CUNY

Office of
Institutional Research
and Assessment

2016
Student Experience Survey

Summary Findings

Presented by:
Office of Institutional Research and Assessment

MAY 2017

Welcome:
Why are we here?

- Today's Agenda:
  - What is the Student Experience Survey?
  - Provide a brief history of SES
  - Highlight commonly referenced results
  - Introduce the online interactive report
  - Wrap-up with Q/A

CUNY

Office of
Institutional Research
and Assessment

CUNY

Office of
Institutional Research
and Assessment

- System-wide survey of all degree-seeking undergraduates

- SES is a valuable source of data

  - Provides data we don't otherwise or easily have access to

    - First generation, income, satisfaction

  - Addresses aspects of the University's Master Plan

    - Barriers to timely graduation

    - Improving customer service

- Adaptability

  - ELO

  - Future needs

3

CU NY

Office of
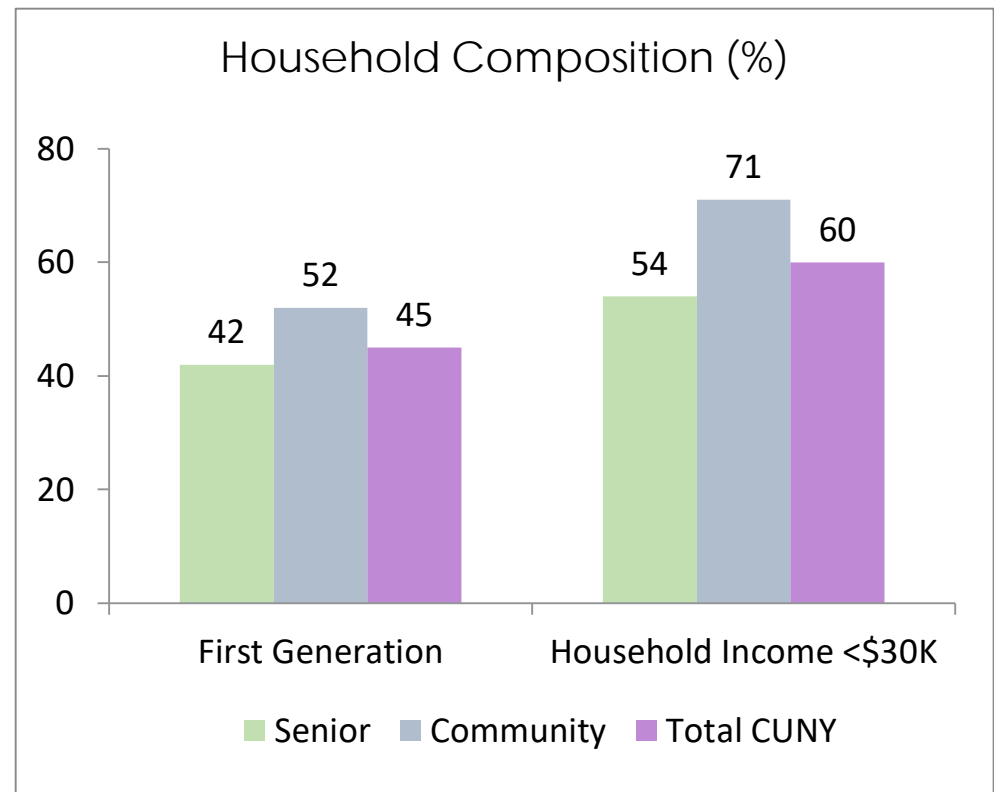Institutional Research
and Assessment

- Students have been surveyed every even year since 2002
  - Moved to population survey and online in 2014
- Timeline: Fielded between March 2016 and May 2016
- Although the content for each survey changes, all surveys ask about basic student information such as:
  - Socio-economic status
  - Use of campus resources
  - Working while in college
- Accessing survey data

Office of
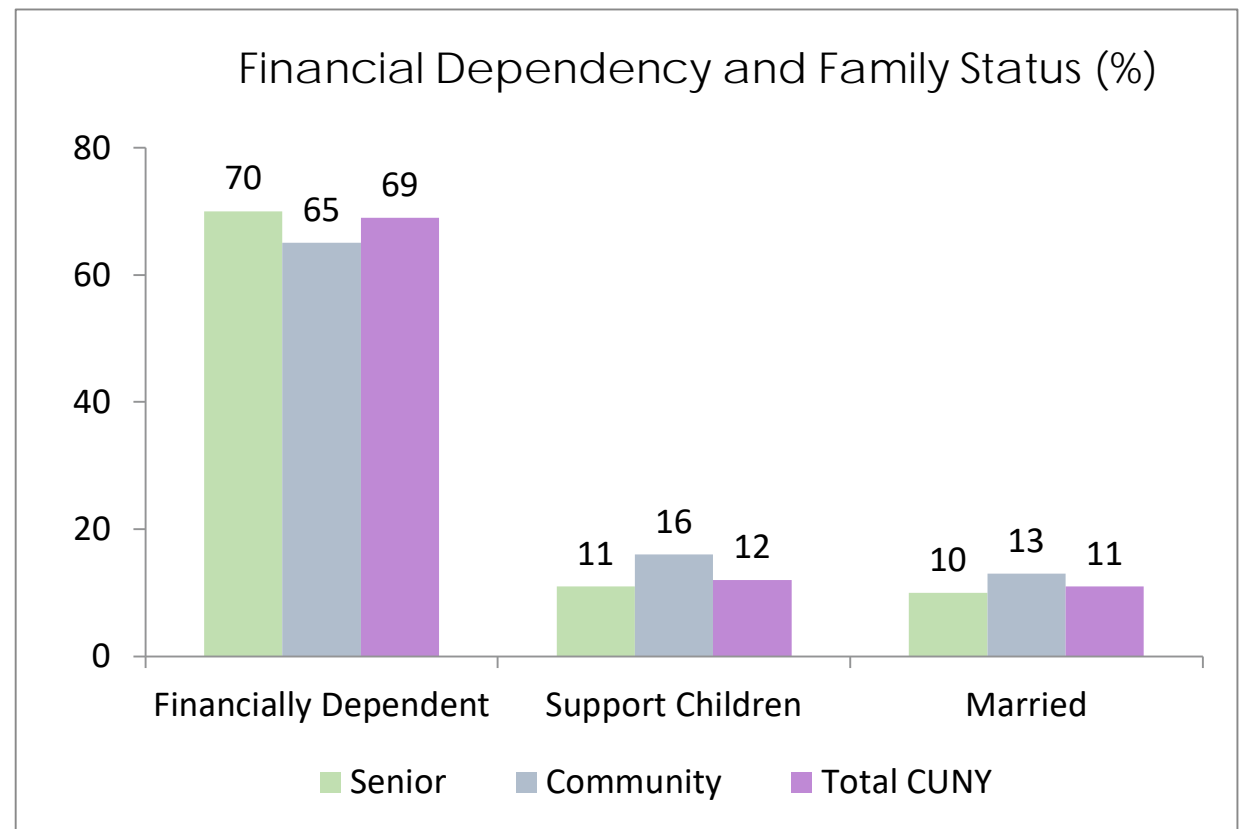Institutional Research
and Assessment

The SES provides important information about students' socio-economic status and living situations.

- Forty-five percent of CUNY students are the first-generation in their family to attend college.

- Sixty percent report having household income of less than $30,000.

Household Composition (%)

	First Generation			Household Income <$30K		
Senior	42			54		
Community		52			71	
Total CUNY			45			60

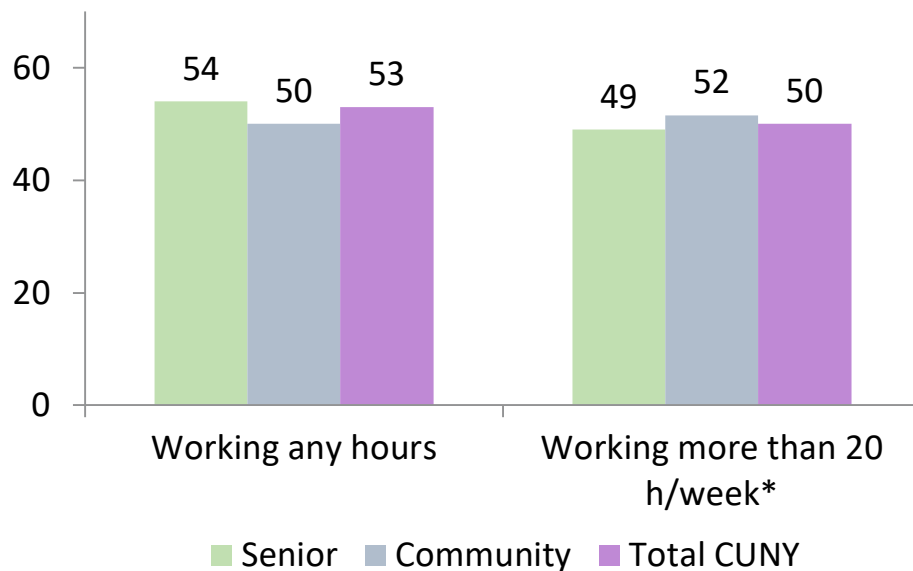Legend: Senior, Community, Total CUNY

Are CUNY students "traditional" or not?

- More than 2/3 of CUNY students rely on their parents for financial support.

- Eleven percent are married and 12% support their own children. Among community college students these numbers are higher than among senior college students.

Financial Dependency and Family Status (%)

	Financially Dependent	Support Children	Married
Senior	70	11	10
Community	65	16	13
Total CUNY	69	12	11

Over half of CUNY students work; students' opinions about work and academics vary across sectors

Office of Institutional Research and Assessment

Working for Pay (%)

	Senior	Community	Total CUNY
Working any hours	54	50	53
Working more than 20 h/week*	49	52	50

■ Senior ■ Community ■ Total CUNY
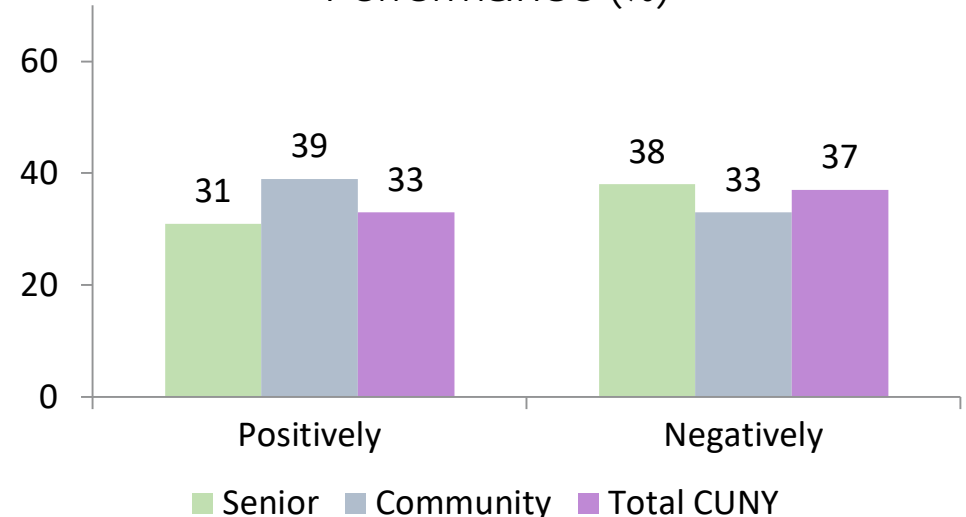
About one quarter of all respondents work more than 20 h/week.

(*Based on students who are working)

Effect of Work on Academic Performance (%)

	Senior	Community	Total CUNY
Positively	31	39	33
Negatively	38	33	37

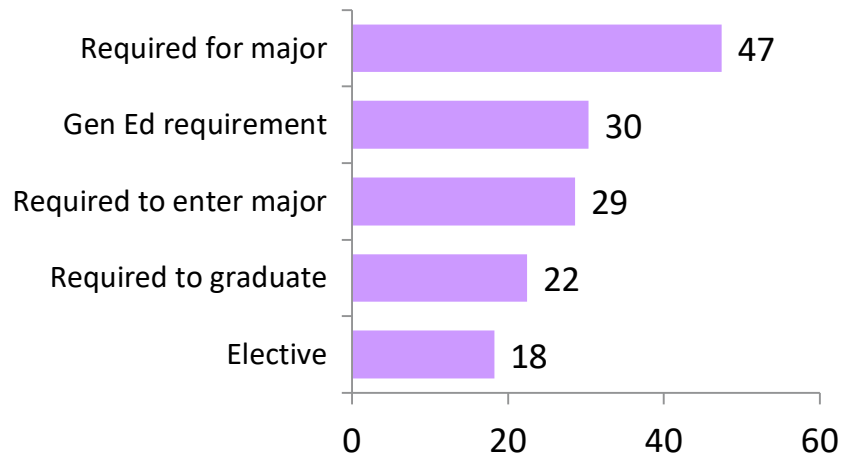■ Senior ■ Community ■ Total CUNY

Community college students are more likely to report that work has a positive effect on their academic performance compared to senior college students (39% *vs.* 31%).

8

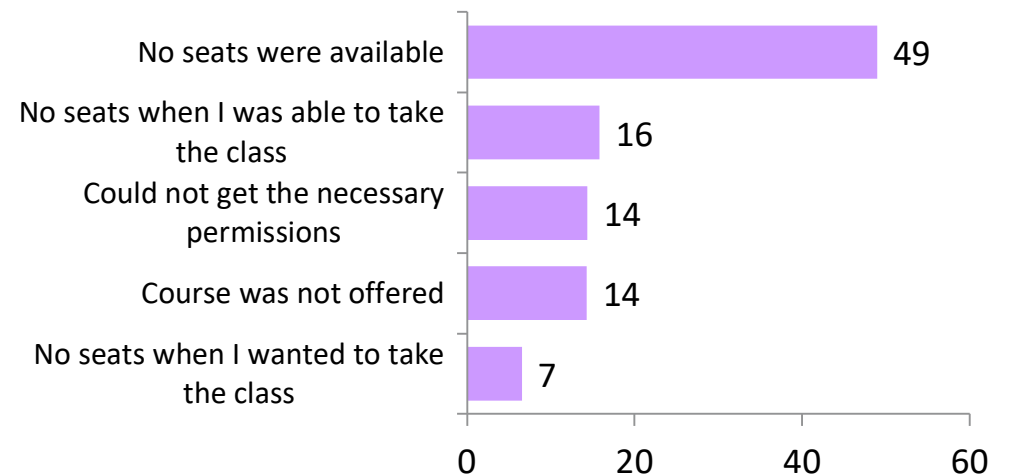# A third of CUNY students were unable to register for at least one course.

Of the students who were unable to register for at least one course, almost half could not register for a course required for their major.
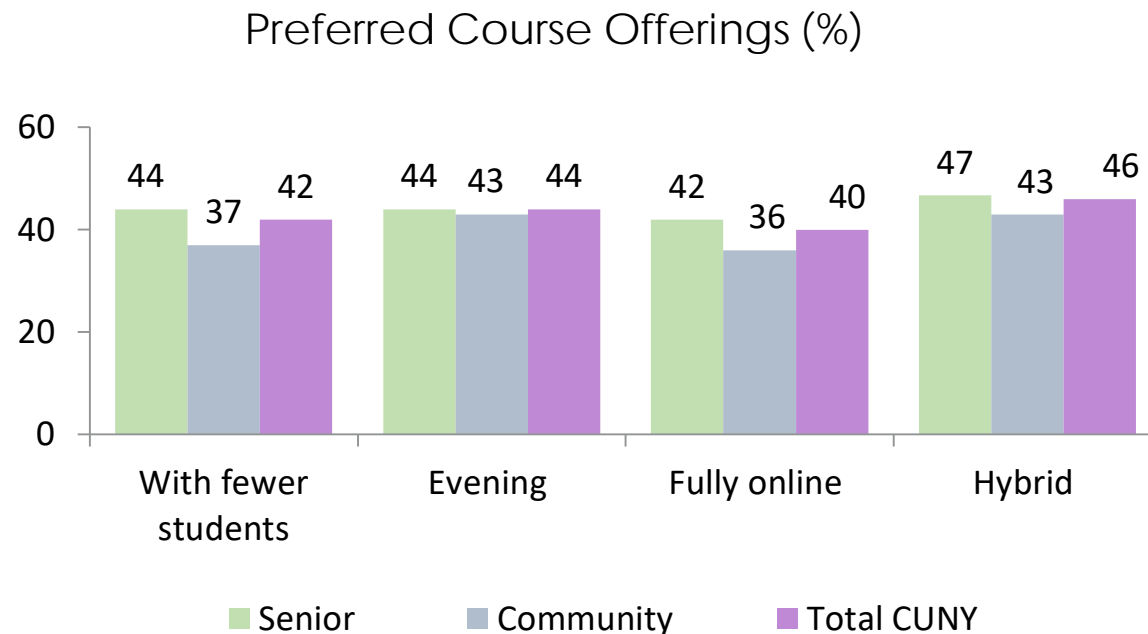
Seat availability was the most often reported reason why students were unable to register for a course.

Types of Unavailable Courses (%)

Category	Value
Required for major	47
Gen Ed requirement	30
Required to enter major	29
Required to graduate	22
Elective	18

(x-axis: 0, 20, 40, 60)

Reasons Students Couldn't Register (%)

Category	Value
No seats were available	49
No seats when I was able to take the class	16
Could not get the necessary permissions	14
Course was not offered	14
No seats when I wanted to take the class	7

(x-axis: 0, 20, 40, 60)

44% would like more courses in the evening; 42% would like smaller classes.

Office of Institutional Research and Assessment

Preferred Course Offerings (%)

Compared to senior colleges, fewer community college students report preferences for smaller classes or fully online classes.

Many students express interest in ePermit; fewer students have taken courses via ePermit.

CU NY

Office of
Institutional Research
and Assessment

38% of students wanted to take a course at another CUNY college, but only 6% have done so. Community college students were slightly more interested than students at senior colleges.

ePermit Across CUNY (%)

	I want to take a course at another CUNY college.	I have taken a course at another CUNY college.
Senior	37	7
Community	41	4
(Total)	38	6

■ Senior ■ Community

Barriers to ePermit (%)

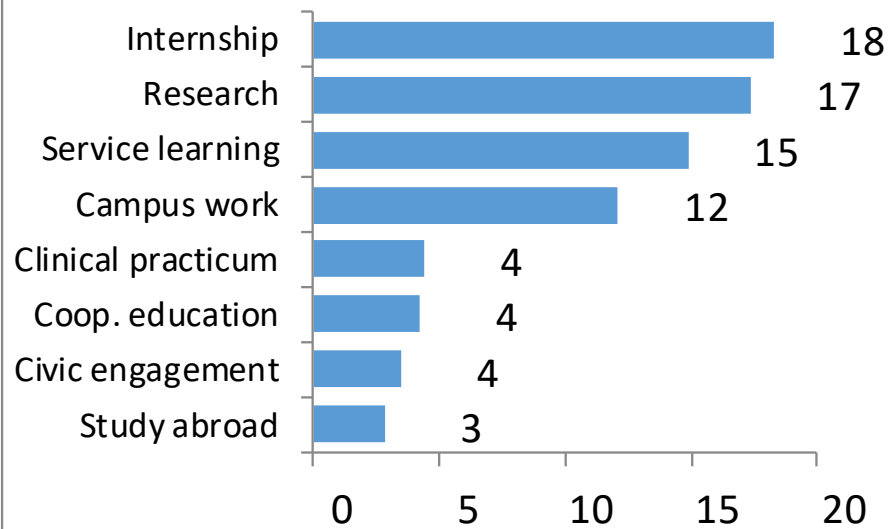|	Senior	Community	CUNY Total
I did not know I could take a course at another…	39	54	44
I have not heard of the ePermit system.	34	48	39
I did not know who to talk to at my college for help.	29	20	26
I tried to take a course using the ePermit…	6	3	5

■ Senior ■ Community ■ CUNY Total

Experiential Learning Opportunities (ELO) at CUNY: New initiative, early findings
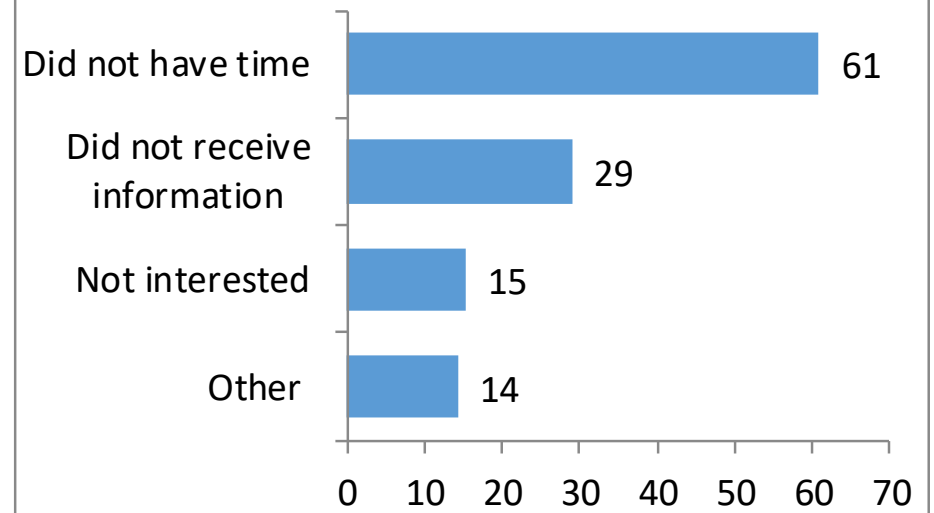
CUNY-wide, 43% percent of students participated in at least one ELO.

Among those who did not participate in ELO, 61% cited lack of time as their main barrier.

ELO Participation by Type (%)

Type	Value
Internship	18
Research	17
Service learning	15
Campus work	12
Clinical practicum	4
Coop. education	4
Civic engagement	4
Study abroad	3

Barriers to ELO Participation (%)

Barrier	Value
Did not have time	61
Did not receive information	29
Not interested	15
Other	14

CU
NY
Office of
Institutional Research
and Assessment

SES online: More sections, more data, more comparisons

2016 Student Experience Survey

A survey of CUNY undergraduate students

Table of Contents:

		Sector Senior	College Baruch
Table 1	Profile of Undergraduates	Table 1- Sector	Table 1- College
Table 2	Socio-Economic Status	Table 2- Sector	Table 2- College
Table 3	Household Composition	Table 3- Sector	Table 3- College
Table 4	Use of time (full-time students)	Table 4- Sector	Table 4- College
Table 5	Use of Technology	Table 5- Sector	Table 5- College
Table 6a	Course Offerings (Part 1)	Table 6a- Sector	Table 6a- College
Table 6b	Course Availability and ePermit (Part 2)	Table 6b- Sector	Table 6b- College
Table 7	Experiential Learning Opportunities	Table 7- Sector	Table 7- College
Table 8	College Expectations and Experiences	Table 8- Sector	Table 8- College
Table 9a	Satisfaction with Academic Support Services	Table 9a- Sector	Table 9a- College
Table 9b	Satisfaction with Student Services	Table 9b- Sector	Table 9b- College
Table 10	Work Details	Table 10- Sector	Table 10- College
Table 11	Transfers	Table 11- Sector	Table 11- College

Published by the CUNY Office of Institutional Research and Assessment.
For more information, visit http://www.cuny.edu/ir

WELCOME

How to use this dashboard
Under the 'Sector' or 'College' filter, select an option to view the data for the following dashboards. Please note, there are also filters available on each sheet that will navigate you to the main menu. Lastly when using the college sheets, if you would like to compare your college to your colleges sector, please make sure to select appropriate sector on the top of that sheet.

How to PDF this workbook
1. Select the appropriate sector or college.
2. Scroll down, click 'Download' and select 'PDF'.
3. Under 'Layout', select the 'Landscape' option.
4. Under 'Content', you may select either:

- 'This Dashboard': to pdf a specific page.
- 'Sheets in Workbook' to pdf the entire workbook.

Please be advised, under 'Sheets in Workbook', the user may also unhighlight any sheet they do not want pdf.

Acknowledgements

The CUNY Office of Institutional Research and Assessment would like to express our gratitude to the institutional research offices for their contribution in the 2016 Student Experience Survey. Their anchored support provided an essential infrastructure to the survey's development and we are very thankful for their collaboration throughout this process.

We would also like to thank the students who participated and provided their feedback regarding their CUNY experience. With this information we hope to continue in our unwavering mission to provide quality academics with a remarkable educational experience.

CU
NY

Office of
Institutional Research
and Assessment

Exploring SES results through interactive website

- Website features:
  - Sector totals
  - College specific data
  - Sector and total-CUNY comparisons
- **Link:**
  https://public.tableau.com/profile/oira.cuny#!/vizhome/2016StudentExperienceSurvey/MainMenu

Reports from the past 8 SES administrations are on OIRA's website.

CUNY — Office of Institutional Research and Assessment

www.cuny.edu/ir
– Click on "Surveys"

Responses are reported for each college, each sector, and the university overall.

College Institutional Research offices also have data files of survey responses linked to student records, which can be used for additional analysis.

The City University of New York

2014 Student Experience Survey

The City...

Table 4
Resource Management
Senior Colleges

	Baruch	Brooklyn	City	Hunter	John Jay	Lehman	Queens	SPS	York	Total Senior	Total CUNY
	%	%	%	%	%	%	%	%	%	%	%
Seat management											
I would like my college to offer courses with fewer students.											
Strongly Agree	25	19	28	27	15	14	17	7	18	21	18
Agree	25	27	31	26	20	20	25	7	26	25	24
Neutral	37	41	32	38	46	45	44	52	40	40	42
Disagree	11	10	8	8	16	17	11	27	14	12	13
Strongly Disagree	2	3	2	1	3	4	3	7	2	2	3
My college provides classrooms that are large enough to handle the number of students enrolled in my class.											
Strongly Agree	16	11	9	8	27	18	14	18	13	14	16
Agree	47	38	38	41	47	49	49	26	49	44	45
Neutral	17	21	23	22	16	16	19	36	22	20	20
Disagree	14	19	21	19	9	12	14	5	11	15	13
Strongly Disagree	5	11	9	9	2	4	4	15	6	7	5
My college offers classes that are about the right size.											
Strongly Agree	11	10	7	5	25	19	12	15	13	12	15
Agree	42	46	39	39	46	50	50	42	44	44	46
Neutral	26	26	31	29	21	21	25	30	30	26	25
Disagree	15	13	17	17	7	7	9	7	10	12	10
Strongly Disagree	5	5	7	9	1	3	3	6	3	5	4
Student services											
My college provides sufficient space for me to study											

Office of
Institutional Research
and Assessment