

Office of Institutional Research
John Jay College of Criminal Justice

**2010 CUNY Student Experience Survey
John Jay Responses**

Key Findings

The Office of Institutional Research and Assessment of the City University of New York administered its *CUNY Student Experience Survey* (SES) in spring 2010 to 17,000 undergraduate students from each of the 17 CUNY colleges. The survey asked students to evaluate experiences with courses, professors, college services, and other aspects of college life; additionally, students were asked to provide key demographic information. The *2010 CUNY Student Experience Survey* can be reviewed in its entirety at <http://oira.cuny.edu>.

A total of 1,000 students from John Jay were randomly selected to participate; and 262 John Jay students responded. Student responses from John Jay College were typical of the distribution of student responses across all 17 CUNY colleges.

The selected key results of John Jay respondents to the survey showed that:

- 32% stated ‘definitely yes’ and 42% stated ‘probably yes’ that they would start college over at John Jay if given the chance
- 74 % were satisfied with their overall academic experience at the college
- 29% reported working 21 or more hours per week for pay
- 60% agreed that courses were offered at times when they can take them; and 61% stated they were able to register for every course they wanted to take
- students were satisfied with faculty, especially with the ability of faculty to communicate clearly (79%) and the level of faculty preparedness (77%)
- students were generally satisfied with the college’s campus computer services, academic support services, and enrollment services.

Tables reflecting student characteristics of John Jay respondents and student satisfaction with college experiences follow.

Table 1. John Jay Student Characteristics

	John Jay
Demographic	
% Female	57%
% Underrepresented Minority (Black, Hispanic, American Indian/Alaskan Native)	67%
% Under Age 25	80%
Socioeconomic	
% Living with Parent(s)/Guardian(s)	72%
% Supporting Children	13%
% Household Income under \$30,000/year	49%
% First Generation in College	41%
Time Use	
% Working for Pay <u>21 hours or more per week</u>	29%
% Traveling to Campus <u>1-2 hours one way</u>	62%
% Providing Care for Others <u>6 or more hours per week</u>	38%
% Studying <u>6 or more hours per week</u>	65%
% Attending classes <u>6 or more hours per week</u>	86%

Figure 1. John Jay students choosing to attend the same college if starting over

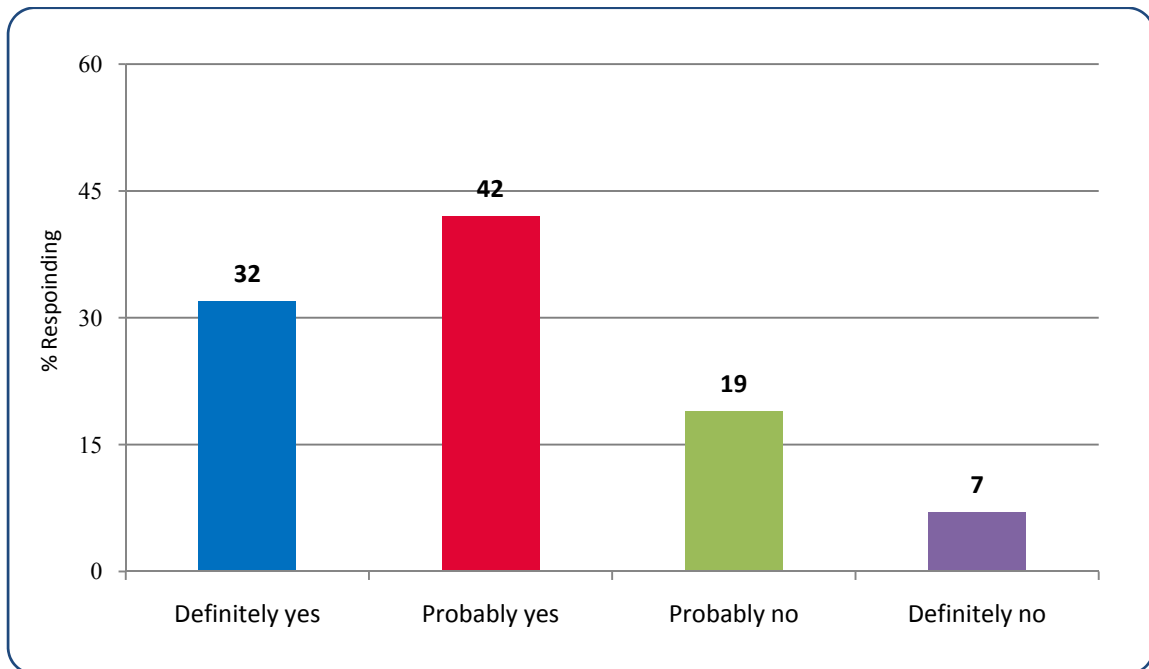
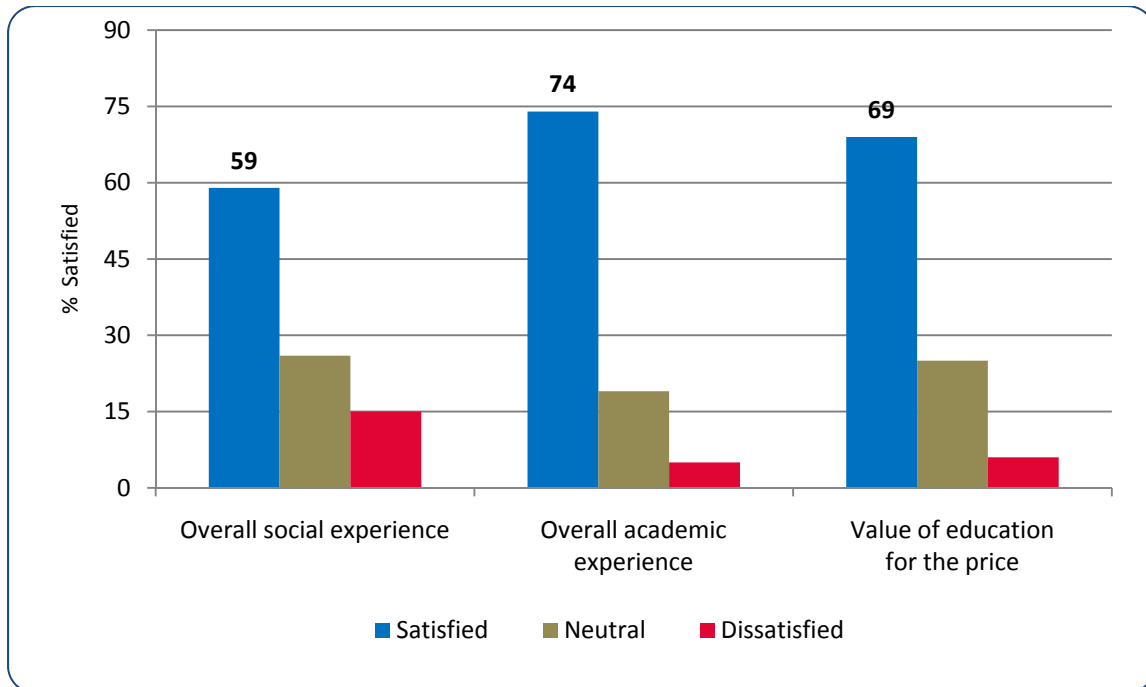
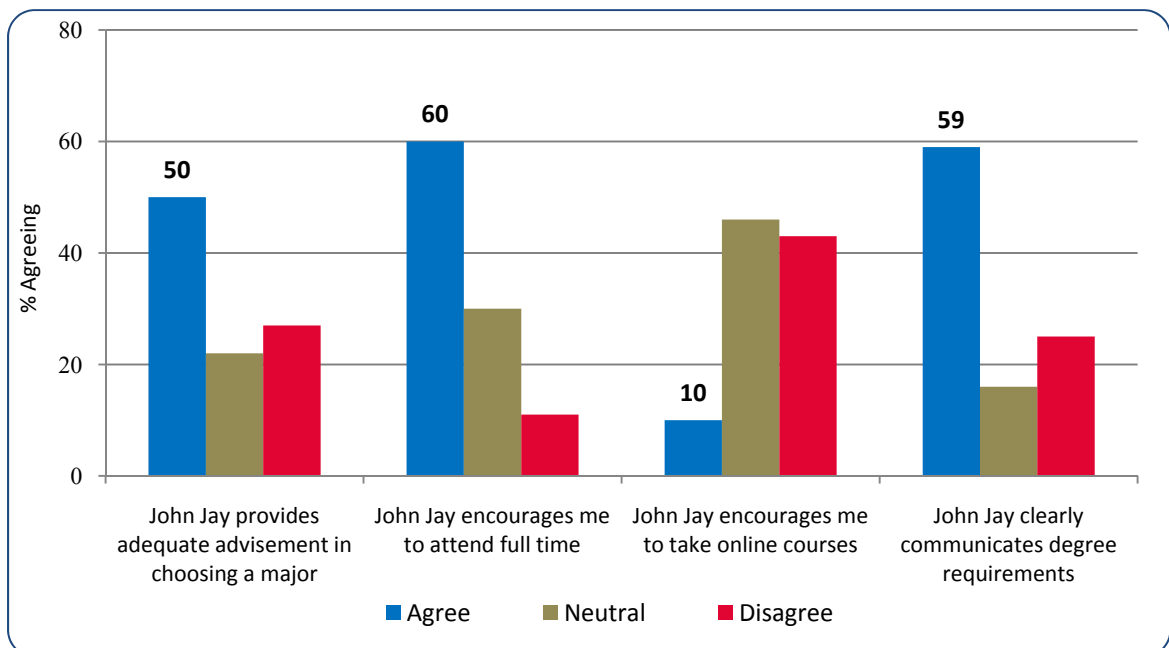


Figure 2. John Jay student satisfaction with overall college experiences



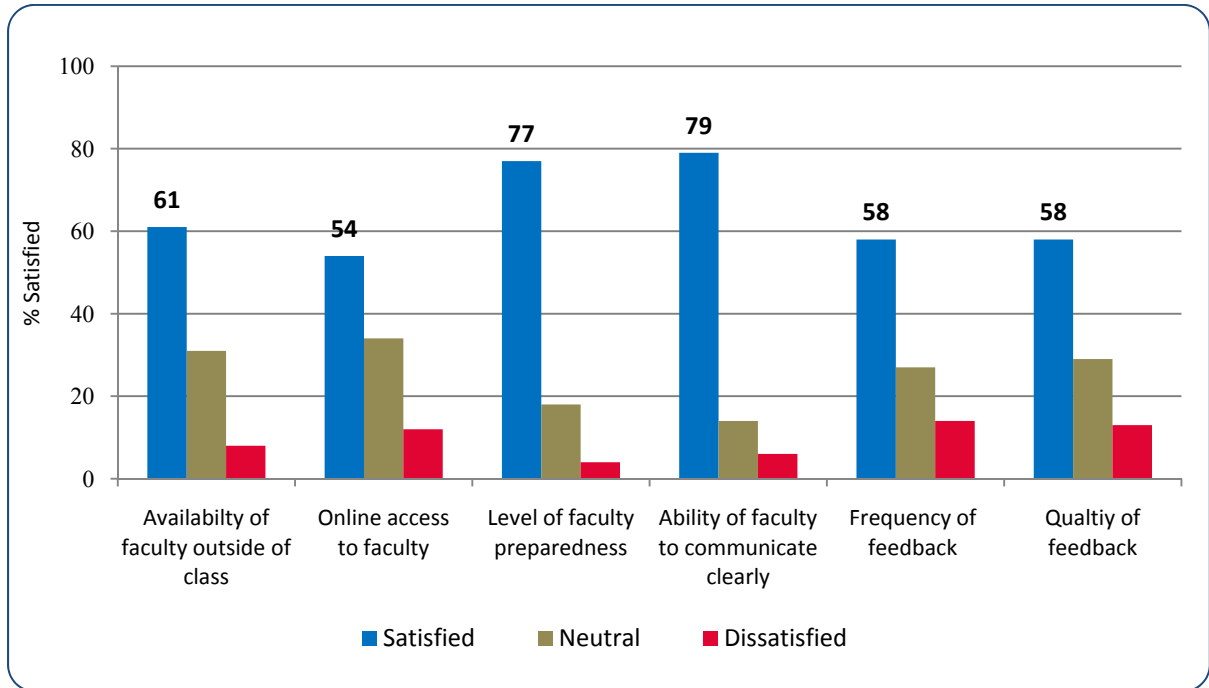
Note: Satisfied represents responses of *very satisfied* or *satisfied*. Dissatisfied represents responses of *very dissatisfied* or *dissatisfied*.

Figure 3. John Jay student agreement with college expectations and experiences



Note: Agree represents responses of *strongly agree* or *agree*. Disagree represents responses of *strongly disagree* or *disagree*.

Figure 4. John Jay student satisfaction with faculty



Note: Satisfied represents responses of *very satisfied* or *satisfied*. Dissatisfied represents responses of *very dissatisfied* or *dissatisfied*.

Table 2. Course Registration

Course Registration	John Jay
I was able to register for every course I wanted	61%
I <i>could not register</i> for (multiple responses allowed):	
A course satisfying a Gen Ed requirement	18%
A course required to enter my major	8%
A course required for my major, itself	21%
A course required to graduate	9%
An elective	12%
I <i>was not able to register</i> for the course because:	
No seats were available at any time	31%
Seats were available but not when I could take the class	32%
Seats were available but not when I wanted to take the class	9%
Could not get necessary permission to take the class	11%
The course was not offered this semester	18%
I would like my college to offer:	
More courses in the evening	49%
More hybrid courses	51%

Table 3. John Jay student satisfaction

	John Jay
Academic Support Services	
Academic Advising	57%
Tutoring Services	59%
Library Services	74%
Science Labs	55%
Learning Labs	62%
Campus Computing in general	75%
Computer Lab Availability	63%
Enrollment Services	
Admissions Process	65%
Registration Procedures	65%
Financial Aid Services	49%
New Student Orientation	63%
Support Services	
Personal Counseling	41%
Career Planning & Placement	35%
Children's Center	42%
Services for students with disabilities	48%
Services for international students	44%
Services for veterans	46%
Student Activities	
Student Organizations (e.g., clubs)	53%
Intramural athletic offerings	42%
Facilities and Security	
Athletic Facilities	54%
Study Areas	55%
Conditions of buildings and grounds	57%
Campus Security	56%

Note: Satisfied represents responses of *very satisfied* or *satisfied*.