



2010 Student Experience Survey

The City University of New York—Office of Institutional Research and Assessment

<http://oira.cuny.edu>

Table of Contents

Table 1	Profile of Undergraduates	
	Senior Colleges	1
	Comprehensive Colleges.....	2
	Community Colleges.....	3
Table 2	Socio-Economic Status of CUNY Undergraduates	
	Senior Colleges	4
	Comprehensive Colleges.....	6
	Community Colleges.....	8
Table 3	Household Composition and Family Obligation	
	Senior Colleges	10
	Comprehensive Colleges.....	11
	Community Colleges.....	12
Table 4	Resource Management	
	Senior Colleges	13
	Comprehensive Colleges.....	14
	Community Colleges.....	15
Table 5	Use of Time (full-time students)	
	Senior Colleges	16
	Comprehensive Colleges.....	18
	Community Colleges.....	20
Table 6A	Use of Technology	
	Senior Colleges	22
	Comprehensive Colleges.....	25
	Community Colleges.....	28
Table 6B	Attitude toward Technology Offerings	
	Senior Colleges	31
	Comprehensive Colleges.....	34
	Community Colleges.....	37
Table 7	Availability of Courses	
	Senior Colleges	40
	Comprehensive Colleges.....	42
	Community Colleges.....	44

Table 8	College Expectations and Experiences at CUNY	
	Senior Colleges	46
	Comprehensive Colleges.....	49
	Community Colleges.....	52
Table 9A	Satisfaction with Faculty	
	Senior Colleges	55
	Comprehensive Colleges.....	57
	Community Colleges.....	59
Table 9B	Satisfaction with Academic Support Services	
	Senior Colleges	61
	Comprehensive Colleges.....	63
	Community Colleges.....	65
Table 9C	Satisfaction with Counseling and Other Student Services	
	Senior Colleges	67
	Comprehensive Colleges.....	70
	Community Colleges.....	73
Table 9D	Satisfaction with Administrative Services	
	Senior Colleges	76
	Comprehensive Colleges.....	78
	Community Colleges.....	80
Table 9E	Student Satisfaction with Computer Services	
	Senior Colleges	82
	Comprehensive Colleges.....	84
	Community Colleges.....	86
	Sampling Plan, Administration and Weighting.....	88
	Response Rate	89
	Student Experience Survey Questionnaire	

Table 1
Profile of Undergraduates*
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Gender									
Male	49	40	48	33	30	41	34	40	41
Female	51	60	52	67	70	59	66	60	59
Race/Ethnicity									
American Indian	0.1	0.1	0.2	0.3	0.1	0.2	0.4	0.2	0.3
Asian/Pacific Islander	38	17	21	25	6	27	17	22	17
Black	11	29	25	13	31	9	53	22	28
Hispanic	17	12	35	20	52	19	21	24	29
White	33	41	19	42	10	45	8	31	26
Age									
Under 25 Years	74	70	75	71	58	74	68	70	71
25 Years Old or Older	26	30	25	29	42	26	32	30	29

*Based on all undergraduates enrolled in Spring 2010.

Table 1
Profile of Undergraduates*
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Gender						
Male	43	26	52	43	43	41
Female	57	74	48	57	57	59
Race/Ethnicity						
American Indian	0.3	0.2	0.3	0.2	0.2	0.3
Asian/Pacific Islander	9	2	17	11	11	17
Black	25	92	40	11	36	28
Hispanic	42	5	27	15	24	29
White	25	2	15	63	29	26
Age						
Under 25 Years	80	52	68	75	71	71
25 Years Old or Older	20	48	32	25	29	29

*Based on all undergraduates enrolled in Spring 2010.

Table 1
Profile of Undergraduates*
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Gender								
Male	41	40	31	45	41	45	42	41
Female	59	60	69	55	59	55	58	59
Race/Ethnicity								
American Indian	0.2	0.2	0.5	0.2	0.3	0.6	0.3	0.3
Asian/Pacific Islander	14	3	4	13	24	24	15	17
Black	34	35	29	33	19	27	30	28
Hispanic	37	59	61	16	40	26	36	29
White	15	3	5	37	16	22	19	26
Age								
Under 25 Years	68	67	61	80	68	78	71	71
25 Years Old or Older	32	33	39	20	32	22	29	29

*Based on all undergraduates enrolled in Spring 2010.

Table 2
Socio-Economic Status of CUNY Undergraduates
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Household income									
Less than \$10,000	11	18	15	11	12	8	13	13	17
\$10,000 to \$14,999	10	11	7	12	12	5	13	9	12
\$15,000 to \$19,999	8	6	18	6	9	9	9	9	9
\$20,000 to \$24,999	8	9	8	9	8	9	6	8	9
\$25,000 to \$29,999	6	7	8	5	10	6	8	7	7
\$30,000 to \$34,999	7	4	10	8	10	8	7	8	8
\$35,000 to \$39,999	5	8	4	5	8	10	6	7	5
\$40,000 to \$49,999	6	5	3	7	8	6	10	6	7
\$50,000 to \$59,999	7	11	6	7	5	6	7	7	6
\$60,000 to \$69,999	7	7	2	5	5	7	5	5	5
\$70,000 to \$79,999	5	3	3	5	3	5	5	4	4
\$80,000 to \$89,999	4	3	2	5	4	6	4	4	3
\$90,000 to \$99,999	3	0	3	2	1	1	2	2	2
\$100,000 or more	13	8	8	12	5	13	5	10	7
Less than \$15,000	21	28	22	23	24	14	26	22	29
Less than \$20,000	30	34	40	29	33	23	34	31	38
Less than \$30,000	43	50	57	44	51	38	48	46	54
Less than \$40,000	56	62	71	57	70	56	61	61	67
Less than \$50,000	62	67	75	64	78	62	72	67	73
Number of people supported by income									
One	15	18	20	19	21	11	18	17	18
Two	22	23	19	22	29	21	18	22	23
Three	22	22	23	19	23	26	23	22	24
Four	28	19	19	24	12	22	22	21	19
Five or more	13	19	20	17	15	20	19	18	15
Per capita income									
\$0 to \$3,499	9	13	12	10	12	5	12	10	13
\$3,500 to \$4,999	4	4	8	4	4	8	6	5	7
\$5,000 to \$7,499	18	15	21	15	15	13	17	16	17
\$7,500 to \$10,999	13	12	14	13	13	16	12	14	13
\$11,000 to \$17,499	20	23	15	18	25	20	23	20	20
\$17,500 or more	36	33	30	38	31	38	29	34	29

Table continued on next page

Table 2 cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Highest level of education...									
Parent/Guardian									
Post-graduate/professional degree	14	18	18	18	9	21	11	16	13
College degree	28	25	28	28	22	24	22	26	24
Some college	18	19	21	21	20	17	16	19	19
High school diploma	24	22	16	24	24	26	29	23	27
Some high school	10	11	10	5	9	5	13	9	11
8th grade or less	6	5	7	5	16	7	9	7	7
College degree or higher	42	43	46	45	31	45	33	42	37
Attended CUNY college	14	21	18	22	17	25	13	19	18
Siblings									
Some college	46	59	54	54	51	56	54	53	50
College degree	33	37	35	36	31	33	37	35	34
First in family to attend college*	19	12	16	15	19	18	23	17	20
First generation in college	40	38	33	34	49	38	52	39	44

*Based only on those that responded to all questions pertaining to parent/guardian and sibling educational history.

Table 2
Socio-Economic Status of CUNY Undergraduates
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Household income						
Less than \$10,000	12	25	15	11	15	17
\$10,000 to \$14,999	14	15	16	6	13	12
\$15,000 to \$19,999	8	9	11	6	8	9
\$20,000 to \$24,999	8	11	7	5	8	9
\$25,000 to \$29,999	7	7	8	3	6	7
\$30,000 to \$34,999	7	9	6	3	6	8
\$35,000 to \$39,999	4	7	6	6	5	5
\$40,000 to \$49,999	11	5	5	8	7	7
\$50,000 to \$59,999	7	4	7	6	6	6
\$60,000 to \$69,999	2	3	4	7	4	5
\$70,000 to \$79,999	2	2	6	7	5	4
\$80,000 to \$89,999	4	1	2	9	4	3
\$90,000 to \$99,999	2	0	4	7	4	2
\$100,000 or more	12	2	5	14	8	7
Less than \$15,000	26	40	31	17	27	29
Less than \$20,000	34	48	42	24	36	38
Less than \$30,000	49	66	56	32	49	54
Less than \$40,000	60	83	68	41	61	67
Less than \$50,000	71	88	73	49	68	73
Number of people supported by income						
One	15	22	13	12	15	18
Two	23	27	28	19	24	23
Three	23	18	23	28	24	24
Four	23	21	18	25	22	19
Five or more	17	12	17	17	16	15
Per capita income						
\$0 to \$3,499	11	20	16	8	13	13
\$3,500 to \$4,999	7	3	9	7	7	7
\$5,000 to \$7,499	15	21	15	8	14	17
\$7,500 to \$10,999	11	19	13	10	13	13
\$11,000 to \$17,499	28	21	22	19	22	20
\$17,500 or more	29	16	26	48	31	29

Table continued on next page

Table 2 cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Highest level of education...						
Parent/Guardian						
Post-graduate/professional degree	12	6	11	15	12	13
College degree	28	16	22	25	24	24
Some college	20	18	18	19	19	19
High school diploma	23	34	25	33	28	27
Some high school	10	17	14	5	11	11
8th grade or less	8	9	10	3	7	7
College degree or higher	40	22	33	40	35	37
Attended CUNY college	18	15	19	26	20	18
Siblings						
Some college	59	46	50	48	51	50
College degree	35	38	36	32	35	34
First in family to attend college*	14	27	24	21	21	20
First generation in college	41	59	49	41	46	44

*Based only on those that responded to all questions pertaining to parent/guardian and sibling educational history.

Table 2
Socio-Economic Status of CUNY Undergraduates
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Household income								
Less than \$10,000	25	26	31	21	25	16	23	17
\$10,000 to \$14,999	12	18	19	15	15	12	14	12
\$15,000 to \$19,999	11	12	6	6	8	6	9	9
\$20,000 to \$24,999	9	8	10	14	11	7	10	9
\$25,000 to \$29,999	6	11	6	10	7	5	7	7
\$30,000 to \$34,999	7	6	11	7	8	12	8	8
\$35,000 to \$39,999	3	3	3	2	5	7	4	5
\$40,000 to \$49,999	4	6	5	8	5	10	6	7
\$50,000 to \$59,999	6	3	4	4	5	2	4	6
\$60,000 to \$69,999	6	2	2	4	4	3	4	5
\$70,000 to \$79,999	4	2	2	2	2	8	3	4
\$80,000 to \$89,999	2	1	1	2	1	3	2	3
\$90,000 to \$99,999	2	0	0	0	1	0	1	2
\$100,000 or more	4	3	1	6	3	7	4	7
Less than \$15,000	37	44	50	35	40	28	38	29
Less than \$20,000	48	56	56	42	48	34	46	38
Less than \$30,000	63	75	72	66	65	46	63	54
Less than \$40,000	73	84	85	74	79	65	75	67
Less than \$50,000	77	90	90	82	84	75	81	73
Number of people supported by income								
One	22	22	22	20	26	19	22	18
Two	19	23	27	21	29	22	23	23
Three	33	28	25	22	20	24	26	24
Four	15	18	14	22	13	20	17	19
Five or more	11	10	11	15	11	16	13	15
Per capita income								
\$0 to \$3,499	15	20	24	17	16	12	16	13
\$3,500 to \$4,999	10	9	6	7	6	5	8	7
\$5,000 to \$7,499	16	24	28	21	23	17	20	17
\$7,500 to \$10,999	13	16	11	14	9	17	13	13
\$11,000 to \$17,499	19	15	21	20	23	16	19	20
\$17,500 or more	27	15	11	21	22	33	23	29

Table continued on next page

Table 2 cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Highest level of education...								
Parent/Guardian								
Post-graduate/professional degree	12	10	7	9	13	7	10	13
College degree	14	19	21	29	24	30	22	24
Some college	24	23	13	16	18	13	19	19
High school diploma	31	24	31	27	26	35	29	27
Some high school	16	16	17	11	10	7	13	11
8th grade or less	3	7	12	8	9	8	7	7
College degree or higher	27	29	28	38	38	37	33	37
Attended CUNY college	13	17	12	21	12	21	16	18
Siblings								
Some college	46	46	46	44	47	43	45	50
College degree	32	31	35	30	35	30	32	34
First in family to attend college*	25	22	24	24	18	24	23	20
First generation in college	49	48	58	45	44	50	48	44

*Based only on those that responded to all questions pertaining to parent/guardian and sibling educational history.

Table 3
Household Composition and Family Obligation
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Marital status									
Single	85	84	88	89	84	87	82	86	86
Married/Domestic Partner	15	16	13	11	16	13	18	14	14
Household composition*									
Live alone	9	6	7	9	11	4	5	7	8
Live with family members	84	88	81	80	83	90	90	85	85
Live with others	7	6	11	12	6	5	5	8	7
Live with... (multiple responses allowed)									
Parent(s)/Guardian(s)	65	66	63	66	49	73	67	65	64
Other students	1	1	0	4	1	2	2	2	1
Friends/Roommates	7	5	11	9	4	5	3	7	6
Spouse or Domestic Partner	17	19	13	12	16	15	18	15	14
Child(ren)	6	4	6	4	19	6	11	7	9
Other relatives	8	8	11	7	13	7	14	9	10
Parental obligation									
Supporting children...	8	9	9	5	27	9	20	11	14
(Multiple responses allowed below)									
Children under 5	5	5	5	3	10	5	10	5	7
Children 5-12	2	3	5	2	14	3	7	4	6
Children 13-18	1	4	2	1	8	3	7	3	4
Of those supporting children under 5...									
(multiple responses allowed)									
Use on-campus day care	0	0	20	0	6	0	0	4	10
Pay for off-campus day care	58	70	40	43	53	79	67	61	58

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

Table 3
Household Composition and Family Obligation
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Marital status						
Single	92	82	82	90	87	86
Married/Domestic Partner	8	18	18	10	13	14
Household composition*						
Live alone	9	14	8	4	8	8
Live with family members	86	84	86	92	87	85
Live with others	5	3	6	4	5	7
Live with... (multiple responses allowed)						
Parent(s)/Guardian(s)	72	50	65	78	69	64
Other students	0	0	0	1	0	1
Friends/Roommates	5	3	6	3	4	6
Spouse or Domestic Partner	9	17	16	11	13	14
Child(ren)	8	23	12	9	12	9
Other relatives	11	13	8	8	10	10
Parental obligation						
Supporting children... (Multiple responses allowed below)	13	38	16	12	17	14
Children under 5	7	17	4	5	7	7
Children 5-12	5	17	8	5	8	6
Children 13-18	3	12	6	3	5	4
Of those supporting children under 5... (multiple responses allowed)						
Use on-campus day care	19	5	0	18	12	10
Pay for off-campus day care	44	57	40	70	53	58

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

Table 3
Household Composition and Family Obligation
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Marital status								
Single	88	86	85	86	83	86	86	86
Married/Domestic Partner	12	14	15	14	17	14	14	14
Household composition*								
Live alone	9	13	9	8	9	6	9	8
Live with family members	83	79	86	88	81	92	85	85
Live with others	8	7	5	5	10	2	7	7
Live with... (multiple responses allowed)								
Parent(s)/Guardian(s)	63	54	53	69	52	73	62	64
Other students	0	1	1	0	0	1	1	1
Friends/Roommates	8	7	4	5	10	1	6	6
Spouse or Domestic Partner	12	11	17	14	19	13	14	14
Child(ren)	10	15	20	8	7	8	10	9
Other relatives	8	12	11	10	14	8	10	10
Parental obligation								
Supporting children...	12	23	38	11	12	13	16	14
(Multiple responses allowed below)								
Children under 5	6	9	19	5	5	7	7	7
Children 5-12	5	14	19	6	4	6	7	6
Children 13-18	2	5	10	3	4	3	4	4
Of those supporting children under 5...								
(multiple responses allowed)								
Use on-campus day care	34	6	0	8	0	6	13	10
Pay for off-campus day care	55	83	67	50	38	59	60	58

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

Table 4
Resource Management
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Seat management									
I would like my college to offer courses with smaller sections.									
Strongly Agree	25	15	20	25	21	21	18	21	19
Agree	33	29	38	30	26	32	35	32	31
Neutral	34	44	29	32	38	37	35	36	38
Disagree	8	10	13	12	13	9	9	10	10
Strongly Disagree	0	2	0	2	1	0	4	1	2
My college provides classrooms that are large enough to handle the number of students enrolled in my class.									
Strongly Agree	14	9	12	7	19	19	19	14	15
Agree	49	42	41	41	46	53	49	46	46
Neutral	14	23	23	19	22	14	17	19	20
Disagree	16	22	18	25	10	10	13	17	15
Strongly Disagree	5	4	6	9	3	4	2	5	5
My college offers classes that are of about the right size.									
Strongly Agree	9	6	11	5	14	15	11	10	13
Agree	45	45	43	39	52	52	49	46	46
Neutral	28	30	29	29	25	21	25	27	26
Disagree	12	15	14	21	7	10	12	13	12
Strongly Disagree	6	3	4	6	3	2	2	4	3
Student services									
My college employs enough staff to serve my needs.									
Strongly Agree	7	13	15	3	18	19	11	12	14
Agree	41	43	43	38	37	47	35	41	42
Neutral	29	26	23	34	30	20	29	27	28
Disagree	14	13	16	18	12	11	19	15	13
Strongly Disagree	9	5	4	6	3	3	6	5	4
My college provides sufficient space for me to relax on campus.									
Strongly Agree	9	19	22	6	32	30	16	19	20
Agree	31	45	43	30	36	47	40	39	39
Neutral	16	20	16	21	19	12	15	17	19
Disagree	29	10	17	29	10	10	20	18	16
Strongly Disagree	15	5	2	15	3	1	9	7	6

Table 4
Resource Management
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Seat management						
I would like my college to offer courses with smaller sections.						
Strongly Agree	19	25	11	16	17	19
Agree	27	28	32	31	30	31
Neutral	42	36	45	36	40	38
Disagree	9	8	11	14	11	10
Strongly Disagree	2	3	1	3	2	2
My college provides classrooms that are large enough to handle the number of students enrolled in my class.						
Strongly Agree	20	14	15	10	15	15
Agree	46	42	55	45	48	46
Neutral	19	21	19	18	19	20
Disagree	11	15	9	16	12	15
Strongly Disagree	4	7	2	11	6	5
My college offers classes that are of about the right size.						
Strongly Agree	16	12	11	11	12	13
Agree	46	41	56	49	49	46
Neutral	26	28	27	24	26	26
Disagree	9	15	6	11	10	12
Strongly Disagree	4	4	1	6	4	3
Student services						
My college employs enough staff to serve my needs.						
Strongly Agree	14	9	11	12	12	14
Agree	40	31	43	44	41	42
Neutral	27	32	32	26	29	28
Disagree	12	18	10	13	13	13
Strongly Disagree	6	10	4	5	6	4
My college provides sufficient space for me to relax on campus.						
Strongly Agree	17	11	18	21	18	20
Agree	28	26	40	47	37	39
Neutral	19	20	26	19	21	19
Disagree	25	28	12	8	17	16
Strongly Disagree	11	15	5	5	8	6

Table 4
Resource Management
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Seat management								
I would like my college to offer courses with smaller sections.								
Strongly Agree	18	19	22	16	22	13	18	19
Agree	33	35	34	29	29	30	32	31
Neutral	37	36	32	41	39	48	39	38
Disagree	10	9	10	12	8	7	9	10
Strongly Disagree	3	1	2	2	1	2	2	2
My college provides classrooms that are large enough to handle the number of students enrolled in my class.								
Strongly Agree	16	13	21	21	15	23	17	15
Agree	46	45	43	38	44	46	44	46
Neutral	19	17	19	18	28	22	21	20
Disagree	15	16	13	20	9	8	14	15
Strongly Disagree	5	9	5	3	4	1	4	5
My college offers classes that are of about the right size.								
Strongly Agree	15	14	17	20	12	18	15	13
Agree	45	39	40	41	45	50	44	46
Neutral	25	30	29	24	29	22	26	26
Disagree	15	14	12	12	13	8	13	12
Strongly Disagree	2	2	2	2	1	2	2	3
Student services								
My college employs enough staff to serve my needs.								
Strongly Agree	17	12	19	23	9	18	16	14
Agree	45	29	38	46	41	47	42	42
Neutral	23	38	33	21	37	22	28	28
Disagree	13	17	8	7	8	9	11	13
Strongly Disagree	2	5	2	3	5	3	3	4
My college provides sufficient space for me to relax on campus.								
Strongly Agree	19	19	26	34	15	26	22	20
Agree	42	42	34	40	38	39	40	39
Neutral	22	18	22	16	23	15	19	19
Disagree	12	15	14	9	18	16	14	16
Strongly Disagree	5	5	4	2	5	3	4	6

Table 5
Use of Time (full-time students)
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Studying									
0 hours per week	1	2	1	0	1	0	1	1	3
1 to 5 hours per week	28	27	25	33	37	29	42	30	38
6 to 10 hours per week	37	31	34	33	33	39	27	34	31
11 to 20 hours per week	24	27	23	19	19	16	19	21	17
Over 20 hours per week	11	14	17	14	11	15	11	14	10
Attending classes/labs									
0 hours per week	1	0	1	1	1	0	2	1	2
1 to 5 hours per week	7	6	8	5	9	6	9	7	10
6 to 10 hours per week	27	31	21	26	35	23	21	26	23
11 to 20 hours per week	51	49	56	57	45	62	58	55	53
Over 20 hours per week	15	15	13	12	11	9	9	12	12
Participating in student activities									
0 hours per week	58	65	63	73	78	66	67	66	73
1 to 5 hours per week	28	25	29	19	17	28	25	25	22
6 to 10 hours per week	7	7	6	4	3	4	7	5	4
11 to 20 hours per week	4	2	1	3	0	1	1	2	1
Over 20 hours per week	4	1	1	2	2	1	0	1	1
Participating in CUNY-wide activities									
0 hours per week	73	81	65	76	72	78	72	75	76
1 to 5 hours per week	22	15	32	22	28	21	27	23	22
6 to 10 hours per week	3	2	2	1	0	0	1	1	2
11 to 20 hours per week	1	0	1	1	0	0	0	0	0
Over 20 hours per week	1	1	0	0	0	0	0	0	0
Participating in internships									
0 hours per week	70	67	75	77	73	80	77	74	78
1 to 5 hours per week	13	13	14	14	13	8	15	13	12
6 to 10 hours per week	6	10	5	4	3	3	1	5	4
11 to 20 hours per week	6	7	2	4	5	4	3	4	3
Over 20 hours per week	6	2	3	2	6	5	3	4	2

Table continued on next page

Table 5 cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Providing care for other people									
0 hours per week	43	41	41	38	37	41	30	39	40
1 to 5 hours per week	29	23	25	28	23	26	32	26	26
6 to 10 hours per week	12	12	14	20	11	16	16	15	14
11 to 20 hours per week	7	10	4	5	7	11	7	7	7
Over 20 hours per week	10	15	16	9	22	7	16	12	13
Doing volunteer work									
0 hours per week	73	68	66	73	73	75	71	72	73
1 to 5 hours per week	20	24	23	19	21	19	22	21	20
6 to 10 hours per week	5	5	7	6	4	4	4	5	4
11 to 20 hours per week	1	1	1	2	1	1	1	1	1
Over 20 hours per week	1	1	2	2	1	0	2	1	1
Traveling to and from campus									
Less than 30 minutes	12	26	18	12	34	35	29	23	20
30 minutes to less than an hour	34	46	27	41	38	41	40	38	40
1 to 2 hours	53	27	52	44	27	22	29	37	38
Over 2 hours	2	1	3	3	1	2	2	2	2
Working for pay									
Not working for pay	44	51	50	49	42	42	58	48	50
0 hours per week	2	2	1	2	5	2	4	2	3
1 to 20 hours per week	28	30	27	23	19	37	14	27	23
21 to 34 hours per week	19	10	13	17	17	12	16	15	14
35 or more hours per week	7	7	8	10	18	6	8	8	10

Table 5
Use of Time (full-time students)
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Studying						
0 hours per week	0	2	1	6	2	3
1 to 5 hours per week	36	41	47	38	40	38
6 to 10 hours per week	39	21	29	36	33	31
11 to 20 hours per week	17	20	17	12	16	17
Over 20 hours per week	9	16	6	8	9	10
Attending classes/labs						
0 hours per week	3	2	0	2	2	2
1 to 5 hours per week	11	17	7	5	9	10
6 to 10 hours per week	22	17	23	16	20	23
11 to 20 hours per week	53	52	53	70	58	53
Over 20 hours per week	11	11	17	7	12	12
Participating in student activities						
0 hours per week	78	71	72	71	74	73
1 to 5 hours per week	19	21	25	27	23	22
6 to 10 hours per week	2	4	1	1	2	4
11 to 20 hours per week	1	3	2	1	1	1
Over 20 hours per week	0	1	0	1	0	1
Participating in CUNY-wide activities						
0 hours per week	76	70	85	75	77	76
1 to 5 hours per week	23	25	14	24	21	22
6 to 10 hours per week	2	3	1	1	1	2
11 to 20 hours per week	0	1	0	1	0	0
Over 20 hours per week	0	1	0	0	0	0
Participating in internships						
0 hours per week	84	68	83	82	81	78
1 to 5 hours per week	11	20	11	13	13	12
6 to 10 hours per week	4	5	1	2	3	4
11 to 20 hours per week	1	5	4	1	2	3
Over 20 hours per week	1	1	1	2	1	2

Table continued on next page

Table 5 cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Providing care for other people						
0 hours per week	32	24	41	48	38	40
1 to 5 hours per week	29	23	34	23	28	26
6 to 10 hours per week	14	13	13	12	13	14
11 to 20 hours per week	9	14	5	8	8	7
Over 20 hours per week	15	26	8	10	13	13
Doing volunteer work						
0 hours per week	71	65	73	77	73	73
1 to 5 hours per week	21	29	23	19	22	20
6 to 10 hours per week	6	4	1	3	3	4
11 to 20 hours per week	1	0	3	2	2	1
Over 20 hours per week	1	3	0	0	1	1
Traveling to and from campus						
Less than 30 minutes	6	27	9	51	23	20
30 minutes to less than an hour	31	37	49	22	34	40
1 to 2 hours	60	31	41	24	40	38
Over 2 hours	2	5	1	4	3	2
Working for pay						
Not working for pay	48	52	50	42	47	50
0 hours per week	2	5	0	2	2	3
1 to 20 hours per week	20	18	27	29	24	23
21 to 34 hours per week	17	11	17	17	16	14
35 or more hours per week	12	14	6	10	10	10

Table 5
Use of Time (full-time students)
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Studying								
0 hours per week	6	8	4	5	5	3	5	3
1 to 5 hours per week	51	42	38	40	38	57	46	38
6 to 10 hours per week	26	22	32	30	34	25	28	31
11 to 20 hours per week	9	21	16	19	16	11	14	17
Over 20 hours per week	8	7	10	6	7	4	7	10
Attending classes/labs								
0 hours per week	2	3	1	6	5	0	3	2
1 to 5 hours per week	16	18	16	14	14	14	15	10
6 to 10 hours per week	22	24	24	19	24	23	22	23
11 to 20 hours per week	52	46	48	41	44	55	48	53
Over 20 hours per week	8	10	10	21	13	8	12	12
Participating in student activities								
0 hours per week	82	84	78	78	76	75	79	73
1 to 5 hours per week	16	15	17	18	20	20	18	22
6 to 10 hours per week	2	1	3	4	3	3	3	4
11 to 20 hours per week	1	0	2	0	1	1	0	1
Over 20 hours per week	0	0	0	1	0	1	0	1
Participating in CUNY-wide activities								
0 hours per week	80	72	66	72	79	78	76	76
1 to 5 hours per week	15	28	31	24	18	20	21	22
6 to 10 hours per week	4	0	3	3	2	1	3	2
11 to 20 hours per week	1	0	0	0	1	0	0	0
Over 20 hours per week	0	0	0	1	0	1	0	0
Participating in internships								
0 hours per week	84	74	80	81	79	84	81	78
1 to 5 hours per week	10	14	16	11	13	12	12	12
6 to 10 hours per week	2	5	3	8	3	0	3	4
11 to 20 hours per week	2	3	0	0	4	1	2	3
Over 20 hours per week	2	4	2	0	1	2	2	2

Table continued on next page

Table 5 cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Providing care for other people								
0 hours per week	51	45	36	31	43	40	42	40
1 to 5 hours per week	21	19	24	28	25	27	24	26
6 to 10 hours per week	15	14	11	14	11	14	13	14
11 to 20 hours per week	5	3	9	9	11	4	7	7
Over 20 hours per week	8	20	20	19	11	15	14	13
Doing volunteer work								
0 hours per week	82	69	69	76	74	75	76	73
1 to 5 hours per week	14	23	24	19	19	19	18	20
6 to 10 hours per week	3	4	4	5	3	2	3	4
11 to 20 hours per week	1	0	1	0	2	2	1	1
Over 20 hours per week	0	4	1	1	1	1	1	1
Traveling to and from campus								
Less than 30 minutes	5	23	26	15	19	21	16	20
30 minutes to less than an hour	52	40	52	41	52	36	46	40
1 to 2 hours	42	33	23	41	27	39	36	38
Over 2 hours	1	4	0	3	2	4	2	2
Working for pay								
Not working for pay	55	55	58	50	50	52	53	50
0 hours per week	6	3	8	6	5	2	5	3
1 to 20 hours per week	17	17	15	18	21	24	19	23
21 to 34 hours per week	11	11	12	14	11	14	12	14
35 or more hours per week	12	15	8	13	13	7	12	10

Table 6A
Use of Technology
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Regular use of... (multiple responses allowed)									
Devices									
Desktop computer	58	68	61	57	70	54	61	60	59
Laptop computer	70	65	69	75	66	74	63	70	64
Netbook or mini notebook	14	9	9	14	12	12	8	11	11
Smart phone (iPhone, Blackberry, etc.)	49	41	52	53	54	46	44	49	50
Portable media player (iPod, Zune, etc.)	42	43	42	56	41	44	38	45	43
E-book reader (Kindle, Nook, etc.)	2	3	1	3	2	2	2	2	2
None of the above	1	0	0	0	1	0	1	1	1
Internet access off-campus									
Basic (dial-up)	3	6	6	4	8	4	9	5	8
Broadband	92	87	90	91	88	95	89	91	84
Cellular	37	29	40	41	40	30	32	36	36
Do not access the Internet regularly off campus	3	6	1	3	4	2	2	3	5
Frequency of college-related technology use									
Blackboard									
Never	1	9	5	2	6	9	5	5	11
Once/twice a year	0	11	7	3	7	4	11	6	10
Once/twice a month	7	24	17	9	10	12	12	13	15
Once/twice a week	48	44	50	50	45	46	52	48	43
Every day	43	11	21	36	31	29	21	28	21
Online resources (registration, advisement, billing and payment, testing, etc.)									
Never	1	3	2	1	2	3	3	2	3
Once/twice a year	13	17	16	13	25	19	20	17	20
Once/twice a month	40	39	40	42	36	43	38	40	37
Once/twice a week	33	32	33	34	28	25	26	31	30
Every day	12	9	8	11	9	11	13	10	9

Table continued on next page

Table 6A cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Computer lab									
Never	6	13	5	11	13	15	9	11	12
Once/twice a year	7	11	9	11	13	20	11	12	11
Once/twice a month	16	17	19	24	21	20	22	20	20
Once/twice a week	46	42	46	37	38	38	36	41	40
Every day	25	16	21	17	15	8	22	17	16
Wireless access on campus									
Never	19	48	19	21	43	23	45	29	39
Once/twice a year	8	10	12	10	9	12	12	10	11
Once/twice a month	16	11	21	14	12	12	12	14	14
Once/twice a week	27	18	24	32	21	29	18	25	20
Every day	30	13	24	23	16	24	13	21	17
College-provided software for home use									
Never	55	64	68	55	58	63	58	60	60
Once/twice a year	12	13	6	15	12	8	12	11	11
Once/twice a month	13	10	10	10	13	15	13	12	11
Once/twice a week	12	10	11	14	13	7	12	11	12
Every day	8	4	5	7	4	7	6	6	6
Courses with online instruction/discussion/interaction									
Never	63	55	66	61	50	69	62	61	66
Once/twice a year	7	24	11	13	21	13	15	15	12
Once/twice a month	12	10	10	9	4	7	9	9	7
Once/twice a week	13	8	10	13	18	8	10	11	10
Every day	5	3	3	3	7	3	4	4	4
Recorded lecture/podcast									
Never	73	81	82	82	84	82	71	80	80
Once/twice a year	11	9	6	8	8	7	10	8	8
Once/twice a month	7	6	9	5	4	6	10	6	6
Once/twice a week	5	4	3	5	4	3	7	4	5
Every day	3	0	1	1	1	2	2	1	2
Library's online services									
Never	29	38	40	30	38	45	45	37	43
Once/twice a year	25	20	20	19	22	19	18	21	19
Once/twice a month	26	24	26	29	24	22	20	25	23
Once/twice a week	15	15	13	18	15	12	14	15	13
Every day	4	3	2	4	2	2	3	3	2

Table continued on next page

Table 6A cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Email									
Never	2	4	6	6	7	7	9	6	11
Once/twice a year	5	9	5	7	11	11	18	9	13
Once/twice a month	32	33	34	39	35	44	34	36	34
Once/twice a week	43	42	34	37	34	30	30	36	31
Every day	17	12	21	10	13	8	9	13	11
Social networking tools (Facebook, Twitter, etc.)									
Never	35	43	37	43	52	36	48	41	46
Once/twice a year	9	11	8	10	9	12	8	10	8
Once/twice a month	13	17	21	14	9	15	10	15	14
Once/twice a week	24	12	15	18	8	18	14	16	15
Every day	18	17	18	16	21	19	19	18	18
Text messages									
Never	30	37	27	41	35	31	40	34	36
Once/twice a year	12	11	10	13	12	13	9	12	13
Once/twice a month	15	20	15	18	15	24	12	18	16
Once/twice a week	26	21	24	16	22	20	20	21	20
Every day	17	11	24	12	17	12	19	15	15
Collaboration on-line with classmate									
Never	21	31	27	37	44	37	37	33	43
Once/twice a year	20	23	23	23	18	26	22	22	19
Once/twice a month	26	27	23	20	23	17	18	22	20
Once/twice a week	25	15	20	16	11	18	20	18	15
Every day	8	4	7	4	4	3	3	5	4

Table 6A
Use of Technology
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Regular use of... (multiple responses allowed)						
Devices						
Desktop computer	51	60	61	56	57	59
Laptop computer	71	56	60	70	65	64
Netbook or mini notebook	10	6	12	8	10	11
Smart phone (iPhone, Blackberry, etc.)	62	45	49	51	53	50
Portable media player (iPod, Zune, etc.)	53	31	43	46	45	43
E-book reader (Kindle, Nook, etc.)	2	2	2	1	2	2
None of the above	0	3	2	0	1	1
Internet access off-campus						
Basic (dial-up)	4	12	7	8	7	8
Broadband	89	77	85	87	86	84
Cellular	48	30	34	38	38	36
Do not access the Internet regularly off campus	3	10	4	5	4	5
Frequency of college-related technology use						
Blackboard						
Never	3	10	6	18	9	11
Once/twice a year	6	8	15	13	11	10
Once/twice a month	18	14	16	12	15	15
Once/twice a week	41	46	47	39	43	43
Every day	32	22	16	18	22	21
Online resources (registration, advisement, billing and payment, testing, etc.)						
Never	0	7	6	4	4	3
Once/twice a year	14	21	21	22	19	20
Once/twice a month	37	33	39	35	36	37
Once/twice a week	33	26	28	30	30	30
Every day	15	12	7	9	10	9

Table continued on next page

Table 6A cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Computer lab						
Never	12	13	14	15	14	12
Once/twice a year	10	11	12	16	12	11
Once/twice a month	21	20	27	21	23	20
Once/twice a week	37	37	39	38	38	40
Every day	20	19	9	10	13	16
Wireless access on campus						
Never	33	57	56	39	45	39
Once/twice a year	12	8	11	12	11	11
Once/twice a month	14	14	11	19	15	14
Once/twice a week	20	12	19	19	18	20
Every day	20	9	3	10	11	17
College-provided software for home use						
Never	58	55	56	58	57	60
Once/twice a year	13	17	18	14	15	11
Once/twice a month	8	11	10	14	11	11
Once/twice a week	14	12	13	11	12	12
Every day	8	6	3	5	5	6
Courses with online instruction/discussion/interaction						
Never	64	64	62	70	65	66
Once/twice a year	11	12	14	13	13	12
Once/twice a month	4	6	7	5	5	7
Once/twice a week	15	12	15	9	13	10
Every day	6	6	2	3	4	4
Recorded lecture/podcast						
Never	87	81	85	84	85	80
Once/twice a year	4	8	4	9	6	8
Once/twice a month	3	4	6	3	4	6
Once/twice a week	6	6	4	2	4	5
Every day	0	2	2	2	1	2
Library's online services						
Never	20	41	50	51	41	43
Once/twice a year	16	20	23	18	19	19
Once/twice a month	31	28	19	24	25	23
Once/twice a week	30	9	7	6	13	13
Every day	4	2	0	1	2	2

Table continued on next page

Table 6A cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Email						
Never	4	14	19	14	13	11
Once/twice a year	9	13	13	16	13	13
Once/twice a month	33	31	32	34	33	34
Once/twice a week	37	32	29	26	31	31
Every day	17	10	7	11	11	11
Social networking tools (Facebook, Twitter, etc.)						
Never	36	53	55	40	45	46
Once/twice a year	7	5	7	9	8	8
Once/twice a month	13	9	9	13	11	14
Once/twice a week	15	14	15	16	15	15
Every day	29	19	14	23	21	18
Text messages						
Never	28	38	38	30	33	36
Once/twice a year	15	7	16	13	14	13
Once/twice a month	18	12	9	19	15	16
Once/twice a week	21	20	25	20	22	20
Every day	18	23	12	18	17	15
Collaboration on-line with classmate						
Never	39	45	42	44	42	43
Once/twice a year	19	14	19	15	17	19
Once/twice a month	21	17	16	22	19	20
Once/twice a week	13	22	21	14	17	15
Every day	7	2	2	5	4	4

Table 6A
Use of Technology
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Regular use of... (multiple responses allowed)								
Devices								
Desktop computer	62	58	60	60	53	53	58	59
Laptop computer	58	55	55	57	63	48	57	64
Netbook or mini notebook	13	10	12	9	14	13	12	11
Smart phone (iPhone, Blackberry, etc.)	48	53	39	49	49	54	49	50
Portable media player (iPod, Zune, etc.)	48	34	42	40	36	42	41	43
E-book reader (Kindle, Nook, etc.)	3	1	2	2	1	0	2	2
None of the above	2	0	4	2	4	1	2	1
Internet access off-campus								
Basic (dial-up)	18	14	14	8	9	6	12	8
Broadband	74	79	69	83	76	81	77	84
Cellular	35	39	35	30	34	40	36	36
Do not access the Internet regularly off campus	7	6	13	7	11	6	8	5
Frequency of college-related technology use								
Blackboard								
Never	25	17	16	15	10	11	17	11
Once/twice a year	15	16	13	20	10	12	15	10
Once/twice a month	15	10	21	16	11	23	16	15
Once/twice a week	32	45	34	37	46	42	39	43
Every day	12	12	16	12	23	13	14	21
Online resources (registration, advisement, billing and payment, testing, etc.)								
Never	5	4	5	4	3	5	4	3
Once/twice a year	26	19	19	29	13	25	23	20
Once/twice a month	36	27	39	39	36	37	35	37
Once/twice a week	27	37	26	25	37	28	30	30
Every day	6	13	10	4	11	5	7	9

Table continued on next page

Table 6A cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Computer lab								
Never	14	1	14	15	10	18	12	12
Once/twice a year	12	6	8	12	9	11	10	11
Once/twice a month	23	17	23	19	16	22	20	20
Once/twice a week	33	54	41	45	46	37	42	40
Every day	18	21	14	10	19	13	16	16
Wireless access on campus								
Never	50	47	42	54	35	37	45	39
Once/twice a year	7	11	11	15	11	13	11	11
Once/twice a month	14	16	12	8	13	13	13	14
Once/twice a week	12	14	21	14	23	20	16	20
Every day	17	13	14	8	19	17	15	17
College-provided software for home use								
Never	65	63	60	67	47	61	61	60
Once/twice a year	7	10	12	10	14	9	10	11
Once/twice a month	11	8	11	11	11	15	11	11
Once/twice a week	10	13	10	9	18	10	12	12
Every day	7	6	7	4	10	6	7	6
Courses with online instruction/discussion/interaction								
Never	78	72	72	72	51	73	70	66
Once/twice a year	7	13	10	10	14	9	10	12
Once/twice a month	5	5	5	8	9	7	7	7
Once/twice a week	5	9	10	7	15	9	9	10
Every day	5	2	4	4	10	2	5	4
Recorded lecture/podcast								
Never	82	80	83	78	73	75	78	80
Once/twice a year	7	8	6	8	12	9	9	8
Once/twice a month	4	5	4	5	7	7	5	6
Once/twice a week	3	6	5	6	7	9	6	5
Every day	3	1	2	2	1	0	2	2
Library's online services								
Never	53	45	47	56	46	49	50	43
Once/twice a year	14	15	18	19	18	19	17	19
Once/twice a month	21	26	19	15	19	25	21	23
Once/twice a week	9	12	11	9	17	6	10	13
Every day	4	2	5	1	0	1	2	2

Table continued on next page

Table 6A cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Email								
Never	18	8	20	20	12	14	16	11
Once/twice a year	19	17	16	16	14	17	17	13
Once/twice a month	29	33	30	31	33	39	32	34
Once/twice a week	23	33	26	23	31	25	27	31
Every day	11	8	8	9	9	5	9	11
Social networking tools (Facebook, Twitter, etc.)								
Never	57	54	50	54	41	44	50	46
Once/twice a year	8	3	4	6	8	8	7	8
Once/twice a month	12	16	14	15	13	15	14	14
Once/twice a week	11	12	12	10	21	13	13	15
Every day	11	15	21	15	17	21	16	18
Text messages								
Never	39	36	43	44	40	39	40	36
Once/twice a year	15	14	8	13	11	12	13	13
Once/twice a month	21	17	15	15	12	15	16	16
Once/twice a week	13	23	20	12	22	17	17	20
Every day	12	11	14	16	15	18	14	15
Collaboration on-line with classmate								
Never	59	53	54	51	45	54	53	43
Once/twice a year	14	9	12	19	18	20	16	19
Once/twice a month	17	19	17	15	21	17	18	20
Once/twice a week	8	16	13	11	14	7	11	15
Every day	2	2	4	4	2	2	3	4

Table 6B
Attitude toward Technology Offerings
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Preferred means for receiving									
CUNY Alert									
Email	43	57	43	44	32	30	37	41	37
Text messages	42	32	45	46	53	53	41	45	44
CUNY website	13	8	11	9	13	13	21	12	15
Social networking (Facebook, Twitter, etc.)	2	0	1	1	1	2	1	1	2
Mail	0	3	0	0	2	3	1	1	2
Information about financial aid									
Email	79	77	71	77	68	62	56	71	64
Text messages	3	4	3	3	6	7	2	4	6
CUNY website	13	10	11	11	16	13	20	13	15
Social networking (Facebook, Twitter, etc.)	1	0	0	0	0	0	1	0	0
Mail	4	9	14	8	10	17	21	11	15
Information about courses, lectures, conferences, etc.									
Email	77	79	74	80	70	63	62	73	65
Text messages	3	3	1	4	6	6	4	4	5
CUNY website	17	14	20	14	19	17	23	17	20
Social networking (Facebook, Twitter, etc.)	1	1	1	0	1	3	1	1	1
Mail	1	4	3	2	4	10	10	5	8
Information about social events, student services, clubs, athletics									
Email	72	78	73	75	71	58	59	70	63
Text messages	3	2	2	4	6	6	5	4	6
CUNY website	15	12	18	13	17	19	24	16	20
Social networking (Facebook, Twitter, etc.)	7	5	6	7	4	8	4	6	4
Mail	2	3	1	2	2	8	9	4	7
IT alerts and updates									
Email	69	74	69	74	65	59	58	68	60
Text messages	14	13	10	11	15	17	16	13	14
CUNY website	14	9	18	14	18	18	20	16	19
Social networking (Facebook, Twitter, etc.)	1	0	2	0	1	0	3	1	1
Mail	2	4	1	2	2	6	2	3	5

Table continued on next page

Table 6B cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Preferred means for communication with									
Faculty									
Email	67	73	61	65	62	63	52	64	57
Text messages	1	3	0	1	1	1	2	1	2
Social networking (Facebook, Twitter, etc.)	1	1	1	0	0	0	0	0	1
Blackboard	2	0	1	3	4	7	7	4	4
In-person	25	22	35	30	30	28	36	29	34
Phone	3	0	1	0	3	2	3	2	3
Other students									
Email	36	36	27	33	22	28	20	30	24
Text messages	23	26	31	20	36	26	34	27	31
Social networking (Facebook, Twitter, etc.)	10	7	5	8	4	12	5	8	8
Blackboard	1	1	0	3	3	1	2	1	2
In-person	25	27	29	35	27	25	27	28	29
Phone	6	3	8	2	8	8	12	6	7
Administrative personnel									
Email	50	61	50	59	48	49	38	52	46
Text messages	0	2	0	1	0	0	2	1	1
Social networking (Facebook, Twitter, etc.)	1	0	0	0	1	0	0	0	1
Blackboard	1	1	0	1	1	4	5	2	3
In-person	42	30	43	35	39	38	46	39	42
Phone	6	6	6	5	11	8	10	7	8
Attitude toward technology offerings									
My college offers adequate wireless access on campus.									
Strongly Agree	27	29	23	27	42	44	27	32	32
Agree	44	43	41	45	38	40	39	42	42
Neutral	14	16	22	17	15	14	21	17	17
Disagree	9	8	11	8	5	2	8	7	6
Strongly Disagree	5	4	3	3	1	0	6	3	3
My college offers adequate access to lab software for home use.									
Strongly Agree	15	11	9	12	18	18	13	14	14
Agree	33	29	24	24	26	23	33	27	31
Neutral	38	41	40	46	37	41	32	40	37
Disagree	9	13	18	16	16	14	13	14	13
Strongly Disagree	5	6	10	2	3	4	10	5	6

Table continued on next page

Table 6B cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
My college offers adequate access to lab software on campus.									
Strongly Agree	27	31	23	18	26	27	19	25	26
Agree	46	47	42	46	41	42	41	44	45
Neutral	23	18	28	29	30	22	27	25	23
Disagree	2	3	6	5	3	6	9	5	5
Strongly Disagree	1	1	1	2	0	2	4	2	2
My college offers adequate meeting space with multimedia access.									
Strongly Agree	20	22	17	13	22	24	12	19	18
Agree	42	50	41	42	38	39	36	42	42
Neutral	26	22	31	27	29	26	32	27	28
Disagree	8	5	9	13	10	9	13	9	8
Strongly Disagree	4	1	2	5	1	2	8	3	3
My college offers adequate access to printing.									
Strongly Agree	39	43	27	16	26	26	31	29	31
Agree	41	38	45	43	29	33	45	39	41
Neutral	13	11	13	18	22	18	13	16	16
Disagree	4	6	11	17	12	15	6	11	8
Strongly Disagree	3	2	4	6	11	7	6	5	5
My college offers adequate online storage space for course-related files.									
Strongly Agree	19	19	14	11	19	23	20	18	17
Agree	32	32	29	33	31	34	45	33	35
Neutral	35	39	43	41	39	33	26	37	36
Disagree	8	7	13	9	7	8	5	9	9
Strongly Disagree	5	4	2	5	4	2	4	4	3
My college offers adequate support for online security.									
Strongly Agree	17	21	14	11	18	21	15	17	17
Agree	33	42	36	43	35	41	45	39	41
Neutral	42	29	40	38	41	33	33	37	35
Disagree	6	5	8	5	5	4	4	5	5
Strongly Disagree	3	3	2	3	1	2	3	2	2
My college offers help desk service during the hours I need.									
Strongly Agree	18	25	16	13	25	21	20	19	20
Agree	38	43	39	39	34	35	41	38	41
Neutral	33	26	36	34	27	35	26	32	28
Disagree	7	5	7	11	9	7	8	8	8
Strongly Disagree	4	2	3	3	5	2	5	3	4

Table 6B
Attitude toward Technology Offerings
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Preferred means for receiving						
CUNY Alert						
Email	24	37	31	29	29	37
Text messages	63	35	40	58	50	44
CUNY website	12	24	25	8	16	15
Social networking (Facebook, Twitter, etc.)	1	2	1	3	2	2
Mail	0	3	4	3	2	2
Information about financial aid						
Email	60	46	52	52	53	64
Text messages	9	7	4	4	6	6
CUNY website	16	20	18	14	17	15
Social networking (Facebook, Twitter, etc.)	0	1	1	0	1	0
Mail	15	25	25	29	24	15
Information about courses, lectures, conferences, etc.						
Email	62	47	56	55	56	65
Text messages	7	6	4	6	6	5
CUNY website	23	31	31	21	26	20
Social networking (Facebook, Twitter, etc.)	0	1	2	3	2	1
Mail	7	15	8	16	11	8
Information about social events, student services, clubs, athletics						
Email	66	46	54	56	57	63
Text messages	7	11	5	7	7	6
CUNY website	21	29	29	17	24	20
Social networking (Facebook, Twitter, etc.)	3	2	4	5	4	4
Mail	3	11	8	14	9	7
IT alerts and updates						
Email	58	48	46	54	52	60
Text messages	19	12	14	16	16	14
CUNY website	22	30	33	18	25	19
Social networking (Facebook, Twitter, etc.)	0	0	0	3	1	1
Mail	1	9	6	9	6	5

Table continued on next page

Table 6B cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Preferred means for communication with						
Faculty						
Email	61	47	48	55	54	57
Text messages	3	2	1	2	2	2
Social networking (Facebook, Twitter, etc.)	1	0	0	3	1	1
Blackboard	4	7	5	4	5	4
In-person	29	37	42	33	35	34
Phone	2	7	4	3	4	3
Other students						
Email	22	17	18	16	18	24
Text messages	32	39	27	37	33	31
Social networking (Facebook, Twitter, etc.)	12	9	7	7	9	8
Blackboard	2	2	4	2	3	2
In-person	26	22	36	31	30	29
Phone	5	12	8	6	7	7
Administrative personnel						
Email	47	37	38	36	40	46
Text messages	4	1	1	3	2	1
Social networking (Facebook, Twitter, etc.)	1	0	0	1	1	1
Blackboard	2	4	4	1	3	3
In-person	37	50	47	47	45	42
Phone	8	9	10	13	10	8
Attitude toward technology offerings						
My college offers adequate wireless access on campus.						
Strongly Agree	41	18	15	21	24	32
Agree	38	29	43	49	41	42
Neutral	16	31	25	19	22	17
Disagree	4	14	11	7	8	6
Strongly Disagree	2	9	5	4	4	3
My college offers adequate access to lab software for home use.						
Strongly Agree	16	9	5	10	10	14
Agree	28	27	30	37	31	31
Neutral	43	24	45	36	39	37
Disagree	9	23	12	13	13	13
Strongly Disagree	4	16	9	5	7	6

Table continued on next page

Table 6B cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
My college offers adequate access to lab software on campus.						
Strongly Agree	33	19	18	20	23	26
Agree	37	36	49	48	44	45
Neutral	26	19	26	25	25	23
Disagree	3	13	5	5	5	5
Strongly Disagree	1	12	2	2	3	2
My college offers adequate meeting space with multimedia access.						
Strongly Agree	22	8	13	13	15	18
Agree	38	27	42	52	42	42
Neutral	24	37	35	26	30	28
Disagree	12	18	9	4	9	8
Strongly Disagree	3	9	1	5	4	3
My college offers adequate access to printing.						
Strongly Agree	37	21	27	25	28	31
Agree	33	31	47	50	42	41
Neutral	15	19	18	17	17	16
Disagree	8	15	4	4	7	8
Strongly Disagree	6	15	4	3	6	5
My college offers adequate online storage space for course-related files.						
Strongly Agree	18	9	9	10	12	17
Agree	36	25	35	47	37	35
Neutral	33	48	40	31	36	36
Disagree	7	13	12	8	10	9
Strongly Disagree	6	6	4	4	5	3
My college offers adequate support for online security.						
Strongly Agree	25	13	13	12	16	17
Agree	41	34	41	52	43	41
Neutral	27	44	38	26	32	35
Disagree	6	6	6	6	6	5
Strongly Disagree	2	4	2	4	2	2
My college offers help desk service during the hours I need.						
Strongly Agree	23	16	14	14	17	20
Agree	35	32	49	46	42	41
Neutral	26	31	29	27	28	28
Disagree	9	13	5	8	8	8
Strongly Disagree	6	8	2	6	5	4

Table 6B
Attitude toward Technology Offerings
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Preferred means for receiving								
CUNY Alert								
Email	42	24	35	32	46	34	37	37
Text messages	37	38	41	49	34	44	40	44
CUNY website	15	34	17	15	12	20	18	15
Social networking (Facebook, Twitter, etc.)	3	1	3	2	2	0	2	2
Mail	3	1	5	3	6	2	3	2
Information about financial aid								
Email	76	55	59	55	61	61	64	64
Text messages	5	6	3	8	11	9	7	6
CUNY website	13	26	18	12	13	15	15	15
Social networking (Facebook, Twitter, etc.)	1	1	1	1	1	0	1	0
Mail	6	12	19	24	14	15	13	15
Information about courses, lectures, conferences, etc.								
Email	73	50	53	54	65	64	63	65
Text messages	6	5	6	8	6	5	6	5
CUNY website	16	31	22	24	13	24	20	20
Social networking (Facebook, Twitter, etc.)	0	2	2	0	2	0	1	1
Mail	5	12	17	13	14	7	10	8
Information about social events, student services, clubs, athletics								
Email	71	46	54	50	58	63	59	63
Text messages	5	5	6	9	8	7	6	6
CUNY website	15	35	20	27	19	22	22	20
Social networking (Facebook, Twitter, etc.)	4	4	7	2	3	1	3	4
Mail	5	9	14	12	12	7	9	7
IT alerts and updates								
Email	69	46	49	44	57	58	56	60
Text messages	11	15	12	20	15	15	14	14
CUNY website	12	36	27	24	13	21	20	19
Social networking (Facebook, Twitter, etc.)	2	1	2	2	3	0	2	1
Mail	7	3	10	10	12	6	8	5

Table continued on next page

Table 6B cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Preferred means for communication with								
Faculty								
Email	58	46	44	46	55	50	52	57
Text messages	4	2	3	2	1	5	3	2
Social networking (Facebook, Twitter, etc.)	1	0	1	1	3	1	1	1
Blackboard	2	6	6	3	4	4	3	4
In-person	35	41	43	43	35	37	38	34
Phone	1	5	4	5	2	2	3	3
Other students								
Email	27	15	16	18	26	15	21	24
Text messages	33	34	28	30	31	38	33	31
Social networking (Facebook, Twitter, etc.)	7	2	6	11	9	8	7	8
Blackboard	1	1	3	1	2	1	1	2
In-person	27	34	36	30	24	31	29	29
Phone	5	16	12	10	7	7	8	7
Administrative personnel								
Email	52	40	38	31	47	39	43	46
Text messages	2	1	2	1	1	3	2	1
Social networking (Facebook, Twitter, etc.)	0	0	1	1	2	2	1	1
Blackboard	1	5	2	4	4	4	3	3
In-person	42	44	50	54	42	41	45	42
Phone	3	10	7	9	4	11	7	8
Attitude toward technology offerings								
My college offers adequate wireless access on campus.								
Strongly Agree	41	26	44	37	32	36	36	32
Agree	39	46	40	40	46	42	42	42
Neutral	14	19	10	18	13	18	15	17
Disagree	4	5	5	2	5	4	4	6
Strongly Disagree	2	5	1	3	4	0	3	3
My college offers adequate access to lab software for home use.								
Strongly Agree	17	14	21	15	15	16	16	14
Agree	34	35	27	23	39	41	34	31
Neutral	33	29	36	44	37	28	34	37
Disagree	12	11	12	12	9	13	11	13
Strongly Disagree	5	11	4	6	0	2	5	6

Table continued on next page

Table 6B cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
My college offers adequate access to lab software on campus.								
Strongly Agree	30	28	29	27	23	29	28	26
Agree	47	50	47	42	53	47	48	45
Neutral	16	14	21	27	21	19	19	23
Disagree	6	7	3	3	3	3	4	5
Strongly Disagree	1	2	0	2	0	1	1	2
My college offers adequate meeting space with multimedia access.								
Strongly Agree	21	15	20	30	14	18	20	18
Agree	46	44	37	37	42	44	43	42
Neutral	22	27	34	21	37	29	27	28
Disagree	6	12	7	7	5	6	7	8
Strongly Disagree	5	2	2	6	2	2	3	3
My college offers adequate access to printing.								
Strongly Agree	30	35	42	44	22	42	34	31
Agree	39	45	37	35	50	41	41	41
Neutral	16	12	13	14	20	13	15	16
Disagree	9	6	7	4	6	3	6	8
Strongly Disagree	5	2	2	4	2	1	3	5
My college offers adequate online storage space for course-related files.								
Strongly Agree	19	18	18	20	16	19	18	17
Agree	35	40	34	33	42	32	36	35
Neutral	35	32	38	35	35	43	36	36
Disagree	11	7	8	8	6	6	8	9
Strongly Disagree	1	3	2	3	2	1	2	3
My college offers adequate support for online security.								
Strongly Agree	19	18	22	25	13	18	19	17
Agree	35	49	42	41	47	39	41	41
Neutral	35	27	31	29	37	38	34	35
Disagree	9	5	5	3	3	4	5	5
Strongly Disagree	1	1	0	2	1	0	1	2
My college offers help desk service during the hours I need.								
Strongly Agree	23	20	31	28	12	20	22	20
Agree	40	49	41	40	44	43	43	41
Neutral	22	19	19	24	34	29	25	28
Disagree	10	10	6	3	6	6	7	8
Strongly Disagree	5	3	3	4	3	2	4	4

Table 7
Availability of Courses
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Generally, courses are offered at times when I can take them.									
Strongly Agree	15	18	13	12	22	18	21	16	20
Agree	47	42	44	43	31	38	30	40	40
Neutral	21	24	18	23	20	22	23	22	21
Disagree	12	10	20	17	20	17	17	16	13
Strongly Disagree	5	6	5	5	7	5	9	6	5
I would like my college to offer more courses in the evening.									
Strongly Agree	23	20	24	20	35	20	24	23	23
Agree	26	31	30	28	24	29	27	28	27
Neutral	39	36	34	39	29	40	33	36	39
Disagree	9	9	8	11	10	8	11	9	9
Strongly Disagree	3	5	4	3	3	2	5	3	3
I would like my college to offer more courses on the weekend.									
Strongly Agree	17	17	15	18	30	19	21	19	18
Agree	21	19	17	18	19	21	21	19	20
Neutral	45	45	44	41	36	42	39	42	44
Disagree	11	15	18	17	11	14	12	14	13
Strongly Disagree	5	5	7	6	5	4	8	6	5
I would like my college to offer more fully online courses.									
Strongly Agree	20	14	23	18	24	21	17	20	20
Agree	22	24	17	23	21	24	22	22	22
Neutral	35	35	34	31	31	34	35	34	35
Disagree	16	20	16	18	15	14	15	16	15
Strongly Disagree	8	7	10	10	8	8	11	9	8
I would like my college to offer more hybrid courses.									
Strongly Agree	19	15	22	12	20	19	21	18	18
Agree	29	34	29	31	29	29	31	30	30
Neutral	31	35	29	32	32	30	30	31	34
Disagree	14	12	14	17	12	17	11	14	13
Strongly Disagree	7	4	6	8	7	6	6	6	5

Table continued on next page

Table 7 cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
I was able to register for every course I wanted to take.	54	59	48	51	62	57	56	55	61
I was not able to register for one or more courses.	46	41	52	49	38	43	44	45	39
I could not register for... (multiple responses allowed)									
A course that would have satisfied a "Gen Ed" (distribution or core) requirement	16	13	18	30	14	12	22	18	15
A course required to enter my major	16	8	9	16	11	12	12	12	11
A course required for my major, itself	22	24	27	20	20	26	21	23	20
A course required to graduate	11	10	10	16	9	12	11	12	10
An elective course	9	9	15	7	8	16	9	11	9
I was not able to register for the course because...*									
No seats were available at any time	35	37	51	42	41	50	45	43	40
Seats were available but not when I could take the class	28	25	18	34	32	29	20	27	26
Seats were available but not when I wanted to take the class	12	12	8	6	4	6	10	8	9
Could not get necessary permission to take the class	20	13	12	6	11	3	8	10	15
The course was not offered at all this semester	5	12	10	13	13	12	16	11	10

*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.

Table 7
Availability of Courses
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Generally, courses are offered at times when I can take them.						
Strongly Agree	24	29	21	10	20	20
Agree	36	30	50	41	41	40
Neutral	22	24	15	22	20	21
Disagree	13	11	10	18	13	13
Strongly Disagree	4	7	4	9	6	5
I would like my college to offer more courses in the evening.						
Strongly Agree	24	32	14	22	21	23
Agree	25	25	28	26	26	27
Neutral	40	34	43	42	40	39
Disagree	8	9	12	9	10	9
Strongly Disagree	3	1	3	2	2	3
I would like my college to offer more courses on the weekend.						
Strongly Agree	15	31	11	15	16	18
Agree	14	25	23	15	18	20
Neutral	48	33	50	48	46	44
Disagree	16	9	13	16	14	13
Strongly Disagree	7	2	4	6	5	5
I would like my college to offer more fully online courses.						
Strongly Agree	29	26	11	25	22	20
Agree	14	21	22	25	21	22
Neutral	34	21	39	32	33	35
Disagree	16	22	18	12	16	15
Strongly Disagree	6	11	10	5	8	8
I would like my college to offer more hybrid courses.						
Strongly Agree	22	28	14	15	18	18
Agree	29	30	35	27	30	30
Neutral	27	26	35	36	32	34
Disagree	16	13	10	17	14	13
Strongly Disagree	6	3	6	5	5	5

Table continued on next page

Table 7 cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
I was able to register for every course I wanted to take.	61	70	70	57	64	61
I was not able to register for one or more courses.	39	30	30	43	36	39
I could not register for... (multiple responses allowed)						
A course that would have satisfied a "Gen Ed" (distribution or core) requirement	18	7	6	16	12	15
A course required to enter my major	8	11	9	9	9	11
A course required for my major, itself	21	20	22	25	22	20
A course required to graduate	9	9	7	10	9	10
An elective course	12	3	7	9	8	9
I was not able to register for the course because...*						
No seats were available at any time	31	18	42	53	40	40
Seats were available but not when I could take the class	32	21	19	20	23	26
Seats were available but not when I wanted to take the class	9	15	3	5	7	9
Could not get necessary permission to take the class	11	21	29	14	17	15
The course was not offered at all this semester	18	24	7	8	13	10

*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.

Table 7
Availability of Courses
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Generally, courses are offered at times when I can take them.								
Strongly Agree	25	26	30	23	21	25	24	20
Agree	39	37	32	48	39	40	40	40
Neutral	19	21	19	17	26	25	21	21
Disagree	13	13	16	8	9	8	11	13
Strongly Disagree	4	4	4	3	5	2	4	5
I would like my college to offer more courses in the evening.								
Strongly Agree	25	23	27	20	20	21	23	23
Agree	25	30	35	25	25	19	25	27
Neutral	41	37	29	43	45	43	41	39
Disagree	6	8	8	10	7	15	9	9
Strongly Disagree	2	2	0	2	3	2	2	3
I would like my college to offer more courses on the weekend.								
Strongly Agree	17	23	27	16	21	15	19	18
Agree	21	22	32	22	22	15	21	20
Neutral	46	36	33	50	44	48	44	44
Disagree	9	15	5	9	9	16	11	13
Strongly Disagree	7	3	2	3	4	6	5	5
I would like my college to offer more fully online courses.								
Strongly Agree	16	18	19	18	22	17	18	20
Agree	24	29	25	23	16	22	23	22
Neutral	42	31	35	40	36	40	38	35
Disagree	9	16	15	15	19	15	14	15
Strongly Disagree	10	6	6	4	5	6	7	8
I would like my college to offer more hybrid courses.								
Strongly Agree	15	21	18	18	22	15	18	18
Agree	31	29	34	30	27	27	29	30
Neutral	40	34	30	33	41	40	38	34
Disagree	10	13	13	15	8	13	11	13
Strongly Disagree	4	3	5	5	2	4	4	5

Table continued on next page

Table 7 cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
I was able to register for every course I wanted to take.	64	64	71	63	59	75	65	61
I was not able to register for one or more courses.	36	36	29	37	41	25	35	39
I could not register for... (multiple responses allowed)								
A course that would have satisfied a "Gen Ed" (distribution or core) requirement	15	18	7	16	14	10	14	15
A course required to enter my major	8	14	10	13	15	5	11	11
A course required for my major, itself	15	15	13	19	18	14	16	20
A course required to graduate	10	12	3	10	5	7	9	10
An elective course	10	6	8	8	10	6	8	9
I was not able to register for the course because...*								
No seats were available at any time	42	29	32	33	40	34	36	40
Seats were available but not when I could take the class	21	22	28	29	29	28	26	26
Seats were available but not when I wanted to take the class	17	16	8	5	15	9	13	9
Could not get necessary permission to take the class	20	23	28	23	10	18	19	15
The course was not offered at all this semester	0	10	4	11	6	11	6	10

*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.

Table 8
College Expectations and Experiences at CUNY
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Experience									
Overall social experience									
Very Satisfied	10	16	14	9	22	15	11	13	16
Satisfied	43	45	52	41	45	49	50	46	47
Neutral	26	28	25	32	25	26	25	27	27
Dissatisfied	16	8	7	13	8	8	11	10	8
Very Dissatisfied	5	2	2	5	1	2	3	3	2
Overall academic experience									
Very Satisfied	13	21	11	14	23	20	11	16	17
Satisfied	53	44	60	51	51	53	49	52	51
Neutral	21	24	17	18	16	18	28	20	21
Dissatisfied	11	8	10	14	9	8	10	10	9
Very Dissatisfied	2	3	1	3	1	0	3	2	2
Value of education for the price I am paying									
Very Satisfied	30	27	32	26	32	39	19	30	26
Satisfied	41	34	36	39	36	31	37	36	38
Neutral	18	24	20	17	20	22	23	20	22
Dissatisfied	8	10	9	14	10	7	15	10	10
Very Dissatisfied	3	5	4	4	2	2	7	3	4
Would choose to attend current college if to start over									
Definitely yes	29	29	34	28	32	43	20	31	28
Probably yes	45	44	40	42	40	42	31	41	40
Probably no	19	21	19	21	21	11	28	19	22
Definitely no	8	7	7	9	7	4	21	8	10
Sources of financial support for college expenses (multiple responses allowed)									
Income/savings from parent(s)	40	41	38	43	23	51	35	40	36
Personal income/savings	51	41	47	62	43	46	37	48	42
Income/savings from spouse/partner	6	7	3	5	6	5	4	5	5
Grants/scholarships	58	62	68	55	67	55	64	60	59
Student loan	14	20	17	19	24	12	13	17	14
Private loan	5	3	2	5	3	2	3	3	3
Public assistance	5	5	2	2	2	3	3	3	4
Employer contribution	3	1	2	4	8	5	7	4	4

Table continued on next page

Table 8 cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Primary source of health insurance									
Parent(s) policy	32	31	27	31	16	38	21	29	25
Policy purchased as a student of current college	0	1	1	1	0	1	1	1	1
Individual policy from private insurer	4	3	1	3	1	1	2	2	2
Employer-sponsored insurance	10	9	12	16	19	12	14	13	11
Spouse/partner's policy	5	6	2	3	3	2	3	3	3
Family Health Plus	6	11	10	6	12	6	12	8	8
Child Health Plus	1	1	0	3	1	1	2	1	2
Medicaid	18	20	22	18	24	19	23	20	22
Veterans health benefits	0	0	0	0	1	0	1	0	0
Other	5	2	4	4	3	3	5	4	5
No health insurance	20	14	20	17	19	15	17	17	20
Primary means of commuting									
Public transportation (subway, bus, etc.)	92	68	84	94	63	46	71	74	77
Driving/car pool	4	25	4	3	29	46	25	19	18
Bicycle	1	1	1	1	1	0	0	1	0
Walking	3	7	11	3	7	8	4	6	5
Expectation									
My college provides adequate advisement in choosing a major.									
Strongly Agree	10	10	11	9	18	14	14	12	15
Agree	36	36	36	34	38	38	32	36	37
Neutral	28	29	26	26	20	25	23	26	24
Disagree	12	14	15	19	16	19	20	16	15
Strongly Disagree	14	11	12	13	8	4	11	10	9
My college encourages me to attend full-time.									
Strongly Agree	15	14	16	13	23	18	15	16	19
Agree	42	44	46	41	27	39	40	41	40
Neutral	29	32	27	31	33	30	26	30	28
Disagree	9	6	7	11	15	11	12	10	10
Strongly Disagree	4	3	3	4	3	1	7	3	3
My college encourages me to take online courses.									
Strongly Agree	2	2	2	1	8	4	2	3	3
Agree	8	9	6	6	13	6	10	8	10
Neutral	32	52	40	36	43	44	36	41	42
Disagree	37	30	40	43	28	35	32	36	33
Strongly Disagree	21	7	13	14	9	12	21	13	12

Table continued on next page

Table 8 cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
My college clearly communicates degree requirements.									
Strongly Agree	13	15	20	12	25	18	17	17	19
Agree	39	42	35	33	33	39	34	37	39
Neutral	21	22	24	21	15	19	22	20	20
Disagree	15	15	11	22	16	13	14	15	13
Strongly Disagree	12	6	11	13	11	11	14	11	9

Table 8
College Expectations and Experiences at CUNY
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Experience						
Overall social experience						
Very Satisfied	16	15	14	14	15	16
Satisfied	43	41	51	50	47	47
Neutral	26	32	24	27	27	27
Dissatisfied	12	9	9	5	9	8
Very Dissatisfied	3	3	2	3	3	2
Overall academic experience						
Very Satisfied	19	15	15	13	16	17
Satisfied	55	44	54	52	52	51
Neutral	19	31	25	24	24	21
Dissatisfied	5	10	4	7	6	9
Very Dissatisfied	0	0	3	3	2	2
Value of education for the price I am paying						
Very Satisfied	32	22	17	22	23	26
Satisfied	37	38	43	37	39	38
Neutral	25	23	21	24	23	22
Dissatisfied	5	13	15	10	11	10
Very Dissatisfied	1	5	5	6	4	4
Would choose to attend current college if to start over						
Definitely yes	32	28	22	19	25	28
Probably yes	42	28	43	41	40	40
Probably no	19	28	24	24	23	22
Definitely no	7	15	10	17	12	10
Sources of financial support for college expenses (multiple responses allowed)						
Income/savings from parent(s)	43	20	35	46	38	36
Personal income/savings	44	37	42	40	41	42
Income/savings from spouse/partner	1	7	3	4	3	5
Grants/scholarships	65	68	60	45	58	59
Student loan	18	17	12	22	17	14
Private loan	4	1	2	4	3	3
Public assistance	3	6	3	4	4	4
Employer contribution	5	3	5	4	5	4

Table continued on next page

Table 8 cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Primary source of health insurance						
Parent(s) policy	36	10	20	52	32	25
Policy purchased as a student of current college	0	0	0	0	0	1
Individual policy from private insurer	1	2	3	2	2	2
Employer-sponsored insurance	12	14	19	10	14	11
Spouse/partner's policy	1	4	2	4	3	3
Family Health Plus	7	11	7	9	8	8
Child Health Plus	3	2	4	1	2	2
Medicaid	19	35	25	4	19	22
Veterans health benefits	1	0	0	0	0	0
Other	3	5	3	6	4	5
No health insurance	16	17	19	11	16	20
Primary means of commuting						
Public transportation (subway, bus, etc.)	93	76	93	32	73	77
Driving/car pool	6	10	5	66	23	18
Bicycle	0	0	0	0	0	0
Walking	1	14	1	2	3	5
Expectation						
My college provides adequate advisement in choosing a major.						
Strongly Agree	17	12	13	13	14	15
Agree	33	34	41	43	38	37
Neutral	22	26	22	15	21	24
Disagree	18	18	18	17	18	15
Strongly Disagree	9	9	6	12	9	9
My college encourages me to attend full-time.						
Strongly Agree	24	20	14	14	18	19
Agree	36	36	43	50	42	40
Neutral	30	24	30	24	27	28
Disagree	9	16	10	7	9	10
Strongly Disagree	2	4	3	5	3	3
My college encourages me to take online courses.						
Strongly Agree	2	4	1	4	3	3
Agree	8	10	14	14	12	10
Neutral	46	39	48	34	42	42
Disagree	31	31	27	29	29	33
Strongly Disagree	12	16	11	18	14	12

Table continued on next page

Table 8 cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
My college clearly communicates degree requirements.						
Strongly Agree	23	20	14	11	17	19
Agree	36	31	48	40	40	39
Neutral	16	22	22	21	20	20
Disagree	15	16	11	15	14	13
Strongly Disagree	10	12	5	13	10	9

Table 8
College Expectations and Experiences at CUNY
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Experience								
Overall social experience								
Very Satisfied	17	15	22	23	15	23	19	16
Satisfied	44	49	50	48	53	47	48	47
Neutral	28	28	24	23	27	27	27	27
Dissatisfied	9	5	3	5	4	3	6	8
Very Dissatisfied	2	3	2	1	1	0	1	2
Overall academic experience								
Very Satisfied	18	17	21	21	13	27	19	17
Satisfied	49	49	48	48	59	47	50	51
Neutral	15	21	24	23	24	22	20	21
Dissatisfied	16	10	6	6	4	4	9	9
Very Dissatisfied	1	3	1	2	1	0	1	2
Value of education for the price I am paying								
Very Satisfied	24	17	25	31	15	26	23	26
Satisfied	36	37	37	39	51	38	39	38
Neutral	23	27	20	22	27	25	24	22
Dissatisfied	15	14	15	4	4	7	10	10
Very Dissatisfied	3	5	3	3	4	5	4	4
Would choose to attend current college if to start over								
Definitely yes	24	18	31	35	28	33	28	28
Probably yes	37	35	42	33	42	42	38	40
Probably no	22	32	20	23	23	20	23	22
Definitely no	18	15	8	9	6	5	11	10
Sources of financial support for college expenses (multiple responses allowed)								
Income/savings from parent(s)	27	21	24	31	37	37	30	36
Personal income/savings	36	35	33	40	46	33	37	42
Income/savings from spouse/partner	3	3	5	8	6	4	5	5
Grants/scholarships	62	70	61	64	45	55	59	59
Student loan	12	14	8	11	9	8	11	14
Private loan	2	1	0	3	2	1	2	3
Public assistance	6	7	2	4	4	5	5	4
Employer contribution	3	3	4	3	3	5	3	4

Table continued on next page

Table 8 cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Primary source of health insurance								
Parent(s) policy	18	11	7	24	14	27	18	25
Policy purchased as a student of current college	1	0	0	0	0	0	1	1
Individual policy from private insurer	3	0	0	0	2	3	2	2
Employer-sponsored insurance	9	9	13	8	7	10	9	11
Spouse/partner's policy	4	2	2	4	3	4	3	3
Family Health Plus	8	12	6	8	10	7	9	8
Child Health Plus	3	0	0	2	1	3	2	2
Medicaid	21	38	44	23	21	22	25	22
Veterans health benefits	0	0	1	0	0	0	0	0
Other	7	5	7	11	4	7	7	5
No health insurance	27	22	20	19	36	18	25	20
Primary means of commuting								
Public transportation (subway, bus, etc.)	95	79	88	72	86	65	82	77
Driving/car pool	1	11	7	26	10	33	14	18
Bicycle	0	1	0	0	0	1	0	0
Walking	4	9	5	2	3	2	4	5
Expectation								
My college provides adequate advisement in choosing a major.								
Strongly Agree	15	15	23	23	18	26	19	15
Agree	44	35	30	34	30	37	37	37
Neutral	24	23	22	29	31	21	25	24
Disagree	10	18	13	8	14	11	12	15
Strongly Disagree	7	9	12	6	6	5	7	9
My college encourages me to attend full-time.								
Strongly Agree	19	19	24	27	20	28	22	19
Agree	40	38	33	39	43	38	39	40
Neutral	25	26	31	22	27	26	26	28
Disagree	13	12	9	9	6	8	10	10
Strongly Disagree	4	5	3	3	4	0	3	3
My college encourages me to take online courses.								
Strongly Agree	1	4	6	8	6	6	4	3
Agree	15	12	15	7	8	7	11	10
Neutral	40	39	39	48	40	55	43	42
Disagree	37	32	33	28	31	22	31	33
Strongly Disagree	6	13	8	10	15	10	10	12

Table continued on next page

Table 8 cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
My college clearly communicates degree requirements.								
Strongly Agree	18	22	25	26	17	27	22	19
Agree	50	38	31	39	43	37	42	39
Neutral	15	19	24	20	27	21	20	20
Disagree	9	14	11	8	9	9	10	13
Strongly Disagree	8	6	9	7	4	5	7	9

Table 9A
Satisfaction with Faculty
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Availability of faculty outside of class									
Very Satisfied	15	17	15	13	20	21	14	16	16
Satisfied	47	51	46	50	48	52	48	49	47
Neutral	29	24	30	27	23	21	22	25	27
Dissatisfied	6	6	8	10	8	5	14	7	8
Very Dissatisfied	4	2	1	1	2	0	3	2	2
Online access to faculty (virtual office hours, video conference, etc.)									
Very Satisfied	11	14	10	9	16	17	10	13	11
Satisfied	34	44	30	38	41	34	33	37	35
Neutral	36	31	39	37	32	37	33	35	39
Dissatisfied	12	8	16	13	7	10	17	11	11
Very Dissatisfied	7	3	5	3	4	3	6	4	4
Level of faculty preparedness for class									
Very Satisfied	17	25	23	19	28	27	18	23	22
Satisfied	60	53	51	57	52	52	55	54	52
Neutral	17	16	20	16	11	16	19	17	19
Dissatisfied	4	5	4	5	7	2	5	4	5
Very Dissatisfied	2	1	1	3	2	3	3	2	2
Ability of faculty to communicate clearly									
Very Satisfied	16	24	25	20	28	24	19	22	22
Satisfied	57	48	44	52	47	50	50	50	50
Neutral	17	19	19	17	15	14	20	17	17
Dissatisfied	8	7	11	6	8	9	9	8	8
Very Dissatisfied	2	2	1	5	3	3	2	3	3
Frequency of faculty feedback about course performance									
Very Satisfied	11	17	14	12	23	17	13	15	15
Satisfied	43	40	34	46	38	37	42	40	42
Neutral	29	29	31	25	20	30	27	28	27
Dissatisfied	13	12	17	14	13	12	13	13	12
Very Dissatisfied	5	3	4	4	6	4	6	4	4

Table continued on next page

Table 9A cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Quality of faculty feedback about course performance									
Very Satisfied	12	16	14	13	23	15	12	15	16
Satisfied	44	42	33	45	38	41	41	41	43
Neutral	29	30	36	27	21	27	29	29	27
Dissatisfied	11	9	12	11	13	12	13	11	10
Very Dissatisfied	4	3	5	5	4	4	6	4	4

Table 9A
Satisfaction with Faculty
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Availability of faculty outside of class						
Very Satisfied	18	16	11	11	13	16
Satisfied	43	39	50	44	45	47
Neutral	31	30	31	27	29	27
Dissatisfied	5	11	8	13	9	8
Very Dissatisfied	3	3	1	5	3	2
Online access to faculty (virtual office hours, video conference, etc.)						
Very Satisfied	12	8	6	7	9	11
Satisfied	42	38	35	37	38	35
Neutral	34	35	45	40	39	39
Dissatisfied	8	12	11	8	9	11
Very Dissatisfied	4	7	3	8	5	4
Level of faculty preparedness for class						
Very Satisfied	33	20	20	18	23	22
Satisfied	44	54	53	52	50	52
Neutral	18	21	21	21	20	19
Dissatisfied	3	3	4	5	4	5
Very Dissatisfied	1	2	2	4	2	2
Ability of faculty to communicate clearly						
Very Satisfied	31	22	17	16	21	22
Satisfied	48	53	57	47	51	50
Neutral	14	17	19	19	18	17
Dissatisfied	4	4	6	11	7	8
Very Dissatisfied	2	3	1	7	3	3
Frequency of faculty feedback about course performance						
Very Satisfied	19	20	11	11	15	15
Satisfied	39	47	49	43	44	42
Neutral	27	22	28	32	28	27
Dissatisfied	10	8	9	9	9	12
Very Dissatisfied	4	3	3	4	4	4

Table continued on next page

Table 9A cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Quality of faculty feedback about course performance						
Very Satisfied	20	21	13	12	16	16
Satisfied	38	47	49	46	45	43
Neutral	29	21	28	32	28	27
Dissatisfied	8	8	7	7	7	10
Very Dissatisfied	5	3	3	4	4	4

Table 9A
Satisfaction with Faculty
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Availability of faculty outside of class								
Very Satisfied	12	15	14	22	12	22	16	16
Satisfied	48	49	43	44	45	51	47	47
Neutral	29	24	31	28	35	20	28	27
Dissatisfied	8	8	10	5	7	7	7	8
Very Dissatisfied	2	5	2	2	2	0	2	2
Online access to faculty (virtual office hours, video conference, etc.)								
Very Satisfied	8	11	7	12	12	14	11	11
Satisfied	34	31	34	32	31	33	32	35
Neutral	38	41	46	41	45	44	42	39
Dissatisfied	17	13	8	10	10	7	12	11
Very Dissatisfied	3	5	4	5	3	3	4	4
Level of faculty preparedness for class								
Very Satisfied	18	21	17	26	18	26	21	22
Satisfied	55	50	46	44	47	51	50	52
Neutral	19	19	29	19	27	17	21	19
Dissatisfied	7	6	8	8	6	5	7	5
Very Dissatisfied	1	3	0	2	2	1	1	2
Ability of faculty to communicate clearly								
Very Satisfied	21	23	18	26	17	29	22	22
Satisfied	48	49	51	51	49	47	49	50
Neutral	19	15	19	12	23	16	17	17
Dissatisfied	10	9	10	9	8	8	9	8
Very Dissatisfied	2	4	2	2	3	1	2	3
Frequency of faculty feedback about course performance								
Very Satisfied	16	17	16	18	12	20	16	15
Satisfied	47	43	38	40	43	46	44	42
Neutral	22	22	30	27	33	21	25	27
Dissatisfied	14	13	11	9	9	10	11	12
Very Dissatisfied	2	3	5	6	2	2	3	4

Table continued on next page

Table 9A cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Quality of faculty feedback about course performance								
Very Satisfied	14	21	15	21	12	24	17	16
Satisfied	49	38	42	40	43	43	43	43
Neutral	23	23	31	27	34	23	26	27
Dissatisfied	12	15	9	7	9	8	10	10
Very Dissatisfied	2	4	4	5	3	3	3	4

Table 9B
Satisfaction with Academic Support Services
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:									
Academic advising									
Very Satisfied	10	12	13	10	19	15	14	13	15
Satisfied	41	39	41	41	38	50	37	42	42
Neutral	21	25	22	20	18	18	25	21	21
Dissatisfied	13	15	14	18	16	12	16	15	13
Very Dissatisfied	14	10	9	11	8	6	8	10	9
Online advisement (e.g. DegreeWorks)									
Very Satisfied	10	11	16	16	12	18	13	14	15
Satisfied	38	34	22	35	30	36	35	33	36
Neutral	25	37	38	28	35	30	36	32	33
Dissatisfied	16	12	20	17	16	9	12	15	11
Very Dissatisfied	11	5	5	5	6	7	5	6	5
Tutoring services									
Very Satisfied	13	10	9	8	20	14	7	11	15
Satisfied	38	42	33	36	40	37	35	37	42
Neutral	34	32	36	39	26	34	42	35	29
Dissatisfied	9	14	11	13	10	11	10	11	10
Very Dissatisfied	6	2	11	5	5	4	6	5	4
Library facilities									
Very Satisfied	23	25	19	15	26	19	11	20	19
Satisfied	56	56	50	55	52	57	51	54	54
Neutral	17	18	24	24	16	20	25	20	20
Dissatisfied	3	1	7	5	4	3	11	4	5
Very Dissatisfied	2	1	1	1	1	1	3	1	1
Library services									
Very Satisfied	23	22	16	15	24	20	10	19	19
Satisfied	54	56	51	56	55	55	49	54	54
Neutral	18	21	26	25	14	21	30	22	21
Dissatisfied	3	1	6	4	5	4	9	4	5
Very Dissatisfied	2	1	1	1	1	1	3	1	1

Table continued on next page

Table 9B cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Library collections									
Very Satisfied	19	25	17	15	24	21	12	19	19
Satisfied	53	49	49	55	53	55	50	52	51
Neutral	22	23	24	21	15	21	26	22	23
Dissatisfied	4	3	8	7	7	3	7	5	5
Very Dissatisfied	2	1	2	1	1	0	5	1	2
Science labs									
Very Satisfied	10	11	10	8	21	15	4	12	14
Satisfied	33	42	46	39	38	40	37	40	42
Neutral	41	42	34	39	28	35	42	37	36
Dissatisfied	10	4	8	10	9	4	12	8	6
Very Dissatisfied	5	2	3	3	3	6	4	4	3
Learning labs									
Very Satisfied	13	10	13	13	16	16	8	13	16
Satisfied	41	49	41	50	45	41	45	45	46
Neutral	33	37	39	30	30	36	37	35	30
Dissatisfied	8	3	5	5	7	5	7	6	5
Very Dissatisfied	5	2	2	3	2	1	3	2	3
Study areas									
Very Satisfied	12	27	13	12	21	18	12	17	18
Satisfied	41	46	47	40	42	55	43	45	45
Neutral	26	19	21	24	24	21	24	22	22
Dissatisfied	13	6	15	19	10	4	14	11	11
Very Dissatisfied	8	4	4	4	3	1	7	4	4

Table 9B
Satisfaction with Academic Support Services
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:						
Academic advising						
Very Satisfied	17	16	8	14	13	15
Satisfied	40	38	48	41	42	42
Neutral	20	21	25	16	20	21
Dissatisfied	16	16	13	13	14	13
Very Dissatisfied	7	8	6	16	10	9
Online advisement (e.g. DegreeWorks)						
Very Satisfied	28	19	7	18	18	15
Satisfied	32	34	46	33	37	36
Neutral	27	31	32	40	33	33
Dissatisfied	9	11	10	5	9	11
Very Dissatisfied	3	6	5	3	4	5
Tutoring services						
Very Satisfied	21	17	7	8	13	15
Satisfied	38	37	40	46	40	42
Neutral	33	26	40	33	34	29
Dissatisfied	6	14	10	8	9	10
Very Dissatisfied	2	6	3	5	4	4
Library facilities						
Very Satisfied	27	13	17	13	18	19
Satisfied	48	53	53	58	53	54
Neutral	16	15	26	23	21	20
Dissatisfied	7	14	3	5	6	5
Very Dissatisfied	1	5	1	1	2	1
Library services						
Very Satisfied	24	13	16	10	16	19
Satisfied	50	52	54	59	54	54
Neutral	19	20	26	24	23	21
Dissatisfied	5	11	4	5	5	5
Very Dissatisfied	1	4	1	1	1	1

Table continued on next page

Table 9B cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Library collections						
Very Satisfied	25	13	15	13	17	19
Satisfied	48	43	43	58	48	51
Neutral	21	29	36	26	28	23
Dissatisfied	3	13	4	2	5	5
Very Dissatisfied	2	2	2	1	2	2
Science labs						
Very Satisfied	19	6	9	12	12	14
Satisfied	36	31	39	53	42	42
Neutral	38	33	44	28	36	36
Dissatisfied	4	22	6	4	7	6
Very Dissatisfied	3	8	2	2	3	3
Learning labs						
Very Satisfied	21	14	8	10	13	16
Satisfied	41	38	46	48	44	46
Neutral	32	28	41	35	35	30
Dissatisfied	4	17	1	3	5	5
Very Dissatisfied	3	3	4	4	3	3
Study areas						
Very Satisfied	22	13	10	17	16	18
Satisfied	33	30	45	49	41	45
Neutral	25	24	27	24	25	22
Dissatisfied	15	23	12	7	13	11
Very Dissatisfied	6	10	5	4	6	4

Table 9B
Satisfaction with Academic Support Services
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:								
Academic advising								
Very Satisfied	16	17	13	18	12	24	17	15
Satisfied	45	43	48	46	37	42	43	42
Neutral	22	17	16	20	27	21	21	21
Dissatisfied	13	12	18	9	16	6	12	13
Very Dissatisfied	5	11	6	7	8	8	7	9
Online advisement (e.g. DegreeWorks)								
Very Satisfied	12	14	13	16	19	18	15	15
Satisfied	40	40	30	30	49	27	38	36
Neutral	34	27	36	39	27	46	34	33
Dissatisfied	12	13	12	6	5	6	9	11
Very Dissatisfied	2	7	9	9	1	3	4	5
Tutoring services								
Very Satisfied	16	16	23	24	9	26	18	15
Satisfied	52	44	45	38	49	47	47	42
Neutral	21	23	23	28	24	20	23	29
Dissatisfied	8	10	5	7	14	4	9	10
Very Dissatisfied	2	7	5	3	4	2	3	4
Library facilities								
Very Satisfied	19	17	25	22	13	24	19	19
Satisfied	61	50	53	50	60	46	55	54
Neutral	14	27	17	21	22	23	20	20
Dissatisfied	5	4	3	4	4	5	4	5
Very Dissatisfied	1	2	2	2	2	1	1	1
Library services								
Very Satisfied	20	18	24	23	16	23	20	19
Satisfied	58	47	52	53	55	52	54	54
Neutral	17	25	18	18	25	20	20	21
Dissatisfied	4	7	4	5	3	4	4	5
Very Dissatisfied	1	3	1	1	2	1	2	1

Table continued on next page

Table 9B cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Library collections								
Very Satisfied	20	18	26	28	14	21	20	19
Satisfied	51	45	49	47	58	49	50	51
Neutral	22	28	18	19	22	22	22	23
Dissatisfied	5	7	5	5	6	6	6	5
Very Dissatisfied	1	2	2	1	1	2	1	2
Science labs								
Very Satisfied	17	14	17	22	9	18	16	14
Satisfied	43	44	45	43	46	45	44	42
Neutral	33	38	30	31	38	33	34	36
Dissatisfied	6	3	6	3	5	2	4	6
Very Dissatisfied	2	1	3	1	2	1	2	3
Learning labs								
Very Satisfied	19	17	27	21	11	25	19	16
Satisfied	49	48	48	43	53	44	48	46
Neutral	24	24	19	29	24	27	25	30
Dissatisfied	5	7	2	4	8	3	5	5
Very Dissatisfied	3	3	4	2	4	1	3	3
Study areas								
Very Satisfied	23	17	27	26	11	22	21	18
Satisfied	56	40	45	45	45	38	46	45
Neutral	11	29	17	15	31	18	19	22
Dissatisfied	7	9	8	13	10	15	10	11
Very Dissatisfied	2	5	3	2	3	7	4	4

Table 9C
Satisfaction with Counseling and Other Student Services
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:									
Personal counseling									
Very Satisfied	12	11	13	5	23	15	11	12	14
Satisfied	25	36	27	30	34	39	34	32	35
Neutral	44	38	46	36	28	33	37	37	35
Dissatisfied	9	8	4	18	9	10	11	10	10
Very Dissatisfied	11	6	9	11	5	4	8	8	6
Athletic facilities									
Very Satisfied	11	14	15	3	26	18	11	14	12
Satisfied	37	44	32	36	38	40	38	38	38
Neutral	38	34	35	39	33	34	38	35	35
Dissatisfied	9	3	11	18	0	7	8	8	9
Very Dissatisfied	5	5	7	4	3	2	5	4	5
Intramural athletic offerings									
Very Satisfied	6	7	8	1	22	16	4	9	9
Satisfied	27	35	22	31	25	29	24	28	29
Neutral	47	43	51	44	42	39	59	46	46
Dissatisfied	12	11	9	21	7	14	8	12	11
Very Dissatisfied	8	4	10	3	3	2	4	5	5
Career planning and placement									
Very Satisfied	8	8	10	3	17	9	4	8	10
Satisfied	31	37	28	23	41	31	33	31	34
Neutral	37	36	41	43	28	38	40	38	38
Dissatisfied	11	13	14	22	9	15	11	14	12
Very Dissatisfied	13	8	8	10	5	7	11	9	7
Student health services									
Very Satisfied	10	15	8	10	25	14	6	13	11
Satisfied	25	38	39	37	40	38	32	36	38
Neutral	46	36	43	37	27	38	47	39	41
Dissatisfied	9	9	8	12	6	9	7	9	7
Very Dissatisfied	9	2	3	4	2	2	7	4	3

Table continued on next page

Table 9C cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Child care services									
Very Satisfied	6	4	7	8	21	9	6	9	10
Satisfied	14	31	22	21	35	22	31	25	29
Neutral	67	59	67	60	40	57	56	58	55
Dissatisfied	6	6	2	4	2	9	8	5	3
Very Dissatisfied	6	0	2	6	2	3	0	3	3
Services for students with disabilities									
Very Satisfied	6	5	6	11	26	13	5	11	14
Satisfied	20	37	26	20	40	31	32	29	34
Neutral	67	49	66	58	30	54	51	54	46
Dissatisfied	0	7	2	9	2	0	5	3	3
Very Dissatisfied	7	2	0	2	2	3	5	3	3
Services for international students									
Very Satisfied	9	7	10	8	12	9	5	9	12
Satisfied	23	25	19	25	44	30	37	29	31
Neutral	55	54	62	57	38	53	50	53	48
Dissatisfied	6	8	4	6	4	3	5	5	5
Very Dissatisfied	6	5	6	4	2	5	3	4	4
Services for veteran students									
Very Satisfied	7	2	3	7	13	8	4	6	9
Satisfied	15	20	18	27	39	20	21	22	26
Neutral	72	71	77	60	47	70	71	68	61
Dissatisfied	0	4	3	3	0	0	4	2	2
Very Dissatisfied	7	2	0	3	0	2	0	2	2
Women's Center									
Very Satisfied	4	11	10	8	13	5	12	9	9
Satisfied	15	38	15	31	38	20	27	27	30
Neutral	74	49	69	56	47	75	54	61	56
Dissatisfied	2	1	5	3	0	0	7	2	2
Very Dissatisfied	4	1	0	3	2	0	0	1	2
Student organizations (clubs, student government, etc.)									
Very Satisfied	9	10	8	8	23	15	10	11	11
Satisfied	35	39	38	41	33	39	36	37	38
Neutral	35	46	42	30	37	38	42	38	40
Dissatisfied	13	5	9	17	6	6	8	9	7
Very Dissatisfied	8	0	4	5	1	3	3	4	4

Table continued on next page

Table 9C cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Cafeteria/food services									
Very Satisfied	6	6	6	3	17	10	5	7	9
Satisfied	33	38	36	27	42	29	24	33	35
Neutral	30	30	27	28	24	31	28	28	29
Dissatisfied	19	15	20	22	12	13	21	18	15
Very Dissatisfied	12	11	10	19	4	17	23	14	12
Condition of buildings and grounds									
Very Satisfied	12	13	8	4	14	16	6	10	12
Satisfied	41	47	43	39	44	53	39	44	43
Neutral	22	26	30	30	30	21	28	27	28
Dissatisfied	17	11	11	19	8	7	16	13	11
Very Dissatisfied	8	2	8	8	4	3	11	6	6
Campus security									
Very Satisfied	13	13	12	7	16	12	10	12	15
Satisfied	46	49	45	40	38	49	42	45	47
Neutral	30	28	33	37	33	32	28	32	29
Dissatisfied	6	6	8	10	9	3	11	7	5
Very Dissatisfied	5	5	4	6	4	3	9	5	4
Leadership development program (e.g. leadership academy)									
Very Satisfied	13	14	9	5	16	11	5	11	11
Satisfied	25	23	27	24	33	30	31	28	30
Neutral	48	52	49	58	45	51	49	50	50
Dissatisfied	5	8	9	10	3	4	11	7	5
Very Dissatisfied	8	4	6	3	3	4	4	5	4

Table 9C
Satisfaction with Counseling and Other Student Services
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:						
Personal counseling						
Very Satisfied	18	20	9	13	14	14
Satisfied	23	28	38	39	33	35
Neutral	44	30	43	36	39	35
Dissatisfied	10	16	6	9	10	10
Very Dissatisfied	4	7	4	4	4	6
Athletic facilities						
Very Satisfied	15	9	8	11	11	12
Satisfied	39	14	22	46	34	38
Neutral	30	44	53	30	37	35
Dissatisfied	10	21	13	11	12	9
Very Dissatisfied	5	12	5	3	5	5
Intramural athletic offerings						
Very Satisfied	14	13	8	7	10	9
Satisfied	28	18	22	40	28	29
Neutral	40	45	50	40	44	46
Dissatisfied	15	13	13	9	12	11
Very Dissatisfied	3	11	8	5	6	5
Career planning and placement						
Very Satisfied	9	13	7	7	9	10
Satisfied	26	29	29	41	32	34
Neutral	38	40	51	36	41	38
Dissatisfied	17	11	3	9	10	12
Very Dissatisfied	9	7	10	6	8	7
Student health services						
Very Satisfied	15	11	10	9	11	11
Satisfied	31	21	38	39	34	38
Neutral	40	54	40	48	44	41
Dissatisfied	10	9	4	2	6	7
Very Dissatisfied	4	5	7	3	5	3

Table continued on next page

Table 9C cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Child care services						
Very Satisfied	21	9	5	11	12	10
Satisfied	21	26	21	31	25	29
Neutral	50	60	72	55	59	55
Dissatisfied	4	3	2	0	2	3
Very Dissatisfied	4	3	0	3	2	3
Services for students with disabilities						
Very Satisfied	19	15	12	18	16	14
Satisfied	29	24	32	34	31	34
Neutral	46	50	55	42	48	46
Dissatisfied	5	12	0	3	3	3
Very Dissatisfied	2	0	0	3	2	3
Services for international students						
Very Satisfied	18	11	7	8	11	12
Satisfied	26	19	27	32	27	31
Neutral	44	54	54	56	52	48
Dissatisfied	7	14	6	0	6	5
Very Dissatisfied	5	3	6	3	5	4
Services for veteran students						
Very Satisfied	17	11	6	13	12	9
Satisfied	29	21	24	28	26	26
Neutral	55	54	70	52	58	61
Dissatisfied	0	11	0	3	2	2
Very Dissatisfied	0	4	0	3	2	2
Women's Center						
Very Satisfied	18	17	7	8	12	9
Satisfied	29	24	21	33	27	30
Neutral	50	45	72	55	57	56
Dissatisfied	2	7	0	3	2	2
Very Dissatisfied	2	7	0	2	2	2
Student organizations (clubs, student government, etc.)						
Very Satisfied	15	19	9	11	13	11
Satisfied	38	29	32	43	36	38
Neutral	36	40	52	38	42	40
Dissatisfied	3	6	6	4	5	7
Very Dissatisfied	8	6	0	4	4	4

Table continued on next page

Table 9C cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Cafeteria/food services						
Very Satisfied	11	11	4	8	8	9
Satisfied	40	24	31	29	32	35
Neutral	27	29	38	41	34	29
Dissatisfied	15	21	14	10	14	15
Very Dissatisfied	8	15	13	12	12	12
Condition of buildings and grounds						
Very Satisfied	14	11	6	14	11	12
Satisfied	43	38	40	46	42	43
Neutral	27	30	33	25	29	28
Dissatisfied	11	10	12	9	11	11
Very Dissatisfied	6	11	8	7	7	6
Campus security						
Very Satisfied	18	16	11	15	15	15
Satisfied	48	46	50	44	47	47
Neutral	27	26	36	29	30	29
Dissatisfied	5	7	2	5	4	5
Very Dissatisfied	3	5	2	6	4	4
Leadership development program (e.g. leadership academy)						
Very Satisfied	13	12	6	6	9	11
Satisfied	30	35	20	32	28	30
Neutral	44	37	65	53	51	50
Dissatisfied	9	6	7	3	6	5
Very Dissatisfied	5	12	2	6	5	4

Table 9C
Satisfaction with Counseling and Other Student Services
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:								
Personal counseling								
Very Satisfied	16	12	19	16	15	24	16	14
Satisfied	42	36	37	37	35	33	37	35
Neutral	25	31	29	36	37	38	32	35
Dissatisfied	13	14	11	5	8	3	9	10
Very Dissatisfied	4	7	3	5	5	3	5	6
Athletic facilities								
Very Satisfied	12	9	14	12	4	18	11	12
Satisfied	45	28	39	41	40	42	40	38
Neutral	33	40	31	36	37	31	35	35
Dissatisfied	6	10	14	7	12	8	9	9
Very Dissatisfied	5	13	2	4	7	1	6	5
Intramural athletic offerings								
Very Satisfied	8	7	7	10	5	16	9	9
Satisfied	33	21	37	33	34	22	30	29
Neutral	52	48	41	42	48	49	48	46
Dissatisfied	5	10	10	11	8	8	8	11
Very Dissatisfied	2	15	5	4	5	4	5	5
Career planning and placement								
Very Satisfied	11	6	10	16	10	12	11	10
Satisfied	38	38	46	34	38	37	38	34
Neutral	33	37	27	36	39	39	36	38
Dissatisfied	13	14	14	8	10	9	11	12
Very Dissatisfied	5	5	3	6	3	2	4	7
Student health services								
Very Satisfied	9	6	11	16	6	12	10	11
Satisfied	38	38	40	39	46	44	41	38
Neutral	45	41	38	41	39	42	42	41
Dissatisfied	4	11	8	3	9	1	5	7
Very Dissatisfied	4	5	4	1	0	1	2	3

Table continued on next page

Table 9C cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Child care services								
Very Satisfied	10	7	11	11	6	14	10	10
Satisfied	35	28	33	35	40	25	34	29
Neutral	50	45	44	50	54	59	51	55
Dissatisfied	1	11	6	0	0	1	3	3
Very Dissatisfied	3	8	6	3	0	1	3	3
Services for students with disabilities								
Very Satisfied	12	6	22	20	11	28	16	14
Satisfied	40	32	41	40	42	32	38	34
Neutral	38	48	32	38	46	38	40	46
Dissatisfied	3	10	5	0	0	2	3	3
Very Dissatisfied	7	3	0	1	1	0	3	3
Services for international students								
Very Satisfied	11	11	15	18	12	18	14	12
Satisfied	42	32	33	35	33	24	34	31
Neutral	37	45	36	42	49	51	43	48
Dissatisfied	6	6	8	2	5	3	5	5
Very Dissatisfied	3	6	8	3	2	4	4	4
Services for veteran students								
Very Satisfied	7	14	12	10	10	16	10	9
Satisfied	40	18	27	34	15	26	29	26
Neutral	49	60	58	54	69	57	57	61
Dissatisfied	2	6	3	0	6	0	2	2
Very Dissatisfied	3	2	0	2	0	1	2	2
Women's Center								
Very Satisfied	4	7	11	10	9	12	8	9
Satisfied	45	32	31	38	21	30	34	30
Neutral	45	49	53	52	65	58	53	56
Dissatisfied	2	7	3	0	5	0	2	2
Very Dissatisfied	5	5	3	0	0	0	2	2
Student organizations (clubs, student government, etc.)								
Very Satisfied	11	7	14	13	4	13	10	11
Satisfied	49	34	42	39	39	29	40	38
Neutral	35	38	34	39	46	50	40	40
Dissatisfied	4	15	4	5	8	5	6	7
Very Dissatisfied	3	6	6	5	3	3	4	4

Table continued on next page

Table 9C cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Cafeteria/food services								
Very Satisfied	15	5	19	13	5	10	11	9
Satisfied	42	20	42	38	37	43	38	35
Neutral	24	29	23	31	34	24	28	29
Dissatisfied	11	20	8	9	15	14	13	15
Very Dissatisfied	7	27	8	9	9	9	11	12
Condition of buildings and grounds								
Very Satisfied	16	7	15	22	10	15	14	12
Satisfied	44	33	57	43	45	45	43	43
Neutral	27	28	23	24	36	31	29	28
Dissatisfied	10	20	3	5	7	9	10	11
Very Dissatisfied	3	12	2	6	2	0	4	6
Campus security								
Very Satisfied	20	11	27	25	11	19	18	15
Satisfied	49	45	56	44	51	48	48	47
Neutral	25	32	14	25	32	28	27	29
Dissatisfied	3	6	2	3	4	4	4	5
Very Dissatisfied	3	6	1	3	2	1	3	4
Leadership development program (e.g. leadership academy)								
Very Satisfied	12	7	15	17	5	14	11	11
Satisfied	41	34	40	27	28	26	33	30
Neutral	42	48	43	50	58	58	50	50
Dissatisfied	3	6	2	4	6	2	4	5
Very Dissatisfied	2	5	0	2	3	0	2	4

Table 9D
Satisfaction with Administrative Services
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:									
Registration procedures									
Very Satisfied	11	11	11	9	23	13	11	12	17
Satisfied	37	52	43	41	46	49	49	45	46
Neutral	21	14	21	19	14	19	17	18	18
Dissatisfied	20	15	18	21	11	13	12	16	12
Very Dissatisfied	11	7	7	10	6	7	12	8	7
Testing office									
Very Satisfied	9	6	8	8	19	10	7	9	12
Satisfied	37	47	41	46	51	41	45	44	45
Neutral	35	42	46	37	22	38	37	37	33
Dissatisfied	12	3	5	6	5	8	6	7	6
Very Dissatisfied	7	2	1	3	2	3	5	3	3
Financial aid services									
Very Satisfied	15	10	13	9	18	15	11	13	16
Satisfied	39	40	31	40	43	39	37	38	39
Neutral	25	31	28	28	22	24	26	26	25
Dissatisfied	12	11	16	15	10	13	16	13	13
Very Dissatisfied	9	9	13	8	7	8	9	9	7
Billing and payment procedures									
Very Satisfied	14	10	16	10	15	16	13	13	16
Satisfied	43	42	50	51	47	44	41	46	47
Neutral	24	30	22	21	18	22	28	23	23
Dissatisfied	12	11	8	12	12	11	10	11	9
Very Dissatisfied	7	7	4	6	8	7	8	6	5
Admissions process									
Very Satisfied	9	9	14	11	19	15	10	12	15
Satisfied	39	42	41	46	44	46	44	43	45
Neutral	30	33	28	29	21	26	31	28	26
Dissatisfied	10	12	11	10	9	8	9	10	9
Very Dissatisfied	10	5	6	4	7	4	6	6	5

Table continued on next page

Table 9D cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
New student orientation									
Very Satisfied	11	10	13	13	21	16	9	13	16
Satisfied	41	38	33	38	39	34	39	37	41
Neutral	29	38	37	38	25	37	34	35	30
Dissatisfied	10	9	7	7	10	9	10	9	8
Very Dissatisfied	8	5	10	3	5	4	9	6	5

Table 9D
Satisfaction with Administrative Services
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:						
Registration procedures						
Very Satisfied	17	22	14	16	16	17
Satisfied	48	44	50	42	46	46
Neutral	15	21	26	22	21	18
Dissatisfied	13	8	5	10	9	12
Very Dissatisfied	6	5	6	10	7	7
Testing office						
Very Satisfied	10	13	9	11	10	12
Satisfied	44	54	52	52	50	45
Neutral	37	24	34	33	33	33
Dissatisfied	5	8	2	2	4	6
Very Dissatisfied	4	1	3	2	2	3
Financial aid services						
Very Satisfied	13	22	13	14	15	16
Satisfied	36	48	38	40	39	39
Neutral	30	18	28	35	29	25
Dissatisfied	14	7	18	6	12	13
Very Dissatisfied	8	6	4	6	6	7
Billing and payment procedures						
Very Satisfied	19	15	13	13	15	16
Satisfied	46	46	56	48	49	47
Neutral	22	24	21	29	24	23
Dissatisfied	8	8	6	5	7	9
Very Dissatisfied	5	7	4	5	5	5
Admissions process						
Very Satisfied	16	16	16	12	15	15
Satisfied	49	45	49	49	48	45
Neutral	28	21	23	29	26	26
Dissatisfied	4	8	11	2	6	9
Very Dissatisfied	3	10	2	7	5	5

Table continued on next page

Table 9D cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
New student orientation						
Very Satisfied	20	15	16	10	15	16
Satisfied	43	43	42	45	43	41
Neutral	29	24	34	34	31	30
Dissatisfied	7	11	5	5	6	8
Very Dissatisfied	2	7	3	6	4	5

Table 9D
Satisfaction with Administrative Services
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:								
Registration procedures								
Very Satisfied	25	15	22	22	14	25	21	17
Satisfied	45	48	47	49	48	48	47	46
Neutral	16	18	13	15	19	14	16	18
Dissatisfied	9	13	10	9	14	9	11	12
Very Dissatisfied	4	7	7	6	5	4	5	7
Testing office								
Very Satisfied	18	14	17	15	12	18	16	12
Satisfied	42	43	48	47	39	51	44	45
Neutral	29	32	25	27	37	27	30	33
Dissatisfied	9	8	8	6	8	2	7	6
Very Dissatisfied	2	2	2	4	4	3	3	3
Financial aid services								
Very Satisfied	23	16	24	20	17	20	20	16
Satisfied	40	46	42	39	35	32	39	39
Neutral	21	19	22	24	21	22	22	25
Dissatisfied	13	16	8	10	21	18	15	13
Very Dissatisfied	3	4	4	6	7	7	5	7
Billing and payment procedures								
Very Satisfied	24	14	19	18	16	20	19	16
Satisfied	46	53	50	48	46	46	47	47
Neutral	22	21	23	24	23	24	23	23
Dissatisfied	7	8	5	5	12	8	8	9
Very Dissatisfied	1	4	3	5	3	3	3	5
Admissions process								
Very Satisfied	23	14	17	19	12	21	18	15
Satisfied	41	49	53	46	40	50	45	45
Neutral	24	22	17	23	31	20	24	26
Dissatisfied	9	9	9	8	12	6	9	9
Very Dissatisfied	3	6	4	5	4	2	4	5

Table continued on next page

Table 9D cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
New student orientation								
Very Satisfied	21	14	22	22	14	20	19	16
Satisfied	44	48	45	45	40	41	43	41
Neutral	24	23	19	24	29	28	25	30
Dissatisfied	8	8	10	5	9	7	8	8
Very Dissatisfied	4	7	3	5	8	4	5	5

Table 9E
Satisfaction with Computer Services
Senior Colleges

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:									
Campus computing in general									
Very Satisfied	20	21	20	11	24	16	14	18	19
Satisfied	57	58	47	54	50	55	45	53	52
Neutral	16	15	22	20	16	21	27	19	21
Dissatisfied	4	4	8	12	7	6	9	7	6
Very Dissatisfied	2	1	2	4	2	2	5	3	2
Computer lab hours									
Very Satisfied	24	25	19	12	29	14	14	19	19
Satisfied	50	54	53	58	47	53	53	53	52
Neutral	16	15	18	18	18	21	23	18	20
Dissatisfied	8	3	9	10	4	9	6	7	7
Very Dissatisfied	1	3	1	3	2	3	5	2	2
Computer lab availability on campus									
Very Satisfied	17	26	17	10	24	13	11	16	18
Satisfied	44	53	45	42	38	42	39	44	43
Neutral	18	14	17	19	14	22	24	18	20
Dissatisfied	16	6	17	22	17	16	18	16	15
Very Dissatisfied	5	3	4	6	7	7	8	6	5
Computer availability on campus									
Very Satisfied	16	26	17	11	22	18	10	17	19
Satisfied	44	49	40	37	37	36	36	40	40
Neutral	18	15	21	19	16	21	20	19	19
Dissatisfied	16	6	17	23	19	18	21	17	16
Very Dissatisfied	6	3	6	10	7	7	13	7	6
Wireless internet access availability									
Very Satisfied	18	22	15	17	30	28	16	21	21
Satisfied	44	40	39	47	42	48	41	44	42
Neutral	17	22	20	20	22	17	30	20	23
Dissatisfied	15	11	16	12	4	6	8	11	9
Very Dissatisfied	7	6	10	4	2	1	5	5	4

Table continued on next page

Table 9E cont'd

	Baruch	Brooklyn	City	Hunter	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%
Academic software availability									
Very Satisfied	13	14	11	6	18	15	7	12	13
Satisfied	36	45	29	43	37	36	34	37	40
Neutral	39	32	39	39	38	41	38	38	37
Dissatisfied	7	6	16	10	5	8	14	9	7
Very Dissatisfied	4	4	4	2	2	1	6	3	4
Off-campus access to technology services (e.g. help desk)									
Very Satisfied	11	12	7	5	12	14	8	10	11
Satisfied	39	43	28	38	41	30	36	36	37
Neutral	40	34	49	44	36	44	39	41	40
Dissatisfied	7	7	12	10	8	8	13	9	8
Very Dissatisfied	3	3	4	2	3	4	4	3	3

Table 9E
Satisfaction with Computer Services
Comprehensive Colleges

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:						
Campus computing in general						
Very Satisfied	28	12	15	11	17	19
Satisfied	47	40	54	52	49	52
Neutral	19	27	22	24	23	21
Dissatisfied	5	18	7	10	9	6
Very Dissatisfied	1	3	2	2	2	2
Computer lab hours						
Very Satisfied	29	15	15	9	17	19
Satisfied	45	44	57	57	52	52
Neutral	22	25	20	26	23	20
Dissatisfied	3	14	4	8	6	7
Very Dissatisfied	1	2	3	1	2	2
Computer lab availability on campus						
Very Satisfied	23	11	16	10	15	18
Satisfied	40	36	49	36	41	43
Neutral	19	17	21	30	22	20
Dissatisfied	13	27	12	17	16	15
Very Dissatisfied	6	10	2	6	5	5
Computer availability on campus						
Very Satisfied	25	11	17	9	16	19
Satisfied	37	35	45	37	39	40
Neutral	17	18	22	27	21	19
Dissatisfied	17	25	14	20	18	16
Very Dissatisfied	4	10	2	7	5	6
Wireless internet access availability						
Very Satisfied	33	11	13	14	19	21
Satisfied	38	32	39	39	38	42
Neutral	19	35	29	35	28	23
Dissatisfied	6	15	12	8	10	9
Very Dissatisfied	4	7	8	4	5	4

Table continued on next page

Table 9E cont'd

	John Jay	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%	%
Academic software availability						
Very Satisfied	16	9	11	8	11	13
Satisfied	43	31	45	37	40	40
Neutral	29	41	32	47	37	37
Dissatisfied	6	14	7	4	7	7
Very Dissatisfied	5	5	4	3	4	4
Off-campus access to technology services (e.g. help desk)						
Very Satisfied	12	9	7	7	9	11
Satisfied	41	24	44	31	37	37
Neutral	32	45	41	50	41	40
Dissatisfied	10	17	6	8	9	8
Very Dissatisfied	6	3	2	3	4	3

Table 9E
Satisfaction with Computer Services
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:								
Campus computing in general								
Very Satisfied	19	26	24	18	20	23	21	19
Satisfied	53	51	50	53	53	52	53	52
Neutral	21	18	19	22	22	19	21	21
Dissatisfied	4	3	7	3	4	4	4	6
Very Dissatisfied	2	2	0	4	1	1	2	2
Computer lab hours								
Very Satisfied	22	22	24	19	13	20	20	19
Satisfied	51	52	51	48	50	55	51	52
Neutral	19	16	14	24	26	19	20	20
Dissatisfied	8	6	8	6	9	3	7	7
Very Dissatisfied	1	4	2	4	1	2	2	2
Computer lab availability on campus								
Very Satisfied	22	27	18	16	15	20	20	18
Satisfied	42	43	53	37	36	49	42	43
Neutral	18	18	16	18	30	21	21	20
Dissatisfied	15	9	10	19	14	8	13	15
Very Dissatisfied	2	4	3	9	5	2	4	5
Computer availability on campus								
Very Satisfied	23	26	20	17	17	26	21	19
Satisfied	41	47	49	34	37	44	41	40
Neutral	16	16	15	19	24	17	18	19
Dissatisfied	14	8	14	20	16	10	14	16
Very Dissatisfied	6	4	3	10	5	3	6	6
Wireless internet access availability								
Very Satisfied	26	19	28	18	16	25	22	21
Satisfied	44	41	39	43	43	43	43	42
Neutral	18	26	22	23	29	26	24	23
Dissatisfied	7	9	10	10	10	5	8	9
Very Dissatisfied	4	5	1	5	2	0	3	4

Table continued on next page

Table 9E cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Academic software availability								
Very Satisfied	13	16	15	13	12	18	14	13
Satisfied	45	37	40	44	35	48	42	40
Neutral	33	34	33	36	50	30	36	37
Dissatisfied	3	8	10	2	2	4	4	7
Very Dissatisfied	6	4	2	4	1	1	4	4
Off-campus access to technology services (e.g. help desk)								
Very Satisfied	12	15	15	16	8	16	13	11
Satisfied	40	32	40	41	36	40	39	37
Neutral	36	37	33	33	50	39	38	40
Dissatisfied	7	13	10	4	5	4	7	8
Very Dissatisfied	6	3	2	6	1	1	3	3

The 2010 CUNY Student Experience Survey Sample, Administration, and Analysis

For the 2010 CUNY Student Experience Survey, the Office of Institutional Research and Assessment surveyed 17,000 undergraduates attending one of the University's 17 senior or community colleges in Spring 2010. A random sample of 1,000 students was drawn from among the full- and part-time degree-seeking undergraduate students enrolled at each college.

A copy of the survey questionnaire was mailed to each of the 17,000 students on April 12, 2010. An email was sent to the students on the same day to invite them to fill out a web-based form of the questionnaire. A week later, a reminder postcard was mailed. Those not responding to the survey within four weeks of the initial mailing were mailed another copy of the survey. Two email reminders were sent in late April and early May. In all, 4,062 students returned a survey – a response rate of 23.9%.

Respondents in our sample were more likely to be female, to be 25 years of age and older, and to have higher GPAs than CUNY undergraduate students in general. To make the results representative of the general CUNY undergraduate population at each college and university-wide, responses were weighted in two ways: 1) to compensate for non-response bias – the under-representation or over-representation of discrete groups in the pool of respondents; and 2) to compensate for differences in the relative size of each college (disproportionate stratification).

Weighting to compensate for non-response bias: A logistic regression model was used to predict the probability of responding to the survey for each student in the sample. College of attendance, admission type, class standing, degree level, full-time/part-time status, gender, race/ethnicity, age, language spoken in the home, and cumulative GPA were significant predictors. The predicted probability of responding to the survey was computed for each student in the sample based on the logistic model. To compensate for the over-representation of those who are more likely to respond, and the under-representation of those who are less likely to respond, each respondent was weighted by the inverse of his/her predicted probability of response.

Weighting to compensate for disproportionate stratification: The same number of students (1,000) was sampled from each college, but the number of degree undergraduates differs among the colleges. Each college's degree undergraduate population represents a unique proportion of the overall degree undergraduate population at CUNY. Responses are weighted to insure that colleges are represented in sector (senior, comprehensive and community) and university averages in proportion to their contribution to the total degree undergraduate enrollment at CUNY. The same weight is applied to all respondents from a given college. Without this weighting, students from large colleges would be under-represented while students from small colleges would be over-represented in the sector and university averages.

Student Experience Survey Response Rate by College: 2010

College	Sample Size	Survey Format				Total	
		Paper		Web			
	N	N	%	N	%	N	%
Baruch	1,000	138	13.8	206	20.6	344	34.4
Brooklyn	1,000	164	16.4	91	9.1	255	25.5
City	1,000	126	12.6	107	10.7	233	23.3
Hunter	1,000	141	14.1	203	20.3	344	34.4
Lehman	1,000	177	17.7	87	8.7	264	26.4
Queens	1,000	148	14.8	82	8.2	230	23.0
York	1,000	167	16.7	97	9.7	264	26.4
Senior Colleges	7,000	1,061	15.2	873	12.5	1,934	27.6
John Jay	1,000	147	14.7	115	11.5	262	26.2
Medgar Evers	1,000	141	14.1	57	5.7	198	19.8
NYCCT	1,000	132	13.2	78	7.8	210	21.0
Staten Island	1,000	138	13.8	70	7.0	208	20.8
Comprehensive Colleges	4,000	558	14.0	320	8.0	878	22.0
BMCC	1,000	137	13.7	69	6.9	206	20.6
Bronx	1,000	142	14.2	73	7.3	215	21.5
Hostos	1,000	145	14.5	54	5.4	199	19.9
Kingsborough	1,000	142	14.2	66	6.6	208	20.8
LaGuardia	1,000	133	13.3	74	7.4	207	20.7
Queensborough	1,000	118	11.8	97	9.7	215	21.5
Community Colleges	6,000	817	13.6	433	7.2	1,250	20.8
University Total	17,000	2,436	14.3	1,626	9.6	4,062	23.9



2010 CONFIDENTIAL STUDENT EXPERIENCE SURVEY

MARKING INSTRUCTIONS

- Use a No. 2 pencil or blue or black ink pen only.
- Completely fill in oval for response you choose.

CORRECT:



INCORRECT:



1 Over the last week (7 full days), about how many hours did you spend doing each of the following?

(Select one answer for each.)

	0 hrs	1-5 hrs	6-10 hrs	11-20 hrs	Over 20 hrs
a. Studying or performing other academic activities (assignments, research, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Attending classes and labs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Participating in student activities (student government, clubs, athletics, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Participating in CUNY-wide activities (conferences, events, programs, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Participating in internships, co-ops, fieldwork or service learning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Providing care for other people (parents, children, spouse, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Doing volunteer work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

2 What is your primary means of commuting to and from campus? (Select one.)

<input type="radio"/> Public transportation (subway, bus, etc.)	<input type="radio"/> Driving/car pool	<input type="radio"/> Bicycle	<input type="radio"/> Walking
2a On average, how long is your commute one way, to or from campus?			
<input type="radio"/> Less than 30 minutes	<input type="radio"/> 30 minutes to less than an hour	<input type="radio"/> One to two hours	<input type="radio"/> More than two hours

3 This semester, are you working for pay?

This semester, are you working for pay? ☐ Yes (Continue with #3a) ☐ No (Skip to #4)

3a Over the last week (7 full days), about how many hours did you spend working for pay (total for all paying jobs)?

☐ 0 hours ☐ 1-10 hours ☐ 11-20 hours ☐ 21-34 hours ☐ 35 or more hours

4 Which of the following technology devices do you use regularly? (Mark all that apply.)

<input type="radio"/> A desktop computer	<input type="radio"/> A smart phone (Blackberry, iPhone, etc.)
<input type="radio"/> A laptop computer (not netbook or mini notebook)	<input type="radio"/> A portable media player (iPod, Zune, etc.)
<input type="radio"/> A netbook or mini notebook	<input type="radio"/> An e-book reader (Kindle, Nook, etc.)
	<input type="radio"/> None of these devices

5 What kind of internet access do you use regularly off campus? (Mark all that apply.)

<input type="radio"/> I do not access the internet regularly off campus	<input type="radio"/> Broadband internet access (cable, DSL, etc.)
<input type="radio"/> Basic internet access (dial-up)	<input type="radio"/> Cellular internet access (cellular network/3G)

6 During the current school year how often have you...

(Select one answer for each.)

	Never	Once/ Twice a Year	Once/ Twice a Month	Once/ Twice a Week	Every Day
a. used Blackboard for course information and activities?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. used online resources for college-related information (registration, advisement, billing and payment, testing, etc.)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. used a computer lab on campus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. used wireless access provided by your college on campus?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. used software provided by your college at home?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. taken courses with online instruction, discussion or interaction?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. listened to a recorded course lecture?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. searched or downloaded readings via online services provided by a CUNY library?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. used email to communicate with classmates or faculty or administrative personnel?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
j. used social networking tools (Facebook, Twitter, etc.) for college-related information or communication or interaction?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
k. used text messages for college-related information or communication or interaction?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
l. collaborated online with a classmate on a course project?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

7 Please indicate your preferred means for receiving...

(Select one answer for each.)

	E-mail	Text Message	CUNY Website	Social Networking (Facebook, Twitter, etc.)	Mail
a. CUNY Alert messages (emergencies or weather-related closings)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. information about financial aid	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. information about courses, conferences, special lectures, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. information about social events, student services, clubs, athletics, etc.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. IT alerts and updates (e.g. service outages)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



SERIAL

8 Please indicate your preferred means for communicating or interacting with ... (Select one answer for each.)

Please indicate your preferred means for communicating or interacting with ... (Select one answer for each)						
	E-mail	Text Message	Social Networking (Facebook, Twitter, etc.)	Black-board	In-Person	Phone
a. classmates or fellow students	00	00	00	00	00	00
b. faculty	00	00	00	00	00	00
c. administrative personnel	00	00	00	00	00	00

9 Based on your experiences at your current college, please indicate your agreement or disagreement with each of the following statements about technology offerings.
(Select one answer for each).

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable
a. My college offers adequate wireless access on campus.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. My college offers adequate access to lab software for home use.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. My college offers adequate access to lab software on campus.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. My college offers adequate meeting space with multimedia access.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. My college offers adequate access to printing.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. My college offers adequate online storage space for my course-related files.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. My college offers adequate support for online security.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. My college offers help desk service during the hours I need.	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10 Based on your experiences at your current college, please indicate your agreement or disagreement with each of the following statements about course offerings.
(Select one answer for each.)

Strongly Agree	Neutral	Disagree	Strongly Disagree
----------------	---------	----------	-------------------

[illegible]

11 Based on your experiences at your current college, please indicate your agreement with each of the following statements.

(Select one answer for each.)

Strongly Agree	Neutral	Disagree Strongly
-------------------	---------	----------------------

[illegible]

12 This semester, were you able to register for every course you wanted to take?

☐ Yes (Skip to #13) ☐ No (Continue with #12a)

12a You could not register for ...? (Mark all that apply.)

a course that would have satisfied a “General Education” (distribution or core) requirement;
 a course required to enter my major;
 a course required for my major, itself;
 a course required to graduate.
 an elective course (neither a “General Education” nor major requirement).

12b Which of the following best describes the reason you were not able to register for that course? (Select one.)

If you selected more than one response for 12a, answer this question for the first one you selected.

No seats were available at any time.
Seats were available but not when I could take the class.
Seats were available but not when I wanted to take the class.
I could not get the necessary permission to take the class.
The course was not offered at all this semester.

13 Thinking about all of the courses you are taking this semester, please indicate your level of satisfaction with each of the following.

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable
a. Availability of faculty outside of class	0	0	0	0	0	0
b. Online access to faculty (virtual office hours, video conference, etc.)	0	0	0	0	0	0
c. Level of faculty preparedness for class	0	0	0	0	0	0
d. Ability of faculty to communicate clearly	0	0	0	0	0	0
e. Frequency of feedback from faculty about your course performance	0	0	0	0	0	0
f. Quality of feedback from faculty about your course performance	0	0	0	0	0	0

14 Please indicate your level of satisfaction with each of the Enrollment Services listed below. If you have not used the service, fill in the oval in the last column.

(Select one answer for each.)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Have Not Used/Not Applicable
a. Registration procedures	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Testing office	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Financial aid services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Billing and payment procedures	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Admissions process	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. New student orientation	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

15 Please indicate your level of satisfaction with each of the Computer Services listed below. If you have not used the service or it is not available at your college, fill in the oval in the last column.

(Select one answer for each.)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Have Not Used/Not Applicable
a. Campus computing in general	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Computer lab hours	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Availability of computer labs on campus	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Availability of computers on campus	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Availability of wireless internet access	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Availability of academic-related software	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Off-campus access to technology services (e.g., help desk)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16 Please indicate your level of satisfaction with each of the Academic Support Services listed below. If you have not used the service or it is not available at your college, fill in the oval in the last column. (Select one answer for each.)

(Select one answer for each.)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Have Not Used/Not Applicable
a. Academic advising	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Online advisement (e.g. DegreeWorks)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Tutoring services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
d. Library facilities	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
e. Library services	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
f. Library collections (books, periodicals, online library resources, etc.)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
g. Science laboratories	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
h. Learning labs (writing/language/math)	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
i. Study areas	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17 Please indicate your level of satisfaction with each of the Student Services listed below. If you have not used the service or it is not available at your college, fill in the oval in the last column.
(Select one answer for each.)

(Select one answer for each.)

[illegible]

18 Please indicate your level of satisfaction with each of the following aspects of your college education.
(Select one answer for each)

(Select one answer for each.)

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
a. Overall social experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
b. Overall academic experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
c. Value of your education for the price you are paying	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19 If you could start college over, would you choose to attend your current college? (Select one.)

☐ Definitely Yes ☐ Probably Yes ☐ Probably No ☐ Definitely No

20 Which sources of financial support do you use to help pay your college expenses (tuition, fees, books, other costs directly related to attending college)? (Mark all that apply.)

<input type="radio"/> Income or savings from parent(s)	<input type="radio"/> Student loan
<input type="radio"/> Personal income/savings	<input type="radio"/> Private loan
<input type="radio"/> Income or savings from spouse/partner	<input type="radio"/> Public assistance
<input type="radio"/> Grants or scholarships (Pell, TAP, Vallone scholarship, etc)	<input type="radio"/> Employer contribution

21 What is your current *primary* source of health insurance? (Select one.)

<input type="radio"/> Parents' policy	<input type="radio"/> Family Health Plus
<input type="radio"/> Policy purchased as a student of this college	<input type="radio"/> Child Health Plus
<input type="radio"/> Individual policy from a private health insurer	<input type="radio"/> Medicaid
<input type="radio"/> Employer-sponsored health insurance from my job	<input type="radio"/> Veterans health benefits
<input type="radio"/> Spouse's policy	<input type="radio"/> Other source
	<input type="radio"/> I have no health insurance

22 With whom do you currently live? (Mark all that apply.)

<input type="radio"/> Parent(s)/Guardian(s)	<input type="radio"/> Friends/Roommates	<input type="radio"/> Child(ren)
<input type="radio"/> Other students	<input type="radio"/> Spouse or Domestic Partner	<input type="radio"/> Other relatives
		<input type="radio"/> I live alone

23 What is your current marital status? (Select one.)

☐ Single (never married, divorced, separated, widowed) ☐ Married/Domestic Partner

24 Do you have children that you are supporting?

☐ Yes (Continue with #24a) ☐ No (Skip to #25)

24a Are any children under 5 years old?

☐ Yes ☐ No

24b Are any children between 5 and 12 years old?

☐ Yes ☐ No

24c Are any children between 13 and 18 years old?

☐ Yes ☐ No

24d Do you use on-campus childcare services?

☐ Yes ☐ No

24e Do you pay for off-campus childcare services (either center-based or in-home)?

☐ Yes ☐ No

25 What is your best estimate of the total income in your household last year? Consider income from all sources before taxes. (Select one.)

<input type="radio"/> Less than \$10,000	<input type="radio"/> \$30,000 to \$34,999	<input type="radio"/> \$70,000 to \$79,999
<input type="radio"/> \$10,000 to \$14,999	<input type="radio"/> \$35,000 to \$39,999	<input type="radio"/> \$80,000 to \$89,999
<input type="radio"/> \$15,000 to \$19,999	<input type="radio"/> \$40,000 to \$49,999	<input type="radio"/> \$90,000 to \$99,999
<input type="radio"/> \$20,000 to \$24,999	<input type="radio"/> \$50,000 to \$59,999	<input type="radio"/> \$100,000 or higher
<input type="radio"/> \$25,000 to \$29,999	<input type="radio"/> \$60,000 to \$69,999	

26 How many people are supported by this income? (Select one.)

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8+

27 What is the highest level of education attained by your parent/guardian with the most education? (Select one.)

<input type="radio"/> Post-graduate or professional degree	<input type="radio"/> High school graduate
<input type="radio"/> College degree	<input type="radio"/> Some high school
<input type="radio"/> Some college	<input type="radio"/> 8th grade or less
	<input type="radio"/> Don't know

(If any of the above three, continue with #27a) (If any of the above four, skip to #28)

27a Have either of your parent(s)/guardian(s) attended a CUNY college?

☐ Yes ☐ No ☐ Don't know

28 Do you have any brothers or sisters who are currently attending or have attended college?

☐ Yes ☐ No

29 Do you have any brothers or sisters who have a college degree?

☐ Yes ☐ No

Thank you for your help.
Please put the questionnaire in the enclosed return envelope (no postage needed) and mail it as soon as possible.

