Evaluating Initiatives from a Student Perspective

Fall 2023 Overall

Survey administration details:

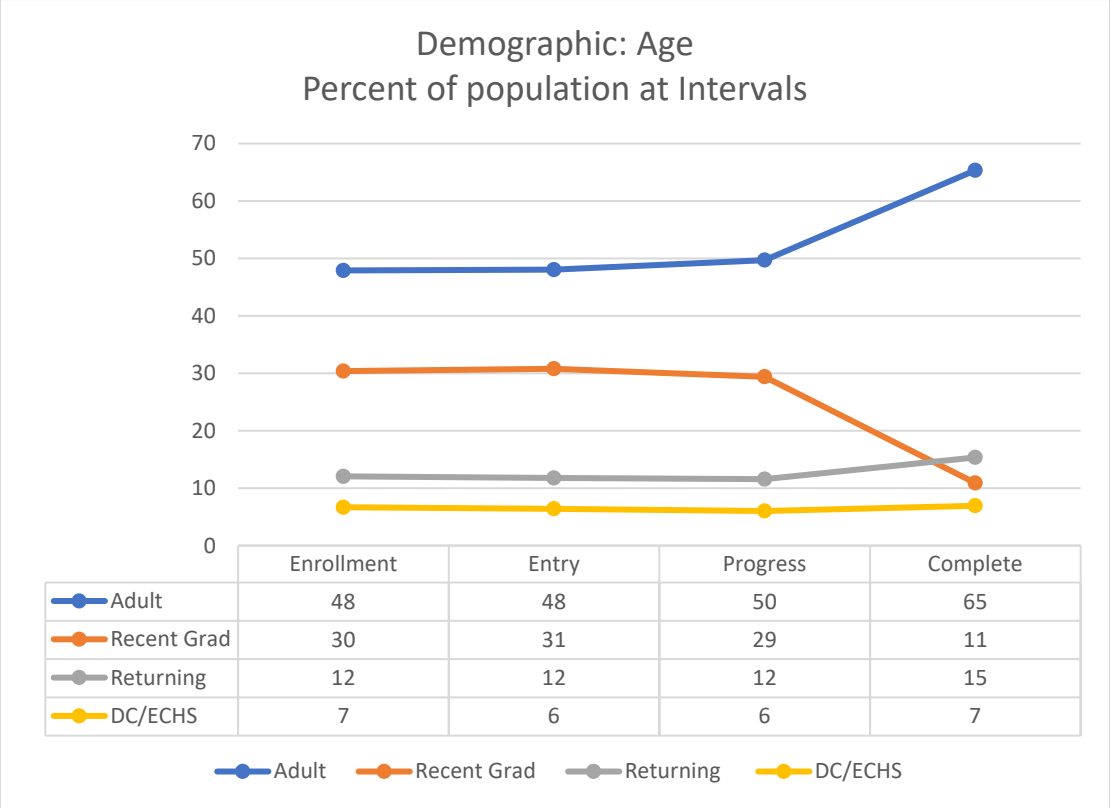
Survey was sent to all students identified by IT as having active student credentials for Fall 2023. This was done through the "All Students" email list. The students were provided a link to a MS Forms survey page (attached). This included the consent form. Students were emailed the debrief as an automatic response.

The survey had four intervals Enrollment, Entry, Progress, and Completion. Each interval of the survey began with a branching question related to whether the student had reached the identified interval in their education. If the student indicated "no" then they would be sent to the end of the survey. Each interval had two questions: 1. What did resources and information did you need? And 2. How did you find what you needed?

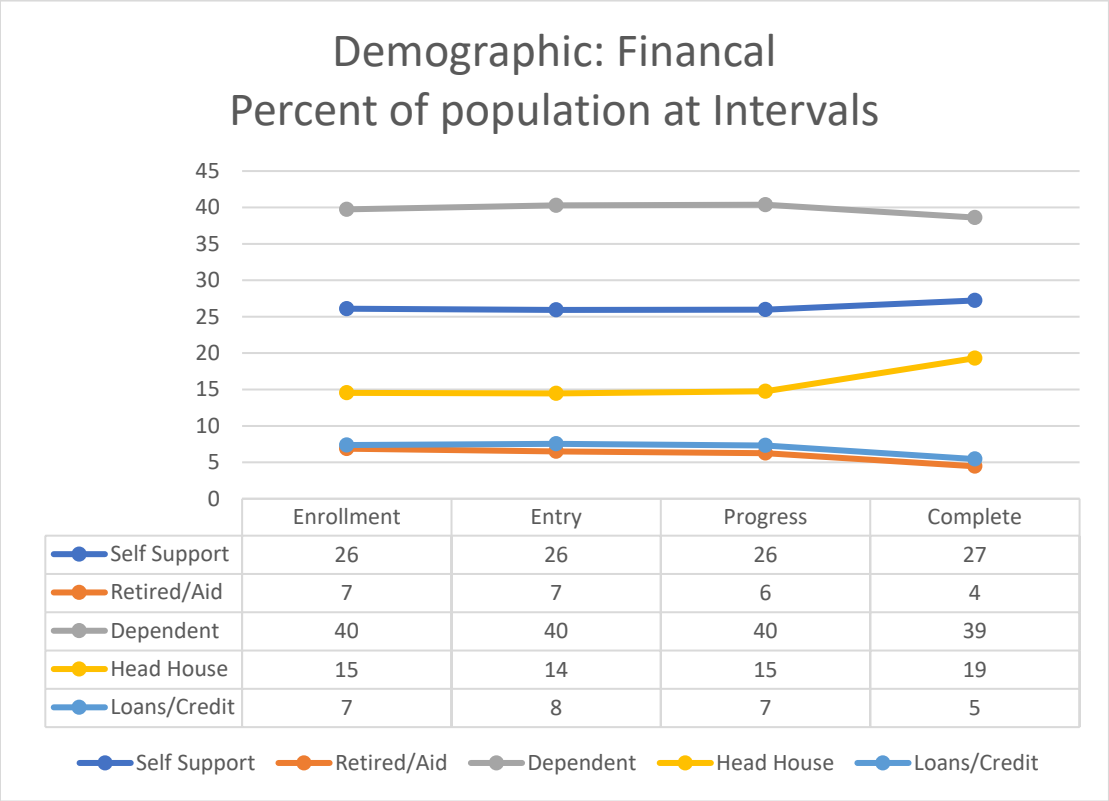
These questions were intended to be multiple select answers. Answers options were created from the narrative based responses from the Spring 2023 pilot.

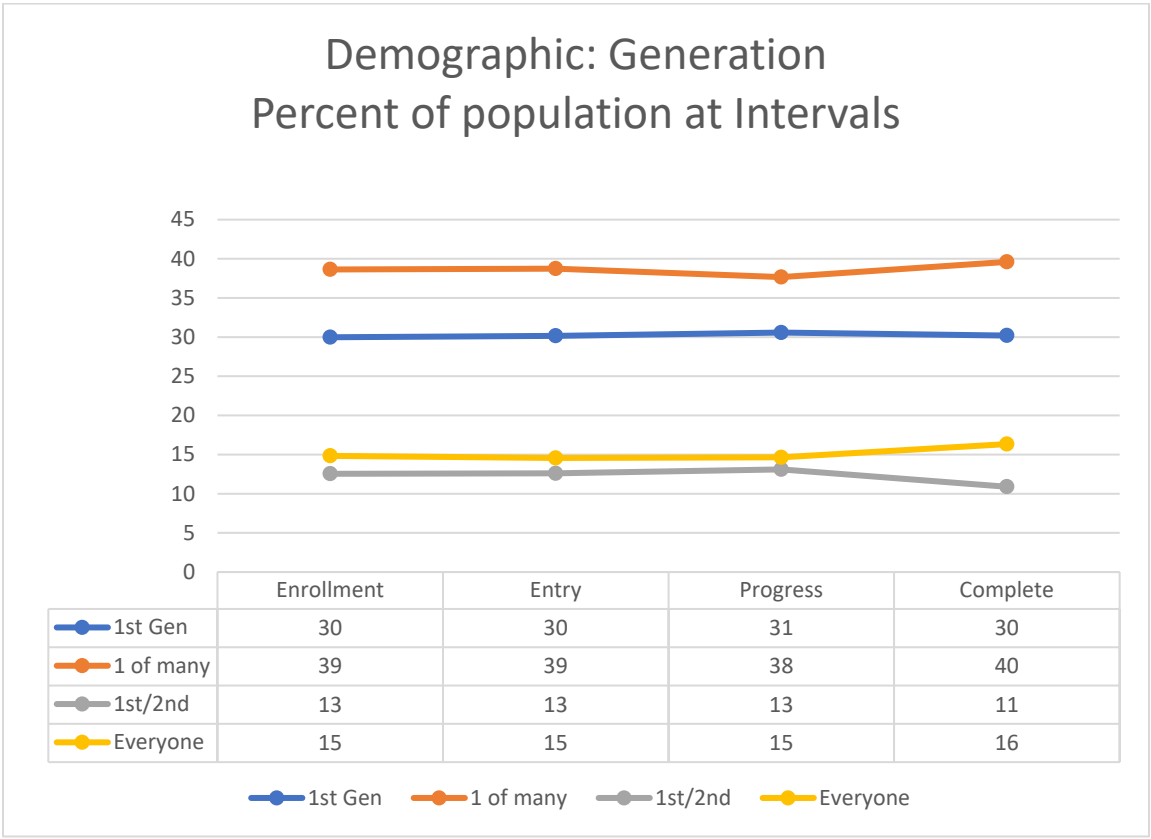
The survey was open from Sept 6, 2023 through Sept 29, 2023. The "how did you find resources" question was not set up correctly to receive multiple responses. Student Reponses reflect their single choices. "What did you need" reflect multiple responses. Student employees were excluded from the survey. Overall response rates by interval were: Enrollment N=1004, Entry N=968, Progress N=847, and Completion N=202.

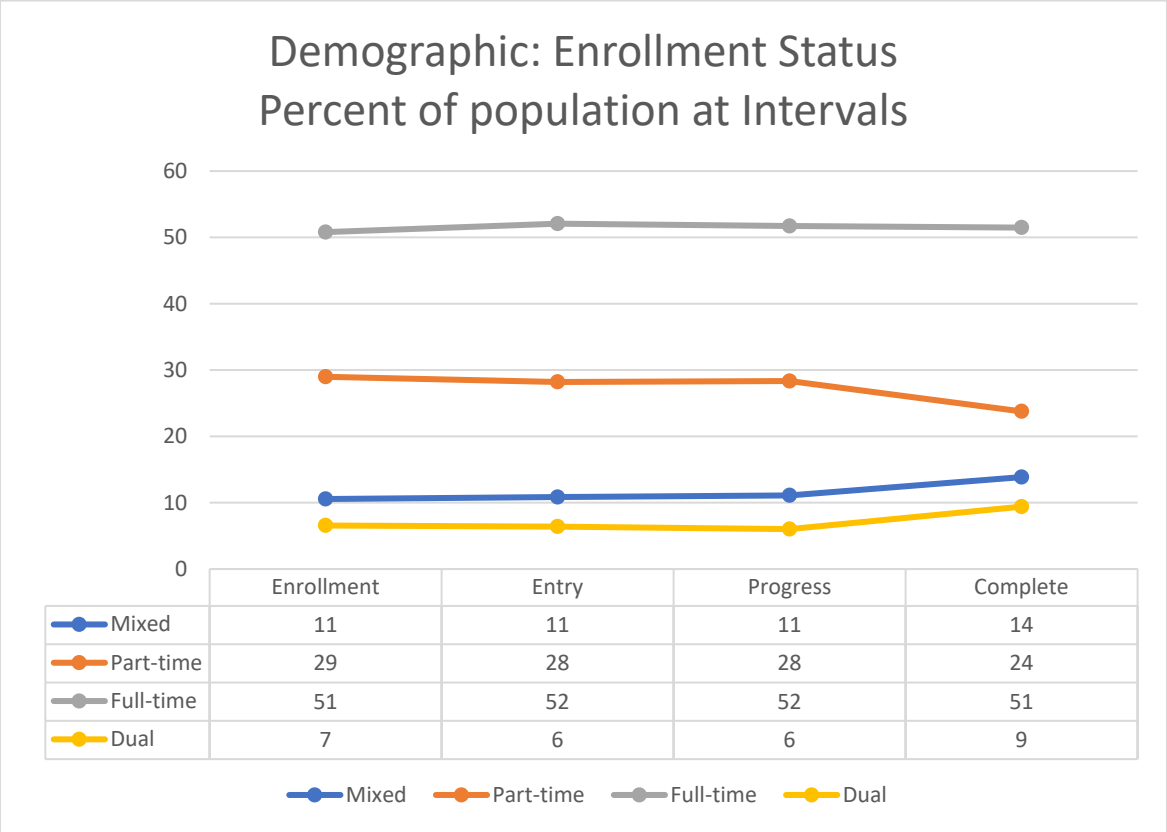
Student demographic and population share details:



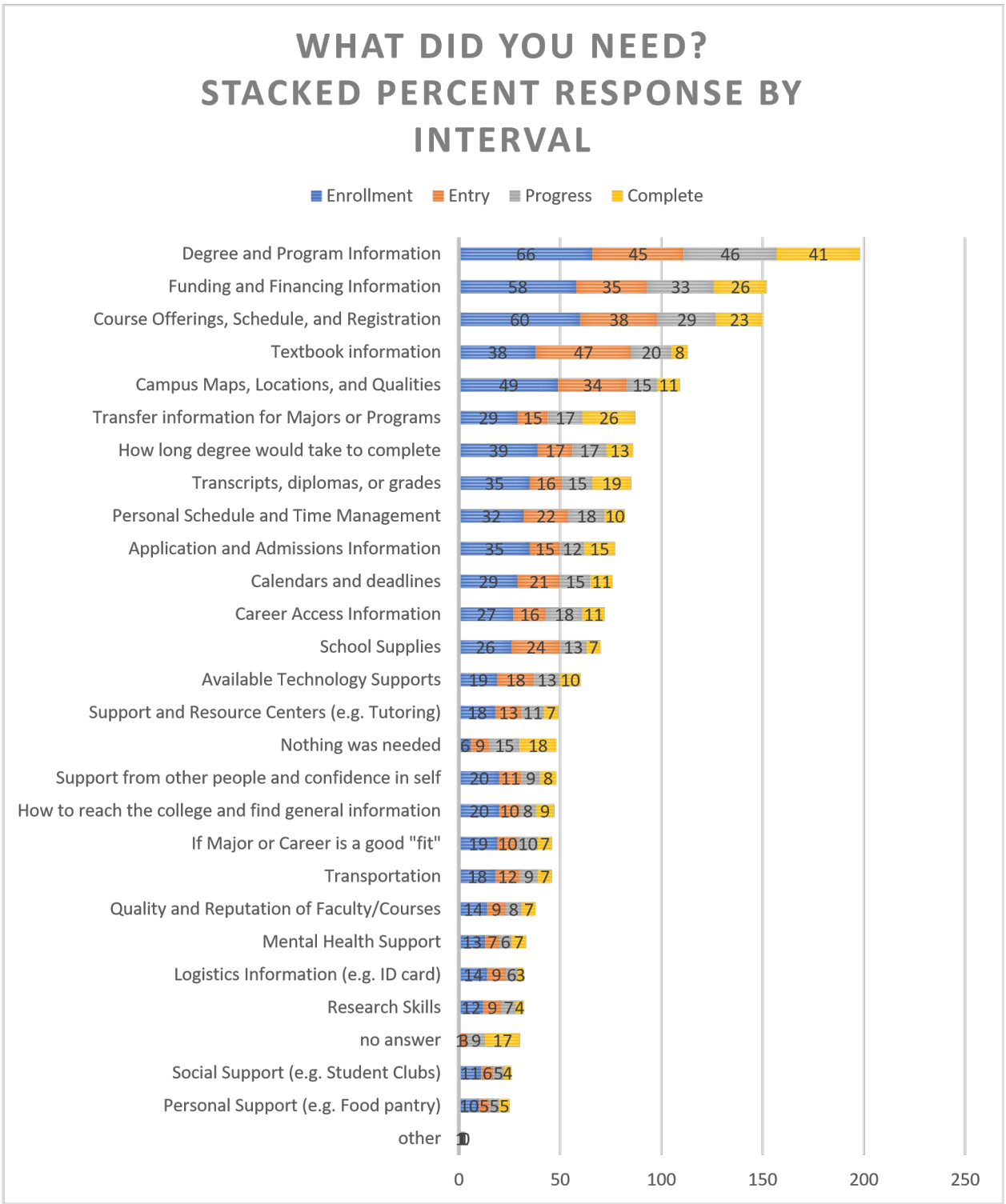
	Enrollment	Entry	Progress	Complete
Adult	48	48	50	65
Recent Grad	30	31	29	11
Returning	12	12	12	15
DC/ECHS	7	6	6	7

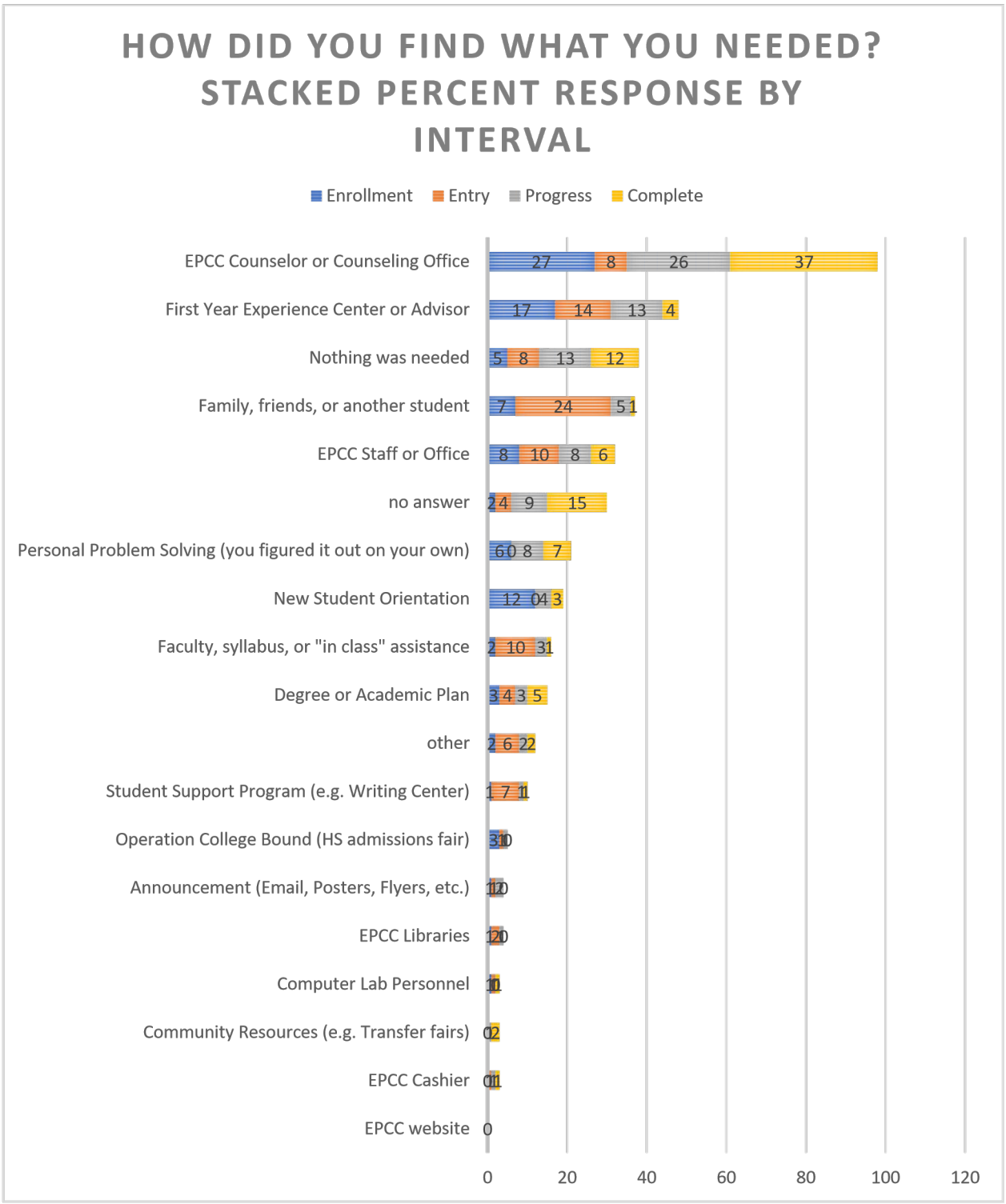

Demographic: Financal
Percent of population at Intervals
45
40
35
30
25
20
15
10
5
0
Enrollment
Entry
Progress
Complete
Self Support 26 26 26 27
Retired/Aid 7 7 6 4
Dependent 40 40 40 39
Head House 15 14 15 19
Loans/Credit 7 8 7 5
Self Support
Retired/Aid
Dependent
Head House
Loans/Credit


Demographic: Generation
Percent of population at Intervals
45
40
35
30
25
20
15
10
5
0
Enrollment
Entry
Progress
Complete
1st Gen
30
30
31
30
1 of many
39
39
38
40
1st/2nd
13
13
13
11
Everyone
15
15
15
16
1st Gen
1 of many
1st/2nd
Everyone



	Enrollment	Entry	Progress	Complete
Mixed	11	11	11	14
Part-time	29	28	28	24
Full-time	51	52	52	51
Dual	7	6	6	9


WHAT DID YOU NEED?
STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Degree and Program Information 66 45 46 41
Funding and Financing Information 58 35 33 26
Course Offerings, Schedule, and Registration 60 38 29 23
Textbook information 38 47 20 8
Campus Maps, Locations, and Qualities 49 34 15 11
Transfer information for Majors or Programs 29 15 17 26
How long degree would take to complete 39 17 17 13
Transcripts, diplomas, or grades 35 16 15 19
Personal Schedule and Time Management 32 22 18 10
Application and Admissions Information 35 15 12 15
Calendars and deadlines 29 21 15 11
Career Access Information 27 16 18 11
School Supplies 26 24 13 7
Available Technology Supports 19 18 13 10
Support and Resource Centers (e.g. Tutoring) 18 13 11 7
Nothing was needed 6 9 15 18
Support from other people and confidence in self 20 11 9 8
How to reach the college and find general information 20 10 8 9
If Major or Career is a good "fit" 19 10 10 7
Transportation 18 12 9 7
Quality and Reputation of Faculty/Courses 14 9 8 7
Mental Health Support 13 7 6 7
Logistics Information (e.g. ID card) 14 9 6 3
Research Skills 12 9 7 4
no answer 3 9 17
Social Support (e.g. Student Clubs) 1 1 6 5 4
Personal Support (e.g. Food pantry) 1 0 5 5 5
other 1 0
0
50
100
150
200
250


HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
27
8
26
37
First Year Experience Center or Advisor
17
14
13
4
Nothing was needed
5
8
13
12
Family, friends, or another student
7
24
5
1
EPCC Staff or Office
8
10
8
6
no answer
2
4
9
15
Personal Problem Solving (you figured it out on your own)
6
0
8
7
New Student Orientation
12
0
4
3
Faculty, syllabus, or "in class" assistance
2
10
3
1
Degree or Academic Plan
3
4
3
5
other
2
6
2
Student Support Program (e.g. Writing Center)
1
7
1
Operation College Bound (HS admissions fair)
3
1
0
Announcement (Email, Posters, Flyers, etc.)
1
2
0
EPCC Libraries
1
2
0
Computer Lab Personnel
1
0
1
Community Resources (e.g. Transfer fairs)
0
2
EPCC Cashier
0
1
1
EPCC website
0
0
20
40
60
80
100
120

Demographic Breakdown: Age vs. Overall

Green and Positive integer indicates population ranked the item higher than the overall. Red and negative integer indicates population ranked the item lower than the overall.

		Age Classification			
What did you need?	Overall	Adult Student	Recent HS Grad	Adult Returning	Dual Credit
Degree and Program Information	1	1	1	1	2 (-1)
Funding and Financing Information	2	3 (-1)	4 (-2)	2	11 (-9)
Course Offerings, Schedule, and Registration	3	2 (+1)	3	3	1 (+2)
Textbook information	4	4	2 (+2)	4	5 (-2)
Campus Maps, Locations, and Qualities	5	5	5	6 (-6)	4 (+1)
Transfer information for Majors or Programs	6	7 (-1)	8 (-2)	7 (-1)	15 (-9)
How long degree would take to complete	7	6 (+1)	7	8 (-1)	16 (-9)
Transcripts, diplomas, or grades	8	9 (-1)	9 (-1)	11 (-3)	6 (+2)
Personal Schedule and Time Management	9	10 (-1)	6 (+3)	10 (-1)	8 (+1)
Application and Admissions Information	10	8 (+2)	12 (-2)	13 (-3)	21 (-11)
			#10 School Supplies	#5 Career Access Information, #9 Available Technology Supports	#3 Calendars and Deadlines; #7 Nothing was needed; #9 Available Technology Supports; #10 School Supplies

		Age Classification			
How did you find it?	Overall	Adult Student	Recent HS Grad	Adult Returning	Dual Credit
EPCC Counselor or Counseling Office	1	1	2 (-1)	1	2 (-1)
First Year Experience Center or Advisor	2	4 (-2)	1 (+1)	2	13 (-11)
Nothing was needed	3	3	6 (-3)	3	1 (+2)
Family, friends, or another student	4	2 (+2)	4	4	3 (+1)
EPCC Staff or Office	5	5	7 (-2)	5	10 (-5)
no answer	6	6	3 (+3)	8 (-2)	5 (+1)
Personal Problem Solving (you figured it out on your own)	7	7	8 (-1)	6 (+1)	4 (+3)
New Student Orientation	8	10 (-2)	5 (+3)	11 (-3)	12 (-4)
Faculty, syllabus, or "in class" assistance	9	9	9	7 (+2)	6 (+3)
Degree or Academic Plan	10	8 (+2)	12 (-2)	10	8 (+2)

		# 10 Operation College Bound	#9 other	#7 other, #9 Student Support Programs

Demographic Breakdown: Financial vs. Overall

Green and Positive integer indicates population ranked the item higher than the overall. Red and negative integer indicates population ranked the item lower than the overall.

		Financial Classification				
What did you need?	Overall	Self-Supported	3rd party income (Retired, Financial Aid, etc.)	Dependent	Head of Household	Loans
Degree and Program Information	1	1	1	1	1	2 (-2)
Funding and Financing Information	2	2	3 (-1)	3 (-1)	3 (-1)	1 (+1)
Course Offerings, Schedule, and Registration	3	3	2 (+1)	2 (+1)	2 (+1)	3
Textbook information	4	5 (-1)	5 (-1)	4	4	4
Campus Maps, Locations, and Qualities	5	4 (+1)	4 (+1)	5	7 (-2)	7 (-2)
Transfer information for Majors or Programs	6	11 (-5)	10 (-4)	6	10 (-4)	5 (+1)
How long degree would take to complete	7	8 (-1)	9 (-2)	7	6 (+1)	6 (+1)
Transcripts, diplomas, or grades	8	6 (+2)	13 (-5)	9 (-1)	5 (+3)	12 (-4)
Personal Schedule and Time Management	9	7 (+2)	7 (+2)	8 (+1)	14 (-5)	10 (-1)
Application and Admissions Information	10	12 (-2)	11 (-1)	11 (-1)	13 (-3)	8 (+2)
		#9 Career Access Information, #10 Calendars and Deadlines	#6 Noting was needed, #8 School Supplies	#10 Calendars and Deadlines	#8 Career Access Information; #9 Available Technology Supports	#Career Access Information

		Financial Classification				
How did you find it?	Overall	Self-Supported	3rd party income (Retired, Financial Aid, etc.)	Dependent	Head of Household	Loans
EPCC Counselor or Counseling Office	1	1	2 (-1)	1	1	1
First Year Experience Center or Advisor	2	2	1 (+1)	2	5 (-3)	2
Nothing was needed	3	4 (-1)	3	3	3	4 (-1)
Family, friends, or another student	4	3 (+1)	6 (-2)	4	4	3 (+1)
EPCC Staff or Office	5	5	8 (-3)	6 (-1)	6 (-1)	5
no answer	6	6	9 (-3)	5 (+1)	2 (+4)	7 (-1)
Personal Problem Solving (you figured it out on your own)	7	7	4 (+3)	7	8 (-1)	8 (-1)
New Student Orientation	8	10 (-2)	11 (-3)	8	7 (+1)	6 (+2)
Faculty, syllabus, or "in class" assistance	9	9	7 (+2)	9	10 (-1)	9
Degree or Academic Plan	10	8 (+2)	5 (+5)	11 (-1)	9 (+1)	13 (-3)

#10 Student Support Programs

#10 Other

#10 Operation College Bound

Demographic Breakdown: Generation vs. Overall

Green and Positive integer indicates population ranked the item higher than the overall. Red and negative integer indicates population ranked the item lower than the overall.

		College Generation Classification			
What did you need?	Overall	In the first generation	One of many in family	Very First (or 2nd) Person Ever	Everyone in family attends
Degree and Program Information	1	1	1	1	1
Funding and Financing Information	2	2	3 (-1)	2	3 (-1)
Course Offerings, Schedule, and Registration	3	3	2 (+1)	3	2 (+1)
Textbook information	4	4	4	4	4
Campus Maps, Locations, and Qualities	5	5	5	5	5
Transfer information for Majors or Programs	6	6	7 (-1)	12 (-5)	9 (-3)
How long degree would take to complete	7	7	9 (-2)	6 (+1)	11 (-4)
Transcripts, diplomas, or grades	8	12 (-4)	6 (+2)	8	6 (+2)
Personal Schedule and Time Management	9	9	8 (+1)	7 (+2)	13 (-4)
Application and Admissions Information	10	8 (+2)	10	11 (-1)	8 (+2)
		#10 Career Access Information		#9 Calendar and Deadlines, #10 School Supplies	#7 School Supplies, #10 Calendars and Deadlines

		College Generation Classification			
How did you find it?	Overall	In the first generation	One of many in family	Very First (or 2nd) Person Ever	Everyone in family attends
EPCC Counselor or Counseling Office	1	1	1	1	1
First Year Experience Center or Advisor	2	2	2	2	2
Nothing was needed	3	3	3	5 (-2)	6 (-3)
Family, friends, or another student	4	5 (-1)	4	4	3 (+1)
EPCC Staff or Office	5	4 (+1)	5	9 (-4)	5
no answer	6	6	6	3 (+3)	4 (+2)
Personal Problem Solving (you figured it out on your own)	7	8 (-1)	7	6 (+1)	10 (-3)
New Student Orientation	8	9 (-1)	8	7 (+1)	7 (+1)
Faculty, syllabus, or "in class" assistance	9	10 (-1)	9	8 (+1)	8 (+1)
Degree or Academic Plan	10	7 (+3)	11 (-1)	10	9 (+1)

#10 Other

Demographic Breakdown: Enrollment vs. Overall

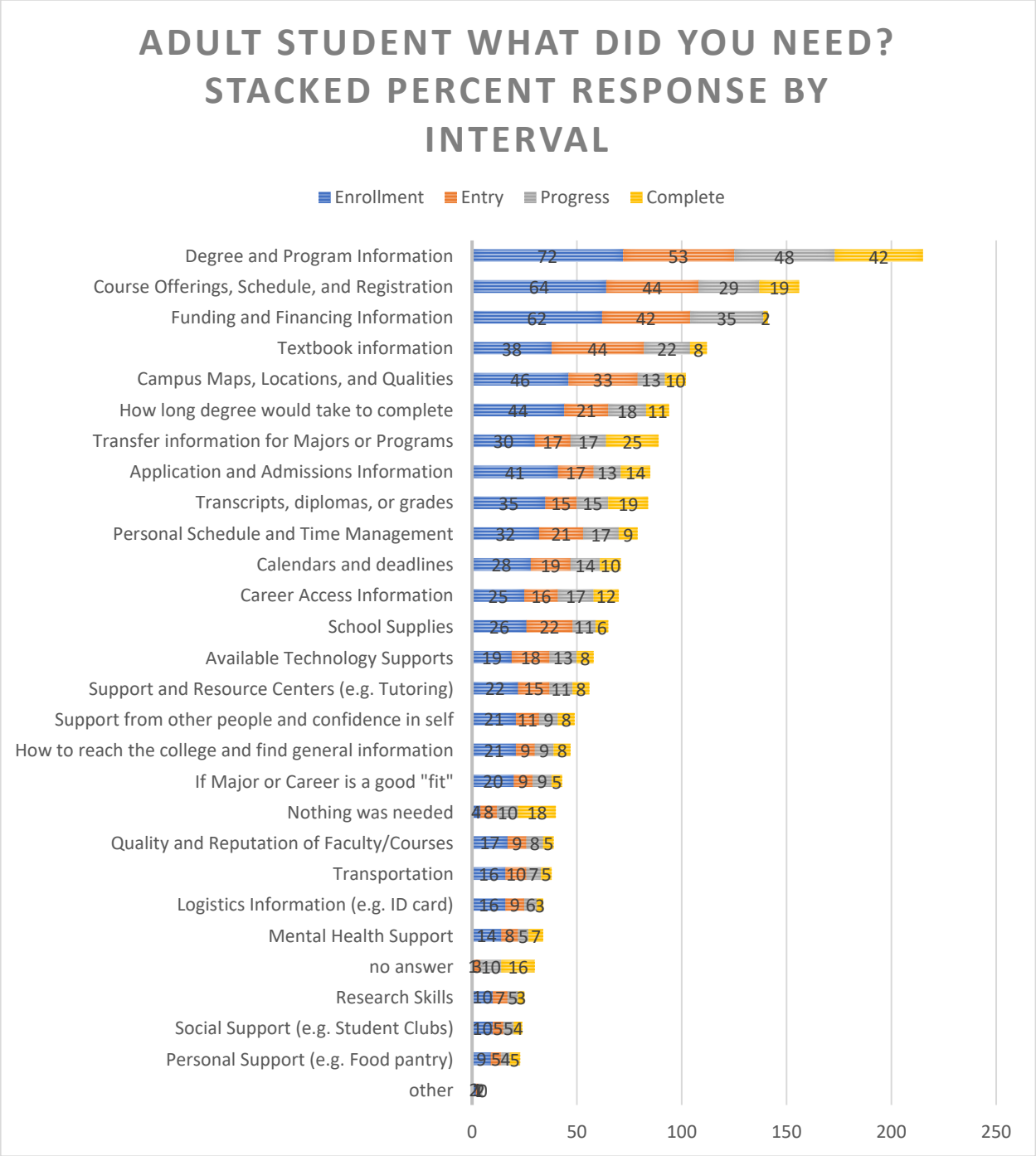
Green and Positive integer indicates population ranked the item higher than the overall. Red and negative integer indicates population ranked the item lower than the overall.

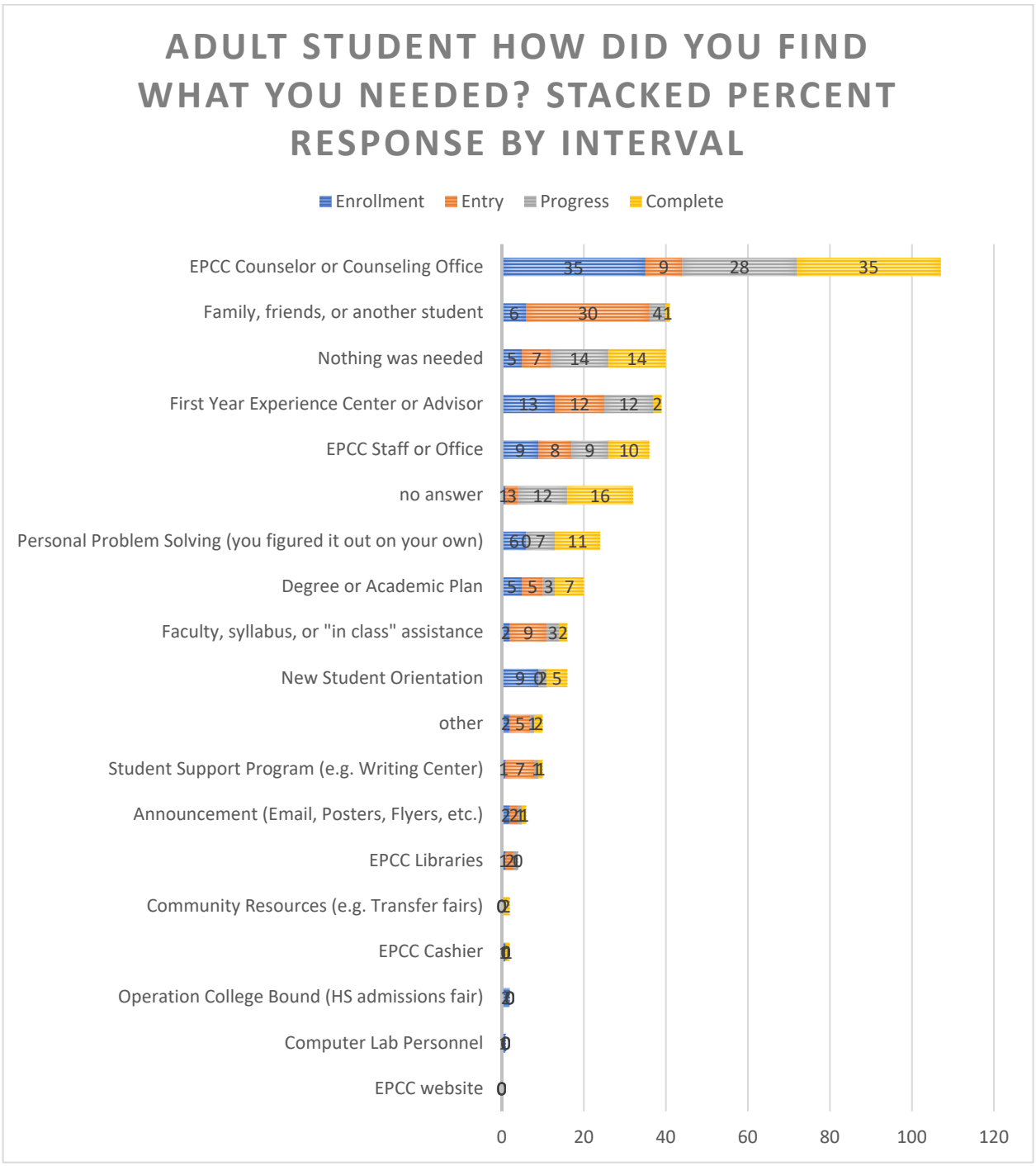
		Enrollment Status			
What did you need?	Overall	Mixed Part and Fulltime	Part time student	Full time student	Full time EPCC and another school
Degree and Program Information	1	1	1	1	2 (-1)
Funding and Financing Information	2	2	3 (-1)	2	10 (-8)
Course Offerings, Schedule, and Registration	3	3	2 (+1)	3 (+2)	1
Textbook information	4	4	4	4	4
Campus Maps, Locations, and Qualities	5	5	5	5	3 (+2)
Transfer information for Majors or Programs	6	6	13 (-7)	6	5 (+1)
How long degree would take to complete	7	7	6 (+1)	7	13 (-6)
Transcripts, diplomas, or grades	8	8	9 (-1)	9 (-1)	6 (+2)
Personal Schedule and Time Management	9	11 (-2)	10 (-1)	8 (+1)	8 (+1)
Application and Admissions Information	10	10	8 (+2)	10	23 (-13)
		#9 Career Access Information	#7 Career Access Information		#5 Calendars and deadlines, #7 Nothing was Needed, #9Available Technology Supports

		Enrollment Status			
How did you find it?	Overall	Mixed Part and Fulltime	Part time student	Full time student	Full time EPCC and another school
EPCC Counselor or Counseling Office	1	1	1	1	2 (-1)
First Year Experience Center or Advisor	2	2	2	2	10 (-8)
Nothing was needed	3	4 (-1)	3	4 (-1)	1 (+2)
Family, friends, or another student	4	3 (+1)	4	3 (+1)	3 (+1)
EPCC Staff or Office	5	7 (-2)	5	5	8 (-3)
no answer	6	5 (+1)	6	6	5 (+1)
Personal Problem Solving (you figured it out on your own)	7	9 (-2)	7	8 (-1)	7
New Student Orientation	8	6 (+2)	8	7 (+1)	14 (-6)
Faculty, syllabus, or "in class" assistance	9	10 (-1)	9	10 (-1)	4 (+5)
Degree or Academic Plan	10	8 (+2)	10	9 (+1)	15 (-5)

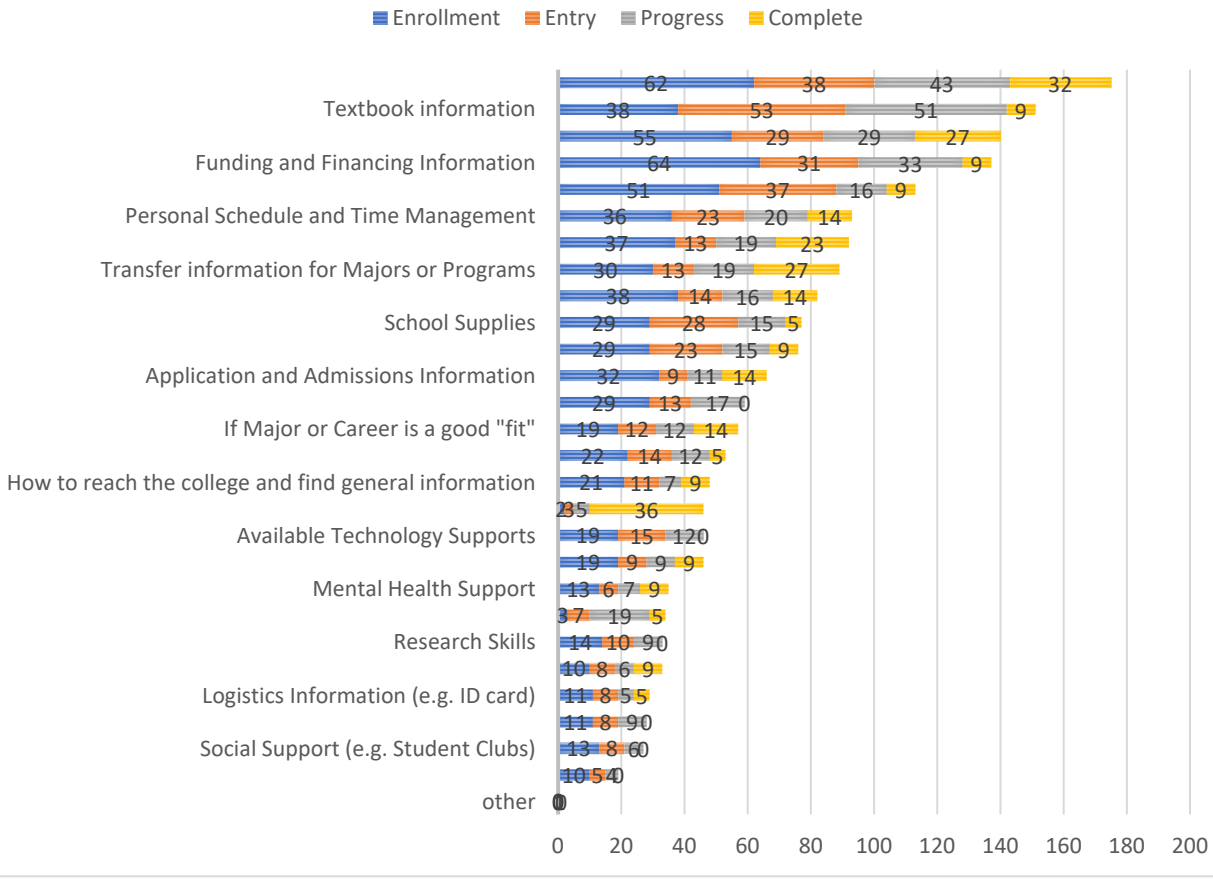
#6 other, #9 Student Support Program

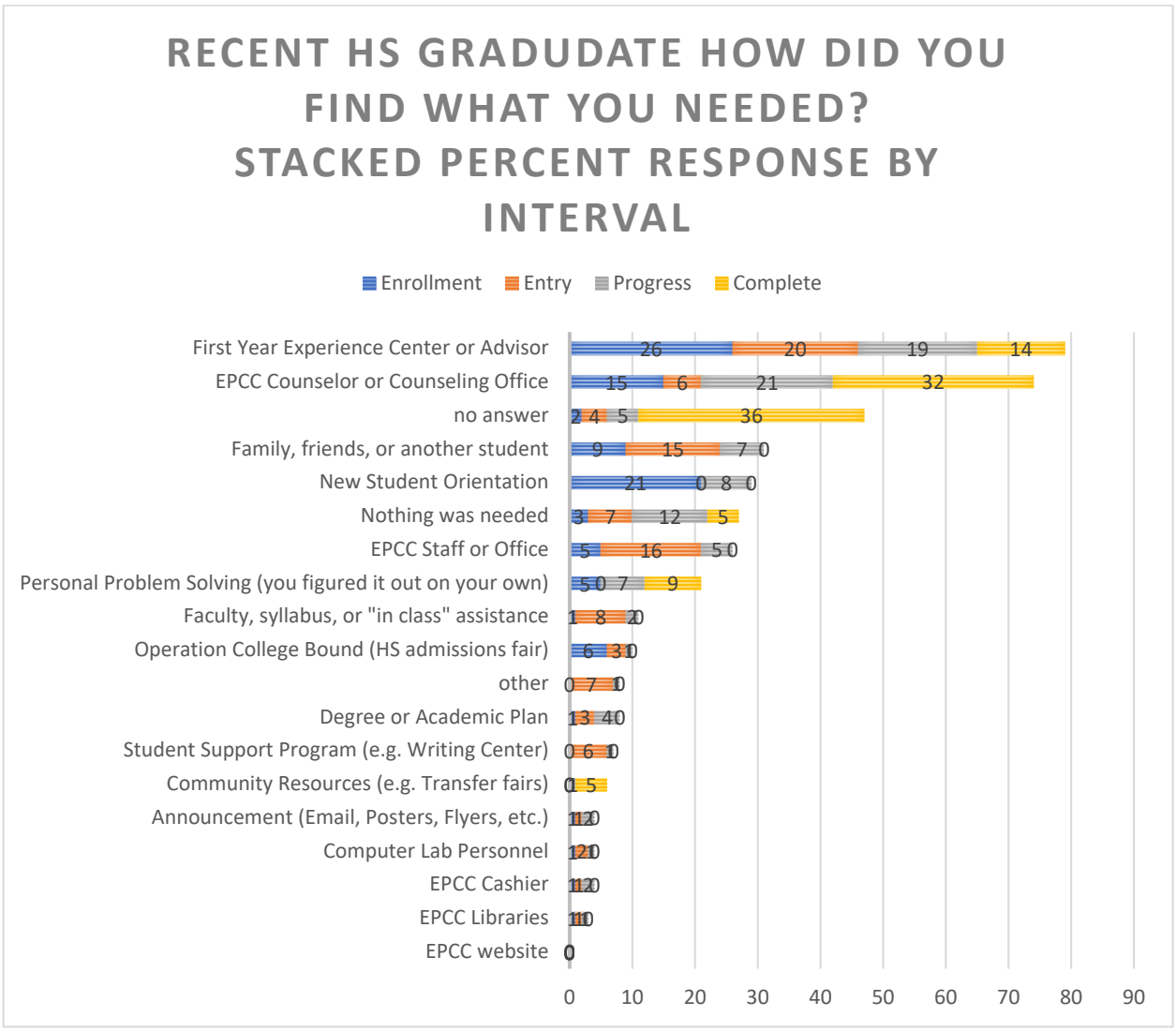
Demographic Charts:

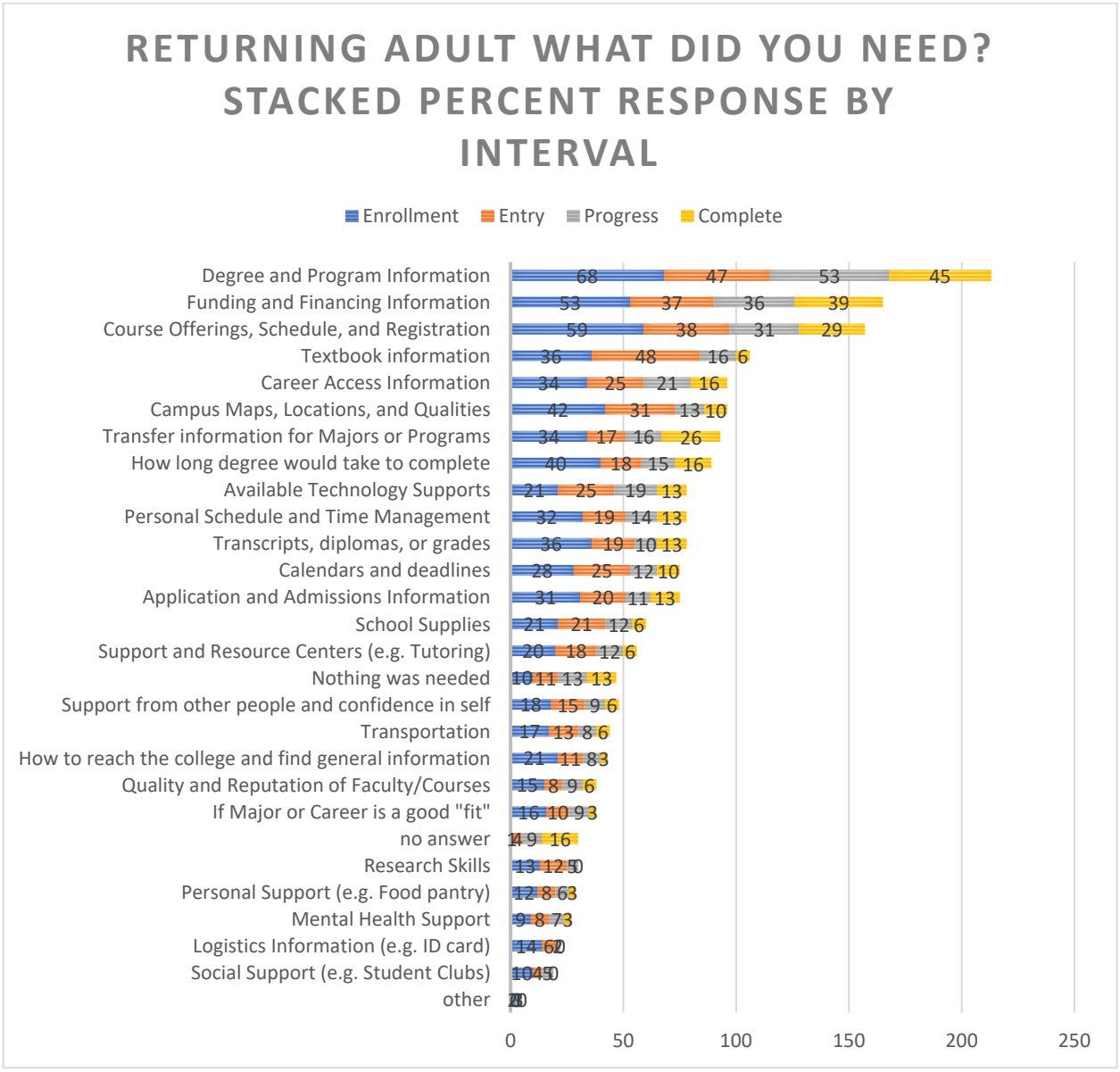


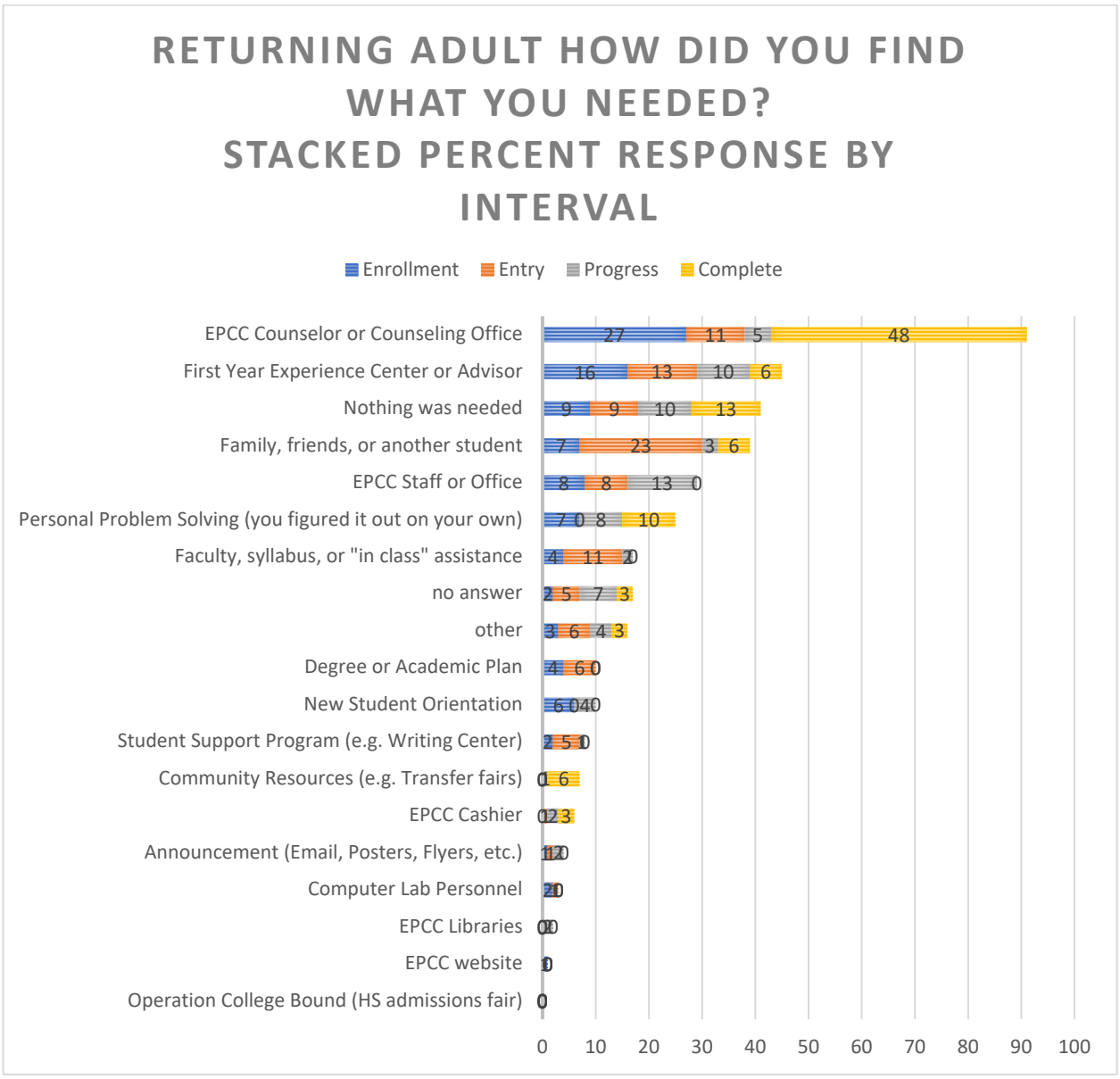

ADULT STUDENT HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
Family, friends, or another student
Nothing was needed
First Year Experience Center or Advisor
EPCC Staff or Office
no answer
Personal Problem Solving (you figured it out on your own)
Degree or Academic Plan
Faculty, syllabus, or "in class" assistance
New Student Orientation
other
Student Support Program (e.g. Writing Center)
Announcement (Email, Posters, Flyers, etc.)
EPCC Libraries
Community Resources (e.g. Transfer fairs)
EPCC Cashier
Operation College Bound (HS admissions fair)
Computer Lab Personnel
EPCC website
0
20
40
60
80
100
120

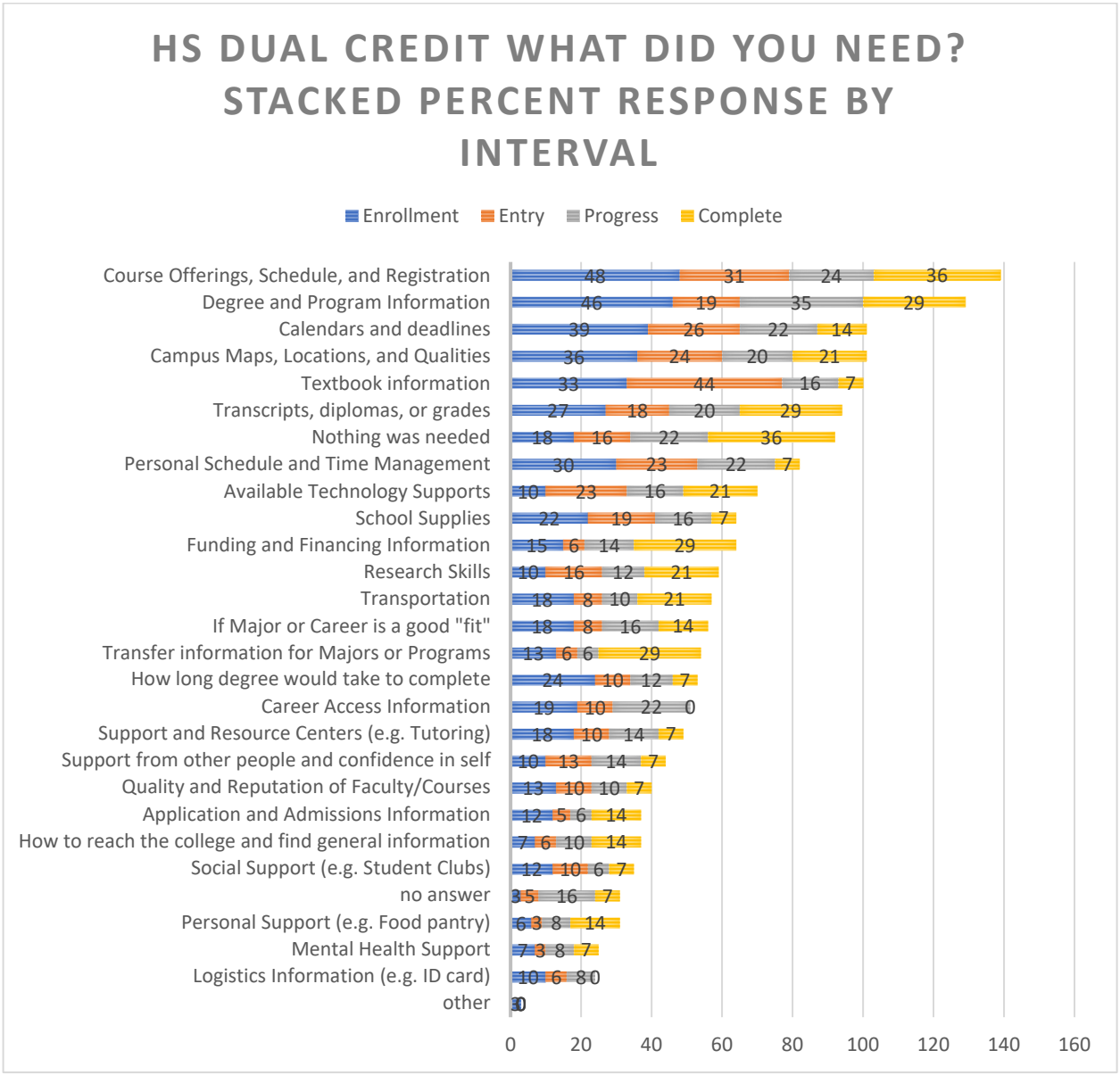
RECENT HS GRADUATE WHAT DID YOU NEED? STACKED PERCENT RESPONSE BY INTERVAL

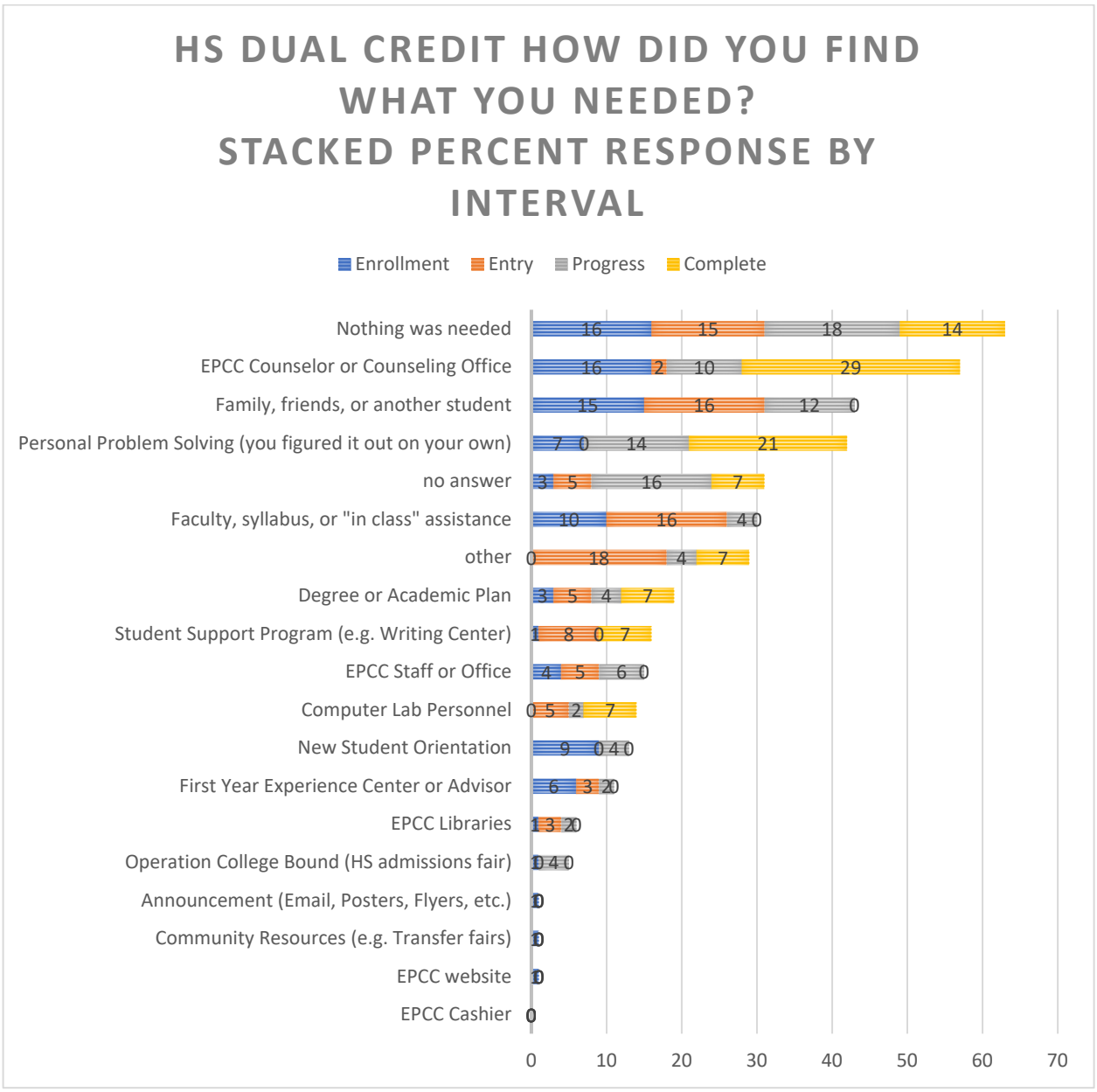



RECENT HS GRADUDATE HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
First Year Experience Center or Advisor
EPCC Counselor or Counseling Office
no answer
Family, friends, or another student
New Student Orientation
Nothing was needed
EPCC Staff or Office
Personal Problem Solving (you figured it out on your own)
Faculty, syllabus, or "in class" assistance
Operation College Bound (HS admissions fair)
other
Degree or Academic Plan
Student Support Program (e.g. Writing Center)
Community Resources (e.g. Transfer fairs)
Announcement (Email, Posters, Flyers, etc.)
Computer Lab Personnel
EPCC Cashier
EPCC Libraries
EPCC website
0
10
20
30
40
50
60
70
80
90

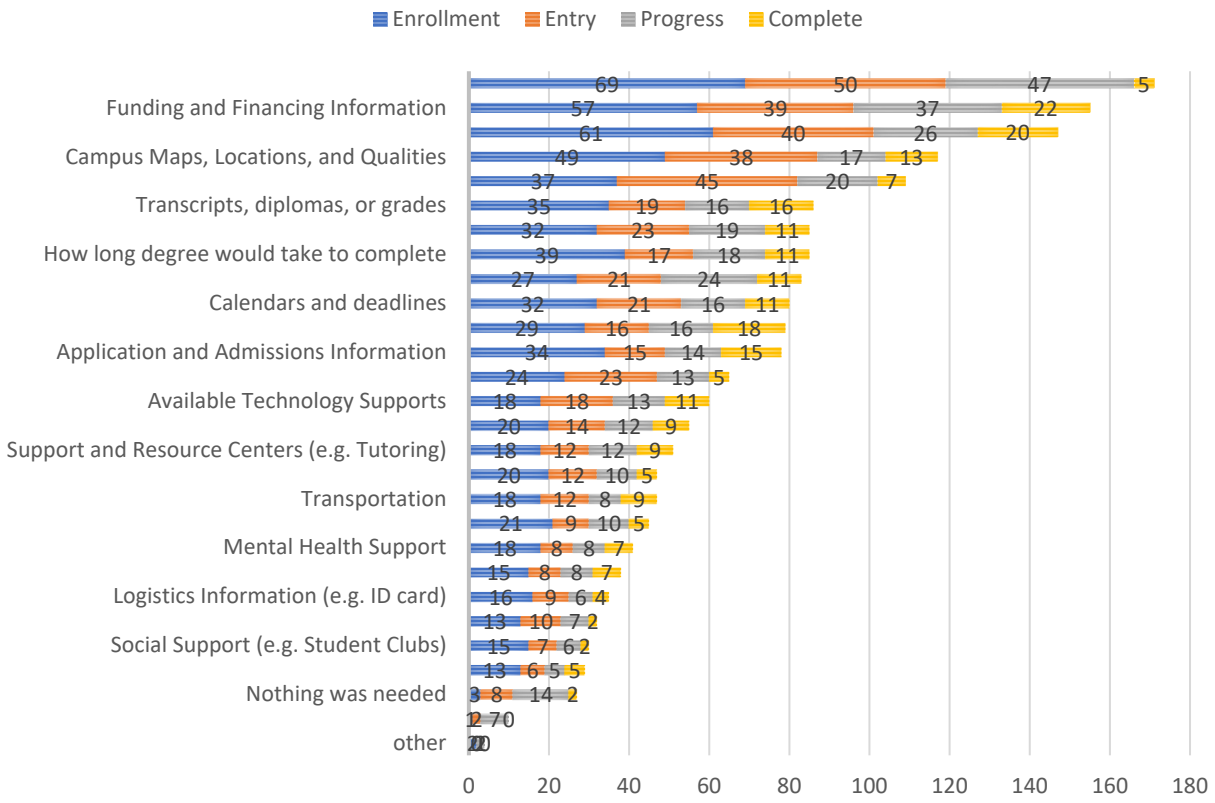

RETURNING ADULT WHAT DID YOU NEED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Degree and Program Information
Funding and Financing Information
Course Offerings, Schedule, and Registration
Textbook information
Career Access Information
Campus Maps, Locations, and Qualities
Transfer information for Majors or Programs
How long degree would take to complete
Available Technology Supports
Personal Schedule and Time Management
Transcripts, diplomas, or grades
Calendars and deadlines
Application and Admissions Information
School Supplies
Support and Resource Centers (e.g. Tutoring)
Nothing was needed
Support from other people and confidence in self
Transportation
How to reach the college and find general information
Quality and Reputation of Faculty/Courses
If Major or Career is a good "fit"
no answer
Research Skills
Personal Support (e.g. Food pantry)
Mental Health Support
Logistics Information (e.g. ID card)
Social Support (e.g. Student Clubs)
other
0
50
100
150
200
250

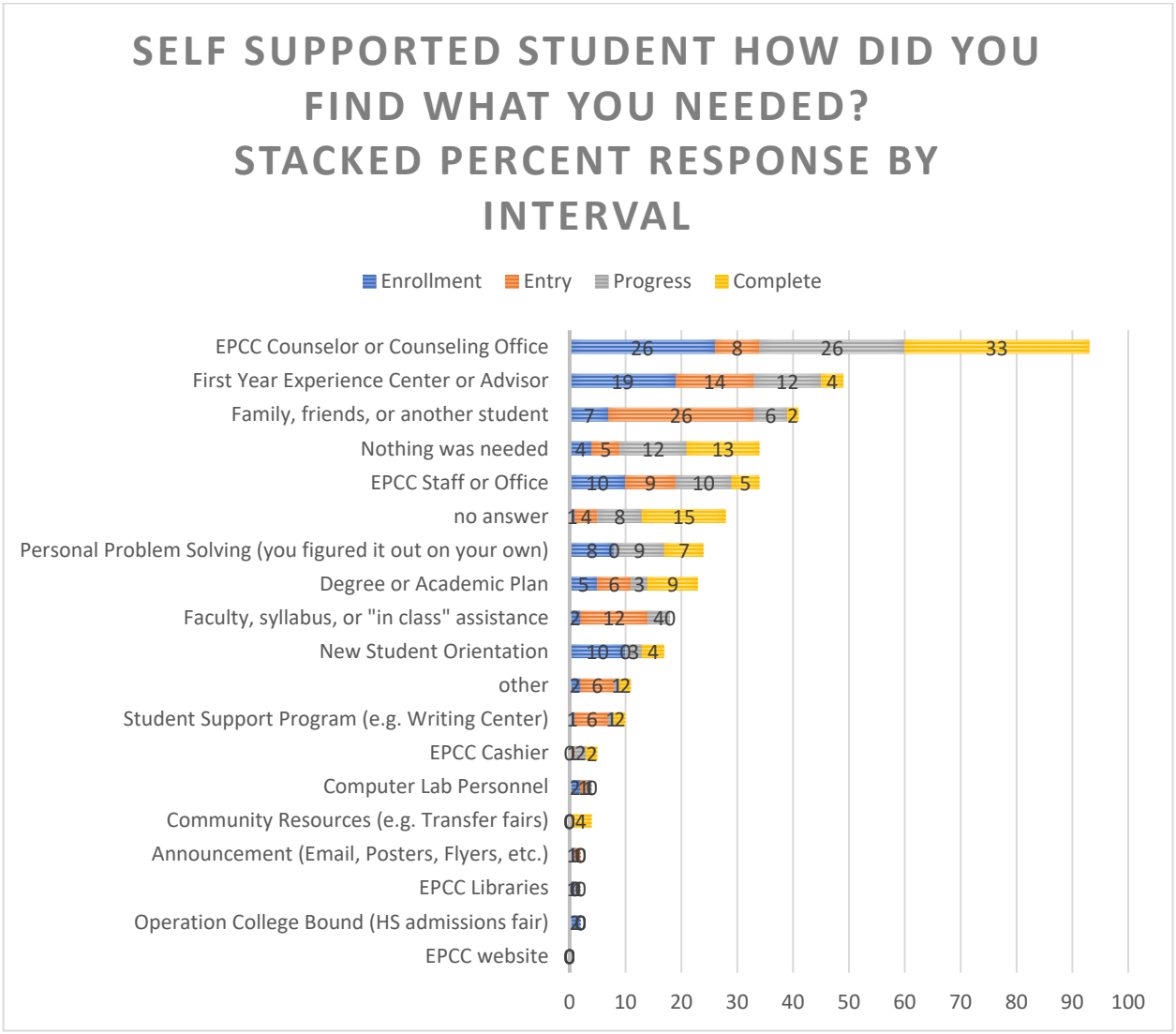

RETURNING ADULT HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
First Year Experience Center or Advisor
Nothing was needed
Family, friends, or another student
EPCC Staff or Office
Personal Problem Solving (you figured it out on your own)
Faculty, syllabus, or "in class" assistance
no answer
other
Degree or Academic Plan
New Student Orientation
Student Support Program (e.g. Writing Center)
Community Resources (e.g. Transfer fairs)
EPCC Cashier
Announcement (Email, Posters, Flyers, etc.)
Computer Lab Personnel
EPCC Libraries
EPCC website
Operation College Bound (HS admissions fair)
0
10
20
30
40
50
60
70
80
90
100

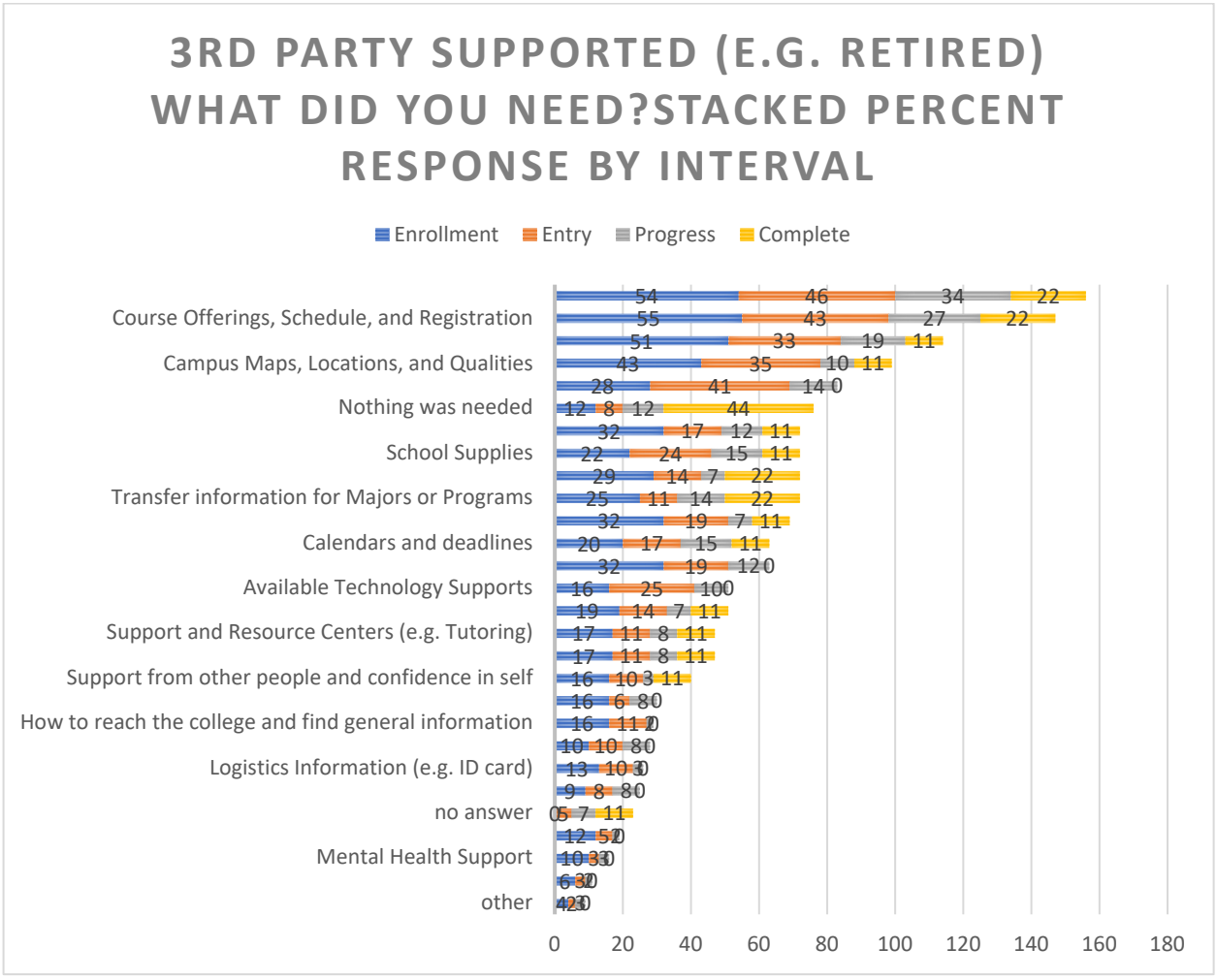

HS DUAL CREDIT WHAT DID YOU NEED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Course Offerings, Schedule, and Registration 48 31 24 36
Degree and Program Information 46 19 35 29
Calendars and deadlines 39 26 22 14
Campus Maps, Locations, and Qualities 36 24 20 21
Textbook information 33 44 16 7
Transcripts, diplomas, or grades 27 18 20 29
Nothing was needed 18 16 22 36
Personal Schedule and Time Management 30 23 22 7
Available Technology Supports 10 23 16 21
School Supplies 22 19 16 7
Funding and Financing Information 15 6 14 29
Research Skills 10 16 12 21
Transportation 18 8 10 21
If Major or Career is a good "fit" 18 8 16 14
Transfer information for Majors or Programs 13 6 6 29
How long degree would take to complete 24 10 12 7
Career Access Information 19 10 22 0
Support and Resource Centers (e.g. Tutoring) 18 10 14 7
Support from other people and confidence in self 10 13 14 7
Quality and Reputation of Faculty/Courses 13 10 10 7
Application and Admissions Information 12 5 6 14
How to reach the college and find general information 7 6 10 14
Social Support (e.g. Student Clubs) 12 10 6 7
no answer 3 5 16 7
Personal Support (e.g. Food pantry) 6 3 8 14
Mental Health Support 7 3 8 7
Logistics Information (e.g. ID card) 10 6 8 0
other 3 0
0 20 40 60 80 100 120 140 160

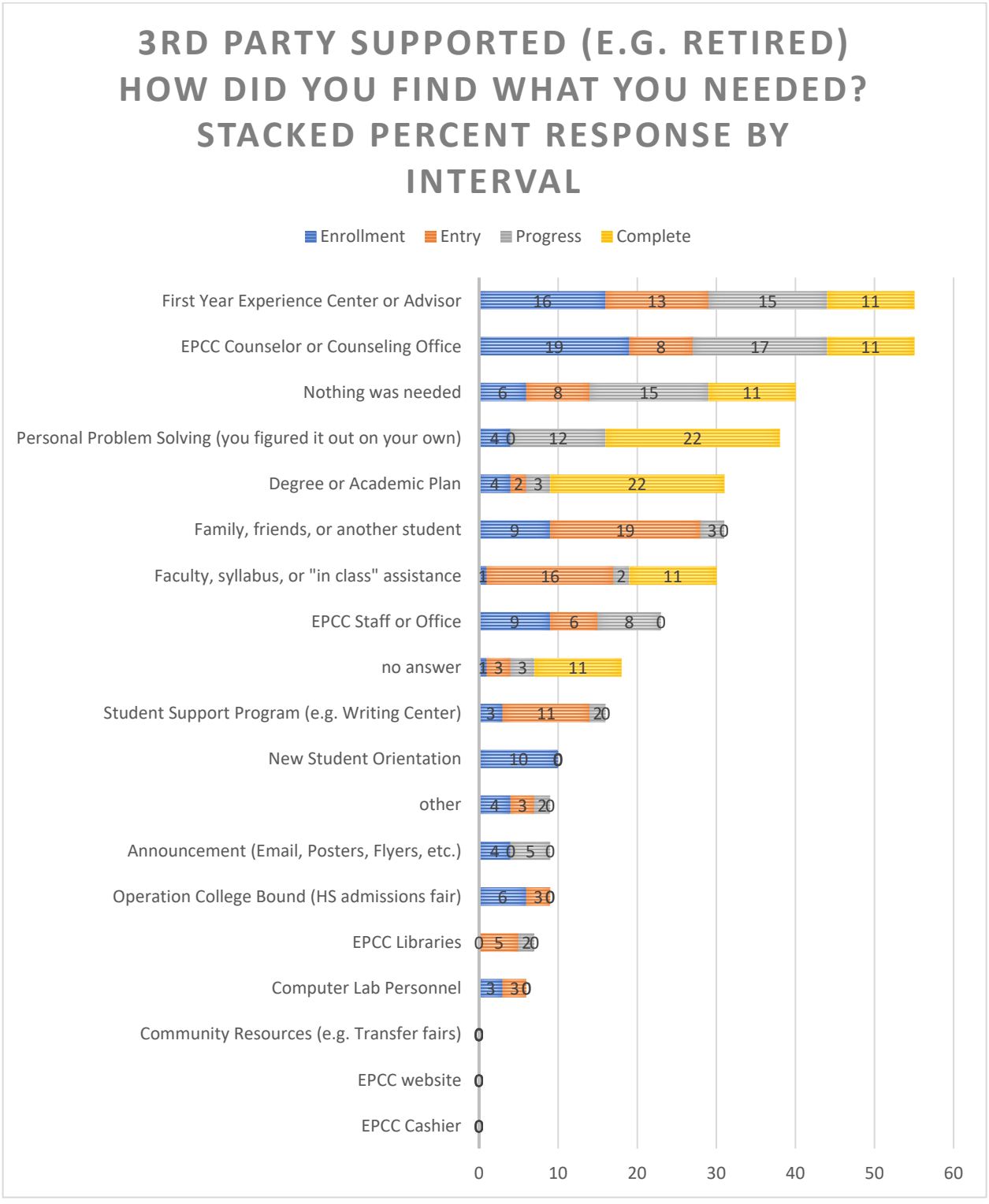

HS DUAL CREDIT HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Nothing was needed
EPCC Counselor or Counseling Office
Family, friends, or another student
Personal Problem Solving (you figured it out on your own)
no answer
Faculty, syllabus, or "in class" assistance
other
Degree or Academic Plan
Student Support Program (e.g. Writing Center)
EPCC Staff or Office
Computer Lab Personnel
New Student Orientation
First Year Experience Center or Advisor
EPCC Libraries
Operation College Bound (HS admissions fair)
Announcement (Email, Posters, Flyers, etc.)
Community Resources (e.g. Transfer fairs)
EPCC website
EPCC Cashier
0
10
20
30
40
50
60
70

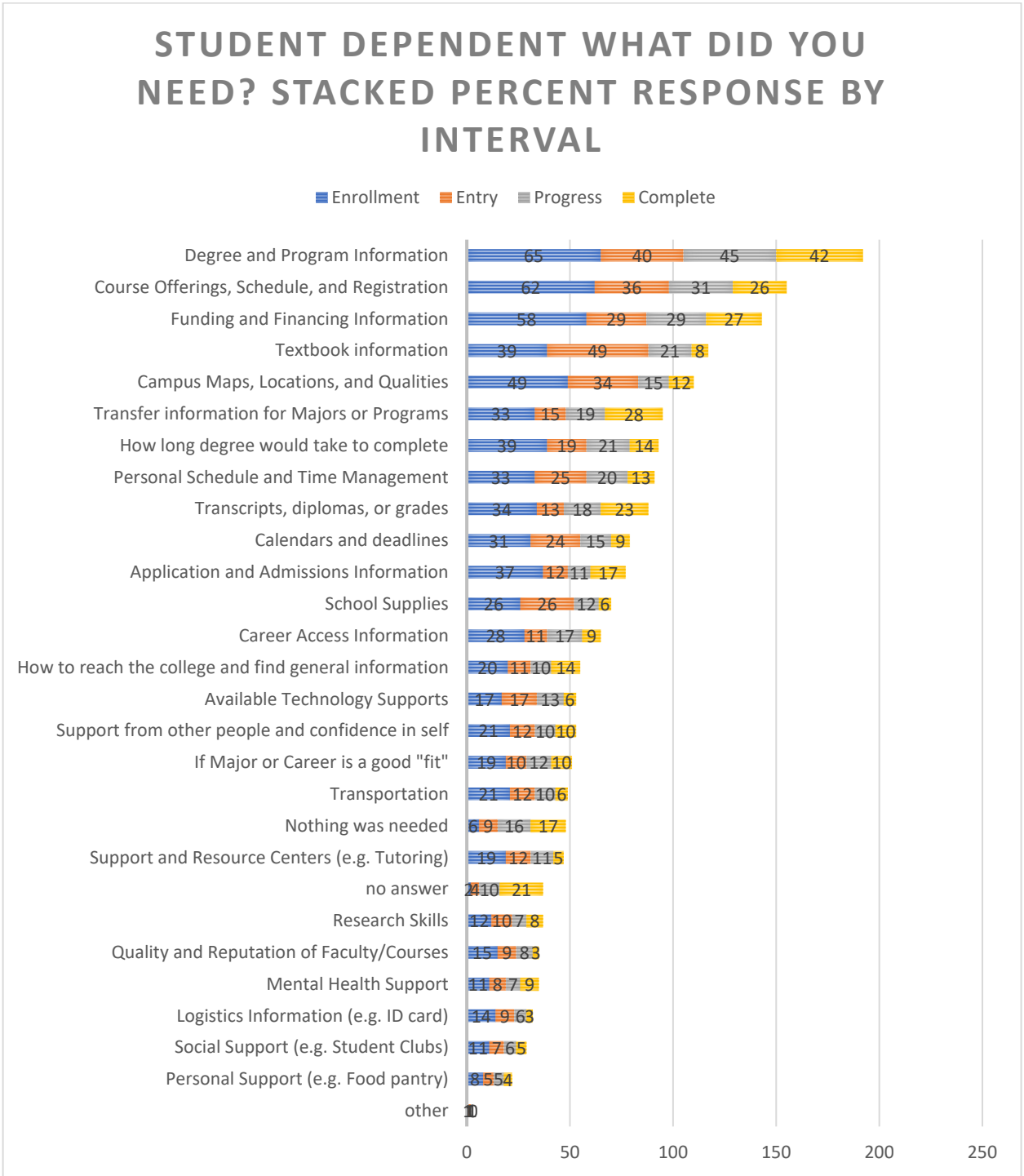
SELF SUPPORTED STUDENT WHAT DID YOU NEED? STACKED PERCENT RESPONSE BY INTERVAL

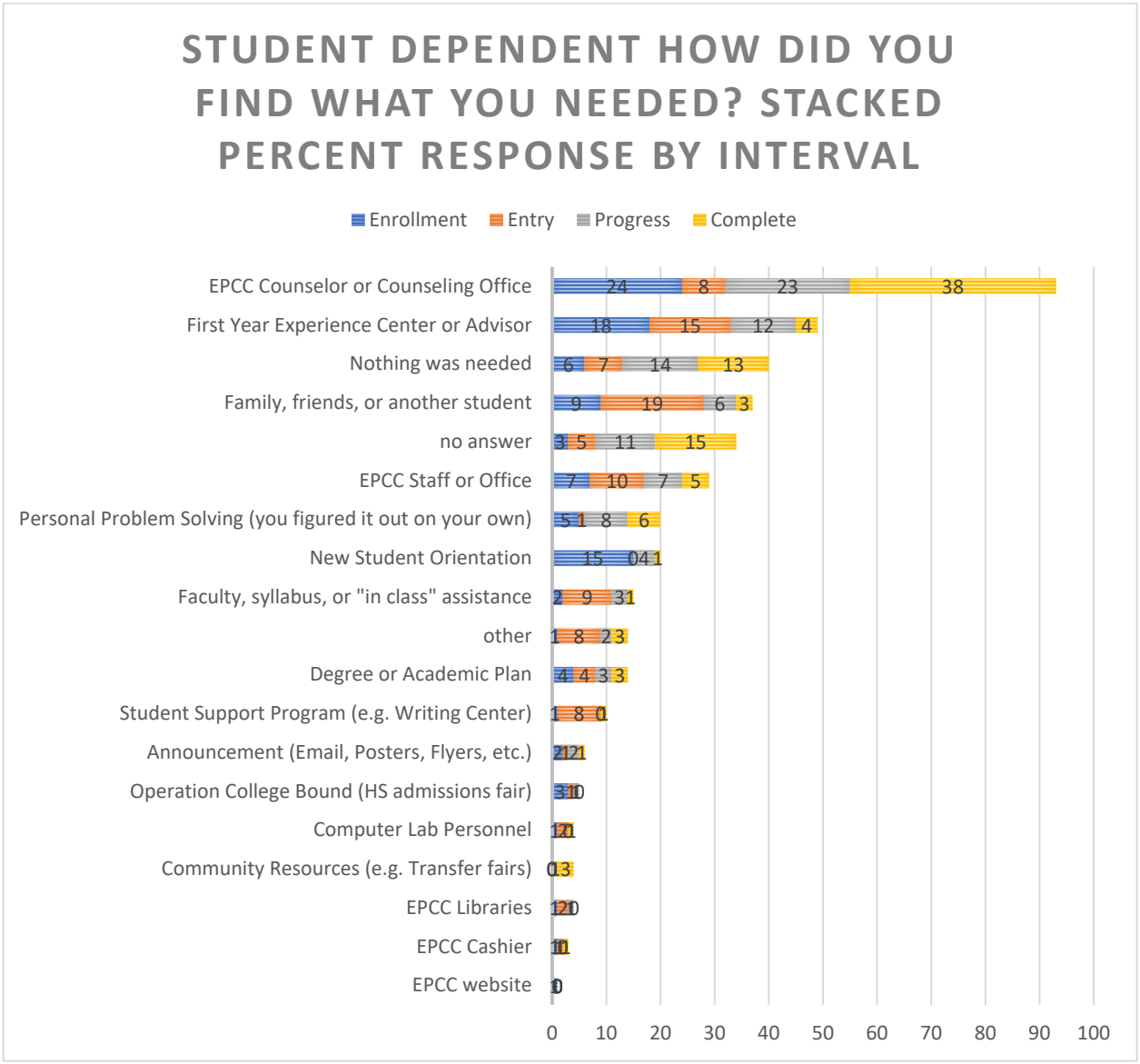



SELF SUPPORTED STUDENT HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
First Year Experience Center or Advisor
Family, friends, or another student
Nothing was needed
EPCC Staff or Office
no answer
Personal Problem Solving (you figured it out on your own)
Degree or Academic Plan
Faculty, syllabus, or "in class" assistance
New Student Orientation
other
Student Support Program (e.g. Writing Center)
EPCC Cashier
Computer Lab Personnel
Community Resources (e.g. Transfer fairs)
Announcement (Email, Posters, Flyers, etc.)
EPCC Libraries
Operation College Bound (HS admissions fair)
EPCC website
0
10
20
30
40
50
60
70
80
90
100


3RD PARTY SUPPORTED (E.G. RETIRED) WHAT DID YOU NEED?STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Course Offerings, Schedule, and Registration
Campus Maps, Locations, and Qualities
Nothing was needed
School Supplies
Transfer information for Majors or Programs
Calendars and deadlines
Available Technology Supports
Support and Resource Centers (e.g. Tutoring)
Support from other people and confidence in self
How to reach the college and find general information
Logistics Information (e.g. ID card)
no answer
Mental Health Support
other
0
20
40
60
80
100
120
140
160
180


3RD PARTY SUPPORTED (E.G. RETIRED) HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
First Year Experience Center or Advisor
EPCC Counselor or Counseling Office
Nothing was needed
Personal Problem Solving (you figured it out on your own)
Degree or Academic Plan
Family, friends, or another student
Faculty, syllabus, or "in class" assistance
EPCC Staff or Office
no answer
Student Support Program (e.g. Writing Center)
New Student Orientation
other
Announcement (Email, Posters, Flyers, etc.)
Operation College Bound (HS admissions fair)
EPCC Libraries
Computer Lab Personnel
Community Resources (e.g. Transfer fairs)
EPCC website
EPCC Cashier
0
10
20
30
40
50
60


STUDENT DEPENDENT WHAT DID YOU NEED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Degree and Program Information 65 40 45 42
Course Offerings, Schedule, and Registration 62 36 31 26
Funding and Financing Information 58 29 29 27
Textbook information 39 49 21 8
Campus Maps, Locations, and Qualities 49 34 15 12
Transfer information for Majors or Programs 33 15 19 28
How long degree would take to complete 39 19 21 14
Personal Schedule and Time Management 33 25 20 13
Transcripts, diplomas, or grades 34 13 18 23
Calendars and deadlines 31 24 15 9
Application and Admissions Information 37 12 11 17
School Supplies 26 26 12 6
Career Access Information 28 11 17 9
How to reach the college and find general information 20 11 10 14
Available Technology Supports 17 17 13 6
Support from other people and confidence in self 21 12 10 10
If Major or Career is a good "fit" 19 10 12 10
Transportation 21 12 10 6
Nothing was needed 6 9 16 17
Support and Resource Centers (e.g. Tutoring) 19 12 11 5
no answer 2 4 10 21
Research Skills 1 2 10 7 8
Quality and Reputation of Faculty/Courses 15 9 8 3
Mental Health Support 11 8 7 9
Logistics Information (e.g. ID card) 14 9 6 3
Social Support (e.g. Student Clubs) 1 1 7 6 5
Personal Support (e.g. Food pantry) 8 5 5 4
other 1 0
0
50
100
150
200
250


STUDENT DEPENDENT HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
First Year Experience Center or Advisor
Nothing was needed
Family, friends, or another student
no answer
EPCC Staff or Office
Personal Problem Solving (you figured it out on your own)
New Student Orientation
Faculty, syllabus, or "in class" assistance
other
Degree or Academic Plan
Student Support Program (e.g. Writing Center)
Announcement (Email, Posters, Flyers, etc.)
Operation College Bound (HS admissions fair)
Computer Lab Personnel
Community Resources (e.g. Transfer fairs)
EPCC Libraries
EPCC Cashier
EPCC website
0
10
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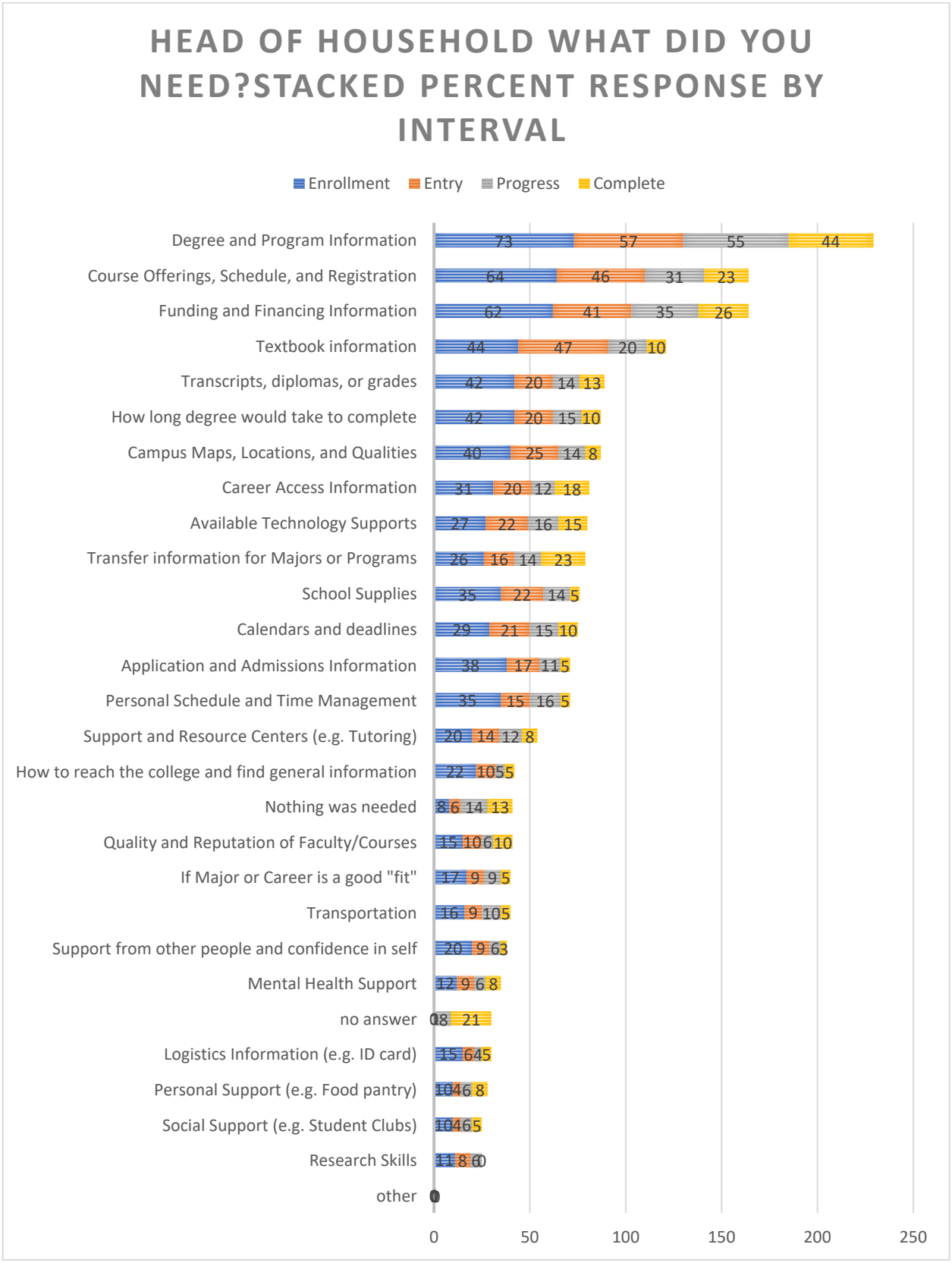
70
80
90
100


HEAD OF HOUSEHOLD WHAT DID YOU NEED?STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Degree and Program Information 73 57 55 44
Course Offerings, Schedule, and Registration 64 46 31 23
Funding and Financing Information 62 41 35 26
Textbook information 44 47 20 10
Transcripts, diplomas, or grades 42 20 14 13
How long degree would take to complete 42 20 15 10
Campus Maps, Locations, and Qualities 40 25 14 8
Career Access Information 31 20 12 18
Available Technology Supports 27 22 16 15
Transfer information for Majors or Programs 26 16 14 23
School Supplies 35 22 14 5
Calendars and deadlines 29 21 15 10
Application and Admissions Information 38 17 11 5
Personal Schedule and Time Management 35 15 16 5
Support and Resource Centers (e.g. Tutoring) 20 14 12 8
How to reach the college and find general information 22 10 5 5
Nothing was needed 8 6 14 13
Quality and Reputation of Faculty/Courses 15 10 6 10
If Major or Career is a good "fit" 17 9 9 5
Transportation 16 9 10 5
Support from other people and confidence in self 20 9 6 3
Mental Health Support 12 9 6 8
no answer 0 8 21
Logistics Information (e.g. ID card) 15 6 4 5
Personal Support (e.g. Food pantry) 10 4 6 8
Social Support (e.g. Student Clubs) 10 4 6 5
Research Skills 11 8 6 0
other 0
0
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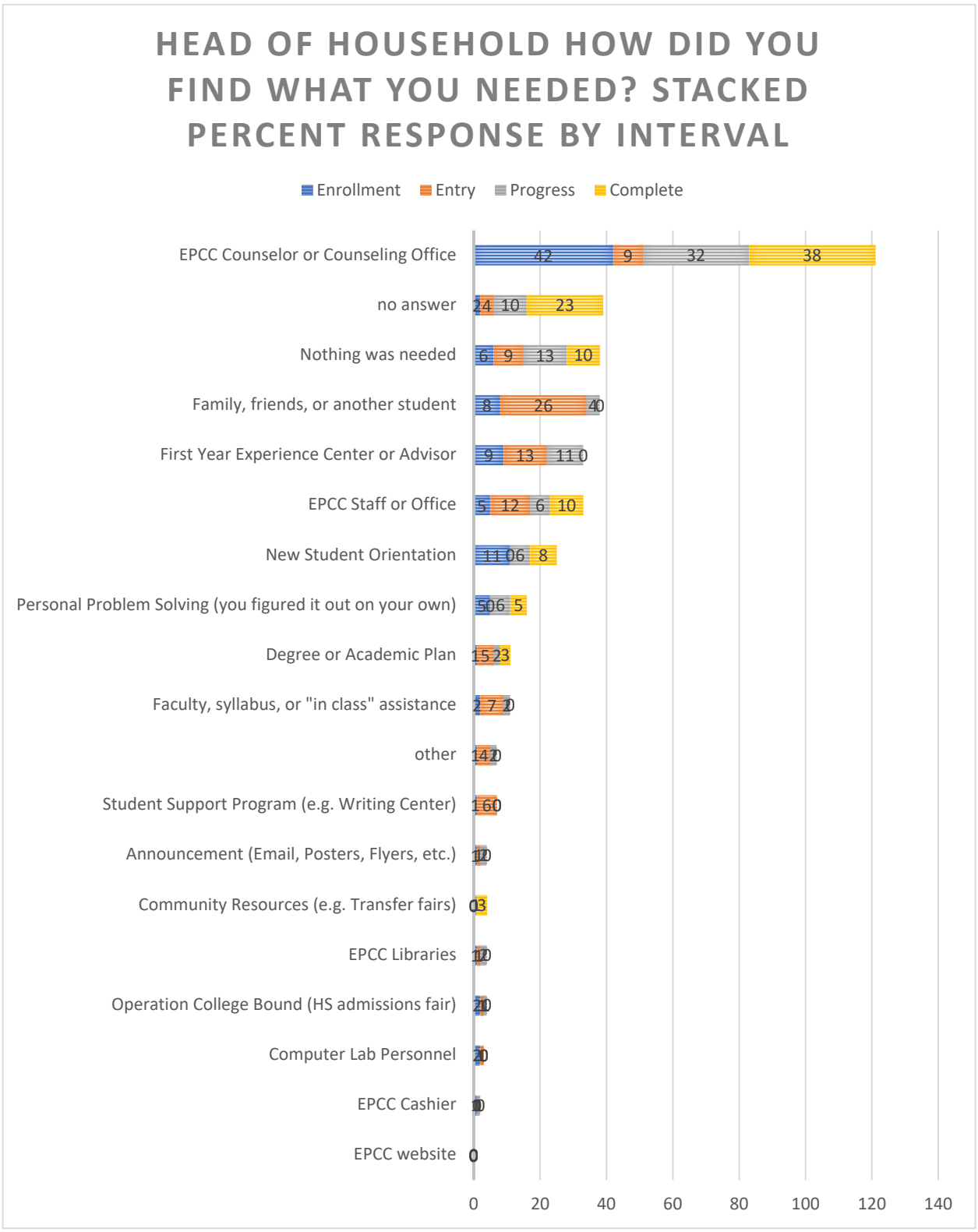
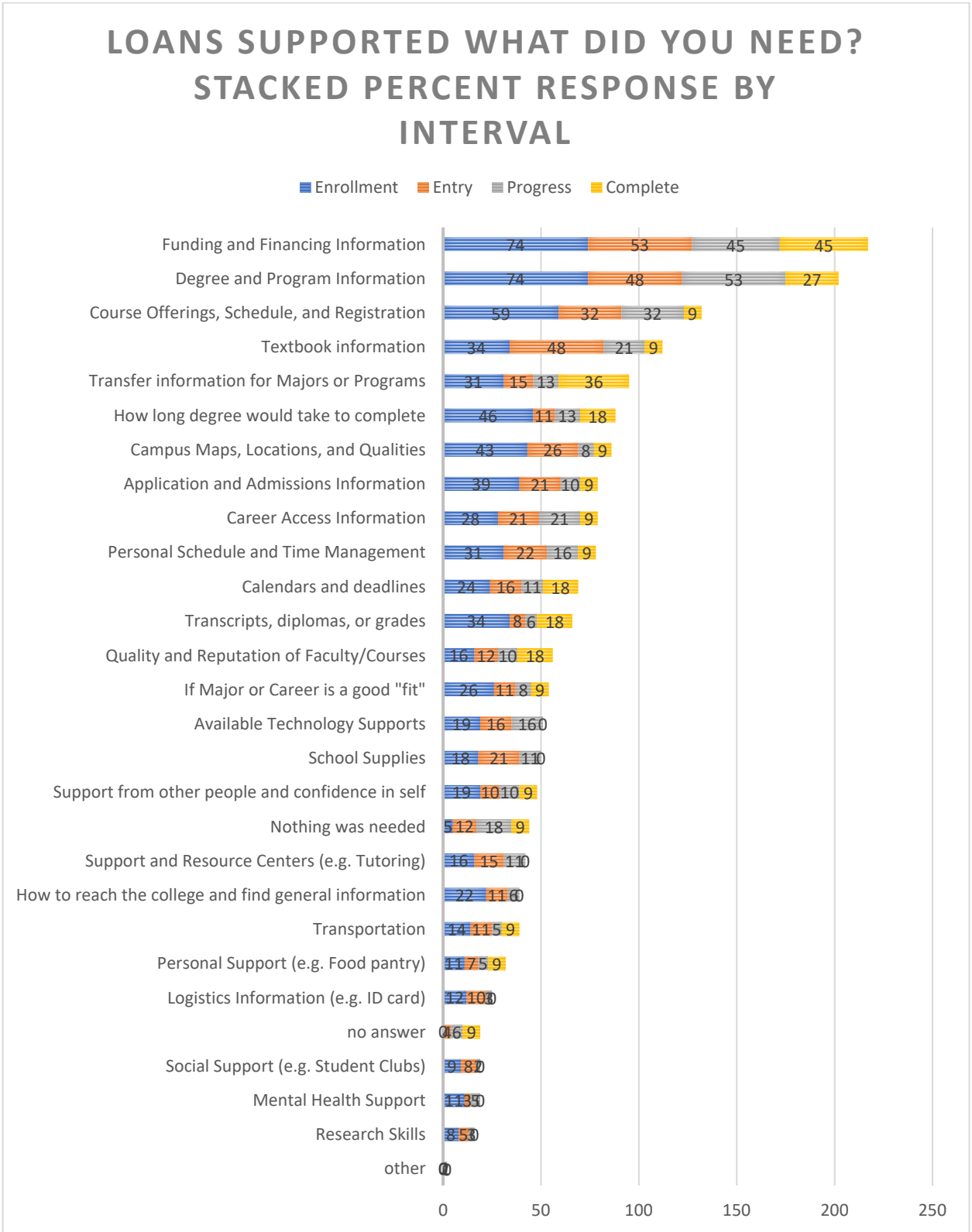
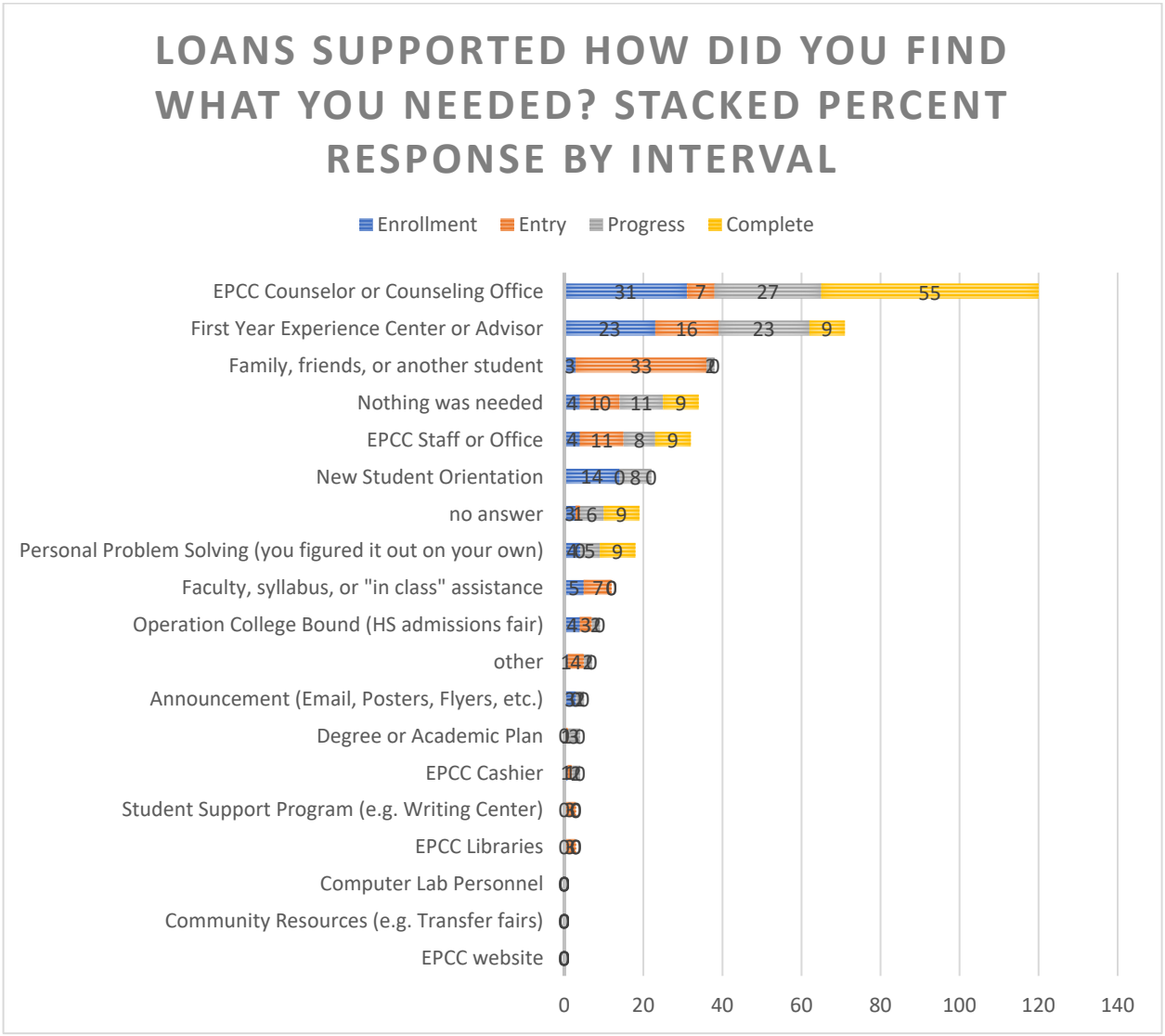
100
150
200
250


HEAD OF HOUSEHOLD HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
no answer
Nothing was needed
Family, friends, or another student
First Year Experience Center or Advisor
EPCC Staff or Office
New Student Orientation
Personal Problem Solving (you figured it out on your own)
Degree or Academic Plan
Faculty, syllabus, or "in class" assistance
other
Student Support Program (e.g. Writing Center)
Announcement (Email, Posters, Flyers, etc.)
Community Resources (e.g. Transfer fairs)
EPCC Libraries
Operation College Bound (HS admissions fair)
Computer Lab Personnel
EPCC Cashier
EPCC website
0
20
40
60
80
100
120
140


LOANS SUPPORTED WHAT DID YOU NEED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Funding and Financing Information
Degree and Program Information
Course Offerings, Schedule, and Registration
Textbook information
Transfer information for Majors or Programs
How long degree would take to complete
Campus Maps, Locations, and Qualities
Application and Admissions Information
Career Access Information
Personal Schedule and Time Management
Calendars and deadlines
Transcripts, diplomas, or grades
Quality and Reputation of Faculty/Courses
If Major or Career is a good "fit"
Available Technology Supports
School Supplies
Support from other people and confidence in self
Nothing was needed
Support and Resource Centers (e.g. Tutoring)
How to reach the college and find general information
Transportation
Personal Support (e.g. Food pantry)
Logistics Information (e.g. ID card)
no answer
Social Support (e.g. Student Clubs)
Mental Health Support
Research Skills
other
0
50
100
150
200
250


LOANS SUPPORTED HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
First Year Experience Center or Advisor
Family, friends, or another student
Nothing was needed
EPCC Staff or Office
New Student Orientation
no answer
Personal Problem Solving (you figured it out on your own)
Faculty, syllabus, or "in class" assistance
Operation College Bound (HS admissions fair)
other
Announcement (Email, Posters, Flyers, etc.)
Degree or Academic Plan
EPCC Cashier
Student Support Program (e.g. Writing Center)
EPCC Libraries
Computer Lab Personnel
Community Resources (e.g. Transfer fairs)
EPCC website
31 7 27 55
23 16 23 9
3 33 2
4 10 11 9
4 11 8 9
14 0 8 0
1 6 9
4 0 5 9
5 7 0
4 3 2
1 4 2
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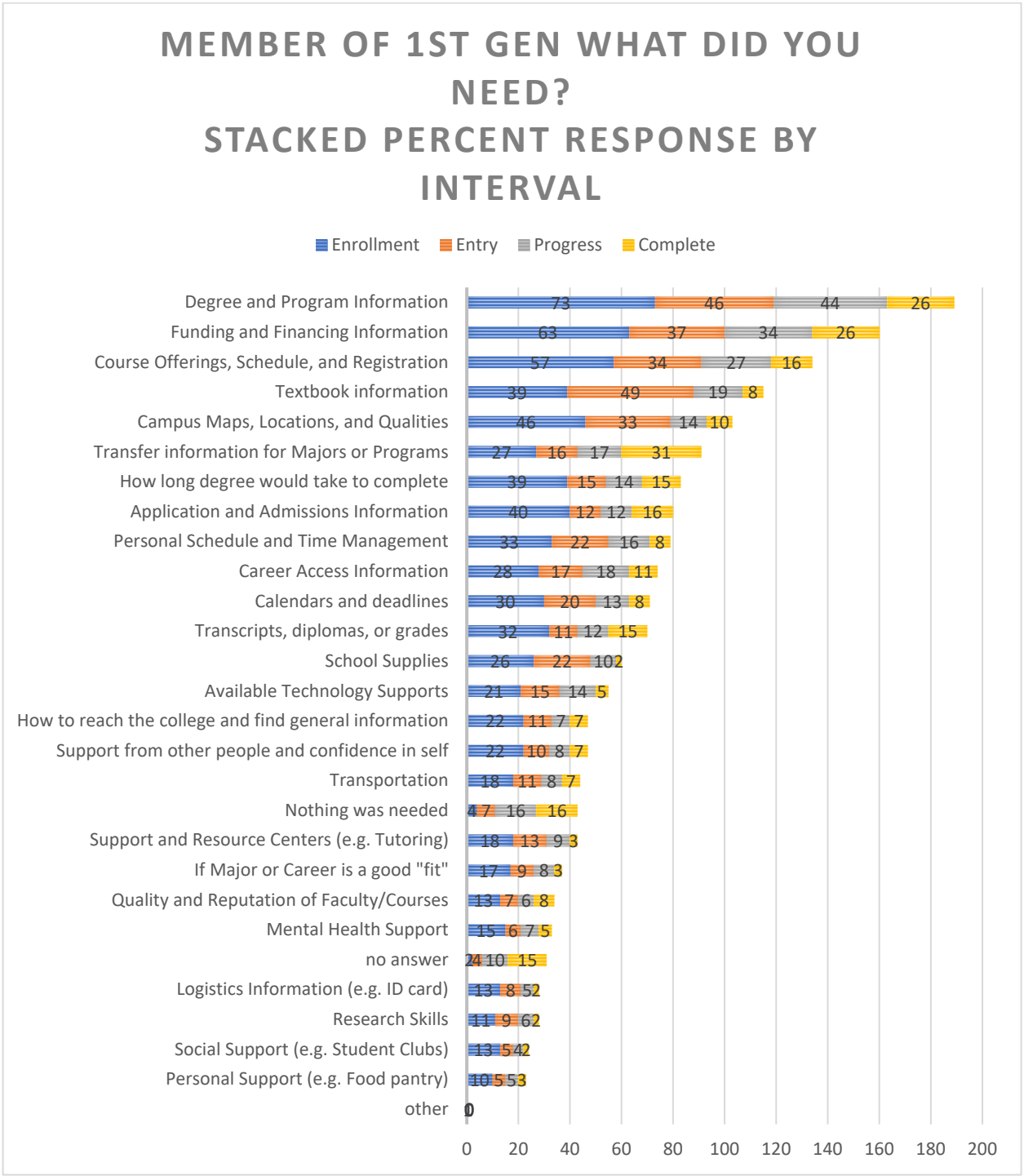
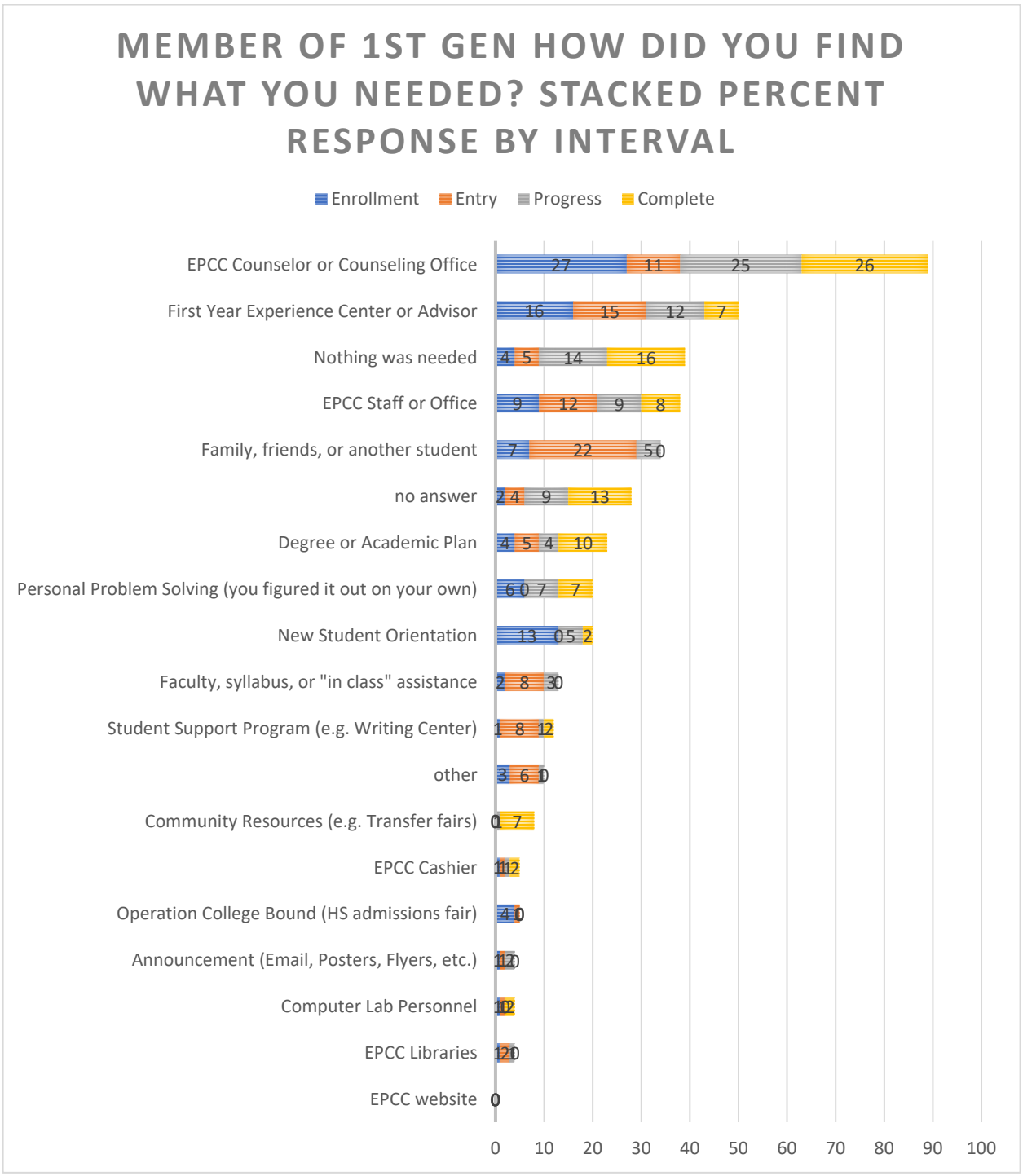
0 20 40 60 80 100 120 140


MEMBER OF 1ST GEN WHAT DID YOU NEED?
STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Degree and Program Information 73 46 44 26
Funding and Financing Information 63 37 34 26
Course Offerings, Schedule, and Registration 57 34 27 16
Textbook information 39 49 19 8
Campus Maps, Locations, and Qualities 46 33 14 10
Transfer information for Majors or Programs 27 16 17 31
How long degree would take to complete 39 15 14 15
Application and Admissions Information 40 12 12 16
Personal Schedule and Time Management 33 22 16 8
Career Access Information 28 17 18 11
Calendars and deadlines 30 20 13 8
Transcripts, diplomas, or grades 32 11 12 15
School Supplies 26 22 10 2
Available Technology Supports 21 15 14 5
How to reach the college and find general information 22 11 7 7
Support from other people and confidence in self 22 10 8 7
Transportation 18 11 8 7
Nothing was needed 4 7 16 16
Support and Resource Centers (e.g. Tutoring) 18 13 9 3
If Major or Career is a good "fit" 17 9 8 3
Quality and Reputation of Faculty/Courses 13 7 6 8
Mental Health Support 15 6 7 5
no answer 2 4 10 15
Logistics Information (e.g. ID card) 13 8 5 2
Research Skills 11 9 6 2
Social Support (e.g. Student Clubs) 13 5 4 2
Personal Support (e.g. Food pantry) 10 5 5 3
other 0
0 20 40 60 80 100 120 140 160 180 200


MEMBER OF 1ST GEN HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
First Year Experience Center or Advisor
Nothing was needed
EPCC Staff or Office
Family, friends, or another student
no answer
Degree or Academic Plan
Personal Problem Solving (you figured it out on your own)
New Student Orientation
Faculty, syllabus, or "in class" assistance
Student Support Program (e.g. Writing Center)
other
Community Resources (e.g. Transfer fairs)
EPCC Cashier
Operation College Bound (HS admissions fair)
Announcement (Email, Posters, Flyers, etc.)
Computer Lab Personnel
EPCC Libraries
EPCC website
0
10
20
30
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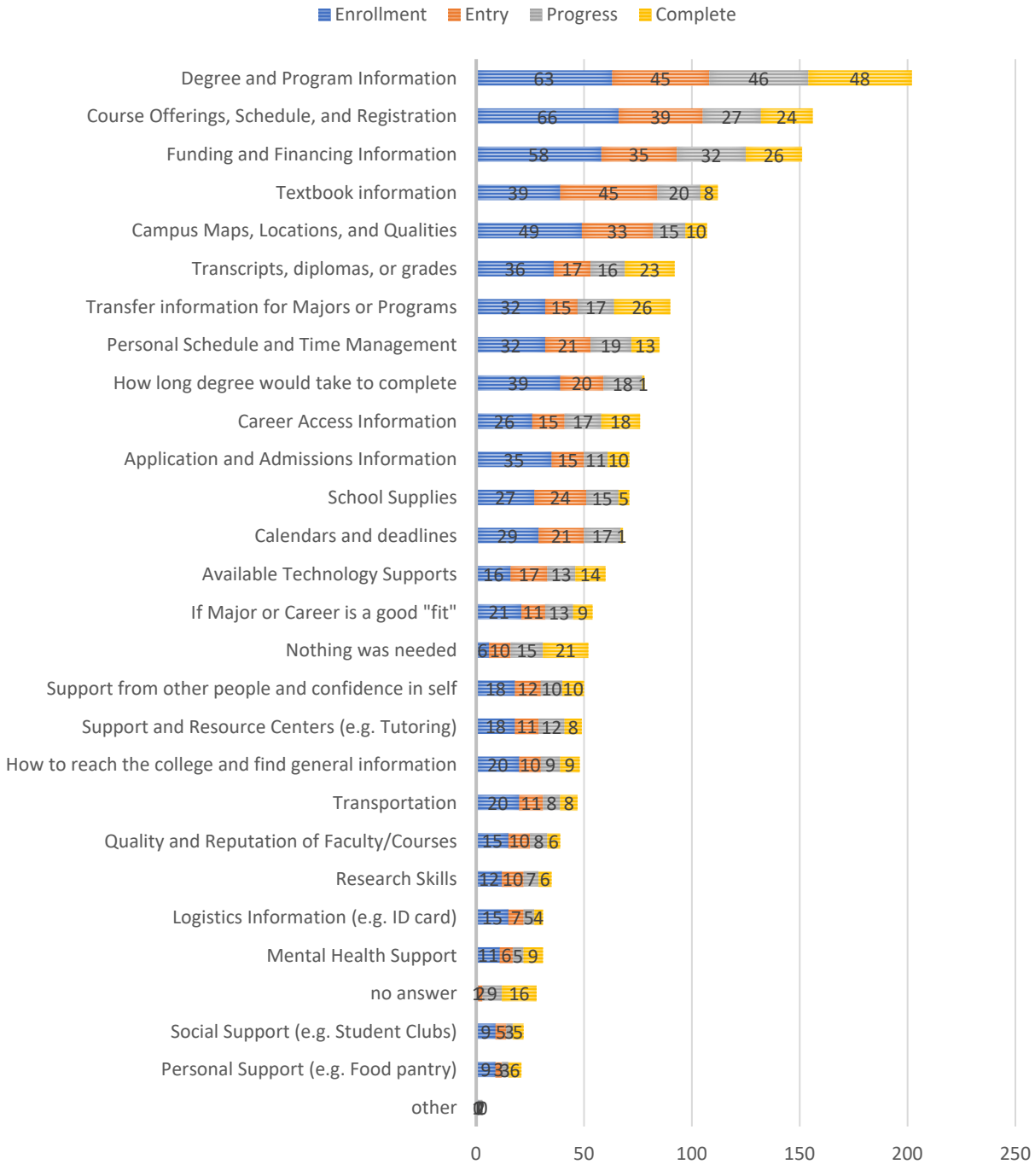
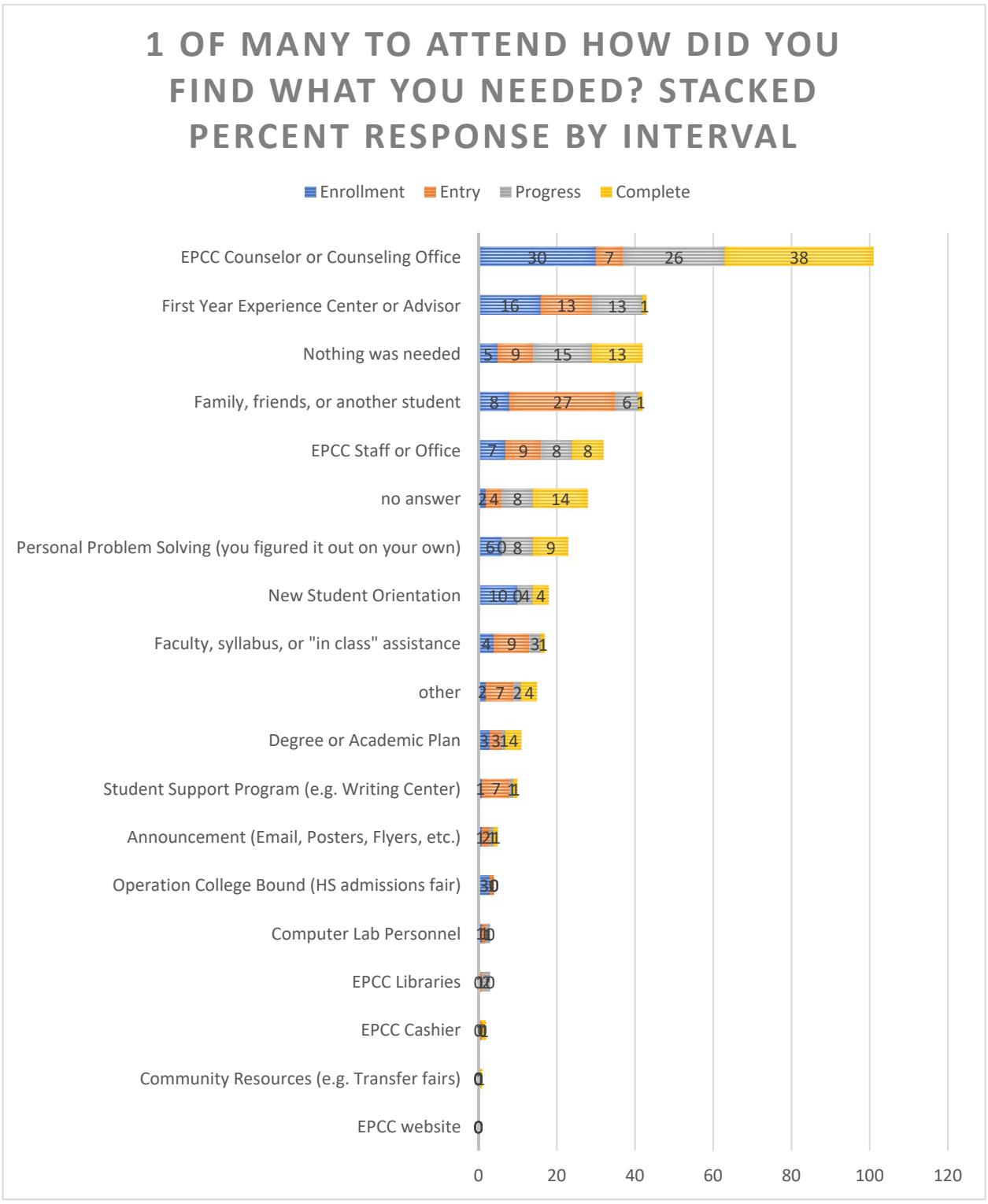
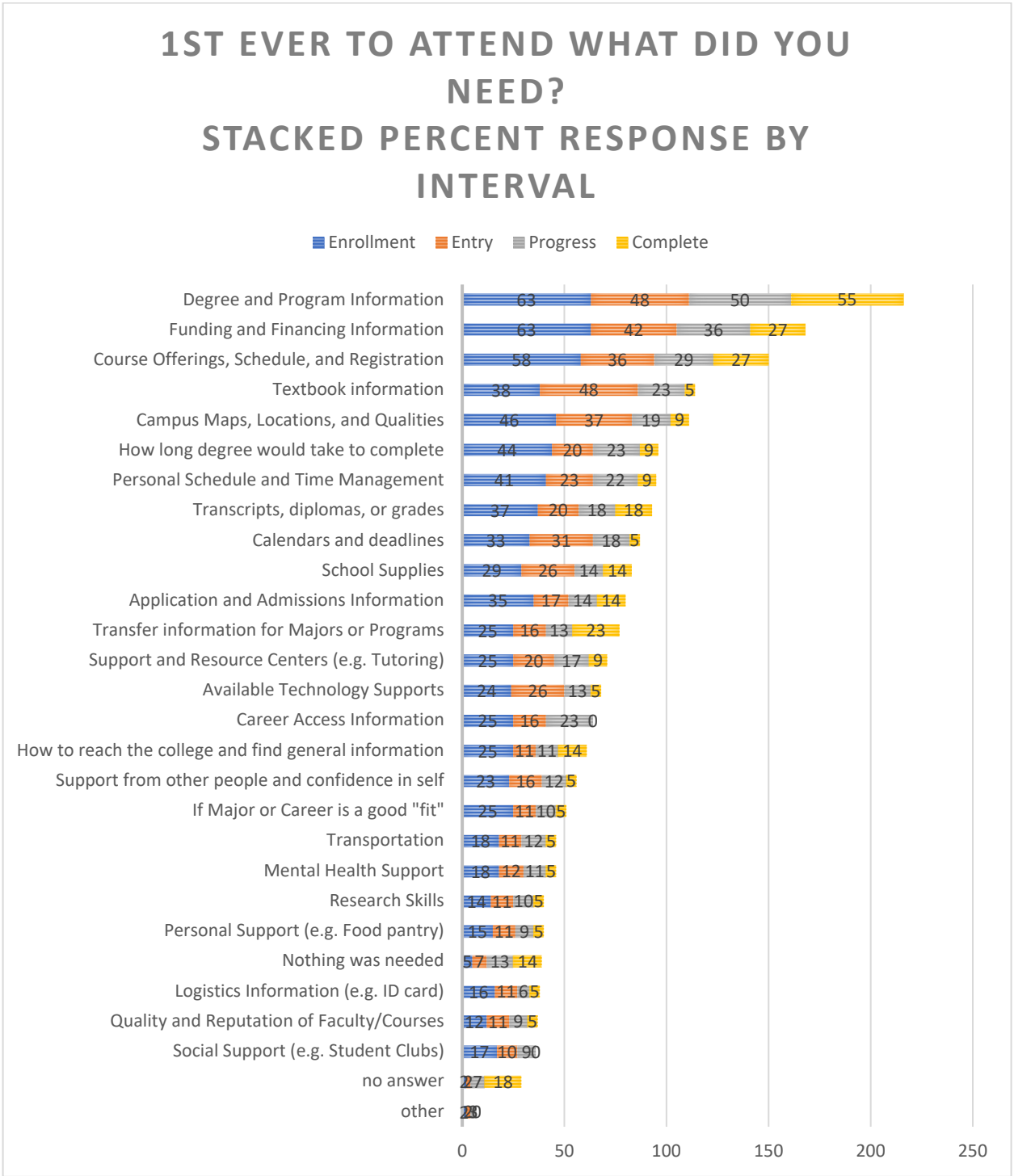
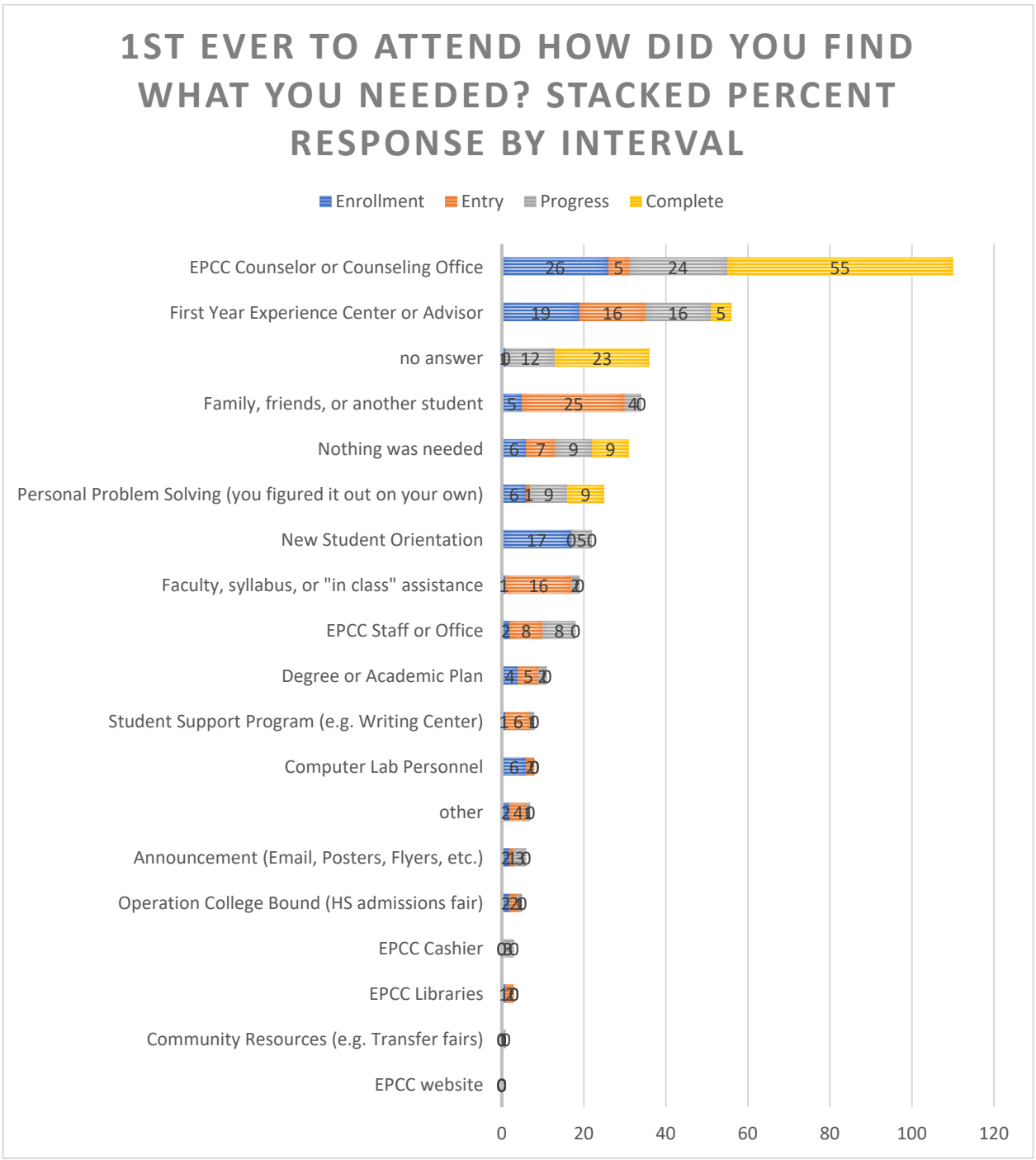
80
90
100

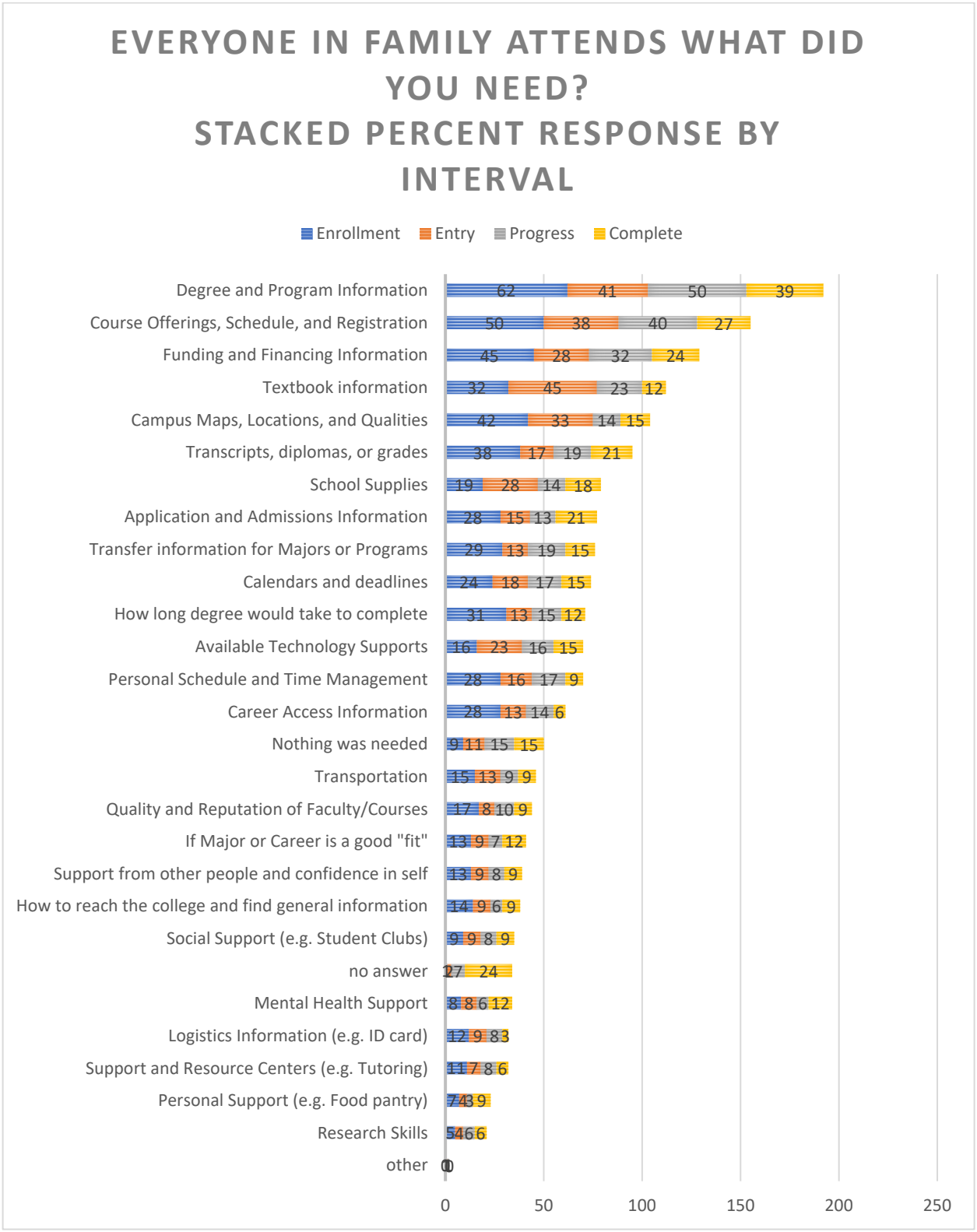
1 OF MANY TO ATTEND WHAT DID YOU NEED?
STACKED PERCENT RESPONSE BY INTERVAL




1 OF MANY TO ATTEND HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
30
7
26
38
First Year Experience Center or Advisor
16
13
13
1
Nothing was needed
5
9
15
13
Family, friends, or another student
8
27
6
1
EPCC Staff or Office
7
9
8
8
no answer
2
4
8
14
Personal Problem Solving (you figured it out on your own)
6
0
8
9
New Student Orientation
10
0
4
4
Faculty, syllabus, or "in class" assistance
4
9
3
1
other
2
7
2
4
Degree or Academic Plan
3
3
1
4
Student Support Program (e.g. Writing Center)
1
7
1
1
Announcement (Email, Posters, Flyers, etc.)
1
2
1
1
Operation College Bound (HS admissions fair)
3
1
0
Computer Lab Personnel
1
1
0
EPCC Libraries
0
1
2
0
EPCC Cashier
0
1
Community Resources (e.g. Transfer fairs)
0
1
EPCC website
0
0
20
40
60
80
100
120


1ST EVER TO ATTEND WHAT DID YOU NEED?
STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Degree and Program Information 63 48 50 55
Funding and Financing Information 63 42 36 27
Course Offerings, Schedule, and Registration 58 36 29 27
Textbook information 38 48 23 5
Campus Maps, Locations, and Qualities 46 37 19 9
How long degree would take to complete 44 20 23 9
Personal Schedule and Time Management 41 23 22 9
Transcripts, diplomas, or grades 37 20 18 18
Calendars and deadlines 33 31 18 5
School Supplies 29 26 14 14
Application and Admissions Information 35 17 14 14
Transfer information for Majors or Programs 25 16 13 23
Support and Resource Centers (e.g. Tutoring) 25 20 17 9
Available Technology Supports 24 26 13 5
Career Access Information 25 16 23 0
How to reach the college and find general information 25 11 11 14
Support from other people and confidence in self 23 16 12 5
If Major or Career is a good "fit" 25 11 10 5
Transportation 18 11 12 5
Mental Health Support 18 12 11 5
Research Skills 14 11 10 5
Personal Support (e.g. Food pantry) 15 11 9 5
Nothing was needed 5 7 13 14
Logistics Information (e.g. ID card) 16 11 6 5
Quality and Reputation of Faculty/Courses 12 11 9 5
Social Support (e.g. Student Clubs) 17 10 9 0
no answer 2 7 18
other 2 0
0
50
100
150
200
250


1ST EVER TO ATTEND HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
First Year Experience Center or Advisor
no answer
Family, friends, or another student
Nothing was needed
Personal Problem Solving (you figured it out on your own)
New Student Orientation
Faculty, syllabus, or "in class" assistance
EPCC Staff or Office
Degree or Academic Plan
Student Support Program (e.g. Writing Center)
Computer Lab Personnel
other
Announcement (Email, Posters, Flyers, etc.)
Operation College Bound (HS admissions fair)
EPCC Cashier
EPCC Libraries
Community Resources (e.g. Transfer fairs)
EPCC website
0
20
40
60
80
100
120


EVERYONE IN FAMILY ATTENDS WHAT DID YOU NEED?
STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Degree and Program Information 62 41 50 39
Course Offerings, Schedule, and Registration 50 38 40 27
Funding and Financing Information 45 28 32 24
Textbook information 32 45 23 12
Campus Maps, Locations, and Qualities 42 33 14 15
Transcripts, diplomas, or grades 38 17 19 21
School Supplies 19 28 14 18
Application and Admissions Information 28 15 13 21
Transfer information for Majors or Programs 29 13 19 15
Calendars and deadlines 24 18 17 15
How long degree would take to complete 31 13 15 12
Available Technology Supports 16 23 16 15
Personal Schedule and Time Management 28 16 17 9
Career Access Information 28 13 14 6
Nothing was needed 9 11 15 15
Transportation 15 13 9 9
Quality and Reputation of Faculty/Courses 17 8 10 9
If Major or Career is a good "fit" 13 9 7 12
Support from other people and confidence in self 13 9 8 9
How to reach the college and find general information 14 9 6 9
Social Support (e.g. Student Clubs) 9 9 8 9
no answer 2 7 24
Mental Health Support 8 8 6 12
Logistics Information (e.g. ID card) 12 9 8 3
Support and Resource Centers (e.g. Tutoring) 11 7 8 6
Personal Support (e.g. Food pantry) 7 4 3 9
Research Skills 5 4 6 6
other 0 0
0
50
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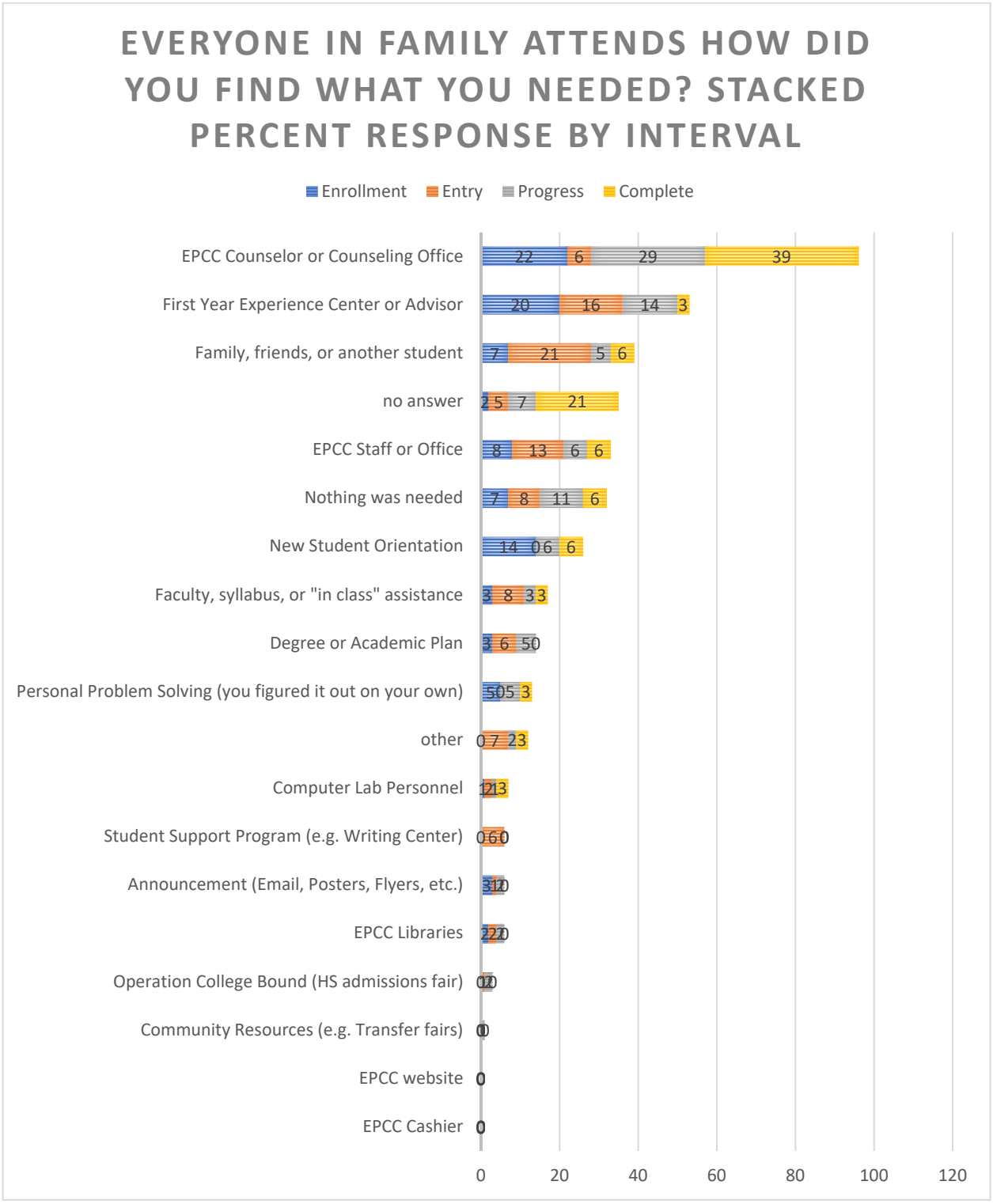
EVERYONE IN FAMILY ATTENDS HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
22
6
29
39
First Year Experience Center or Advisor
20
16
14
3
Family, friends, or another student
7
21
5
6
no answer
2
5
7
21
EPCC Staff or Office
8
13
6
6
Nothing was needed
7
8
11
6
New Student Orientation
14
0
6
6
Faculty, syllabus, or "in class" assistance
3
8
3
3
Degree or Academic Plan
3
6
5
0
Personal Problem Solving (you figured it out on your own)
5
0
5
3
other
0
7
23
Computer Lab Personnel
1
2
1
3
Student Support Program (e.g. Writing Center)
0
1
6
0
Announcement (Email, Posters, Flyers, etc.)
3
1
2
0
EPCC Libraries
2
2
2
0
Operation College Bound (HS admissions fair)
0
1
2
0
Community Resources (e.g. Transfer fairs)
0
1
0
EPCC website
0
0
EPCC Cashier
0
0
0
20
40
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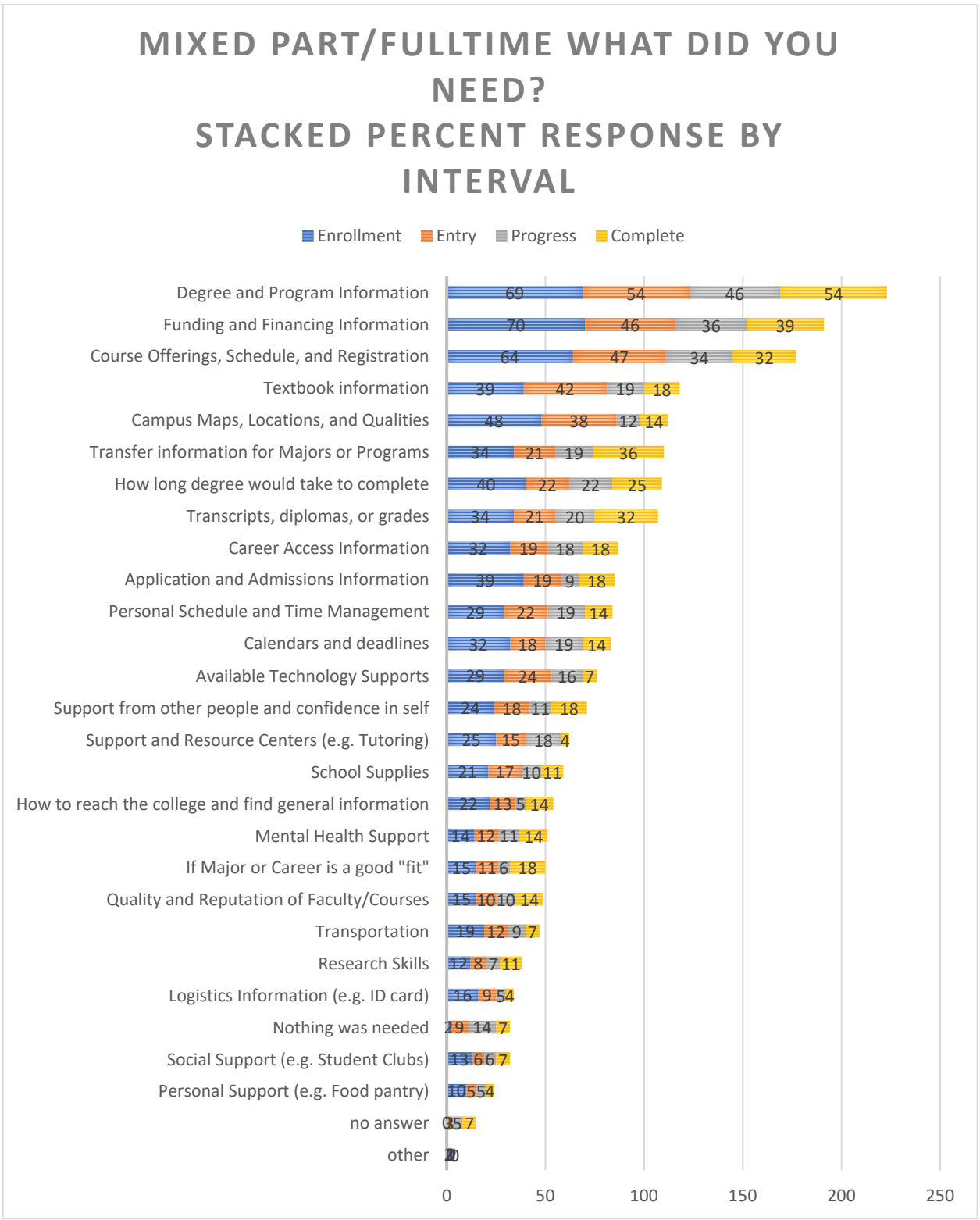
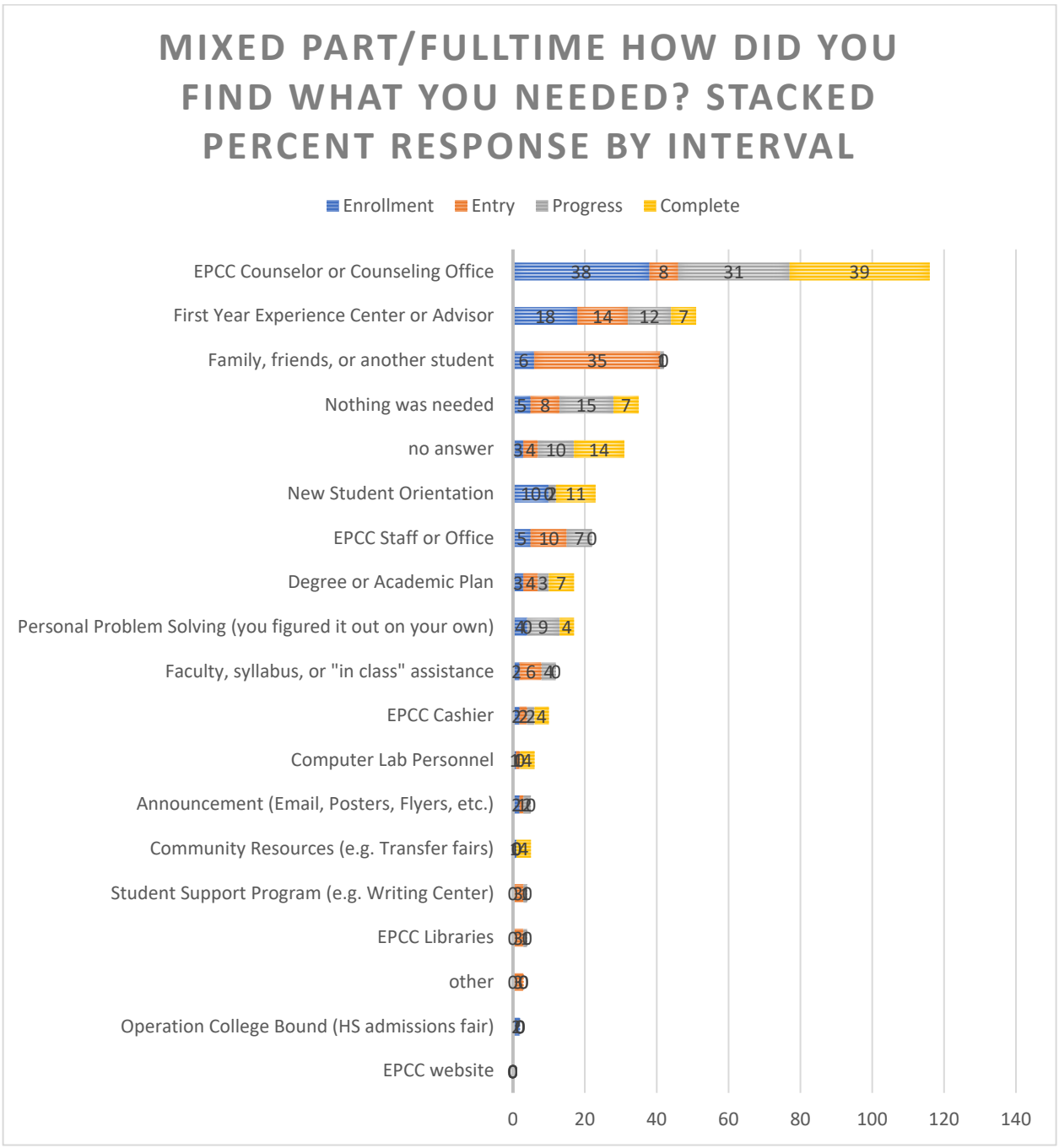
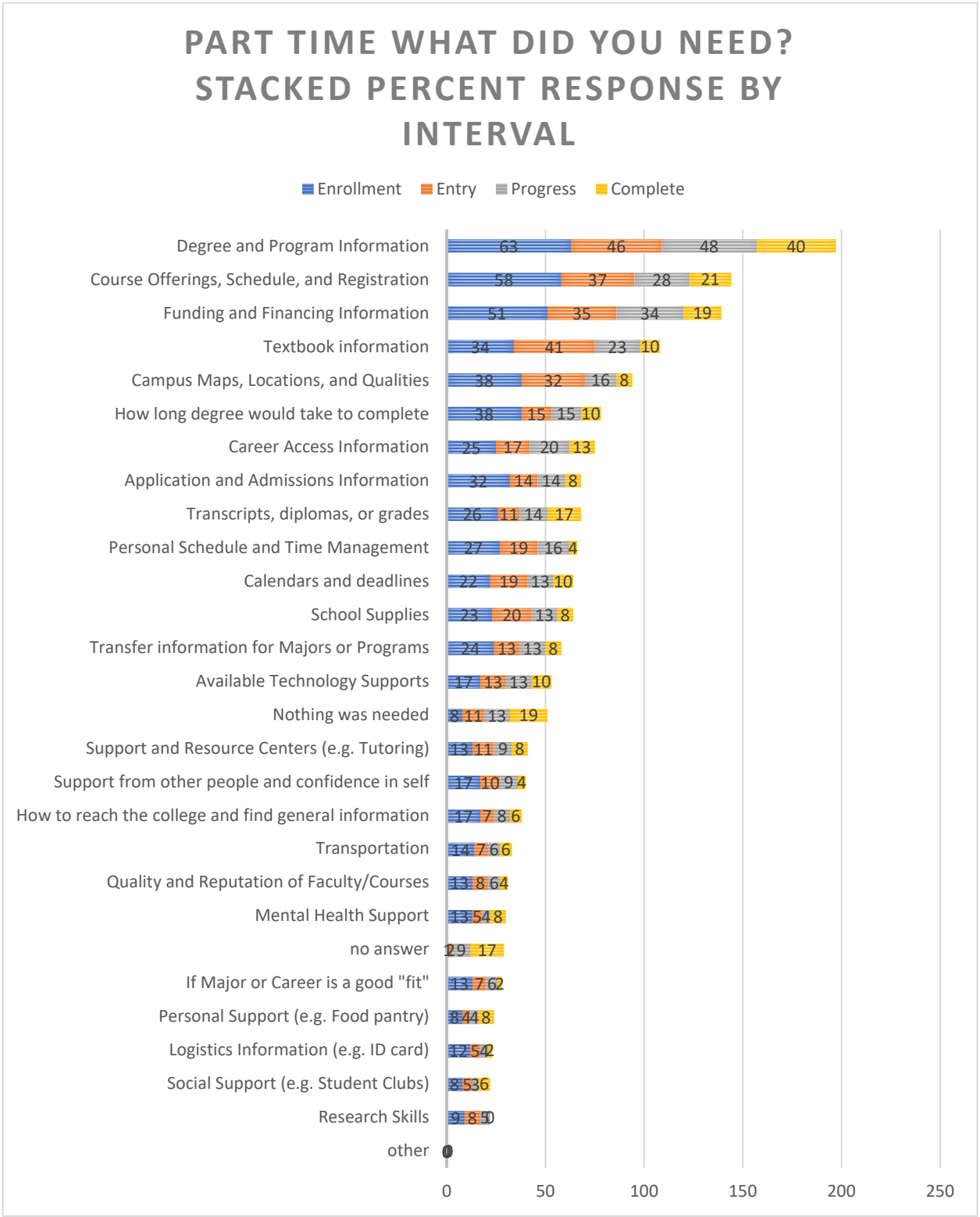
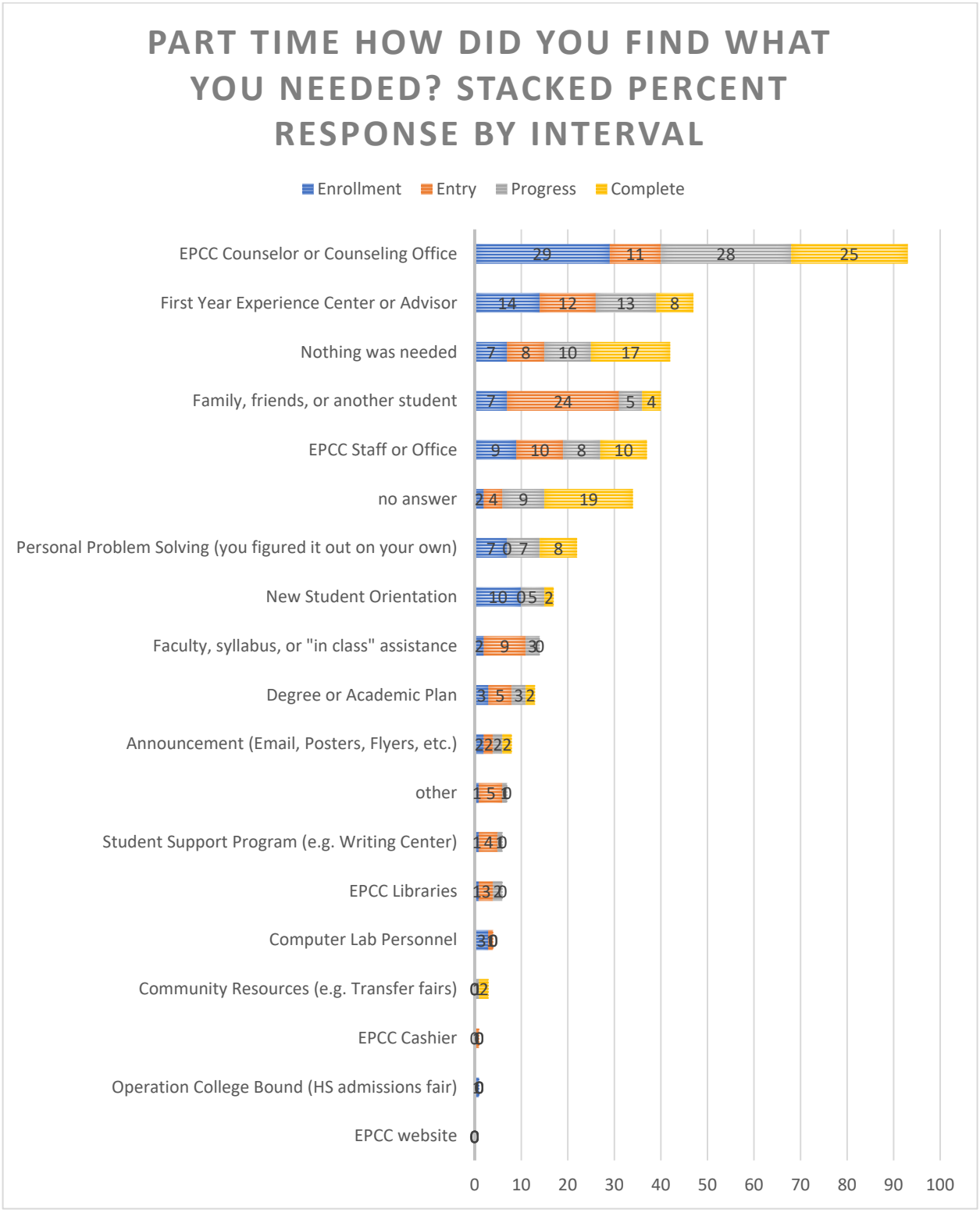
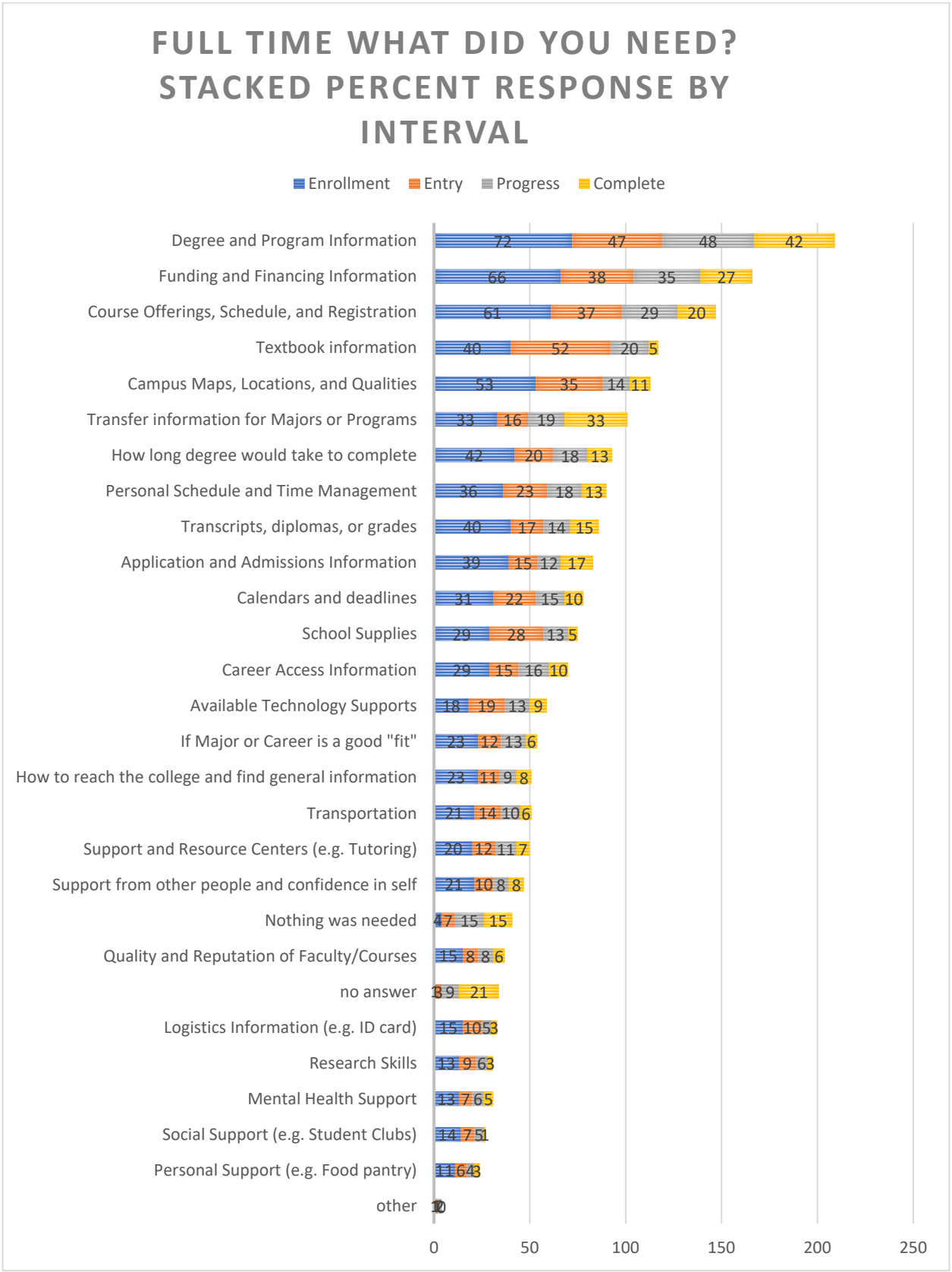
120


MIXED PART/FULLTIME WHAT DID YOU NEED?
STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Degree and Program Information 69 54 46 54
Funding and Financing Information 70 46 36 39
Course Offerings, Schedule, and Registration 64 47 34 32
Textbook information 39 42 19 18
Campus Maps, Locations, and Qualities 48 38 12 14
Transfer information for Majors or Programs 34 21 19 36
How long degree would take to complete 40 22 22 25
Transcripts, diplomas, or grades 34 21 20 32
Career Access Information 32 19 18 18
Application and Admissions Information 39 19 9 18
Personal Schedule and Time Management 29 22 19 14
Calendars and deadlines 32 18 19 14
Available Technology Supports 29 24 16 7
Support from other people and confidence in self 24 18 11 18
Support and Resource Centers (e.g. Tutoring) 25 15 18 4
School Supplies 21 17 10 11
How to reach the college and find general information 22 13 5 14
Mental Health Support 14 12 11 14
If Major or Career is a good "fit" 15 11 6 18
Quality and Reputation of Faculty/Courses 15 10 10 14
Transportation 19 12 9 7
Research Skills 12 8 7 11
Logistics Information (e.g. ID card) 16 9 5 4
Nothing was needed 2 9 14 7
Social Support (e.g. Student Clubs) 1 3 6 6 7
Personal Support (e.g. Food pantry) 1 0 5 5 4
no answer 0 3 5 7
other 2 0
0
50
100
150
200
250

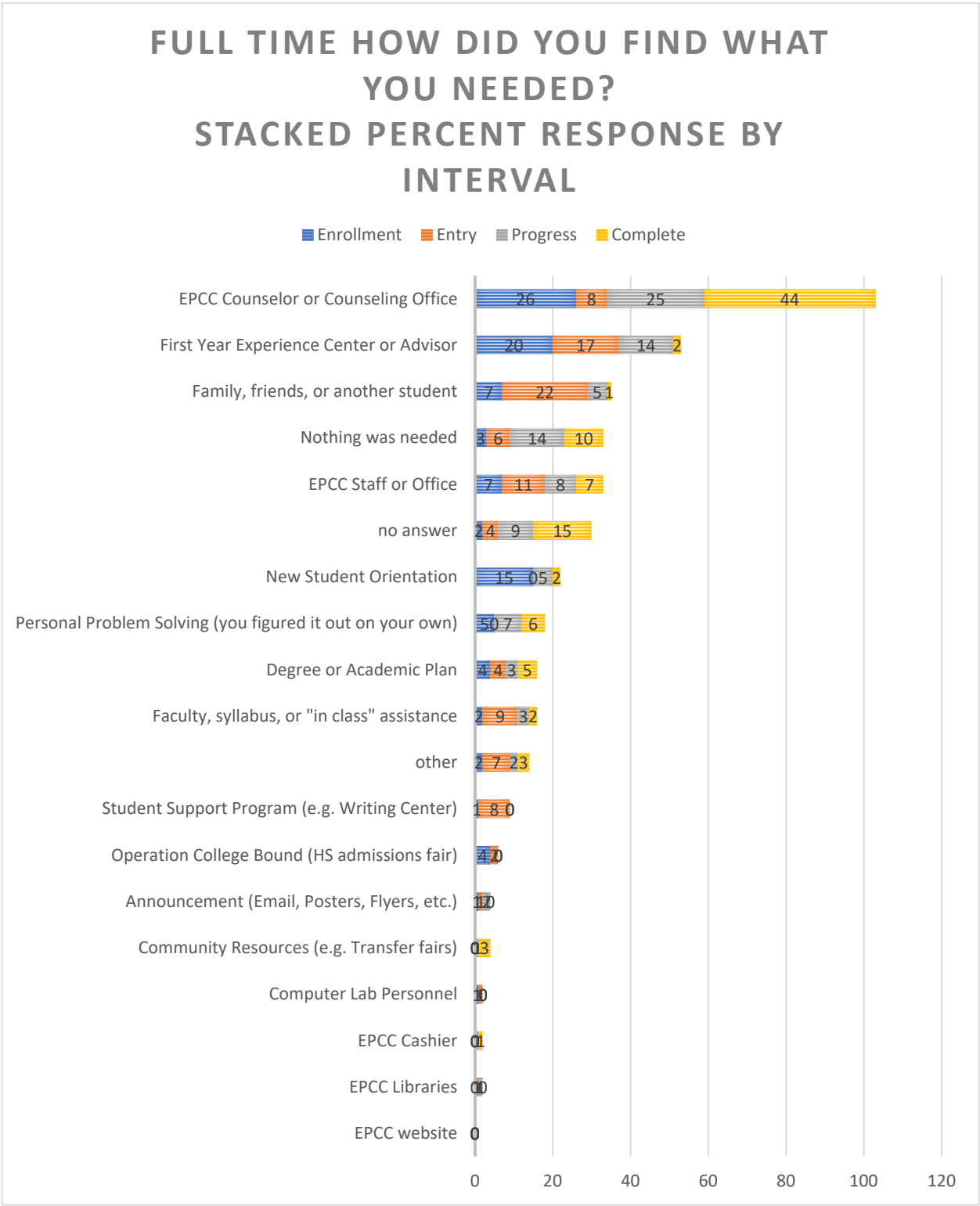

MIXED PART/FULLTIME HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
38
8
31
39
First Year Experience Center or Advisor
18
14
12
7
Family, friends, or another student
6
35
1
Nothing was needed
5
8
15
7
no answer
3
4
10
14
New Student Orientation
1
0
2
11
EPCC Staff or Office
5
10
7
0
Degree or Academic Plan
3
4
3
7
Personal Problem Solving (you figured it out on your own)
2
0
9
4
Faculty, syllabus, or "in class" assistance
2
6
4
0
EPCC Cashier
2
2
4
Computer Lab Personnel
1
0
4
Announcement (Email, Posters, Flyers, etc.)
2
1
0
Community Resources (e.g. Transfer fairs)
1
0
4
Student Support Program (e.g. Writing Center)
0
3
0
EPCC Libraries
0
3
0
other
0
1
0
Operation College Bound (HS admissions fair)
2
0
EPCC website
0
0
20
40
60
80
100
120
140


PART TIME WHAT DID YOU NEED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Degree and Program Information 63 46 48 40
Course Offerings, Schedule, and Registration 58 37 28 21
Funding and Financing Information 51 35 34 19
Textbook information 34 41 23 10
Campus Maps, Locations, and Qualities 38 32 16 8
How long degree would take to complete 38 15 15 10
Career Access Information 25 17 20 13
Application and Admissions Information 32 14 14 8
Transcripts, diplomas, or grades 26 11 14 17
Personal Schedule and Time Management 27 19 16 4
Calendars and deadlines 22 19 13 10
School Supplies 23 20 13 8
Transfer information for Majors or Programs 24 13 13 8
Available Technology Supports 17 13 13 10
Nothing was needed 8 11 13 19
Support and Resource Centers (e.g. Tutoring) 13 11 9 8
Support from other people and confidence in self 17 10 9 4
How to reach the college and find general information 17 7 8 6
Transportation 14 7 6 6
Quality and Reputation of Faculty/Courses 13 8 6 4
Mental Health Support 13 5 4 8
no answer 2 9 17
If Major or Career is a good "fit" 13 7 6 2
Personal Support (e.g. Food pantry) 8 4 4 8
Logistics Information (e.g. ID card) 12 5 4 2
Social Support (e.g. Student Clubs) 8 5 3 6
Research Skills 9 8 5 0
other 0 0
0
50
100
150
200
250

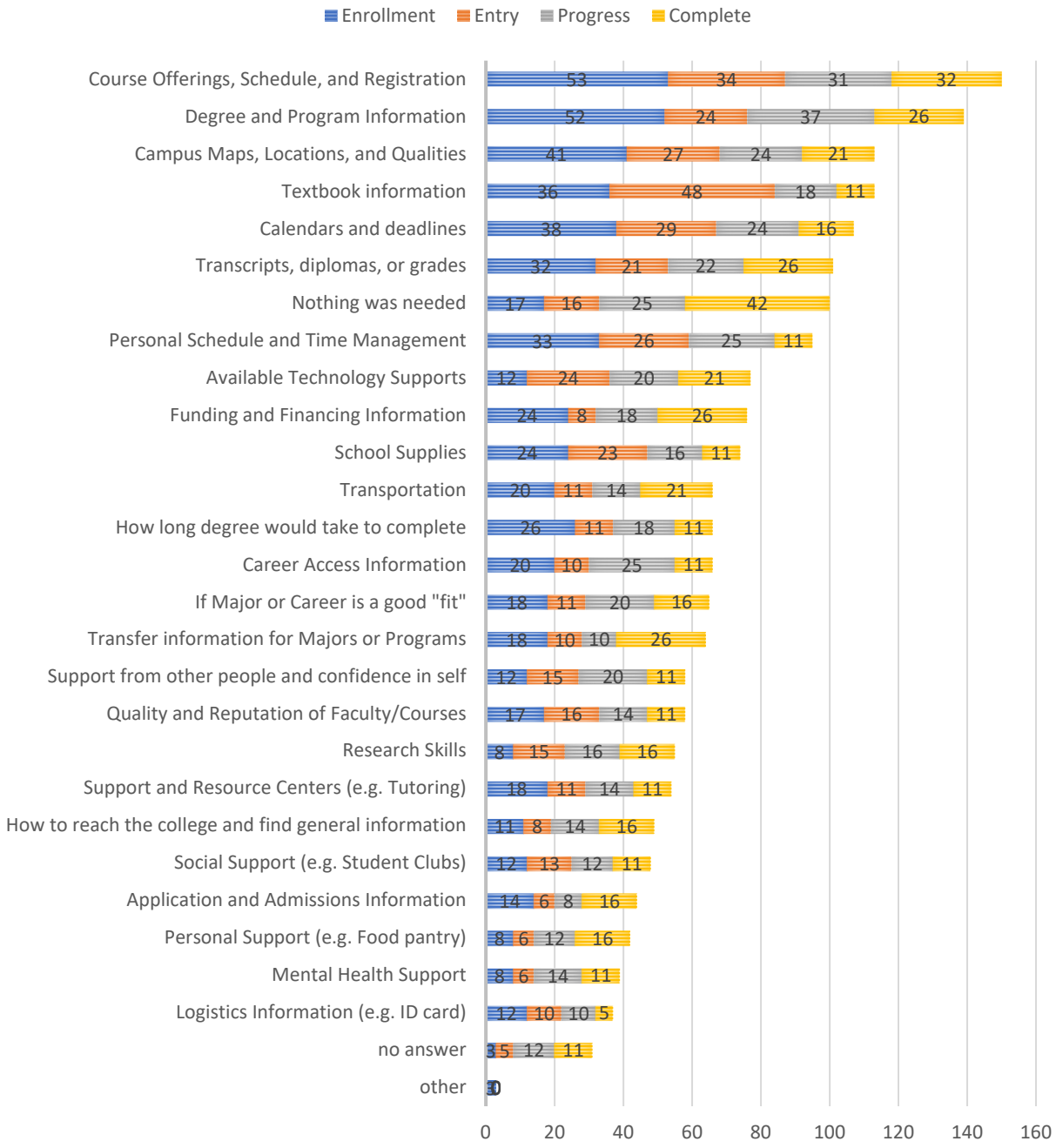

PART TIME HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
EPCC Counselor or Counseling Office
First Year Experience Center or Advisor
Nothing was needed
Family, friends, or another student
EPCC Staff or Office
no answer
Personal Problem Solving (you figured it out on your own)
New Student Orientation
Faculty, syllabus, or "in class" assistance
Degree or Academic Plan
Announcement (Email, Posters, Flyers, etc.)
other
Student Support Program (e.g. Writing Center)
EPCC Libraries
Computer Lab Personnel
Community Resources (e.g. Transfer fairs)
EPCC Cashier
Operation College Bound (HS admissions fair)
EPCC website
0
10
20
30
40
50
60
70
80
90
100

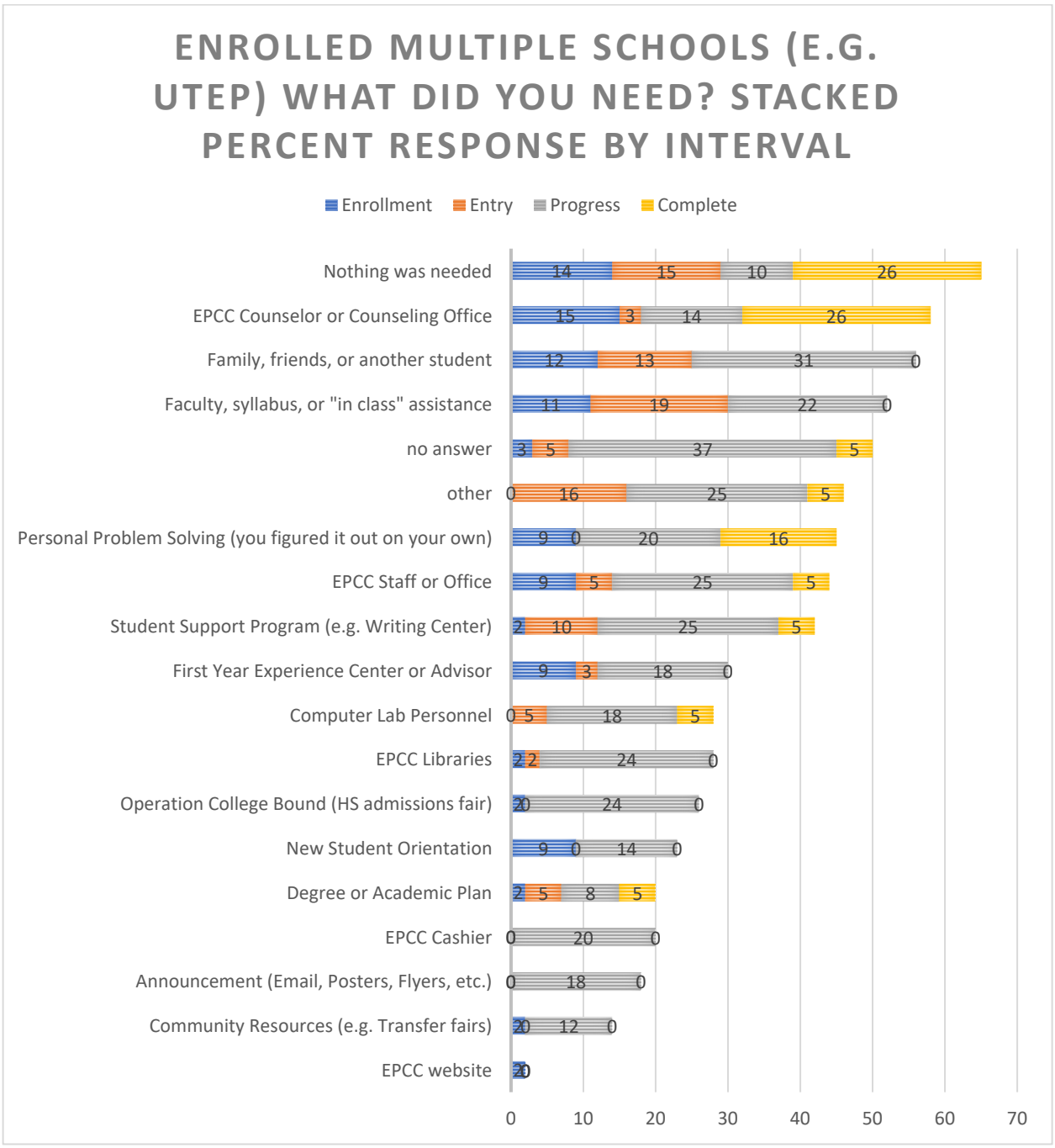

FULL TIME WHAT DID YOU NEED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Degree and Program Information 72 47 48 42
Funding and Financing Information 66 38 35 27
Course Offerings, Schedule, and Registration 61 37 29 20
Textbook information 40 52 20 5
Campus Maps, Locations, and Qualities 53 35 14 11
Transfer information for Majors or Programs 33 16 19 33
How long degree would take to complete 42 20 18 13
Personal Schedule and Time Management 36 23 18 13
Transcripts, diplomas, or grades 40 17 14 15
Application and Admissions Information 39 15 12 17
Calendars and deadlines 31 22 15 10
School Supplies 29 28 13 5
Career Access Information 29 15 16 10
Available Technology Supports 18 19 13 9
If Major or Career is a good "fit" 23 12 13 6
How to reach the college and find general information 23 11 9 8
Transportation 21 14 10 6
Support and Resource Centers (e.g. Tutoring) 20 12 11 7
Support from other people and confidence in self 21 10 8 8
Nothing was needed 47 15 15
Quality and Reputation of Faculty/Courses 15 8 8 6
no answer 3 9 21
Logistics Information (e.g. ID card) 15 10 5 3
Research Skills 13 9 6 3
Mental Health Support 13 7 6 5
Social Support (e.g. Student Clubs) 14 7 5 1
Personal Support (e.g. Food pantry) 11 6 4 3
other 1 0
0
50
100
150
200
250

FULL TIME HOW DID YOU FIND WHAT YOU NEEDED? STACKED PERCENT RESPONSE BY INTERVAL



ENROLLED MULTIPLE SCHOOLS (E.G. UTEP) WHAT DID YOU NEED? STACKED PERCENT RESPONSE BY INTERVAL




ENROLLED MULTIPLE SCHOOLS (E.G. UTEP) WHAT DID YOU NEED? STACKED PERCENT RESPONSE BY INTERVAL
Enrollment
Entry
Progress
Complete
Nothing was needed
EPCC Counselor or Counseling Office
Family, friends, or another student
Faculty, syllabus, or "in class" assistance
no answer
other
Personal Problem Solving (you figured it out on your own)
EPCC Staff or Office
Student Support Program (e.g. Writing Center)
First Year Experience Center or Advisor
Computer Lab Personnel
EPCC Libraries
Operation College Bound (HS admissions fair)
New Student Orientation
Degree or Academic Plan
EPCC Cashier
Announcement (Email, Posters, Flyers, etc.)
Community Resources (e.g. Transfer fairs)
EPCC website
0
10
20
30
40
50
60
70