

## 2022 CUNY Student Experience Survey

The Student Experience Survey (SES) is typically administered biennially by the City University of New York (CUNY) Office of Institutional Research and Assessment. Note that the Spring 2022 survey instrument is similar to the SES 2018 survey, focusing on students' college experience, courses, facilities, services and needs, while in 2020 CUNY administered a survey that focused on distance learning and the impact of the pandemic on student needs, instead of administering a SES survey. The 2022 survey was sent online to a 50% sample of all CUNY undergraduate students. At LaGuardia, 510 students responded, resulting in a response rate of 13.4%, higher than the overall CUNY response rate (10.9%) and similar to the response rate of all community colleges (12.7%).

The following report compares LaGuardia with all community colleges and total CUNY. Detailed tables are provided in the appendix. Additionally, when available, the pre-pandemic 2018 results are compared to the 2022 results. Please note, however, that many of the 2018 survey questions were either not asked or modified in 2022 and consequently not comparable.

### **Executive summary**

Overall, LaGuardia's respondents were satisfied with their experiences, courses and services, typically at similar rates compared to all community colleges. While the 2022 responses at LaGuardia are generally comparable to those of 2018, use of services is considerably lower (-65% for campus labs, -56% for the bookstore, -40% for library, -45% for faculty advising, -23% for non-faculty advising and tutoring services). However, satisfaction for those who used the services was similar to the 2018 ratings, with the ratings of adequate resources notably higher – probably because the addition of remote services as a result of the pandemic services makes them more accessible.

- Most of LaGuardia respondents indicated they were satisfied with their academic experience (78%), the value of their education for the price (67%) and social experience (59%), and three-quarters would have chosen LaGuardia if they could start over again. Their responses are similar to all community colleges and higher than CUNY overall. Compared to 2018, slightly lower proportions indicated they were satisfied with their overall academic experience and the value of their education (-4% for both) and social experience (-6%) although similar proportions indicated that they would choose LaGuardia again (+2%).
- Close to half of LaGuardia's respondents worked for pay, and over half (54%) of those who work reported working more than 20 hours a week (28% of them 35 hours or more) – these proportions are similar to CUNY's. The most mentioned reasons for working were: “to pay for living expenses” (81%), “to support my household/family” (64%) and “to pay for tuition/fees” (50%). Compared to all community colleges, more LaGuardia students pay for expenses (+6%) and tuition and fees (+5%) and fewer for supporting their family (-4%).
- Most students (57%) indicated that they expected to complete their current degree in 2 years and 85% expected it in 3 years or less – the results are similar to all community colleges and to 2018. Over one third (37%) expected to take 15 credits or more per semester, compared to 27% in all community colleges, although the proportions expecting to take 12 or more credits are similar (around 60%). In 2018, 85% expected to take 12 credits or more, 41% 15 or more credits, and only 18% planned to take less than 12 credits (compared to 40% in 2022). The

most important reasons for not taking 15 credits were: no time due to “*work and/or family obligations*” (38%), and “*An additional course would have been too much work*” (36%).

- While only 27% of LaGuardia’s respondents reported taking fully online courses and 40% reported taking classes fully in-person, two-thirds indicated that they would like the college to offer more fully-online classes and only 28% would like more fully in-person classes offered. At all community colleges, 31% took fully-online courses, 30% fully in-person courses, and 66% would like the college to offer more online course. Over 40% of LaGuardia’s respondents would like to have evening courses and a third would like to have weekend courses.
- Close to a quarter (23%) of LaGuardia’s respondents indicated that they could not register for every course they wanted. The main reason selected was “*the course was offered only in-person while they wanted to attend online*” (41%). The majority of respondents (59%) who could not register, indicated it was a course required for their major, a considerably higher proportion compared to the other reasons.
- The vast majority of LaGuardia respondents (71%) did not participate in any experiential learning opportunities, with more than half indicating they did not have time to participate. Most of those who participated, had internships (paid or unpaid), research or field study and campus-based work – the results are similar to 2018. Sixty-two percent of LaGuardia respondents indicated that their college encouraged their participation, which is similar to all community colleges and slightly higher than CUNY overall.
- The majority of LaGuardia students agreed that their college provided clearly communicated requirements for the degree they pursue (71%), adequate access to career-related information (67%), adequate advisement in choosing a major (61%), adequate preparation for the workforce and careers (61%), and adequate advisement in choosing a career (57%) - all at similar or slightly lower rates compared to all community colleges.
- Close to a quarter of respondents at LaGuardia and all institutions reported they spent more than 10 hours a week studying. As for course modality, 24% of the LaGuardia respondents reported they spent more than 10 hours a week attending classes in-person, higher than all community colleges (16%) and CUNY overall (18%). The proportion of respondents attending classes online for more than 10 hours was considerably smaller (8% at LaGuardia and all community colleges, and 7% overall). About three-quarters of LaGuardia respondents spent some time providing care for other people - with about one fifth doing so for 35 hours a week or more. The results are slightly higher than at the other CUNY institutions.
- The services used by most respondents were financial aid (62%), followed by the library (51%), non-faculty academic advisement (40%), tutoring services (30%), faculty advisement (22%), campus labs (20%), and the bookstore (19%). At least 80% of LaGuardia respondents were satisfied with their services, agreed that staff were knowledgeable and the services had adequate resources. Most students were also satisfied with their classrooms, common study space, social space and cafeteria, but fewer indicated that the athletic facilities space was sufficient to meet their needs (69%, compared to 88% at all community colleges and 80% overall). Compared to 2018, there are considerable improvements for services having adequate resources.

## Detailed Findings

### Childcare, Food and Housing Insecurities

Comparable proportions at LaGuardia and other community colleges reported having dependent children. However, slightly higher proportions at LaGuardia reported having children under 5 and using the on-campus daycare. Finally, the vast majority of respondents were satisfied with the daycare. Compared to 2018 fewer respondents have children under 5 (-11%), and use the daycare (-9%).

	LaGuardia	All Community Colleges	Total CUNY
Financially support children	17%	18%	13%
If have Children under 5	54%	51%	50%
<b>For those with children under 5</b>			
Use on-campus daycare	11%	7%	5%
If use daycare:			
Very Satisfied	41%	28%	32%
Satisfied	59%	65%	62%

Comparable proportion of respondents at LaGuardia and CUNY reported that in the past 12 months, often the food they bought did not last and that they could not afford a balanced meal. However, only about 6% of the LaGuardia indicated that they use their college food pantry – a rate comparable to CUNY. About 40% of LaGuardia and community college respondents reported in the past 12 months they had rent or mortgage increase that made it difficult to pay and about a quarter were unable to pay their rent or mortgage (the questions were modified from 2018, so comparisons are not possible).

In the past 12 months	LaGuardia	All Community Colleges	Total CUNY
Often the food bought just didn't last and didn't have money to get more	11%	10%	9%
Often couldn't afford to eat balanced meals	13%	11%	10%
Cut size of meals or skip meals because there wasn't enough money	23%	20%	19%
Used the food pantry	6%	9%	7%
Had rent or mortgage increase that made it difficult to pay	41%	38%	34%
Unable to pay or underpaid your rent or mortgage	29%	26%	21%
moved in with other people, even for a little while, because of financial problem	17%	15%	13%
have an account default or go into collections	13%	12%	10%
Have not paid the full amount of gas, oil or electricity bill	19%	17%	19%
Have been homeless	3%	5%	3%

### Mental health issues and needs

About a third of LaGuardia respondents reported mental health issues such as feeling anxious, uncontrollable worrying, little interest in things or feeling depressed over the last two weeks – similar proportion to their CUNY peers. Around a third of the respondents also reported that in the last year they had experiences that were so frightening and upsetting that they had nightmares, tried to avoid

similar situations, or felt numb or detached. However, only about 10% tried to talk to a “CUNY trained student such as peer educator, navigator or advocate” about getting help for their physical or mental issues. Finally, 81% have health insurance and 75% have a regular health care provider.

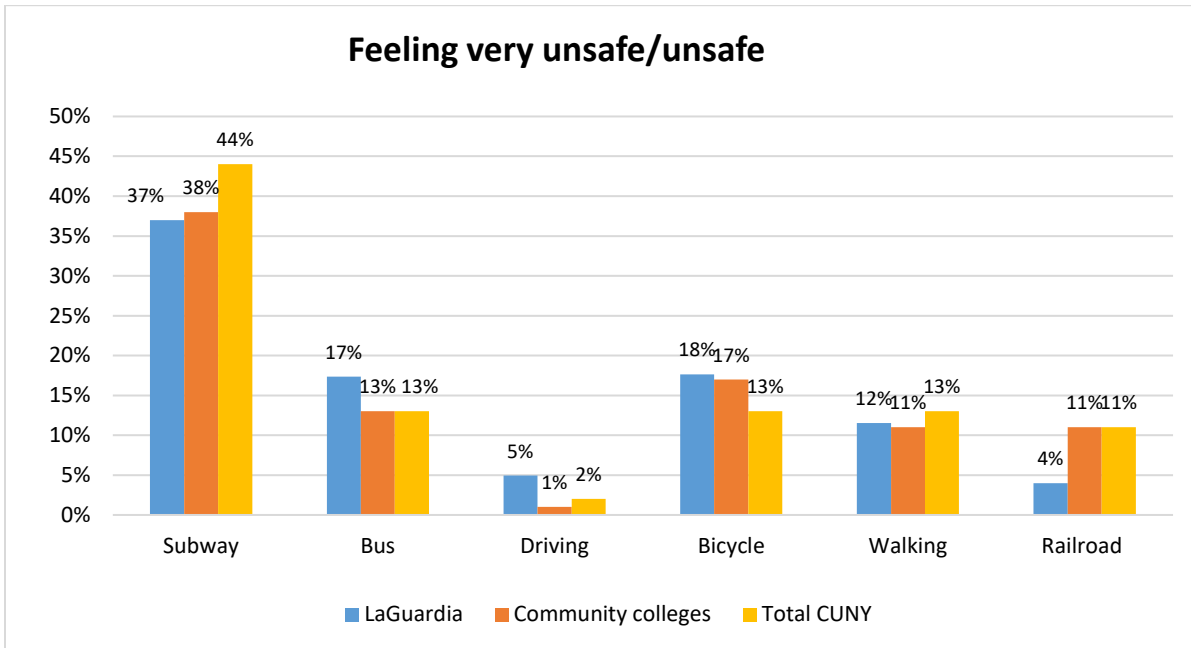
<b>Over the last 2 weeks</b> (At least more than half the days)	<b>LaGuardia</b>	<b>All Community Colleges</b>	<b>Total CUNY</b>
feeling nervous, anxious or on edge	34%	31%	36%
not being able to stop or control worrying	31%	29%	33%
little interest or pleasure in doing things	29%	26%	29%
feeling down, depressed, or hopeless	31%	26%	27%
<b>In the last year experiences that were so frightening, horrible, or upsetting that you (% Yes)</b>			
had nightmares about it or thought about it when you did not want to	34%	26%	28%
tried hard not to think about it or went out of your way to avoid situations that reminded you of it	38%	35%	39%
were constantly on guard, watchful, or easily startled	28%	27%	30%
felt numb or detached from others, activities, or your surroundings	37%	33%	37%
<b>Overall health right now</b>			
Poor	5%	4%	6%
Fair	24%	22%	25%
Good	38%	38%	37%
Very Good	22%	23%	22%
Excellent	11%	13%	11%
Talked to a trained CUNY student (peer educator, navigator or advocate) about getting help	10%	9%	8%

### Transportation issues

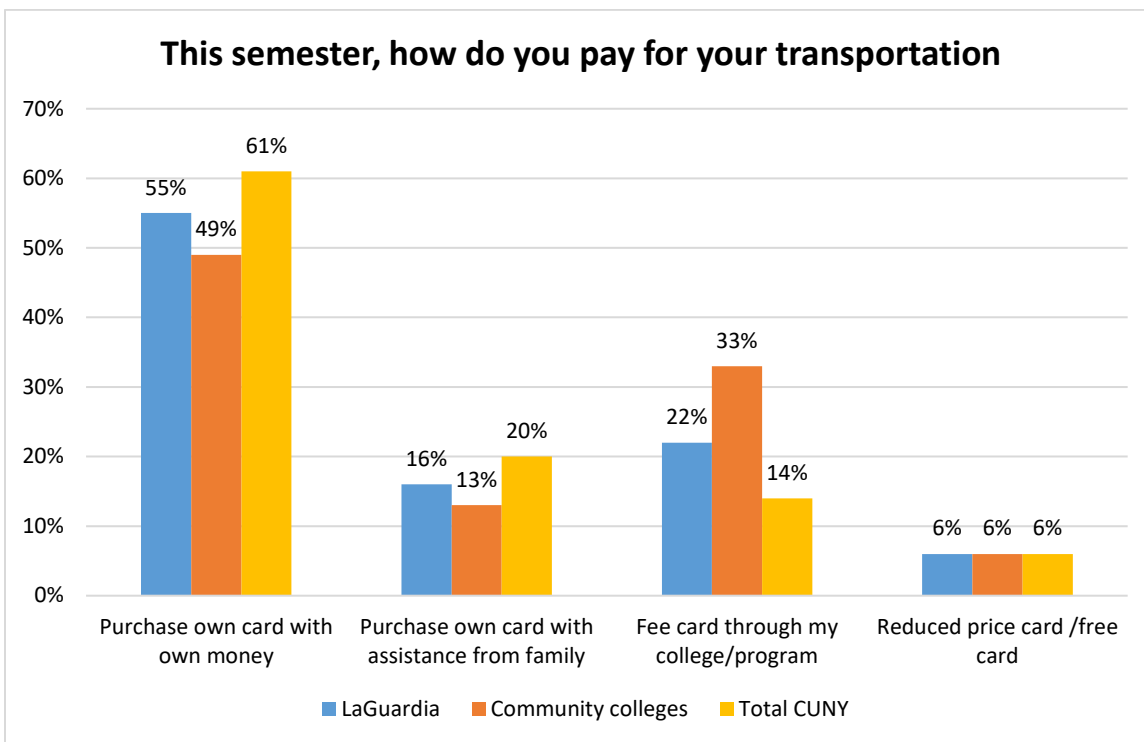
The hours spent on transportation are similar for all groups with the majority (56%-58%) spending 1-5 hours and another 20% to 25% not spending any time (this could be students who take only online classes). A considerably larger proportion of LaGuardia students are using the subway and less are using buses and cars, compared to their CUNY peers.

	<b>LaGuardia</b>	<b>All Community Colleges</b>	<b>Total CUNY</b>
<b>Hours per week traveling to and from school:</b>			
0 hours	20%	25%	21%
1-5 hours	58%	58%	56%
6-10 hours	16%	12%	16%
11-20 hours	4%	3%	5%
Over 20 hours	2%	2%	2%
<b>How do you usually get to campus (all that apply)?</b>			
Subway	86%	67%	69%
Bus	32%	42%	38%
Driving/car pool	12%	17%	19%
Bicycle	5%	2%	2%
Walking	14%	15%	17%
Railroad	3%	3%	5%
Ferry	1%	1%	1%

The mode of transportation where respondents felt less safe by a large margin was the subway, followed by bus, bicycle, walking and the railroad, while respondents felt most safe driving.



More LaGuardia students compared to respondents from all community colleges purchased their MetroCard with either their own money or assistance from family (71% vs. 62%) and considerably lower proportion had a reduced-price card though their college (-11%).

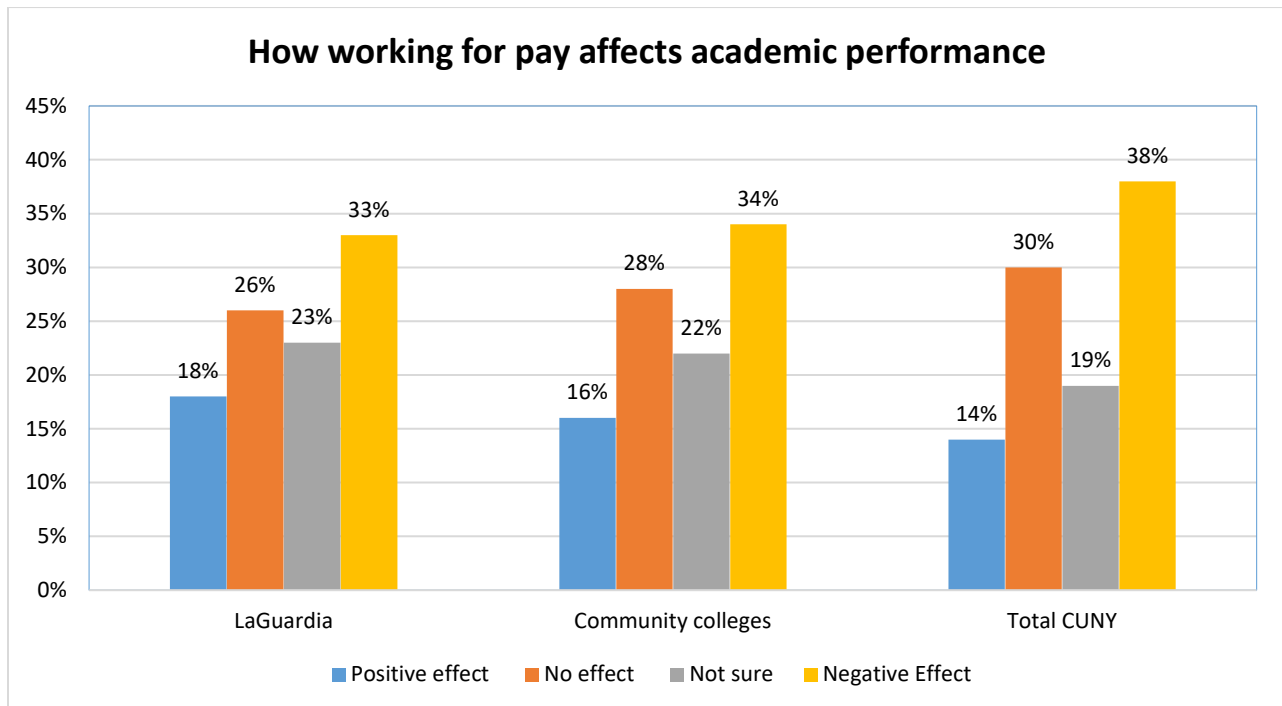


## Work details

Close to half of each respondents group reported having paying jobs, with 28% at LaGuardia and 33% at all community colleges working 35 or more hours a week. The most important reason for working for pay was “*living expenses*”, followed by “*support my household/family*” and “*tuition/fees*”. Around 40% also selected *gaining experience* and *paying for social activities*. Over 40% of the students who did not work indicated that they could not find a job while around half wanted to spend more time on their school work.

	LaGuardia	All Community Colleges	Total CUNY
<b>Work for pay</b>	47%	47%	49%
<b>Hours of work:</b>			
1-10 hours	18%	18%	17%
11-20 hours	27%	25%	27%
21-24 hours	26%	24%	26%
35+ hours	28%	33%	31%
<b>Reasons for working for pay:</b>			
Pay for: Tuition/fees	50%	45%	53%
Living expenses	81%	75%	74%
Support household	64%	68%	61%
Social activities	38%	37%	43%
Gain experience	38%	39%	44%
<b>Not working for pay</b>			
Could not find a job	42%	46%	46%
Spend more time on school work	54%	49%	52%

Finally, about one third of the respondents indicated work has negative effect of their academic performance while about half reported it has no effect or they were not sure.



## Momentum

Similar proportions of LaGuardia and community college respondents (close to 60%) expected it would take them 2 years in total to complete their degree, and about a quarter expected it would take them three years. Additionally, more LaGuardia respondents compared to all community colleges (+10%) were planning on taking at least 15 credits per semester, although the proportions expecting to take 12 or more credits is similar (around 60%). In 2018, 85% expected to take 12 credits or more and 41% 15 or more credits, a considerably lower proportion indicated that they will be taking less than 12 credits (18% vs. 40% in 2022).

The most cited reasons for not taking at least 15 credits for all respondents were “*work and /or family obligations*” followed by “*An additional course would have been too much work*”. A larger proportion of LaGuardia students, compared to all community college responded, indicated that the course they need was not offered (+8%) – a considerable increase compared to 2018 (+11%). Finally, more LaGuardia respondents indicated that the course was only offered in-person while they needed it online (24% vs. 16% at all community colleges and 17% overall).

	LaGuardia	All Community Colleges	Total CUNY
<b>Number of years to complete degree</b>			
2	57%	58%	38%
3	28%	25%	19%
4+	14%	17%	44%
<b>Credits plan to take per semester</b>			
Fewer than 12	40%	40%	30%
12 – 14	24%	33%	37%
15 or more	37%	27%	33%
<b>Why not 15 credits</b>			
Course needed not offered	20%	12%	17%
Not enough space in needed course	11%	10%	15%
Course only offered online, needed in-person	4%	4%	3%
Course only offered in-person, needed online	24%	16%	17%
Additional course too much work	36%	34%	36%
No time due to work/family obligations	38%	40%	39%
Do not need credits to complete degree	18%	19%	19%

## Course offerings and availability

### Course modality

When asked about the modality of the courses they took at Spring 2022, higher proportions of LaGuardia respondents reported taking fully in-person courses and smaller proportions online/in-person combinations, compared to all community colleges and CUNY overall. However, the proportions of respondents who would like more fully-online courses or some kind of in-person/online combinations offered are considerably higher than for fully in-person ones.

- In 2018, 40% of the students indicated that they would like to see more online courses (26% less than in 2022), while the proportion who indicated they would like to see more hybrid courses (47%) was only slightly lower compared to 2022 (-5%). Please note that there were no questions about HyFlex or in-person courses in 2018.

<b>Courses taking this semester (all that apply)</b>	<b>LaGuardia</b>	<b>All Community Colleges</b>	<b>Total CUNY</b>
Fully online	27%	31%	30%
combination of online and in-person instruction (ex. Hybrid or Hyflex)	43%	49%	50%
Fully in-person	40%	30%	35%
<b>Based on experience this semester – would like my college to offer (agree/strongly agree)</b>			
more fully online courses	66%	60%	65%
more fully in-person courses	28%	29%	28%
more hybrid courses	52%	48%	51%
more HyFlex courses	63%	61%	66%

### **In their own words**

Most students indicated that they would like to have more online classes:

*“would love more online classes to be added instead of in person. I was able to do well in online because I can multi task”*

*“I would like for cuny to give option of online courses, because many people who have a family would like to go to school....”*

*“Please make more online classes. I want to avoid the subway because it isn't safe and I don't have to pay for a metrocard.”*

Only one student said: *“Keep the in person classes please”*

### Other course experiences

A third of all respondents indicated they would like classes with fewer students – 5 percentage points less than in 2018 (38%). About 40% of ALL respondents indicated that they would like more evening classes and a third more weekend classes – similar proportions to 2018.

Twenty-three percent of LaGuardia students indicated they were not able to register for every course they wanted to take, similar to 2018, and similar to all community colleges. The most important reasons for not being able to register, for LaGuardia respondents, were that *“the course was offered only in-person and I wanted to attend online”*, following by *“the course was not offered at all this semester”* and that *“no seats were available when I tried to register”*. Those responses were selected by similar proportions of all community college respondents but *“No seats were available when I tried to register”* was selected by notably higher proportions of all CUNY respondents, and the course offered only in-person was selected by lower proportions of CUNY respondents overall.

More than half of all respondents reported that the course they could not register for was required for their major, while about a quarter selected other types of courses. In 2018, slightly fewer students indicated the course is required for their majors (-4%) and the other items were selected by fewer than 20%.

While a third of all respondents wanted to take a course at another CUNY college that will count toward a degree, 14% at LaGuardia and 15% at the other institutions took a course using ePermit - a considerable increase compared to 3% in 2018. Notably, higher proportions of LaGuardia respondents indicated that the ePermit process was *“Not simple and straight-forward”* compared to the other institutions (41% at LaGuardia, 28% in community colleges, 32% overall). Eighty percent of the



students who did not take ePermit indicated they did not know they could, similar proportions to all community colleges and lower than CUNY overall.

	LaGuardia	All Community Colleges	Total CUNY
<b>Course offering – would like my college to offer (Agree or strongly agree):</b>			
Classes with fewer students	33%	31%	32%
More: evening courses	43%	42%	39%
weekend courses	32%	32%	29%
<b>Was able to register for every course</b>	<b>77%</b>	<b>80%</b>	<b>70%</b>
<b>Reason for not being able to register for one course (only one)</b>			
Course not offered this semester	28%	24%	26%
Only offered online, wanted in-person	3%	5%	4%
Only offered in-person, wanted online	41%	37%	32%
No seats were available when I tried to register	26%	29%	47%
Seats were available, but not when I was able to take the class	20%	16%	21%
Seats were available, but not when I wanted to take the class	11%	11%	11%
Could not get the necessary permission to take the class	18%	23%	22%
<b>Type of courses that could not register for</b>			
General Education	23%	17%	21%
Course required to enter major	25%	25%	23%
Course required for major	59%	54%	55%
Course required to graduate	26%	25%	24%
An elective course	27%	20%	23%
<b>Want to take a course at another CUNY college that counts towards degree at current college</b>	<b>32%</b>	<b>32%</b>	<b>32%</b>
<b>Took a course using ePermit</b>	<b>14%</b>	<b>15%</b>	<b>15%</b>
<b>The registration process was:</b>			
Simple and straight-forward	59%	72%	68%
Not simple and straight-forward	41%	28%	32%
<b>Why did not take an e-Permit course:</b>			
Did not know I could take a course	80%	78%	63%
Did not know who to talk to for help	24%	22%	32%
Tries to take ePermit course, not allowed	3%	3%	7%

## Experiential Learning Opportunities

Over 60% of the respondents at LaGuardia and all community colleges indicated that their college encourages them to participate in experiential learning opportunities. However, close to 80% at LaGuardia and all community colleges did not do so - a drop of 6 percentage points compared to the 2018 LaGuardia results. The highest proportion of LaGuardia students and the other groups participated in paid internships (8%) and campus-based work and/or leadership (7%). Compared to 2018, the LaGuardia results were similar with a slight drop in unpaid internships and research/field study (-4% for both). Almost 60% of the non-participants indicated they had no time to participate, which is a drop of 6 percentage points compared to 2018. Finally, a third of all respondents indicated they did not receive information about these opportunities.

	LaGuardia	All Community Colleges	Total CUNY
<b>My college encourages to participate in internships, community service, study abroad and other opportunities</b>			
Agree	41%	40%	37%
Strongly agree	21%	24%	20%
<b>Have you participated in the following activities</b>			
Paid internships	8%	7%	10%
Unpaid internships	2%	3%	7%
Cooperative education	3%	1%	1%
Service learning/community service	5%	4%	6%
Clinical preparation/practicum	3%	2%	2%
Research/field study	6%	5%	8%
Campus or university-based work and/or leadership	7%	6%	7%
Civic engagement	2%	2%	2%
Study abroad	1%	1%	1%
Not participated in any	77%	79%	72%
<b>Did not Participate because:</b>			
Did not receive information about opportunities	35%	32%	35%
Was not interested in any of the opportunities offered	14%	18%	18%
Did not have time to participate	58%	56%	58%

## Transfers

A larger proportion of LaGuardia students were transfers, compared to all community colleges (30% vs. 25%), although about a quarter of both groups earned a degree before transfers - the LaGuardia transfer proportion is lower compared to 2018 (-9%), but the proportion who earned a degree is higher (+7%). About two-thirds of all respondents are satisfied with their transfer process, and about 40% know that if their transfer credits are not accepted, they have a right to dispute.

	LaGuardia	All Community Colleges	Total CUNY
<b>Ever attended another college</b>			
Yes	30%	25%	39%
No, I am first time college students	70%	75%	61%
<b>Earned degree before transfer</b>	26%	24%	53%
<b>Satisfied with the process of transferring my college credits to my current college</b>			
Agree	31%	36%	36%
Strongly agree	33%	30%	33%
<b>Knew that could appeal not accepted transfer credits</b>	42%	39%	38%

About three quarters of the transfers at LaGuardia and all community colleges did not expect to transfer to a different school when they started college. Close to half of LaGuardia students and 42% of all community college students are thinking of transferring now, probably the majority to a 4-year college. Over half at both LaGuardia and all community colleges transferred from 4-year colleges, about a third from CUNY (31% at LaGuardia and 27% at all community colleges). About one fifth of LaGuardia and community college respondents selected as the most important reason for transfer that the “*current college offers a degree or major that my former college*”, however, this response was selected first by LaGuardia students while all community college students selected first “*the current college is more conveniently located either to work or home*”.

- In 2018, more of the 4-year transfer to LaGuardia came from non-CUNY colleges (30%).
- The most important reason for transfer to LaGuardia in 2018 was its convenient location (26%), followed by offering a degree that was not offered in the former college.

	LaGuardia	All Community Colleges	Total CUNY
<b>Transfer Plans:</b> When I first started college, I did not expect to transfer	76%	75%	49%
<b>Thinking about transfer now:</b> Yes	47%	42%	23%
<b>Type of college transferred from:</b>			
A CUNY community college	23%	27%	50%
A CUNY senior college	31%	27%	17%
A non-CUNY community college	23%	22%	15%
A non-CUNY senior college	23%	24%	18%
<b>Main reason for transferring to current college</b>			
Degree/major not offered in previous college	21%	20%	36%
Better academic reputation	11%	11%	15%
Easier to get into courses	6%	5%	3%
More conveniently-located	14%	22%	14%
More Affordable	13%	15%	10%
Other	35%	26%	22%

### Familiarity with CUNY policies

LaGuardia students were more familiar, compared to all community colleges respondents, with CUNY's policies with regard to general education requirement and transfer of general education credits for their majors.

	LaGuardia	All Community Colleges	Total CUNY
<b>How familiar are you with the following CUNY policies?</b>			
<b>General education requirements (Pathways Common Core)</b>			
Never heard of this	7%	14%	10%
Know a little about this	52%	53%	48%
Know a lot about this	41%	34%	42%
<b>CUNY general education credits must transfer toward general education requirements at any other CUNY college</b>			
Never heard of this	6%	11%	14%
Know a little about this	57%	57%	53%
Know a lot about this	37%	33%	33%
<b>For certain majors, entry-level coursework in the major taken at one CUNY college is guaranteed to transfer for credit toward the same major at another CUNY college</b>			
Never heard of this	8%	12%	18%
Know a little about this	60%	58%	53%
Know a lot about this	32%	29%	29%

## Satisfaction with College

Close to 80% of LaGuardia respondents were satisfied with their academic experience, two-thirds were satisfied with the value of their education for the price they were paying, and 59% were satisfied with this social experience – similar rates to all community colleges and higher compared to total CUNY. Similarly, 77% of LaGuardia and all community college respondents would attend the same college if they could start over again, a higher proportion than their CUNY overall. The results are slightly lower to 2018, especially for satisfaction with social experience (-6%).

	LaGuardia	All Community Colleges	Total CUNY
<b>Overall satisfaction with (satisfied &amp; very satisfied)</b>			
Academic Experience	78%	78%	68%
Social Experience	59%	60%	48%
Value of education for the price	67%	66%	59%
<b>If could start over, would choose to attend the current college</b>			
Definitely yes & probably yes	77%	77%	69%

The majority of LaGuardia respondents indicated that LaGuardia provided adequate advising in choosing their major, clearly communicated degree requirements, provided adequate advisement for choosing a career and provided access to career-related information. With the exception of *adequate advising in choosing their major* (61% LaGuardia, 66% community college), the responses are similar to all community colleges, and notably higher compared to CUNY overall. The wording for most questions were modified in 2022, so the results cannot be compared.

	LaGuardia	All Community Colleges	Total CUNY
<b>The college (Agree or strongly agree):</b>			
Provided adequate advisement in choosing major	61%	66%	52%
Clearly communicated degree requirements	71%	73%	63%
Provided adequate advisement for choosing a career	57%	60%	47%
Provides adequate access to career-related information	67%	65%	55%

### **In their own words**

Most students were satisfied with their experience at LaGuardia:

*"I am satisfied being part of this college. I appreciate all the campus staff for being helpful. Thank you"*

*"I love laguardia. I am blown away by the value of the education I've gotten for the price. Anything where I've answered neutral I really had no opinion of."*

*"I love being there."*

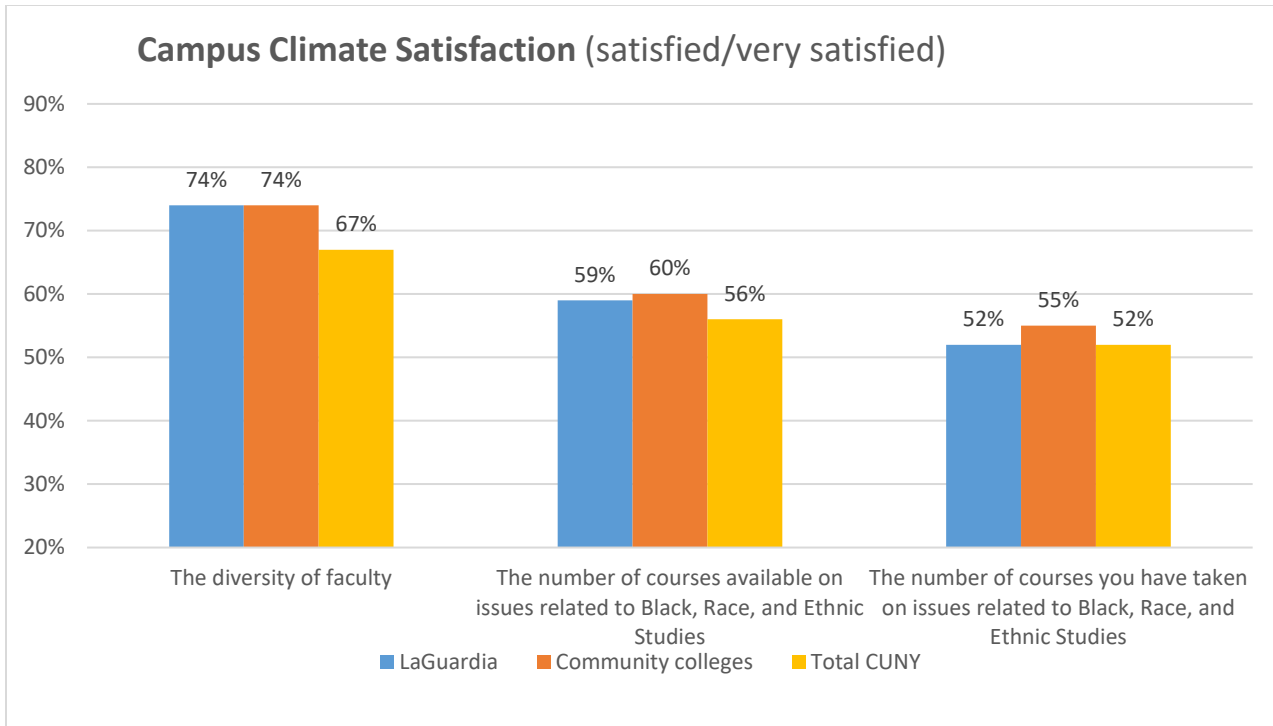
*"Thank you LaGuardia for returning me my hope in life."*

However, a few were disappointed:

*"Dissatisfied with the college as a whole. This school was a complete waste of time and money"*

*"I feel that everyone is extremely anti-social and there aren't enough social services and social areas to make friends and hang out and do other social activities"*

Most respondents were also satisfied with the diversity of their faculty (74% LaGuardia and community colleges and 67% total CUNY). However smaller proportions were satisfied with the number of courses available on issues related to Black, Race and Ethnic Studies and the number of courses related to these issues they had taken (ranging from 52% to 60%).



## Hours Spent Per Week

About a quarter of LaGuardia students spend over 10 hours attending classes in person, more than respondents in all community colleges (+8%) and CUNY overall (+6%), while considerably fewer students attend more than 10 hours a week in online classes (8% LaGuardia & community colleges, 7% CUNY). Close to a quarter of all respondents spent more than 10 hours studying with an additional quarter studying 6-10 hours. However, less than a quarter of all respondents spent any time participating in on-campus activities or REMOTE activities (student government, clubs, athletics, events, programs, etc.), and only 1%-2% spent more than 10 hours on those activities.

Additionally, while over a quarter of the students did not spend any time caring for other people, similar proportions spent more than 10 hours a week, with about a fifth spending over 20 hours.

- Compared to 2018, similar proportions spent 10 hours or more studying (34% in 2018 vs. 23% in 2022), and providing care for other people (27% in 2018, 30% in 2022).
- The proportion who did not participate in any activities in 2022 was much smaller compared to 2018 (52% in 2018, 76% on-campus and 71% remotely in 2022).

		LaGuardia	Community colleges	Total CUNY
<b>Over a typical week (7 full days), about how many hours do you spend doing each of the following?</b>				
<b>Attending classes and labs IN-PERSON</b>				
	0 hrs	17%	20%	18%
	1-5 hrs	33%	40%	36%
	6-10 hrs	26%	24%	28%
	11-20 hrs	21%	13%	15%
	Over 20 hrs	3%	3%	3%
<b>Attending classes and labs ONLINE</b>				
	0 hrs	28%	23%	23%
	1-5 hrs	45%	50%	51%
	6-10 hrs	18%	19%	18%
	11-20 hrs	7%	6%	5%
	Over 20 hrs	1%	2%	2%
<b>Studying or doing other academic activities (assignments, research, etc.)</b>				
	0 hrs	2%	3%	2%
	1-5 hrs	41%	45%	40%
	6-10 hrs	34%	32%	34%
	11-20 hrs	16%	14%	15%
	Over 20 hrs	7%	7%	8%
<b>Participating in ON-CAMPUS activities (student government, clubs, athletics, events, programs)</b>				
	0 hrs	76%	78%	77%
	1-5 hrs	21%	18%	19%
	6-10 hrs	2%	2%	3%
	11-20 hrs	1%	1%	1%
	Over 20 hrs	1%	1%	0%
<b>Participating in activities REMOTELY or OFF-CAMPUS (student government, clubs, athletics, events, programs)</b>				
	0 hrs	71%	72%	73%
	1-5 hrs	24%	23%	22%
	6-10 hrs	4%	4%	3%
	11-20 hrs	0%	1%	1%
	Over 20 hrs	0%	1%	1%
<b>Providing care for other people (parents, children, spouse, etc.)</b>				
	0 hrs	28%	29%	29%
	1-5 hrs	27%	27%	29%
	6-10 hrs	16%	16%	16%
	11-20 hrs	9%	9%	9%
	Over 20 hrs	21%	19%	17%

## Services – Use and Satisfaction

The service most widely used by all groups was the library, followed by academic advisement from college advising center (non-faculty), and the Tutoring Services – with the LaGuardia students using the library at higher proportions compared to all community colleges respondents, and using academic advisement at lower proportions compared to both community colleges and overall respondents. About a fifth of all students used faculty advisement, the computer labs, and bookstore (the bookstore was used less by LaGuardia, compared to all community colleges respondents), and about 15% participated in student orientation. The services least used by all groups were the student ombudsperson, student safety, personal counseling service, health services, the food pantry and career services.

- LaGuardia respondents reported using all services less in 2022 compared to the pre-pandemic 2018 results.
- The most substantial decline is for computer labs (-65%), the bookstore (-56%), faculty advisement (-45%) and the library (-40%). The use of academic advisement by advising centers (non-faculty), tutoring services, Career services and health services dropped by about 20%, and personal counseling services dropped by 11%. The 2018 survey did not include questions about financial aid, student ombudsperson, student safety, and student orientation (food pantry was included but in a different section).

	LaGuardia	All Community Colleges	Total CUNY
<b>Services Used, by % of respondents</b>			
Financial Aid Office	62%	63%	58%
Faculty Advisement	22%	20%	21%
Academic advisement (from advising center)	40%	47%	49%
Tutoring Services	30%	30%	25%
Computer Labs	20%	21%	21%
Library	51%	43%	53%
Bookstore	19%	26%	22%
Career Planning and Services	10%	9%	9%
Health Services Center	8%	5%	5%
Personal Counseling Services/Center	4%	6%	6%
Campus Food Pantry	6%	9%	7%
Student Ombudsperson/judicial process	0%	0%	0%
Student Safety	4%	4%	4%
Student Orientation	17%	14%	13%

At least 80% of the LaGuardia respondents indicated that the staff at all services listed were knowledgeable and helpful, they were satisfied with the services they received and felt that the services had adequate resources (only the bookstore had less than 80% for adequate resources (78%)). The service students were most satisfied with was career planning (93%).

- Compared to 2018, there is a large increase, ranging from 24% to 41%, in the proportion of students indicating that the services have adequate resources available. The highest increases for services with more than 5% use are for career services (41%), academic (non-faculty), advisement (36%) and faculty advisement (33%), and the lowest for the bookstore (24%), health center (14%), and the library (25%).
- Satisfaction with the services and finding the staff knowledgeable and helpful were very similar in 2022 and 2018. The only notable exception is career services, where satisfaction increased by 15%, and finding the staff knowledgeable increased by 8%.

#### **In their own words**

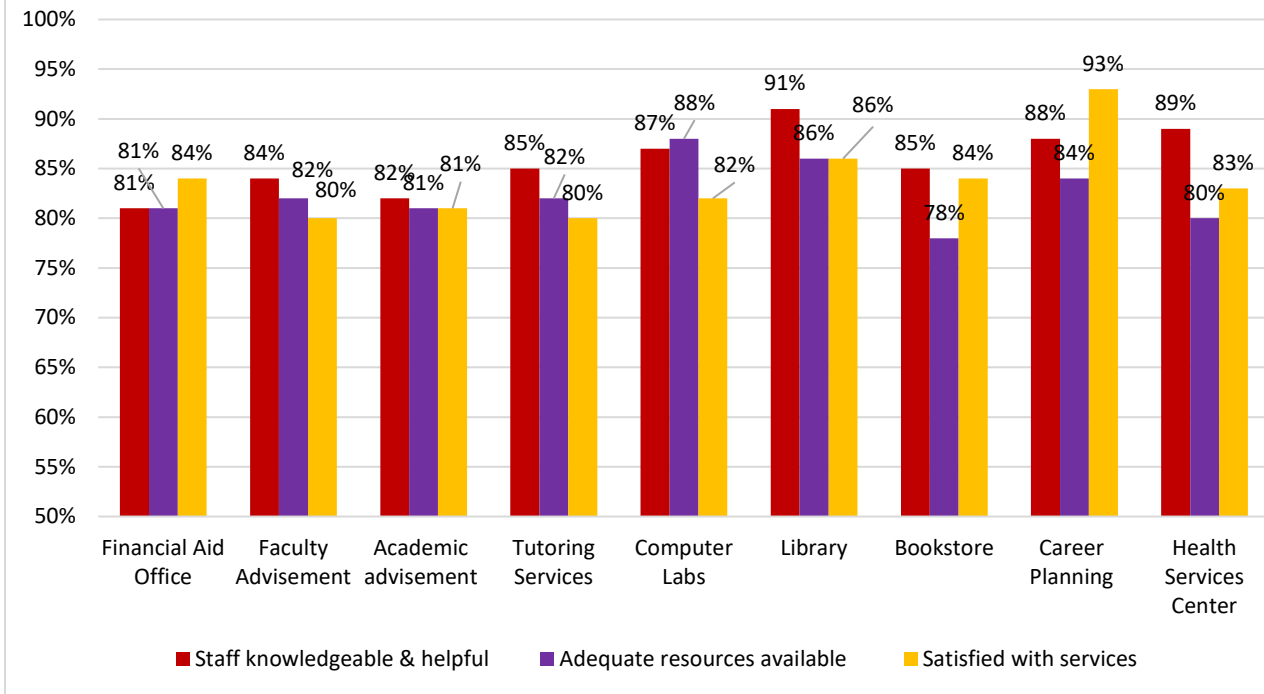
Several international students criticized lack of service:

*"The ASAP or other program is not provided for international student. I understand that school care about american first, but I paid for tuition more than them, then school should care about international student equally. The opportunity for international student is Too limited."*

*"as an INTERNATIONAL STUDENT who's struggling with a serious illness, I am not satisfied with the support and help that I received in this school."*

Several students also complained about rude behavior by Public Safety staff, difficulty in getting hold of anyone in offices and getting clear answers, and lack of adequate resources in the computer labs.

## LaGuardia: Satisfaction with Services (strongly agree/agree)



### Facilities – Use and Satisfaction

Classrooms and restrooms were the facilities used by the majority of respondents (60%-77%), followed by common study areas, the cafeteria/campus dining and social spaces, while athletic facilities were only used by 5% or less. Common study areas, study spaces, classrooms, campus dining and restrooms were used at slightly higher rates by LaGuardia compared to all community colleges respondents.

	LaGuardia	All Community Colleges	Total CUNY
<b>Facilities used by % of respondents</b>			
Classrooms	77%	73%	76%
Common study areas	39%	33%	42%
Social spaces	28%	23%	27%
Athletics	3%	5%	5%
Cafeteria/campus dining	37%	33%	35%
Restrooms	64%	60%	66%

LaGuardia's respondents agreed that all facilities were clean and well maintained, providing the highest ratings to classrooms, common study areas and athletic facilities, followed by the cafeteria and study spaces, with the restrooms rated the lowest (79%). The vast majority also indicated that the space of most facilities is sufficient for their needs (82% to 87%), with the only exception being the athletics facilities (69%).



### LaGuardia: Satisfaction with Facilities (strongly agree/agree)

