2016
Student Experience Survey

Presented by:
Michael Shields - Senior Enrollment Management Research Analyst
Zun Tang - Director, Institutional Research
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What is the Student Experience Survey?

- 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 Strategic Framework
    - Barriers to timely graduation
    - Improving customer service
  - Adaptability
    - ELO
    - Future needs
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.
Over half of CUNY students work; students’ opinions about work and academics vary across sectors.

About one quarter of all respondents work more than 20 hours per week.

Community college students are more likely to report that work has a positive effect on their academic performance compared to senior college students (39% versus 31%).
44% would like more courses in the evening; 42% would like smaller classes.

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

- Required for major: 47%
- Gen Ed requirement: 30%
- Required to enter major: 29%
- Required to graduate: 22%
- Elective: 18%

Reasons Students Couldn’t Register (%)

- 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%
“I strongly recommended the college offer more common core classes in the evening. For example, I'm a full time worker and I want to finish my associate degree, however, the college don't have the above classes, I'm still waiting. Would you please reflect my opinion and offer more common core classes after 4:00PM?”

“I strongly recommend the [college] hire more engineering professors and open more engineering classes so that students can graduate on time. A large number of students fall behind in their graduation due to the fact that they don't get the courses that they need to take in order to graduate on time.”

“There are so many courses in a school catalog but actual courses school offer is very limited. Many of them I wanted to take were not opened. Reality is totally different. That's a lie.”
2016 Student Experience Survey
A survey of CUNY undergraduate students

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Published by the CUNY Office of Institutional Research and Assessment. For more information, visit [http://www.cuny.edu/fr](http://www.cuny.edu/fr)
Exploring SES results through interactive website

• Website features:
  • Sector totals
  • College specific data
  • Sector and total-CUNY comparisons

• Link: [2016 Student Experience Survey](http://example.com/2016survey)
Questions and Answers