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**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)

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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

Support Services	LaGuardia		Community Colleges		Senior Colleges		Total CUNY	
	Before	After	Before	After	Before	After	Before	After
Faculty Advising	39%	31%	40%	32%	47%	27%	45%	29%
Academic Advising	51%	42%	57%	48%	64%	42%	62%	44%
Tutoring Services	29%	24%	34%	25%	33%	14%	33%	17%
Library	51%	28%	54%	25%	67%	20%	63%	21%
Career Services	18%	18%	21%	18%	26%	13%	24%	15%
Health Services	17%	8%	18%	9%	16%	5%	17%	6%
Counseling Services	16%	14%	21%	16%	19%	9%	20%	12%
Financial Aid	51%	38%	56%	41%	61%	38%	60%	39%
Bursar's Office	49%	26%	51%	29%	63%	30%	59%	30%
Transfer Services	19%	18%	19%	19%	12%	3%	26%	13%
Single Stop	13%	4%	15%	9%	16%	5%	13%	5%
Internships/Practicum Placements	9%	9%	9%	9%	12%	7%	11%	8%
Child Care	6%	2%	5%	3%	3%	2%	3%	2%

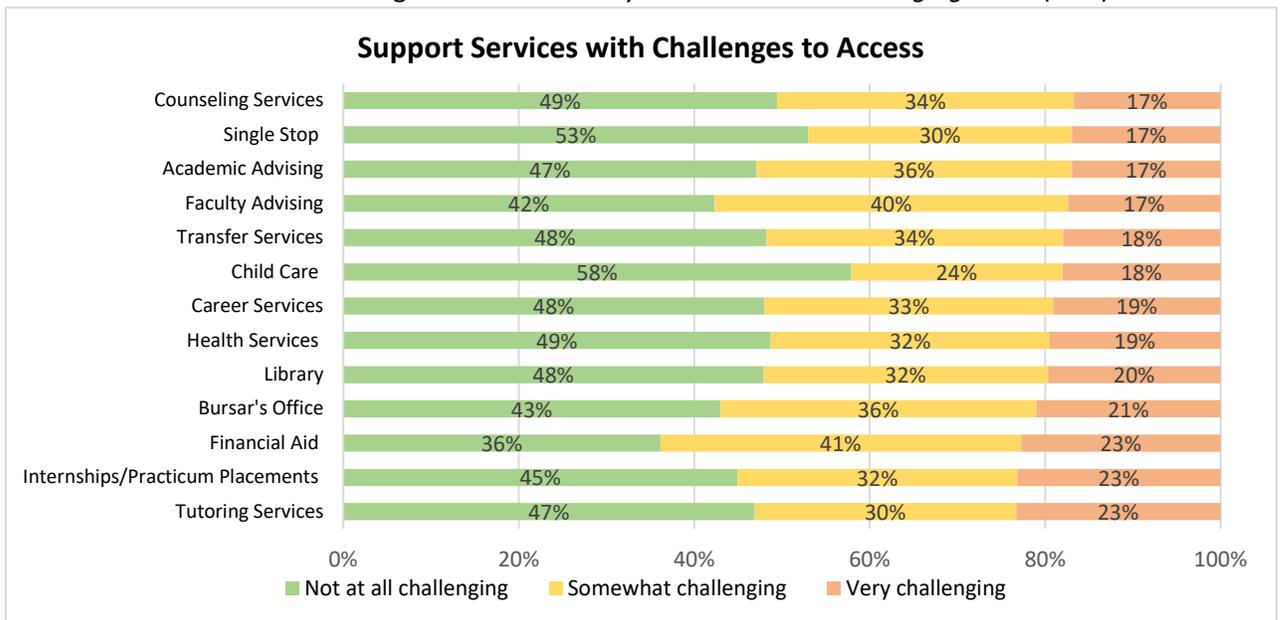
Support Services with Challenges to Access (Table 2)

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

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

- 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.

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

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.

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

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), and 3% 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 utilities 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.

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

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 present 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.

This semester changes in ability to do school work	LaGuardia	Community colleges	Senior colleges	Total CUNY
Increased	29%	25%	18%	20%
Decreased	36%	40%	54%	50%
Stayed the same	35%	35%	28%	30%
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)

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

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 a 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.

Detailed Tables - LaGuardia, Community Colleges, Senior Colleges and Total

Table 1. Support Services Usage

Which of the following support services have you used prior to distance learning (prior to Spring 2020) and after the move to distance learning (Spring 2020 and/or Fall 2020)? (Check one or both if applicable.)		SENIOR/COMMUNITY			
		Senior Colleges	Community Colleges	LaGuardia	Total
		Column N %	Column N %	Column N %	Column N %
Faculty Advising	Prior to distance learning	47	40	39	45
	With distance learning	27	32	31	29
	Have never used	40	40	35	40
Academic Advising	Prior to distance learning	64	57	51	62
	With distance learning	42	48	42	44
	Have never used	17	16	17	17
Tutoring Services	Prior to distance learning	33	34	29	33
	With distance learning	14	25	24	17
	Have never used	58	47	43	54
Library	Prior to distance learning	67	54	51	63
	With distance learning	20	25	28	21
	Have never used	23	29	22	25
Career Services	Prior to distance learning	26	21	18	24
	With distance learning	13	18	18	15
	Have never used	66	64	53	65
Health Services	Prior to distance learning	16	18	17	17
	With distance learning	5	9	8	6
	Have never used	80	75	63	79
Counseling Services	Prior to distance learning	19	21	16	20
	With distance learning	9	16	14	12
	Have never used	74	66	60	72
Financial Aid	Prior to distance learning	61	56	51	60
	With distance learning	38	41	38	39
	Have never used	23	21	19	22
Bursar's Office	Prior to distance learning	63	51	49	59
	With distance learning	30	29	26	30
	Have never used	23	31	25	26
Transfer Services	Prior to distance learning	30	19	19	26
	With distance learning	11	19	18	13
	Have never used	62	66	52	63
Single Stop	Prior to distance learning	12	15	13	13
	With distance learning	3	9	4	5
	Have never used	86	77	70	83
Internships or Practicum Placements	Prior to distance learning	12	9	9	11
	With distance learning	7	9	9	8
	Have never used	83	83	70	83
Child Care	Prior to distance learning	3	5	6	3
	With distance learning	2	3	2	2
	Have never used	96	93	75	95

Results for the follow-up question about challenges were not provided by CUNY

		SENIOR/COMMUNITY			
		Senior Colleges	Community Colleges	LaGuardia	Total
		Column N %	Column N %	Column N %	Column N %
Do you require accessibility accommodations?	Yes	8	14	12	10
	No	92	86	88	90
	Total	100	100	100	100
Which of the following ACCESSIBILITY ISSUES have been challenging for you since the transition to distance learning?	Availability of live captioning on video conferencing	21	19	17	20
	Availability of closed captioning	12	8	12	10
	Access to ASL interpreters	2	5	9	3
	Integrating captioning into Zoom	10	13	15	11
	Availability of Communication Access Real time Translation (CART) services	6	7	9	6
	Test proctoring	15	14	12	15
	Time on tests	82	79	58	81
	File conversion	10	9	6	10
	Access to assistive technology hardware	14	16	10	15
	Other. Please specify:	14	12	6	13

Table 2. Support Services Challenges - LaGuardia Community College Reponses only

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

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

CUNY did not provide tables for the challenges. Below are only LaGuardia's Data

Table 3 Support Services Help to be successful

		SENIOR/COMMUNITY			
		Senior Colleges	Community Colleges	LaGuardia	Total
		Column N %	Column N %	Column N %	Column N %
THIS SEMESTER, what would help you to be successful? (Select all that apply.) - Selected Choice Help from my instructors	Help from my instructors	62	61	53	61
	Tutoring and student centers	35	40	38	37
	Help from an academic advisor	45	40	34	43
	Financial assistance	53	54	52	53
	Help from career services	24	21	17	23
	Talking to someone about getting help with food, housing or other assistance programs.	12	14	14	13
	Talking to someone about feeling anxious, overwhelmed, sad or hopeless	41	37	33	40
	Other help. Please specify:	9	7	5	8

Table 4. Employment and Financial Needs

		SENIOR/COMMUNITY			
		Senior Colleges	Community Colleges	LaGuardia	Total
		Column N %	Column N %	Column N %	Column N %
Have you experienced a decrease in your income as a result of the COVID-19 pandemic?	I do not have a source of income/don't work	32	33	28	32
	Yes	48	48	54	48
	No	20	19	18	20
	Total	100	100	100	100
Removing those with no source of income, have you experienced a decrease in income?	Yes	71	71	75	71
	No	29	29	25	29
	Total	100	100	100	100
Has any other member of your household experienced a decrease in income as a result of the COVID-19 pandemic?	I am the only person with an income in my household	8	11	12	9
	Yes	63	59	63	62
	No	29	30	26	29
	Total	100	100	100	100
Which best describes your current employment situation? Percent based on total population.	Working full-time (at least 32 hours per week)	17	16	15	17
	Working part-time	25	23	25	25
	Temporarily terminated or laid off due to COVID-19 (expect to return to employer)	7	6	9	6
	Permanently terminated or lost position due to COVID-19, looking for work	12	11	12	12
	Unemployed prior to COVID-19, but looking for work	21	24	22	22
	Not working, not looking for work	18	19	18	18
	Total	100	100	100	100
Employment Status PERCENTS BASED ON THOSE WORKING PRIOR TO COVID	Working full-time (at least 32 hours per week)	28	29	25	28
	Working part-time	42	40	41	41
	Temporarily terminated or laid off due to COVID-19 (expect to return to employer)	11	11	15	11
	Permanently terminated or lost position due to COVID-19, looking for work	19	20	19	20
	Total	100	100	100	100
What are you currently using to supplement or replace your lost wages? (Select all that apply.)	Unemployment benefits	67	68	62	67
	Social service assistance	4	4	2	4
	Emergency grant funds	9	9	16	9
	Family support	41	37	39	40
	Other. Please specify:	10	8	7	9

Table 5. General Needs

		SENIOR/COMMUNITY			
		Senior Colleges	Community Colleges	LaGuardia	Total
		Column N %	Column N %	Column N %	Column N %
Do you currently have a regular and adequate place to sleep?	Yes	94	93	93	94
	No	6	7	7	6
	Total	100	100	100	100
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?	Not applicable	20	17	13	19
	Never	15	13	11	14
	Rarely	12	9	8	11
	Sometimes	24	27	30	25
	Usually	11	12	15	12
	Always	18	22	24	19
	Total	100	100	100	100
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? - NOT APPLICABLES REMOVED	Never	19	16	12	18
	Rarely	15	11	9	13
	Sometimes	30	33	34	31
	Usually	14	15	17	14
	Always	22	26	27	24
	Total	100	100	100	100
Has the COVID-19 pandemic increased your concern about having enough money for housing costs (of those that reported "sometimes", "usually" or "always" worrying?)	Yes	92	92	93	92
	No	8	8	7	8
	Total	100	100	100	100
Has the COVID-19 pandemic increased your concern about having enough food? (of those that reported "sometimes", "usually" or "always" worrying)	Yes	87	86	85	87
	No	13	14	15	13
	Total	100	100	100	100
Is there a food pantry on your campus?	Yes	32	42	28	35
	No	3	3	4	3
	Don't know	65	55	68	62
	Total	100	100	100	100
Have you ever used your campus food pantry?	Yes	15	16	16	15
	No	84	83	82	83
	Don't know	1	2	2	1
	Total	100	100	100	100
Would you use the food pantry if your college had one?	Yes	28	30	30	29
	No	25	20	19	23
	Unsure	47	50	51	48
	Total	100	100	100	100
How satisfied were you with your experience at the food pantry?	Very dissatisfied	1	1	0	1
	Dissatisfied	3	2	0	3
	Neither satisfied nor dissatisfied	15	17	18	16
	Satisfied	39	40	54	40
	Very satisfied	41	40	29	41
	Total	100	100	100	100
Why didn't you use the food pantry on campus? (check all that apply)	I do not need food from the pantry.	72	65	66	69
	Pantry hours are inconvenient.	8	10	4	9
	Pantry location is inconvenient.	16	17	16	16
	Pantry's supply of food is not adequate.	2	3	3	2
	Other. Please specify:	9	14	16	11

Compared to before the start of the COVID-19 pandemic, has your need for support or assistance around the following changed?		SENIOR/COMMUNITY			
		Senior Colleges	Community Colleges	LaGuardia	Total
		Column N %	Column N %	Column N %	Column N %
Food	Increased	24	26	28	25
	Decreased	5	7	7	5
	Stayed the same	72	67	64	70
	Total	100	100	100	100
Housing (e.g., rent, mortgage)	Increased	31	34	37	32
	Decreased	4	5	4	4
	Stayed the same	65	61	59	64
	Total	100	100	100	100
Child Care	Increased	7	10	12	8
	Decreased	4	7	6	5
	Stayed the same	89	82	82	87
	Total	100	100	100	100
Utilities	Increased	32	33	35	32
	Decreased	3	4	5	4
	Stayed the same	65	63	60	64
	Total	100	100	100	100
General Living Expenses	Increased	43	45	48	44
	Decreased	5	7	8	6
	Stayed the same	52	49	44	51
	Total	100	100	100	100
Other. Please specify:	Increased	19	22	25	20
	Decreased	4	6	5	5
	Stayed the same	77	72	69	75
	Total	100	100	100	100

Table 6. Mental Health Needs

		SENIOR/COMMUNITY			
		Senior Colleges	Community Colleges	LaGuardia	Total
		Column N %	Column N %	Column N %	Column N %
THIS SEMESTER, has your ability to do school work increased, decreased or stayed the same?	Increased	18	25	29	20
	Decreased	54	40	36	50
	Stayed the same	28	35	35	30
	Total	100	100	100	100
THIS SEMESTER, which factors have contributed to your ability to do school work? (Select all that apply.) including only those ANY CHANGE IN ability	Changes in work hours/responsibilities	52	46	46	51
	Changes in access to computer/internet/Wi-Fi	26	25	20	25
	Change to distance learning	68	60	58	65
	Changes in family care/responsibilities	42	38	36	41
	Changes in household tasks/responsibilities	42	36	37	40
	My emotional/mental state	73	62	55	70
	My own physical health	32	27	25	30
	Emotional mental state of others in the household	36	27	27	33
	Physical health of others in the household	25	19	20	24
	Changes in living arrangements	24	21	22	23
	Changes in access to space to do school work	48	42	39	46
Other. Please specify:	6	6	6	6	
THIS SEMESTER, how often have you been bothered by any of the following problems: - Feeling nervous, anxious or on edge	Not at all	16	23	23	18
	Several days	39	39	44	39
	More than half the days	20	18	16	19
	Nearly every day	26	19	17	24
	Total	100	100	100	100
THIS SEMESTER, how often have you been bothered by any of the following problems: - Not being able to stop or control worrying	Not at all	25	32	31	27
	Several days	34	34	38	34
	More than half the days	18	15	15	17
	Nearly every day	23	18	16	21
	Total	100	100	100	100
THIS SEMESTER, how often have you been bothered by any of the following problems: - Little interest or pleasure in doing things	Not at all	24	32	32	27
	Several days	35	34	38	35
	More than half the days	18	17	16	18
	Nearly every day	23	16	14	20
	Total	100	100	100	100
THIS SEMESTER, how often have you been bothered by any of the following problems: - Feeling down, depressed, or hopeless	Not at all	28	36	35	31
	Several days	36	34	39	36
	More than half the days	16	14	12	15
	Nearly every day	20	15	15	18
	Total	100	100	100	100
THIS SEMESTER, has your need for support or assistance around stress, anxiety or depression increased, decreased or stayed the same?	Increased	53	45	45	50
	Decreased	5	7	7	6
	Stayed the same	42	47	48	44
	Total	100	100	100	100