

## 2016 CUNY Student Experience Survey Highlights

The Student Experience survey is administered by the City University Office of Institutional Research and Assessment every other year. These results are from the survey sent online to every CUNY student during spring 2016. The response rate for LaGuardia students was 13.6%, higher than the university average and included 1,597 LaGuardia students.

Detailed results are available at:

<http://www2.cuny.edu/about/administration/offices/oira/institutional/surveys/>. The following highlights refer to the tables created “by college” (LaGuardia).

- LaGuardia has a higher proportion of Hispanic and Asian students and a lower proportion of Black students than the average CUNY community college (Table 1: Profile of Undergraduates).
- Compared to the average at CUNY community colleges, LaGuardia students have a slightly higher household income, smaller family size and are more likely to be independent of their parents (Table 2: Socio-Economic Status).
- 8% of our students live with children, while 15% support children, and 85% of those supporting children do not use our Child Development Center, while 37% pay someone outside the home for child care (Table 3: Household Composition by College).
- 20% of our students spend more than 10 hours per week commuting and 54% report not having a job (Table 4: Use of time, full-time students).
- Almost no students are dissatisfied with computer labs services, while 42% use campus computers because they have no printer at home (Table 5: Use of Technology).
- Students agree or strongly agree that LaGuardia should offer more evening courses (43%), more weekend courses (36%), more fully online courses (34%) and more hybrid courses (43%) (Table 6a: Course Offerings).
- 20% of students were not able to register for every course, and, of these, 19% because the course was not offered and 34% because there were no seats. While 41% would like to take a course at another CUNY college, 58% did not know they could with ePermit (Table 6b: Course Availability and ePermit).
- 57% of students said they did not have time for Experiential Learning Opportunities (Table 7: ELO).

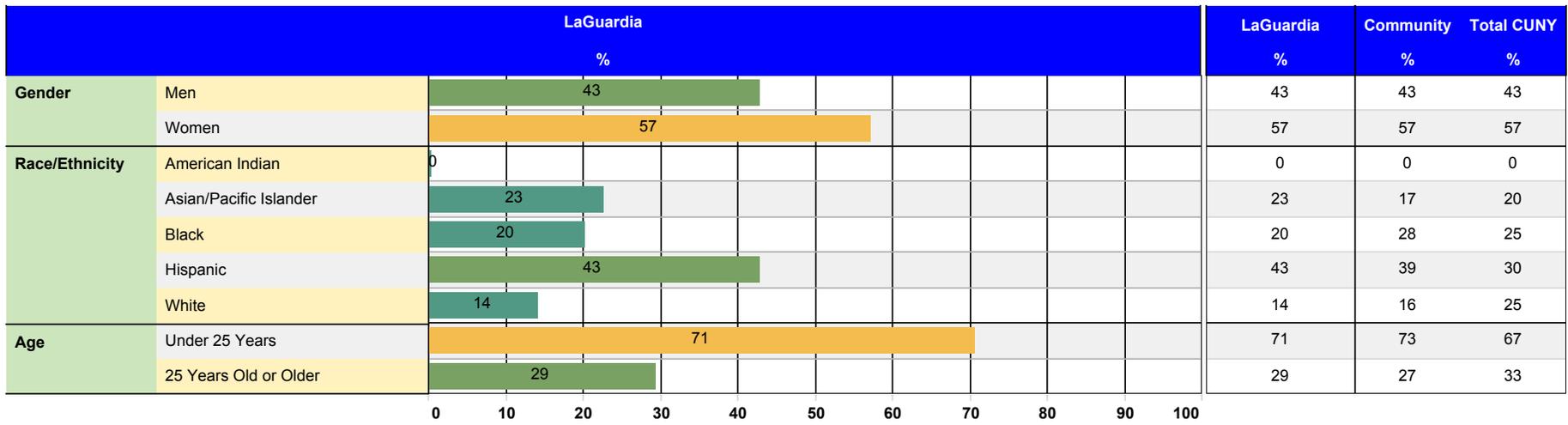
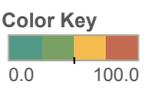
- Only 15% disagreed or strongly disagreed that LaGuardia provides adequate advisement in choosing a major and only 13% disagreed or strongly disagreed that LaGuardia clearly communicates degree requirements (Table 8: College Expectations and Experiences).
- Dissatisfied/Very Dissatisfied levels varied between 13% and 15% on advising generally and advisor's knowledge, availability and helpfulness. Dissatisfaction levels for tutoring were only 5%, while for learning labs were 6% (Table 9a: Satisfaction with Academic Support Services).
- Student health services received satisfaction or higher ratings by 62% of the students, higher than the CUNY score of 56%. Child Care and International Student Services were also rated slightly higher than the CUNY community college averages. All other student services were in line with the CUNY ratings (Table 9b: Satisfaction with Student Services).
- 48% of students are not working. Of these 43% would like to work, but cannot find a job. Of these, 26% will have to quit school if they don't find work. 28% of working students spend 35 or more hours on the job, while 55% spend more than 20 hours (Table 10: Work Details).
- 35% of LaGuardia respondents transferred from another college, while only 27% of respondents from all CUNY CCs did so. While 23% of CUNY community college transfers came from another community college, 28% of LaGuardia's came from a CC.

Nathan Dickmeyer  
Institutional Research & Assessment  
November 1, 2016

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**College**  
 LaGuardia

**Sector**  
 Community  
 Senior

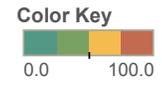


\*Based on all undergraduates enrolled in Spring 2016.

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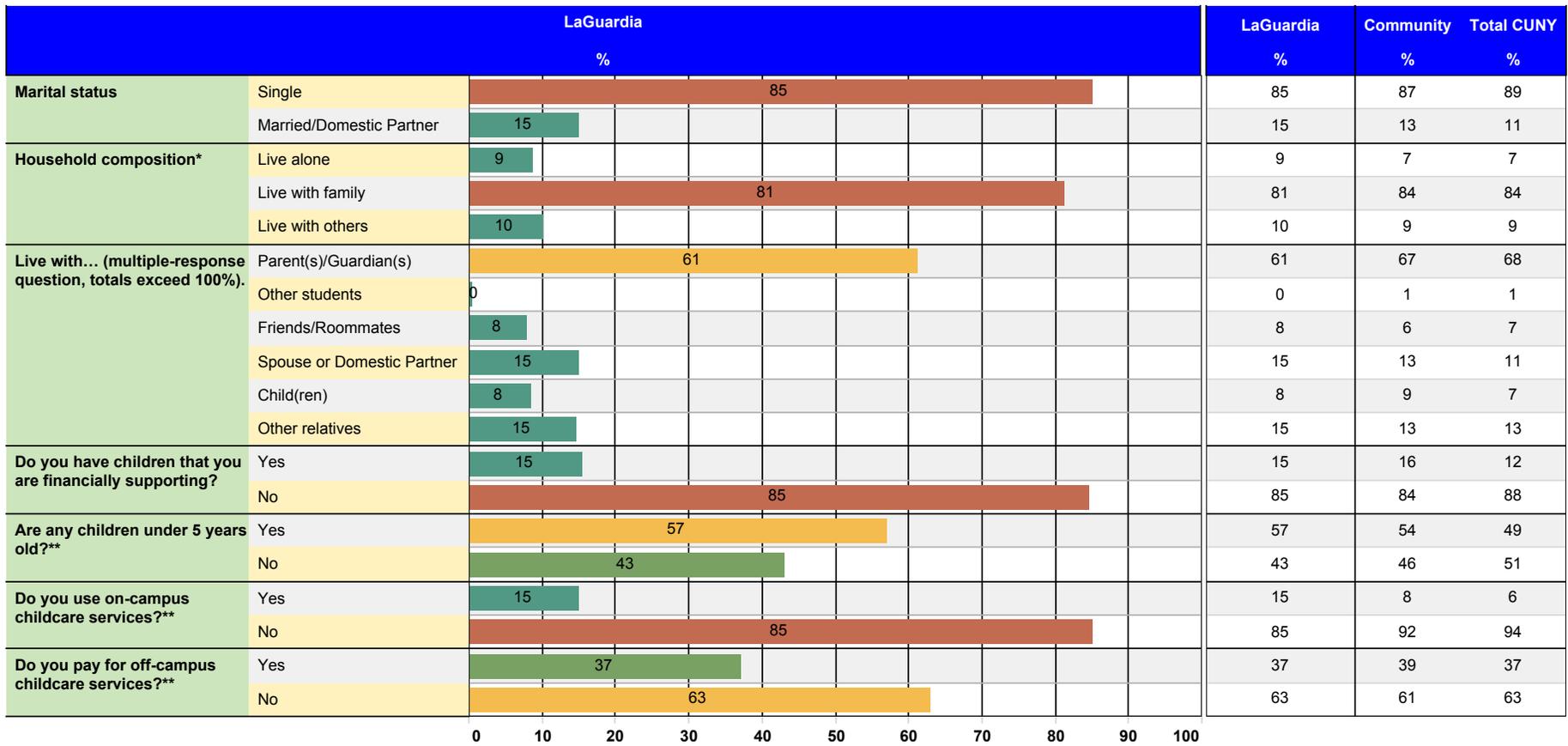
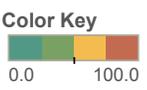


		LaGuardia							LaGuardia	Community	Total CUNY
		%							%	%	%
<b>Household Income</b>	Less than \$10,000								24	26	19
	\$10,000 to \$14,999								15	16	13
	\$15,000 to \$19,999								12	11	10
	\$20,000 to \$24,999								11	10	10
	\$25,000 to \$29,999								8	7	7
	\$30,000 to \$34,999								7	6	7
	\$35,000 to \$39,999								5	5	5
	\$40,000 to \$49,999								6	6	7
	\$50,000 to \$59,999								4	4	5
	\$60,000 to \$69,999								3	3	4
	\$70,000 to \$79,999								2	2	3
	\$80,000 to \$89,999								2	1	2
	\$90,000 to \$99,999								1	1	2
\$100,000 or higher								1	2	5	
<b>Low Income</b>	Less than 20k								51	53	42
	More than 20k								49	47	58
	Less than 30k								71	71	60
	More than 30k								29	29	40
<b>Family size</b>	One								10	8	8
	Two								20	18	17
	Three								23	24	23
	Four								23	22	25
	Five or more								24	27	27
<b>Financially dependent</b>	Fully dependent								36	39	41
	Partially dependant								25	26	27
	Not dependant								38	35	32
<b>Highest level of education by Parent/Gaurdian</b>	Post-graduate or professional degree								10	8	12
	College degree								22	23	28
	Some college								19	17	16
	High school diploma								31	32	27
	Some high school								8	10	9
	8th grade or less								10	10	9
<b>Legacy</b>	Siblings who attended college								45	46	51
	Sibilings with a college degree								36	33	37
	First generation in college								50	52	45

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LaGuardia

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 Senior



\*Students who report living with family members and with others are counted as 'Live with family members'.

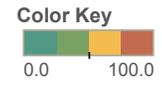
\*\*Consist of only students who have children they are financially supporting.

**2016 Student Experience Survey:**  
**Table 4: Use of time (full-time students) by College**

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**College**  
LaGuardia

**Sector**  
 Community  
 Senior



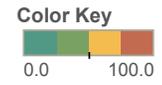
		LaGuardia								LaGuardia	Community	Total CUNY	
		%								%	%	%	
<b>Attending classes and labs</b>	0 hours per week	1									1	2	2
	1 to 5 hours per week	17									17	15	11
	6 to 10 hours per week	22									22	23	26
	11 to 20 hours per week	49									49	47	49
	Over 20 hours per week	12									12	13	12
<b>Studying or performing other academic activities</b>	0 hours per week	3									3	2	2
	1 to 5 hours per week	42									42	41	36
	6 to 10 hours per week	34									34	33	35
	11 to 20 hours per week	15									15	16	18
	Over 20 hours per week	6									6	7	9
<b>Participating in student activities</b>	0 hours per week	62									62	63	60
	1 to 5 hours per week	30									30	29	30
	6 to 10 hours per week	5									5	5	6
	11 to 20 hours per week	2									2	2	2
	Over 20 hours per week	1									1	1	1
<b>Participating in CUNY-wide activities</b>	0 hours per week	62									62	62	66
	1 to 5 hours per week	33									33	32	29
	6 to 10 hours per week	3									3	3	3
	11 to 20 hours per week	1									1	1	1
	Over 20 hours per week	1									1	1	1
<b>Participating in internships or other applied learning</b>	0 hours per week	72									72	72	68
	1 to 5 hours per week	17									17	17	17
	6 to 10 hours per week	6									6	6	7
	11 to 20 hours per week	3									3	4	6
	Over 20 hours per week	2									2	2	3
<b>Providing care for other people</b>	0 hours per week	33									33	32	33
	1 to 5 hours per week	27									27	27	29
	6 to 10 hours per week	16									16	15	16
	11 to 20 hours per week	8									8	9	8
	Over 20 hours per week	15									15	16	13
<b>Doing volunteer work</b>	0 hours per week	69									69	66	66
	1 to 5 hours per week	22									22	24	24
	6 to 10 hours per week	6									6	6	6
	11 to 20 hours per week	2									2	2	2
	Over 20 hours per week	2									2	2	2
<b>Commute to and from campus</b>	0 hours per week	6									6	6	5
	1 to 5 hours per week	43									43	43	41
	6 to 10 hours per week	31									31	28	31
	11 to 20 hours per week	13									13	14	15
	Over 20 hours per week	7									7	8	7
<b>This semester, do you have a job that pays you for your work?</b>	Yes	46									46	45	48
	No	54									54	55	52
<b>Working for pay</b>	Not working for pay	54									54	55	52
	0 hours	0									0	1	1
	1-20 hours	23									23	25	28
	21-34 hours	12									12	11	12
	35 or more hours	10									10	8	7

0 10 20 30 40 50 60 70 80 90 100

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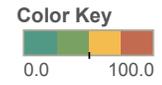


		LaGuardia				LaGuardia	Community	Total CUNY
		%				%	%	%
<b>This semester, have you used computer labs on campus?</b>	Yes	82				82	80	78
	No	18				18	20	22
<b>Why did you use computer labs on-campus? (multiple-response question, totals exceed 100%)</b>	I do not have a computer at home.	9				9	10	7
	I do not have a printer at home.	42				42	43	37
	I do not have internet service at home.	6				6	6	4
	I do not have the required computer programs at home.	14				14	15	16
	It is more convenient to complete my work on campus.	53				53	54	59
	Other	21				21	19	21
<b>Satisfaction with on-campus computer labs services.</b>	Very Satisfied	48				48	45	35
	Satisfied	38				38	40	44
	Neutral	13				13	13	16
	Dissatisfied	1				1	2	4
	Very Dissatisfied	1				1	1	1

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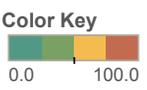


		LaGuardia										LaGuardia	Community	Total CUNY
		%										%	%	%
<b>I would like my college to offer courses with fewer students.</b>	Strongly Agree	14										14	14	16
	Agree	26										26	24	25
	Neutral	45										45	45	43
	Disagree	12										12	14	12
	Strongly Disagree	3										3	4	3
<b>I would like my college to offer more courses in the evening.</b>	Strongly Agree	19										19	19	19
	Agree	24										24	25	25
	Neutral	45										45	45	43
	Disagree	10										10	9	10
	Strongly Disagree	3										3	3	4
<b>I would like my college to offer more courses on the weekend.</b>	Strongly Agree	17										17	15	16
	Agree	19										19	20	18
	Neutral	47										47	46	45
	Disagree	13										13	13	14
	Strongly Disagree	4										4	6	7
<b>I would like my college to offer more fully online courses.</b>	Strongly Agree	14										14	16	18
	Agree	20										20	20	22
	Neutral	35										35	37	35
	Disagree	21										21	17	15
	Strongly Disagree	10										10	9	9
<b>I would like my college to offer more hybrid courses.</b>	Strongly Agree	15										15	15	17
	Agree	28										28	27	28
	Neutral	37										37	38	35
	Disagree	14										14	13	13
	Strongly Disagree	7										7	7	7

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		LaGuardia								LaGuardia	Community	Total CUNY
		%								%	%	%
<b>This semester, were you able to register for every course...</b>	Yes	80								80	79	70
	No	20								20	21	30
<b>I could not register for...* (multiple-response question, totals exceed 100%)</b>	a course that would have satisfied a "General Education" (distribution or core) requirement.	23								23	28	30
	a course required to enter my major.	29								29	27	29
	a course required for my major itself.	39								39	39	47
	a course required to graduate.	17								17	24	22
	an elective course (neither a "General Education" nor major requirement).	21								21	19	18
<b>I was not able to register for the course because...**,**</b>	The course was not offered at all this semester.	19								19	13	14
	The course was offered, but no seats were available when I registered.	34								34	40	49
	Seats were available, but not when I was able to take the class.	17								17	18	16
	Seats were available, but not when I wanted to take the class.	10								10	9	7
	I could not get the necessary permission to take the class.	20								20	19	14
<b>I want to take a course at another CUNY college.</b>	Yes	41								41	41	38
	No	59								59	59	62
<b>I have taken a course using the ePermit.</b>	Yes	3								3	4	6
	No	97								97	96	94
<b>ePermit process</b>	I found the process for registering for the course to be reasonably simple and straight-forward.	69								69	72	64
	I did not find the process to be reasonably simple and straight-forward.	31								31	28	36
<b>Did not use ePermit because... response question, totals exceed 100%</b>	I did not know I could take a course at another CUNY college.	58								58	54	44
	I did not know who to talk to at my college for help.	20								20	20	26
	I have not heard of the ePermit system.	51								51	48	39
	I tried to take a course using the ePermit system but was not allowed.	2								2	3	5
	Other	11								11	14	22

\*Consist of only students who were not able to register for every course this semester.  
 \*\*If more than one course was selected in the preceding item, respondents were asked to answer this question for the first type of course selected.

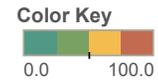


**2016 Student Experience Survey:**  
**Table 7: Experiential Learning Opportunities (ELO) by College**

Select a college and sector to update the data displayed.

**College**  
LaGuardia

**Sector**  
 Community  
 Senior



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		LaGuardia								LaGuardia	Community	Total CUNY
		%								%	%	%
<b>My college encourages me to participate in internships, community service, study abroad and other opportunities.</b>	Strongly Agree									20	22	20
	Agree									36	33	35
	Neutral									28	29	29
	Disagree									10	10	11
	Strongly Disagree									5	5	5
<b>ELO Participation (multiple-response question, totals exceed 100%)</b>	internships									13	13	18
	cooperative education									4	4	4
	service learning/community service									8	13	15
	clinical preparation/practicum									4	4	4
	research/field study									12	13	17
	campus or university-based work and/or leadership									11	10	12
	civic engagement									2	4	4
	study abroad									2	2	3
I have not participated in any of the above.									65	64	57	
<b>I have not participated in any of the above because... (multiple-response question, totals exceed 100%)</b>	I did not receive information about opportunities.									36	32	29
	I was not interested in any of the opportunities offered.									10	13	15
	I did not have time to participate.									57	58	61
	Other									13	14	14
<b>Indicate the way in which you prefer to communicate with your college about...</b>												
<b>Educational Opportunities</b>	Personal Email									37	31	27
	Campus Email									42	46	53
	Text Messages									4	3	3
	Social Networking									1	1	1
	BlackBoard									4	4	4
	In-Person									11	12	11
	Phone Call									2	2	2
<b>Job/Career Opportunities</b>	Personal Email									44	42	38
	Campus Email									36	36	43
	Text Messages									3	3	3
	Social Networking									1	1	1
	BlackBoard									1	1	1
	In-Person									11	13	11
Phone Call									3	4	3	

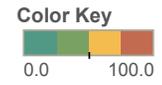


**2016 Student Experience Survey:**  
**Table 8: College Expectations and Experiences at CUNY**  
**by College**

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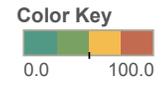
		LaGuardia								LaGuardia	Community	Total CUNY
		%								%	%	%
<b>Overall social experience</b>	Very Satisfied									21	21	15
	Satisfied									43	43	38
	Neutral									29	29	32
	Dissatisfied									5	5	11
	Very Dissatisfied									2	2	4
<b>Overall academic experience</b>	Very Satisfied									27	25	20
	Satisfied									54	52	52
	Neutral									16	18	21
	Dissatisfied									2	3	6
	Very Dissatisfied									1	1	2
<b>Value of your education for the price you are paying</b>	Very Satisfied									23	25	22
	Satisfied									38	37	37
	Neutral									27	27	27
	Dissatisfied									9	9	10
	Very Dissatisfied									2	3	4
<b>Would choose to attend current college if to start over</b>	Definitely yes									40	37	31
	Probably yes									30	32	32
	Not sure									17	17	18
	Probably not									9	10	12
	Definitely not									3	5	6
<b>Primary means of commuting</b>	Subway									86	60	66
	Bus									8	29	19
	Driving/car pool									4	7	7
	Bicycle									0	0	1
	Walking									1	3	3
	Railroad									1	1	3
	Ferry									0	0	1
<b>My college provides adequate advisement in choosing a major.</b>	Strongly Agree									22	22	18
	Agree									37	36	33
	Neutral									26	26	28
	Disagree									10	10	13
	Strongly Disagree									5	6	8
<b>My college clearly communicates degree requirements.</b>	Strongly Agree									26	25	21
	Agree									40	39	38
	Neutral									22	23	22
	Disagree									8	9	12
	Strongly Disagree									5	4	7

**2016 Student Experience Survey:**  
**Table 9a: Satisfaction with Academic Support Services by College**

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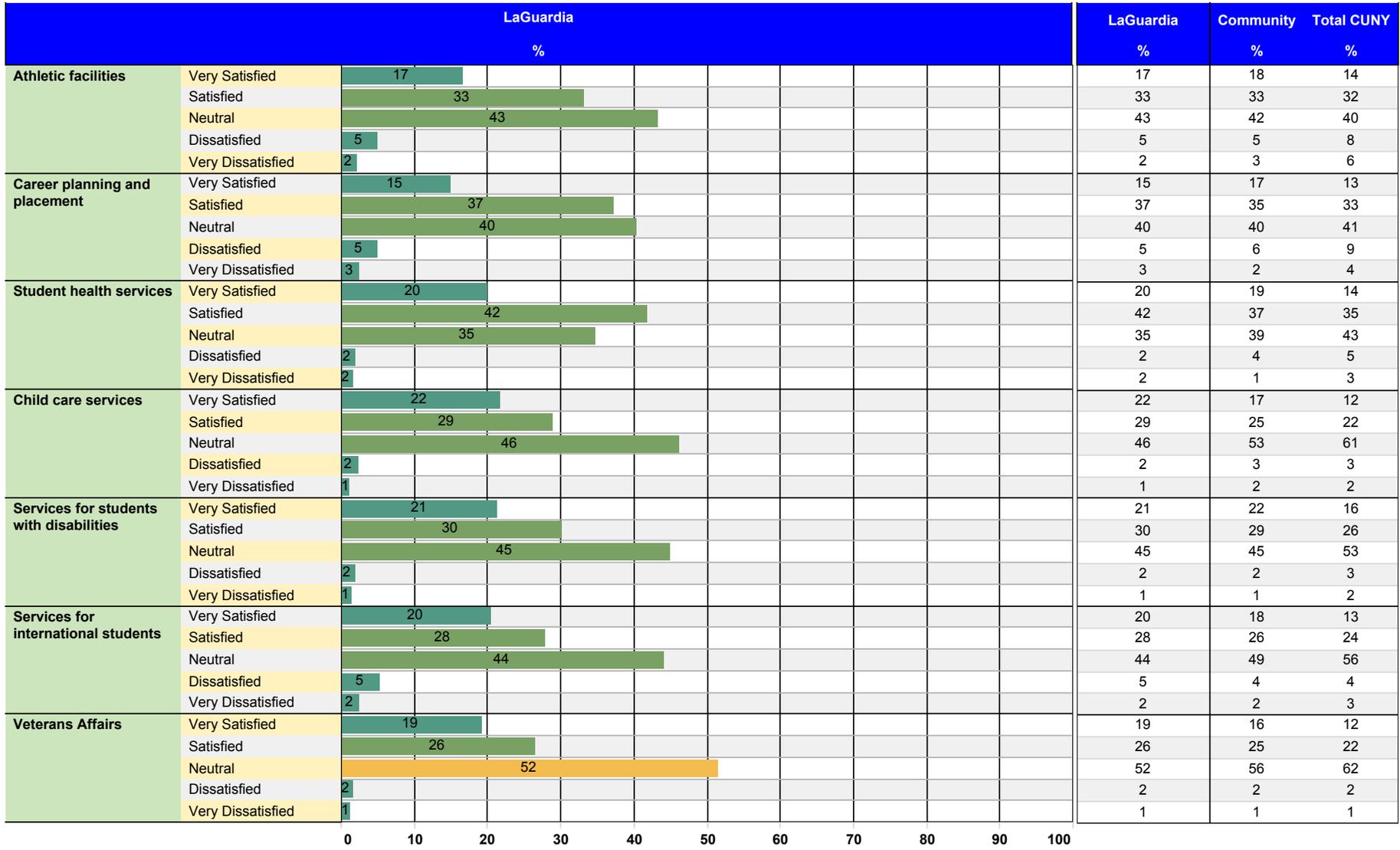
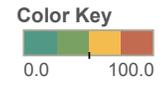
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		LaGuardia								LaGuardia	Community	Total CUNY
		%								%	%	%
<b>Academic advising, in general</b>	Very Satisfied	21								21	24	19
	Satisfied	41								41	40	38
	Neutral	24								24	22	24
	Dissatisfied	8								8	8	11
	Very Dissatisfied	5								5	5	7
<b>Advisor's knowledge</b>	Very Satisfied	21								21	25	21
	Satisfied	40								40	40	39
	Neutral	24								24	22	25
	Dissatisfied	10								10	8	10
	Very Dissatisfied	4								4	4	5
<b>Advisor's availability</b>	Very Satisfied	18								18	23	17
	Satisfied	38								38	37	35
	Neutral	29								29	26	28
	Dissatisfied	10								10	9	13
	Very Dissatisfied	5								5	5	7
<b>Advisor's helpfulness</b>	Very Satisfied	23								23	27	22
	Satisfied	40								40	38	38
	Neutral	24								24	23	25
	Dissatisfied	9								9	8	10
	Very Dissatisfied	5								5	4	6
<b>Tutoring services</b>	Very Satisfied	26								26	27	20
	Satisfied	41								41	38	35
	Neutral	28								28	28	34
	Dissatisfied	3								3	5	7
	Very Dissatisfied	2								2	3	4
<b>Learning labs</b>	Very Satisfied	27								27	26	19
	Satisfied	39								39	39	37
	Neutral	28								28	29	36
	Dissatisfied	4								4	3	5
	Very Dissatisfied	2								2	2	3

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**College**  
LaGuardia

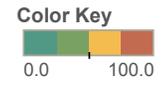
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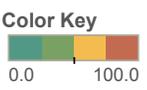


		LaGuardia								LaGuardia	Community	Total CUNY
		%								%	%	%
<b>This semester, are you working for pay?</b>	Yes									52	50	53
	No									48	50	47
<b>Those not working for pay: Why are you not working for pay? (multiple-response question, totals exceed 100%)</b>	I want to work, but could not find a job.									43	48	47
	I want to devote more time to my school work.									52	52	54
	I do not need the money from a job.									2	2	4
	Other									13	11	11
<b>If I cannot find a job soon, I will not be able to afford to continue college.</b>	Definitely not true									11	13	15
	Not true									28	29	31
	Not sure									35	36	34
	True									17	13	13
	Definitely true									9	8	7
<b>Those working for pay: Over the past 7 days, how many hours have you spent working for pay?</b>	0 hours									1	1	1
	1-10 hours									17	17	18
	11-20 hours									27	30	31
	21-34 hours									27	24	24
	35 or more hours									28	27	26
<b>Those working for pay: Hours worked for pay.</b>	Less than 20 hours									45	48	50
	More than 20 hours									55	52	50
<b>Why are you working for pay? (multiple-response question, totals exceed 100%)</b>	To pay for tuition/fees									54	48	55
	To pay for living expenses									83	82	79
	To pay for social activities									32	31	39
	To explore career path									20	20	24
	Other									18	20	19
<b>Working for pay has affected my academic performance.</b>	Very positively									17	17	13
	Somewhat positively									20	21	20
	Neither positively nor negatively									31	28	30
	Somewhat negatively									27	28	31
	Very negatively									4	5	5

Select a college and sector to update the data displayed.

**College**  
 LaGuardia

**Sector**  
 Community  
 Senior



		LaGuardia				LaGuardia	Community	Total CUNY
		%				%	%	%
<b>Before you started studying at your current college, had you ever attended another college?</b>	Yes, I transferred from another college.					35	27	43
	No, I am a first-time college student.					65	73	57
<b>Those that transferred from another college: Did you earn a degree before transferring?</b>	Yes					19	17	48
	No					81	83	52
<b>Which of the following most accurately describes your transfer plan?</b>	When I first started in college, I did not expect to transfer.					75	77	48
	I always planned to transfer to a different school.					25	23	52
<b>What type of college did you transfer from?</b>	A CUNY community college					28	23	43
	A non-CUNY community college					22	23	16
	A CUNY senior college					26	28	19
	A non-CUNY senior college					25	26	22
<b>What was your main reason for transferring? My current college...</b>	offers a degree or major that my former college did not.					24	19	37
	has a better academic reputation.					9	9	19
	offers courses that are easier to get into.					5	4	2
	is more conveniently-located to home or work.					20	23	14
	is more affordable than my former college.					14	17	11
	Other					28	27	17