

# Texas College Student Wellness

Fall 2021 Student Financial Wellness Survey Results  
for Texas Community Colleges



# 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

# Agenda

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

# Institutional Perceptions and Paying for College



# 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

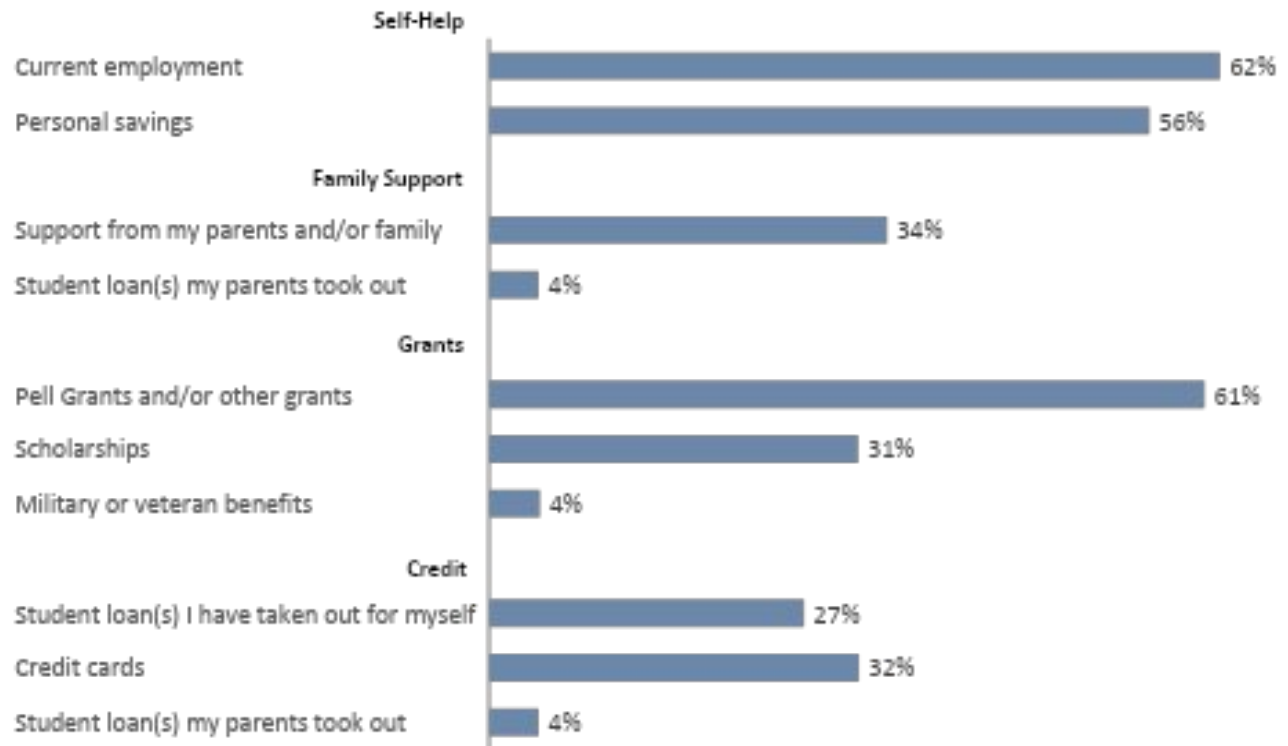
## Net Promoter Score by Select Student Characteristics

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

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

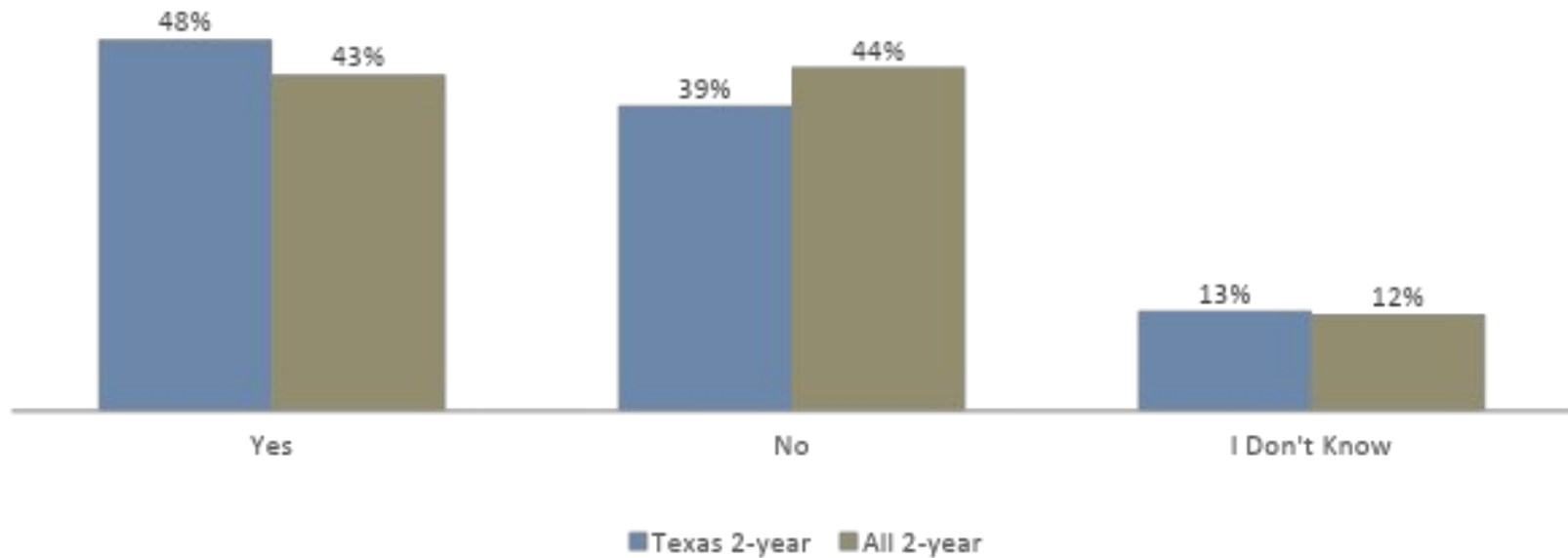
# Paying for College

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



# Emergency Aid

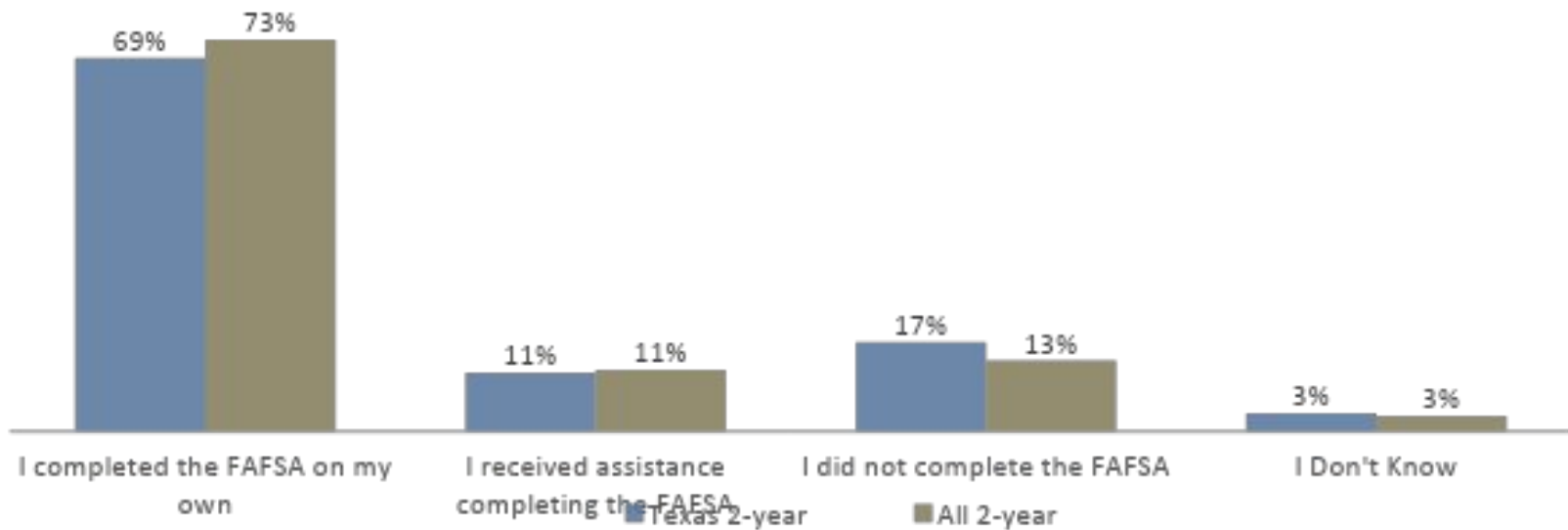
Q33: Since January 1, 2021, have you received emergency aid from your institution?





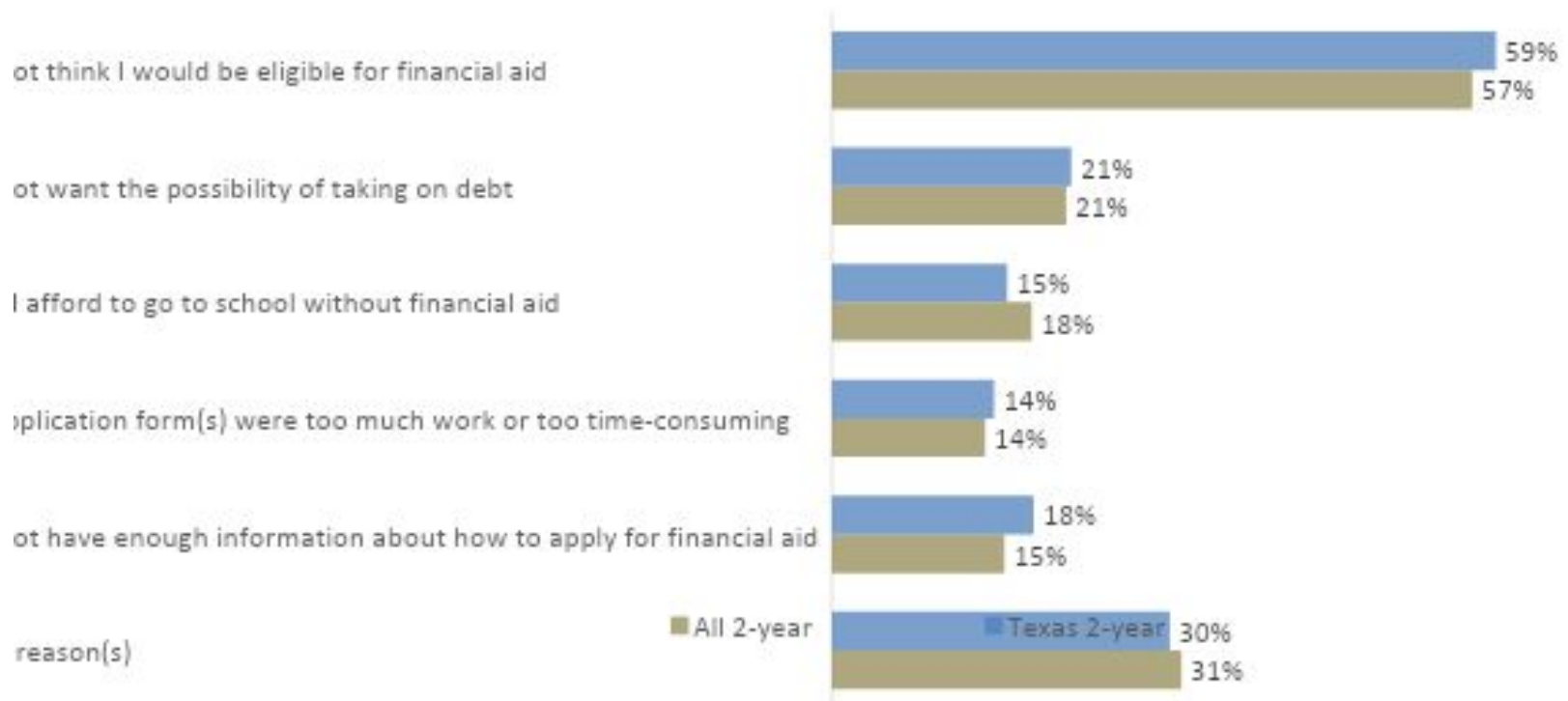
# FAFSA Completion

Q34: In the past 12 months, did you or someone on your behalf complete the FAFSA (Free Application for Federal Student Aid)?



# Reasons for Not Completing the FAFSA

Of those who said they did not complete the FAFSA –  
Q35: Did any of the following contribute to your decision to not complete the FAFSA?  
Please check all that apply

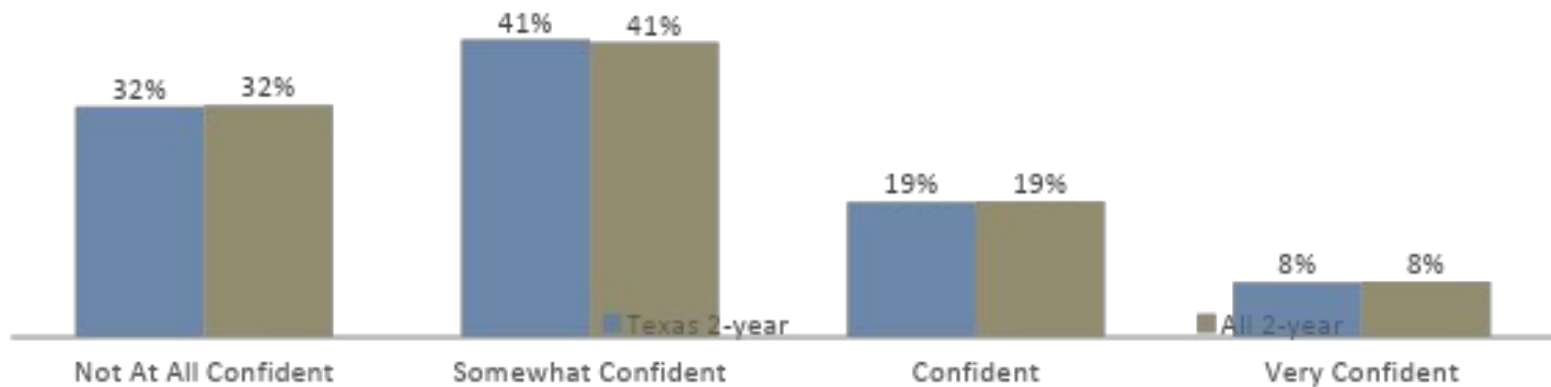


# Student Debt, Credit Card Use, and Risky Borrowing



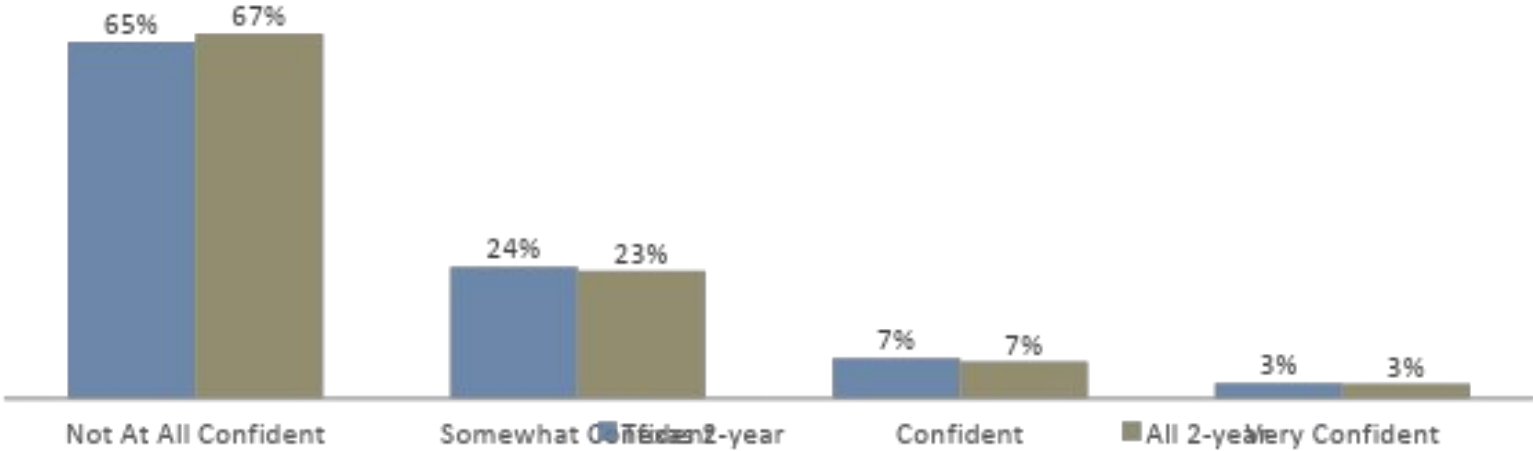
# Repayment Confidence

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)



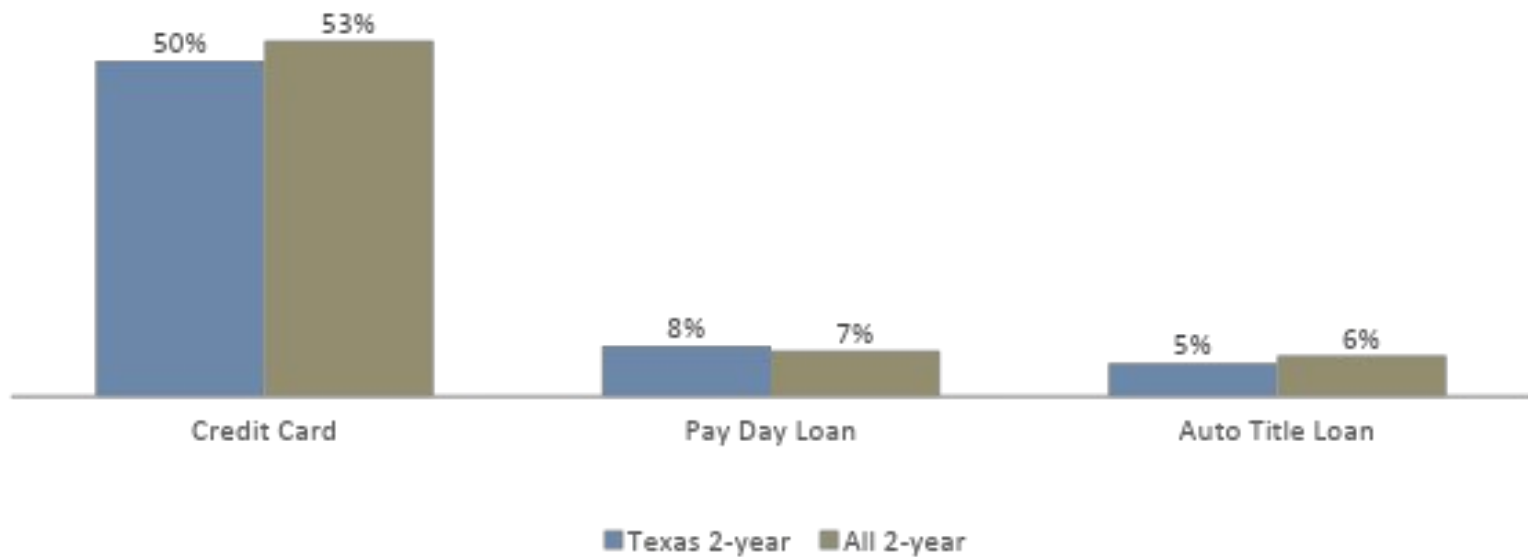
# Student Loan Forgiveness

Of those who indicated having a student loan they took out for themselves –  
Q79: How confident are you that some or all of your student loans will be forgiven?



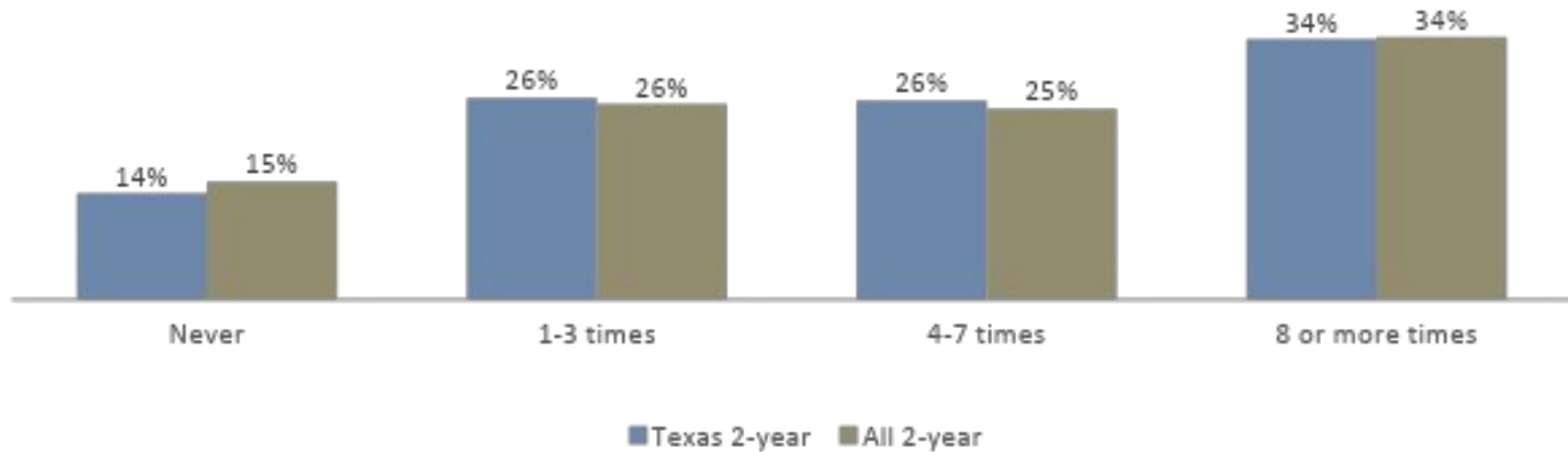
# Use of Credit

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



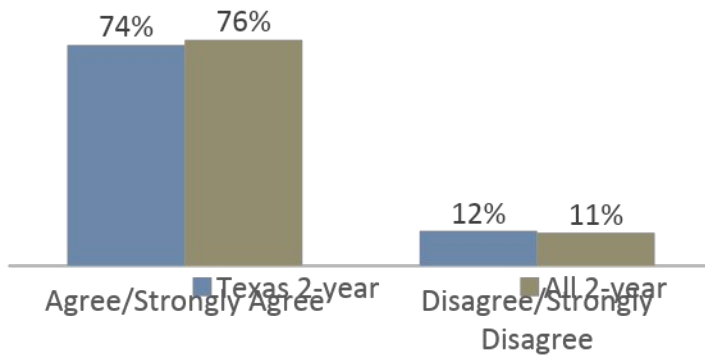
# Credit Card Use

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)



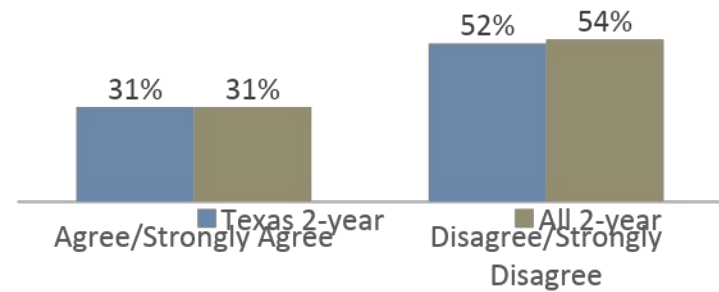
# Credit Card Payment

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

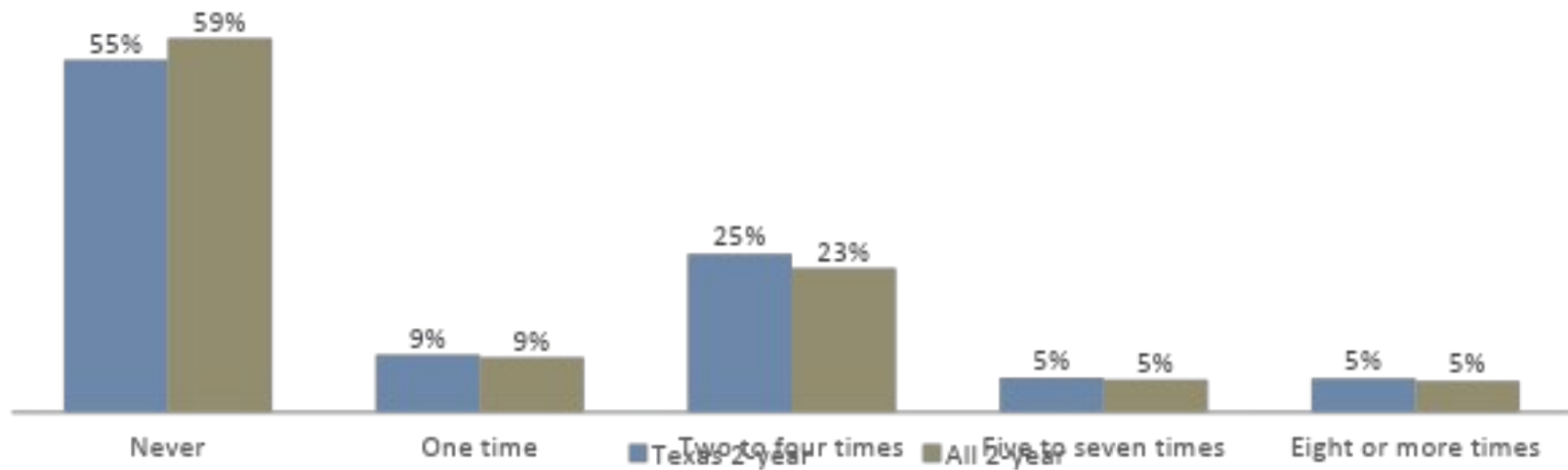


# Financial Security



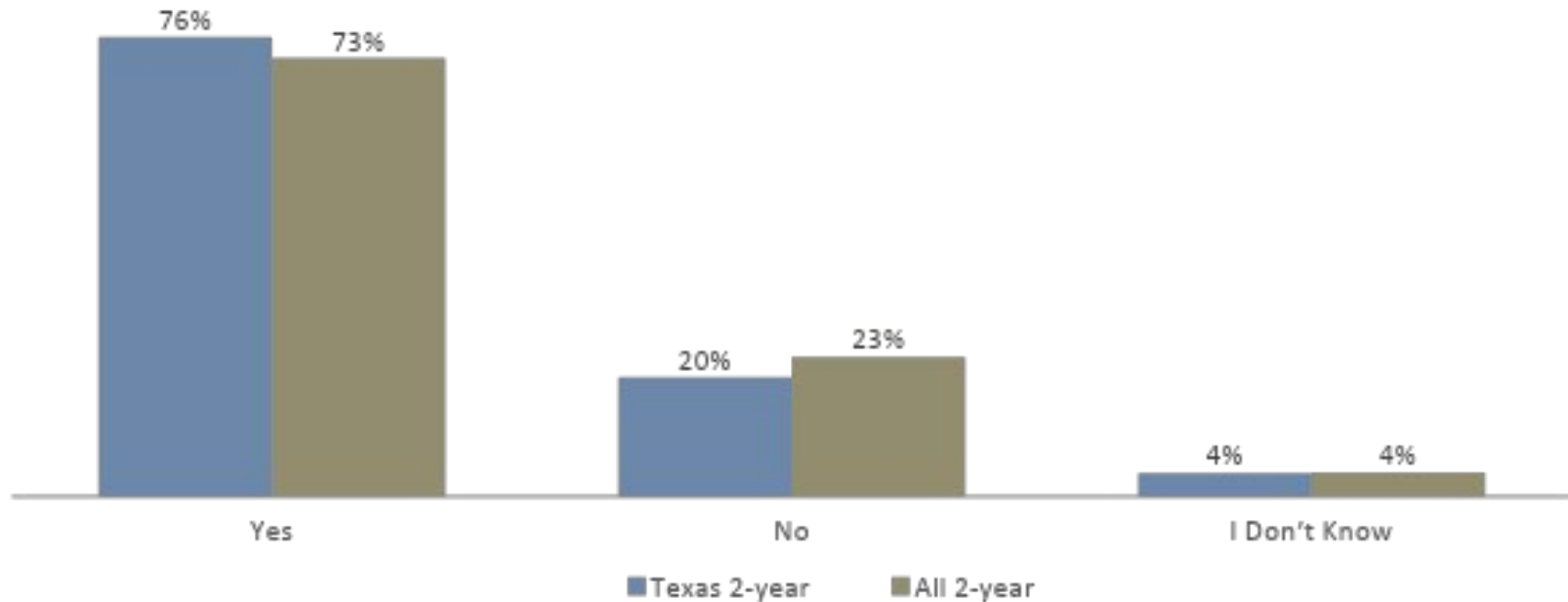
# Selling Belongings

Q70: Since January 1, 2021, approximately how many times did you sell your belongings to make ends meet?



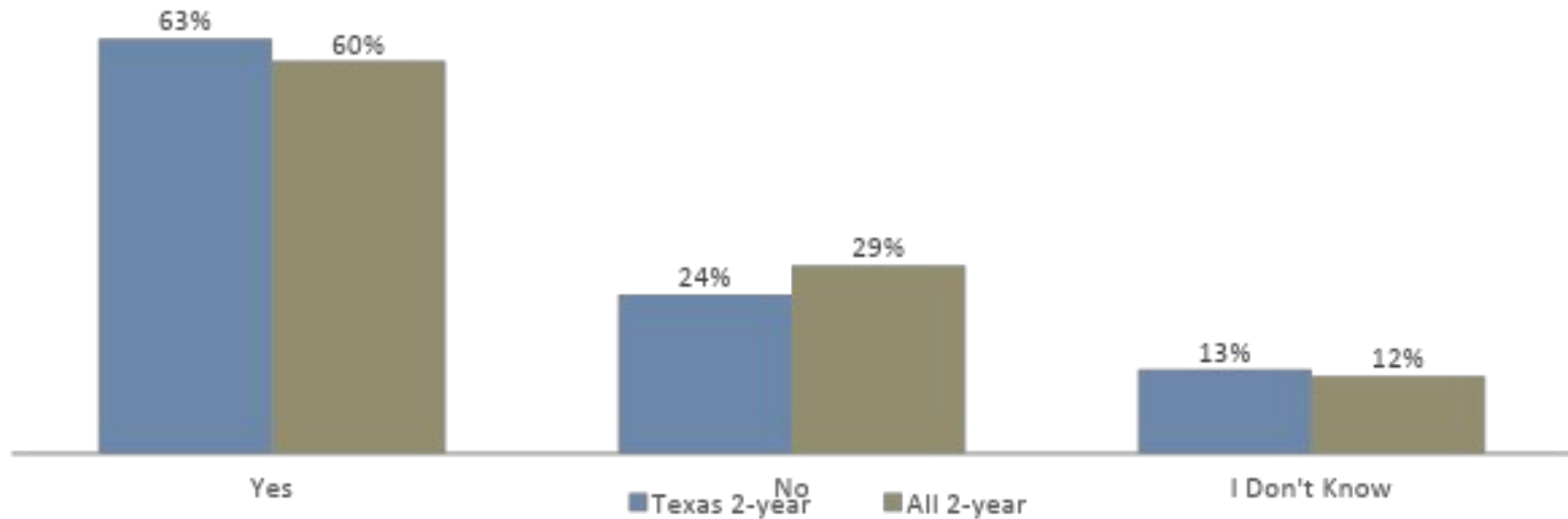
# Experienced Financial Challenges

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



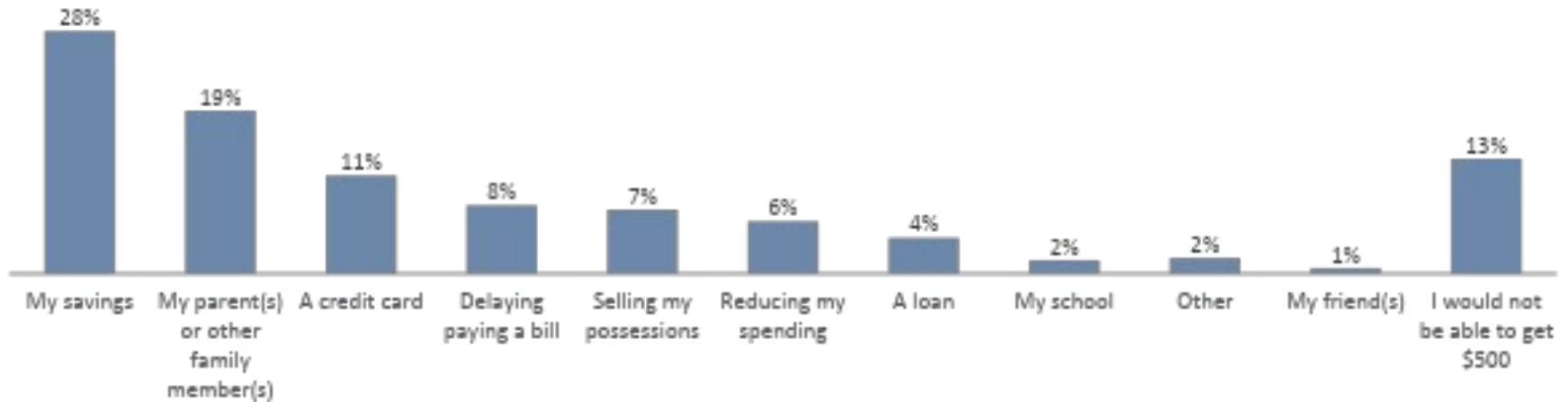
# Unexpected Expenses

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



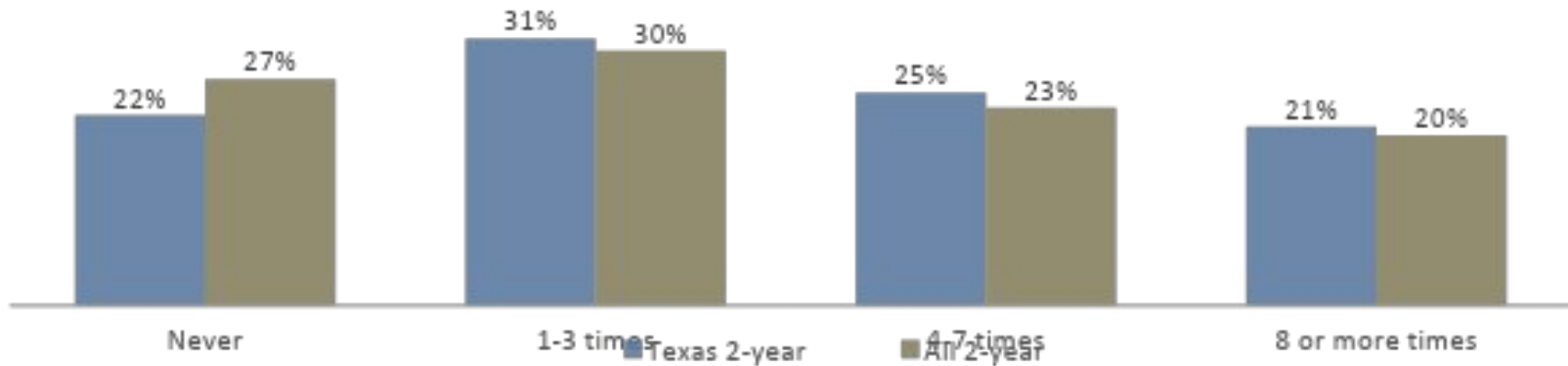
# Resources for Unexpected Expenses

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?



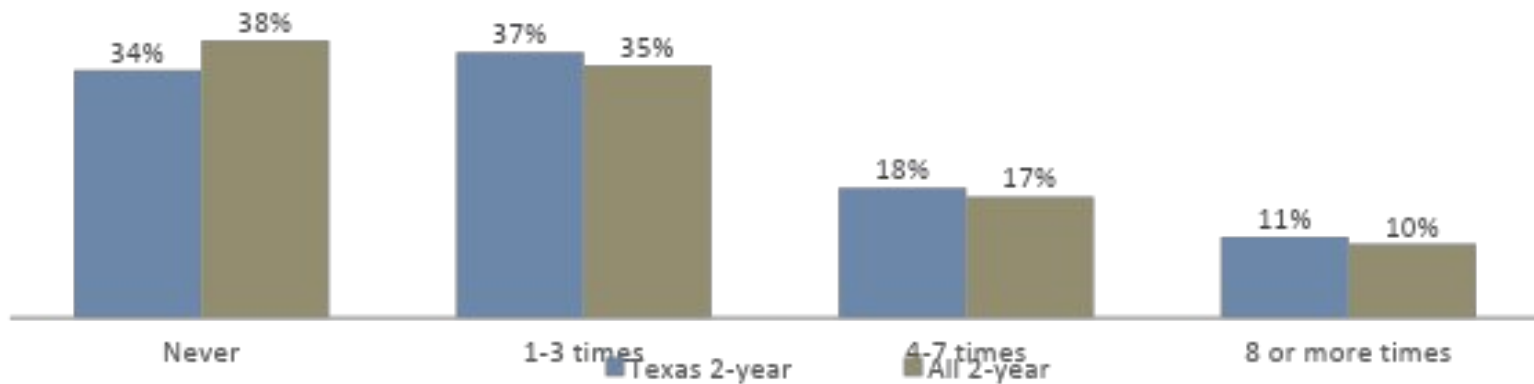
# Ran Out of Money

Q43: Since January 1, 2021, approximately how many times did you run out of money?



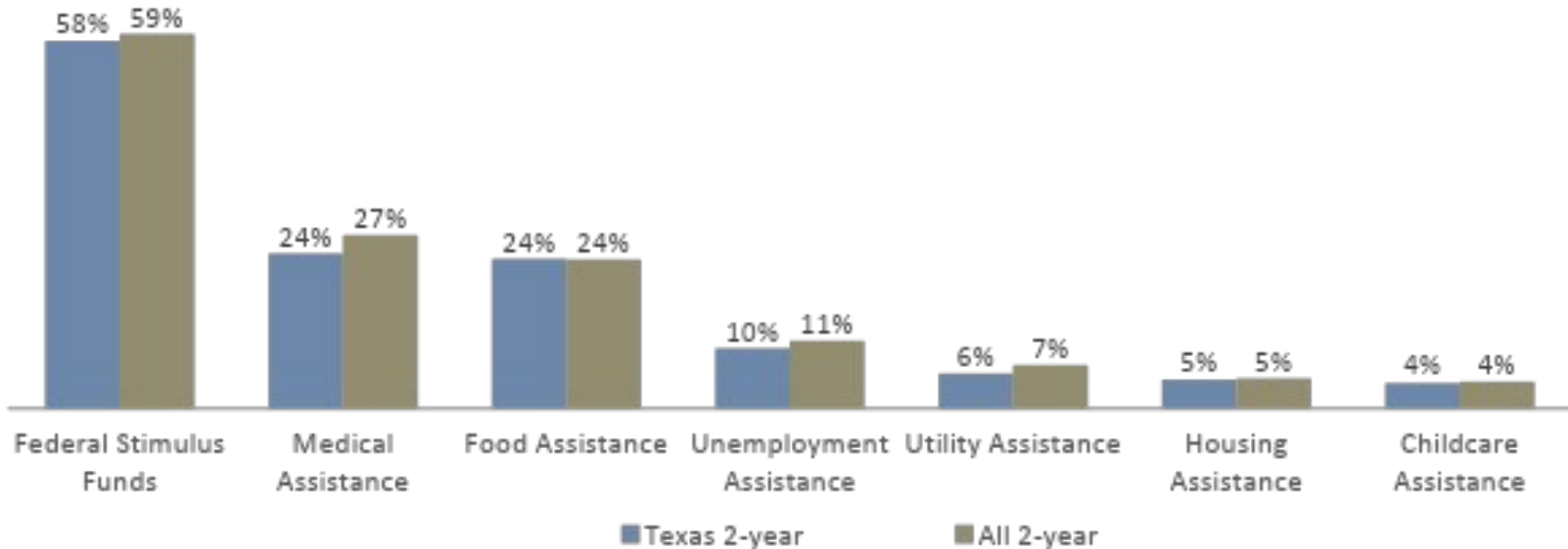
# Borrowed Money

Q44: Since January 1, 2021, approximately how many times did you borrow money from your family and/or friends?



# Public Assistance Use

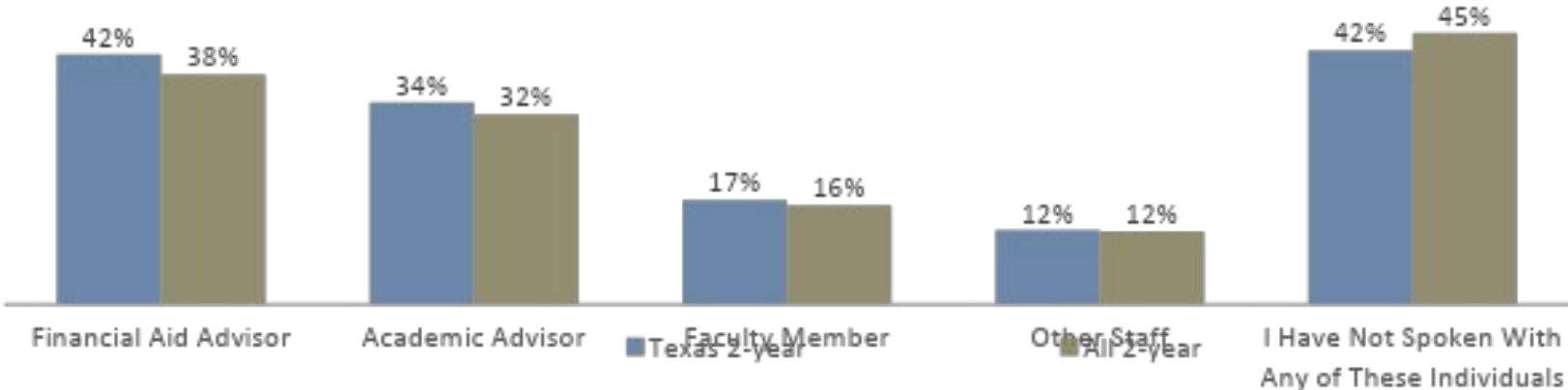
Q54-60: Use of public assistance, by assistance type





# Seeking Support

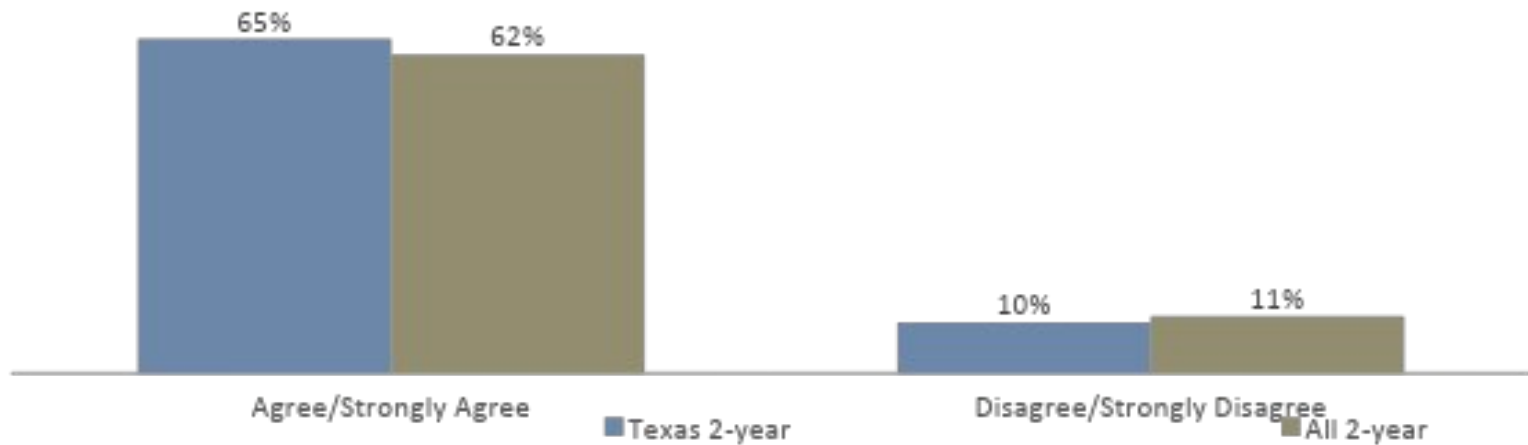
Q11-15: During my time at school, I have spoken with the following individuals about my financial struggles. (Check all that apply)\*



\*Percentage indicate respondents who chose at least one of the above choices

# 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.\*



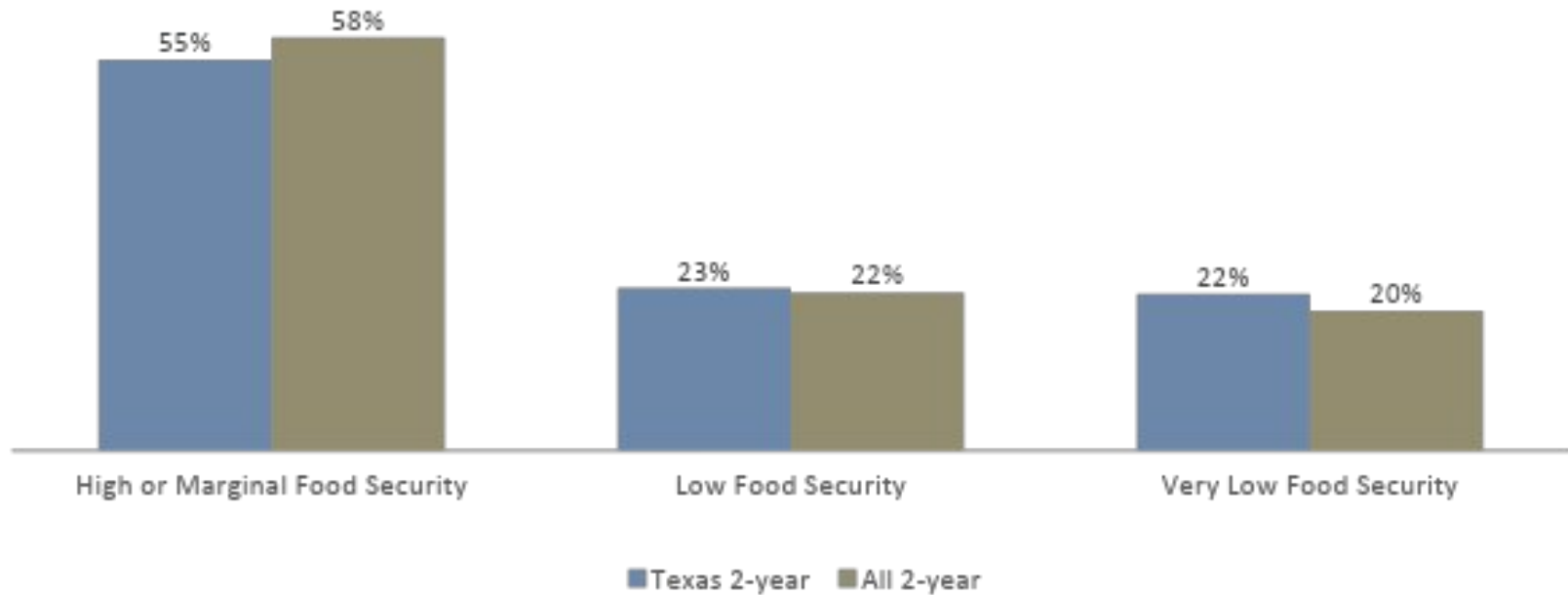
\*Responses indicating 'Neutral' are not shown

# Basic Needs Security and Mental Health Challenges



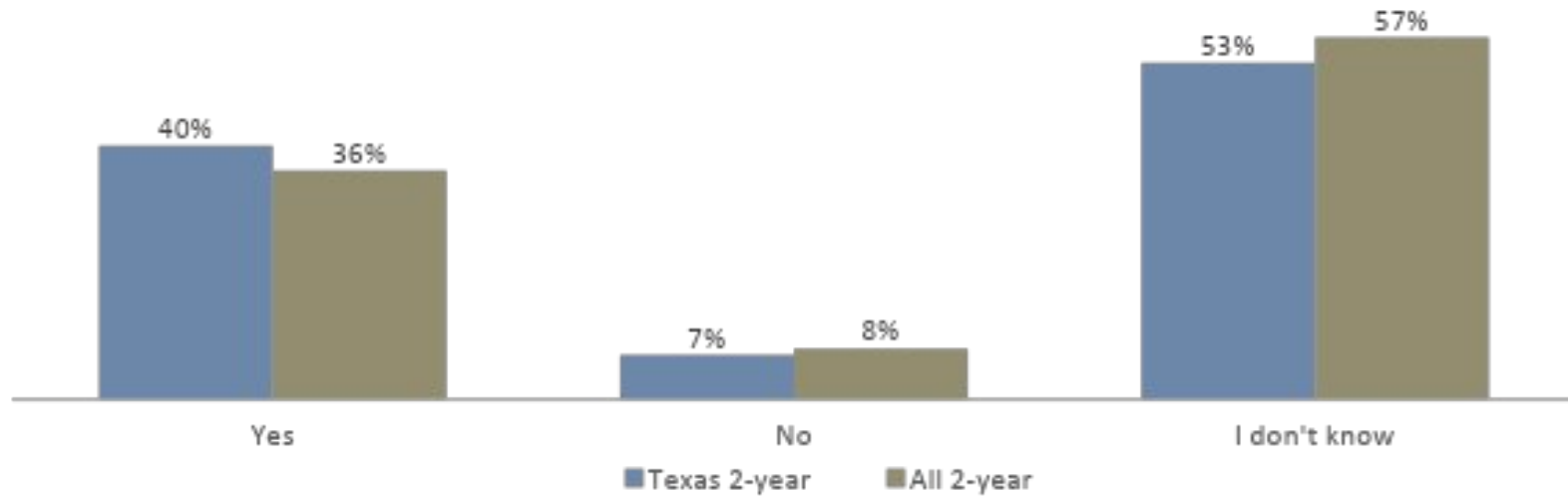
# Food Security

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



# Campus Food Pantry

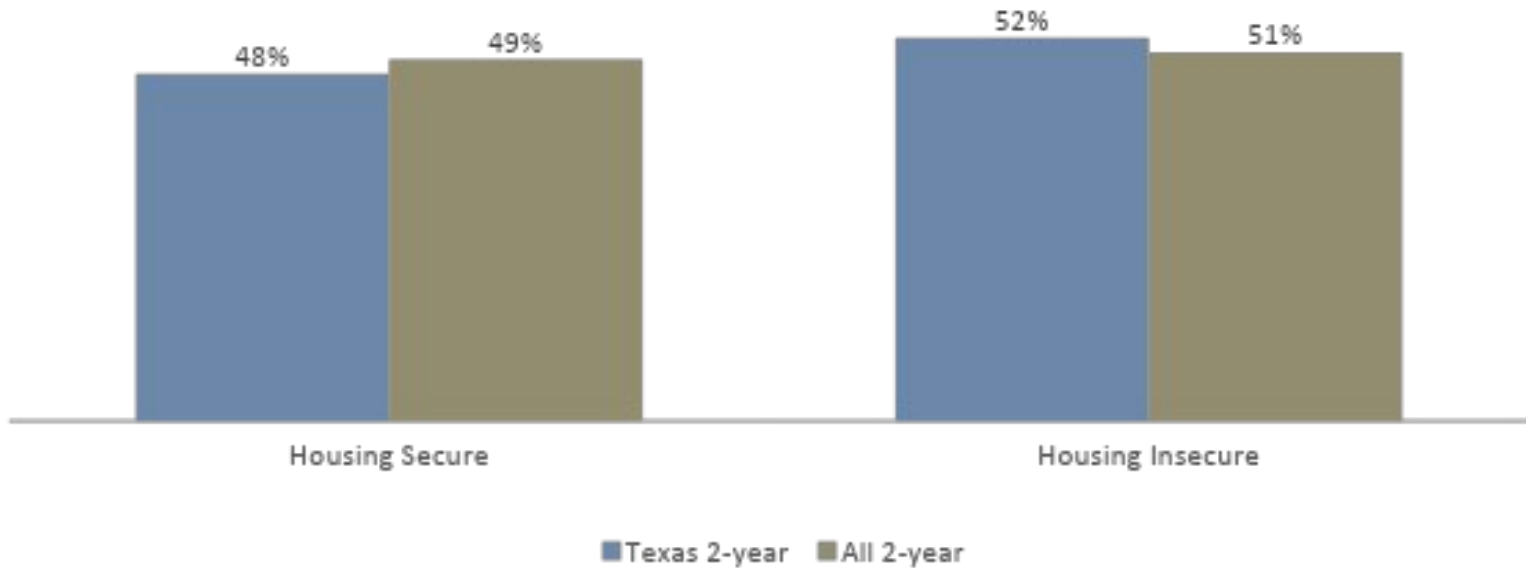
Q90: Does your school have a food pantry or food closet on campus?\*



\*Excludes institutions that did not have a food pantry on campus at survey implementation

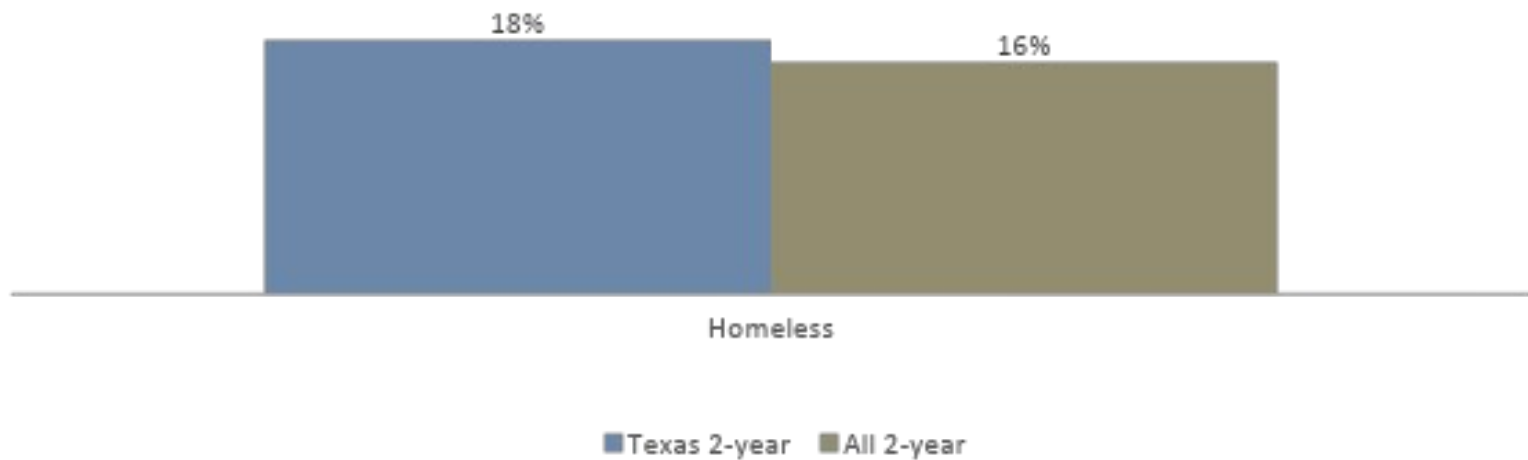
# Housing Security

Q93-98: Housing Security Scale



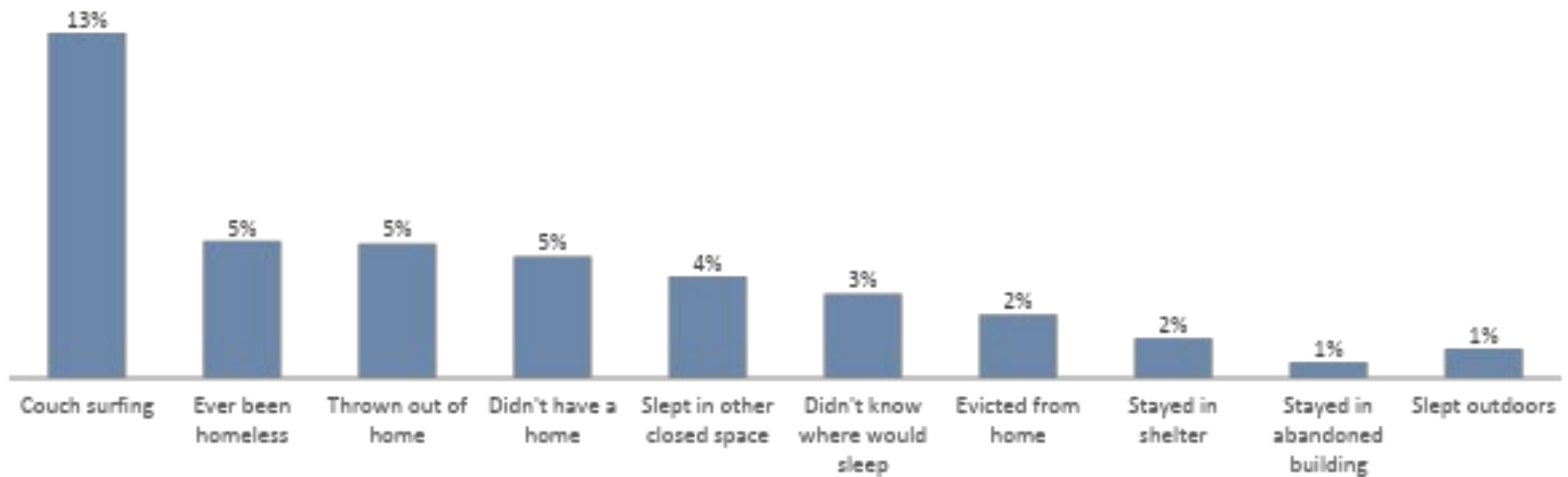
# Homelessness

Q99-108: Homelessness Scale



# Homelessness Scale

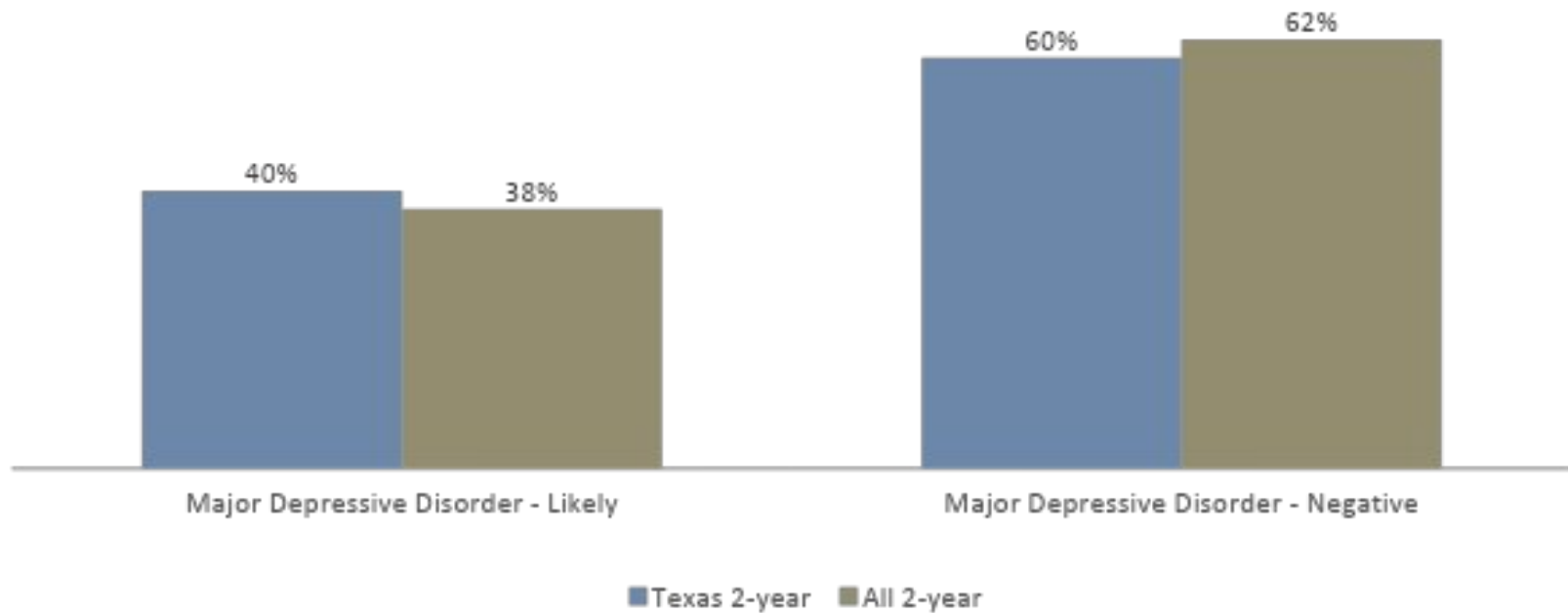
Homelessness Scale Questions





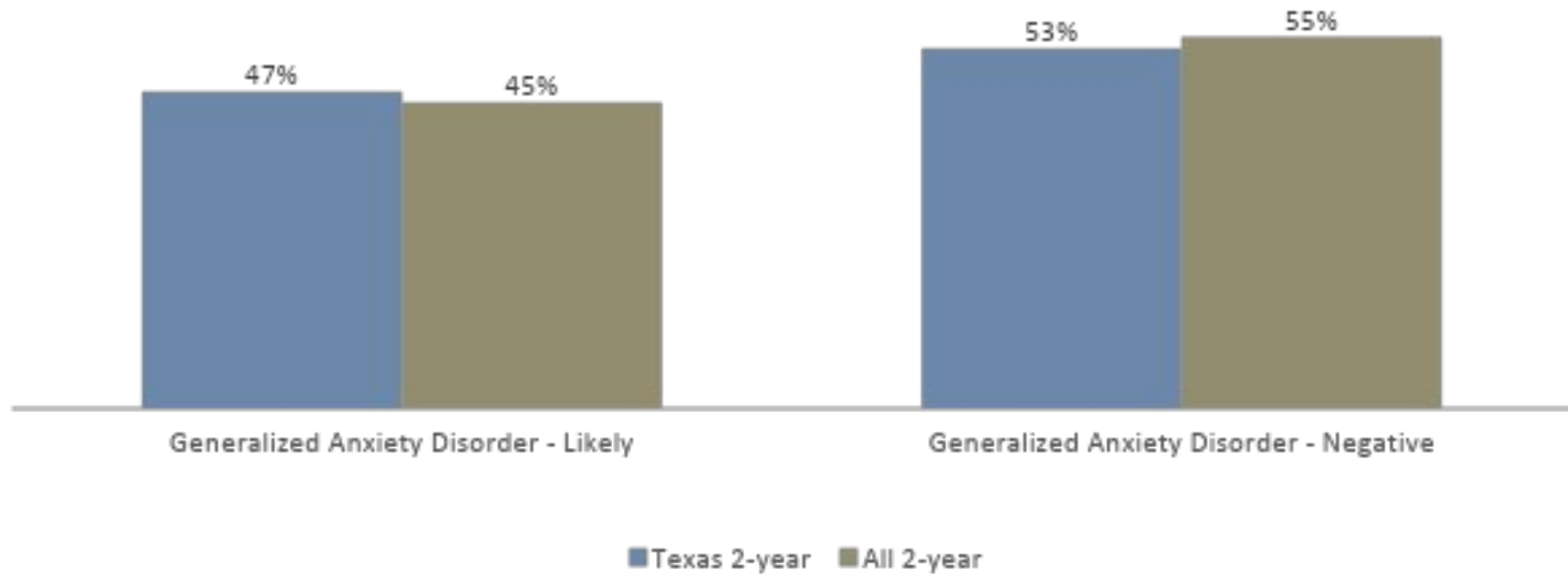
# Patient Health Questionnaire Scale

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

We are recruiting for the Fall 2022 survey!

[Carla.Fletcher@trelliscompany.org](mailto:Carla.Fletcher@trelliscompany.org)

[www.trelliscompany.org/SFWS-get-started](http://www.trelliscompany.org/SFWS-get-started)

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