
<td>26%</td>
<td>13%</td>
</tr>
<tr>
<td>Single Stop</td>
<td>13%</td>
<td>4%</td>
<td>15%</td>
<td>9%</td>
<td>16%</td>
<td>5%</td>
<td>13%</td>
<td>5%</td>
</tr>
<tr>
<td>Internships/Practicum Placements</td>
<td>9%</td>
<td>9%</td>
<td>9%</td>
<td>9%</td>
<td>12%</td>
<td>7%</td>
<td>11%</td>
<td>8%</td>
</tr>
<tr>
<td>Child Care</td>
<td>6%</td>
<td>2%</td>
<td>5%</td>
<td>3%</td>
<td>3%</td>
<td>2%</td>
<td>3%</td>
<td>2%</td>
</tr>
</tbody>
</table>
Support Services with Challenges to Access (Table 2)

In addition to the question about support services usage, students were asked to what extent the support services listed below have been challenging to access since the move to distance learning. The discussion below covers only the LaGuardia results, since the overall CUNY results are not available yet.

Extent that the support services have been challenging to access

<table>
<thead>
<tr>
<th>Support services at LaGuardia</th>
<th>Not at all challenging</th>
<th>Somewhat challenging</th>
<th>Very challenging</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty Advising</td>
<td>42%</td>
<td>40%</td>
<td>17%</td>
<td>100%</td>
</tr>
<tr>
<td>Academic Advising</td>
<td>47%</td>
<td>36%</td>
<td>17%</td>
<td>100%</td>
</tr>
<tr>
<td>Tutoring Services</td>
<td>47%</td>
<td>30%</td>
<td>23%</td>
<td>100%</td>
</tr>
<tr>
<td>Library</td>
<td>48%</td>
<td>32%</td>
<td>20%</td>
<td>100%</td>
</tr>
<tr>
<td>Career Services</td>
<td>48%</td>
<td>33%</td>
<td>19%</td>
<td>100%</td>
</tr>
<tr>
<td>Health Services</td>
<td>49%</td>
<td>32%</td>
<td>19%</td>
<td>100%</td>
</tr>
<tr>
<td>Counseling Services</td>
<td>49%</td>
<td>34%</td>
<td>17%</td>
<td>100%</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>36%</td>
<td>41%</td>
<td>23%</td>
<td>100%</td>
</tr>
<tr>
<td>Bursar’s Office</td>
<td>43%</td>
<td>36%</td>
<td>21%</td>
<td>100%</td>
</tr>
<tr>
<td>Transfer Services</td>
<td>48%</td>
<td>34%</td>
<td>18%</td>
<td>100%</td>
</tr>
<tr>
<td>Single Stop</td>
<td>53%</td>
<td>30%</td>
<td>17%</td>
<td>100%</td>
</tr>
<tr>
<td>Internships/Practicum Placements</td>
<td>45%</td>
<td>32%</td>
<td>23%</td>
<td>100%</td>
</tr>
<tr>
<td>Child Care</td>
<td>58%</td>
<td>24%</td>
<td>18%</td>
<td>100%</td>
</tr>
</tbody>
</table>

- The most challenging services to access were tutoring, internships/Practicum placement, and financial aid (23%). Additionally, when the very challenging and somewhat challenging categories are combined, financial aid is the most challenging (64%).
- While faculty advising and academic advising were selected as very challenging by the lowest proportion as respondents (17%), faculty advising was the second most challenging when the very challenging and somewhat challenging categories are combined (58%) - it was 53% for academic advising.
- The Bursar office has the third highest combined very and somewhat challenging score (57%).
Accessibility Issues

Students requiring accessibility accommodations were asked which accessibility issues have been challenging since the transition to distance learning. The results apply to the respondents (12% in LAGCC, 14% CC, 8% SC).

- The most challenging issue by a large margin, was time on tests. However, it was considerably less challenging for the LaGuardia respondents (58%) compared to all community colleges (79%) and senior college (82%).
- The second most challenging issue was availability of live captioning on video conferencing (LAGCC 17%, CC 19%, SC 21%), followed by test proctoring (LAGCC 12%, CC 14% SC 15%) and availability of closed captioning (LAGCC 12%, CC 8%, SC 12%).

Help to be successful (table 3)

Students were asked what would help them be successful this semester.

- Over a half of the LaGuardia respondents selected help from their instructors (53%) and financial assistance (52%) as the most important for helping them be successful this semester. Help from their instructors was more important to the community colleges (61%) and to senior colleges (62%) compared to LaGuardia, while the proportions selecting financial assistance were similar for all groups.
- Another important source of help was tutoring/student centers (38%, LAGCC, 40% CC, 35% SC). Academic advisors and talking to someone about mental health were mentioned by a third of LaGuardia respondents, smaller proportions compared to all community colleges and senior colleges.

<table>
<thead>
<tr>
<th>Help to be more successful</th>
<th>LaGuardia</th>
<th>Community colleges</th>
<th>Senior Colleges</th>
<th>Total CUNY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Help from my instructors</td>
<td>53%</td>
<td>61%</td>
<td>62%</td>
<td>61%</td>
</tr>
<tr>
<td>Tutoring and student centers</td>
<td>38%</td>
<td>40%</td>
<td>35%</td>
<td>37%</td>
</tr>
<tr>
<td>Help from an academic advisor</td>
<td>34%</td>
<td>40%</td>
<td>45%</td>
<td>43%</td>
</tr>
<tr>
<td>Financial assistance</td>
<td>52%</td>
<td>54%</td>
<td>53%</td>
<td>53%</td>
</tr>
<tr>
<td>Help from career services</td>
<td>17%</td>
<td>21%</td>
<td>24%</td>
<td>23%</td>
</tr>
<tr>
<td>Talking to someone about getting help with food, housing or other assistance programs</td>
<td>14%</td>
<td>14%</td>
<td>12%</td>
<td>13%</td>
</tr>
<tr>
<td>Talking to someone about feeling anxious, overwhelmed, sad or hopeless</td>
<td>33%</td>
<td>37%</td>
<td>41%</td>
<td>40%</td>
</tr>
</tbody>
</table>
Student Needs

Financial Needs (Table 4)

The impact of COVID-19 on student employment:

- Over a half of LaGuardia’s respondents (54%) experienced a decrease in their income as a result of the COVID-19 pandemic compared to 48% at the community and senior colleges. When the respondents who reported having no sources of income (LAGCC 28%, CC 33%, SC 32%) are removed, 75% of the remaining respondents at LaGuardia and 71% of those at the other groups reported they experienced a decrease in income as a result of the pandemic.
- Additionally, approximately 60% of the respondents reported that someone else in their household experienced a decrease in income as a result of the pandemic (63% LAGCC, 59% CC, 63% SC).

Students’ employment status:

- About 40% of all respondents reported working either full-time or part-time (40% LAGCC, 39% CC, 43% SC), and at least 15% of them reported working full-time (15% LAGCC, 16% CC, 17% SC).
- Approximately 50% of the respondents reported being unemployed or not working by choice before the COVID-19 pandemic (40% LAGCC, 43% CC 39% SC).
- The table below presents the employment status of students who were employed before the pandemic, while the employment information above included student who did not work then:
  - At least two-thirds of all respondents work either full or part-time (65% LAGCC, 69% CC, 70% SC), with about a quarter working full-time (25% LAGCC, 29% CC, 28% SC).
  - About a third of all respondents were laid off either temporarily or permanently due to COVID-19, with 20% losing their jobs permanently.

<table>
<thead>
<tr>
<th>Current employment status for students employed full or part time prior to the pandemic:</th>
<th>LaGuardia</th>
<th>Community colleges</th>
<th>Senior colleges</th>
<th>Total CUNY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Working full-time (at least 32 hours per week)</td>
<td>25%</td>
<td>29%</td>
<td>28%</td>
<td>28%</td>
</tr>
<tr>
<td>Working part-time</td>
<td>41%</td>
<td>40%</td>
<td>42%</td>
<td>41%</td>
</tr>
<tr>
<td>Temporarily terminated or laid off due to COVID-19 (expect to return to employer)</td>
<td>15%</td>
<td>11%</td>
<td>11%</td>
<td>11%</td>
</tr>
<tr>
<td>Permanently terminated or lost position due to COVID-19, looking for work</td>
<td>19%</td>
<td>20%</td>
<td>19%</td>
<td>20%</td>
</tr>
</tbody>
</table>

Sources for supplementing income of students who were laid off temporarily or permanently (all that apply):

- Two-thirds of the students reported receiving unemployment benefits (62% LAGCC, 68% CC, 67% SC).
- About 40% reported receiving family support (39% LAGCC, 37% CC, 41% SC).
- A larger proportion of LaGuardia students compare to the other groups reported receiving emergency funds (16% at LAGCC vs. 9% at the community and senior colleges).

General Needs (Table 5)

- 93% of the respondents at LaGuardia and the community colleges and 94% at the senior colleges have adequate place to sleep.
• About a quarter of all respondents reported *always* being worried about having enough money to pay for housing costs since the pandemic (27% LAGCC, 26% CC, 22% SC) with 79% of the LaGuardia students reported being worried *at least sometimes*, a higher proportion compared to the other groups (74% CC, 67% SC).
  
  • Of the LaGuardia respondents who reported they are "sometimes", "usually" or "always" worried, 93% the pandemic increased their concerns about housing costs, and 85% indicated it increased their concerns about having enough food.

• A smaller proportion of LaGuardia students, especially compared to all community colleges, indicated their college has a food pantry (28% LAGCC, 42% CC, 32% SC) and a larger proportion indicated they do not know (65% LAGCC, 55% CC, 65% SC), an d3% said no.
  
  • 30% of those who said their college does not have a food pantry or they don’t know, indicated that if their college had one, they would be using it.
  
  • 70% of the LaGuardia and community college respondents and 72% of the senior college respondents who used the food pantry were satisfied or very satisfied.

### Needs Compared to before the start of the COVID-19 pandemic

Students were asked if, compared to before the start of the COVID-19 pandemic, their need for support or assistance around the concerns listed below has changed.

• Although the results are similar for all groups, the increases in the need for assistance were slightly higher for LaGuardia students compared to all community colleges and senior colleges (by about 2%).

• The highest increase in the need for assistance was for general living expenses, reported by close to a half of LaGuardia students and about 45% of respondents in the other groups.

• Increases in need for assistance for unities and housing were reported by about a third of all respondents and increased need for food assistance was reported by about a quarter at all groups.

<table>
<thead>
<tr>
<th>Need for support compare to before the start of the COVID-19 pandemic</th>
<th>LaGuardia</th>
<th>Community colleges</th>
<th>Senior colleges</th>
<th>Total CUNY</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Food</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increased</td>
<td>29%</td>
<td>26%</td>
<td>24%</td>
<td>25%</td>
</tr>
<tr>
<td>Decreased</td>
<td>7%</td>
<td>7%</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Stayed the same</td>
<td>64%</td>
<td>67%</td>
<td>72%</td>
<td>70%</td>
</tr>
<tr>
<td><strong>Housing</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increased</td>
<td>37%</td>
<td>34%</td>
<td>31%</td>
<td>32%</td>
</tr>
<tr>
<td>Decreased</td>
<td>4%</td>
<td>5%</td>
<td>4%</td>
<td>4%</td>
</tr>
<tr>
<td>Stayed the same</td>
<td>59%</td>
<td>61%</td>
<td>61%</td>
<td>64%</td>
</tr>
<tr>
<td><strong>Childcare</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increased</td>
<td>12%</td>
<td>10%</td>
<td>7%</td>
<td>8%</td>
</tr>
<tr>
<td>Decreased</td>
<td>6%</td>
<td>7%</td>
<td>4%</td>
<td>5%</td>
</tr>
<tr>
<td>Stayed the same</td>
<td>82%</td>
<td>82%</td>
<td>89%</td>
<td>87%</td>
</tr>
<tr>
<td><strong>Utilities</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increased</td>
<td>35%</td>
<td>33%</td>
<td>32%</td>
<td>32%</td>
</tr>
<tr>
<td>Decreased</td>
<td>5%</td>
<td>4%</td>
<td>3%</td>
<td>4%</td>
</tr>
<tr>
<td>Stayed the same</td>
<td>60%</td>
<td>63%</td>
<td>65%</td>
<td>64%</td>
</tr>
<tr>
<td><strong>General Living Expenses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increased</td>
<td>48%</td>
<td>45%</td>
<td>43%</td>
<td>44%</td>
</tr>
<tr>
<td>Decreased</td>
<td>8%</td>
<td>7%</td>
<td>5%</td>
<td>6%</td>
</tr>
<tr>
<td>Stayed the same</td>
<td>44%</td>
<td>49%</td>
<td>52%</td>
<td>51%</td>
</tr>
</tbody>
</table>
Mental Health Needs (Table 5)

Ability to do school work:
The proportion of the LaGuardia respondents indicated that their ability to do school work decreased (36%) was the lowest compared to all community colleges (40%) and senior colleges (54%) respondents. Correspondingly, the proportion of LaGuardia students reporting that the ability to do school work increased was higher than at the other groups (29% LAGCC, 25% CC, 18% SC).

The table below presents factors that contributed to respondents’ ability to do school work, including only those respondents who indicated that their ability to do school work changed (either increased or decreased):

- Change to distance learning is the most popular contributor for the LaGuardia (58%) students, while it was the second highest for the community colleges (60%) and senior college students (68%).
- For the senior colleges, the highest contributor is their emotional/mental state (73%) - considerably more than respondents at the community colleges (62%, although it is the highest contributor, with distance education a close second at 60%), and LaGuardia (55%, second highest).
- The third and fourth contributors were the same for all groups, although the proportions of respondents selecting them were considerably higher for senior colleges. The third contributor is changes in work hours/responsibilities (46% LAGCC, 46% CC, 52% SC). The fourth is access to space to do school work (39% LAGCC, 42% CC, 48% SC).
- Changes in family care/responsibilities and in household tasks/responsibilities were selected by about 40% of the respondents, with slightly higher proportions for the senior colleges.

<table>
<thead>
<tr>
<th>This semester changes in ability to do school work</th>
<th>LaGuardia</th>
<th>Community colleges</th>
<th>Senior colleges</th>
<th>Total CUNY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Increased</td>
<td>29%</td>
<td>25%</td>
<td>18%</td>
<td>20%</td>
</tr>
<tr>
<td>Decreased</td>
<td>36%</td>
<td>40%</td>
<td>54%</td>
<td>50%</td>
</tr>
<tr>
<td>Stayed the same</td>
<td>35%</td>
<td>35%</td>
<td>28%</td>
<td>30%</td>
</tr>
</tbody>
</table>

Factors that contributed to ability to do school work (only those with any change in ability are included)

| Changes in work hours/responsibilities | 46% | 46% | 52% | 51% |
| Changes in access to computer/internet/Wi-Fi | 20% | 25% | 26% | 25% |
| Change to distance learning              | 58% | 60% | 68% | 65% |
| Changes in family care/responsibilities  | 36% | 38% | 42% | 41% |
| Changes in household tasks/responsibilities | 37% | 36% | 42% | 40% |
| My emotional/mental state                | 55% | 62% | 73% | 70% |
| My own physical health                   | 25% | 27% | 32% | 30% |
| Emotional mental state of others in the household | 27% | 27% | 36% | 33% |
| Physical health of others in the household | 20% | 19% | 25% | 24% |
| Changes in living arrangements            | 22% | 21% | 24% | 23% |
| Changes in access to space to do school work | 39% | 42% | 48% | 46% |
Emotional and mental health issues

About a half of all respondents indicated that this semester their need for support or assistance around stress, anxiety or depression has increased, with more senior colleges respondents (54%) than LaGuardia and the community college respondents (45% for both) selecting this option.

Additionally, as shown in the table below, this semester about a third of the LaGuardia and community college respondents and 41% of the senior colleges respondents, were bothered by not being able to stop worrying or having little pleasure or interest in doing things during more than a half the days or nearly every day. Slightly fewer respondents also reported feeling down, depressed or helpless (27% LAGCC, 30% CC, 35% SC - more than a half the days or nearly every day)

<table>
<thead>
<tr>
<th>This semester how often have you been bothered with the following?</th>
<th>LaGuardia</th>
<th>Community colleges</th>
<th>Senior colleges</th>
<th>Total CUNY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not being able to stop or control worrying</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Several days</td>
<td>38%</td>
<td>34%</td>
<td>34%</td>
<td>34%</td>
</tr>
<tr>
<td>More than half the days</td>
<td>15%</td>
<td>15%</td>
<td>18%</td>
<td>17%</td>
</tr>
<tr>
<td>Nearly every day</td>
<td>16%</td>
<td>18%</td>
<td>23%</td>
<td>21%</td>
</tr>
<tr>
<td>Little interest or pleasure in doing things</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Several days</td>
<td>38%</td>
<td>34%</td>
<td>35%</td>
<td>35%</td>
</tr>
<tr>
<td>More than half the days</td>
<td>16%</td>
<td>17%</td>
<td>18%</td>
<td>18%</td>
</tr>
<tr>
<td>Nearly every day</td>
<td>14%</td>
<td>16%</td>
<td>23%</td>
<td>20%</td>
</tr>
<tr>
<td>Feeling down, depressed, or hopeless</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Several days</td>
<td>39%</td>
<td>34%</td>
<td>36%</td>
<td>36%</td>
</tr>
<tr>
<td>More than half the days</td>
<td>12%</td>
<td>14%</td>
<td>16%</td>
<td>15%</td>
</tr>
<tr>
<td>Nearly every day</td>
<td>15%</td>
<td>15%</td>
<td>20%</td>
<td>18%</td>
</tr>
</tbody>
</table>

Conclusion

Support services

Overall, LaGuardia respondents had more positive responses with regard to support services after the transition to distance learning in comparison to all community colleges and senior colleges respondents.

- While support service usage dropped since distance education began for all respondents, the drop was considerably higher in senior colleges. The largest drops in support services usage were for the library, bursar office and financial aid.
- Respondents asked how challenging access to these services has been since the transition to distance learning (results for this question are only available for LaGuardia). The services that respondents experienced most challenge to access were tutoring, internships/Practicum placement, and financial aid. Additionally, faculty and academic advising were somewhat or very challenging to access for over a half of the respondents.
- Students were asked what would help them be successful this semester. Over a half at LaGuardia (53%) selected help from instructors compared to slightly over 60% at the community and senior colleges. Additionally, over a half of all respondents selected financial assistance. Close to 40% at LaGuardia and the community colleges also selected tutoring service, and a third of LaGuardia's students selected academic advisors (lower than community and senior colleges).
Needs

A large proportion of the respondents were adversely impacted financially by the COVID-19 pandemic, and many reported an increase in their need for assistance. When it comes to their ability to do school work or emotional issues, the LaGuardia students reported fewer issues compared to the other respondents.

- Three-quarters of the LaGuardia respondents who had a source of income prior to the pandemic experienced a decrease in income as a result of the pandemic (a slightly higher proportion compared to the other groups) and about 60% reported an income decrease by someone else in their household.
- About a third of all respondents who were employed prior to the pandemic were laid off either temporarily or permanently due to COVID-19.
- Over 90% of all students report having an adequate place to sleep. However, about a quarter of all respondents indicated they are always worried about having enough money to pay for housing.
- Close to half of the LaGuardia respondents reported increased need for support or assistance for general living expenses since the pandemic, about a third reported increased need for assistance with utilities and housing, and close to 30% reported increased need for assistance with food. The results are slightly higher compared to the other groups.
- Two-thirds of the LaGuardia respondents did not know that the College has a food pantry, 10% more than respondents at all community colleges. Close to a third of all respondents who did not know the food pantry exist or did not use it before indicated they would be using it.
- Over a third of the LaGuardia students indicated that their ability to do school work decreased since the pandemic, only 7 percentage points higher than those who said it increased. The LaGuardia results are considerably more positive compared to the community colleges where the gap between the decreased and increased ability to do school work is 15%, and especially senior colleges where the gap is 36%.
- At LaGuardia, distance learning (58%) was the largest contributor to any change in ability to do school work followed by their emotional state (55%). The proportions for both were smaller compared to the other groups, especially the senior colleges respondents.
- Close to a half of the LaGuardia and community colleges respondents reported that this semester their need for support caused by stress, anxiety or depression increased, with about a third reporting experiencing emotional problems during more than half of the days or nearly every day. Higher proportions of the senior college respondents reported these issues.
### Table 1. Support Services Usage

<table>
<thead>
<tr>
<th>Service</th>
<th>SENIOR/COMMUNITY</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Senior Colleges</td>
</tr>
<tr>
<td></td>
<td>Column N %</td>
</tr>
<tr>
<td>Faculty Advising</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
<tr>
<td>Academic Advising</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
<tr>
<td>Tutoring Services</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
<tr>
<td>Library</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
<tr>
<td>Career Services</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
<tr>
<td>Health Services</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
<tr>
<td>Counseling Services</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
<tr>
<td>Bursar’s Office</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
<tr>
<td>Transfer Services</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
<tr>
<td>Single Stop</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
<tr>
<td>Internships or Practicum Placements</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
<tr>
<td>Child Care</td>
<td>Prior to distance learning</td>
</tr>
<tr>
<td></td>
<td>With distance learning</td>
</tr>
<tr>
<td></td>
<td>Have never used</td>
</tr>
</tbody>
</table>

*Results for the follow-up question about challenges were not provided by CUNY*
<table>
<thead>
<tr>
<th>Do you require accessibility accommodations?</th>
<th>Yes</th>
<th>Community Colleges</th>
<th>LaGuardia</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Column N %</td>
<td>Column N %</td>
<td>Column N %</td>
</tr>
<tr>
<td></td>
<td>8</td>
<td>14</td>
<td>12</td>
<td>10</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>92</td>
<td>86</td>
<td>88</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Which of the following ACCESSIBILITY ISSUES have been challenging for you since the transition to distance learning?</th>
<th>Availability of live captioning on video conferencing</th>
<th>Availability of closed captioning</th>
<th>Access to ASL interpreters</th>
<th>Integrating captioning into Zoom</th>
<th>Availability of Communication Access Real time Translation (CART) services</th>
<th>Test proctoring</th>
<th>Time on tests</th>
<th>File conversion</th>
<th>Access to assistive technology hardware</th>
<th>Other. Please specify:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>21</td>
<td>19</td>
<td>17</td>
<td>20</td>
<td>12</td>
<td>8</td>
<td>12</td>
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<td>12</td>
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<td>2</td>
<td>5</td>
<td>9</td>
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<td>14</td>
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<td></td>
<td>2</td>
<td>5</td>
<td>9</td>
<td>3</td>
<td>10</td>
<td>13</td>
<td>15</td>
<td>11</td>
<td>6</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>6</td>
<td>7</td>
<td>9</td>
<td>6</td>
<td>15</td>
<td>14</td>
<td>12</td>
<td>15</td>
<td>10</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>82</td>
<td>79</td>
<td>58</td>
<td>81</td>
<td>10</td>
<td>9</td>
<td>6</td>
<td>10</td>
<td>10</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>10</td>
<td>9</td>
<td>6</td>
<td>10</td>
<td>14</td>
<td>16</td>
<td>10</td>
<td>15</td>
<td>15</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>14</td>
<td>12</td>
<td>6</td>
<td>13</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Table 2. Support Services Challenges - LaGuardia Community College Responses only

To what extent have the following support services been challenging to access since the move to distance learning?

<table>
<thead>
<tr>
<th>Support Services</th>
<th>Not at all challenging</th>
<th>Somewhat challenging</th>
<th>Very challenging</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tutoring Services</td>
<td>47%</td>
<td>30%</td>
<td>23%</td>
<td>100%</td>
</tr>
<tr>
<td>Internships/Practicum Placements</td>
<td>45%</td>
<td>32%</td>
<td>23%</td>
<td>100%</td>
</tr>
<tr>
<td>Financial Aid</td>
<td>36%</td>
<td>41%</td>
<td>23%</td>
<td>100%</td>
</tr>
<tr>
<td>Bursar's Office</td>
<td>43%</td>
<td>36%</td>
<td>21%</td>
<td>100%</td>
</tr>
<tr>
<td>Library</td>
<td>48%</td>
<td>32%</td>
<td>20%</td>
<td>100%</td>
</tr>
<tr>
<td>Health Services</td>
<td>49%</td>
<td>32%</td>
<td>19%</td>
<td>100%</td>
</tr>
<tr>
<td>Career Services</td>
<td>48%</td>
<td>33%</td>
<td>19%</td>
<td>100%</td>
</tr>
<tr>
<td>Child Care</td>
<td>58%</td>
<td>24%</td>
<td>18%</td>
<td>100%</td>
</tr>
<tr>
<td>Transfer Services</td>
<td>48%</td>
<td>34%</td>
<td>18%</td>
<td>100%</td>
</tr>
<tr>
<td>Faculty Advising</td>
<td>42%</td>
<td>40%</td>
<td>17%</td>
<td>100%</td>
</tr>
<tr>
<td>Academic Advising</td>
<td>47%</td>
<td>36%</td>
<td>17%</td>
<td>100%</td>
</tr>
<tr>
<td>Single Stop</td>
<td>53%</td>
<td>30%</td>
<td>17%</td>
<td>100%</td>
</tr>
<tr>
<td>Counseling Services</td>
<td>49%</td>
<td>34%</td>
<td>17%</td>
<td>100%</td>
</tr>
</tbody>
</table>

*CUNY did not provide tables for the challenges. Below are only LaGuardia’s Data*
<table>
<thead>
<tr>
<th>HELP TO BE SUCCESSFUL</th>
<th>SENIOR/COMMUNITY</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Senior Colleges</td>
<td>Community Colleges</td>
<td>LaGuardia</td>
<td>Total</td>
</tr>
<tr>
<td>Help from my instructors</td>
<td>62</td>
<td>61</td>
<td>53</td>
<td>61</td>
</tr>
<tr>
<td>Tutoring and student centers</td>
<td>35</td>
<td>40</td>
<td>38</td>
<td>37</td>
</tr>
<tr>
<td>Help from an academic advisor</td>
<td>45</td>
<td>40</td>
<td>34</td>
<td>43</td>
</tr>
<tr>
<td>Financial assistance</td>
<td>53</td>
<td>54</td>
<td>52</td>
<td>53</td>
</tr>
<tr>
<td>Help from career services</td>
<td>24</td>
<td>21</td>
<td>17</td>
<td>23</td>
</tr>
<tr>
<td>Talking to someone about getting help with food, housing or other assistance programs.</td>
<td>12</td>
<td>14</td>
<td>14</td>
<td>13</td>
</tr>
<tr>
<td>Talking to someone about feeling anxious, overwhelmed, sad or hopeless</td>
<td>41</td>
<td>37</td>
<td>33</td>
<td>40</td>
</tr>
<tr>
<td>Other help. Please specify.</td>
<td>9</td>
<td>7</td>
<td>5</td>
<td>8</td>
</tr>
</tbody>
</table>
### Table 4. Employment and Financial Needs

<table>
<thead>
<tr>
<th></th>
<th>SENIOR/COMMUNITY</th>
<th>Column N %</th>
<th>Column N %</th>
<th>Column N %</th>
<th>Column N %</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Senior Colleges</td>
<td>Community Colleges</td>
<td>LaGuardia</td>
<td>Total</td>
<td></td>
</tr>
<tr>
<td><strong>Have you experienced a decrease in your income as a result of the COVID-19 pandemic?</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>48</td>
<td>48</td>
<td>54</td>
<td>48</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>20</td>
<td>19</td>
<td>18</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td><strong>Removing those with no source of income, have you experienced a decrease in income?</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>71</td>
<td>71</td>
<td>75</td>
<td>71</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>29</td>
<td>29</td>
<td>25</td>
<td>29</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td><strong>Has any other member of your household experienced a decrease in income as a result of the COVID-19 pandemic?</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Yes</td>
<td>63</td>
<td>59</td>
<td>63</td>
<td>62</td>
<td></td>
</tr>
<tr>
<td>No</td>
<td>29</td>
<td>30</td>
<td>26</td>
<td>29</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td><strong>Which best describes your current employment situation? Percent based on total population.</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working full-time (at least 32 hours per week)</td>
<td>17</td>
<td>16</td>
<td>15</td>
<td>17</td>
<td></td>
</tr>
<tr>
<td>Working part-time</td>
<td>25</td>
<td>23</td>
<td>25</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Temporarily terminated or laid off due to COVID-19 (expect to return to employer)</td>
<td>7</td>
<td>6</td>
<td>9</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Permanently terminated or lost position due to COVID-19, looking for work</td>
<td>12</td>
<td>11</td>
<td>12</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td>Unemployed prior to COVID-19, but looking for work</td>
<td>21</td>
<td>24</td>
<td>22</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>Not working, not looking for work</td>
<td>18</td>
<td>19</td>
<td>18</td>
<td>18</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td><strong>Employment Status PERCENTS BASED ON THOSE WORKING PRIOR TO COVID</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Working full-time (at least 32 hours per week)</td>
<td>28</td>
<td>29</td>
<td>25</td>
<td>28</td>
<td></td>
</tr>
<tr>
<td>Working part-time</td>
<td>42</td>
<td>40</td>
<td>41</td>
<td>41</td>
<td></td>
</tr>
<tr>
<td>Temporarily terminated or laid off due to COVID-19 (expect to return to employer)</td>
<td>11</td>
<td>11</td>
<td>15</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>Permanently terminated or lost position due to COVID-19, looking for work</td>
<td>19</td>
<td>20</td>
<td>19</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td><strong>What are you currently using to supplement or replace your lost wages? (Select all that apply.)</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Unemployment benefits</td>
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<td>68</td>
<td>62</td>
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</tr>
<tr>
<td>Social service assistance</td>
<td>4</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Emergency grant funds</td>
<td>9</td>
<td>9</td>
<td>16</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Family support</td>
<td>41</td>
<td>37</td>
<td>39</td>
<td>40</td>
<td></td>
</tr>
<tr>
<td>Other, Please specify:</td>
<td>10</td>
<td>8</td>
<td>7</td>
<td>9</td>
<td></td>
</tr>
<tr>
<td>Table 5. General Needs</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>SENIOR/COMMUNITY</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Senior Colleges</td>
<td>Community Colleges</td>
<td>LaGuardia</td>
<td>Total</td>
</tr>
<tr>
<td></td>
<td>Column N %</td>
<td>Column N %</td>
<td>Column N %</td>
<td>Column N %</td>
<td></td>
</tr>
<tr>
<td>Do you currently have a regular and adequate place to sleep?</td>
<td>Yes</td>
<td>94</td>
<td>93</td>
<td>93</td>
<td>94</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>6</td>
<td>7</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td></td>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Since the COVID-19 pandemic, how often were you worried about having enough money to pay your housing costs such as your rent or mortgage?</td>
<td>Not applicable</td>
<td>20</td>
<td>17</td>
<td>13</td>
<td>19</td>
</tr>
<tr>
<td></td>
<td>Never</td>
<td>15</td>
<td>13</td>
<td>11</td>
<td>14</td>
</tr>
<tr>
<td></td>
<td>Rarely</td>
<td>12</td>
<td>9</td>
<td>8</td>
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<tr>
<td></td>
<td>Sometimes</td>
<td>24</td>
<td>27</td>
<td>30</td>
<td>25</td>
</tr>
<tr>
<td></td>
<td>Usually</td>
<td>11</td>
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<td></td>
<td>Always</td>
<td>18</td>
<td>22</td>
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<td>Total</td>
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</tr>
<tr>
<td>Has the COVID-19 pandemic increased your concern about having enough money for housing costs (of those that reported &quot;sometimes&quot;, &quot;usually&quot; or &quot;always&quot; worrying)?</td>
<td>Yes</td>
<td>92</td>
<td>92</td>
<td>93</td>
<td>92</td>
</tr>
<tr>
<td></td>
<td>No</td>
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<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Has the COVID-19 pandemic increased your concern about having enough food? (of those that reported &quot;sometimes&quot;, &quot;usually&quot; or &quot;always&quot; worrying)</td>
<td>Yes</td>
<td>87</td>
<td>86</td>
<td>85</td>
<td>87</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>13</td>
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<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Is there a food pantry on your campus?</td>
<td>Yes</td>
<td>32</td>
<td>42</td>
<td>28</td>
<td>35</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>3</td>
<td>3</td>
<td>4</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Don't know</td>
<td>65</td>
<td>55</td>
<td>68</td>
<td>62</td>
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<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Have you ever used your campus food pantry?</td>
<td>Yes</td>
<td>15</td>
<td>16</td>
<td>16</td>
<td>15</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>84</td>
<td>83</td>
<td>82</td>
<td>83</td>
</tr>
<tr>
<td></td>
<td>Don't know</td>
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<td>2</td>
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<td>1</td>
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<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Would you use the food pantry if your college had one?</td>
<td>Yes</td>
<td>28</td>
<td>30</td>
<td>30</td>
<td>29</td>
</tr>
<tr>
<td></td>
<td>No</td>
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<td>Total</td>
<td>100</td>
<td>100</td>
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<tr>
<td>How satisfied were you with your experience at the food pantry?</td>
<td>Very dissatisfied</td>
<td>1</td>
<td>1</td>
<td>0</td>
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</tr>
<tr>
<td></td>
<td>Dissatisfied</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Neither satisfied nor dissatisfied</td>
<td>15</td>
<td>17</td>
<td>18</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Satisfied</td>
<td>39</td>
<td>40</td>
<td>54</td>
<td>40</td>
</tr>
<tr>
<td></td>
<td>Very satisfied</td>
<td>41</td>
<td>40</td>
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<td>41</td>
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<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
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<tr>
<td>Why didn't you use the food pantry on campus? (check all that apply)</td>
<td>I do not need food from the pantry</td>
<td>72</td>
<td>65</td>
<td>66</td>
<td>69</td>
</tr>
<tr>
<td></td>
<td>Pantry hours are inconvenient</td>
<td>8</td>
<td>10</td>
<td>4</td>
<td>9</td>
</tr>
<tr>
<td></td>
<td>Pantry location is inconvenient</td>
<td>16</td>
<td>17</td>
<td>16</td>
<td>16</td>
</tr>
<tr>
<td></td>
<td>Pantry's supply of food is not adequate</td>
<td>2</td>
<td>3</td>
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<td>Other. Please specify:</td>
<td>9</td>
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<td>16</td>
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<tr>
<td>Compared to before the start of the COVID-19 pandemic, has your need for support or assistance around the following changed?</td>
<td>SENIOR/COMMUNITY</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>------------------</td>
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<td></td>
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</tr>
<tr>
<td></td>
<td>Senior Colleges</td>
<td>Community Colleges</td>
<td>LaGuardia</td>
<td>Total</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Column N %</td>
<td>Column N %</td>
<td>Column N %</td>
<td>Column N %</td>
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</tr>
<tr>
<td>Food</td>
<td></td>
<td></td>
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<td></td>
<td></td>
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<tr>
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<td>26</td>
<td>28</td>
<td>25</td>
<td></td>
</tr>
<tr>
<td>Decreased</td>
<td>5</td>
<td>7</td>
<td>7</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Stayed the same</td>
<td>72</td>
<td>67</td>
<td>64</td>
<td>70</td>
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<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
<td>100</td>
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</tr>
<tr>
<td>Housing (e.g., rent, mortgage)</td>
<td></td>
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<td></td>
<td></td>
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</tr>
<tr>
<td>Increased</td>
<td>31</td>
<td>34</td>
<td>37</td>
<td>32</td>
<td></td>
</tr>
<tr>
<td>Decreased</td>
<td>4</td>
<td>5</td>
<td>4</td>
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</tr>
<tr>
<td>Stayed the same</td>
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<td>61</td>
<td>59</td>
<td>64</td>
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<tr>
<td>Child Care</td>
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</tr>
<tr>
<td>Increased</td>
<td>7</td>
<td>10</td>
<td>12</td>
<td>8</td>
<td></td>
</tr>
<tr>
<td>Decreased</td>
<td>4</td>
<td>7</td>
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<tr>
<td>Stayed the same</td>
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<td>82</td>
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</tr>
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<td>Utilities</td>
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<tr>
<td>Increased</td>
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<td>33</td>
<td>35</td>
<td>32</td>
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</tr>
<tr>
<td>Decreased</td>
<td>3</td>
<td>4</td>
<td>5</td>
<td>4</td>
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</tr>
<tr>
<td>Stayed the same</td>
<td>65</td>
<td>63</td>
<td>60</td>
<td>64</td>
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<td>General Living Expenses</td>
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</tr>
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<td>43</td>
<td>45</td>
<td>48</td>
<td>44</td>
<td></td>
</tr>
<tr>
<td>Decreased</td>
<td>5</td>
<td>7</td>
<td>8</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Stayed the same</td>
<td>52</td>
<td>49</td>
<td>44</td>
<td>51</td>
<td></td>
</tr>
<tr>
<td>Total</td>
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<td>100</td>
<td>100</td>
<td>100</td>
<td></td>
</tr>
<tr>
<td>Other. Please specify:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increased</td>
<td>19</td>
<td>22</td>
<td>25</td>
<td>20</td>
<td></td>
</tr>
<tr>
<td>Decreased</td>
<td>4</td>
<td>6</td>
<td>5</td>
<td>5</td>
<td></td>
</tr>
<tr>
<td>Stayed the same</td>
<td>77</td>
<td>72</td>
<td>69</td>
<td>75</td>
<td></td>
</tr>
<tr>
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### Table 6. Mental Health Needs

<table>
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<tr>
<th>Senior Colleges</th>
<th>Community Colleges</th>
<th>LaGuardia</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Column N %</td>
<td>Column N %</td>
<td>Column N %</td>
<td>Column N %</td>
</tr>
<tr>
<td><strong>THIS SEMESTER, has your ability to do school work increased, decreased or stayed the same?</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increased</td>
<td>18</td>
<td>25</td>
<td>29</td>
</tr>
<tr>
<td>Decreased</td>
<td>54</td>
<td>40</td>
<td>36</td>
</tr>
<tr>
<td>Stayed the same</td>
<td>28</td>
<td>35</td>
<td>35</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td><strong>THIS SEMESTER, which factors have contributed to your ability to do school work? (Select all that apply.) including only those ANY CHANGE IN ability</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Changes in work hours/responsibilities</td>
<td>52</td>
<td>46</td>
<td>46</td>
</tr>
<tr>
<td>Changes in access to computer/internet/Wi-Fi</td>
<td>26</td>
<td>25</td>
<td>20</td>
</tr>
<tr>
<td>Change to distance learning</td>
<td>68</td>
<td>60</td>
<td>58</td>
</tr>
<tr>
<td>Changes in family care/responsibilities</td>
<td>42</td>
<td>38</td>
<td>36</td>
</tr>
<tr>
<td>Changes in household tasks/responsibilities</td>
<td>42</td>
<td>36</td>
<td>37</td>
</tr>
<tr>
<td>My emotional/mental state</td>
<td>73</td>
<td>62</td>
<td>55</td>
</tr>
<tr>
<td>My own physical health</td>
<td>32</td>
<td>27</td>
<td>25</td>
</tr>
<tr>
<td>Emotional mental state of others in the household</td>
<td>36</td>
<td>27</td>
<td>27</td>
</tr>
<tr>
<td>Physical health of others in the household</td>
<td>25</td>
<td>19</td>
<td>20</td>
</tr>
<tr>
<td>Changes in living arrangements</td>
<td>24</td>
<td>21</td>
<td>22</td>
</tr>
<tr>
<td>Changes in access to space to do school work</td>
<td>48</td>
<td>42</td>
<td>39</td>
</tr>
<tr>
<td>Other, Please specify:</td>
<td>6</td>
<td>6</td>
<td>6</td>
</tr>
<tr>
<td><strong>THIS SEMESTER, how often have you been bothered by any of the following problems: - Feeling nervous, anxious or on edge</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not at all</td>
<td>16</td>
<td>23</td>
<td>23</td>
</tr>
<tr>
<td>Several days</td>
<td>39</td>
<td>39</td>
<td>44</td>
</tr>
<tr>
<td>More than half the days</td>
<td>20</td>
<td>18</td>
<td>16</td>
</tr>
<tr>
<td>Nearly every day</td>
<td>26</td>
<td>19</td>
<td>17</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td><strong>THIS SEMESTER, how often have you been bothered by any of the following problems: - Not being able to stop or control worrying</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not at all</td>
<td>25</td>
<td>32</td>
<td>31</td>
</tr>
<tr>
<td>Several days</td>
<td>34</td>
<td>34</td>
<td>38</td>
</tr>
<tr>
<td>More than half the days</td>
<td>18</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Nearly every day</td>
<td>23</td>
<td>18</td>
<td>16</td>
</tr>
<tr>
<td>Total</td>
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<td>100</td>
<td>100</td>
</tr>
<tr>
<td><strong>THIS SEMESTER, how often have you been bothered by any of the following problems: - Little interest or pleasure in doing things</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not at all</td>
<td>24</td>
<td>32</td>
<td>32</td>
</tr>
<tr>
<td>Several days</td>
<td>35</td>
<td>34</td>
<td>38</td>
</tr>
<tr>
<td>More than half the days</td>
<td>18</td>
<td>17</td>
<td>16</td>
</tr>
<tr>
<td>Nearly every day</td>
<td>23</td>
<td>16</td>
<td>14</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td><strong>THIS SEMESTER, how often have you been bothered by any of the following problems: - Feeling down, depressed, or hopeless</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Not at all</td>
<td>28</td>
<td>36</td>
<td>35</td>
</tr>
<tr>
<td>Several days</td>
<td>36</td>
<td>34</td>
<td>39</td>
</tr>
<tr>
<td>More than half the days</td>
<td>16</td>
<td>14</td>
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</tr>
<tr>
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<td>20</td>
<td>15</td>
<td>15</td>
</tr>
<tr>
<td>Total</td>
<td>100</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td><strong>THIS SEMESTER, has your need for support or assistance around stress, anxiety or depression increased, decreased or stayed the same?</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Increased</td>
<td>53</td>
<td>45</td>
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<td>7</td>
</tr>
<tr>
<td>Stayed the same</td>
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