



LaGUARDIA
COMMUNITY COLLEGE

2024 CUNY Student Experience Survey
Comparing CUNY and LaGuardia Results

Office of Institutional Research and Effectiveness (OIRE)

January 2025

2024 CUNY Student Experience Survey

The Student Experience Survey (SES) is typically administered biennially by the City University of New York (CUNY) Office of Applied Research, Evaluation, and Data Analytics (OAREDA). Note that the Spring 2022 and 2024 survey instruments are 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 the customary SES survey. The 2024 survey was sent online to a 50% sample of all CUNY undergraduate students. Compared to 2022, new questions were added about diversity, equity, inclusion and belonging, Artificial Intelligence (AI) and Public Safety, while fewer questions focused on course modalities.

At LaGuardia, 747 students responded, resulting in a response rate of 14.9%, higher than the overall CUNY response rate (8.6%) and all community colleges (10.2%).

The following report compares LaGuardia with all community colleges and total CUNY. Detailed tables are provided in the appendix. It should be noted that unlike previous survey reports, only limited comparisons to the other CUNY institutions were provided by OAREDA. Additionally, when available, the 2024 results are compared to the 2022 results.

Executive Summary

Overall, LaGuardia's respondents were satisfied with their experiences, courses and services, typically at similar rates compared to all community colleges, and similar to the 2022 responses. Encouragingly, most students (85%) also indicated they would attend the same college if they could start over again – 8 percentage points higher compared to 2022. The impact of the pandemic is tapering off when it comes to the use of services and facilities with an increase compared to 2022 after a considerable drop in 2020.

- Most of LaGuardia respondents indicated that they were satisfied with their academic experience (80%), the value of their education for the price (68%), sense of belonging (66%) and social experience (60%), and 85% 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 2022, more students indicated they would attend the same college if they could start over again (+8%) and the results for the other items are marginally more positive. Most students also felt accepted by faculty and staff (76% for both) and that instructors respectfully considered diverse perspectives (73%). Smaller proportions, although still the majority, felt connected to their peers (55%), and that diverse perspectives are represented in their courses (58%).
- Most students (56%) indicated that they expected to complete their current degree in 2 years and 84% expected it in 3 years or less – the results are similar to all community colleges and to 2022. Close to one third (31%) expected to take 15 credits or more per semester, compared to 27% in all community colleges, but lower than in 2022 (37%). The most important reasons for taking fewer than 15 credits were: no time due to *“work and/or family obligations”* (15%), and *“An additional course would have been too much work”* (14%). The reasons indicated are similar to the 2022 results, However, in 2022 they were selected by considerably higher proportions of students.

- Half of LaGuardia's respondents worked for pay, and 58% of those who work reported working more than 20 hours a week (32% of them - 35 hours or more). The most mentioned reasons for working were: *"to pay for living expenses"* (78%), *"to support my household/family"* (60%) and *"to pay for tuition/fees"* (54%). Compared to 2022, slightly more LaGuardia respondents reported working (+3%), and more were working 35+ hours (+4%).
- Half of LaGuardia students would like the College to offer more fully online courses and 41% would like to see more fully in-person courses. Majorities would like to see more hybrid (57%) and HyFlex (64%) courses. Compared to 2022, considerably less students want to have more fully online courses (-16%), and more would like to have more in-person courses (+13%). Additionally, 46% of the respondents would like to have more evening courses and 39% more weekend courses – these proportions are higher than in 2022 (43% evening, 32% weekends). Many respondents also reported that while they are interested in learning more about AI (40%) and receiving formal training in AI (43%), the College offers limited opportunities for AI training and learning.
- Close to a quarter (22%) of LaGuardia's respondents indicated that they could not register for every course they wanted, similar proportions to 2022 (23%). The main reason selected was *"No seats were available when I tried to register"* (50%). In 2022, this option was selected by 26% of the respondents and the main reason selected was *"Only offered in-person, wanted online"* (41%). The type of courses selected by those who could not register was *"course required for majors"* (45%), followed by *"course required to enter major"* (33%). In 2022, the main reason selected was *"course required for major"* (59%), a considerably higher proportion compared to the other type of courses.
- The vast majority of LaGuardia respondents (70%) did not participate in any experiential learning opportunities, compared to 77% in 2022, while similar proportions indicated that they did not have time to participate (about 60%). Most of those who participated, had internships (paid or unpaid), research or field study and campus-based work – the results are similar to 2022. Additionally, 71% LaGuardia respondents indicated that their college encouraged their participation in experiential learning, which is similar to all community colleges, and 9 percentage points higher than in 2022.
- The majority of LaGuardia students agreed that their college clearly communicated requirements for the degree they pursue (71%), adequate access to career-related information (68%), adequate advisement in choosing a major (63%), adequate preparation for the workforce and careers (65%), and adequate advisement in choosing a career (63%) – all slightly higher compared to 2022.
- Close to a quarter of respondents at LaGuardia and all community colleges stated that they spent more than 10 hours a week studying. About three-quarters of LaGuardia respondents spent some time providing care for other people - with 29% of those who are working, doing so for 35 hours a week or more. The results are similar to the other CUNY institutions.
- The services used by most respondents were the library (66%), followed by financial aid (55%), non-faculty academic advisement (45%), campus labs (36%), tutoring services (34%), and faculty advisement (28%). Compared to 2022, there are considerable increases in library use

(+15%), the computer labs (+16%), and the food pantry (+9%), and moderate increases in the use of faculty and non-faculty advisement (+6% and +5% respectively), while the use of the Financial Aid Office dropped by 7 percentage points. At least 80% of LaGuardia respondents were satisfied with their services, agreed that staff were knowledgeable and the services had adequate resources (the only exception is the food pantry with a 76% satisfaction rate). Over 70% were also satisfied with Public Safety. However, only about 60% felt safe and secure on campus during the night and in the surrounding areas while commuting, compared to 87% who felt safe and secure on campus during the day. At least three-quarters of the students were also satisfied with their classrooms, common study space, social space and cafeteria, but fewer respondents were satisfied with the restrooms space (65%).

- Respondents reported frequent food insecurities (10% - 11%) with about a quarter of those reporting they had to cut the size of their meals, skip meals or were hungry because there wasn't enough money. Students also experienced housing insecurities, with the largest proportions reporting a mortgage or rent increase that made it difficult to pay (40%). The proportions of students reporting mental health issues decreased on all items compared to 2022.

Detailed Findings

The College Experience

Eighty percent of LaGuardia respondents were satisfied with their academic experience, around two-thirds were satisfied with the value of their education for the price they were paying, and their sense of belonging at the College, and 60% were satisfied with this social experience –rates similar to 2022 (the sense of belonging question did not appear in 2022).

Most students (85%) also indicated that they would attend the same college if they could start over again – 8 percentage points higher compared to 2022.

	LaGuardia	All Community Colleges	Total CUNY
Overall satisfaction with (satisfied & very satisfied)			
Academic Experience	80%	81%	72%
Social Experience	60%	59%	50%
Sense of belonging at the college	66%	67%	65%
Value of education for the price	68%	70%	65%
If could start over, would choose to attend the current college			
Definitely yes & probably yes	85%	83%	74%

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. The responses are similar to all community colleges, and notably higher compared to CUNY overall.

Approximately 60% of LaGuardia respondents were satisfied with the diversity of the faculty and students, 4 percentage points higher than all community colleges. Two-thirds were also satisfied with the “*number of courses available on issues related to Black, Race, and Ethnic Studies*”, although only

55% were satisfied with the number of courses they have taken (no comparable CUNY data were provided).

	LaGuardia	All Community Colleges	Total CUNY
The college (Agree or strongly agree):			
Provided adequate advisement in choosing major	63%	66%	56%
Clearly communicated degree requirements	73%	75%	66%
Provided adequate advisement for choosing a career	60%	63%	52%
Provides adequate access to career-related information	68%	69%	62%
Provides adequate preparation for the workforce and careers	65%	66%	56%
encourages me to participate in internships, community service, study abroad and other opportunities	71%	69%	66%
Diversity (satisfied or very satisfied):			
The diversity of faculty	60%	56%	59%
The diversity of students	62%	58%	61%
Number of courses available on issues related to Black, Race, and Ethnic Studies	65%		
Number of courses you have taken on issues related to Black, Race, and Ethnic Studies	55%		

Momentum

Similar proportions of LaGuardia and all community college respondents (close to 60%) expected it would take them two years in total to complete their degree, and 84% expected it would take them three years or less – similar proportions to 2022. Additionally, close to a third of LaGuardia respondents (31%) were planning on taking at least 15 credits per semester, and 30% were expecting to take 12-14 credits. The results for all community colleges show that slightly lower proportions plan on taking 15+ credits (-4%), and slightly higher proportions were planning on taking 12-14 credits (+5%).

- In 2022, 37% of the LaGuardia respondents expected to take 15 credits or more compared to 31% in 2024, while all community colleges results are the same for both surveys (27%).

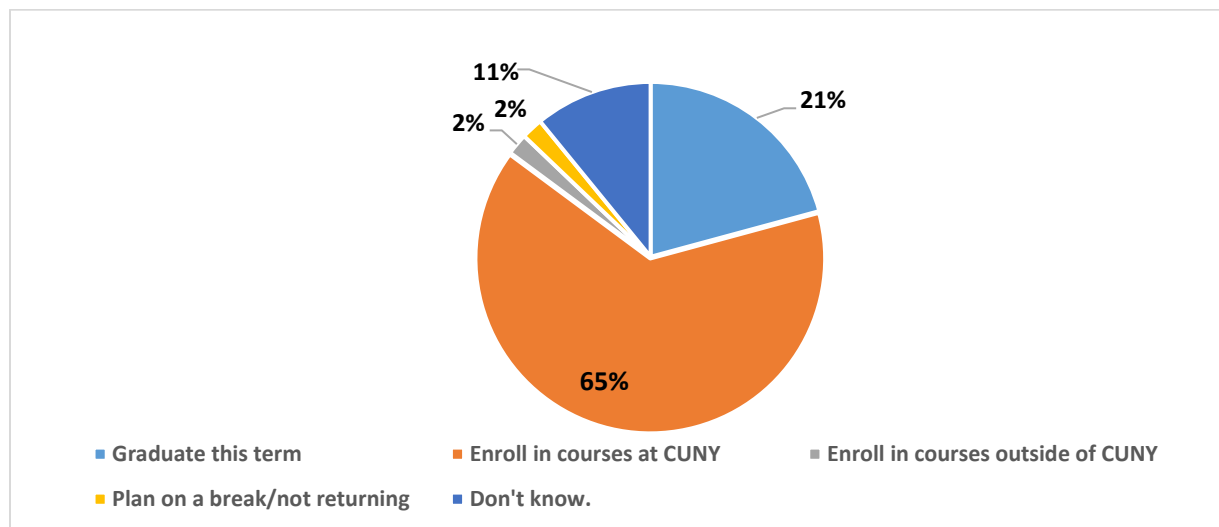
	LaGuardia	All Community Colleges	Total CUNY
Number of years to complete degree			
2	56%	59%	39%
3	28%	24%	18%
4+	18%	17%	43%
Credits plan to take per semester			
Fewer than 12	39%	38%	31%
12 – 14	30%	35%	36%
15 or more	31%	27%	33%
Why not 15 credits			
Course needed not offered	5%	10%	16%
Not enough space in needed course	6%	12%	18%
Course only offered online, needed in-person	1%	4%	3%
Course only offered in-person, needed online	4%	9%	11%
Additional course too much work	14%	35%	36%
No time due to work/family obligations	15%	35%	36%
Do not need credits to complete degree	11%	26%	22%

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*” and “*Do not need credits to complete degree*” – while these most cited reasons are similar to all community college respondents, the LaGuardia proportions are considerably smaller compared to all community colleges. Additionally, larger proportions of all community college and CUNY overall, indicated that the course they need was not offered, and that there was not enough space in the needed course.

- There is a considerable improvement for LaGuardia compared to 2022 (-15% for “*courses needed were not offered*”, and -5% for “*not enough space in needed courses*”).

Fall 2024 Plans

When asked about the plans from the following semester, most Spring 2024 respondents indicated that they either planned to enroll in CUNY (65%) and graduate (21%). Very few planned on not returning the following semester and 11% did not know



Course Offerings and Availability

Course modality and offerings

Half of the respondents wanted more full online courses while 41% wanted more in-person courses. Higher proportion wanted more courses that combine the online and in-person modalities - more hybrid courses 57% and more HyFlex courses 64%. The results are similar to all community colleges.

- In 2022, 66% of the students indicated that they would like to see more online courses (16 percentage points less than in 2024), while the proportion who indicated they would like to see more in-person and hybrid courses increased (+13% and +12% respectively). The proportions who wanted more HyFlex courses remained comparable in both surveys.

	LaGuardia	Community Colleges	Total CUNY
Course offering – would like my college to offer (Agree or strongly agree):			
Classes with fewer students	34%	32%	34%
More fully online courses	50%	52%	60%
More fully in-person courses	41%	38%	35%
More hybrid courses	57%	55%	59%
More HyFlex courses	64%	62%	44%
More evening courses	46%	45%	60%
More weekend courses	39%	36%	32%

Close to half of the respondents wanted more evening courses (46%) and 39% wanted more weekend courses. One third wanted courses with fewer students.

- In 2022, similar proportion wanted more evening courses (43%), but fewer wanted more weekend courses (33%). Similar to 2024, one third wanted courses with fewer students.

Course registration

Twenty-two percent of LaGuardia students indicated that they were not able to register for every course they wanted to take, similar to 2022, and comparable to all community colleges. The most important reason for not being able to register by far was that “*No seats were available when I tried to register*”- 50% for LaGuardia and 42% for all community colleges.

Forty-five percent of LaGuardia and all community college respondents reported that the course they could not register for, was general education course, followed by a course required for their major (33% for LaGuardia and 24% for all community colleges).

- The proportion of respondents selecting “*courses required to graduate*” dropped by 10 percentage points in 2024 compared to 2022, and were 9% lower compared to all community colleges. Elective courses dropped from 27% in 2022 to 15% in 2024 and were 6 percentage point lower compared to all community college.

Only 8% of the LaGuardia respondents indicated that they tried to take a course at another CUNY college (it is not clear if they actually took a course). When asked why they did not try to take an e-permit course, the vast majority (81%) indicated that they did not know that they could do it (CUNY did not provide the comparable information for peer institutions yet).

	LaGuardia	Community Colleges	Total CUNY
Was able to register for every course	78%	81%	72%
Reason for not being able to register for one course (only one)			
Course not offered at all this semester	18%	22%	28%
Only offered online, wanted in-person	5%	9%	5%
Only offered in-person, wanted online	13%	20%	19%
No seats were available when I tried to register	50%	42%	56%
Seats were available, but not when I was able to take the class	17%	16%	21%
Seats were available, but not when I wanted to take the class	12%	12%	15%
Could not get the necessary permission to take the class	20%	24%	23%

Type of courses that could not register for			
General Education	13%	15%	19%
Course required to enter major	33%	24%	23%
Course required for major	45%	45%	56%
Course required to graduate	16%	25%	24%
An elective course	15%	21%	23%
Tried to take a course at another CUNY college	8%		
Why did not take an e-Permit course:			
Did not know I could take a course	81%		
Did not know who to talk to for help	16%		
Tries to take ePermit course, not allowed	2%		

Experiential Learning Opportunities

While 71% of LaGuardia respondents agreed that the college encourages them to participate in experiential learning activities, a large proportion did not participate in any experiential learning opportunities, although - encouragingly - the proportion is slightly lower compared to 2022 (70% vs.77%).

The highest proportion of LaGuardia students participated in: paid internships (9%), research/field study (7%), campus-based work and/or leadership (7%) and service learning (7%). Compared to 2022, the LaGuardia results are similar, with slight increases in paid internships (+1%), Research/field study (+1%) and service learning (+2%).

Sixty-one percent of the non-participants indicated that they had no time to participate compared to 58% in 2022. Additionally, 23% of all respondents indicated they did not receive information about these opportunities, a considerable improvement compared to 2022 (+12%).

	LaGuardia	Community Colleges	Total CUNY
Have you participated in the following activities			
Paid internships	9%	9%	12%
Unpaid internships	4%	5%	7%
Cooperative education	2%	3%	3%
Service learning/community service	7%	7%	9%
Clinical preparation/practicum	4%	5%	3%
Research/field study	7%	8%	11%
Campus or university-based work and/or leadership	7%	9%	10%
Civic engagement	3%	4%	3%
Study abroad	3%	3%	3%
Not participated in any	70%	69%	64%
Did not Participate because:			
Did not receive information about opportunities	23%	24%	25%
Was not interested in any of the opportunities offered	15%	15%	17%
Did not have time to participate	61%	63%	64%

Transfers

A larger proportion of LaGuardia students attended another college (38%), 8 percentage points more compared to 2022. Two-thirds were satisfied with the process of transferring their college credits, similar to 2022. Forty percent of the students indicated that they are thinking of transfer now, but unfortunately the question is too vague and it is not clear if it is early transfer or transfer after graduation.

The two main reasons for transferring to LaGuardia were *convenient location* and *a major that the previous college did not offer*.

- In 2022 the major offered was selected by similar proportions, but the location was selected by 14% compared to 24% in 2024.

	LaGuardia
Ever attended another college	
Yes	38%
No, I am first time college students	62%
Satisfied with the process of transferring my college credits to my current college	
Agree	32%
Strongly agree	34%
Main reason for transferring to your current college?	
current college offers a degree / major that my former college did not	23%
current college has a better academic reputation	11%
current college offers courses that are easier to get into	4%
current college is more conveniently-located to home or work	24%
current college is more affordable than my former college	17%
Thinking about transfer now:	
Yes, to another CUNY college	36%
Yes, College outside CUNY	8%
No	56%

Familiarity with CUNY policies

Most LaGuardia students were at least a little familiar with CUNY's policies with regard to general education requirement and transfer of general education credits for their majors.

How familiar are you with the following CUNY policies?	LaGuardia
General education requirements (Pathways Common Core)	
Never heard of this	9%
Know a little about this	49%
Know a lot about this	42%
CUNY general education credits must transfer toward general education requirements at any other CUNY college	
Never heard of this	11%
Know a little about this	53%
Know a lot about this	35%
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	
Never heard of this	13%
Know a little about this	56%
Know a lot about this	31%

Diversity, Equity, Inclusion and Belonging

Overall LaGuardia and all community college respondents indicated that they feel they are accepted by their peers, faculty and staff – with 76% feel accepted by faculty and staff, and 55% by their peers. Two-thirds indicated that the College provides ample opportunities to socialize with peers and that they are valued members of the College. Moreover, only about 15% feel that they are treated differently by their peers, faculty, staff or administrators because of their identity.

The majority of students also indicated that diverse perspectives are respected by their instructors (73%), that they are comfortable disagreeing with the majority opinion (62%), and that diverse perspectives are presented in their courses (58%).

Level of agreement (agree/strongly agree)	LaGuardia	Community Colleges	Total CUNY
My college provides ample opportunities to meet and socialize with my peers	67%	66%	56%
I feel accepted by the faculty at this college	76%	76%	67%
I feel accepted by the staff at this college	76%	76%	68%
I am a valued member of this college	66%	66%	55%
I feel connected to my peers at this college	55%	53%	46%
I am treated differently by my peers/fellow students because of my identity	16%	16%	15%
I am treated differently by faculty because of my identity	14%	14%	13%
I am treated differently by staff/administration because of my identity	14%	14%	13%
Diverse foundations or perspectives are represented in my courses	58%	58%	57%
My instructors respectfully consider diverse perspectives	73%	73%	69%
When I disagree with the majority opinion, I feel comfortable expressing my point of view in my courses	62%	63%	56%

Artificial Intelligence (AI) Experience

The proportion of LaGuardia respondents indicating they are seeking opportunities to learn more about AI is 40%, and 43% were interested in receiving formal training in AI through coursework/other resources - 5 percentage points higher than community colleges and CUNY overall. However, it appears that LaGuardia doesn't offer enough AI learning opportunities – with about a quarter indicating that they had seen opportunities to learn about AI, and their curriculum lacks adequate exposure to AI. Additionally, around 20% of the respondents reported attending AI workshops, that faculty encourage them to use AI in courses work, that the College offered AI training opportunities, or that they use AI powered tools or applications in their coursework. These proportions are comparable to their CUNY peers.

Experiences and knowledge of AI (agree/strongly agree)	LaGuardia	Community Colleges	Total CUNY
Actively seeking opportunities to learn more about AI	40%	35%	35%
Attended workshops or seminars on AI	16%	15%	14%
Seen opportunities to learn about AI at my college	25%	26%	24%
Interested in receiving formal training in AI through coursework/other resources	43%	38%	38%
My college offers adequate AI training opportunities	17%	19%	15%
My faculty encourage the use of AI in coursework	16%	15%	13%
My curriculum lacks adequate exposure to AI	28%	29%	32%
I regularly use AI-powered tools or applications in my coursework	19%		
AI-powered tools are essential for my academic success	23%		
I trust AI algorithms to provide accurate information	18%		
Examples of AI include chatbots that can write essays and other text, create images or art, and generate computer code	55%		

Childcare, Food and Housing Insecurities

Comparable proportions of respondents at LaGuardia and all community colleges reported having dependent children. However, slightly higher proportions at LaGuardia reported having children under 5. Additionally, 8% of LaGuardia respondents reported using the on-campus daycare.

- While satisfaction with childcare decreased from 100% in 2022 to 50%, it should be noted that only 4 students responded to the question.

	LaGuardia	All Community Colleges	Total CUNY
Responsibility as a parent /guardian for a child under 18	25%	26%	22%
Financially support children	17%	19%	15%
If have Children under 5	42%	37%	38%
For those with children under 5			
Use on-campus daycare	8%	NA	NA
If use daycare (n=4):			
Very Satisfied	25%	NA	NA
Satisfied	25%		

Close to half of LaGuardia respondents reported that in the past 12 months, often the food they bought did not last and that they could not afford a balanced meal. About a quarter reported that they had to cut meal sized, eat less or go hungry because there was not enough money for food. These proportions are similar to 2022. Additionally, 15% indicated they used their college food pantry.

- In 2022 only 6% of the respondents reported using the food pantry.

In the past 12 months	Never True	Sometime true	Often true
Often the food bought just didn't last and didn't have money to get more	53%	36%	11%
Often couldn't afford to eat balanced meals	55%	32%	10%
	Yes	No	Unsure
Cut size of meals or skip meals because there wasn't enough money for food	21%	61%	12%
Eat less than you felt you should because there wasn't enough money for food	25%	65%	10%
Hungry but didn't eat because there wasn't enough money for food	24%	67%	9%
	Used	Didn't use	
Campus food pantry	15%	85%	

Housing Insecurities and Financial Problems

Some of the respondents indicated that they had financial difficulties that impacted their ability to pay for essentials such as housing and bills – 40% indicated that they had difficulty paying for rent or mortgage, while about fifth had difficulties paying for their rent or mortgage and other bills, and lived with other people. However only 4%-6% indicated that they left their household because it felt unsafe, were homeless or received summons to appear in housing court. Additionally, very few moved in the past year (77% not at all, 15% once, and 7% twice or more). These rates are similar to 2022.

In the past 12 months	Yes	No
Rent or mortgage increase that made it difficult to pay	40%	60%
Unable to pay or underpaid your rent or mortgage	21%	79%
Received a summons to appear in housing court	4%	96%
Not paid the full amount of a gas, oil, or electricity bill?	19%	81%
Had account default or go into collections	12%	88%
Moved in with other people, even for a little while, because of financial problems	16%	84%
Lived with others beyond the expected capacity of the house or apartment	17%	83%
Leave your household because you felt unsafe	6%	94%
Have you been homeless	5%	95%

Mental Health Issues and Needs

About a quarter 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 – these rates are lower compared to 2022.

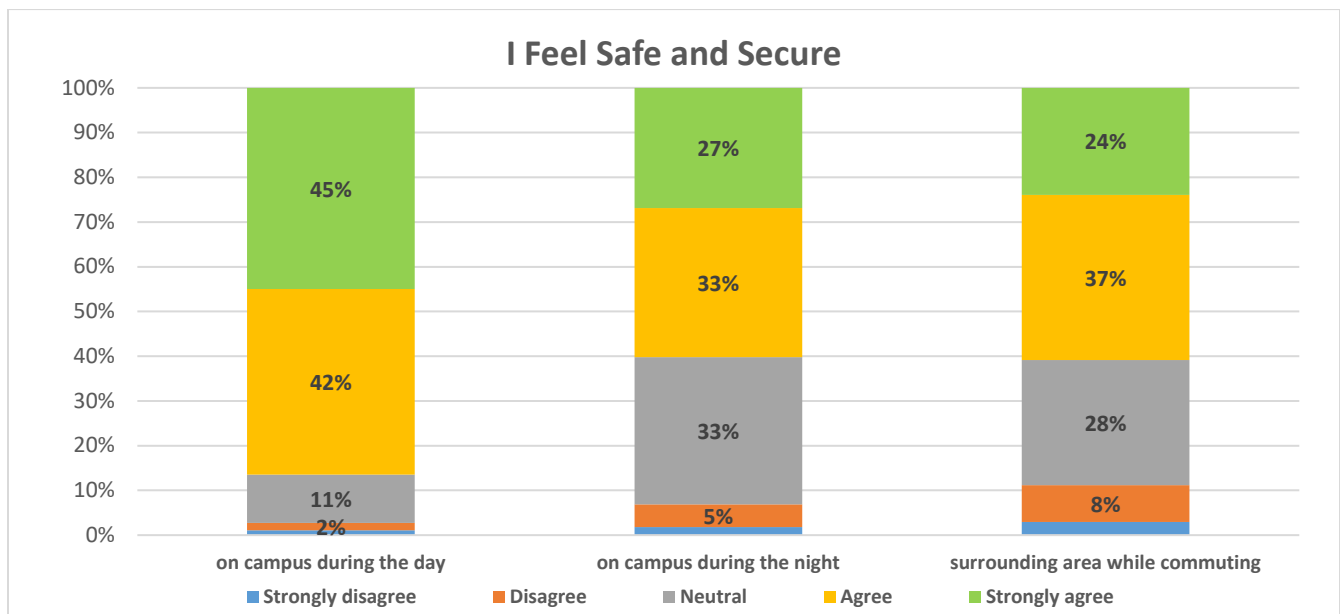
Less than third of the respondents (19% to 31%) also reported that in the last year they had experiences that were so frightening and upsetting that they had nightmares, tried to avoid similar situations, or felt numb or detached – these rates are 8% to 11% lower compared to 2022. However, similar to 2022, very few 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, 75% have health insurance and 69% have a regular health care provider, rates that are 6 percentage points lower compared to 2022.

Over the last 2 weeks (At least more than half the days)	2024	2022
Feeling nervous, anxious or on edge	28%	34%
Not being able to stop or control worrying	25%	31%
Little interest or pleasure in doing things	25%	29%
Feeling down, depressed, or hopeless	23%	31%
In the last year experiences that were so frightening, horrible, or upsetting that you (% Yes)		
Had nightmares or thought about it when you did not want to	23%	34%
Tried hard not to think about it or went out of your way to avoid situations that reminded you of it	31%	38%
Were constantly on guard, watchful, or easily startled	19%	28%
Felt numb or detached from others, activities, or surroundings	29%	37%
Talked to a trained CUNY student (peer educator, navigator or advocate) about getting help	8%	10%
Currently have any health care insurance coverage	75%	81%
Have a regular provider of health care	69%	75%

Safety and Security

While the vast majority of the respondents (87%) indicated that they feel safe and secure on campus during the day, considerably fewer respondents indicated that they feel safe and secure on campus during the night (60%) or in the surrounding area while commuting to and from campus (61%).



The Public Safety Department at LaGuardia Community College

Most respondents (71%) did not have specific interactions with LaGuardia's public safety department. The most mentioned interactions were medical assistance (7%), enforcement (6%), witness to an incident (4%) and victim of an incident (1%).

When asked where the department can improve, the most frequently selected response was "*more public safety officers visible on campus*" (22%), followed by communications related issues

(communication of the campus community (18%), transparency (13%) and more outreach (11%)). Crime prevention was only selected by 10% of the respondents.

Rating LaGuardia's Public Safety

The Public Safety department, and its employees' competence, attitude and behavior were consistently rated as good or excellent by over 70% of the respondents. Additionally, close to 70% of the respondents agree or strongly agreed that the department treats all students equally, regardless of their race, ethnicity, gender, sexual orientation, or other protected characteristics, and only 2% disagreed or strongly disagreed. The only item with slightly less positive responses was trusting the Public Safety department to ensure safety on campus were 60% agreed and 7% disagreed.

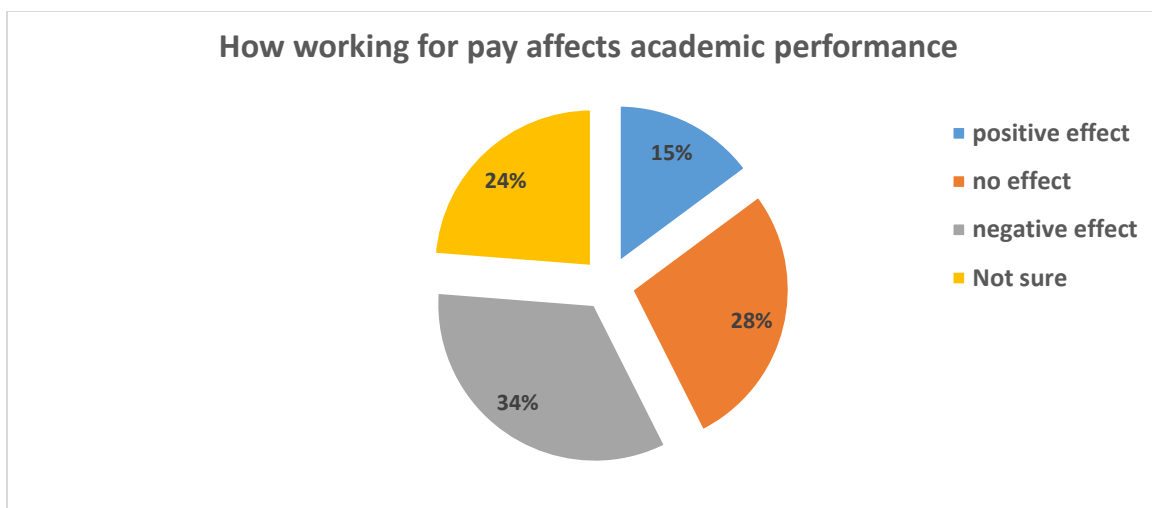
	Excellent	Good	Neutral	Fair/poor
Performance rating				
Overall	29%	43%	25%	3%
Employees level of competence	30%	43%	26%	2%
Employees attitude and behavior	31%	40%	24%	5%
	Strongly agree	Agree	Neutral	Disagree/strongly disagree
Fairness, respect and trust				
Public Safety department treats all students equally	33%	36%	29%	2%
Trust the Public Safety department to ensure your safety	24%	36%	34%	7%

Work Details

About half of each respondents group reported working for pay, with 32% at LaGuardia and 36% 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*". Additionally, about a third of the LaGuardia and community college respondents selected "*Social activities*" and "*gain experience*". Around 45% 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
Work for pay	50%	51%	52%
Hours of work:			
1-10 hours	16%	18%	17%
11-20 hours	26%	23%	26%
21-24 hours	26%	24%	23%
35+ hours	32%	36%	34%
Reasons for working for pay:			
Pay for: Tuition/fees	54%	49%	53%
Living expenses	78%	77%	76%
Support household	60%	66%	61%
Social activities	33%	32%	38%
Gain experience	32%	34%	40%
Not working for pay			
Could not find a job	45%	45%	47%
Spend more time on school work	44%	46%	47%
Do not need money from the job	4%	4%	4%

Finally, 34% of the respondents indicated that work has a negative effect of their academic performance, 15% reported it had positive effect, and over half reported it has no effect or they were not sure.



Communication

Respondents reported that the most prevalent mode of communication at their colleges for a large number of matters that are listed in the table below is campus email (ranging from 75% to 96%). Social media was the least used communication mode (ranging from 9% to 14%).

How does your campus communicate with you about (all that apply)

	Campus email	Personal email	CUNY Alerts	Blackboard	Social Media
Course related information	92%	41%	37%	46%	7%
Academic advising	84%	37%	28%	25%	5%
Internship and career opportunities	85%	33%	22%	19%	8%
Financial aid and scholarship opportunities	83%	41%	31%	23%	8%
General college news	76%	23%	23%	18%	13%
Social, club and sporting events	77%	24%	20%	16%	14%
Safety and security	76%	40%	25%	19%	9%

Hours Spent Per Week

Close to 40% of the LaGuardia respondents reported more than 10 hours attending classes, more than respondents in all community colleges (+9%) and CUNY overall (+8%). About a quarter of all respondents spent more than 10 hours studying with an additional third studying 6-10 hours. However, close to 60% of all respondents reported spending any time participating in on-campus activities (student government, clubs, athletics, events, programs, etc.), and only 3% 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, a third spent more than 10 hours a week, with about a fifth spending over 20 hours.

		LaGuardia	Community Colleges	Total CUNY
Over a typical week (7 full days), about how many hours do you spend doing each of the following?				
Attending classes or labs				
	0 hrs	1%	2%	3%
	1-5 hrs	29%	35%	31%
	6-10 hrs	31%	33%	36%
	11-20 hrs	32%	24%	26%
	Over 20 hrs	7%	6%	5%
Studying or doing other academic activities (assignments, research, etc.)				
	0 hrs	1%	2%	1%
	1-5 hrs	42%	43%	40%
	6-10 hrs	31%	32%	34%
	11-20 hrs	18%	15%	16%
	Over 20 hrs	8%	8%	9%
Participating in college activities (student government, clubs, athletics, events, programs)				
	0 hrs	57%	59%	61%
	1-5 hrs	34%	32%	32%
	6-10 hrs	5%	5%	5%
	11-20 hrs	2%	2%	2%
	Over 20 hrs	1%	1%	1%
Providing care for other people (parents, children, spouse, etc.)				
	0 hrs	25%	23%	24%
	1-5 hrs	28%	27%	29%
	6-10 hrs	18%	18%	17%
	11-20 hrs	10%	10%	10%
	Over 20 hrs	19%	22%	20%
Traveling to and from school				
	0 hrs	11%	14%	13%
	1-5 hrs	66%	64%	62%
	6-10 hrs	16%	15%	17%
	11-20 hrs	5%	4%	6%
	Over 20 hrs	2%	2%	2%

Services – Use and Satisfaction

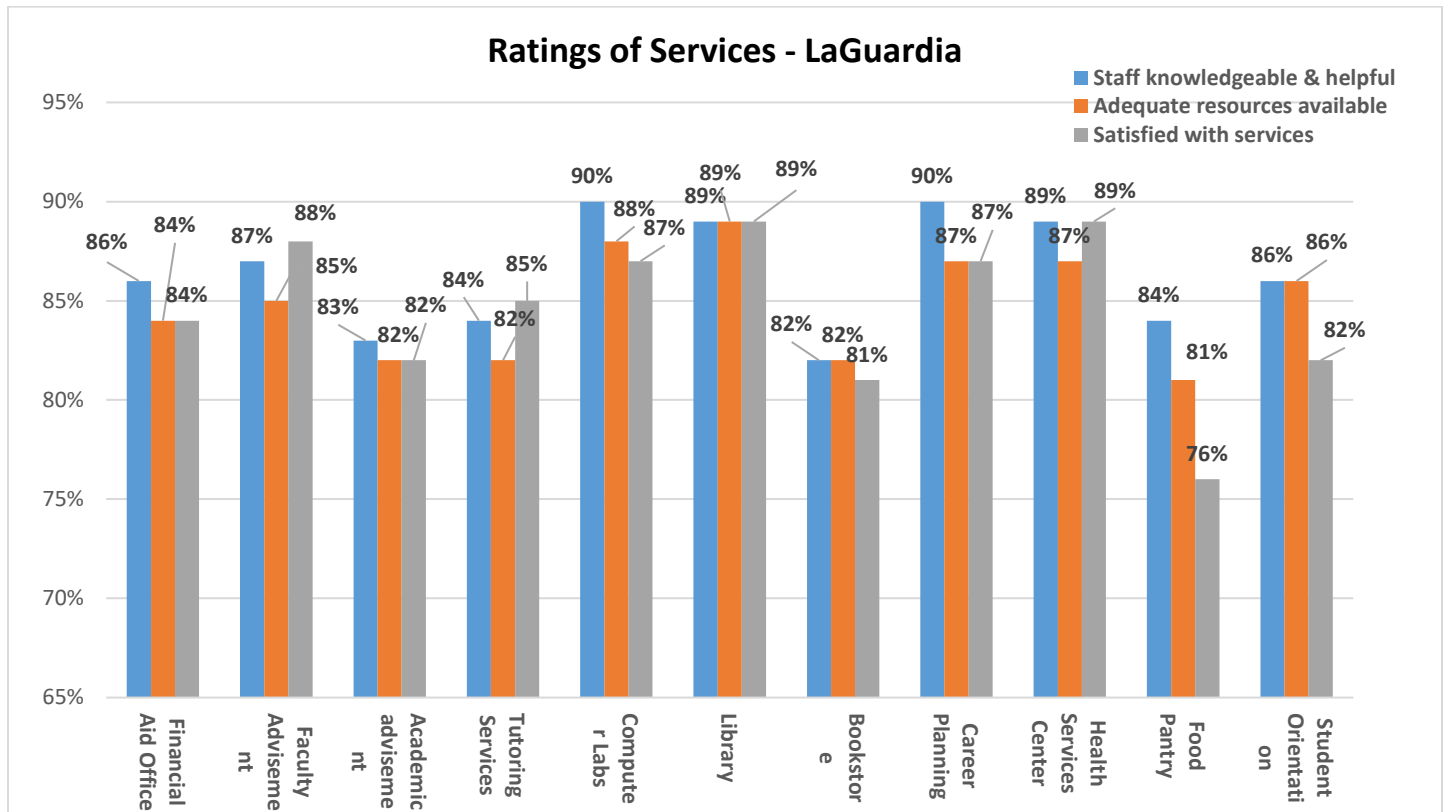
The service most widely used by all groups was the library, followed by financial aid and academic advisement from college advising center (non-faculty), campus labs, the tutoring services and faculty advisement. Services that were used the least are students Ombudsperson, student safety, and counseling services (1% to 4%).

- LaGuardia respondents used most services more in 2024 compared to 2022 – the only exceptions were financial aid (-7%), and the bookstore (-1%).
- The most substantial increases are for the computer labs (+16%), the library (+15%), and the food pantry (+9%). Moderate increase are also seen for faculty advisement (+6%), academic advisement by non-faculty (+5%), tutoring services (+4%) and career services (+4%).

	LaGuardia 2024	LaGuardia 2022
Services Used, by % of respondents		
Financial Aid Office	55%	62%
Faculty Advisement	28%	22%
Academic advisement (from advising center)	45%	40%
Tutoring Services	34%	30%
Computer Labs	36%	20%
Library	66%	51%
Bookstore	12%	19%
Career Planning and Services	14%	10%
Health Services Center	9%	8%
Personal Counseling Services/Center	4%	4%
Campus Food Pantry	15%	6%
Student Ombudsperson/judicial process	1%	0%
Student Safety	2%	4%
Student Orientation	19%	17%

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. The only exception was the food pantry, with 76% satisfaction rate. The services students were most satisfied with were the library (89%), health services (89%), faculty advisement (88%) and career planning (87%).

- The 2024 students' ratings for most services remain similar to 2022, with positive and negative differences ranging from 1% to 5%. The only notable difference is a considerable drop in the ratings of the food pantry resources (-12%), and in satisfaction with the food pantry services (-10%), and a drop in satisfaction with student orientation (-10%).



Services with less than 5% usage are no included

Facilities – Use and Satisfaction

Classrooms and restrooms were the facilities used by the majority of respondents, followed by common study areas, the cafeteria/campus dining and social spaces.

- There is a considerable increase in the use of all facilities - common study areas (+17%), campus dining (+16%), restrooms (+13%), classrooms (+10%), Athletics (+7%) and social spaces (+5%).

	LaGuardia 2024	LaGuardia 2022
Facilities used by % of respondents		
Classrooms	87%	77%
Common study areas	56%	39%
Social spaces	33%	28%
Athletics	10%	3%
Cafeteria/campus dining	53%	37%
Restrooms	77%	64%

LaGuardia’s respondents agreed that all facilities were clean and well maintained, providing the highest ratings to common study areas, classrooms, social spaces and campus dining, while restrooms and athletics facilities rated the lowest (76% and 77% respectively). The vast majority also indicated that the space of most facilities is sufficient for their needs (87% to 77%), with the only exception being the restrooms (65%).

