



2012 Student Experience Survey

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

<http://cuny.edu/about/administration/offices/ira.html>

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Table 1
Profile of Undergraduates*
Senior Colleges

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Gender										
Male	51	41	48	34	44	31	42	34	41	42
Female	49	59	52	66	56	69	58	66	59	58
Race/Ethnicity										
American Indian	0.1	0.1	0.1	0.2	0.3	0.0	0.1	0.6	0.2	0.2
Asian/Pacific Islander	41	17	24	27	11	6	27	22	23	18
Black	11	28	23	12	24	33	8	51	21	27
Hispanic	16	13	34	20	40	51	18	19	25	29
White	32	41	19	41	25	10	47	8	31	25
Age										
Under 25 Years	73	69	74	74	77	55	74	69	71	71
25 Years Old or Older	27	31	26	26	23	45	26	31	29	29

*Based on all undergraduates enrolled in Spring 2012.

Table 1
Profile of Undergraduates*
Comprehensive Colleges

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Gender					
Male	27	54	44	45	42
Female	73	46	56	55	58
Race/Ethnicity					
American Indian	0.3	0.3	0.1	0.2	0.2
Asian/Pacific Islander	2	18	12	13	18
Black	89	38	11	38	27
Hispanic	6	28	14	19	29
White	2	16	62	30	25
Age					
Under 25 Years	53	69	77	69	71
25 Years Old or Older	47	31	23	31	29

*Based on all undergraduates enrolled in Spring 2012.

Table 1
Profile of Undergraduates*
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Gender								
Male	42	42	32	44	42	46	43	42
Female	58	58	68	56	58	54	57	58
Race/Ethnicity								
American Indian	0.2	0.2	0.2	0.2	0.3	0.4	0.3	0.2
Asian/Pacific Islander	14	2	4	14	24	24	16	18
Black	33	33	31	33	19	26	29	27
Hispanic	40	61	61	16	41	27	37	29
White	13	3	3	36	16	23	18	25
Age								
Under 25 Years	72	66	63	79	68	78	72	71
25 Years Old or Older	28	34	37	21	32	22	28	29

*Based on all undergraduates enrolled in Spring 2012.

Table 2
Socio-Economic Status of CUNY Undergraduates
Senior Colleges

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Household income										
Less than \$10,000	11	17	17	12	19	14	14	14	15	18
\$10,000 to \$14,999	9	11	11	10	10	11	12	11	11	13
\$15,000 to \$19,999	10	7	6	7	8	9	5	14	8	9
\$20,000 to \$24,999	8	8	12	6	5	11	5	13	8	10
\$25,000 to \$29,999	8	10	7	8	7	7	8	5	8	7
\$30,000 to \$34,999	7	6	6	5	7	9	6	10	7	7
\$35,000 to \$39,999	5	4	6	6	4	7	4	4	5	5
\$40,000 to \$49,999	6	7	7	9	11	7	7	8	8	7
\$50,000 to \$59,999	10	7	7	7	8	4	9	4	7	6
\$60,000 to \$69,999	5	4	5	5	3	8	9	4	5	4
\$70,000 to \$79,999	4	5	4	6	3	3	4	4	4	4
\$80,000 to \$89,999	3	1	3	5	5	3	3	4	3	3
\$90,000 to \$99,999	7	1	3	4	3	2	5	2	3	3
\$100,000 or more	8	9	6	10	7	5	9	3	8	6
Less than \$15,000	20	29	28	22	29	25	26	25	25	31
Less than \$20,000	29	36	34	29	37	34	32	39	33	39
Less than \$30,000	46	54	52	43	50	52	44	57	49	56
Less than \$40,000	57	65	65	54	61	68	55	71	61	69
Less than \$50,000	63	72	72	63	72	75	62	79	69	76
Number of people supported by income										
One	19	21	17	19	20	22	20	21	20	19
Two	23	18	20	17	21	21	16	15	19	21
Three	22	20	22	24	23	20	17	20	21	23
Four	20	20	21	20	22	20	24	27	22	20
Five or more	16	21	21	19	14	17	23	17	19	17
Per capita income										
\$0 to \$3,499	5	12	12	8	11	8	8	11	9	13
\$3,500 to \$4,999	5	7	9	6	5	6	7	10	7	8
\$5,000 to \$7,499	18	19	15	15	20	21	18	23	18	19
\$7,500 to \$10,999	16	12	13	11	17	12	13	16	14	15
\$11,000 to \$17,499	18	19	26	22	16	24	26	14	21	20
\$17,500 or more	38	31	26	37	31	29	27	26	31	26

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Table 2 cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Highest level of education...										
Parent/Guardian										
Post-graduate/professional degree	15	15	19	22	12	11	17	11	16	13
College degree	30	22	28	30	27	24	28	23	27	25
Some college	15	16	17	13	19	16	19	18	16	18
High school diploma	25	24	19	19	26	22	23	26	23	26
Some high school	10	15	10	9	10	12	6	12	10	10
8th grade or less	6	7	6	7	6	16	7	9	8	9
College degree or higher	44	37	47	52	39	35	45	35	43	37
Attended CUNY college	30	34	35	36	30	40	40	39	35	34
Siblings										
Some college	51	55	58	55	48	51	52	50	53	49
College degree	37	36	38	35	34	37	37	35	36	33
First in family to attend college*	20	19	16	16	21	18	17	21	18	21
First generation in college	41	46	36	35	42	49	36	48	41	45

*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

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Household income					
Less than \$10,000	22	24	9	18	18
\$10,000 to \$14,999	11	15	9	12	13
\$15,000 to \$19,999	10	8	6	7	9
\$20,000 to \$24,999	12	7	6	8	10
\$25,000 to \$29,999	10	6	8	8	7
\$30,000 to \$34,999	6	7	8	7	7
\$35,000 to \$39,999	7	5	5	6	5
\$40,000 to \$49,999	6	7	7	7	7
\$50,000 to \$59,999	3	4	6	5	6
\$60,000 to \$69,999	3	5	5	5	4
\$70,000 to \$79,999	3	1	8	4	4
\$80,000 to \$89,999	2	2	5	3	3
\$90,000 to \$99,999	3	3	4	4	3
\$100,000 or more	2	4	13	7	6
Less than \$15,000	33	40	18	31	31
Less than \$20,000	43	47	24	38	39
Less than \$30,000	65	61	38	54	56
Less than \$40,000	78	73	52	66	69
Less than \$50,000	83	80	58	73	76
Number of people supported by income					
One	17	15	11	14	19
Two	27	24	18	22	21
Three	24	26	22	24	23
Four	17	22	25	22	20
Five or more	15	14	24	18	17
Per capita income					
\$0 to \$3,499	20	22	9	17	13
\$3,500 to \$4,999	5	7	5	6	8
\$5,000 to \$7,499	17	18	13	16	19
\$7,500 to \$10,999	17	12	15	14	15
\$11,000 to \$17,499	19	20	22	21	20
\$17,500 or more	22	21	35	26	26

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Table 2 cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Highest level of education...					
Parent/Guardian					
Post-graduate/professional degree	8	7	17	11	13
College degree	22	26	27	26	25
Some college	21	22	21	21	18
High school diploma	32	28	23	27	26
Some high school	12	11	7	10	10
8th grade or less	6	6	5	6	9
College degree or higher	29	34	44	37	37
Attended CUNY college	38	28	46	37	34
Siblings					
Some college	52	52	45	49	49
College degree	32	39	33	36	33
First in family to attend college*	22	17	20	19	21
First generation in college	50	45	35	42	45

*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	20	25	26	20	19	22	21	18
\$10,000 to \$14,999	16	21	20	15	13	9	15	13
\$15,000 to \$19,999	10	8	13	10	12	11	10	9
\$20,000 to \$24,999	14	12	13	10	11	10	12	10
\$25,000 to \$29,999	3	8	8	7	9	8	7	7
\$30,000 to \$34,999	7	7	6	9	7	8	7	7
\$35,000 to \$39,999	7	4	6	3	7	4	5	5
\$40,000 to \$49,999	7	6	3	10	8	5	7	7
\$50,000 to \$59,999	3	2	3	5	4	6	4	6
\$60,000 to \$69,999	2	2	2	2	2	4	2	4
\$70,000 to \$79,999	4	2	0	2	1	3	2	4
\$80,000 to \$89,999	2	2	1	2	2	2	2	3
\$90,000 to \$99,999	1	0	0	1	2	2	1	3
\$100,000 or more	3	1	0	3	3	7	3	6
Less than \$15,000	37	45	46	35	32	30	36	31
Less than \$20,000	46	53	59	45	44	42	47	39
Less than \$30,000	64	74	79	63	64	59	65	56
Less than \$40,000	78	85	90	75	77	71	78	69
Less than \$50,000	85	91	94	85	85	76	85	76
Number of people supported by income								
One	22	25	22	15	21	19	20	19
Two	20	27	21	27	23	15	22	21
Three	24	22	25	22	24	30	24	23
Four	17	15	18	21	19	23	19	20
Five or more	18	11	15	16	14	13	15	17
Per capita income								
\$0 to \$3,499	14	16	24	18	12	14	15	13
\$3,500 to \$4,999	14	6	8	8	8	8	9	8
\$5,000 to \$7,499	20	25	24	21	23	22	22	19
\$7,500 to \$10,999	15	17	15	13	17	18	16	15
\$11,000 to \$17,499	16	23	16	20	16	14	18	20
\$17,500 or more	21	13	13	19	23	24	20	26

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Table 2 cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Highest level of education...								
Parent/Guardian								
Post-graduate/professional degree	7	3	6	11	13	12	9	13
College degree	21	21	17	26	21	24	22	25
Some college	20	17	21	20	16	15	18	18
High school diploma	27	32	27	28	32	31	29	26
Some high school	14	14	15	6	8	8	11	10
8th grade or less	11	12	13	10	10	9	11	9
College degree or higher	28	24	24	37	34	36	31	37
Attended CUNY college	35	32	31	29	22	35	31	34
Siblings								
Some college	39	49	48	49	43	44	44	49
College degree	26	31	28	33	32	27	29	33
First in family to attend college*	28	27	23	18	23	22	24	21
First generation in college	52	59	55	44	50	49	51	45

*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	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Marital status										
Single	85	88	92	91	92	85	90	86	89	87
Married/Domestic Partner	15	12	8	9	8	15	10	14	11	13
Household composition*										
Live alone	11	8	6	10	6	12	5	8	8	8
Live with family members	79	84	87	77	89	85	88	86	84	86
Live with others	11	8	7	12	5	2	7	6	8	6
Live with... (multiple responses allowed)										
Parent(s)/Guardian(s)	61	67	70	63	73	58	72	67	67	66
Other students	1	1	3	4	1	0	1	0	1	1
Friends/Roommates	11	8	7	12	5	2	8	6	8	7
Spouse or Domestic Partner	15	13	9	11	11	15	11	14	12	13
Child(ren)	5	7	5	3	9	18	6	12	7	9
Other relatives	7	11	12	9	8	14	9	5	9	10
Parental obligation										
Supporting children... (Multiple responses allowed below)	9	10	7	4	14	28	9	19	11	15
Children under 5	5	5	3	3	9	14	5	8	6	8
Children 5-12	2	5	4	2	4	12	5	9	5	7
Children 13-18	2	1	2	1	3	6	3	5	3	4
Of those supporting children under 5... (multiple responses allowed)										
Use on-campus day care	11	0	0	6	0	0	8	0	3	8
Pay for off-campus day care	46	51	40	62	64	49	66	60	55	59

*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

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Marital status					
Single	76	91	89	87	87
Married/Domestic Partner	24	9	11	13	13
Household composition*					
Live alone	11	7	6	7	8
Live with family members	86	88	92	89	86
Live with others	3	5	1	4	6
Live with... (multiple responses allowed)					
Parent(s)/Guardian(s)	47	70	77	69	66
Other students	1	0	1	1	1
Friends/Roommates	3	6	2	4	7
Spouse or Domestic Partner	24	11	12	14	13
Child(ren)	21	10	8	11	9
Other relatives	11	12	7	10	10
Parental obligation					
Supporting children... (Multiple responses allowed below)	35	14	10	16	15
Children under 5	15	7	6	8	8
Children 5-12	17	6	4	7	7
Children 13-18	11	2	3	4	4
Of those supporting children under 5... (multiple responses allowed)					
Use on-campus day care	5	20	40	20	8
Pay for off-campus day care	71	47	43	54	59

*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	85	84	82	87	86	89	86	87
Married/Domestic Partner	15	16	18	13	14	11	14	13
Household composition*								
Live alone	5	11	7	8	7	7	7	8
Live with family members	86	84	88	90	82	90	87	86
Live with others	9	5	6	2	10	3	6	6
Live with... (multiple responses allowed)								
Parent(s)/Guardian(s)	63	58	54	71	61	75	65	66
Other students	1	0	0	1	1	1	1	1
Friends/Roommates	9	5	6	2	10	3	6	7
Spouse or Domestic Partner	15	17	17	11	14	13	14	13
Child(ren)	9	13	22	10	11	10	11	9
Other relatives	12	10	12	14	10	11	11	10
Parental obligation								
Supporting children... (Multiple responses allowed below)	16	31	32	19	19	14	20	15
Children under 5	7	20	16	9	10	9	10	8
Children 5-12	6	10	20	8	9	6	8	7
Children 13-18	4	8	9	5	3	2	5	4
Of those supporting children under 5... (multiple responses allowed)								
Use on-campus day care	8	13	7	4	12	3	8	8
Pay for off-campus day care	77	67	63	52	48	62	62	59

*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	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Seat management										
I would like my college to offer courses with smaller sections.										
Strongly Agree	20	18	30	27	16	26	16	16	21	20
Agree	40	27	30	36	30	24	32	32	32	31
Neutral	34	41	31	30	45	39	41	39	37	38
Disagree	6	13	9	7	5	8	8	8	8	9
Strongly Disagree	1	1	1	0	4	3	3	5	2	2
My college provides classrooms that are large enough to handle the number of students enrolled in my class.										
Strongly Agree	11	13	10	9	27	18	12	16	14	15
Agree	48	47	48	41	48	45	49	47	47	46
Neutral	17	18	19	17	15	18	19	22	18	19
Disagree	17	19	16	21	8	16	15	11	16	14
Strongly Disagree	7	4	7	12	1	3	5	4	6	5
My college offers classes that are about the right size.										
Strongly Agree	7	9	10	4	23	17	3	9	10	12
Agree	38	51	39	39	46	47	53	45	45	47
Neutral	30	25	31	28	23	22	24	28	27	25
Disagree	20	12	13	21	7	14	16	13	15	12
Strongly Disagree	5	2	7	9	1	0	4	5	4	4
Student services										
My college employs enough staff to serve my needs.										
Strongly Agree	6	12	9	4	22	18	9	10	11	12
Agree	41	49	42	37	42	36	37	33	40	41
Neutral	25	30	30	36	22	26	32	33	29	29
Disagree	16	7	11	15	13	12	15	17	13	11
Strongly Disagree	11	2	8	8	2	9	7	7	7	6
My college provides sufficient space for me to relax on campus.										
Strongly Agree	8	23	21	6	37	28	21	12	19	20
Agree	26	48	44	24	39	37	45	38	37	38
Neutral	19	14	17	19	12	20	22	18	18	19
Disagree	27	13	12	32	9	11	9	24	17	16
Strongly Disagree	21	3	6	19	4	4	3	8	9	7

Table 4
Resource Management
Comprehensive Colleges

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Seat management					
I would like my college to offer courses with smaller sections.					
Strongly Agree	21	16	24	20	20
Agree	26	27	28	27	31
Neutral	37	46	37	41	38
Disagree	15	8	10	10	9
Strongly Disagree	1	2	1	1	2
My college provides classrooms that are large enough to handle the number of students enrolled in my class.					
Strongly Agree	18	15	8	13	15
Agree	42	43	36	40	46
Neutral	19	25	23	23	19
Disagree	16	13	20	16	14
Strongly Disagree	6	4	13	8	5
My college offers classes that are about the right size.					
Strongly Agree	15	11	6	10	12
Agree	40	48	35	42	47
Neutral	28	25	31	28	25
Disagree	14	12	17	14	12
Strongly Disagree	3	3	11	6	4
Student services					
My college employs enough staff to serve my needs.					
Strongly Agree	11	9	11	10	12
Agree	31	38	38	37	41
Neutral	31	35	29	32	29
Disagree	20	12	10	13	11
Strongly Disagree	6	7	12	9	6
My college provides sufficient space for me to relax on campus.					
Strongly Agree	19	14	15	15	20
Agree	29	33	43	36	38
Neutral	18	23	23	22	19
Disagree	22	18	14	17	16
Strongly Disagree	12	12	5	10	7

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	22	17	23	14	17	15	18	20
Agree	30	34	27	33	32	36	32	31
Neutral	35	37	43	38	39	42	38	38
Disagree	11	11	6	13	10	6	10	9
Strongly Disagree	2	1	2	3	1	1	2	2
My college provides classrooms that are large enough to handle the number of students enrolled in my class.								
Strongly Agree	17	17	15	16	15	24	17	15
Agree	48	43	49	49	52	49	49	46
Neutral	12	22	20	20	22	18	18	19
Disagree	18	11	13	12	9	6	12	14
Strongly Disagree	5	7	3	3	2	3	4	5
My college offers classes that are about the right size.								
Strongly Agree	16	10	11	19	11	21	15	12
Agree	54	52	49	51	50	54	52	47
Neutral	17	23	31	22	30	20	23	25
Disagree	11	10	7	7	7	5	8	12
Strongly Disagree	2	5	2	1	2	1	2	4
Student services								
My college employs enough staff to serve my needs.								
Strongly Agree	16	13	14	17	12	17	15	12
Agree	47	40	47	47	44	43	45	41
Neutral	24	31	26	28	31	29	28	29
Disagree	10	10	8	6	9	9	9	11
Strongly Disagree	3	5	4	3	3	2	3	6
My college provides sufficient space for me to relax on campus.								
Strongly Agree	22	20	18	35	14	23	22	20
Agree	40	47	42	39	41	37	41	38
Neutral	15	18	21	18	28	18	19	19
Disagree	19	11	15	6	13	17	14	16
Strongly Disagree	3	4	5	2	5	6	4	7

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

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Attending classes/labs										
0 hours per week	6	1	3	2	1	3	1	3	2	2
1 to 5 hours per week	5	13	5	7	11	17	9	7	9	12
6 to 10 hours per week	19	37	29	18	29	22	25	19	25	22
11 to 20 hours per week	60	41	53	63	50	52	55	54	54	53
Over 20 hours per week	9	8	11	10	9	7	11	17	10	11
Studying										
0 hours per week	2	3	3	2	3	3	1	4	3	3
1 to 5 hours per week	38	43	31	30	41	36	39	30	36	41
6 to 10 hours per week	36	33	39	36	34	39	38	46	37	34
11 to 20 hours per week	14	17	15	21	16	17	15	14	16	15
Over 20 hours per week	9	5	12	11	6	6	6	6	8	7
Participating in student activities										
0 hours per week	61	65	60	68	78	70	64	67	66	71
1 to 5 hours per week	29	27	32	25	15	21	29	26	26	23
6 to 10 hours per week	7	6	5	3	3	6	5	6	5	4
11 to 20 hours per week	2	2	2	2	3	2	2	1	2	2
Over 20 hours per week	2	0	2	2	1	0	0	1	1	1
Participating in CUNY-wide activities										
0 hours per week	74	72	68	76	77	71	80	66	74	74
1 to 5 hours per week	22	25	29	23	19	28	17	30	23	23
6 to 10 hours per week	3	2	2	0	2	1	1	3	2	2
11 to 20 hours per week	1	0	0	0	2	1	0	1	1	1
Over 20 hours per week	0	0	0	0	0	0	1	0	0	0
Participating in internships										
0 hours per week	70	63	76	78	87	72	77	68	74	77
1 to 5 hours per week	15	22	14	13	6	18	15	16	15	13
6 to 10 hours per week	5	6	4	4	4	4	3	6	4	5
11 to 20 hours per week	6	5	5	2	2	5	3	8	4	3
Over 20 hours per week	4	4	1	3	1	1	2	3	2	2

Table continued on next page

Table 5 cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Providing care for other people										
0 hours per week	47	33	45	40	40	37	45	33	41	41
1 to 5 hours per week	26	26	29	28	24	24	26	27	26	25
6 to 10 hours per week	11	21	10	13	14	12	13	9	13	13
11 to 20 hours per week	5	7	8	6	10	11	7	15	8	8
Over 20 hours per week	11	13	8	13	13	17	8	16	12	13
Doing volunteer work										
0 hours per week	73	67	72	73	69	66	69	68	70	72
1 to 5 hours per week	23	23	20	19	20	23	25	23	22	21
6 to 10 hours per week	4	8	5	6	7	8	3	3	5	5
11 to 20 hours per week	0	1	2	1	2	1	2	5	2	2
Over 20 hours per week	0	1	1	0	1	2	0	1	1	1
Commute to campus										
0-15 minutes	4	12	8	3	2	12	15	10	8	9
16-30 minutes	9	18	11	15	5	21	20	19	14	15
31-45 minutes	20	30	12	21	24	36	27	32	24	25
46-60 minutes	35	27	18	30	32	14	20	19	26	27
61-75 minutes	20	7	22	19	16	9	11	8	15	13
76-90 minutes	8	4	16	7	12	4	4	6	8	6
90+ minutes	3	3	12	6	8	6	2	5	5	5
Commute from campus after school										
0-15 minutes	5	10	7	4	1	12	14	14	8	8
16-30 minutes	9	21	11	14	8	22	21	19	15	16
31-45 minutes	18	29	14	18	20	25	23	32	21	23
46-60 minutes	34	26	16	34	32	22	20	17	26	26
61-75 minutes	20	5	21	18	20	9	15	9	16	14
76-90 minutes	10	6	17	7	10	3	4	5	8	6
90+ minutes	4	3	14	6	8	6	3	4	6	6
Working for pay										
Not working for pay	54	48	51	45	46	50	44	53	48	52
0 hours per week	3	8	6	4	3	2	4	5	4	6
1 to 20 hours per week	24	23	27	33	21	26	29	16	26	21
21 to 34 hours per week	10	16	11	14	17	9	19	15	14	13
35 or more hours per week	8	6	5	5	13	13	4	11	8	8

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

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Attending classes/labs					
0 hours per week	6	0	3	2	2
1 to 5 hours per week	17	14	13	14	12
6 to 10 hours per week	13	23	22	21	22
11 to 20 hours per week	51	49	49	50	53
Over 20 hours per week	12	14	12	13	11
Studying					
0 hours per week	1	3	4	3	3
1 to 5 hours per week	38	44	48	44	41
6 to 10 hours per week	31	34	28	31	34
11 to 20 hours per week	20	12	14	15	15
Over 20 hours per week	10	6	5	6	7
Participating in student activities					
0 hours per week	67	77	72	73	71
1 to 5 hours per week	25	18	23	21	23
6 to 10 hours per week	4	2	3	3	4
11 to 20 hours per week	4	1	2	2	2
Over 20 hours per week	0	1	0	1	1
Participating in CUNY-wide activities					
0 hours per week	67	71	82	75	74
1 to 5 hours per week	26	24	15	21	23
6 to 10 hours per week	3	4	1	3	2
11 to 20 hours per week	2	0	1	1	1
Over 20 hours per week	2	0	1	0	0
Participating in internships					
0 hours per week	72	79	82	79	77
1 to 5 hours per week	12	12	8	10	13
6 to 10 hours per week	7	3	5	5	5
11 to 20 hours per week	7	3	3	4	3
Over 20 hours per week	2	3	3	2	2

Table continued on next page

Table 5 cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Providing care for other people					
0 hours per week	29	50	42	43	41
1 to 5 hours per week	17	24	27	24	25
6 to 10 hours per week	15	13	15	14	13
11 to 20 hours per week	9	4	7	6	8
Over 20 hours per week	29	9	9	12	13
Doing volunteer work					
0 hours per week	67	75	75	74	72
1 to 5 hours per week	23	18	21	20	21
6 to 10 hours per week	5	5	2	4	5
11 to 20 hours per week	3	1	1	2	2
Over 20 hours per week	1	1	1	1	1
Commute to campus					
0-15 minutes	15	5	31	17	9
16-30 minutes	19	12	25	18	15
31-45 minutes	29	34	10	24	25
46-60 minutes	20	30	12	21	27
61-75 minutes	10	12	9	10	13
76-90 minutes	2	3	4	3	6
90+ minutes	5	5	8	6	5
Commute from campus after school					
0-15 minutes	10	4	27	14	8
16-30 minutes	19	15	28	21	16
31-45 minutes	33	30	11	23	23
46-60 minutes	19	29	13	21	26
61-75 minutes	11	15	6	11	14
76-90 minutes	4	2	6	4	6
90+ minutes	4	5	8	6	6
Working for pay					
Not working for pay	52	56	46	51	52
0 hours per week	4	7	9	7	6
1 to 20 hours per week	19	18	18	18	21
21 to 34 hours per week	9	12	17	13	13
35 or more hours per week	16	7	10	10	8

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

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Attending classes/labs								
0 hours per week	1	2	2	1	4	4	2	2
1 to 5 hours per week	18	12	20	17	16	14	16	12
6 to 10 hours per week	23	25	25	15	13	16	19	22
11 to 20 hours per week	51	53	38	58	58	48	52	53
Over 20 hours per week	8	9	15	10	11	17	11	11
Studying								
0 hours per week	1	3	4	5	7	7	4	3
1 to 5 hours per week	43	47	45	48	49	39	45	41
6 to 10 hours per week	33	30	30	29	23	38	31	34
11 to 20 hours per week	15	19	11	11	12	12	13	15
Over 20 hours per week	8	1	10	7	8	4	6	7
Participating in student activities								
0 hours per week	79	72	67	78	74	73	75	71
1 to 5 hours per week	17	20	27	16	20	23	19	23
6 to 10 hours per week	2	6	4	5	5	1	4	4
11 to 20 hours per week	1	1	1	0	1	1	1	2
Over 20 hours per week	0	0	1	1	0	2	1	1
Participating in CUNY-wide activities								
0 hours per week	81	69	61	76	72	71	74	74
1 to 5 hours per week	16	27	34	20	25	24	22	23
6 to 10 hours per week	2	4	3	4	2	4	3	2
11 to 20 hours per week	0	1	1	1	0	1	0	1
Over 20 hours per week	1	0	0	0	0	0	0	0
Participating in internships								
0 hours per week	84	76	78	78	75	80	79	77
1 to 5 hours per week	11	17	10	13	11	14	13	13
6 to 10 hours per week	3	4	5	5	9	5	5	5
11 to 20 hours per week	1	3	4	2	4	1	2	3
Over 20 hours per week	2	1	2	1	1	1	1	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	46	40	38	39	43	39	42	41
1 to 5 hours per week	19	19	20	24	27	27	22	25
6 to 10 hours per week	11	12	12	11	9	19	12	13
11 to 20 hours per week	8	8	8	11	7	6	8	8
Over 20 hours per week	16	21	22	16	14	10	16	13
Doing volunteer work								
0 hours per week	74	72	70	71	80	70	73	72
1 to 5 hours per week	19	19	22	23	13	20	19	21
6 to 10 hours per week	2	5	5	4	5	8	4	5
11 to 20 hours per week	2	3	3	0	1	1	2	2
Over 20 hours per week	2	2	0	1	2	0	1	1
Commute to campus								
0-15 minutes	0	9	13	5	8	13	6	9
16-30 minutes	10	18	28	16	19	16	16	15
31-45 minutes	24	43	35	22	28	24	27	25
46-60 minutes	49	18	16	28	23	21	31	27
61-75 minutes	10	7	5	14	13	16	11	13
76-90 minutes	3	2	0	6	6	5	4	6
90+ minutes	5	3	3	9	3	6	5	5
Commute from campus after school								
0-15 minutes	1	10	12	6	5	13	6	8
16-30 minutes	11	24	23	15	24	14	16	16
31-45 minutes	21	33	33	22	25	27	25	23
46-60 minutes	46	21	20	23	23	18	29	26
61-75 minutes	13	6	7	16	10	15	12	14
76-90 minutes	4	3	2	7	9	5	5	6
90+ minutes	5	3	2	11	4	8	6	6
Working for pay								
Not working for pay	57	49	57	56	55	62	56	52
0 hours per week	11	6	9	7	8	5	8	6
1 to 20 hours per week	13	14	16	20	14	18	15	21
21 to 34 hours per week	8	17	12	10	17	9	11	13
35 or more hours per week	11	15	7	8	6	5	9	8

Table 6A
Use of Technology
Senior Colleges

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Regular use of... (multiple responses allowed)										
Devices										
Desktop computer	56	51	51	41	52	50	41	51	49	49
Laptop computer	79	71	75	77	77	72	80	69	75	70
Netbook or mini notebook	10	8	12	13	9	12	10	10	11	9
Tablet computer (iPad, Kindle Fire, etc.)	20	19	21	23	27	18	17	17	20	18
Smart phone (iPhone, Blackberry, etc.)	74	66	63	70	73	65	61	59	67	64
Portable media player (iPod, Zune, etc.)	26	31	31	33	33	27	29	27	30	28
E-book reader (Kindle, Nook, etc.)	9	10	6	14	13	8	10	5	10	8
None of the above	1	1	0	0	1	0	1	1	1	1
Internet access off-campus										
Basic (dial-up)	6	7	2	7	5	11	5	10	6	10
Broadband	87	87	90	87	85	82	89	84	87	78
Cellular	55	49	51	56	60	57	47	48	53	51
Do not access the Internet regularly off campus	2	5	3	2	4	2	2	3	3	5
Frequency of college-related technology use										
Blackboard										
Never	0	4	7	1	2	4	3	4	3	7
Once/twice a year	2	4	5	2	5	3	5	4	4	7
Once/twice a month	6	15	14	7	9	7	16	10	11	13
Once/twice a week	42	57	48	46	47	49	50	45	48	44
Every day	50	20	27	44	38	37	26	38	35	29
Computer lab										
Never	6	12	6	11	12	14	19	10	11	12
Once/twice a year	6	7	5	11	9	15	14	7	9	10
Once/twice a month	18	17	12	24	20	23	22	16	19	21
Once/twice a week	49	48	53	41	41	39	35	45	44	43
Every day	21	16	23	14	17	10	11	21	16	14

Table continued on next page

Table 6A cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Wireless access on campus										
Never	6	36	9	10	13	26	10	25	16	26
Once/twice a year	4	5	7	5	3	11	6	4	5	7
Once/twice a month	8	10	7	13	7	17	17	8	11	12
Once/twice a week	30	26	31	29	35	21	25	28	28	25
Every day	52	23	46	44	41	24	42	35	40	30
College-provided software for home use										
Never	52	59	58	50	53	54	52	42	53	55
Once/twice a year	10	12	11	11	8	11	15	11	11	10
Once/twice a month	9	9	12	14	9	9	11	15	11	12
Once/twice a week	15	15	12	17	18	19	16	24	16	16
Every day	13	5	7	8	12	7	6	8	8	8
Courses with online instruction/discussion/interaction										
Never	50	46	61	48	53	35	51	50	50	57
Once/twice a year	15	16	13	14	12	19	18	11	15	12
Once/twice a month	8	15	6	14	8	9	9	11	10	9
Once/twice a week	21	18	14	19	18	27	16	21	19	16
Every day	6	5	5	5	9	10	6	7	7	5
Library's online services										
Never	33	28	33	22	16	31	32	35	28	38
Once/twice a year	20	26	19	21	16	19	22	20	21	19
Once/twice a month	25	27	28	30	26	26	23	21	26	24
Once/twice a week	19	14	16	24	36	19	20	16	21	16
Every day	3	5	3	4	6	4	3	7	4	3
Collaboration on-line with classmate										
Never	22	42	37	36	45	40	39	37	37	47
Once/twice a year	16	19	16	21	19	22	28	22	20	18
Once/twice a month	33	22	30	24	20	19	18	19	24	19
Once/twice a week	27	16	13	15	12	15	11	18	16	13
Every day	2	2	4	4	4	4	3	4	3	3

Table 6A
Use of Technology
Comprehensive Colleges

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Regular use of... (multiple responses allowed)					
Devices					
Desktop computer	49	51	52	51	49
Laptop computer	64	69	76	71	70
Netbook or mini notebook	11	6	8	8	9
Tablet computer (iPad, Kindle Fire, etc.)	16	21	16	18	18
Smart phone (iPhone, Blackberry, etc.)	58	65	70	66	64
Portable media player (iPod, Zune, etc.)	23	25	36	29	28
E-book reader (Kindle, Nook, etc.)	5	9	10	9	8
None of the above	1	2	0	1	1
Internet access off-campus					
Basic (dial-up)	9	11	9	10	10
Broadband	74	81	79	79	78
Cellular	45	51	56	52	51
Do not access the Internet regularly off campus	6	2	3	3	5
Frequency of college-related technology use					
Blackboard					
Never	6	6	7	6	7
Once/twice a year	8	7	6	7	7
Once/twice a month	8	16	11	13	13
Once/twice a week	46	47	51	48	44
Every day	30	24	25	26	29
Computer lab					
Never	7	13	14	13	12
Once/twice a year	12	9	11	11	10
Once/twice a month	18	20	24	21	21
Once/twice a week	46	44	39	42	43
Every day	17	13	11	13	14

Table continued on next page

Table 6A cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Wireless access on campus					
Never	45	49	18	36	26
Once/twice a year	8	10	6	8	7
Once/twice a month	12	16	14	14	12
Once/twice a week	14	17	33	23	25
Every day	20	9	30	19	30
College-provided software for home use					
Never	56	55	52	54	55
Once/twice a year	10	11	10	11	10
Once/twice a month	10	14	12	13	12
Once/twice a week	16	12	15	14	16
Every day	8	7	10	8	8
Courses with online instruction/discussion/interaction					
Never	53	58	57	57	57
Once/twice a year	16	12	12	13	12
Once/twice a month	8	9	9	9	9
Once/twice a week	15	18	18	17	16
Every day	9	4	4	4	5
Library's online services					
Never	40	45	41	43	38
Once/twice a year	13	22	19	20	19
Once/twice a month	20	24	25	24	24
Once/twice a week	20	7	11	11	16
Every day	6	1	4	3	3
Collaboration on-line with classmate					
Never	46	48	51	49	47
Once/twice a year	16	16	21	18	18
Once/twice a month	18	19	14	17	19
Once/twice a week	15	15	11	14	13
Every day	4	1	2	2	3

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	51	50	52	46	49	42	48	49
Laptop computer	62	63	63	61	68	60	63	70
Netbook or mini notebook	8	6	7	10	8	14	9	9
Tablet computer (iPad, Kindle Fire, etc.)	20	14	14	11	18	12	16	18
Smart phone (iPhone, Blackberry, etc.)	60	64	65	68	56	58	61	64
Portable media player (iPod, Zune, etc.)	28	20	18	28	26	25	25	28
E-book reader (Kindle, Nook, etc.)	4	5	5	12	6	8	7	8
None of the above	1	1	4	2	0	2	1	1
Internet access off-campus								
Basic (dial-up)	17	12	16	11	16	11	14	10
Broadband	65	67	64	71	72	68	68	78
Cellular	41	57	51	51	44	51	48	51
Do not access the Internet regularly off campus	9	5	12	7	5	8	7	5
Frequency of college-related technology use								
Blackboard								
Never	14	8	12	11	9	15	12	7
Once/twice a year	14	8	12	14	8	14	12	7
Once/twice a month	14	13	15	17	15	14	15	13
Once/twice a week	39	46	35	35	39	39	39	44
Every day	19	25	27	23	29	19	23	29
Computer lab								
Never	11	9	9	17	8	16	12	12
Once/twice a year	10	10	13	12	7	12	11	10
Once/twice a month	27	20	20	21	19	21	22	21
Once/twice a week	41	50	42	38	51	41	43	43
Every day	11	10	16	12	15	10	12	14

Table continued on next page

Table 6A cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Wireless access on campus								
Never	40	40	21	44	19	26	33	26
Once/twice a year	11	6	8	8	5	5	7	7
Once/twice a month	10	11	13	11	14	14	12	12
Once/twice a week	17	31	27	21	30	22	23	25
Every day	23	14	31	15	33	32	24	30
College-provided software for home use								
Never	63	56	55	63	47	51	57	55
Once/twice a year	11	8	9	12	7	7	9	10
Once/twice a month	8	14	14	13	10	18	12	12
Once/twice a week	13	12	13	9	25	18	15	16
Every day	5	10	10	4	11	5	7	8
Courses with online instruction/discussion/interaction								
Never	75	75	60	62	57	61	66	57
Once/twice a year	6	5	11	16	12	12	10	12
Once/twice a month	7	6	6	6	10	12	8	9
Once/twice a week	9	9	17	12	15	14	12	16
Every day	3	6	6	4	7	1	4	5
Library's online services								
Never	59	36	49	47	36	49	47	38
Once/twice a year	16	20	12	17	17	20	17	19
Once/twice a month	17	23	21	20	25	25	21	24
Once/twice a week	7	17	15	13	20	6	12	16
Every day	2	3	4	3	3	0	2	3
Collaboration on-line with classmate								
Never	63	59	51	54	50	56	57	47
Once/twice a year	14	12	16	19	16	18	16	18
Once/twice a month	13	15	19	15	16	20	16	19
Once/twice a week	8	11	10	9	16	5	10	13
Every day	2	3	4	3	2	1	2	3

Table 6B
Attitude toward Technology Offerings
Senior Colleges

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Preferred means for receiving										
Information about financial aid										
Email	81	74	71	80	67	74	61	59	71	65
Text messages	3	1	1	2	4	3	3	3	2	3
CUNY website	7	12	12	11	11	11	15	16	12	13
Social networking (Facebook, Twitter, etc.)	0	0	0	0	0	0	1	1	0	0
Mail	9	13	16	7	18	13	20	21	14	18
Information about courses, lectures, conferences, etc.										
Email	81	82	79	80	77	77	72	59	77	69
Text messages	5	2	2	2	5	1	2	2	3	4
CUNY website	10	12	14	14	12	16	18	27	15	18
Social networking (Facebook, Twitter, etc.)	0	0	1	1	0	0	1	2	1	1
Mail	4	5	4	3	5	5	7	10	5	8
Information about social events, student services, clubs, athletics, etc.										
Email	80	78	80	80	73	76	70	63	76	69
Text messages	5	1	2	3	7	6	2	5	4	4
CUNY website	9	11	12	10	12	9	15	23	12	17
Social networking (Facebook, Twitter, etc.)	3	5	4	6	4	4	7	3	5	4
Mail	3	5	3	1	5	5	7	5	4	6
CUNY Alert										
Email	48	51	48	41	40	39	35	37	43	42
Text messages	47	39	47	47	48	51	51	43	47	43
CUNY website	4	9	4	10	10	9	10	18	9	12
Social networking (Facebook, Twitter, etc.)	0	1	0	1	1	0	1	2	1	1
Mail	1	1	2	1	2	2	3	1	1	2
IT alerts and updates										
Email	71	74	73	64	68	71	64	57	68	61
Text messages	21	13	17	21	19	18	19	19	18	20
CUNY website	6	9	9	13	10	9	13	21	11	15
Social networking (Facebook, Twitter, etc.)	0	2	0	0	1	0	2	2	1	1
Mail	2	2	1	1	3	2	3	1	2	3

Table continued on next page

Table 6B cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Preferred means for communication with										
Classmates or fellow students										
Email	36	27	27	33	22	23	23	19	27	23
Text messages	28	34	41	29	42	37	34	44	35	35
Social networking (Facebook, Twitter, etc.)	9	10	5	11	7	6	10	3	8	8
Blackboard	2	1	0	3	2	3	0	2	2	1
In-person	21	23	21	23	24	23	27	24	23	27
Phone	3	4	6	1	3	9	5	9	5	6
Faculty										
Email	70	69	70	67	69	65	66	58	67	61
Text messages	1	1	0	0	1	1	0	2	1	1
Social networking (Facebook, Twitter, etc.)	0	0	0	0	0	0	0	0	0	0
Blackboard	3	4	1	4	1	4	3	8	3	5
In-person	24	24	28	28	28	27	30	29	27	31
Phone	2	2	1	0	1	3	1	2	1	2
Administrative personnel										
Email	52	52	48	51	50	39	44	36	47	43
Text messages	0	1	0	0	1	0	0	2	0	1
Social networking (Facebook, Twitter, etc.)	0	0	0	0	0	0	0	1	0	0
Blackboard	1	1	0	1	2	1	1	2	1	2
In-person	38	33	45	39	37	46	42	49	40	43
Phone	8	13	7	9	10	14	13	9	10	11
Attitude toward technology offerings										
My college offers adequate wireless access on campus.										
Strongly Agree	34	19	27	15	46	24	24	28	27	28
Agree	43	42	42	44	32	34	54	43	42	41
Neutral	15	18	13	18	12	20	14	20	16	17
Disagree	6	13	13	14	6	13	5	7	10	9
Strongly Disagree	3	8	4	9	4	8	4	3	5	5
My college offers adequate access to lab software for home use.										
Strongly Agree	14	15	9	8	23	14	11	13	13	15
Agree	26	27	23	24	25	26	26	34	26	28
Neutral	42	45	41	40	39	45	42	36	41	39
Disagree	14	8	13	19	9	9	16	11	13	13
Strongly Disagree	4	5	13	9	4	6	4	6	7	6

Table continued on next page

Table 6B cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
My college offers adequate access to lab software on campus.										
Strongly Agree	31	27	23	15	39	25	14	16	24	26
Agree	35	46	48	41	40	46	42	47	43	44
Neutral	25	23	20	34	16	21	35	28	26	24
Disagree	7	2	6	7	3	5	7	6	5	5
Strongly Disagree	2	1	3	2	3	2	1	3	2	2
My college offers adequate meeting space with multimedia access.										
Strongly Agree	20	24	22	8	31	21	12	13	19	20
Agree	32	44	47	32	37	44	44	30	39	40
Neutral	30	25	26	33	21	25	34	35	29	29
Disagree	14	5	4	18	6	7	8	14	10	9
Strongly Disagree	4	2	2	9	4	3	3	7	4	3
My college offers adequate access to printing.										
Strongly Agree	37	30	38	13	43	30	15	34	29	33
Agree	39	43	44	38	31	43	43	34	39	40
Neutral	10	16	10	20	15	17	21	18	16	15
Disagree	11	9	4	19	7	7	16	7	11	8
Strongly Disagree	3	3	4	11	4	3	5	7	5	4
My college offers adequate online storage space for course-related files.										
Strongly Agree	18	14	19	8	26	21	12	23	17	16
Agree	27	31	33	28	28	29	32	35	30	31
Neutral	35	41	35	41	34	42	43	34	38	40
Disagree	12	9	9	13	7	8	9	4	9	10
Strongly Disagree	9	5	5	9	6	1	4	4	6	5
My college offers help desk service during the hours I need.										
Strongly Agree	20	21	21	12	33	24	10	21	20	22
Agree	38	43	38	41	33	49	42	42	41	41
Neutral	28	29	32	34	20	19	33	30	28	26
Disagree	8	3	6	9	10	7	10	4	7	6
Strongly Disagree	5	3	3	4	5	1	6	3	4	4

Table 6B
Attitude toward Technology Offerings
Comprehensive Colleges

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Preferred means for receiving					
Information about financial aid					
Email	47	56	54	54	65
Text messages	4	4	3	3	3
CUNY website	15	17	21	18	13
Social networking (Facebook, Twitter, etc.)	0	0	0	0	0
Mail	34	24	22	25	18
Information about courses, lectures, conferences, etc.					
Email	44	63	59	58	69
Text messages	4	4	5	5	4
CUNY website	27	20	23	22	18
Social networking (Facebook, Twitter, etc.)	0	0	2	1	1
Mail	24	13	11	14	8
Information about social events, student services, clubs, athletics, etc.					
Email	45	63	63	60	69
Text messages	7	3	6	5	4
CUNY website	32	21	20	22	17
Social networking (Facebook, Twitter, etc.)	1	4	4	3	4
Mail	15	10	8	10	6
CUNY Alert					
Email	31	43	30	36	42
Text messages	41	37	56	44	43
CUNY website	23	16	12	16	12
Social networking (Facebook, Twitter, etc.)	2	0	0	0	1
Mail	3	5	2	4	2
IT alerts and updates					
Email	46	54	52	52	61
Text messages	25	22	30	26	20
CUNY website	24	19	14	18	15
Social networking (Facebook, Twitter, etc.)	1	0	1	0	1
Mail	4	4	3	4	3

Table continued on next page

Table 6B cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Preferred means for communication with					
Classmates or fellow students					
Email	20	26	18	22	23
Text messages	43	35	40	38	35
Social networking (Facebook, Twitter, etc.)	2	8	11	8	8
Blackboard	0	3	0	1	1
In-person	22	22	30	25	27
Phone	12	6	1	5	6
Faculty					
Email	44	63	66	60	61
Text messages	2	2	0	1	1
Social networking (Facebook, Twitter, etc.)	0	1	0	0	0
Blackboard	8	6	5	6	5
In-person	45	28	27	31	31
Phone	1	0	2	1	2
Administrative personnel					
Email	31	47	35	39	43
Text messages	1	2	1	1	1
Social networking (Facebook, Twitter, etc.)	0	1	0	1	0
Blackboard	3	3	2	3	2
In-person	57	37	51	46	43
Phone	10	11	11	10	11
Attitude toward technology offerings					
My college offers adequate wireless access on campus.					
Strongly Agree	30	15	35	25	28
Agree	32	34	40	36	41
Neutral	21	29	12	21	17
Disagree	10	14	7	11	9
Strongly Disagree	7	8	5	7	5
My college offers adequate access to lab software for home use.					
Strongly Agree	16	9	16	13	15
Agree	19	26	37	29	28
Neutral	36	47	29	38	39
Disagree	20	14	10	13	13
Strongly Disagree	9	4	7	6	6

Table continued on next page

Table 6B cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
My college offers adequate access to lab software on campus.					
Strongly Agree	24	22	28	25	26
Agree	39	45	45	44	44
Neutral	21	29	19	24	24
Disagree	10	2	6	5	5
Strongly Disagree	6	1	2	2	2
My college offers adequate meeting space with multimedia access.					
Strongly Agree	21	15	24	19	20
Agree	31	41	33	36	40
Neutral	30	33	26	30	29
Disagree	15	9	14	11	9
Strongly Disagree	3	3	4	3	3
My college offers adequate access to printing.					
Strongly Agree	37	30	31	31	33
Agree	35	45	39	41	40
Neutral	12	18	16	16	15
Disagree	10	5	9	7	8
Strongly Disagree	6	2	6	4	4
My college offers adequate online storage space for course-related files.					
Strongly Agree	18	8	16	13	16
Agree	29	25	37	30	31
Neutral	39	50	32	41	40
Disagree	9	11	11	11	10
Strongly Disagree	5	6	4	5	5
My college offers help desk service during the hours I need.					
Strongly Agree	24	16	20	19	22
Agree	37	43	41	41	41
Neutral	26	30	25	28	26
Disagree	8	7	6	7	6
Strongly Disagree	5	3	8	5	4

Table 6B
Attitude toward Technology Offerings
Community Colleges

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Preferred means for receiving								
Information about financial aid								
Email	76	64	49	48	67	60	63	65
Text messages	3	4	7	6	3	6	4	3
CUNY website	9	18	14	15	16	12	13	13
Social networking (Facebook, Twitter, etc.)	0	1	0	0	0	1	0	0
Mail	12	14	30	30	13	22	19	18
Information about courses, lectures, conferences, etc.								
Email	79	55	51	52	71	60	65	69
Text messages	3	6	7	5	3	7	5	4
CUNY website	12	30	21	25	20	24	21	18
Social networking (Facebook, Twitter, etc.)	1	1	0	0	0	1	1	1
Mail	6	8	21	17	6	9	9	8
Information about social events, student services, clubs, athletics, etc.								
Email	74	55	54	53	70	66	64	69
Text messages	4	8	6	7	5	4	5	4
CUNY website	14	28	21	24	17	23	20	17
Social networking (Facebook, Twitter, etc.)	1	6	4	2	3	2	3	4
Mail	7	4	15	14	6	6	8	6
CUNY Alert								
Email	54	35	37	33	47	38	43	42
Text messages	33	38	42	47	37	36	38	43
CUNY website	10	25	16	14	14	20	15	12
Social networking (Facebook, Twitter, etc.)	2	2	0	0	0	2	1	1
Mail	1	1	5	5	2	4	3	2
IT alerts and updates								
Email	68	48	49	52	61	51	57	61
Text messages	15	21	21	25	21	21	20	20
CUNY website	12	27	21	19	16	22	18	15
Social networking (Facebook, Twitter, etc.)	2	1	0	0	1	1	1	1
Mail	4	3	10	5	1	5	4	3

Table continued on next page

Table 6B cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Preferred means for communication with								
Classmates or fellow students								
Email	21	18	16	18	22	13	18	23
Text messages	36	41	35	32	31	28	33	35
Social networking (Facebook, Twitter, etc.)	8	4	9	5	11	10	8	8
Blackboard	0	3	1	1	1	3	1	1
In-person	27	28	30	39	31	38	32	27
Phone	8	7	9	6	5	8	7	6
Faculty								
Email	59	53	45	47	54	53	53	61
Text messages	1	3	1	2	2	2	2	1
Social networking (Facebook, Twitter, etc.)	0	0	1	1	1	0	1	0
Blackboard	5	4	9	4	7	6	6	5
In-person	32	35	40	39	33	37	35	31
Phone	2	5	3	6	1	3	3	2
Administrative personnel								
Email	41	37	39	34	44	42	40	43
Text messages	1	3	0	1	1	2	1	1
Social networking (Facebook, Twitter, etc.)	0	0	1	0	1	1	1	0
Blackboard	2	1	5	3	4	1	2	2
In-person	44	45	45	49	44	42	45	43
Phone	12	14	10	13	7	13	11	11
Attitude toward technology offerings								
My college offers adequate wireless access on campus.								
Strongly Agree	35	26	38	24	34	31	31	28
Agree	39	40	44	40	45	40	41	41
Neutral	14	20	13	21	10	20	16	17
Disagree	5	8	3	8	8	8	7	9
Strongly Disagree	7	6	3	6	3	2	5	5
My college offers adequate access to lab software for home use.								
Strongly Agree	20	18	20	12	17	13	17	15
Agree	29	28	29	34	30	26	30	28
Neutral	31	42	33	38	38	44	37	39
Disagree	14	10	12	12	9	12	12	13
Strongly Disagree	6	2	6	4	6	4	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	32	31	31	21	28	24	28	26
Agree	44	43	46	48	46	42	45	44
Neutral	18	21	18	24	20	30	22	24
Disagree	6	5	4	6	4	2	5	5
Strongly Disagree	1	1	1	2	2	1	2	2
My college offers adequate meeting space with multimedia access.								
Strongly Agree	25	22	24	17	19	16	21	20
Agree	48	45	37	42	40	38	43	40
Neutral	20	27	32	33	32	36	29	29
Disagree	5	6	6	6	7	8	6	9
Strongly Disagree	2	0	1	2	2	2	2	3
My college offers adequate access to printing.								
Strongly Agree	39	38	40	39	40	38	39	33
Agree	35	45	40	42	39	39	39	40
Neutral	16	9	14	13	15	15	14	15
Disagree	6	5	5	4	5	5	5	8
Strongly Disagree	5	2	1	2	1	2	2	4
My college offers adequate online storage space for course-related files.								
Strongly Agree	15	17	22	13	14	16	15	16
Agree	25	33	32	35	37	30	31	31
Neutral	44	37	37	40	35	45	40	40
Disagree	14	9	7	8	12	5	10	10
Strongly Disagree	3	4	1	5	2	4	3	5
My college offers help desk service during the hours I need.								
Strongly Agree	30	29	29	26	19	22	26	22
Agree	42	43	43	43	45	37	42	41
Neutral	19	20	18	23	29	30	23	26
Disagree	5	6	4	5	4	7	5	6
Strongly Disagree	4	2	5	3	3	4	3	4

Table 7
Availability of Courses
Senior Colleges

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Generally, courses are offered at times when I can take them.										
Strongly Agree	17	21	23	12	32	22	13	19	20	23
Agree	46	43	42	46	35	34	42	33	41	40
Neutral	17	22	15	22	19	18	24	26	20	20
Disagree	14	10	10	13	12	20	14	15	13	11
Strongly Disagree	7	4	9	7	3	7	6	7	6	5
I would like my college to offer more courses in the evening.										
Strongly Agree	28	28	25	18	20	33	20	29	24	23
Agree	24	22	21	25	25	25	22	25	23	25
Neutral	38	38	41	43	41	33	48	33	40	41
Disagree	8	10	11	10	10	4	7	10	9	9
Strongly Disagree	2	2	2	4	5	5	3	3	3	3
I would like my college to offer more courses on the weekend.										
Strongly Agree	24	19	21	13	17	28	18	22	20	18
Agree	16	23	15	15	15	21	17	20	17	19
Neutral	39	44	44	47	43	34	51	39	43	44
Disagree	15	11	13	17	14	12	9	12	13	13
Strongly Disagree	6	3	7	7	11	6	6	7	7	6
I would like my college to offer more fully online courses.										
Strongly Agree	19	17	18	15	23	26	18	19	19	18
Agree	27	18	17	23	21	18	26	24	22	22
Neutral	30	40	34	34	37	34	35	31	34	36
Disagree	17	18	19	18	13	15	11	15	16	16
Strongly Disagree	6	8	12	9	7	7	10	10	9	8
I would like my college to offer more hybrid courses.										
Strongly Agree	15	14	17	14	17	23	15	20	16	17
Agree	36	36	24	28	25	28	30	29	30	30
Neutral	30	31	38	38	35	33	37	35	35	35
Disagree	12	13	12	14	17	11	10	10	13	12
Strongly Disagree	7	5	8	7	6	5	9	5	7	5

Table continued on next page

Table 7 cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
I was able to register for every course I wanted to take.	50	60	52	52	65	54	57	63	56	62
I was not able to register for one or more courses.	50	40	48	48	35	46	43	37	44	38
I could not register for... (multiple responses allowed)										
A course that would have satisfied a "Gen Ed" (distribution or core) requirement	45	41	32	61	44	39	39	51	44	38
A course required to enter my major	43	19	23	27	23	26	25	33	28	31
A course required for my major, itself	56	65	67	50	52	63	56	50	57	56
A course required to graduate	32	15	32	22	25	22	24	31	26	26
An elective course	29	28	24	23	37	21	24	15	25	21
I was not able to register for the course because...*										
No seats were available at any time	48	40	58	54	32	31	35	46	44	42
Seats were available but not when I could take the class	25	27	13	31	31	32	24	27	26	25
Seats were available but not when I wanted to take the class	8	14	6	4	10	8	8	9	8	8
Could not get necessary permission to take the class	14	8	13	5	15	9	20	11	12	16
The course was not offered at all this semester	4	11	11	6	12	21	13	8	10	9

*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

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Generally, courses are offered at times when I can take them.					
Strongly Agree	29	22	20	22	23
Agree	37	42	36	39	40
Neutral	17	23	23	22	20
Disagree	10	10	11	10	11
Strongly Disagree	7	4	11	7	5
I would like my college to offer more courses in the evening.					
Strongly Agree	30	20	17	21	23
Agree	25	21	27	24	25
Neutral	30	45	43	42	41
Disagree	13	12	10	11	9
Strongly Disagree	1	3	2	2	3
I would like my college to offer more courses on the weekend.					
Strongly Agree	26	16	15	18	18
Agree	23	10	21	16	19
Neutral	36	50	42	44	44
Disagree	12	17	14	15	13
Strongly Disagree	4	7	8	7	6
I would like my college to offer more fully online courses.					
Strongly Agree	20	18	23	20	18
Agree	21	21	22	22	22
Neutral	31	37	35	35	36
Disagree	18	15	12	14	16
Strongly Disagree	10	9	7	8	8
I would like my college to offer more hybrid courses.					
Strongly Agree	26	21	17	20	17
Agree	29	29	30	29	30
Neutral	30	34	34	33	35
Disagree	10	10	15	12	12
Strongly Disagree	5	6	5	5	5

Table continued on next page

Table 7 cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
I was able to register for every course I wanted to take.	68	69	61	66	62
I was not able to register for one or more courses.	32	31	39	34	38
I could not register for... (multiple responses allowed)					
A course that would have satisfied a "Gen Ed" (distribution or core) requirement	35	29	28	29	38
A course required to enter my major	38	21	35	30	31
A course required for my major, itself	62	63	63	63	56
A course required to graduate	24	26	31	28	26
An elective course	9	22	17	18	21
I was not able to register for the course because...*					
No seats were available at any time	12	41	51	40	42
Seats were available but not when I could take the class	27	19	29	24	25
take the class	5	7	10	8	8
Could not get necessary permission to take the class	39	26	3	18	16
The course was not offered at all this semester	17	8	7	9	9

*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	28	30	29	31	25	25	28	23
Agree	41	38	38	39	38	39	39	40
Neutral	17	21	22	20	21	22	20	20
Disagree	10	6	7	8	12	11	9	11
Strongly Disagree	3	4	3	2	4	3	3	5
I would like my college to offer more courses in the evening.								
Strongly Agree	23	27	29	16	21	15	21	23
Agree	24	30	24	27	27	28	27	25
Neutral	40	38	36	44	41	43	41	41
Disagree	9	5	9	8	9	9	8	9
Strongly Disagree	4	1	2	4	1	5	3	3
I would like my college to offer more courses on the weekend.								
Strongly Agree	19	19	22	14	16	11	17	18
Agree	21	27	21	23	25	22	23	19
Neutral	42	42	39	48	47	44	44	44
Disagree	11	11	13	12	10	15	12	13
Strongly Disagree	7	2	4	3	2	8	5	6
I would like my college to offer more fully online courses.								
Strongly Agree	13	18	22	16	13	17	15	18
Agree	20	22	22	25	24	24	23	22
Neutral	39	37	34	37	40	39	38	36
Disagree	20	17	17	16	17	16	18	16
Strongly Disagree	7	6	5	7	6	4	6	8
I would like my college to offer more hybrid courses.								
Strongly Agree	19	16	22	15	19	16	18	17
Agree	29	30	31	34	31	32	31	30
Neutral	36	42	35	35	36	36	36	35
Disagree	12	10	8	10	10	13	11	12
Strongly Disagree	5	2	4	6	3	3	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.	66	77	71	64	60	66	66	62
I was not able to register for one or more courses.	34	23	29	36	40	34	34	38
I could not register for... (multiple responses allowed)								
A course that would have satisfied a "Gen Ed" (distribution or core) requirement	38	28	39	29	27	36	33	38
A course required to enter my major	37	45	36	38	38	35	37	31
A course required for my major, itself	44	59	42	49	58	57	51	56
A course required to graduate	27	20	29	32	20	27	26	26
An elective course	18	9	16	15	17	12	15	21
I was not able to register for the course because...*								
No seats were available at any time	41	23	26	55	34	33	38	42
Seats were available but not when I could take the class	25	27	26	14	22	28	23	25
Seats were available but not when I wanted to take the class	9	15	6	1	10	15	9	8
Could not get necessary permission to take the class	21	26	34	26	20	20	23	16
The course was not offered at all this semester	4	8	8	5	14	5	7	9

*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	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Experience										
Overall social experience										
Very Satisfied	9	16	16	5	19	20	11	11	13	16
Satisfied	38	49	46	42	40	44	44	45	43	45
Neutral	33	25	25	31	26	24	32	28	28	27
Dissatisfied	13	6	8	15	7	8	9	10	10	8
Very Dissatisfied	7	4	5	8	8	3	4	6	5	4
Overall academic experience										
Very Satisfied	13	17	13	9	28	21	14	11	15	17
Satisfied	46	55	47	56	43	49	50	43	49	49
Neutral	26	19	21	23	20	21	22	31	22	23
Dissatisfied	10	7	14	9	7	9	11	13	10	8
Very Dissatisfied	6	2	5	3	3	1	4	3	3	3
Value of education for the price I am paying										
Very Satisfied	25	22	23	22	31	28	18	13	23	22
Satisfied	32	39	33	40	35	33	41	35	36	38
Neutral	21	26	21	21	17	23	27	26	23	22
Dissatisfied	15	9	15	13	12	10	11	17	13	12
Very Dissatisfied	7	4	7	4	4	6	4	10	5	6
Would choose to attend current college if to start over										
Definitely yes	26	28	26	22	41	33	24	13	27	27
Probably yes	45	46	40	47	36	46	47	38	44	41
Probably no	18	22	23	22	17	12	21	27	20	21
Definitely no	11	3	11	9	6	9	8	22	9	11
Sources of financial support for college expenses (multiple responses allowed)										
Income/savings from parent(s)	46	37	40	47	39	23	45	32	40	35
Personal income/savings	53	47	44	56	44	45	49	47	49	42
Student loan	15	23	23	21	17	22	18	14	19	17
Private loan	3	2	5	4	3	2	2	1	3	2
Income/savings from spouse/partner	5	3	1	4	4	5	2	3	3	3
Grants/scholarships	55	64	69	57	58	66	50	62	59	60
Public assistance	4	5	2	4	6	4	4	3	4	5
Employer contribution	3	3	1	3	4	5	3	4	3	3

Table continued on next page

Table 8 cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Primary source of health insurance										
Parent(s) policy	31	28	30	39	36	19	42	25	32	26
Policy purchased as a student of current college	1	0	0	1	0	0	0	0	0	0
Individual policy from private insurer	3	4	3	4	2	2	1	2	3	2
Employer-sponsored insurance	9	9	6	9	10	20	7	9	10	9
Spouse/partner's policy	4	3	1	3	1	3	3	4	3	3
Family Health Plus	7	9	8	7	7	9	10	9	8	8
Child Health Plus	0	0	3	1	1	1	1	2	1	1
Medicaid	18	26	26	15	21	26	15	28	21	25
Veterans health benefits	1	0	0	0	1	1	1	1	1	1
Other	4	3	5	2	5	3	3	4	4	5
No health insurance	22	18	18	20	15	17	15	15	18	19
Primary means of commuting										
Subway	90	39	82	91	90	43	15	44	63	59
Bus	5	31	5	4	3	25	38	27	17	19
Driving/car pool	2	20	5	1	5	22	42	25	15	16
Bicycle	1	2	1	1	0	2	2	0	1	1
Walking	3	7	8	3	2	8	3	4	5	5
From where commute to campus										
Home	80	88	90	87	85	75	86	82	85	85
Work	19	12	8	9	13	23	12	16	13	13
Other	1	1	2	4	2	2	2	2	2	1
To where commute from campus after school										
Home	81	80	80	78	79	83	81	80	80	79
Work	14	14	15	15	16	14	16	14	15	16
Other	4	5	5	7	4	4	3	6	5	5
Expectation										
My college provides adequate advisement in choosing a major.										
Strongly Agree	9	8	9	6	21	18	9	12	11	14
Agree	40	31	35	30	32	38	36	30	34	37
Neutral	26	36	24	29	26	21	29	24	27	25
Disagree	16	19	18	22	14	16	17	18	17	16
Strongly Disagree	9	6	15	13	8	8	9	16	10	8

Table continued on next page

Table 8 cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
My college encourages me to attend full-time.										
Strongly Agree	16	17	15	8	27	21	9	10	15	17
Agree	38	39	41	43	35	29	37	34	38	39
Neutral	33	34	28	30	28	32	40	33	32	31
Disagree	8	9	9	13	6	16	9	16	10	9
Strongly Disagree	5	1	7	5	4	3	4	7	5	3
My college encourages me to take online courses.										
Strongly Agree	2	4	1	1	5	8	2	2	3	4
Agree	8	11	6	5	11	18	8	8	9	12
Neutral	38	48	39	36	41	44	45	38	41	41
Disagree	38	31	35	39	33	25	34	36	34	33
Strongly Disagree	14	7	20	19	11	5	12	15	13	10
My college clearly communicates degree requirements.										
Strongly Agree	14	13	11	7	26	19	11	13	14	17
Agree	42	37	41	37	28	37	34	39	37	38
Neutral	23	26	21	27	24	23	28	21	24	24
Disagree	12	17	11	18	16	15	19	17	16	13
Strongly Disagree	9	7	17	11	5	7	9	11	10	8

Table 8
College Expectations and Experiences at CUNY
Comprehensive Colleges

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Experience					
Overall social experience					
Very Satisfied	17	12	16	15	16
Satisfied	43	44	48	45	45
Neutral	28	30	24	27	27
Dissatisfied	7	11	7	9	8
Very Dissatisfied	5	4	4	4	4
Overall academic experience					
Very Satisfied	16	10	14	12	17
Satisfied	48	49	48	49	49
Neutral	23	28	27	27	23
Dissatisfied	9	11	7	9	8
Very Dissatisfied	5	2	5	3	3
Value of education for the price I am paying					
Very Satisfied	19	16	18	17	22
Satisfied	35	34	38	36	38
Neutral	25	27	23	25	22
Dissatisfied	16	15	11	14	12
Very Dissatisfied	5	8	10	8	6
Would choose to attend current college if to start over					
Definitely yes	27	16	22	20	27
Probably yes	34	42	40	40	41
Probably no	25	27	21	24	21
Definitely no	14	16	17	16	11
Sources of financial support for college expenses (multiple responses allowed)					
Income/savings from parent(s)	24	33	41	34	35
Personal income/savings	39	38	34	37	42
Student loan	18	15	29	20	17
Private loan	2	2	2	2	2
Income/savings from spouse/partner	6	3	4	4	3
Grants/scholarships	66	65	51	60	60
Public assistance	4	4	3	4	5
Employer contribution	6	4	4	4	3

Table continued on next page

Table 8 cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Primary source of health insurance					
Parent(s) policy	11	22	51	31	26
Policy purchased as a student of current college	0	1	0	1	0
Individual policy from private insurer	2	2	2	2	2
Employer-sponsored insurance	14	10	8	10	9
Spouse/partner's policy	4	1	3	2	3
Family Health Plus	10	13	7	10	8
Child Health Plus	1	1	0	1	1
Medicaid	32	24	14	21	25
Veterans health benefits	0	1	2	1	1
Other	8	8	2	6	5
No health insurance	18	17	11	15	19
Primary means of commuting					
Subway	60	85	6	51	59
Bus	14	4	28	15	19
Driving/car pool	14	7	64	29	16
Bicycle	0	1	0	1	1
Walking	12	2	2	4	5
From where commute to campus					
Home	80	85	91	86	85
Work	19	14	8	13	13
Other	1	1	1	1	1
To where commute from campus after school					
Home	81	80	80	80	79
Work	12	12	14	12	16
Other	7	9	6	7	5
Expectation					
My college provides adequate advisement in choosing a major.					
Strongly Agree	17	14	16	15	14
Agree	29	37	37	36	37
Neutral	28	27	21	25	25
Disagree	15	14	18	16	16
Strongly Disagree	11	7	8	8	8

Table continued on next page

Table 8 cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
My college encourages me to attend full-time.					
Strongly Agree	21	16	19	18	17
Agree	33	37	42	38	39
Neutral	32	34	26	30	31
Disagree	10	9	9	9	9
Strongly Disagree	4	4	4	4	3
My college encourages me to take online courses.					
Strongly Agree	5	4	2	3	4
Agree	13	13	8	11	12
Neutral	40	43	38	41	41
Disagree	32	32	39	35	33
Strongly Disagree	10	8	13	10	10
My college clearly communicates degree requirements.					
Strongly Agree	17	20	13	17	17
Agree	38	39	37	38	38
Neutral	22	25	24	24	24
Disagree	13	11	13	12	13
Strongly Disagree	11	6	13	10	8

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	21	25	20	18	20	19	16
Satisfied	50	49	44	49	45	46	48	45
Neutral	24	24	23	26	31	28	26	27
Dissatisfied	6	4	5	4	4	4	5	8
Very Dissatisfied	3	2	3	1	2	3	2	4
Overall academic experience								
Very Satisfied	19	25	22	22	19	20	21	17
Satisfied	49	48	45	56	50	45	49	49
Neutral	24	22	24	19	26	25	23	23
Dissatisfied	6	4	7	3	4	7	5	8
Very Dissatisfied	2	1	2	0	1	3	2	3
Value of education for the price I am paying								
Very Satisfied	21	25	28	28	18	21	23	22
Satisfied	44	40	36	43	38	37	40	38
Neutral	18	22	25	18	28	20	21	22
Dissatisfied	11	9	8	9	11	14	11	12
Very Dissatisfied	6	4	4	2	4	7	5	6
Would choose to attend current college if to start over								
Definitely yes	32	20	33	31	27	27	29	27
Probably yes	36	41	35	40	41	39	39	41
Probably no	18	24	22	21	24	21	21	21
Definitely no	13	15	9	8	8	13	11	11
Sources of financial support for college expenses (multiple responses allowed)								
Income/savings from parent(s)	30	24	16	31	28	35	29	35
Personal income/savings	36	31	26	37	49	35	37	42
Student loan	12	15	10	12	12	13	13	17
Private loan	2	1	1	1	1	2	2	2
Income/savings from spouse/partner	2	3	2	4	2	4	3	3
Grants/scholarships	63	69	75	59	55	51	61	60
Public assistance	9	9	9	4	6	5	7	5
Employer contribution	2	4	3	2	2	3	2	3

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	13	11	10	24	15	27	17	26
Policy purchased as a student of current college	0	0	0	1	1	0	0	0
Individual policy from private insurer	1	1	3	1	2	1	2	2
Employer-sponsored insurance	8	10	9	8	10	7	9	9
Spouse/partner's policy	6	2	2	3	2	3	3	3
Family Health Plus	4	12	11	11	8	7	8	8
Child Health Plus	0	1	0	2	2	1	1	1
Medicaid	31	36	42	26	27	25	30	25
Veterans health benefits	0	0	0	1	0	0	0	1
Other	9	6	7	6	7	7	7	5
No health insurance	26	20	15	18	27	20	22	19
Primary means of commuting								
Subway	93	38	72	41	78	5	59	59
Bus	4	37	11	33	7	62	24	19
Driving/car pool	1	12	6	23	8	27	12	16
Bicycle	0	0	0	1	2	1	1	1
Walking	3	12	11	1	6	4	5	5
From where commute to campus								
Home	83	80	80	88	85	93	85	85
Work	16	18	18	11	15	6	14	13
Other	1	1	2	2	0	1	1	1
To where commute from campus after school								
Home	80	78	75	74	74	76	76	79
Work	16	18	21	22	23	19	19	16
Other	4	4	4	4	3	5	4	5
Expectation								
My college provides adequate advisement in choosing a major.								
Strongly Agree	19	18	14	17	12	19	17	14
Agree	43	39	34	49	39	36	41	37
Neutral	19	15	25	20	27	26	22	25
Disagree	14	21	18	10	19	13	15	16
Strongly Disagree	5	7	8	4	3	6	5	8

Table continued on next page

Table 8 cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
My college encourages me to attend full-time.								
Strongly Agree	19	16	19	23	20	18	19	17
Agree	40	41	35	39	40	41	40	39
Neutral	32	29	29	31	31	29	31	31
Disagree	8	12	10	5	5	11	8	9
Strongly Disagree	2	1	7	1	3	1	2	3
My college encourages me to take online courses.								
Strongly Agree	6	3	6	1	5	8	5	4
Agree	16	14	13	14	13	15	15	12
Neutral	40	41	46	54	42	33	42	41
Disagree	30	33	22	24	33	37	31	33
Strongly Disagree	7	9	13	7	7	7	8	10
My college clearly communicates degree requirements.								
Strongly Agree	19	18	23	22	15	22	20	17
Agree	43	38	33	37	44	33	39	38
Neutral	22	25	28	25	23	24	24	24
Disagree	9	13	9	10	12	14	11	13
Strongly Disagree	7	6	7	6	6	6	6	8

**Table 9A
Satisfaction with Faculty
Senior Colleges**

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Availability of faculty outside of class										
Very Satisfied	10	19	15	12	20	20	14	11	15	15
Satisfied	52	54	51	51	47	48	45	50	50	47
Neutral	24	22	22	28	26	21	34	28	26	28
Dissatisfied	8	3	8	7	5	8	6	8	7	7
Very Dissatisfied	4	2	4	3	2	2	1	3	3	3
Online access to faculty (virtual office hours, video conference, etc.)										
Very Satisfied	9	14	12	9	19	18	9	9	12	12
Satisfied	40	38	35	41	34	36	37	37	37	36
Neutral	33	39	34	35	38	32	41	35	36	38
Dissatisfied	13	8	12	12	5	10	11	12	10	11
Very Dissatisfied	5	1	7	3	4	4	2	7	4	4
Level of faculty preparedness for class										
Very Satisfied	16	23	24	21	32	30	21	17	23	22
Satisfied	52	56	47	51	48	47	53	50	51	50
Neutral	20	15	20	18	15	18	19	24	18	20
Dissatisfied	8	5	7	8	4	4	6	6	6	6
Very Dissatisfied	4	0	2	2	1	1	1	2	2	2
Ability of faculty to communicate clearly										
Very Satisfied	15	20	22	16	33	28	18	19	21	21
Satisfied	49	50	45	54	46	49	51	45	49	49
Neutral	18	23	22	18	15	15	22	25	20	20
Dissatisfied	12	6	5	9	4	6	6	9	7	7
Very Dissatisfied	5	1	6	3	3	2	3	2	3	3
Frequency of faculty feedback about course performance										
Very Satisfied	11	17	12	11	25	22	13	12	15	16
Satisfied	36	42	40	40	40	36	39	40	39	41
Neutral	29	23	24	28	24	25	31	28	27	27
Dissatisfied	17	15	20	16	7	15	14	16	15	12
Very Dissatisfied	6	3	4	5	4	3	3	3	4	4

Table continued on next page

Table 9A cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Quality of faculty feedback about course performance										
Very Satisfied	10	18	13	12	25	23	15	12	16	17
Satisfied	37	44	38	41	40	37	36	37	39	41
Neutral	30	27	27	30	24	27	34	31	29	28
Dissatisfied	16	8	15	13	8	12	11	15	12	11
Very Dissatisfied	7	4	6	4	4	1	3	5	4	4

Table 9A
Satisfaction with Faculty
Comprehensive Colleges

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Availability of faculty outside of class					
Very Satisfied	13	16	12	14	15
Satisfied	42	44	45	44	47
Neutral	31	31	29	30	28
Dissatisfied	11	7	10	8	7
Very Dissatisfied	4	3	4	3	3
Online access to faculty (virtual office hours, video conference, etc.)					
Very Satisfied	9	11	9	10	12
Satisfied	34	34	33	34	36
Neutral	34	40	37	38	38
Dissatisfied	17	12	17	15	11
Very Dissatisfied	6	3	4	4	4
Level of faculty preparedness for class					
Very Satisfied	22	19	20	20	22
Satisfied	46	49	49	49	50
Neutral	19	23	22	22	20
Dissatisfied	10	8	3	6	6
Very Dissatisfied	3	0	5	3	2
Ability of faculty to communicate clearly					
Very Satisfied	20	19	17	18	21
Satisfied	49	48	48	48	49
Neutral	17	23	20	21	20
Dissatisfied	11	8	9	9	7
Very Dissatisfied	4	2	6	4	3
Frequency of faculty feedback about course performance					
Very Satisfied	16	16	16	16	16
Satisfied	38	43	40	41	41
Neutral	25	31	26	28	27
Dissatisfied	16	10	12	12	12
Very Dissatisfied	5	1	6	4	4

Table continued on next page

Table 9A cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Quality of faculty feedback about course performance					
Very Satisfied	17	15	14	15	17
Satisfied	39	44	45	43	41
Neutral	24	33	26	29	28
Dissatisfied	16	7	10	10	11
Very Dissatisfied	4	1	6	3	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	19	14	18	13	11	17	16	15
Satisfied	45	46	44	53	44	40	46	47
Neutral	27	27	28	26	30	33	28	28
Dissatisfied	7	9	8	6	10	6	8	7
Very Dissatisfied	2	3	2	1	6	3	3	3
Online access to faculty (virtual office hours, video conference, etc.)								
Very Satisfied	10	12	16	10	10	15	12	12
Satisfied	34	38	39	32	37	35	35	36
Neutral	42	37	31	46	39	36	40	38
Dissatisfied	10	8	9	7	11	9	9	11
Very Dissatisfied	4	5	5	4	3	5	4	4
Level of faculty preparedness for class								
Very Satisfied	20	22	28	19	23	23	22	22
Satisfied	53	51	46	53	46	48	50	50
Neutral	22	18	20	25	20	21	21	20
Dissatisfied	4	4	3	2	8	6	5	6
Very Dissatisfied	2	3	2	1	3	2	2	2
Ability of faculty to communicate clearly								
Very Satisfied	21	22	26	22	21	23	22	21
Satisfied	51	54	49	52	49	47	50	49
Neutral	20	18	18	22	16	19	19	20
Dissatisfied	7	4	6	5	10	8	7	7
Very Dissatisfied	2	3	2	0	4	3	2	3
Frequency of faculty feedback about course performance								
Very Satisfied	18	19	18	16	16	21	18	16
Satisfied	43	49	43	47	39	39	43	41
Neutral	24	24	27	27	29	26	26	27
Dissatisfied	12	6	8	7	10	10	9	12
Very Dissatisfied	4	2	4	3	6	3	4	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	18	17	17	18	17	22	18	17
Satisfied	42	51	45	47	37	41	43	41
Neutral	23	25	25	26	32	26	26	28
Dissatisfied	13	5	9	7	9	8	9	11
Very Dissatisfied	4	2	3	2	4	3	3	4

Table 9B
Satisfaction with Academic Support Services
Senior Colleges

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:										
Academic advising										
Very Satisfied	15	13	15	11	27	21	12	14	16	17
Satisfied	39	47	34	38	32	35	45	38	39	41
Neutral	20	19	21	23	25	22	24	19	22	21
Dissatisfied	14	14	15	18	10	11	13	17	14	13
Very Dissatisfied	11	8	16	10	6	11	7	12	10	8
Online advisement (e.g. DegreeWorks)										
Very Satisfied	8	10	11	17	27	15	11	21	15	15
Satisfied	39	38	26	42	33	24	39	37	36	36
Neutral	26	37	37	26	25	31	33	28	30	31
Dissatisfied	14	11	11	11	10	18	12	8	12	11
Very Dissatisfied	12	5	13	5	6	12	5	7	8	6
Tutoring services										
Very Satisfied	11	16	8	6	30	22	6	11	14	16
Satisfied	34	47	31	37	35	34	29	35	35	39
Neutral	31	28	40	35	27	28	52	31	34	31
Dissatisfied	13	7	15	14	6	12	8	14	11	9
Very Dissatisfied	10	2	5	8	1	4	5	8	6	5
Library facilities										
Very Satisfied	19	21	16	10	29	24	13	13	18	19
Satisfied	51	61	53	50	45	56	52	44	52	52
Neutral	18	16	24	30	22	14	30	25	23	22
Dissatisfied	7	1	5	6	3	5	4	12	5	5
Very Dissatisfied	5	1	1	4	1	2	1	6	3	2
Library services										
Very Satisfied	21	19	15	11	26	25	16	13	18	19
Satisfied	50	59	54	51	45	54	47	43	51	52
Neutral	20	19	26	32	24	16	31	29	25	23
Dissatisfied	5	2	4	5	4	4	4	9	4	4
Very Dissatisfied	4	1	1	2	1	1	1	7	2	2

Table continued on next page

Table 9B cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Library collections										
Very Satisfied	20	21	16	10	25	21	14	14	17	19
Satisfied	43	52	46	50	45	53	47	41	47	48
Neutral	27	23	31	29	25	21	33	30	28	26
Dissatisfied	6	4	6	8	2	3	4	8	5	5
Very Dissatisfied	4	0	1	2	3	2	2	6	2	2
Science labs										
Very Satisfied	11	12	6	8	24	16	10	10	12	14
Satisfied	34	48	38	36	35	35	42	29	38	39
Neutral	39	30	41	43	33	39	42	44	39	38
Dissatisfied	7	8	10	11	5	6	5	9	8	6
Very Dissatisfied	9	2	5	2	2	4	1	9	4	3
Learning labs										
Very Satisfied	12	17	12	10	28	18	7	12	14	17
Satisfied	37	52	42	43	40	44	38	34	41	43
Neutral	36	27	40	35	28	24	51	35	35	32
Dissatisfied	6	3	4	9	2	10	4	9	6	5
Very Dissatisfied	8	1	3	3	1	5	1	11	4	3
Study areas										
Very Satisfied	11	21	14	9	31	25	12	10	16	19
Satisfied	43	54	44	38	35	45	51	28	43	42
Neutral	22	17	21	26	23	19	28	30	23	23
Dissatisfied	12	5	17	18	9	7	6	17	11	11
Very Dissatisfied	12	2	5	9	3	4	3	14	6	5

Table 9B
Satisfaction with Academic Support Services
Comprehensive Colleges

	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	14	14	14	14	17
Satisfied	37	42	43	42	41
Neutral	25	27	18	23	21
Dissatisfied	14	11	13	13	13
Very Dissatisfied	9	5	11	8	8
Online advisement (e.g. DegreeWorks)					
Very Satisfied	15	14	18	16	15
Satisfied	33	35	41	37	36
Neutral	32	39	24	32	31
Dissatisfied	13	9	11	10	11
Very Dissatisfied	7	3	6	5	6
Tutoring services					
Very Satisfied	19	9	10	11	16
Satisfied	40	39	44	41	39
Neutral	22	36	34	33	31
Dissatisfied	13	12	9	11	9
Very Dissatisfied	6	4	4	4	5
Library facilities					
Very Satisfied	18	16	16	16	19
Satisfied	45	49	52	49	52
Neutral	25	28	25	26	22
Dissatisfied	6	6	4	5	5
Very Dissatisfied	5	2	3	3	2
Library services					
Very Satisfied	17	16	15	16	19
Satisfied	45	49	52	49	52
Neutral	29	28	28	28	23
Dissatisfied	7	5	3	5	4
Very Dissatisfied	3	1	2	2	2

Table continued on next page

Table 9B cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Library collections					
Very Satisfied	15	15	19	17	19
Satisfied	42	47	52	48	48
Neutral	30	33	23	29	26
Dissatisfied	10	4	3	5	5
Very Dissatisfied	4	1	3	2	2
Science labs					
Very Satisfied	17	9	13	12	14
Satisfied	40	35	46	40	39
Neutral	36	38	34	36	38
Dissatisfied	5	12	5	9	6
Very Dissatisfied	2	5	2	3	3
Learning labs					
Very Satisfied	18	12	12	13	17
Satisfied	37	43	51	45	43
Neutral	30	35	33	33	32
Dissatisfied	9	6	1	5	5
Very Dissatisfied	6	4	4	4	3
Study areas					
Very Satisfied	15	14	16	15	19
Satisfied	34	38	44	40	42
Neutral	22	23	24	23	23
Dissatisfied	16	17	14	16	11
Very Dissatisfied	13	7	3	7	5

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	22	19	21	16	15	21	19	17
Satisfied	47	41	37	44	43	40	43	41
Neutral	16	18	17	26	21	21	20	21
Dissatisfied	10	13	16	8	14	12	12	13
Very Dissatisfied	4	9	9	6	6	6	6	8
Online advisement (e.g. DegreeWorks)								
Very Satisfied	15	12	19	13	18	18	16	15
Satisfied	31	44	34	34	44	24	35	36
Neutral	40	25	29	35	26	40	33	31
Dissatisfied	13	11	12	10	9	15	12	11
Very Dissatisfied	2	7	6	8	3	4	4	6
Tutoring services								
Very Satisfied	21	20	27	21	15	22	20	16
Satisfied	46	43	40	41	42	37	42	39
Neutral	23	28	19	28	29	33	27	31
Dissatisfied	7	8	7	6	6	4	6	9
Very Dissatisfied	3	2	8	4	8	4	5	5
Library facilities								
Very Satisfied	20	22	25	21	21	20	21	19
Satisfied	63	50	49	56	52	41	54	52
Neutral	12	17	23	20	21	29	19	22
Dissatisfied	4	8	3	2	5	7	5	5
Very Dissatisfied	1	3	0	1	1	3	1	2
Library services								
Very Satisfied	21	18	21	22	20	21	20	19
Satisfied	62	54	50	56	55	43	55	52
Neutral	11	16	24	20	21	29	19	23
Dissatisfied	5	10	4	1	3	4	4	4
Very Dissatisfied	1	3	1	2	1	2	2	2

Table continued on next page

Table 9B cont'd

	BMCC	Bronx	Hostos	KCC	LaGuardia	QCC	Total Community	Total CUNY
	%	%	%	%	%	%	%	%
Library collections								
Very Satisfied	23	19	21	23	20	23	22	19
Satisfied	53	49	46	51	47	43	49	48
Neutral	18	24	28	24	26	26	23	26
Dissatisfied	5	6	4	1	5	6	5	5
Very Dissatisfied	1	1	1	1	2	2	1	2
Science labs								
Very Satisfied	16	13	19	16	13	19	16	14
Satisfied	41	45	40	41	36	38	40	39
Neutral	36	33	34	39	41	38	37	38
Dissatisfied	5	7	5	1	5	4	4	6
Very Dissatisfied	1	2	3	3	4	1	2	3
Learning labs								
Very Satisfied	20	22	22	21	17	23	21	17
Satisfied	47	45	42	43	45	37	44	43
Neutral	26	28	29	31	28	31	29	32
Dissatisfied	5	4	6	3	5	5	5	5
Very Dissatisfied	2	1	1	1	5	3	2	3
Study areas								
Very Satisfied	25	18	24	24	18	24	22	19
Satisfied	48	48	38	46	39	34	43	42
Neutral	22	20	24	22	29	20	23	23
Dissatisfied	4	8	11	4	10	16	8	11
Very Dissatisfied	2	5	3	3	4	6	4	5

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

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:										
Personal counseling										
Very Satisfied	12	15	13	11	26	25	4	13	14	14
Satisfied	28	42	32	28	28	30	33	33	32	36
Neutral	37	32	35	36	33	28	47	36	36	36
Dissatisfied	14	6	14	15	9	11	13	11	11	9
Very Dissatisfied	10	5	7	9	5	7	3	8	6	5
Athletic facilities										
Very Satisfied	10	13	11	3	19	29	6	8	12	12
Satisfied	37	51	34	28	35	38	39	42	38	36
Neutral	36	29	37	51	35	30	40	30	36	39
Dissatisfied	11	8	11	13	7	4	12	12	10	8
Very Dissatisfied	6	0	8	5	5	0	3	7	4	4
Intramural athletic offerings										
Very Satisfied	6	11	7	5	17	21	5	7	9	9
Satisfied	29	39	28	31	29	29	29	25	30	31
Neutral	43	44	48	49	46	39	53	47	46	46
Dissatisfied	12	2	10	13	4	9	7	14	9	9
Very Dissatisfied	10	4	7	2	4	2	6	8	5	5
Career planning and placement										
Very Satisfied	11	8	5	6	16	23	5	6	10	10
Satisfied	31	40	31	37	30	30	31	29	33	35
Neutral	33	36	42	30	32	33	42	45	36	39
Dissatisfied	16	13	13	19	10	9	14	13	14	11
Very Dissatisfied	9	3	10	8	12	6	8	8	8	6
Student health services										
Very Satisfied	9	22	8	8	19	31	4	7	13	13
Satisfied	27	42	37	35	29	43	42	32	36	37
Neutral	46	33	45	39	42	20	46	40	39	41
Dissatisfied	8	1	8	14	6	5	6	10	7	6
Very Dissatisfied	9	2	2	4	4	1	1	11	4	3

Table continued on next page

Table 9C cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Child care services										
Very Satisfied	10	12	7	4	20	23	8	16	12	13
Satisfied	18	35	23	26	28	28	22	19	25	28
Neutral	55	49	64	66	46	46	65	55	56	53
Dissatisfied	8	2	5	2	1	3	4	3	4	3
Very Dissatisfied	9	2	1	2	5	0	1	5	3	3
Services for students with disabilities										
Very Satisfied	9	15	14	4	24	22	5	19	13	14
Satisfied	27	36	25	32	32	26	29	25	29	33
Neutral	51	41	59	59	44	50	60	51	52	47
Dissatisfied	2	3	2	4	0	1	4	3	2	3
Very Dissatisfied	11	5	0	0	0	0	1	2	3	3
Services for international students										
Very Satisfied	8	8	15	8	19	24	5	13	12	11
Satisfied	20	29	22	23	34	25	27	25	26	31
Neutral	48	51	55	62	43	46	58	53	52	49
Dissatisfied	12	7	7	3	4	1	8	7	7	5
Very Dissatisfied	11	4	2	4	1	3	3	2	4	3
Veterans Affairs										
Very Satisfied	6	12	11	5	17	24	7	8	11	11
Satisfied	16	29	24	26	33	16	28	33	26	26
Neutral	60	57	60	68	49	53	62	51	58	59
Dissatisfied	7	0	5	1	0	2	0	6	2	2
Very Dissatisfied	10	2	0	0	1	4	3	1	3	2
Women's Center										
Very Satisfied	4	15	8	2	29	26	5	7	13	12
Satisfied	21	44	23	22	27	22	29	34	29	29
Neutral	63	40	60	74	40	45	64	51	53	55
Dissatisfied	2	1	6	2	3	2	1	5	2	2
Very Dissatisfied	10	1	4	0	2	5	2	3	3	2
Student organizations (clubs, student government, etc.)										
Very Satisfied	12	13	11	4	22	22	9	9	12	13
Satisfied	40	44	37	40	31	32	38	40	38	39
Neutral	33	34	31	42	36	33	42	38	36	38
Dissatisfied	7	7	14	10	6	7	6	7	8	7
Very Dissatisfied	8	1	7	4	5	6	4	6	5	4

Table continued on next page

Table 9C cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Cafeteria/food services										
Very Satisfied	7	6	6	2	13	19	7	7	8	11
Satisfied	32	35	27	31	35	40	34	26	32	33
Neutral	36	34	28	27	29	24	29	29	30	29
Dissatisfied	15	14	20	21	11	12	19	20	17	14
Very Dissatisfied	11	11	19	20	12	5	11	18	13	13
Condition of buildings and grounds										
Very Satisfied	6	11	11	4	32	19	11	7	12	13
Satisfied	37	49	34	37	41	42	48	38	41	42
Neutral	24	27	29	31	21	21	32	26	27	28
Dissatisfied	17	8	17	19	5	13	7	17	13	11
Very Dissatisfied	16	5	8	10	1	4	2	12	7	7
Campus security										
Very Satisfied	11	11	10	6	30	21	9	12	13	15
Satisfied	44	51	41	44	41	44	48	47	45	46
Neutral	29	24	34	35	23	29	31	29	29	29
Dissatisfied	7	9	8	9	4	5	8	5	7	6
Very Dissatisfied	9	5	7	5	3	2	4	8	5	4
Leadership development program (e.g. leadership academy)										
Very Satisfied	7	8	8	3	23	31	5	9	12	12
Satisfied	28	35	19	23	29	30	27	28	28	30
Neutral	43	50	53	59	39	34	57	45	48	48
Dissatisfied	6	6	13	9	6	4	6	6	7	5
Very Dissatisfied	15	1	6	7	2	1	4	12	6	5

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

	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	13	13	9	12	14
Satisfied	33	34	45	38	36
Neutral	29	40	38	37	36
Dissatisfied	19	11	5	10	9
Very Dissatisfied	6	2	3	3	5
Athletic facilities					
Very Satisfied	10	6	11	9	12
Satisfied	21	23	48	34	36
Neutral	44	42	33	38	39
Dissatisfied	14	13	3	9	8
Very Dissatisfied	11	16	5	10	4
Intramural athletic offerings					
Very Satisfied	12	6	7	8	9
Satisfied	21	22	42	29	31
Neutral	46	49	42	46	46
Dissatisfied	15	11	4	9	9
Very Dissatisfied	6	11	5	8	5
Career planning and placement					
Very Satisfied	10	5	7	7	10
Satisfied	36	31	35	33	35
Neutral	34	51	34	41	39
Dissatisfied	17	8	14	12	11
Very Dissatisfied	4	5	10	7	6
Student health services					
Very Satisfied	13	8	14	11	13
Satisfied	39	32	40	37	37
Neutral	35	53	39	44	41
Dissatisfied	5	3	5	4	6
Very Dissatisfied	8	4	3	5	3

Table continued on next page

Table 9C cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Child care services					
Very Satisfied	6	7	15	10	13
Satisfied	31	28	33	30	28
Neutral	53	60	45	53	53
Dissatisfied	1	3	0	1	3
Very Dissatisfied	8	3	7	5	3
Services for students with disabilities					
Very Satisfied	19	10	17	14	14
Satisfied	33	28	38	33	33
Neutral	46	57	33	46	47
Dissatisfied	0	2	6	3	3
Very Dissatisfied	2	3	7	4	3
Services for international students					
Very Satisfied	13	7	8	8	11
Satisfied	30	26	45	33	31
Neutral	53	58	38	51	49
Dissatisfied	0	8	4	5	5
Very Dissatisfied	4	2	5	3	3
Veterans Affairs					
Very Satisfied	11	9	14	11	11
Satisfied	24	25	27	26	26
Neutral	64	56	56	58	59
Dissatisfied	0	3	1	2	2
Very Dissatisfied	1	6	2	4	2
Women's Center					
Very Satisfied	20	4	9	10	12
Satisfied	34	28	27	29	29
Neutral	45	61	58	57	55
Dissatisfied	0	1	1	1	2
Very Dissatisfied	1	5	5	4	2
Student organizations (clubs, student government, etc.)					
Very Satisfied	15	5	11	9	13
Satisfied	42	34	43	39	39
Neutral	32	44	38	39	38
Dissatisfied	9	8	5	7	7
Very Dissatisfied	3	9	3	6	4

Table continued on next page

Table 9C cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Cafeteria/food services					
Very Satisfied	17	1	11	7	11
Satisfied	33	9	35	23	33
Neutral	30	25	30	28	29
Dissatisfied	10	20	10	14	14
Very Dissatisfied	10	45	14	27	13
Condition of buildings and grounds					
Very Satisfied	23	2	12	10	13
Satisfied	38	25	38	33	42
Neutral	28	34	30	31	28
Dissatisfied	6	20	12	14	11
Very Dissatisfied	5	19	8	12	7
Campus security					
Very Satisfied	19	8	14	12	15
Satisfied	47	42	42	43	46
Neutral	29	38	34	35	29
Dissatisfied	3	7	5	6	6
Very Dissatisfied	2	4	5	4	4
Leadership development program (e.g. leadership academy)					
Very Satisfied	13	4	7	7	12
Satisfied	36	26	38	32	30
Neutral	43	56	49	51	48
Dissatisfied	5	7	3	6	5
Very Dissatisfied	4	7	3	5	5

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	15	15	19	14	10	14	14	14
Satisfied	46	41	30	42	39	34	40	36
Neutral	28	31	39	36	37	43	35	36
Dissatisfied	4	6	8	3	10	6	6	9
Very Dissatisfied	7	7	5	5	4	3	5	5
Athletic facilities								
Very Satisfied	13	13	12	14	9	16	13	12
Satisfied	39	30	31	40	37	29	35	36
Neutral	40	46	46	39	40	47	43	39
Dissatisfied	5	6	8	4	10	6	6	8
Very Dissatisfied	2	5	2	3	4	2	3	4
Intramural athletic offerings								
Very Satisfied	7	9	11	13	6	11	9	9
Satisfied	37	28	25	36	35	21	32	31
Neutral	38	54	55	44	44	56	47	46
Dissatisfied	14	4	7	4	11	9	9	9
Very Dissatisfied	4	6	1	2	4	2	3	5
Career planning and placement								
Very Satisfied	9	14	13	12	10	11	11	10
Satisfied	41	41	33	39	38	34	38	35
Neutral	41	36	39	41	40	43	40	39
Dissatisfied	6	5	12	5	8	10	7	11
Very Dissatisfied	4	4	3	3	4	2	3	6
Student health services								
Very Satisfied	10	21	12	17	13	13	14	13
Satisfied	35	36	29	42	38	41	38	37
Neutral	45	38	53	37	42	40	42	41
Dissatisfied	7	4	5	2	4	6	5	6
Very Dissatisfied	3	1	1	2	3	0	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	13	15	13	18	14	11	14	13
Satisfied	34	36	23	30	28	25	30	28
Neutral	46	46	62	50	53	55	51	53
Dissatisfied	4	0	1	1	2	9	3	3
Very Dissatisfied	2	4	1	1	3	0	2	3
Services for students with disabilities								
Very Satisfied	10	17	15	22	10	15	14	14
Satisfied	43	32	32	37	39	27	36	33
Neutral	43	49	48	40	42	50	44	47
Dissatisfied	3	0	2	2	3	5	3	3
Very Dissatisfied	1	1	3	0	6	3	2	3
Services for international students								
Very Satisfied	10	11	13	17	8	11	12	11
Satisfied	37	35	27	33	40	31	35	31
Neutral	46	49	47	45	43	52	46	49
Dissatisfied	3	2	7	5	5	5	4	5
Very Dissatisfied	4	3	5	0	4	1	3	3
Veterans Affairs								
Very Satisfied	13	6	15	11	9	9	10	11
Satisfied	24	33	20	35	28	19	27	26
Neutral	63	59	61	53	59	69	60	59
Dissatisfied	0	0	2	1	2	3	1	2
Very Dissatisfied	0	1	2	0	3	0	1	2
Women's Center								
Very Satisfied	14	6	13	16	7	11	11	12
Satisfied	32	26	31	30	35	18	29	29
Neutral	52	66	51	52	52	67	56	55
Dissatisfied	2	1	2	2	4	4	3	2
Very Dissatisfied	0	1	2	0	2	0	1	2
Student organizations (clubs, student government, etc.)								
Very Satisfied	15	14	20	17	13	15	15	13
Satisfied	43	41	30	38	40	33	39	39
Neutral	35	37	37	38	41	47	39	38
Dissatisfied	6	5	9	4	4	5	5	7
Very Dissatisfied	1	3	3	3	2	0	2	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	17	10	16	18	14	14	15	11
Satisfied	42	25	41	39	38	31	37	33
Neutral	27	26	27	31	31	31	29	29
Dissatisfied	11	19	10	8	10	17	12	14
Very Dissatisfied	4	20	5	5	7	7	7	13
Condition of buildings and grounds								
Very Satisfied	17	9	22	17	12	16	15	13
Satisfied	51	34	45	49	46	44	46	42
Neutral	22	27	26	25	33	30	27	28
Dissatisfied	6	20	5	5	6	8	8	11
Very Dissatisfied	3	10	2	3	3	2	4	7
Campus security								
Very Satisfied	19	20	30	20	15	19	19	15
Satisfied	50	43	46	51	51	41	48	46
Neutral	24	27	21	23	27	34	26	29
Dissatisfied	4	6	2	4	4	4	4	6
Very Dissatisfied	4	3	1	2	3	2	3	4
Leadership development program (e.g. leadership academy)								
Very Satisfied	13	13	20	13	9	16	13	12
Satisfied	33	33	29	34	36	24	32	30
Neutral	44	51	46	49	46	53	48	48
Dissatisfied	2	1	2	2	7	7	4	5
Very Dissatisfied	7	2	3	3	3	0	3	5

Table 9D
Satisfaction with Administrative Services
Senior Colleges

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Indicate your level of satisfaction with each of the services listed below:										
Registration procedures										
Very Satisfied	10	14	11	6	22	19	8	10	12	15
Satisfied	42	50	37	41	44	39	42	45	43	45
Neutral	18	19	21	22	16	19	28	25	21	20
Dissatisfied	19	14	14	17	14	11	14	13	15	13
Very Dissatisfied	11	3	17	13	4	12	9	7	10	7
Testing office										
Very Satisfied	8	13	6	6	15	19	4	9	10	13
Satisfied	33	43	38	41	48	35	31	44	39	44
Neutral	40	37	49	46	31	37	54	39	42	34
Dissatisfied	11	6	4	5	2	7	7	5	6	7
Very Dissatisfied	7	2	4	2	5	3	3	3	4	3
Financial aid services										
Very Satisfied	12	11	7	8	20	22	7	11	12	17
Satisfied	32	46	33	37	40	33	32	37	36	38
Neutral	32	28	24	28	23	24	24	27	26	23
Dissatisfied	12	10	22	19	11	14	21	12	15	13
Very Dissatisfied	12	4	14	8	7	8	17	13	10	9
Billing and payment procedures										
Very Satisfied	11	14	10	9	19	17	7	9	12	15
Satisfied	39	54	44	45	46	34	34	43	42	44
Neutral	33	21	25	28	20	24	28	30	26	25
Dissatisfied	11	8	13	12	10	8	12	12	11	10
Very Dissatisfied	7	4	8	5	6	16	18	6	9	6
Admissions process										
Very Satisfied	10	15	12	9	18	19	11	11	13	15
Satisfied	38	53	42	43	47	36	43	45	43	46
Neutral	30	22	28	36	23	28	27	32	28	26
Dissatisfied	11	8	9	8	8	10	12	7	9	8
Very Dissatisfied	10	3	8	4	4	7	7	5	6	5

Table continued on next page

Table 9D cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
New student orientation										
Very Satisfied	13	11	17	12	19	23	12	7	14	16
Satisfied	35	54	37	39	46	40	38	34	40	43
Neutral	32	25	32	30	26	26	39	41	31	29
Dissatisfied	12	6	6	11	6	5	6	11	8	7
Very Dissatisfied	8	4	8	7	2	5	5	7	6	5

Table 9D
Satisfaction with Administrative Services
Comprehensive Colleges

	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	16	13	13	13	15
Satisfied	52	49	44	47	45
Neutral	17	21	16	18	20
Dissatisfied	9	10	20	13	13
Very Dissatisfied	6	7	8	8	7
Testing office					
Very Satisfied	14	7	10	9	13
Satisfied	49	50	45	48	44
Neutral	28	37	37	35	34
Dissatisfied	5	6	6	6	7
Very Dissatisfied	4	1	3	2	3
Financial aid services					
Very Satisfied	20	12	16	15	17
Satisfied	50	43	39	43	38
Neutral	18	26	23	23	23
Dissatisfied	6	12	13	11	13
Very Dissatisfied	6	8	9	8	9
Billing and payment procedures					
Very Satisfied	15	14	12	13	15
Satisfied	48	46	44	46	44
Neutral	23	30	24	26	25
Dissatisfied	8	6	16	10	10
Very Dissatisfied	6	5	5	5	6
Admissions process					
Very Satisfied	18	11	14	13	15
Satisfied	44	49	47	47	46
Neutral	22	31	26	28	26
Dissatisfied	6	5	6	6	8
Very Dissatisfied	10	4	7	6	5

Table continued on next page

Table 9D cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
New student orientation					
Very Satisfied	17	11	11	12	16
Satisfied	38	42	40	40	43
Neutral	28	39	32	35	29
Dissatisfied	6	6	9	7	7
Very Dissatisfied	11	2	8	6	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	22	22	22	22	14	20	20	15
Satisfied	49	50	50	45	50	37	47	45
Neutral	16	15	15	21	21	22	19	20
Dissatisfied	7	8	8	8	13	16	10	13
Very Dissatisfied	6	5	5	4	2	5	5	7
Testing office								
Very Satisfied	18	17	16	16	11	19	16	13
Satisfied	50	54	48	47	43	42	47	44
Neutral	20	20	29	31	32	31	26	34
Dissatisfied	9	7	5	3	11	6	8	7
Very Dissatisfied	4	2	2	3	2	2	3	3
Financial aid services								
Very Satisfied	26	26	25	26	21	16	23	17
Satisfied	44	43	46	36	33	31	39	38
Neutral	16	16	17	26	20	28	20	23
Dissatisfied	9	6	8	5	19	15	10	13
Very Dissatisfied	5	9	5	6	8	10	7	9
Billing and payment procedures								
Very Satisfied	23	20	24	22	13	18	20	15
Satisfied	53	48	47	42	45	35	46	44
Neutral	12	21	23	29	29	25	22	25
Dissatisfied	7	6	4	4	10	14	8	10
Very Dissatisfied	4	4	3	3	2	8	4	6
Admissions process								
Very Satisfied	21	20	22	21	10	18	18	15
Satisfied	55	52	43	44	47	40	48	46
Neutral	14	19	26	25	32	25	23	26
Dissatisfied	6	4	5	5	7	12	7	8
Very Dissatisfied	3	5	4	4	3	4	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	22	18	20	18	17	19	19	16
Satisfied	51	49	36	47	45	37	46	43
Neutral	19	21	34	26	27	35	26	29
Dissatisfied	5	6	6	5	6	7	6	7
Very Dissatisfied	3	7	4	4	5	2	4	5

Table 9E
Satisfaction with Computer Services
Senior Colleges

	Baruch	Brooklyn	City	Hunter	John Jay	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	18	15	20	8	23	22	11	11	16	18
Satisfied	53	58	56	47	48	52	45	50	51	50
Neutral	18	20	17	27	21	18	35	20	22	22
Dissatisfied	9	5	4	15	6	7	6	13	8	7
Very Dissatisfied	3	2	3	4	2	1	4	6	3	2
Computer lab hours										
Very Satisfied	19	23	18	11	30	27	10	13	19	20
Satisfied	54	56	58	49	43	52	42	45	50	51
Neutral	18	15	15	23	18	14	37	23	21	20
Dissatisfied	6	4	5	14	6	6	7	11	7	6
Very Dissatisfied	2	1	3	3	3	1	4	8	3	3
Computer lab availability on campus										
Very Satisfied	17	23	16	7	27	20	9	10	16	18
Satisfied	43	53	53	38	42	45	36	34	43	44
Neutral	22	17	17	23	18	18	34	24	22	21
Dissatisfied	14	6	11	22	9	14	14	18	14	12
Very Dissatisfied	4	2	3	10	4	2	6	13	5	5
Computer availability on campus										
Very Satisfied	15	24	19	9	30	18	9	12	17	19
Satisfied	40	55	49	35	40	44	37	25	41	42
Neutral	21	12	14	22	16	16	28	19	19	20
Dissatisfied	21	6	15	23	10	19	18	23	17	14
Very Dissatisfied	4	3	3	11	4	3	7	22	7	5
Wireless internet access availability										
Very Satisfied	22	12	17	9	38	21	17	18	19	19
Satisfied	46	42	45	37	37	33	45	44	41	42
Neutral	17	17	18	19	14	17	25	23	19	20
Dissatisfied	11	16	15	23	7	21	9	10	14	13
Very Dissatisfied	5	12	6	12	4	9	5	5	7	7

Table continued on next page

Table 9E cont'd

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%
Academic software availability										
Very Satisfied	12	12	10	6	27	20	8	10	13	14
Satisfied	42	46	39	36	36	36	35	38	39	40
Neutral	33	31	30	41	28	30	44	36	34	34
Dissatisfied	9	9	15	13	7	10	9	11	10	8
Very Dissatisfied	3	2	6	4	2	5	4	5	4	4
Help desk										
Very Satisfied	14	16	14	11	25	25	10	16	16	17
Satisfied	43	55	45	41	39	46	37	45	44	44
Neutral	32	24	33	38	27	20	44	31	32	30
Dissatisfied	8	4	6	8	5	7	5	7	6	6
Very Dissatisfied	4	1	2	3	2	2	4	2	3	3

Table 9E
Satisfaction with Computer Services
Comprehensive Colleges

	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	19	16	13	15	18
Satisfied	39	49	47	46	50
Neutral	25	26	28	27	22
Dissatisfied	11	7	9	9	7
Very Dissatisfied	6	2	3	3	2
Computer lab hours					
Very Satisfied	21	17	16	18	20
Satisfied	46	53	46	49	51
Neutral	19	21	30	24	20
Dissatisfied	6	7	6	6	6
Very Dissatisfied	8	2	2	3	3
Computer lab availability on campus					
Very Satisfied	17	15	11	14	18
Satisfied	33	42	41	40	44
Neutral	19	26	23	24	21
Dissatisfied	20	12	15	15	12
Very Dissatisfied	10	4	10	7	5
Computer availability on campus					
Very Satisfied	18	18	12	16	19
Satisfied	33	37	41	38	42
Neutral	19	28	18	23	20
Dissatisfied	19	14	17	16	14
Very Dissatisfied	11	3	11	8	5
Wireless internet access availability					
Very Satisfied	17	9	18	14	19
Satisfied	38	28	49	38	42
Neutral	25	28	20	24	20
Dissatisfied	12	19	7	13	13
Very Dissatisfied	8	16	6	11	7

Table continued on next page

Table 9E cont'd

	Medgar Evers	NYCCT	Staten Island	Total Comprehensive	Total CUNY
	%	%	%	%	%
Academic software availability					
Very Satisfied	11	13	11	12	14
Satisfied	34	32	41	36	40
Neutral	41	42	38	40	34
Dissatisfied	9	8	8	8	8
Very Dissatisfied	5	4	3	4	4
Help desk					
Very Satisfied	19	13	11	13	17
Satisfied	36	46	47	44	44
Neutral	30	32	33	32	30
Dissatisfied	8	6	4	6	6
Very Dissatisfied	7	3	5	5	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	22	23	20	19	21	26	22	18
Satisfied	50	53	50	50	50	47	50	50
Neutral	19	19	23	21	25	21	21	22
Dissatisfied	7	2	5	9	3	5	6	7
Very Dissatisfied	2	3	2	1	1	1	2	2
Computer lab hours								
Very Satisfied	22	22	28	21	24	25	23	20
Satisfied	56	54	49	48	50	47	51	51
Neutral	17	16	17	26	18	20	19	20
Dissatisfied	3	5	6	5	6	7	5	6
Very Dissatisfied	3	2	1	1	3	2	2	3
Computer lab availability on campus								
Very Satisfied	22	23	25	19	20	26	22	18
Satisfied	48	56	45	42	50	42	47	44
Neutral	20	10	22	22	21	21	20	21
Dissatisfied	7	7	7	13	7	9	8	12
Very Dissatisfied	4	4	1	3	2	2	3	5
Computer availability on campus								
Very Satisfied	21	24	23	17	22	25	22	19
Satisfied	48	51	46	42	45	42	46	42
Neutral	19	13	22	23	21	20	20	20
Dissatisfied	9	8	7	13	10	10	10	14
Very Dissatisfied	3	3	1	5	2	3	3	5
Wireless internet access availability								
Very Satisfied	17	21	26	15	27	28	21	19
Satisfied	47	42	42	44	41	39	43	42
Neutral	17	19	24	19	20	21	19	20
Dissatisfied	11	12	5	16	10	9	11	13
Very Dissatisfied	8	7	4	6	3	3	5	7

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	17	18	13	15	23	16	14
Satisfied	51	44	37	37	45	40	44	40
Neutral	27	32	35	40	30	30	31	34
Dissatisfied	4	5	7	6	6	6	6	8
Very Dissatisfied	5	2	2	4	3	2	3	4
Help desk								
Very Satisfied	20	22	20	20	19	21	20	17
Satisfied	47	47	45	48	41	35	44	44
Neutral	24	25	29	25	29	34	27	30
Dissatisfied	6	3	4	6	8	8	6	6
Very Dissatisfied	3	3	1	2	3	2	3	3

The 2012 CUNY Student Experience Survey Sampling, Administration, and Analysis

For the 2012 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 2012. 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 6, 2012. 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 two weeks of the initial mailing were mailed another copy of the survey. Three email reminders were sent in April and May. In all, 4,228 students returned a survey – a response rate of 24.9%.

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: 2012

College	Sample Size	Survey Format				Total	
		Paper		Web			
		N	N	%	N	%	N
Baruch	1,000	83	8.3	203	20.3	286	28.6
Brooklyn	1,000	124	12.4	116	11.6	240	24.0
City	1,000	98	9.8	175	17.5	273	27.3
Hunter	1,000	105	10.5	213	21.3	318	31.8
John Jay	1,000	96	9.6	150	15.0	246	24.6
Lehman	1,000	97	9.7	142	14.2	239	23.9
Queens	1,000	101	10.1	162	16.2	263	26.3
York	1,000	106	10.6	134	13.4	240	24.0
Senior Colleges	8,000	810	10.1	1,295	16.2	2,105	26.3
Medgar Evers	1,000	121	12.1	100	10.0	221	22.1
NYCCT	1,000	112	11.2	171	17.1	283	28.3
Staten Island	1,000	109	10.9	115	11.5	224	22.4
Comprehensive Colleges	3,000	342	11.4	386	12.9	728	24.3
BMCC	1,000	104	10.4	107	10.7	211	21.1
Bronx	1,000	89	8.9	103	10.3	192	19.2
Hostos	1,000	103	10.3	129	12.9	232	23.2
Kingsborough	1,000	127	12.7	117	11.7	244	24.4
LaGuardia	1,000	107	10.7	152	15.2	259	25.9
Queensborough	1,000	103	10.3	154	15.4	257	25.7
Community Colleges	6,000	633	10.6	762	12.7	1,395	23.3
University Total	17,000	1,785	10.5	2,443	14.4	4,228	24.9