

Texas College Student Wellness

Fall 2021 Survey Results for Texas Community Colleges

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Student Financial Wellness Survey

- Survey launched on October 25, 2021
- Open for three weeks
- 24 Texas community colleges participated

Survey Metrics	
Survey Population	253,898 students
Responses	19,353 students
Response Rate	7.6%
Completion Rate	78%
Median Time Spent	14 minutes

Report Sections

- Perceptions of Institutional Support
- Paying for College
- Student Debt, Credit Card Use, and Risky Borrowing
- Financial Security
- Basic Needs Security
- Mental Health Challenges

Overall Net Promoter Score

Net Promoter Score		
Q22: How likely is it that you would recommend your school to a friend or family member?		
	Texas Community Colleges	All Public 2-year
Promoters (Score 9-10)	58%	58%
Passives (Score 7-8)	28%	29%
Detractors (Score 0-6)	14%	14%
Net Promoter Score (NPS)	44.78	43.69
	n=18,433	n=42,178

Net Promoter Score by Groups

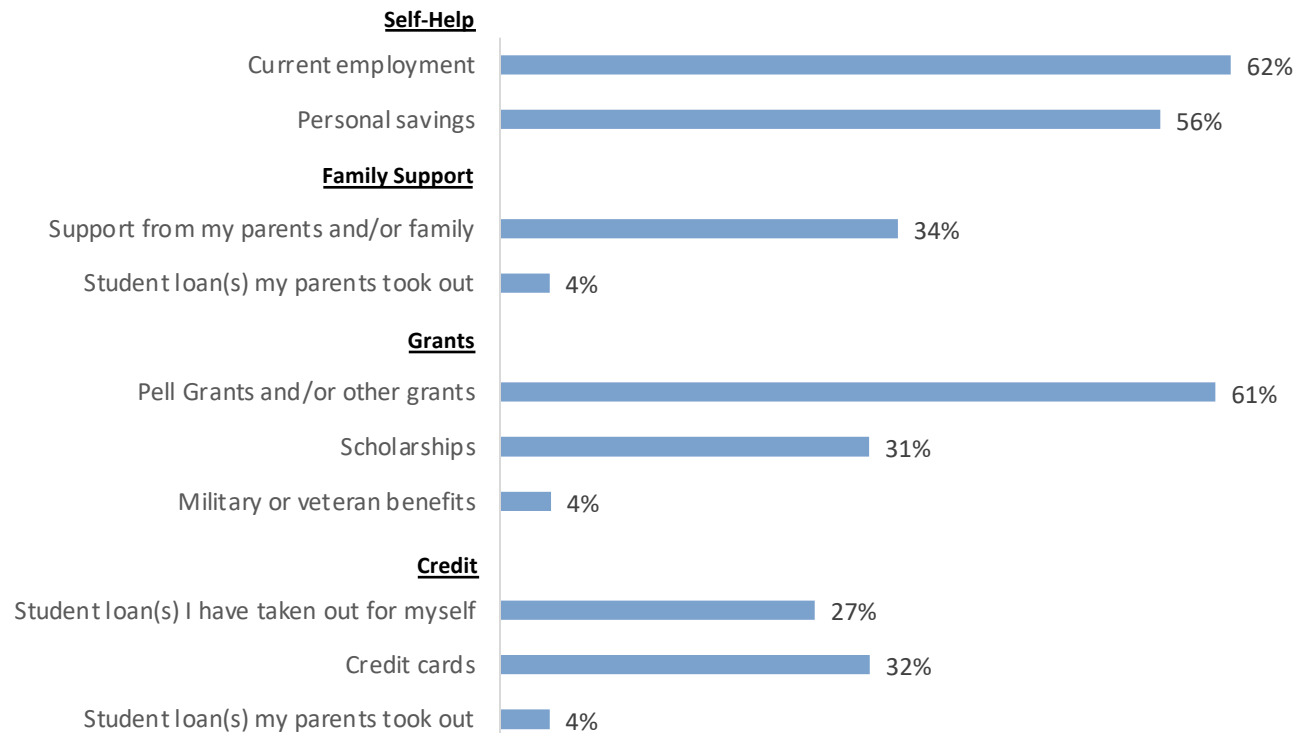
Net Promoter Score by Select Student Characteristics

Q22: How likely is it that you would recommend your school to a friend or family member?

	Austin Community College	All Public 2-year
Students reporting struggling financially	42.81	40.40
Students with any basic needs insecurity	43.08	41.06
Students who borrowed student loans	44.32	40.70
Students who believe their school is aware of their financial struggles	56.29	55.10
Students who do not believe their school is aware of their financial struggles	29.14	27.99

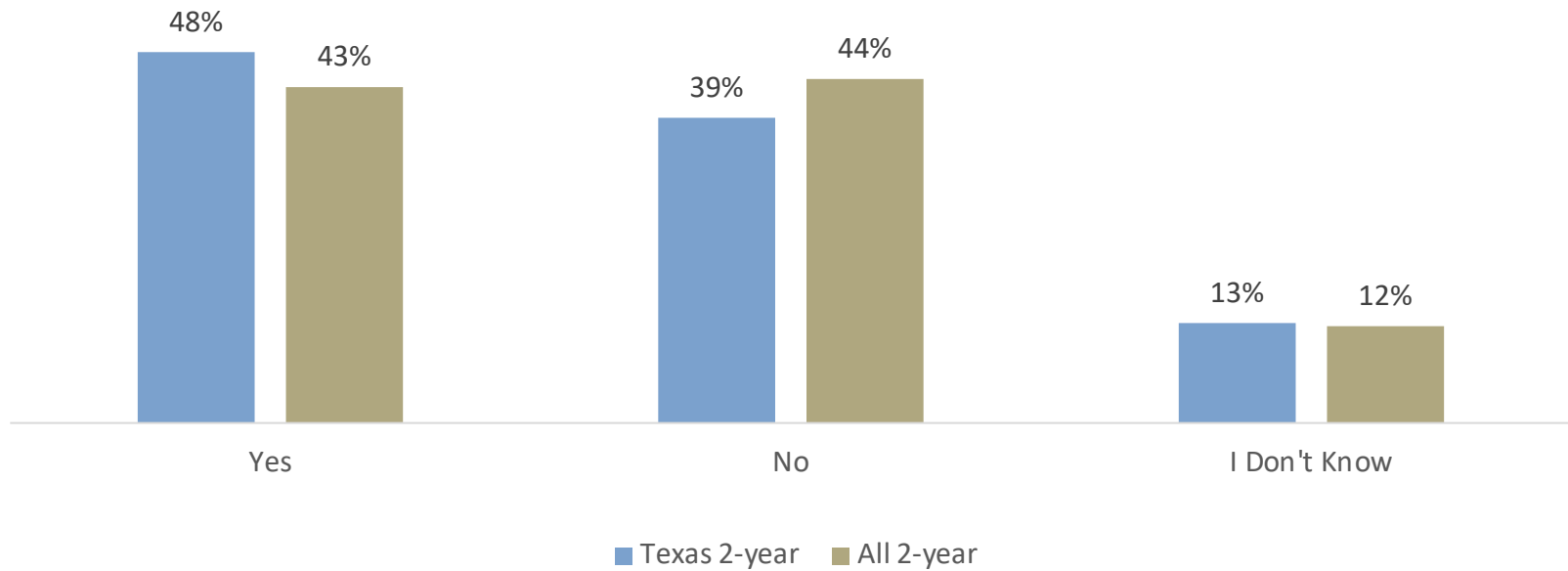
Paying for College

Q24-32: Do you use any of the following methods to pay for college? Respondents who answered 'Yes'



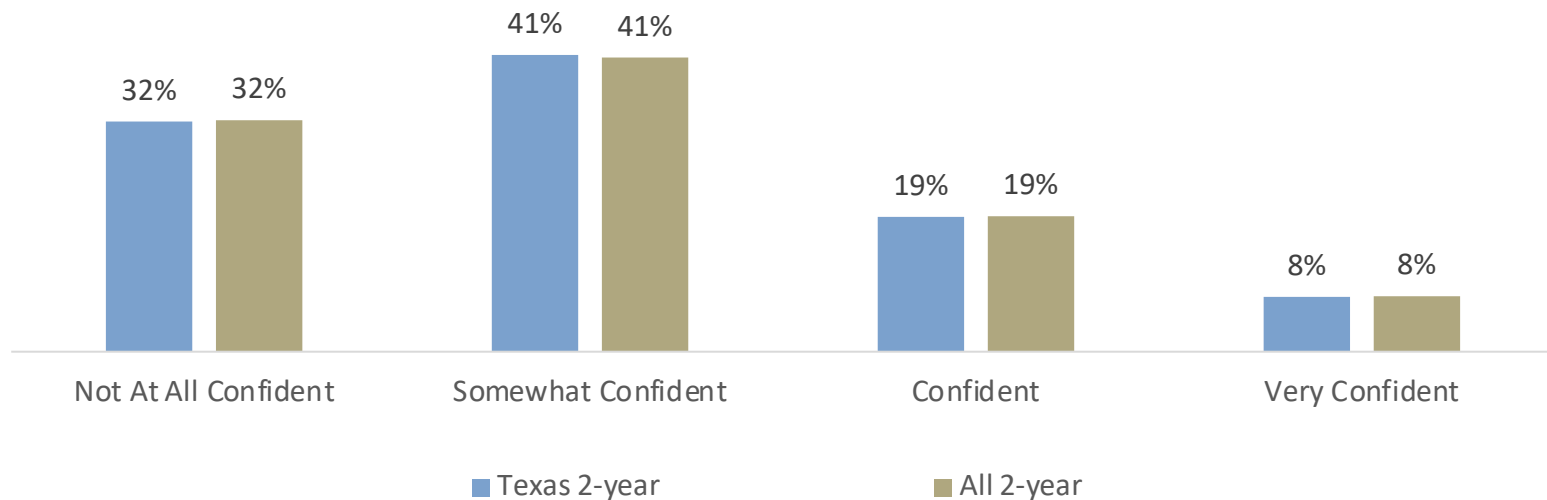
Emergency Aid

Q33: Since January 1, 2021, have you received emergency aid from your institution?



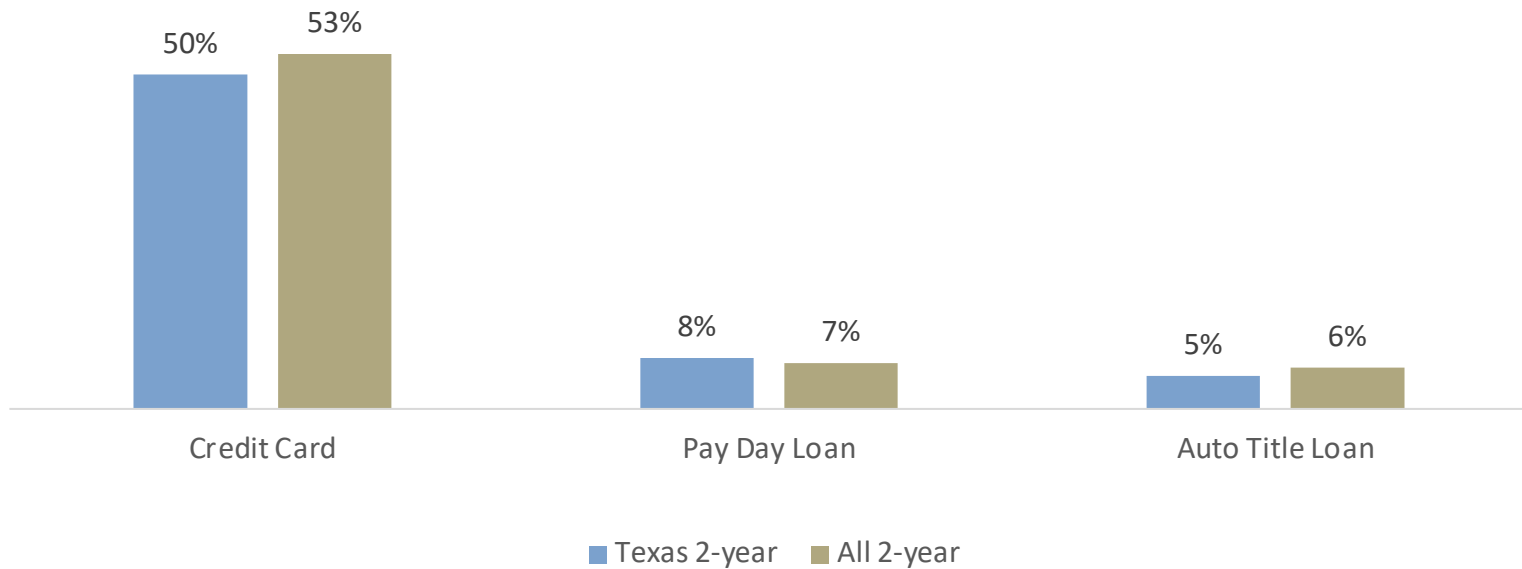
Repayment Confidence

Q76: How confident are you that you will be able to pay off the debt acquired while you were a student? (of those who indicated having a student loan they took out for themselves)



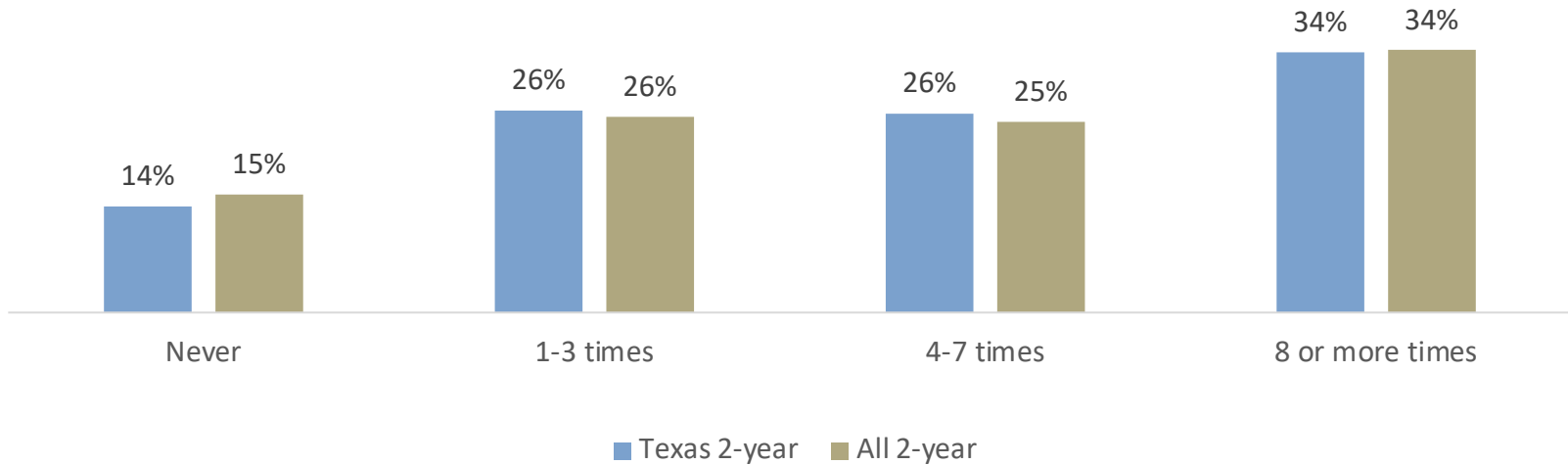
Use of Credit

Q61-63: Since January 1, 2021, have you used the following borrowing sources?
Respondents who answered 'Yes'



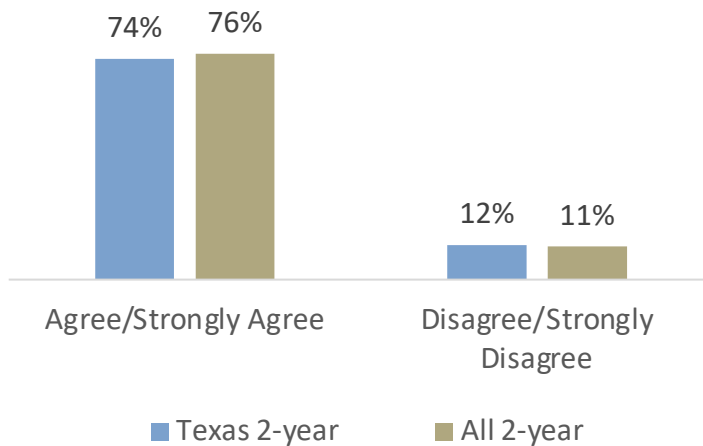
Credit Card Use

Q65: Since January 1, 2021, approximately how many times did you use a credit card for something you didn't have money for? (of those who borrowed on a credit card)



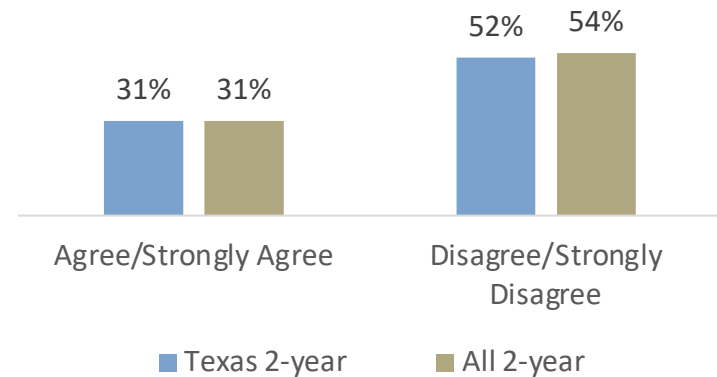
Credit Card Payment

Q66: I always pay my credit card bill on time.* (of those who borrowed on a credit card)



*Responses indicating 'Neutral' are not shown

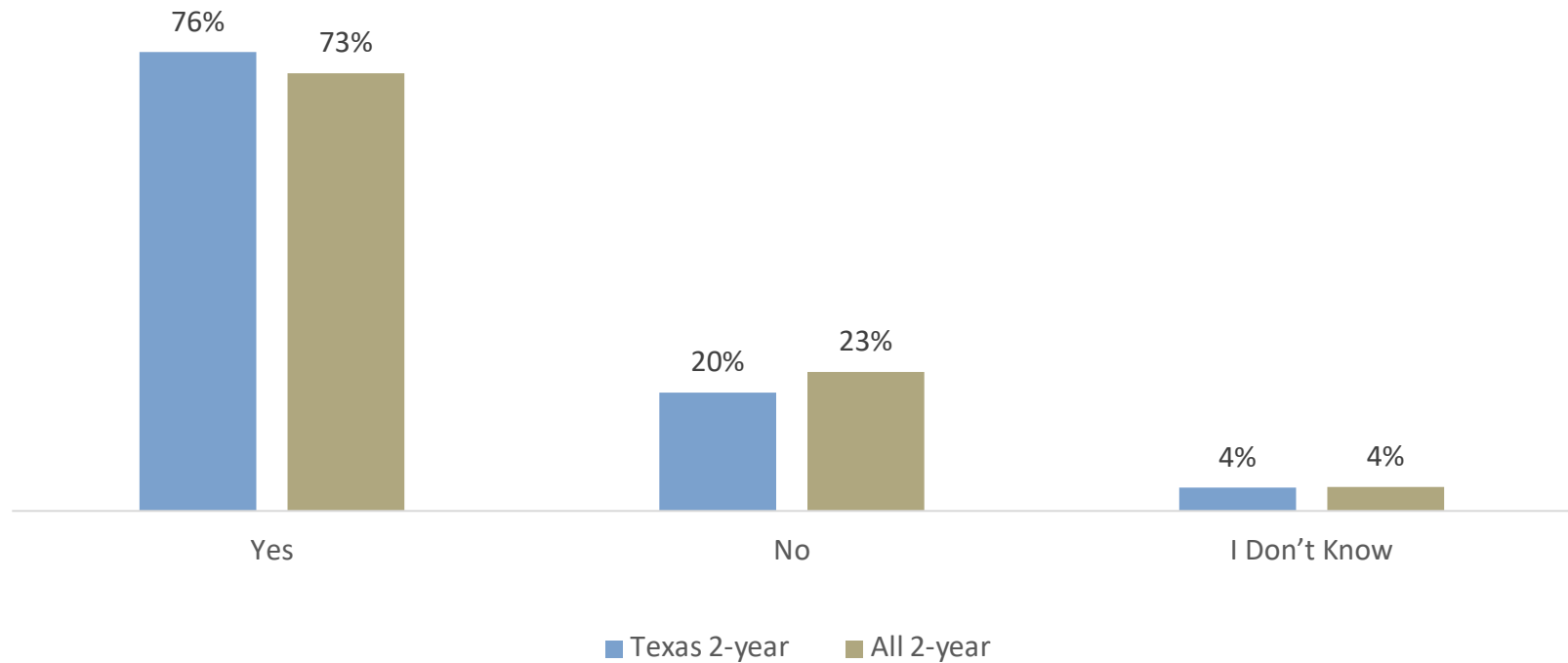
Q67: I fully pay off my credit card balance each month.* (of those who borrowed on a credit card)



*Responses indicating 'Neutral' are not shown

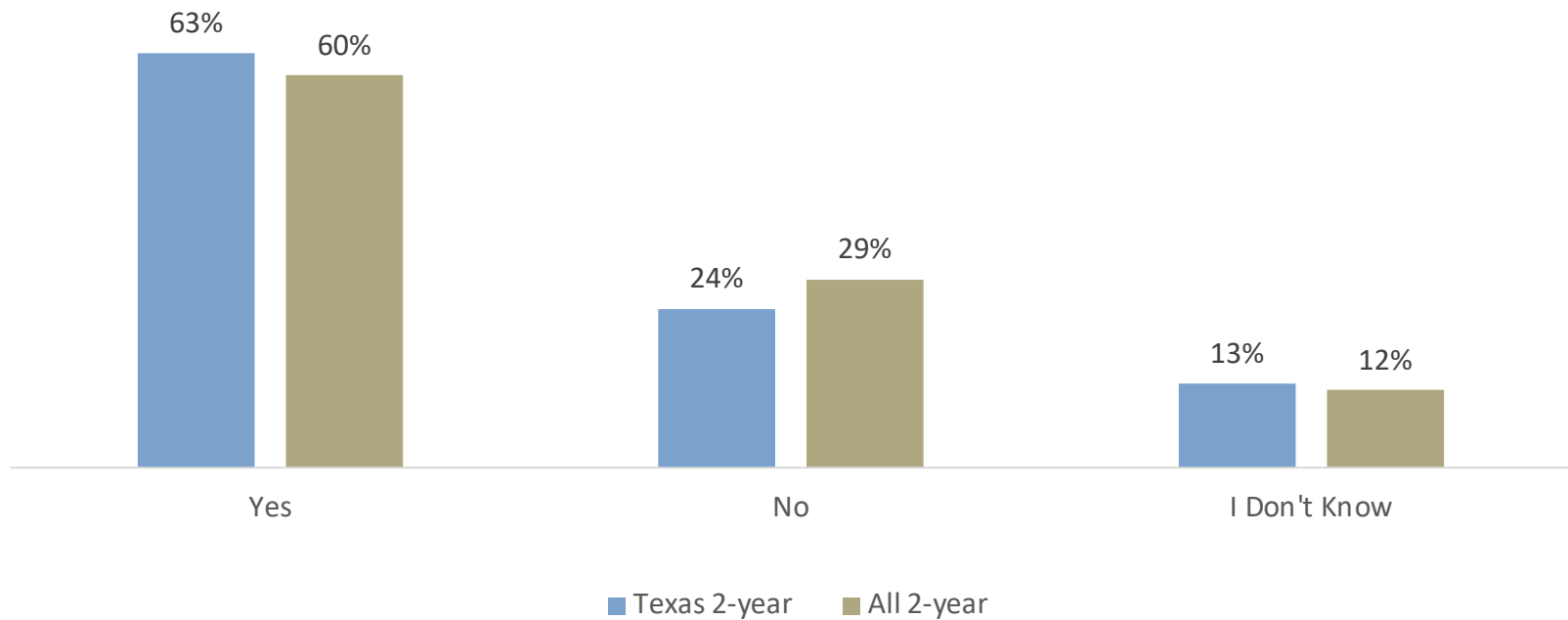
Experienced Financial Challenges

Q1: While in college, have you experienced financial difficulties or challenges?



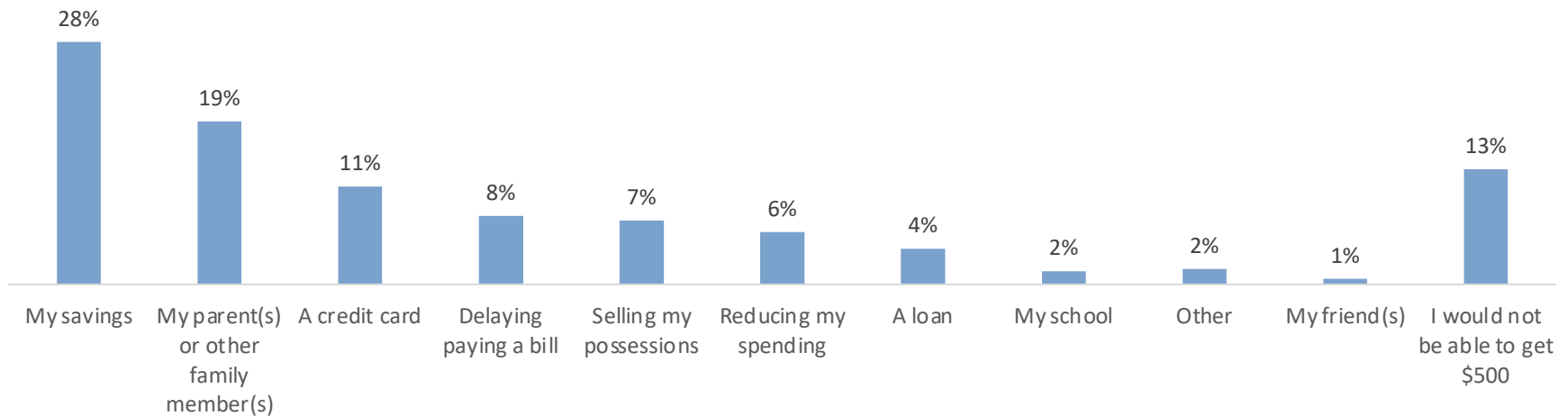
Unexpected Expenses

Q41: Would you have trouble getting \$500 in cash or credit in order to meet an unexpected need within the next month?



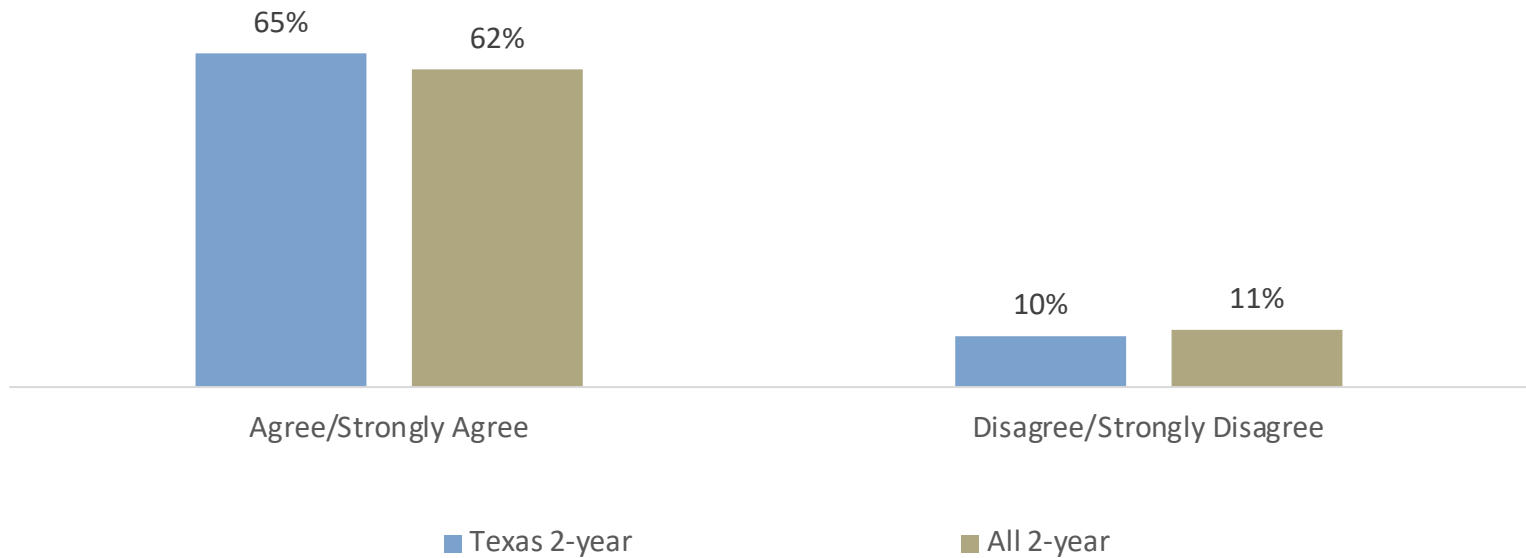
Resources for Unexpected Expenses

Q42: Imagine that you had to pay a \$500 cost unexpectedly in the next month. In this situation, which of the following resources would you turn to first?



Use of Financial Services

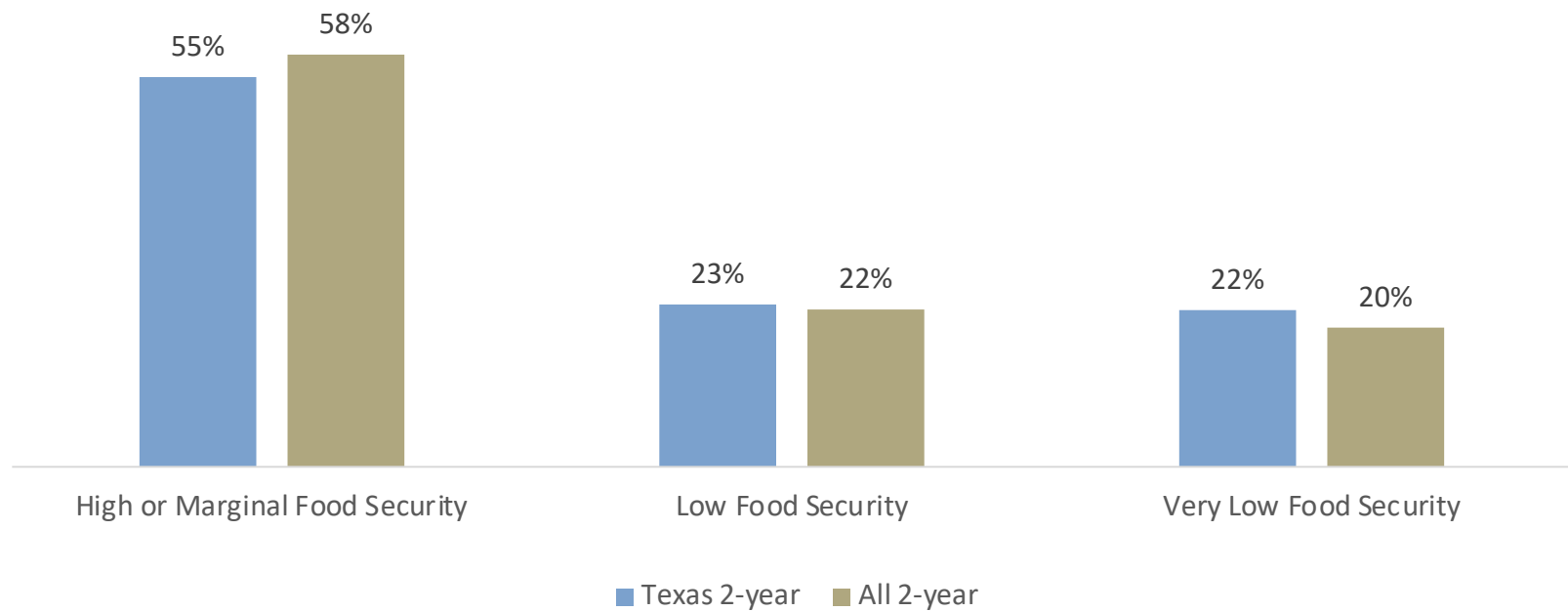
Q5: I would use financial support services (such as one-on-one coaching from a trained expert) if offered by my school.*



*Responses indicating 'Neutral' are not shown

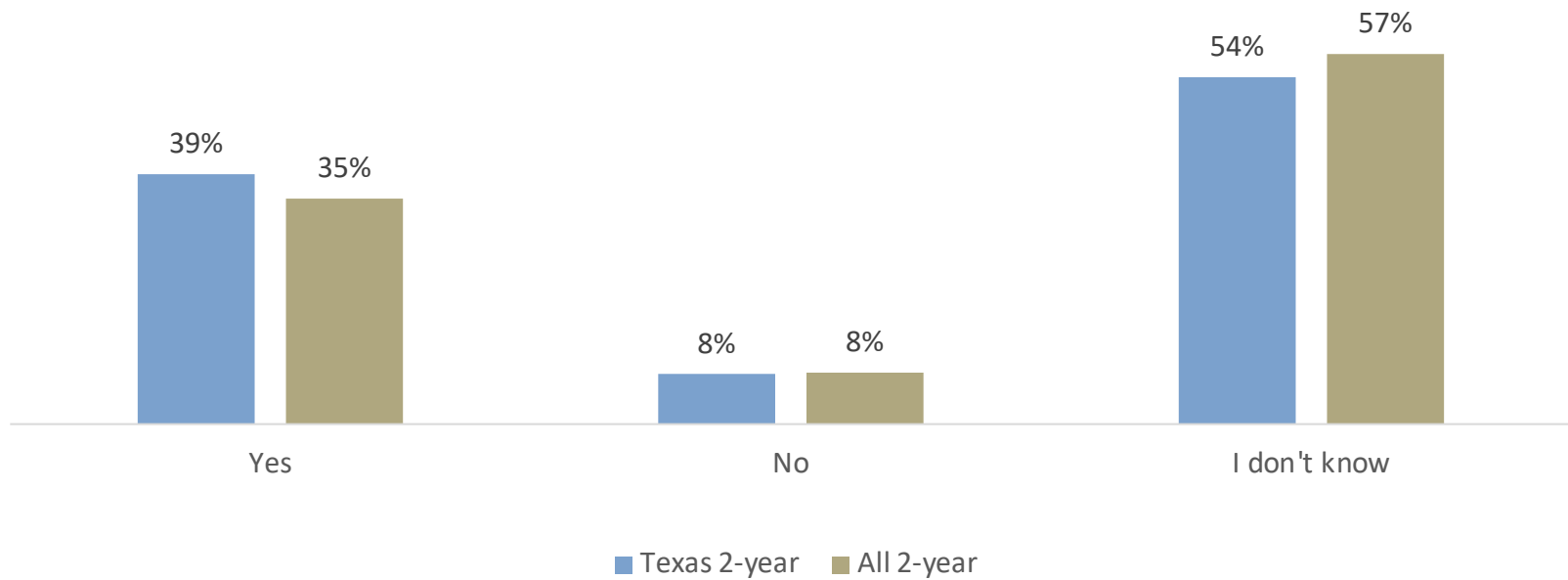
Food Security

Q84-89: USDA Food Security Scale (30-Day)



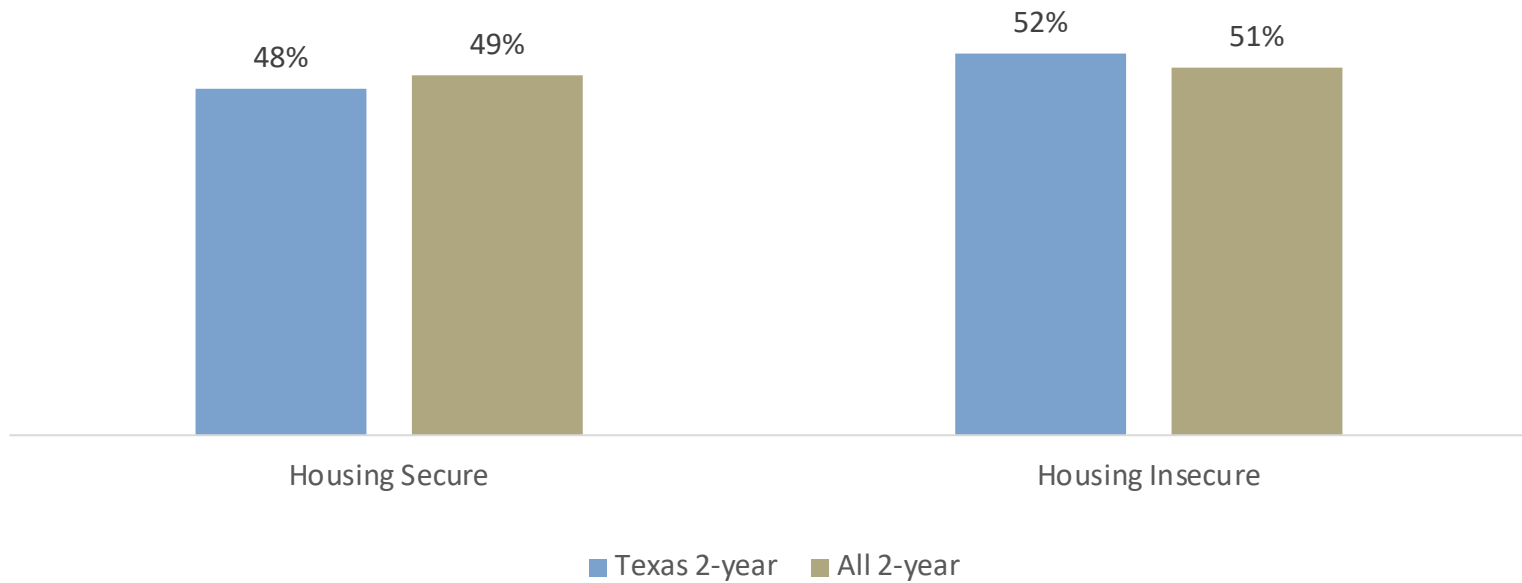
Campus Food Pantry

Q90: Does your school have a food pantry or food closet on campus?



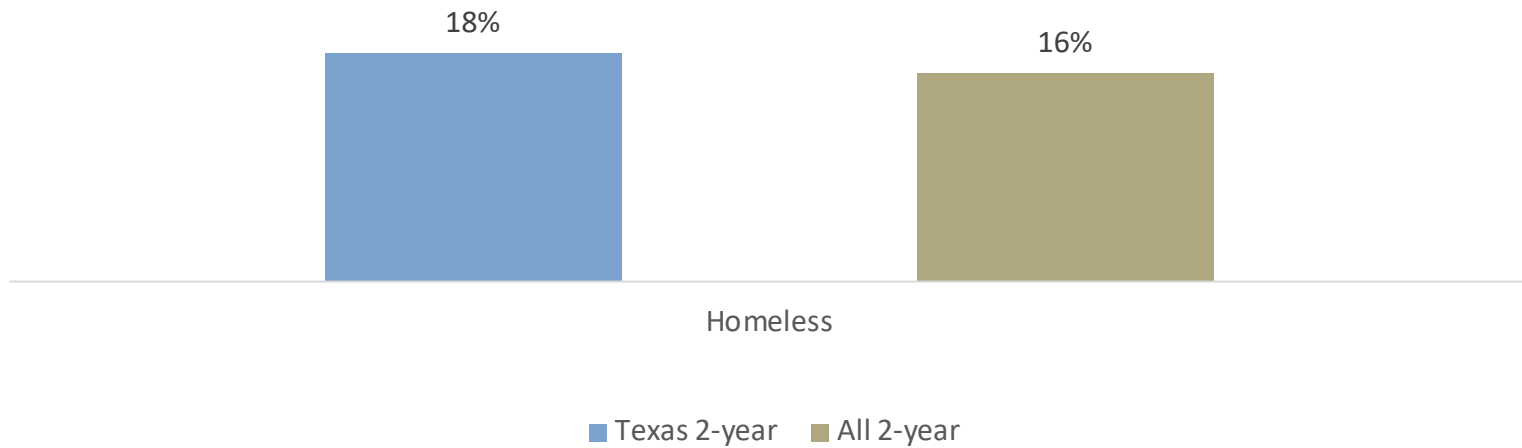
Housing Security

Q93-98: Housing Security Scale



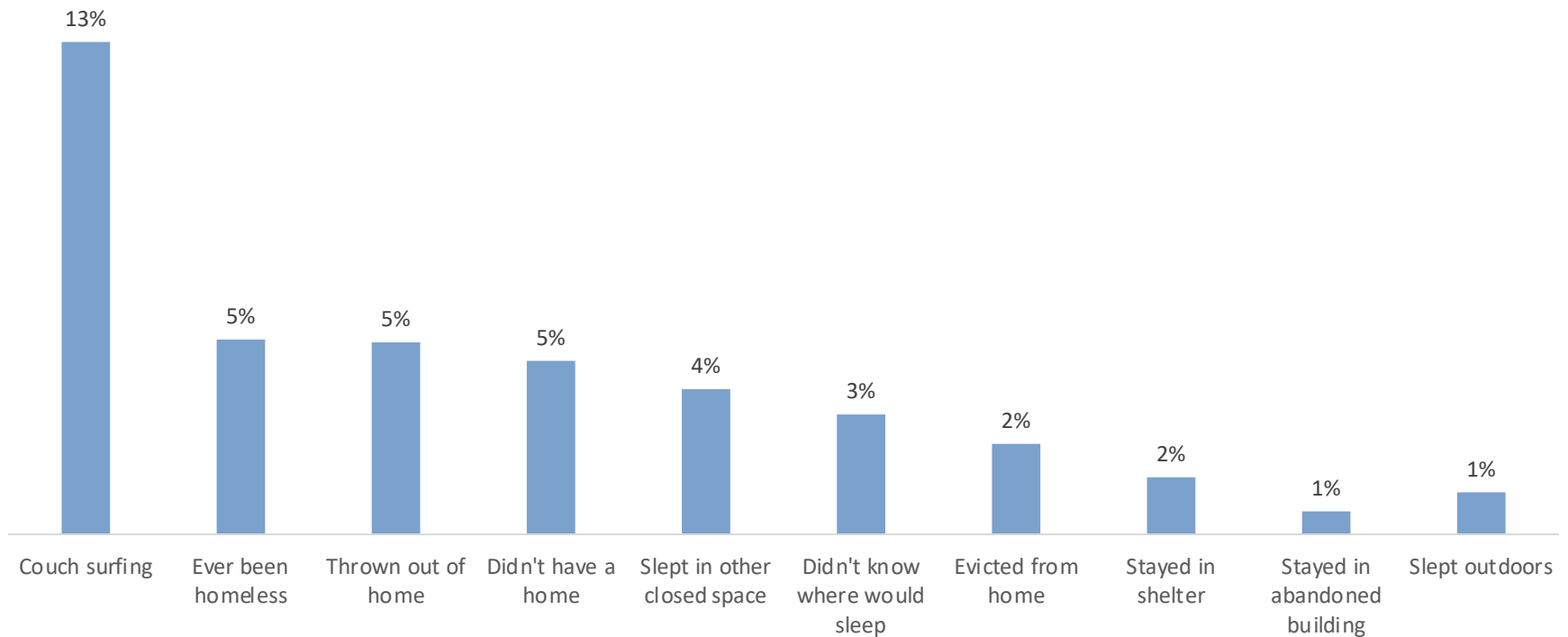
Homelessness

Q99-108: Homelessness Scale



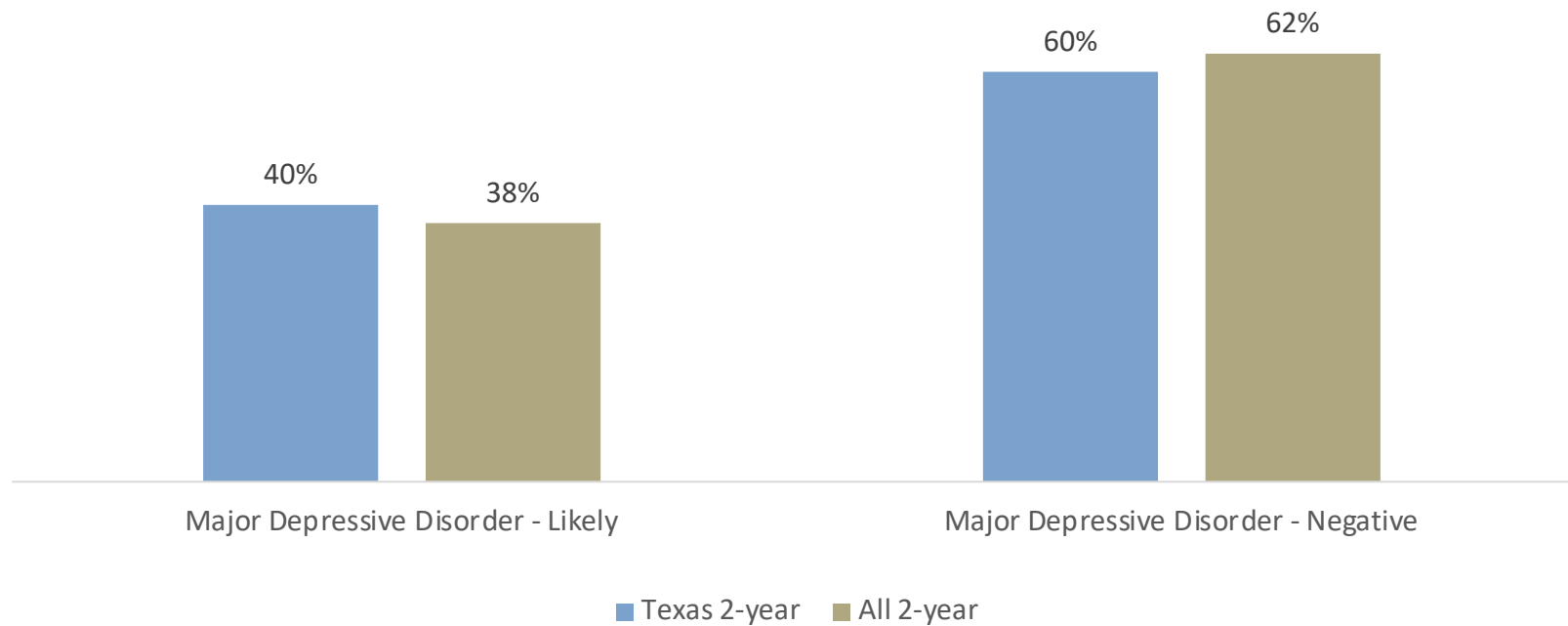
Homelessness Scale

Homelessness Scale Questions



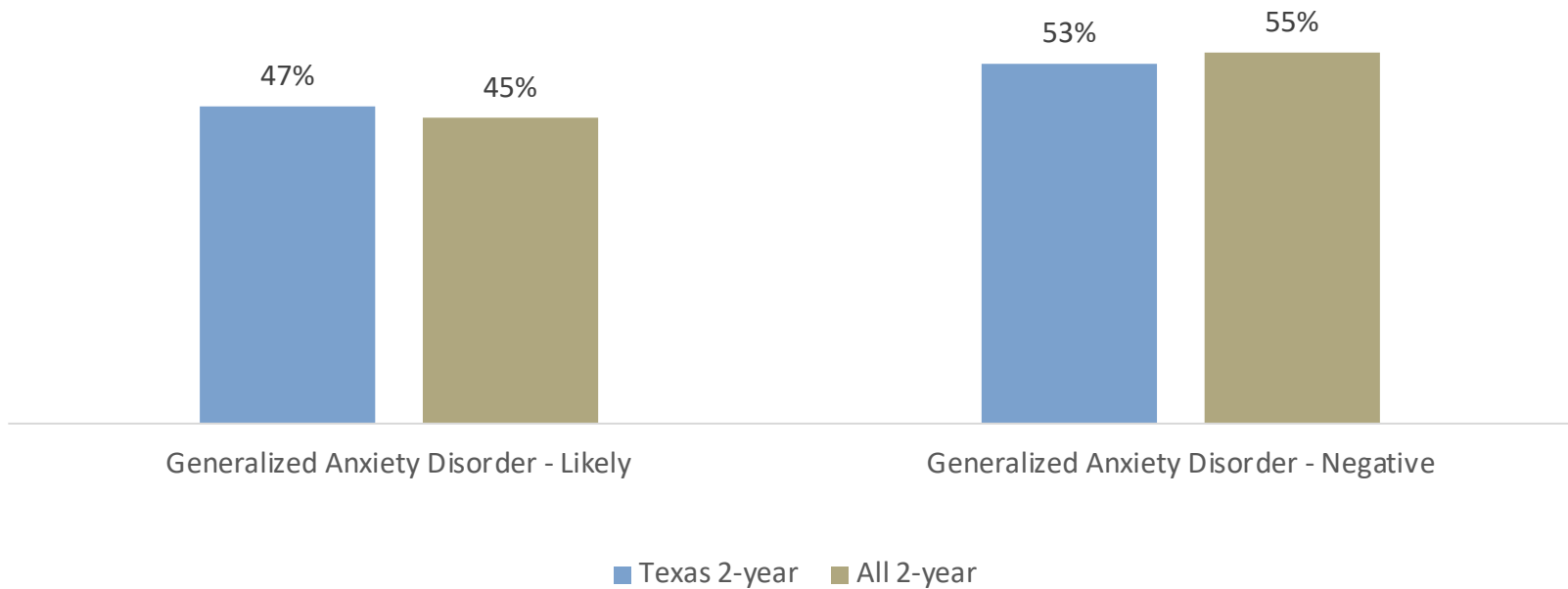
Patient Health Questionnaire Scale

Q80-81: Patient Health Questionnaire-2 (PHQ-2)



Generalized Anxiety Disorder Scale

Q82-83: Generalized Anxiety Disorder 2-item Scale (GAD-2)



Fall 2022 Survey

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- Recruitment for the Fall 2022 survey will start in the spring.
 - Please let us know at any time if you are interested in participating or know anyone who would benefit from the survey!



Karen Serna

Director, Student Money Management Office

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Financial Wellness Survey



68% of students
**WORRY ABOUT HAVING
ENOUGH MONEY**
to pay for school



54% of students have
RUN OUT OF MONEY
3 or more times
in the past year **x3**



- Provided evidence for what we knew anecdotally
- Facilitated conversations at our institution
- Helped solidify support (and funding) for our programming

Preparing for Financial Emergencies



59% of students say they would have **TROUBLE GETTING \$500** in cash or credit to meet an unexpected need within the next month

- Let's prepare students for a **financial emergency**
- Partnership with a local credit union
- Earn up to \$100 in cash incentives
- 712 students have a collective balance of \$488,477.84

Addressing Food Insecurity

21%  of students show signs of **VERY LOW FOOD SECURITY** according to the USDA scale
(skipping meals, eating less or less nutritious food)

- **Food pantries on every campus in the Student Life Office**
- **Central Texas Food Bank distribution to ACC students**
- **Regular communication to students during pandemic about food resources, including expanding SNAP eligibility**

Student Advocacy Resource Center

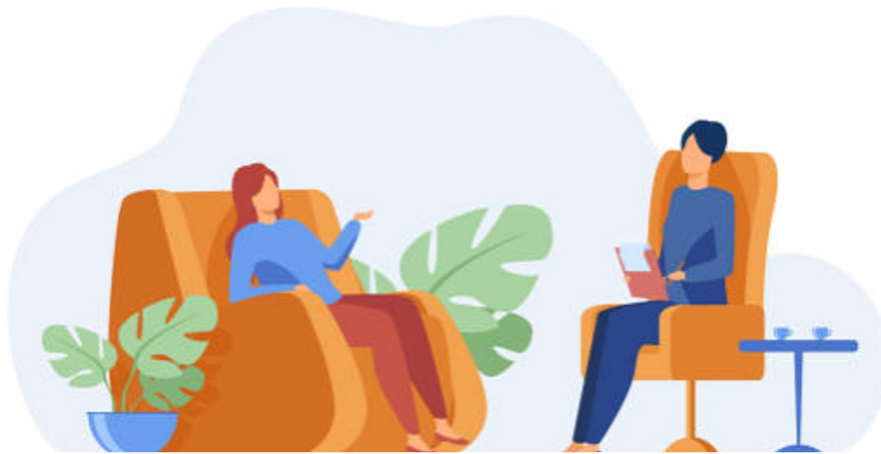
58 % of students show
SIGNS OF HOUSING INSECURITY
(struggling to pay rent/utilities or the need to move frequently)



- Direct links to affordable housing
- Transportation & mobility options
- Access to state benefits (TANF, WIC, SNAP, Medicaid)
- Food and household items
- Grab-and-go meals

GRAYSON COLLEGE

COUNSELING AND SOCIAL
SERVICES



Emergency Aid

Could Access \$500 in an Emergency	Grayson College	All Community Colleges
2018	80%	66%
2021	64%	60%

Food Insecurity

Low to Very Low Food Insecurity	Grayson College	All Community Colleges
2018	53%	55%
2021	46%	42%

Food Insecurity

Couldn't Afford to Eat Balanced Meals	Grayson College	All Community Colleges
2018	60%	33%
2021	52%	29%

Housing Insecurity

Housing Insecure	Grayson College	All Community Colleges
2018	52%	53%
2021	55%	51%

EMERGENCY AID

- 192 Emergency Aid Applications = Fall 2021 to March 2022 (101 have received EA)
- 768 Emergency Aid Applications=Fall 2020 to August 2021
- 520 Emergency Aid Applications= Fall 2019 to August 2020

Emergency Aid Awards By Semester and the Percentage Who Earned Cumulative GPA of 2.0 or Higher

	# Receiving EA	% Earning Cumulative 2.0 GPA
Fall 2019	26	86%
Spring 2020	145	84%
Summer I 2020	46	87%
Summer II 2020	65	86%
Fall 2020	200	91%
Trellis/THECB	33	88%
Spring 2021	43	98%

Emergency Aid Awards By Semester and the Percentage Who Earned Cumulative GPA of 2.0 or Higher

	# Receiving EA	% Earning Cumulative 2.0 GPA
Fall 2020	200	91%
Spring 2021	43	98%
Summer I 2020	4	100%
Summer II 2020		
Fall 2021	63	90%

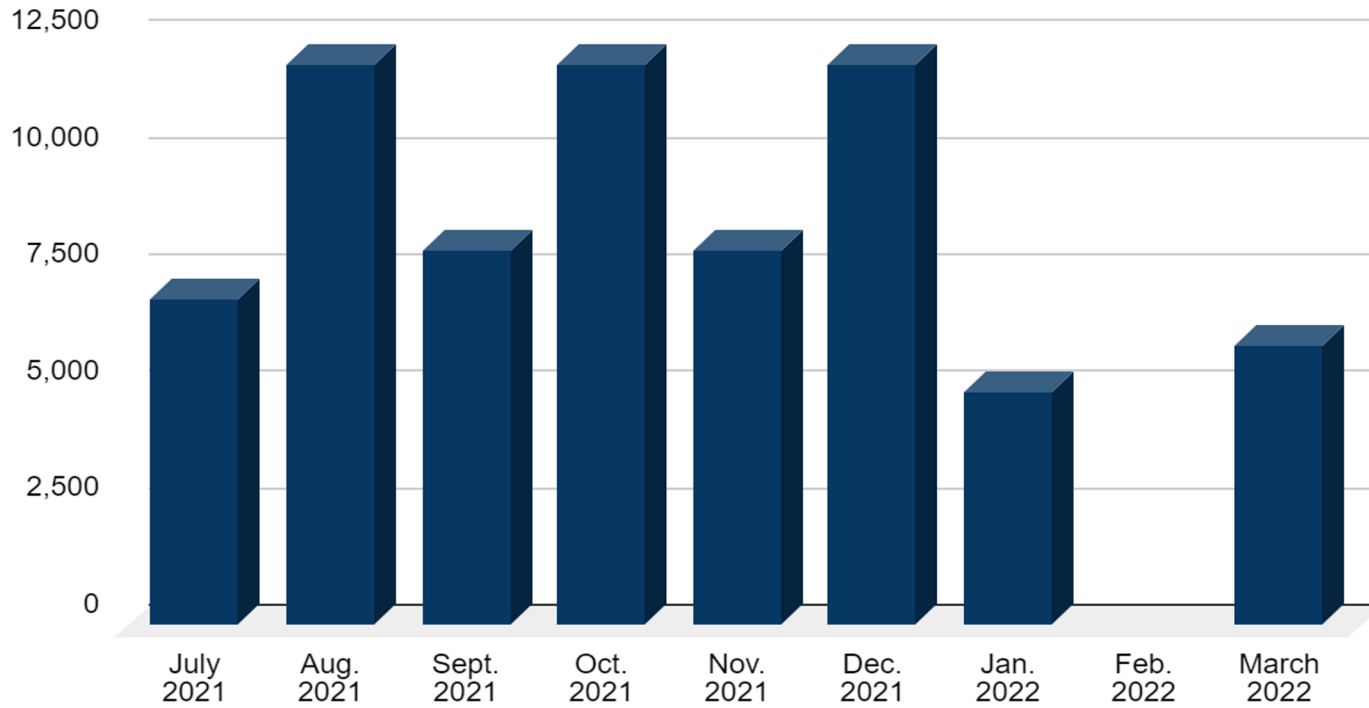
COMMUNITY RESOURCES

- ▶ Meet monthly with Social Service Agencies from Grayson, Fannin, and Cooke Counties;
- ▶ Collaborate with St. Luke's Food Ministry for referrals;
- ▶ Referrals to St. Vincent DePaul Ministry;
- ▶ Referrals to Lakeway Samaritan for assistance with medical & utilities;
- ▶ Referrals to Texoma Council of Government for Utility and Tuition Assistance;
- ▶ Referrals to Nietling Family Eye Care;
- ▶ Diaper Bank;
- ▶ Snap;
- ▶ TAPS for Public Transportation Assistance;
- ▶ Urgent Care of Texoma for medical care;
- ▶ Goodyear Tire & Service;
- ▶ Chaks Automotive;
- ▶ Salvation Army;
- ▶ Family Promise

Catholic Charities of Dallas and The North Texas Food Bank



Pounds of Food



Mobile Food Pantry

Recipients

Ada's Ministry

9.8%

Crisis Center

1.7%

Denison Ministry

12.9%

St. Luke's

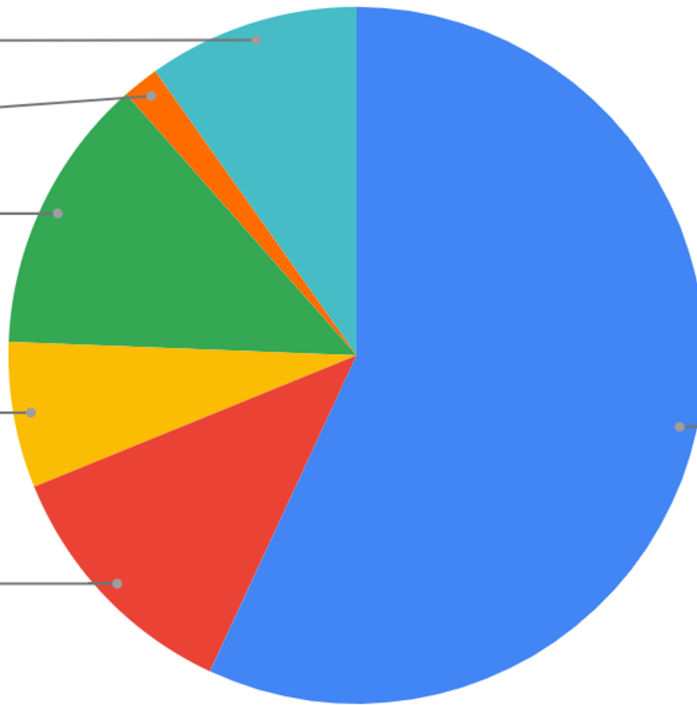
6.8%

Seniors

11.9%

Children

56.9%



Mobile Food Distribution

	Jul. 21	Aug. 21	Sept. 21	Oct. 21	Nov. 21	Dec. 21	Jan. 22	Feb. 22	Mar. 22	
Children		186	166	186	541	467	135	0	99	
Seniors		45	34	51	40	78	42	0	62	
St. Luke's		70				60	60	0	10	
Denison Ministry	0	70	60	70		60	60	0	60	
Crisis Center	10					25	0	0	15	
Ada's Ministry	0	80	80	50		40	0	0	40	
Boys & Girls Club	0	0				0	0	0	0	
Pounds of Food	7000	12,000	8000	12,000	8000	12,000	5000	0	6000	70,000
Total Individuals	205	590	593	365	940	856	413	0	383	4,345

GAS CARDS

➤ Fall 2020	82 Cards	\$820.00
➤ Spring 2021	50 Cards	\$500.00
➤ Fall 2021	91 Cards	\$910.00
➤ Spring 2022	72 Cards	\$720.00

LAPTOP LOANER PROGRAM

- **58 of the 60 available laptops are checked out**

PERSONAL COUNSELING APPOINTMENTS

➤ **FALL 2020-2021-139
SESSIONS**

Student Financial Wellness Survey

San Jacinto College

Survey Metrics	
Survey Population	24,681 students
Responses	1,979 students
Response Rate	8.0%
Completion Rate	79%
Median Time Spent	15 minutes

Demographics

San Jacinto College



Survey Respondents

Hispanic/Latino	62%
White	19%
Black/African American	10%
Asian, Hawaiian, or Pacific Islander	5%
International	1%

Demographics

San Jacinto College



SURVEY RESPONDENTS

Female	75%
Male	25%
Full-time/Part-time	37%/63%
Average Age	24.5
1st Year (<30 credits)	64%

Net Promoter Score by Select Characteristics



San Jacinto College

SURVEY RESPONDENTS

Students reported struggling financially	45.44
Students with basic needs insecurity	45.12
Students who borrowed student loans	37.60
Students who believe their school is aware of their financial struggles	53.02
Students who do not believe their school is aware of their financial struggles	40.32

Projects-in-Progress

San Jacinto College



Student services
training for faculty



FAFSA nights



Financial literacy events



Basic needs insecurities
faculty stories



Group share events
hosted by counselors

Guided Access Equals Success

San Jacinto College

PERSONAL SUPPORT RESOURCES
Click the icons for access to detailed information.

Ways to Connect 	Technology Help 	Virtual Appointment
Mental Health Counseling 	Foster Care Liaisons 	Coat Rack
Student Engagement & Activities 	Education, Equity & Excellence E³	
Housing Resources 	Accessibility Services 	Food Market
Transportation Resources 	Healthcare Resources 	

STUDENT SUPPORT RESOURCES

Advising Services 	International Services 	Veteran Services 	Career Services
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FINANCIAL RESOURCES

Financial Literacy 	Open Books
Child Care Assistance Technical Programs C45.1107-f patricia.mcgeewelch@sjcd.edu 	Child Care via Financial Aid
Emergency Tuition Loans Cares Act Funding	Financial Aid
Scholarships 	Financial Aid Application Help

INSTRUCTIONAL RESOURCES

Success Center Tutoring 	iConnect Centers 	Library 	Smartthinking Tutoring
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The San Jacinto College District is committed to equal opportunity for all students, employees, and applicants without regard to race, creed, color, national origin, citizenship status, age, disability, pregnancy, religion, gender, sexual orientation, gender expression or identity, genetic information, marital status, or veteran status in accordance with applicable federal and state laws. The following College official has been designated to handle inquiries regarding the College's non-discrimination policies: Vice Chancellor of Human Resources, 4624 Fairmont Pkwy., Pasadena, TX 77504-2811 991-2659; Sandra.Ramirez@sjcd.edu