



**2012**

**Student Experience Survey**

**John Jay Responses**

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## Overview

The 2012 Student Experience Survey was administered by the CUNY Office of Institutional Research and Assessment. The survey includes questions pertaining to students' experiences with, attitudes towards, and satisfaction with the college's resources (e.g., classes, technology) and services (e.g., academic support, administrative).

The Student Experience Survey was sent to 17,000 randomly selected students (1,000 from each CUNY college) who were enrolled during the Spring 2012 semester. The overall response rate was approximately 25%. For more information about sampling or administration, please refer to the general report from the CUNY Office of Institutional Research and Assessment.

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The short report provided herein details John Jay students' responses to the 2012 Student Experience Survey. Of the 248 John Jay students who completed the survey, 64% were female. Given that women were overrepresented among the survey respondents, all data (except gender and ethnicity) are weighted for gender. Missing responses and response choices of "not applicable" are excluded from the percent values reported in the tables. Tables 1–2 present demographics. Tables 3–6 present data collected on students' experiences, attitudes, and satisfaction. Several key findings are delineated in the following section. In addition, a more detailed list of highlights is provided in the Appendix.

## Key Findings

- 21% of students are the first person in their family to attend college.
- The most popular majors are Criminal Justice BA (25%), Forensic Psychology BA (19%), and Criminal Justice BS (10%).
- 65% of students were able to register for every course they wanted to take in the Spring 2012 semester. When that wasn't possible, the course was most likely to be required for one's major (52%), and typically there were no seats available at any time (32%).
- 51% of students are working for pay. Of these, 63% work 21 hours or more per week.
- 85% of students use Blackboard on a daily or weekly basis.
- Students typically prefer email for receiving information about courses (77%), social events (73%), IT Alerts (68%), and financial aid (67%). For receiving CUNY Alerts, their main preferences are text messages (48%) and email (40%).
- 66% of students agree or strongly agree that courses are generally offered at times when they can take them. But, over 40% agree or strongly agree with wanting more online courses, hybrid courses, evening courses, and courses with smaller sections.
- Some areas that need improvement (because the majority of students marked neutral, disagree, or strongly disagree) are encouragement to take online courses (84%) and access to lab software for home use (52%).
- The majority of students are satisfied or very satisfied with their overall academic experience (71%), value of education (66%), and overall social experience (59%).
- If they were to start over, 77% of students would probably or definitely chose to attend John Jay again.

**Table 1**  
**Personal and Familial Characteristics**

<b>Gender</b>	<b>% Responses</b>
Male	36.18
Female	63.82

<b>Marital status</b>	<b>% Responses</b>
Single	91.58
Married/Domestic Partner	8.42

<b>Race/Ethnicity</b>	<b>% Responses</b>
White (non-Hispanic)	26.47
Black (non-Hispanic)	26.47
Hispanic	41.18
Asian/Pacific Islander	2.94
Other	2.94

<b>What is your primary source of health insurance?</b>	<b>% Responses</b>
Parent's policy	36.09
Policy purchased as a student of this college	0.35
Individual policy from a private insurer	1.66
Employer-sponsored insurance	10.29
Spouse's/Partner's policy	1.40
Family Health Plus	6.56
Child Health Plus	1.10
Medicaid	21.27
Veterans health benefits	0.87
Other source	5.39
I have no health insurance	15.01

<b>Age</b>	<b>% Responses</b>
18 to 19	15.55
20 to 21	27.84
22 to 23	23.01
24 to 25	14.24
26 or older	19.37

**Table 1**  
**Personal and Familial Characteristics**  
(continued)

Household income	% Responses
Less than \$10,000	18.87
\$10,000 to \$19,999	18.61
\$20,000 to \$29,999	12.56
\$30,000 to \$39,999	10.98
\$40,000 to \$49,999	10.76
\$50,000 to \$59,999	7.87
\$60,000 to \$69,999	2.95
\$70,000 to \$79,999	3.41
\$80,000 to \$89,999	4.50
\$90,000 to \$99,999	2.76
\$100,000 or more	6.72

Number of people supported by income	% Responses
One	20.02
Two	20.79
Three	22.90
Four	22.01
Five or more	14.26

Do you have children that you are supporting?	% Responses
Yes	13.62
No	86.38

Who do you live with?	% Yes Responses
Alone	6.02
With others (...multiple responses allowed)	
Parent(s)/Guardian(s)	73.27
Spouse/Domestic Partner	11.05
Child(ren)	9.04
Other relatives	8.05
Friends/Roommates	5.10
Other students	0.65

Parental obligations	% Yes Responses
Supporting children under 5	8.93
Supporting children 5 to 12	4.03
Supporting children 13 to 18	3.39
Use on-campus day care	0.00
Pay for off-campus day care	6.89

**Table 1**  
**Personal and Familial Characteristics**  
(continued)

Highest level of education of parent/guardian	% Responses
Post-graduate/professional degree	12.42
College degree	26.57
Some college	19.17
High school diploma	25.91
Some high school	9.69
8th grade or less	6.25

Other aspects of family educational history	% Yes Responses
Parent/guardian attended CUNY	31.52
Sibling(s) with some college	47.91
Sibling(s) with college degree	34.12
First generation in college*	41.85
First to attend college*	21.39

Sources of financial support for <u>your</u> college expenses (multiple responses allowed)	% Yes Responses
Personal income/savings	44.18
Income/savings from parent(s)	39.25
Income/savings from spouse/partner	3.65
Grants/scholarships	58.00
Student loan	16.92
Private loan	2.91
Employer contribution	4.27
Public assistance	5.64

\*Based only on respondents that answered all questions pertaining to parent/guardian and sibling educational history.

**Table 2**  
**Academic Characteristics**

<b>Class Standing</b>	<b>% Responses</b>
Freshman	20.37
Sophomore	21.68
Junior	30.94
Senior	27.00

<b>Full-time/Part-time</b>	<b>% Responses</b>
Full-time	80.27
Part-time	19.73

<b>Regular/SEEK-CD</b>	<b>% Responses</b>
Regular	89.74
SEEK/CD	10.26

<b>Current Major</b>	<b>% Responses</b>
Computer Information Systems in CJ&PA (BS)	1.51
Correctional Studies (BS)	1.25
Criminal Justice (AS)	1.77
Criminal Justice (BA)	25.03
Criminal Justice (BS)	10.22
Criminal Justice - Dual Degree (BA/MA)	0.28
Criminal Justice - Dual Degree (BS/MA)	0.29
Criminal Justice Management (BS)	1.36
Criminology (BA)	7.43
Culture and Deviance Studies (BA)	3.25
Economics (BS)	1.42
English (BA)	2.14
Fire and Emergency Service (BA)	1.18
Fire Science (BS)	0.37
Forensic Psychology (BA)	19.12
Forensic Science (BS)	8.47
Global History (BA)	0.75
Humanities and Justice (BA)	1.82
International Criminal Justice (BA)	3.96
Legal Studies (BS)	1.33
Police Studies (AS)	0.59
Police Studies (BS)	2.35
Political Science (BA)	2.97
Public Administration (BS)	0.95
Public Administration - Dual Degree (BS/MPA)	0.19



**Table 2**  
**Academic Characteristics**  
(continued)

	% Yes Responses
<b>This semester, I was able to register for every course I wanted to take.</b>	65.00

<b>I could not register for... (multiple responses allowed)*</b>	% Yes Responses
A course satisfying a Gen Ed requirement	43.99
A course required to enter my major	22.54
A course required for my major, itself	51.70
A course required to graduate	25.47
An elective course	37.07

<b>I was not able to register for the course because...**</b>	% Responses
No seats were available at any time	31.57
Seats were available, but not when I <u>could</u> take the class	31.14
Seats were available, but not when I <u>wanted</u> to take the class	10.12
Could not get necessary permission to take the class	14.79
The course was not offered at all this semester	12.39

\*Based only on those respondents who could not register for every course.

\*\*Respondents answered this question for the first type of course selected (for which they could not register).

**Table 3**  
**Students' Use of Time**

How much time do you spend...	% Responses				
	0 hrs/wk	1 to 5 hrs/wk	6 to 10 hrs/wk	11 to 20 hrs/wk	21 or more hrs/wk
Attending classes/labs	1.88	18.28	28.35	44.24	7.25
Studying or other academic activities	3.17	45.70	31.60	13.79	5.74
Participating in student activities	81.51	12.86	2.57	2.50	0.57
Participating in CUNY-wide activities	78.61	17.96	2.10	1.33	0.00
Participating in internships, fieldwork, etc.	86.66	5.88	4.27	2.38	0.81
Providing care for other people	36.36	21.97	15.91	10.07	15.70
Doing volunteer work	70.70	17.78	7.98	1.91	1.63

This semester, are you working for pay?	% Responses
Yes	50.99
No	49.01

How much time do you spend working for pay?	% Responses
0 hrs/wk	4.98
1 to 10 hrs/wk	3.66
11 to 20 hrs/wk	28.87
21 to 34 hrs/wk	26.79
35 or more hrs/wk	35.71

**Table 3**  
**Students' Use of Time**  
(continued)

<b>What is your primary means of commuting?</b>	<b>% Responses</b>
Subway	89.98
Bus	2.61
Driving/ Carpool	5.34
Bicycle	0.30
Walking	1.77

<b>How long is the commute to campus?</b>	<b>% Responses</b>
0 to 30 minutes	7.95
31 to 60 minutes	56.65
61 to 90 minutes	27.06
91 or more minutes	8.33

<b>How long is the commute from campus?</b>	<b>% Responses</b>
0 to 30 minutes	9.03
31 to 60 minutes	53.29
61 to 90 minutes	29.25
91 or more minutes	8.43

<b>From where do you commute to campus?</b>	<b>% Responses</b>
Home	85.13
Work	12.86
Other	2.01

<b>To where do you commute from campus?</b>	<b>% Responses</b>
Home	79.09
Work	16.46
Other	4.46

**Table 4**  
**Technology Use and Preferences**

<b>Which devices do you use regularly? (multiple responses allowed)</b>	<b>% Yes Responses</b>
Desktop computer	52.36
Laptop computer	77.14
Netbook or mini notebook	9.16
Tablet computer (iPad, Kindle Fire, etc.)	27.29
Smart phone (iPhone, Blackberry, etc.)	73.04
Portable media player (iPod, Zune, etc.)	32.53
E-book reader (Kindle, Nook, etc.)	12.51
None of these devices	1.43

<b>What types of Internet access do you use regularly? (multiple responses allowed)</b>	<b>% Yes Responses</b>
Basic (dial-up)	5.38
Broadband (cable, DSL, etc.)	84.67
Cellular	59.53
Do not access the Internet regularly	4.39

<b>How often do you...</b>	<b>% Responses</b>				
	<b>Never</b>	<b>Once/Twice a Year</b>	<b>Once/Twice a Month</b>	<b>Once/Twice a Week</b>	<b>Every Day</b>
Use Blackboard	1.62	4.82	8.81	47.03	37.71
Use a computer lab on campus	12.16	8.87	20.35	41.23	17.38
Use wireless Internet access on campus	12.89	3.42	7.35	35.32	41.02
Use college-provided software at home	53.41	7.61	8.92	18.29	11.77
Take courses with online instruction/discussion/interaction	53.50	11.74	8.28	17.75	8.73
Use online library services	16.36	16.19	26.22	35.63	5.59
Collaborate online with a classmate about a course	44.58	19.00	20.19	12.08	4.14

**Table 4**  
**Technology Use and Preferences**  
(continued)

Indicate your preferred means for receiving...	% Responses				
	Email	Text Messages	Social Network	CUNY Website	Mail
Information about financial aid	66.68	4.15	0.35	10.75	18.07
Information about courses, lectures, conferences, etc.	77.49	5.29	0.36	11.99	4.88
Information about social events, student services, clubs, etc.	73.29	6.66	3.63	11.57	4.84
CUNY Alert messages (emergencies or weather-related closings)	40.21	47.54	0.78	9.93	1.55
IT alerts and updates (e.g., service outages)	67.82	19.22	0.51	9.74	2.72

Indicate your preferred means for communicating with...	% Responses					
	Email	Text Messages	Social Network	BlackBoard	Phone	In-Person
Classmates or fellow students	22.42	41.88	6.87	1.78	3.42	23.64
Faculty	69.22	0.80	0.00	1.37	0.79	27.82
Administrative personnel	50.21	0.81	0.00	1.66	10.29	37.04

**Table 5**  
**Attitudes Based on College Experiences**

A. Courses	% Responses				
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Indicate your level of agreement or disagreement...					
I would like my college to offer courses with smaller sections.	16.29	30.03	44.80	4.97	3.91
I would like my college to offer more fully online courses.	22.73	20.69	37.00	12.69	6.89
I would like my college to offer more hybrid courses.	16.73	24.67	35.01	17.47	6.12
I would like my college to offer more courses in the evening.	20.34	24.55	40.54	9.83	4.74
I would like my college to offer more courses on the weekend.	17.10	14.71	42.58	14.25	11.36
Generally, courses are offered at times when I can take them.	31.83	34.64	18.99	11.57	2.96

B. Technology	% Responses				
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Indicate your level of agreement or disagreement...					
My college offers adequate wireless access on campus.	45.79	32.43	12.21	5.51	4.06
My college offers adequate access to lab software for home use.	22.83	25.48	38.86	8.88	3.95
My college offers adequate access to lab software on campus.	38.55	39.68	15.86	2.69	3.22
My college offers adequate meeting space with multimedia access.	31.18	36.58	21.32	6.46	4.45
My college offers adequate access to printing.	42.79	30.91	14.86	7.16	4.29
My college offers adequate online storage space for my files.	25.63	27.91	33.70	7.20	5.56
My college offers help desk service during the hours I need.	32.87	32.68	19.51	10.15	4.79

**Table 5**  
**Attitudes Based on College Experiences**  
(continued)

C. Support	% Responses					
	Indicate your level of agreement or disagreement...	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
	My college provides adequate advisement in choosing a major.	20.75	32.06	25.87	13.79	7.53
	My college provides classrooms that are large enough.	27.29	48.41	15.30	8.09	0.92
	My college provides sufficient space for me to relax on campus.	37.43	38.66	11.75	8.64	3.52
	My college employs enough staff to serve my needs.	21.83	41.64	21.76	12.64	2.13
	My college offers classes that are about the right size.	22.68	46.28	23.20	6.50	1.33
	My college encourages me to attend full-time.	26.83	35.36	27.72	5.84	4.26
	My college encourages me to take online courses.	5.17	10.59	40.73	32.71	10.79
	My college clearly communicates degree requirements.	26.17	28.34	23.64	16.44	5.40

**Table 6**  
**Satisfaction Based on College Experiences**

<b>A. Faculty</b>	<b>% Responses</b>				
	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
<b>Indicate your level of satisfaction or dissatisfaction...</b>					
Availability of faculty outside of class	20.41	46.77	25.93	4.64	2.25
Online access to faculty (virtual office hours, etc.)	18.95	34.09	38.01	4.87	4.08
Level of faculty preparedness for class	31.91	48.26	14.52	4.15	1.17
Ability of faculty to communicate clearly	32.57	45.75	15.32	3.77	2.61
Frequency of feedback about course performance	25.45	39.59	24.14	7.00	3.82
Quality of feedback about course performance	25.11	39.60	23.75	7.65	3.89

<b>B. Academic Support Services</b>	<b>% Responses</b>				
	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
<b>Indicate your level of satisfaction or dissatisfaction...</b>					
Academic advising	27.01	31.90	25.11	10.32	5.66
Online advisement (e.g., DegreeWorks)	27.06	32.99	24.57	9.58	5.80
Tutoring services	30.42	35.36	26.71	6.43	1.09
Library facilities	28.82	44.79	22.16	2.77	1.47
Library services	26.30	45.49	23.72	3.58	0.91
Library collections (books, periodicals, etc.)	24.64	45.10	24.97	2.48	2.82
Science laboratories	24.26	34.85	33.43	5.39	2.06
Learning labs (writing/language/math)	27.67	40.49	28.31	2.26	1.27
Study areas	30.82	34.60	23.06	8.73	2.79



**Table 6**  
**Satisfaction Based on College Experiences**  
(continued)

C. Student Services Indicate your level of satisfaction or dissatisfaction...	% Responses				
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Personal counseling	26.14	27.77	32.67	8.51	4.91
Athletic facilities	19.09	34.59	34.73	6.87	4.72
Intramural athletic offerings	16.88	28.78	46.00	4.43	3.91
Career planning and placement	16.33	29.97	32.00	9.78	11.92
Student health services	18.90	29.32	42.01	5.73	4.05
Child care services	19.76	27.95	46.08	1.31	4.90
Services for students with disabilities	24.26	31.89	43.84	0.00	0.00
Services for international students	18.51	33.50	43.08	3.73	1.18
Veterans Affairs	17.16	32.71	48.66	0.00	1.47
Women's Center	28.85	26.81	39.83	2.84	1.66
Student organizations	22.42	31.38	35.66	5.98	4.56
Cafeteria/food services	12.92	35.31	28.73	10.67	12.37
Condition of buildings and grounds	31.60	41.22	21.06	4.91	1.21
Campus security	29.96	41.16	22.81	3.56	2.52
Leadership development programs	23.29	29.50	39.31	5.81	2.09

**Table 6**  
**Satisfaction Based on College Experiences**  
(continued)

<b>D. Enrollment Services</b>	<b>% Responses</b>				
	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Indicate your level of satisfaction or dissatisfaction...					
Registration procedures	21.72	44.27	15.87	14.28	3.86
Testing office	14.64	47.60	30.61	2.29	4.86
Financial aid services	19.54	39.50	23.15	11.16	6.65
Billing and payment procedures	19.14	45.84	19.51	10.01	5.50
Admissions process	17.83	47.00	22.68	8.06	4.44
New student orientation	18.94	46.44	26.46	5.87	2.28

<b>E. Computer Services</b>	<b>% Responses</b>				
	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Indicate your level of satisfaction or dissatisfaction...					
Campus computing in general	23.07	47.51	21.50	6.15	1.77
Computer lab hours	30.14	42.61	18.11	5.89	3.25
Availability of computer labs on campus	26.98	42.38	18.19	8.78	3.68
Availability of computers on campus	29.55	40.40	16.24	9.75	4.06
Availability of wireless Internet access	37.77	37.47	13.74	7.07	3.95
Availability of academic-related software	27.46	35.60	27.99	7.12	1.83
Help desk	25.39	39.33	27.43	5.46	2.38

**Table 6**  
**Satisfaction Based on College Experiences**  
(continued)

F. General College Experience Indicate your level of satisfaction or dissatisfaction...	% Responses				
	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Overall social experience	19.08	40.05	26.20	6.86	7.81
Overall academic experience	28.26	42.59	19.61	6.81	2.73
Value of your education for the price you are paying	30.87	35.11	17.35	12.23	4.44

G. Evaluation of College Choice	% Responses			
	Definitely Yes	Probably Yes	Probably No	Definitely No
If you could start college over, would you choose to attend your current college?	40.93	36.25	16.98	5.84

## Appendix: Detailed Highlights

### Personal and Familial Characteristics (Table 1)

- 73% of students live with their parent(s)/guardian(s).
- 14% of students have children they are supporting, yet 0% use on-campus day care.
- 21% of students are the first person in their family to attend college.
- 15% of students do not have health insurance.
- When asked about financial support for college, students' top sources are grants/scholarships (58%), personal income/savings (44%), and parental income/savings (39%).

### Academic Characteristics (Table 2)

- The most popular majors are Criminal Justice BA (25%), Forensic Psychology BA (19%), and Criminal Justice BS (10%).
- 65% of students were able to register for every course they wanted to take in the Spring 2012 semester. When that wasn't possible, the course was most likely to be required for one's major (52%), and typically there were no seats available at any time (32%).

### Students' Use of Time (Table 3)

- Most students use the subway (91%), and spend 31 to 60 minutes commuting to campus (57%) and from campus (53%).
- 51% of students are working for pay. Of these, 63% work 21 hours or more per week.
- 73% of students spend 6 to 20 hours per week attending classes.
- 77% of students spend 1 to 10 hours per week studying.
- More than 70% of students do not participate in student activities, CUNY-wide activities, internships, or volunteer work.

### Technology Use and Preferences (Table 4)

- Most students regularly use laptops (77%) and smart phones (73%).
- Most students use Blackboard (85%) and wireless Internet access on campus (76%) on a frequent (daily or weekly) basis.
- 54% of students have never taken a course with an online component (e.g., instruction, discussion, interaction), and 45% have never collaborated online with a classmate.
- Students typically prefer email for receiving information about courses (77%), social events (73%), IT Alerts (68%), and financial aid (67%). For receiving CUNY Alerts, their main preferences are text messages (48%) and email (40%).
- Students typically prefer email for contacting faculty (69%) and administrative personnel (50%). For contacting classmates, their main preferences are text messages (42%) and in-person communication (24%).

### **Attitudes Based on College Experiences (Table 5)**

- 66% of students agree or strongly agree that courses are generally offered at times when they can take them. But, over 40% agree or strongly agree with wanting more online courses, hybrid courses, evening courses, and courses with smaller sections.
- Many students agree or strongly agree that the college offers adequate wireless Internet access on campus (78%), adequate access to lab software on campus (78%), and adequate access to printing (74%).
- Many students agree or strongly agree that the college has sufficient space designated for relaxation (76%) and classrooms that are large enough to accommodate class size (76%).
- 62% of students agree or strongly agree that the college encourages them to attend full-time.
- Some areas that need improvement (because the majority of students marked neutral, disagree, or strongly disagree) are encouragement to take online courses (84%) and access to lab software for home use (52%).

### **Satisfaction Based on College Experiences (Table 6)**

- The majority of students are satisfied or very satisfied with all faculty characteristics, academic support services, enrollment services, and computer services. Satisfaction ratings of student services are moderate.
- In terms of faculty characteristics, students are satisfied or very satisfied with faculty preparedness (80%) and clarity of communication (78%).
- In terms of academic support, students are satisfied or very satisfied with library facilities (74%), library services (72%), and library collections (70%).
- In terms of student services, students are satisfied or very satisfied with campus buildings/grounds (73%) and campus security (71%).
- In terms of enrollment services, students are satisfied or very satisfied with registration procedures (66%).
- In terms of computer services, students are satisfied or very satisfied with availability of wireless Internet access (75%) and computer lab hours (73%).
- The majority of students are satisfied or very satisfied with their overall academic experience (71%), value of education (66%), and overall social experience (59%).
- If they were to start over, 77% of students would probably or definitely chose to attend John Jay again.