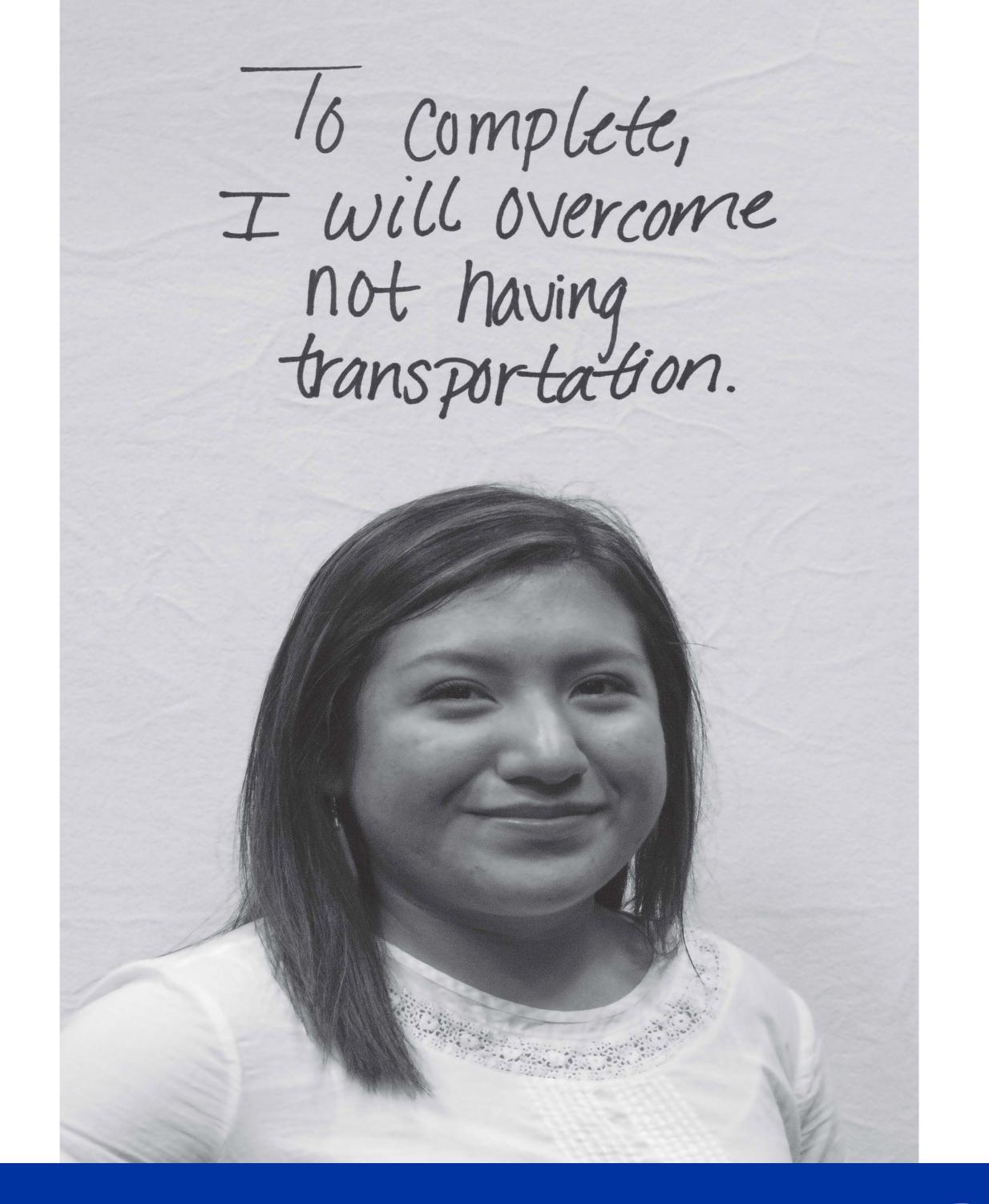# Implementing a Student Self-Assessment of Basic Needs Survey

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No Excuses
A Culture of Caring

To complete,
I will overcome
not having
transportation.

I will | **Mercedes Rivera**
Future Forensic Pathologist

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Amarillo College

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Removing a Life Barrier

ARC: Advocacy & Resource Center	ARC: Advocacy & Resource Center	AC Food Pantries
Assists 45% of students in 7,500 visits per year	74.04% Fall to Spring Retention Rate for ARC recipients vs. 74.79% College-wide	Pantries on all campuses. Serves 1,200 students annually. Online Food System
Hagy Childcare Center Discounted childcare for students	**AC – City of Amarillo Bus Partnership** Students & Faculty/Staff ride free	**AC Legal Aid Clinic** Workshops and Pro Bono legal services
T-Mobile Program Provide 400 students with cell phones that have unlimited calls, text, and data, giving them access to the internet for schoolwork by using phone as a hotspot.	**Emergency Aid – No Excuses Fund** Provided over $750K in emergency assistance to students to meet an immediate financial barrier that could hinder student progress	**AC Counseling Center** Assists 300 students in over 1,400 visits per year. Psychoeducational offerings in-person and through Therapy Assistance Online. Mental Health First Aid training
Poverty Training by Dr. Donna Beegle: Communications Across Barriers College-wide training plus 80 AC Faculty/Staff Poverty Coaches	**AC Career & Employment Center** Panhandle WorkSource staff onsite to assist students with job during school and post-graduation plus access to state funds for tuition, books, childcare	**Student Needs Assessment** Online survey of AC students to determine basic needs. Fall 2022: 103 homeless; 1505 ARC assistance; 414 Counseling Center; 521 Tutoring Center

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Student Self-Assessment of Basic Needs Survey

Student Score	1	2	3	4	5
Description for Score/Ranking	I'm Good	I'm Struggling	I Need Help	I'm In Distress	I'm In Crisis
AC's Recommended Action Plan	No action needed by AC	Monitor – reassess next term	Intervention Needed	Escalate to ARC; AC Counseling Center	Immediate Action by ARC; AC Counseling Center

Survey will begin with a Y/N Question about Permanent Nighttime Resident – additional questions if "no"

FACTORS ASSESSED ON 1 TO 5 SCALE … THEN MATCHED WITH CORRESPONDING AC ACTION PLAN

Factor	1	2	3	4/5
Academic Support: *Do you need assistance with Blackboard or Watermark app?*		Referral to appropriate Library/CTL webpages	Direct connection to Buster Bonjour	
Academic Support: *Do you need immediate tutor support for your classes?*		Referral to tutoring webpages	Direct connection to Jeannie Georgie	
Academic Needs ~ Course Materials: *Do you have the course materials (laptop, calculator, textbooks) to support your classes this term?*	No Action Needed at this Time	Referral to AC Bookstore for laptop loan program Refer to ARC website for information about Library Loan program		ARC: Any student who has a four and/or five in any category will automatically be sent for social services and case management services. Any student who answers "no" on permanent nighttime resident will be sent to the ARC for housing assistance. Priority connection for support services.
Housing Insecurity: *In the last 30 days, did you have difficulty paying your rent/mortgage?*		Refer to ARC website for list of community resources available		
Utilities: *In the last 30 days, did you have difficulty paying your utilities?*				
Food Insecurity: *In the last 30 days, were you ever hungry & did not eat b/c there was not enough food?*		Access AC Food Pantries and ARC website referral		
Childcare: *In the last 30 days, were you worried about not being able to pay in full your childcare bill?*		Refer to ARC website for list of community resources available		
Transportation: *Do you have reliable transportation to school, work?*		Refer to AC Transportation website – City Transit Partnership		
Healthcare: *Do you or a dependent have difficulty accessing healthcare?*		Refer to AC Counseling Center website for teletherapy services, which includes basic healthcare	Send directly to AC Counseling Center for case management services: in-person clinical or virtual teletherapy services	
Mental Health: *Do you or a dependent have difficulty accessing mental healthcare?*		Refer to AC Counseling Center website for teletherapy services, which includes basic healthcare		

Career Planning: *Do you know what career field you are preparing to enter and/or which university you plan to go to after your time at AC?*

Yes/No question
If Yes – send email with links for informational assistances if needed
Career Center: https://www.actx.edu/career/
Transfer Connections: https://www.actx.edu/advising/transfer-information
If No – send student contact information to Career Center and Transfer Center for direct connection

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Parent Status: *Do you have children under the age of 12 living in your household?*

Yes/No question
If Yes – filter questions. Will connect to AC staff for yes responses regarding information about CCAMPIS grant (ages 0-12) and route Single Parents to SP Success Coach

Filter question to ask if Single Parent Y/N
Filter question to ask age ranges: 0 to 3 ages; 4 to 7 ages; and 8 to 12 ages

If No – no response needed

Internet Support: AC's Need for Dual Authentication Information

Do you have reliable access to the internet? Select all that apply

- Access at home
- Access outside of home (work, library)
- Access at Amarillo College
- Access from smartphone with data-plan

Filter Questions for Question 1: Housing Stability

Do you have permanent and adequate nighttime residence?   **Yes/No**

If No, then filter to answer the following (all yes/no):
1. Are you sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason?
2. Are you living in motels, hotels, or camping grounds due to the lack of alternative adequate accommodations?
3. Are you living in emergency or transitional shelters?
4. Are you an individual whose primary nighttime residence is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings?
5. Are you an individual who is living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings?

Filter Questions for Questions 10 & 11: Healthcare & Mental Healthcare

Did AC Connect you with healthcare services in the past year?
If a 3+ higher response, then filter to answer the following (all yes/no):
1. My grades are better due to receiving access to medical care.
2. Having access to medical care helped me stay in school.

Did AC Connect you with mental healthcare services in the past year?
If a 3+ higher response, then filter to answer the following (all yes/no):
1. My grades are better due to receiving access to mental health care.
2. Having access to mental health care helped me stay in school.

Survey will begin with a Y/N question about permanent nighttime residence.

Do you have permanent and adequate nighttime residence?

NO: Additional questions

YES: Proceed to survey

Permanent nighttime residence supplemental questions.

If No, then filter to answer the following:

1. Are you sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason?

2. Are you living in motels, hotels, or camping grounds due to the lack of alternative adequate accommodations?

3. Are you living in emergency or transitional shelters?

4. Are you an individual whose primary nighttime residence is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings?

5. Are you an individual who is living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings?

Dear **STUDENT NAME** ~

Thank you for submitting the *Amarillo College Student Self-Assessment*. As part of the AC Family, we are committed to your success. AC has resources on-campus ranging from tutoring centers to food pantries, all designed to support you. You can find out information about these resources and many others below.

Advising	Financial Aid Office
Advocacy and Resource Center (AC Food Pantry)	Legal Aid Clinic
Bookstore – Laptop Rental Program	Student Life
Career & Employment Center	Tutoring Centers
Counseling Center	

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Aid Category	Lela's Self Assessment Status
Housing: Rent, Mortgage, Deposit	I'm in crisis
Utilities: Gas, Water, Electric, Internet	I'm in crisis
Food	I'm in distress
Childcare	I'm good!
Academic Needs: Course Materials	I'm good!
Technology: Computer, Printer, Software	I'm struggling
Healthcare	I'm in crisis
Mental Healthcare	I'm in distress

Lela does not have secure housing at this time and needs immediate help!

Are you sharing the housing of other persons due to loss of housing, economic hardship, or a similar reason?	Yes
Are you living in motels, hotels, or camping grounds due to the lack of alternative adequate accommodations?	No
Are you living in emergency or transitional shelters?	No
Are you an individual whose primary nighttime residence is a public or private place not designed for or ordinarily used as a regular sleeping accommodation for human beings?	No
Are you an individual who is living in cars, parks, public spaces, abandoned buildings, substandard housing, bus or train stations, or similar settings?	No

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Direct Connection: Student Supports

ARC –

We understand that times can be hard, and as your Amarillo College family, we are here to help! The Advocacy & Resource Center (ARC) is available to help connect you to resources that can assist with childcare, food, housing, transportation and other needs. Please contact the ARC at thearc@actx.edu or visit the ARC (**Washington Street Campus, Ware Student Commons, first floor, Suite 108) for walk-in services** to discuss your current needs. We will be glad to assist you with locating the appropriate resources to best assist you and your family. For more information about available community resources, please click here https://www.actx.edu/arc/student-resources.

AC Counseling Center –

The AC Counseling Center provides free and confidential behavioral health services to all AC students. Services may include triage, assessment, referral, individual counseling, group counseling, and psychoeducation. Our counselors use evidenced-based practices to treat a variety of challenges, such as depression, anxiety, life transitions, identity exploration, and more. We also help eligible students who do not have access to healthcare receive free healthcare services through our partners at Heal the City in Amarillo. Starting in Fall 2022, the AC Counseling Center will be facilitating free telehealth services to all academic students and their dependents for medical healthcare, mental healthcare, health coaching, and prescription savings through our partners at TimelyCare. Please contact (806) 371-5900 or come by our office (Washington Street Campus, Student Service Center, Room 228) to schedule your free session and learn more about our services. For additional information about the AC Counseling Center, please click here: https://www.actx.edu/counseling/.

AC Academic Success Centers –

Amarillo College is here to help you achieve your academic goals. The AC Success Centers provide students with academic support and learning strategies through tutoring services, resources, and collaborations with faculty that allow students to become engaged, independent, and successful learners. Please contact the Academic Success Centers at successcenter@actx.edu if you need tutoring assistance or help navigating your courses. You can also find the Success Center that best supports your academic needs here https://www.actx.edu/successcenters/labs/.

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Student Needs Survey Response Rate

Students	SNS Respondents	Response Rate
7219	2032	28.15

Student Characteristics

Charcteristic	% Students	% SNS Respondents
Part-Time	57.29	52.81
In Dev Ed Course	9.59	13.24
Placed in Dev Ed	62.7	63.39
Received Financial Aid	65.15	72.59
Received Pell Grant	56.96	63.73
Transfer Focus	50.95	50.39
First Generation	65.3	69.05
Female	65.49	70.08
Minority	62.99	61.47
Average Age	25	27

SNS Respondents Needing Help

Service Area	Total	Need Help	% Need Help
Any	2032	924	45.47
ARC	924	677	73.27
Counseling	924	195	21.1
SSS	924	493	53.35

SNS Respondent Needs

The following data shows the percent of respondents that indicated they needed help in relation to each need.

SNS Respondent Need

Service Area	Needs Help With	SNS Respondents	% SNS Respondents
ARC	Course Materials	308	15.16
SSS	Tutor Support	301	14.81
ARC	Utilities	286	14.07
ARC	Mortgage/Rent	251	12.35
SSS	Blackboard Support	214	10.53
Counseling	Healthcare	170	8.37
ARC	Food Insecurity	159	7.82
SSS	Reliable Internet	113	5.56
ARC	Transportation	99	4.87
ARC	Childcare	95	4.68
Counseling	Mental Health	81	3.99
ARC	Housing Security	70	3.44

Received ARC Services

SNS Respondent	Needs ARC Service	Received ARC Service	Total	Students	% Students
N	NR	N	5187	4435	85.5
N	NR	Y	5187	752	14.5
Y	N	N	1355	1102	81.33
Y	N	Y	1355	253	18.67
Y	Y	N	677	32	4.73
Y	Y	Y	677	645	95.27

ARC Services and Retention/Completion

SNS Respondent	Needs ARC Service	Received ARC Service	Total	Retained/ Completed	% Retained/ Completed
N	NR	N	4435	3342	75.36
N	NR	Y	752	633	84.18
Y	N	N	1102	862	78.22
Y	N	Y	253	204	80.63
Y	Y	N	32	20	62.5
Y	Y	Y	645	459	71.16

Significance of ARC Services on Retention/Completion

coefficient	estimate	std_error	z_value	p_value	sig_level
genderMale	-0.1710	0.06160	-2.776	0.005495	< 0.01
race_ethnicityBlack	-0.5249	0.1126	-4.660	0.000003161	< 0.001
race_ethnicityHispanic/Latino	0.03151	0.06731	0.4682	0.6397	
race_ethnicityOther	0.03210	0.1153	0.2784	0.7807	
age	0.001898	0.003508	0.5411	0.5884	
first_gen_statusNot First Generation	0.1842	0.07182	2.565	0.01032	< 0.05
first_gen_statusUnknown/Not Reported	-0.002385	0.1064	-0.02242	0.9821	
pellNo Award/Did Not Apply	-0.2755	0.06105	-4.512	0.000006421	< 0.001
init_dev_edPlaced in Dev Ed	-0.1389	0.07142	-1.944	0.05188	
init_dev_edUnknown	0.1575	0.1033	1.525	0.1272	
enrollment_statusPart-Time	-1.186	0.06608	-17.95	4.828e-72	< 0.001
arc_serviceY	0.09785	0.07282	1.344	0.1790	

Significance of ARC Services on Retention/Completion (2)

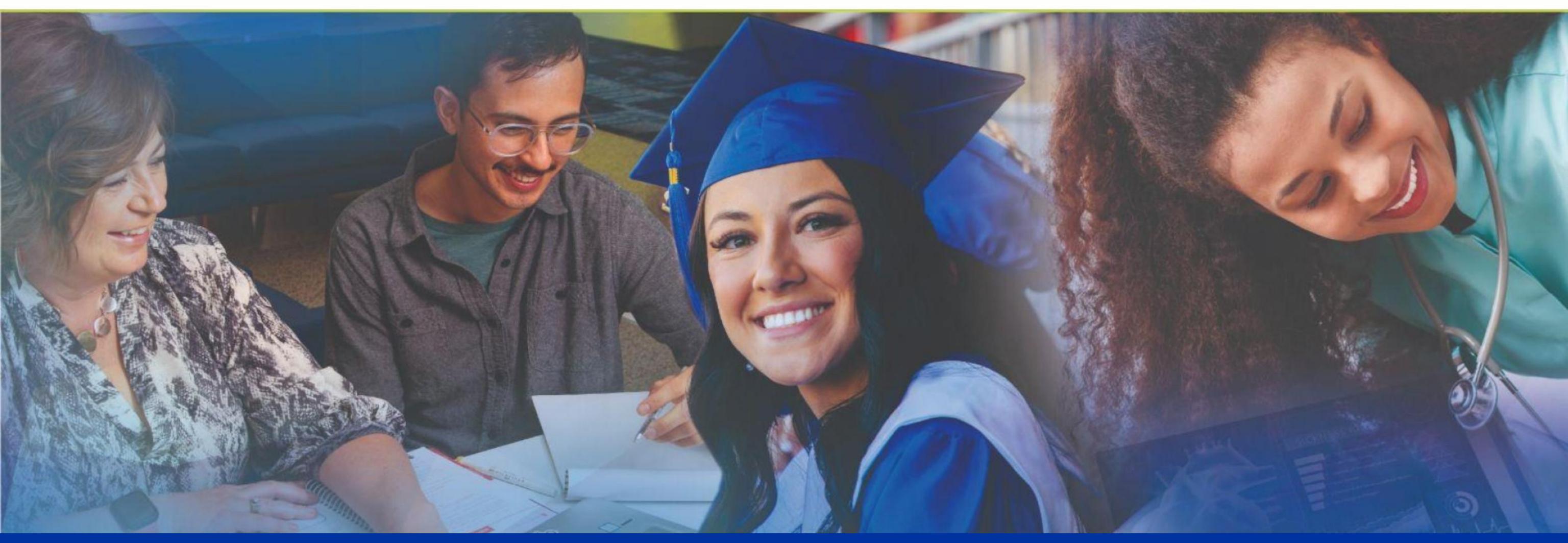| coefficient	estimate	std_error	z_value	p_value	sig_level
snsr_narc_arcsN_NR_Y	0.4588	0.1100	4.173	0.00003008	< 0.001
snsr_narc_arcsY_N_N	0.02775	0.08415	0.3297	0.7416	
snsr_narc_arcsY_N_Y	0.1585	0.1694	0.9358	0.3494	
snsr_narc_arcsY_Y_N	-0.7355	0.3819	-1.926	0.05410	
snsr_narc_arcsY_Y_Y	-0.2769	0.1008	-2.747	0.006011	< 0.01

Significance of ARC Services on Retention/Completion (3)

coefficient	estimate	std_error	z_value	p_value	sig_level
snsr_narc_arcsN_NR_Y	0.4588	0.1100	4.173	0.00003011	< 0.001
snsr_narc_arcsY_N_N	0.02775	0.08415	0.3297	0.7416	
snsr_narc_arcsY_N_Y	0.1585	0.1694	0.9357	0.3494	
snsr_narc_arcsY_Y_N	-0.7349	0.3947	-1.862	0.06261	
snsr_narc_arcsY_Y_Y	-0.2761	0.1724	-1.601	0.1093	
n_needs_arc	-0.0004409	0.07433	-0.005932	0.9953	

Connection | Career | Completion

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Questions?