

2012 CONFIDENTIAL STUDENT EXPERIENCE SURVEY

MARKING INSTRUCTIONS · Use a No. 2 pencil or blue or black ink pen only. CORRECT: INCORRECT: • Completely fill in oval for response you choose. $\emptyset \otimes \bigcirc \bigcirc$ Over the last week (7 full days), about how many hours did you spend doing 0 hrs 1-5 hrs 6-10 hrs 11-20 hrs Over 20 hrs each of the following? (Select one answer for each.) a. Attending classes and labs b. Studying or performing other academic activities (assignments, research, etc.) 0 0 c. Participating in student activities (student government, clubs, athletics, etc.) \bigcirc \bigcirc d. Participating in CUNY-wide activities (conferences, events, programs, etc.) e. Participating in internships, co-ops, fieldwork or service learning Providing care for other people (parents, children, spouse, etc.) \bigcirc g. Doing volunteer work What is your *primary* means of commuting to and from campus? (Select one.) O Bus O Driving/car pool Walking (2a) From where do you primarily commute to campus? (Select one.) O Home O Work Other **2b** On average, how long is your commute to campus? (Select one.) O 31-45 minutes O-15 minutes O 61-75 minutes O 90+ minutes O 16-30 minutes 46-60 minutes 76-90 minutes (2c) To where do you primarily commute from campus after school? (Select one.) O Home O Work Other **2d** On average, how long is your commute from campus after school? (Select one.) O-15 minutes O 90+ minutes O 31-45 minutes O 61-75 minutes 16-30 minutes 46-60 minutes 76-90 minutes This semester, are you working for pay? Yes (Continue with #3a) No (Skip to #4) (3a) Over the last week (7 full days), about how many hours did you spend working for pay (total for all paying jobs)? 11-20 hours 21-34 hours O 35 or more hours Which of the following technology devices do you use regularly? (Mark all that apply.) A smart phone (Blackberry, iPhone, etc.) A desktop computer A laptop computer (not a netbook or mini notebook) A portable media player (iPod, Zune, etc.) An e-book reader (Kindle, Nook, etc.) A netbook or mini notebook A tablet computer (iPad, Kindle Fire, etc.) None of these devices What kind of Internet access do you use regularly off campus? (Mark all that apply.) O Broadband Internet access (cable, DSL, etc.) I do not access the Internet regularly off campus Basic Internet access (dial-up) Cellular Internet access (cellular network/3G) (6) During the current school year how often have you... (Select one answer for each.) Once/Twice Once/Twice **Every Day** Never a Year a Month a Week a. used Blackboard for course information and activities? b. used a computer lab on campus? Ō Ō 0 0 0 c. used wireless access provided by your college on campus? \bigcirc d. used software provided by your college at home? e. taken courses with online instruction, discussion or interaction? searched for or downloaded readings via online services provided by a CUNY library? 0 0 0

g. collaborated online with a classmate on a course project?		Ō	Ō	Ō	Ō	Ō				
Based on your experiences at your current college, please indicate your agreement or disagreement with each of the following statements about										
technology offerings. (Select one answer for each.)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicabl				
a. My college offers adequate wireless access on campus.	0	0	0	0	0	0				
b. My college offers adequate access to lab software for home use.	0	0	0	0	0	0				
c. My college offers adequate access to lab software on campus.										
 d. My college offers adequate meeting space with multimedia access. 	0	0	0	0	0	0				
e. My college offers adequate access to printing.	\circ		\circ	\circ	0					
 My college offers adequate online storage space for my course-related files. 	0	0	0	0	0	0				
g. My college offers help desk service during the hours I need.	0	0	0	0	0	0				

SFRIAL

8	Please indicate your preferred means for communicating or interacting with (Select one answer for each.)	E-mail	Text Message	Social Networking (Facebook, Twitter, etc.)	Blackboard	In-Person	Phone				
_	a. classmates or fellow students	0	<u> </u>	0	0	0	\bigcirc				
_	b. faculty	0	0		0	0					
	c. administrative personnel	0	0	0	0	0	0				
9	Please indicate your preferred means for receiving (Select one answer for each.)		E-mail	Text Message	CUNY Website	Social Networking (Facebook, Twitter, etc.)	Mail				
_	a. information about financial aid		0	0	0	0	\circ				
	b. information about courses, conferences, special lectures, etc.		0	0	0	0	0				
_	c. information about social events, student services, clubs, athletics,	etc.	0	0	0	0	0				
_	d. CUNY Alert messages (emergencies or weather-related closings)		00	00	00	0	00				
=	e. IT alerts and updates (e.g. service outages)		O	O	O		O				
10	Based on your experiences at your current college, please indicate y	our agreem	ent or disagr	eement with ea	ch of the follo	owing					
	statements about course offerings. (Select one answer for each.)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable				
	a. I would like my college to offer courses with smaller sections.b. I would like my college to offer more fully online courses	0	0	0	0	0	0				
	(instruction completely online, no classroom meetings). c. I would like my college to offer more hybrid courses (with both	0	0	0	0	0	0				
_	classroom meetings and online instruction and discussion).	0	00	0	0	0	0				
_	d. I would like my college to offer more courses in the evening.	00	00	0	00	00	00				
_	e. I would like my college to offer more courses on the weekend.	00	00	00	00	0	0				
	f. Generally, courses are offered at times when I can take them.	O	0	O			O				
1 1	Based on your experiences at your current college, please indicate y (Select one answer for each.)	our agreem	ent or disagro	eement with ea	ch of the follo	owing stateme	nts.				
	(Select one answer for each.)	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Not Applicable				
= '	a. My college provides adequate advisement in choosing a major.b. My college provides classrooms that are large enough to handle	0	0	0	0	0	0				
_	the number of students enrolled in my class.	0	0	0	0	0					
_	c. My college provides sufficient space for me to relax on campus.	\circ	\circ	0	0	0					
_	d. My college employs enough staff to serve my needs.		0		0	0					
	e. My college offers classes that are about the right size.	0	0	0	0	0	0				
_	f. My college encourages me to attend full-time.	00	00	0	0	00	0				
_	g. My college encourages me to take online courses.		O	O	0	O					
	h. My college clearly communicates the requirements for the degree I am pursuing.	0	0	0	0	0	0				
12	This semester, were you able to register for every course you wanted	d to take?	O Yes (S	Skip to #13)	O No	(Continue wit	th #12a)				
	You could not register for? (Mark all that apply.) a course that would have satisfied a "General Education" a course required to enter my major. a course required for my major, itself. a course required to graduate. an elective course (neither a "General Education" nor magnetic forms.		,	quirement.							
_	Which of the following best describes the reason you were no				t one.)						
=	If you selected more than one response for 12a, answer this question for the first one you selected. No seats were available at any time.										
- - - -	Seats were available but not when I <u>could</u> take the class. Seats were available but not when I <u>wanted</u> to take the cl I could not get the necessary permission to take the class The course was not offered at all this semester.										
13)	Thinking about all of the courses you are taking this semester,	please indi	cate your lev	vel of satisfact	ion with eac	h of the follow	ving.				
	(Select one answer for each.)	Very	Satisfied	Neutral	Dissatisfied	Very	Not				
	a. Availability of faculty outside of class	Satisfied				Dissatisfied	Applicable				
_	b. Online access to faculty (virtual office hours, video conference, etc.)		0	0	0	0	0				
_	c. Level of faculty preparedness for class		Ö	Ö	Ö	Ö	Ö				
	d. Ability of faculty to communicate clearly	Ō	0	Ō	0	Ō					
_	e. Frequency of feedback from faculty about your course performance	e O	\circ	0	0	0					
_	f. Quality of feedback from faculty about your course performance	0	0	\circ	0	0	0				

14)	Please indicate your level of satisfaction with each of the Enrollment Services listed below. If you have not used the service,							
	fill in the oval in the last column. (Select one answer for each.)	3 7				1 7	Have Not Used/Not	
	(Select one answer for each.)	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Applicable	
	a. Registration procedures	0	0	0	0	0	0	
	b. Testing office						0	
	c. Financial aid services	0	0	0	0	0	0000	
	d. Billing and payment procedures	0	0		0	0	\sim	
	e. Admissions process	0	0	0	0	0	\circ	
	f. New student orientation	0	0	0	0	0	O	
15	Please indicate your level of satisfaction with each of the Compton not available at your college, fill in the oval in the last column. (Select one answer for each.) a. Campus computing in general	Very Satisfied	listed below.	If you have r	Dissatisfied	Very Dissatisfied	Have Not Used/Not Applicable	
	b. Computer lab hours	0	0	0	0	0	0	
	c. Availability of computer labs on campus	Ō	Ō	Ō	Ō	Ō		
	d. Availability of computers on campus	Ō	Ō	Ō	Ō	Ō	0000	
	e. Availability of wireless Internet access	Ö	Ö	Ö	Ö	Ö	Ö	
	f. Availability of academic-related software	ŏ	Ŏ	ŏ	ŏ	Ŏ	Õ	
	g. Help Desk	Ö	Ö	Ö	Ö	Ö	$\tilde{\circ}$	
16)	Please indicate your level of satisfaction with each of the Acade	mic Support	Services listed	d below. If yo	u have not use	ed the service	or it is	
	not available at your college, fill in the oval in the last column.						Have Not	
	(Select one answer for each.)	Very	Satisfied	Neutral	Dissatisfied	Very	Used/Not	
		Satisfied	outioned.	1,000	Distance	Dissatisfied	Applicable	
	a. Academic advising	0	0	0	0	0	0	
	b. Online advisement (e.g. DegreeWorks)	Ō	Ō	Ō	Ō	Ō	Ō	
	c. Tutoring services	Ō	Ō	Ō	Ō	Ō	Ō	
	d. Library facilities	Ö		Ö	Ō	Ō		
	e. Library services	Ö	00	Ö	Ö	Ö	00	
	f. Library collections (books, periodicals, online library	0						
	resources, etc.)		0	0		0	\sim	
	g. Science laboratories	0	0	0	0	0	\sim	
	h. Learning labs (writing/language/math)	0	00	0	0	00	0000	
	i. Study areas	0	0	0	0	O	O	
17	Please indicate your level of satisfaction with each of the <u>Studer</u> not available at your college, fill in the oval in the last column. (Select one answer for each.)		sted below. If	you have no	t used the serv		Have Not Used/Not	
	`	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Applicable	
	a. Personal counseling (not academic advisement) b. Athletic facilities	00	00	00	00	00	00	
		0	00	0	00	00	0	
	c. Intramural athletic offerings	0	0	0	0	0	0	
	d. Career planning and placement	0	0	0	0	0	00	
	e. Student health services	0	0	0	0	0	\sim	
	f. Child care services g. Services for students with disabilities	00	00	00	00	00	00	
		0	00	0	0	0	\sim	
	h. Services for international students i. Veterans Affairs	0	0	0	0	0	00	
	i. Women's Center	0	0	0	0	0	\sim	
	k. Student organizations (clubs, student government, etc.)	0	0	0	0	0	00	
							\sim	
	l. Cafeteria/food services	00	0	00	00	00	00	
	m. Condition of buildings and grounds)(
	n. Campus security		0	0		00	00	
	o. Leadership development programs (e.g. leadership academy)	0	O	0	0		O	
18	Please indicate your level of satisfaction with each of the following	ng aspects o	f your college	education.				
	(Select one answer for each.)		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	
	a. Overall social experience		0	0	0	0	0	
	b. Overall academic experience		Ō	0	Ō	0		
	c. Value of your education for the price you are paying		0	0	0	0	00	
	1 / 1 / 0							

19	If you could start college over, would you choose to attend Definitely Yes Probably Yes Probab Which sources of financial support do you use to help pay attending college)? (Mark all that apply.)	bly No	Definitely No		es, books, and	othe	r costs dire	ectly re	lated to
	Income or savings from parent(s) Personal income/savings Student loan Private loan	0	Income or savings from s Grants or scholarships (P Public assistance Employer contribution			cholaı	rship, etc.)		
21	What is your current <i>primary</i> source of health insurance? (SOURCE Parents' policy Parents' policy Policy purchased as a student of this college Individual policy from a private health insurer Employer-sponsored health insurance from my job Spouse's policy	00000	Family Health Plus Child Health Plus Medicaid Veterans health benefits	re.					
22	With whom do you currently live? (Mark all that apply.)		Thave no hearth mourane						
	Parent(s)/Guardian(s) Other students		Friends/Roommates Spouse or Domestic Partr	tner			000	Child Other I live	r relatives
23	What is your current marital status? (Select one.) Single (never married, divorced, separated, widowed)	0	Married/Domestic Partne	ıer					
24	Do you have children that you are supporting? Yes (Continue with #24a)	0	No (Skip to #25)						
	24a Are any children under 5 years old?					0	Yes	0	No
	Are any children between 5 and 12 years old?					0	Yes	0	No
	24c Are any children between 13 and 18 years old?					0	Yes	0	No
	24d Do you use on-campus childcare services?					0	Yes	0	No
	24e Do you pay for off-campus childcare services (eith	ar can	ter-hased or in-home)?			_	Yes		No
25	What is your best estimate of the total income in your hous (Select one.) Less than \$10,000 \$30,000 to \$10,000 to \$14,999 \$35,000 to \$15,000 to \$19,999 \$40,000 to \$20,000 to \$24,999 \$50,000 to \$25,000 to \$29,999 \$60,000 to	\$34,9 \$39,9 \$49,9 \$59,9	099	\$7() \$8() \$9(m all sources I 0,000 to \$79,99 0,000 to \$89,99 0,000 to \$99,99 00,000 or high	19 19	e taxes.		
26	How many people are supported by this income? (Select on 1 2 3 3 4 0	,	0 6 0 7	C	⊃ 8+				
27	What is the highest level of education attained by your pare	nt/gua	ardian with the most educa	ation?	(Select one.)				
	Post-graduate or professional degree College degree Some college (If any of the above three, continue with #27a) Have either of your parent(s)/guardian(s) attended	(If a	Don't know any of the above four, skip		28) ⊃ Yes	0	No	0	Don't know
	De contrar de la								
28 29	Do you have any brothers or sisters who are currently atter Do you have any brothers or sisters who have a college de	_	or nave attended college?			0	Yes Yes	0	No No
	Than Please put the questionnaire in the enclosed retu	•	ı for your help. velope (no postage need	ded)	and mail it as	soo	n as poss	sible.	
SCAN	T R O N Mark Reflex® EW-285073-2:654321								
3 C A N		00	0000000)			SEF	RIA	L
_									