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# Inventory of Financial Stability Services:

Results from a survey of community colleges  
participating in the Texas Pathways Initiative

Trellis Research

By Max Wartel and Jeff Webster

## About Trellis Company and Trellis Research

For nearly 40 years, Trellis Company (formerly TG) has provided individualized services to student loan borrowers and support to institutions and communities. Today we are expanding our commitment and helping improve the financial education and wellness of all we serve.

Trellis Company is a nonprofit 501(c)(3) corporation with the dual mission of helping student borrowers successfully repay their education loans and promoting access and success in higher education.

Trellis Research provides colleges and policymakers insight into student success through the lens of college affordability. With more than three decades of experience on the forefront of issues such as student debt, student loan counseling, and financial barriers to attainment, our research team continues to explore the role of personal finance and financial aid in higher education. Our latest initiative is the Student Financial Wellness Survey which is a free service to participating colleges interested in learning how their students think about finances, debt, basic needs, and financial literacy.

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## About the Survey

Trellis Research conducted a survey of Texas Community Colleges participating in the Texas Pathways Institute to construct an inventory of services and practices on behalf of the Texas Success Center and Texas Association of Community Colleges (TACC). The survey was administered through collaboration between Trellis Research and the Texas Success Center. Aggregated responses and findings are collected in this report.

Trellis Research contacted 47 community college administrators. This resulted in a total of 46 usable responses, for a response rate of 98 percent. The completion rate was 100 percent as all respondents who began the survey completed the final question.

Each page of this report focuses on a single question, beginning with a graph showing the overall pattern of response, a chart that includes the number of respondents for each question, and, when applicable, bullet points highlighting the most interesting findings. Additional findings have been sourced from the Trellis Company Fall 2018 Student Financial Wellness Survey (SFWS, Fall 2018) Texas Community College Cohort and a previous Trellis Company study of loan counseling titled *Engaging Student Borrowers: Results of a Survey of Financial Aid Professionals* (Webster, Fernandez, Fletcher, & Klepfer, 2017). Some figures may not sum to 100 percent due to rounding or exclusions based on previous responses.

Response Rate		
Population N	Sample n	Sample %
47	46	98%

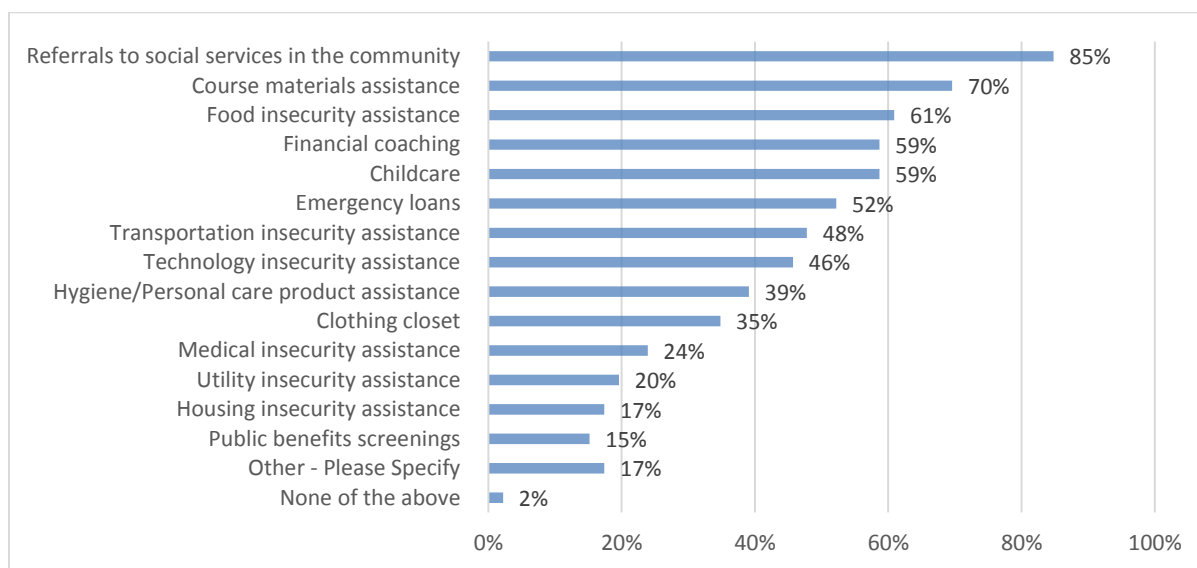
## Participating Institutions

Alamo Colleges	Lee College
Alvin Community College	Navarro College
Amarillo College	North Central Texas College
Angelina College	Northeast Texas Community College
Austin Community College	Odessa College
Blinn College	Panola College
Brazosport College	Paris Junior College
Central Texas College	Ranger College
Coastal Bend College	San Jacinto College
College of the Mainland	South Plains College
Collin College	South Texas College
Dallas CCCD	Southwest Texas Junior College
Del Mar College	Tarrant County College
El Paso Community College	Temple College
Frank Phillips College	Texarkana College
Galveston College	Texas Southmost College
Grayson College	Tyler Junior College
Hill College	Vernon College
Houston Community College	Victoria College
Howard College	Weatherford College
Kilgore College	Wharton County Junior College
Laredo College	

## Notable Findings

- Sixty-one percent of institutions provided some type of food security assistance. Findings from the Fall 2018 SFWS indicate that 55 percent of students at a sample of Texas community colleges experienced low or very low food security in the last 30 days.
- While 54 percent of students showed signs of housing insecurity (SFWS, Fall 2018), only 17 percent of institutions indicated that they provided housing insecurity assistance.
- Many students at Texas community colleges (43 percent) do not feel that their school is making their textbooks affordable which is more than those that feel that their institution is making textbooks more affordable (37 percent) (SFWS, Fall 2018).
- Public transportation passes were offered at 77 percent of the institutions that offered transportation insecurity assistance services. Responses to the Fall 2018 SFWS indicate that 13 percent of Texas community college students use public transportation to get to school.
- Thirty-eight percent of institutions that put financial stability information on their website indicated that it was on an internal web page that would require a student to navigate from the home page.
- Nearly 80 percent of institutions with more than one campus indicated that financial stability services were available at all of their locations, however, more than 1 in 5 multi-campus schools had at least on location that did not offer these services.
- While 65 percent of institutions provide programming for faculty, according to the responses from the Fall 2018 SFWS, only 30 percent of Texas community college student respondents felt that the faculty at their institution understood the financial challenges that they faced.
- Thirty-two percent of students at Texas community colleges that responded to the Fall 2018 SFWS indicated that they are comfortable discussing their financial situation with faculty. Nearly 60 percent of institutions provided opportunities to their faculty to engage in some type of student outreach. Twenty-two percent of students indicated that they spoke to faculty about their financial struggles (SFWS, Fall 2018), the highest number for anyone outside of financial aid advisers, academic advisers, or financial coaches.
- Thirty-five percent of Texas community college students (SFWS Fall 2018) indicated that they feel comfortable discussing their financial struggles with staff which is higher even than faculty (32 percent). Training for staff outside of financial services was largely offered at the same institutions that offered training for faculty with most schools offering both, or neither.
- While 70 percent of institutions indicated that they currently offer financial literacy programming to their students, 81 percent of Texas community college students were unable to answer three basic financial questions correctly (SFWS, Fall 2018) indicating a strong need for financial literacy programming among this group.
- Nearly a third of Texas community college students indicated that they did not feel that their school understood the financial challenges they faced (SFWS, Fall 2018). Half of the responding Texas community colleges indicated that they had surveyed their students on basic need security or financial wellness to learn more about these challenges.

**Q1: What financial stability services do you provide to students? Please select all that apply.**

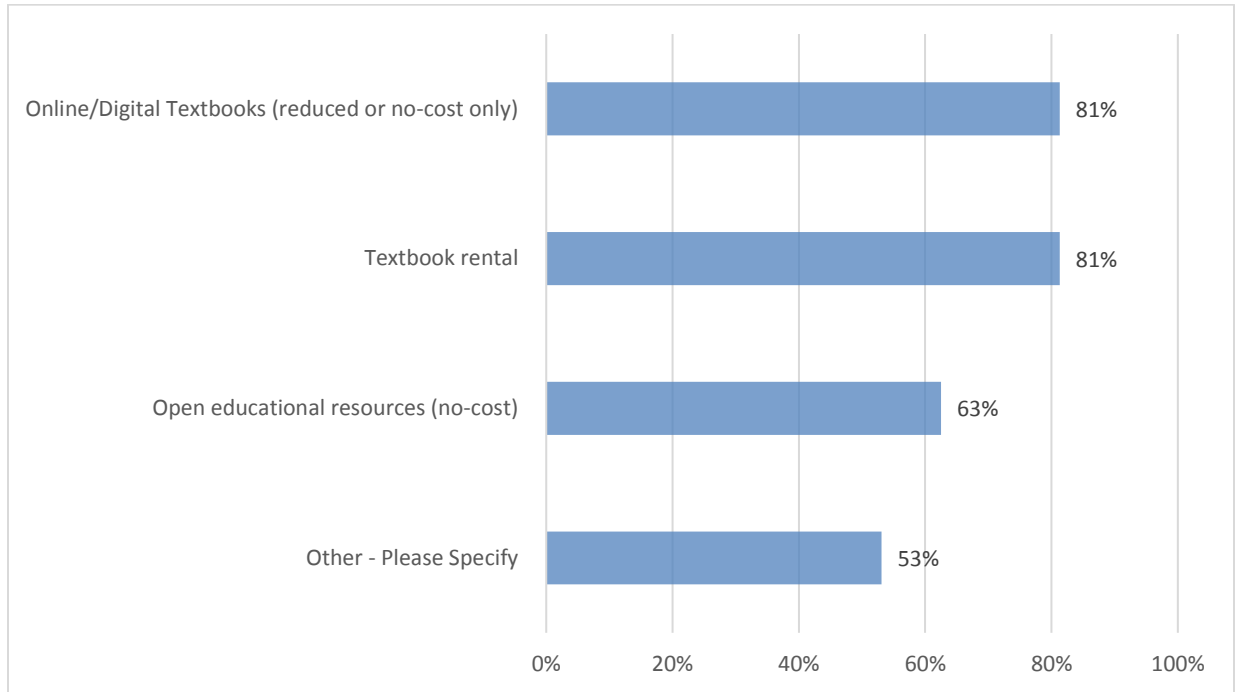


Service	Percent	Count (n=46)
Referrals to social services in the community	85%	39
Course materials assistance	70%	32
Food insecurity assistance	61%	28
Childcare	59%	27
Financial coaching	59%	27
Emergency loans	52%	24
Transportation insecurity assistance	48%	22
Technology insecurity assistance	46%	21
Hygiene/Personal care product assistance	39%	18
Clothing closet	35%	16
Medical insecurity assistance	24%	11
Utility insecurity assistance	20%	9
Housing insecurity assistance	17%	8
Public benefits screenings	15%	7
Other - Please Specify	17%	8
None of the above	2%	1

- The most prevalent service across campuses was referrals to social services provided by the larger community.
- Sixty-one percent of institutions provided some type of food security assistance. Findings from the Fall 2018 SFWS indicate that 55 percent of students at a sample of Texas community colleges experienced low or very low food security in the last 30 days.
- Despite 54 percent of students indicating showing signs of housing insecurity (SFWS, Fall 2018), only 17 percent of institutions indicated that they provided housing insecurity assistance.

**Q2: What types of Course Materials Insecurity Assistance does your institution provide? Please select all that apply.**

(of those who answered “Course Materials Insecurity Assistance” on Q1)



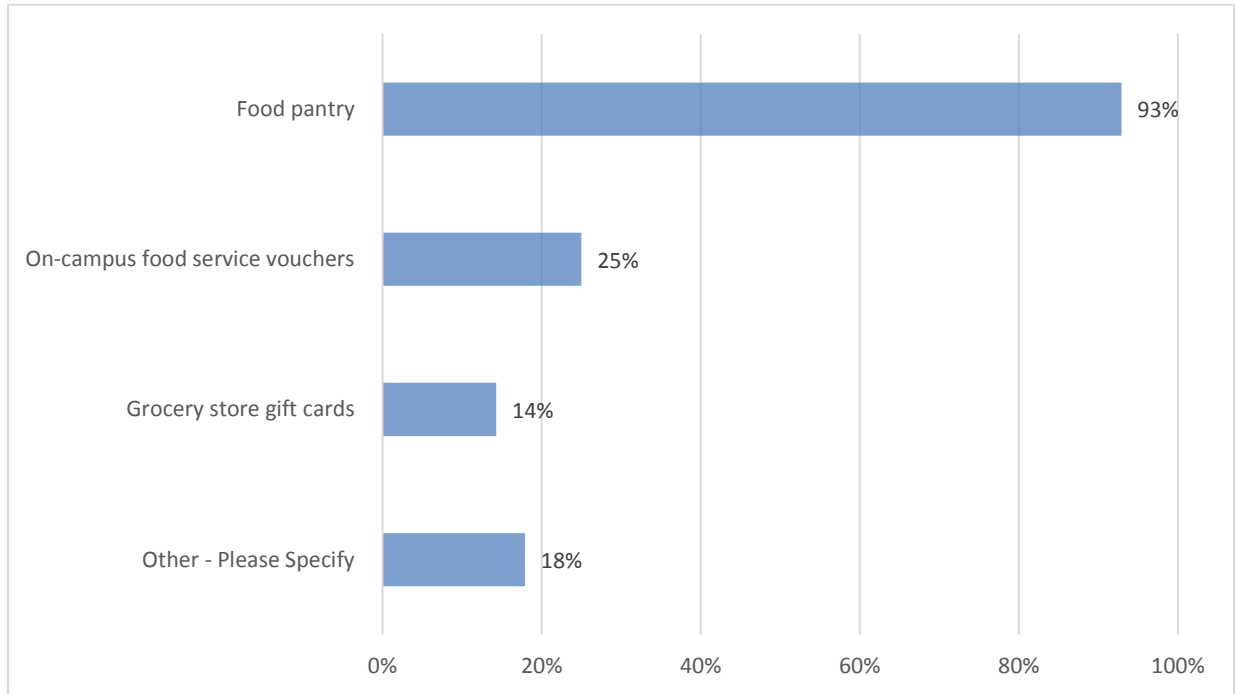
Service	Percent	Count (n=32)
Textbook rental	<b>81%</b>	<b>26</b>
Online/Digital Textbooks (reduced or no-cost only)	<b>81%</b>	<b>26</b>
Open educational resources (no-cost)	<b>63%</b>	<b>20</b>
Other - Please Specify	<b>53%</b>	<b>17</b>

- Online/digital textbooks and textbook rental have become very common and are tied for the most common course material assistance program with 81 percent of institutions that provide course materials assistance indicating they have each program.
- No cost open educational resources are less common and are in place at 63 percent of institutions.
- Many students at Texas community colleges (43 percent) do not feel that their school is making their textbooks affordable which is more than those that feel that their institution is making textbooks more affordable (37 percent) (SFWS, Fall 2018).
- While not provided as an answer option, 25 percent of institutions indicated they had started book loan programs through their libraries.



**Q3: What types of Food Insecurity Assistance does your institution provide?  
Please select all that apply.**

(of those who answered “Food Insecurity Assistance” on Q1)



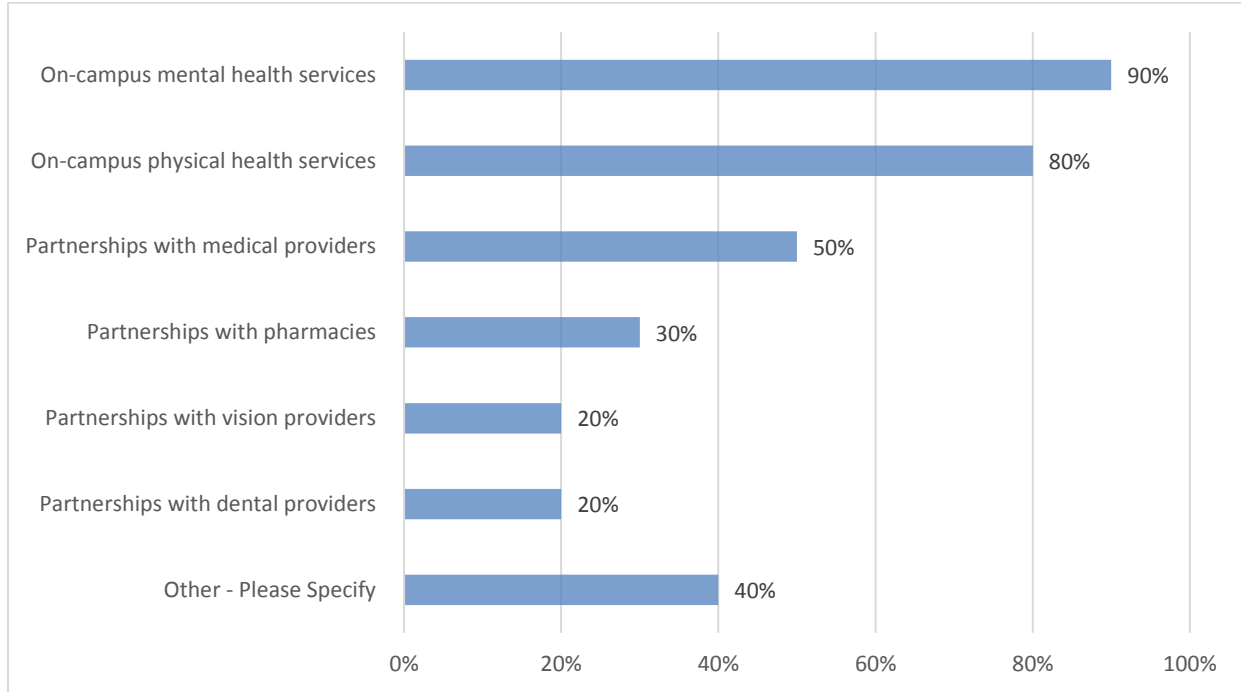
Service	Percent	Count (n=28)
Food pantry	<b>93%</b>	<b>26</b>
On-campus food service vouchers	<b>25%</b>	<b>7</b>
Grocery store gift cards	<b>14%</b>	<b>4</b>
Other - Please Specify	<b>18%</b>	<b>5</b>

- Findings from the Fall 2018 SFWS indicate that 55 percent of students at a sample of Texas community colleges experienced low or very low food security in the last 30 days.
- Food pantries are by far the most common service provided by campuses who had food insecurity programs (93 percent). This equates to 57 percent of the full group providing a food pantry.
- Despite being the 3<sup>rd</sup> most commonly provided financial stability service included in the inventory, only 61 percent of institutions provided some type of food insecurity assistance.



**Q4: What types of Medical Insecurity Assistance does your institution provide?  
Please select all that apply.**

(of those who answered “Medical Insecurity Assistance” on Q1)

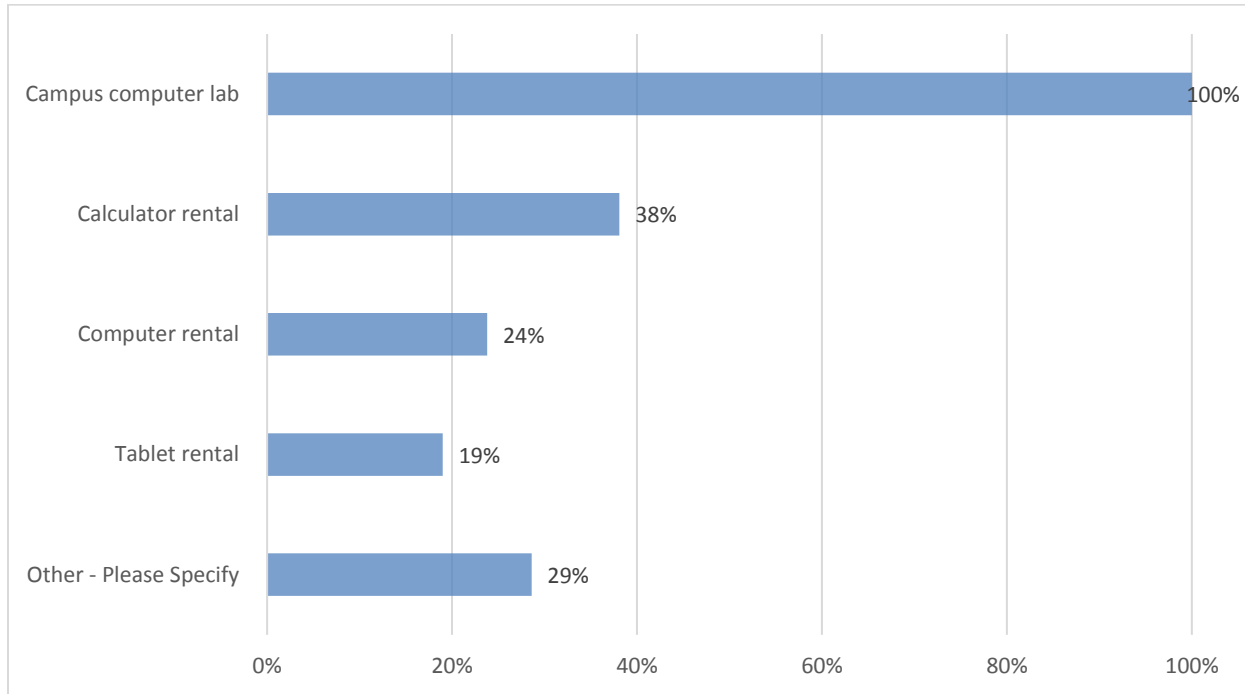


Value	Percent	Count (n=10)
On-campus mental health services	<b>90%</b>	<b>9</b>
On-campus physical health services	<b>80%</b>	<b>8</b>
Partnerships with medical providers	<b>50%</b>	<b>5</b>
Partnerships with pharmacies	<b>30%</b>	<b>3</b>
Partnerships with dental providers	<b>20%</b>	<b>2</b>
Partnerships with vision providers	<b>20%</b>	<b>2</b>
Other - Please Specify	<b>40%</b>	<b>4</b>

- Less than 25 percent of respondent institutions provided medical insecurity assistance of any kind.
- On-campus mental and physical health services are the most common with 90 percent and 80 percent of institutions that provide medical insecurity assistance providing each respectively.

**Q5: What types of Technology Insecurity Assistance does your institution provide?  
Please select all that apply.**

(of those who answered “Technology Insecurity Assistance” on Q1)

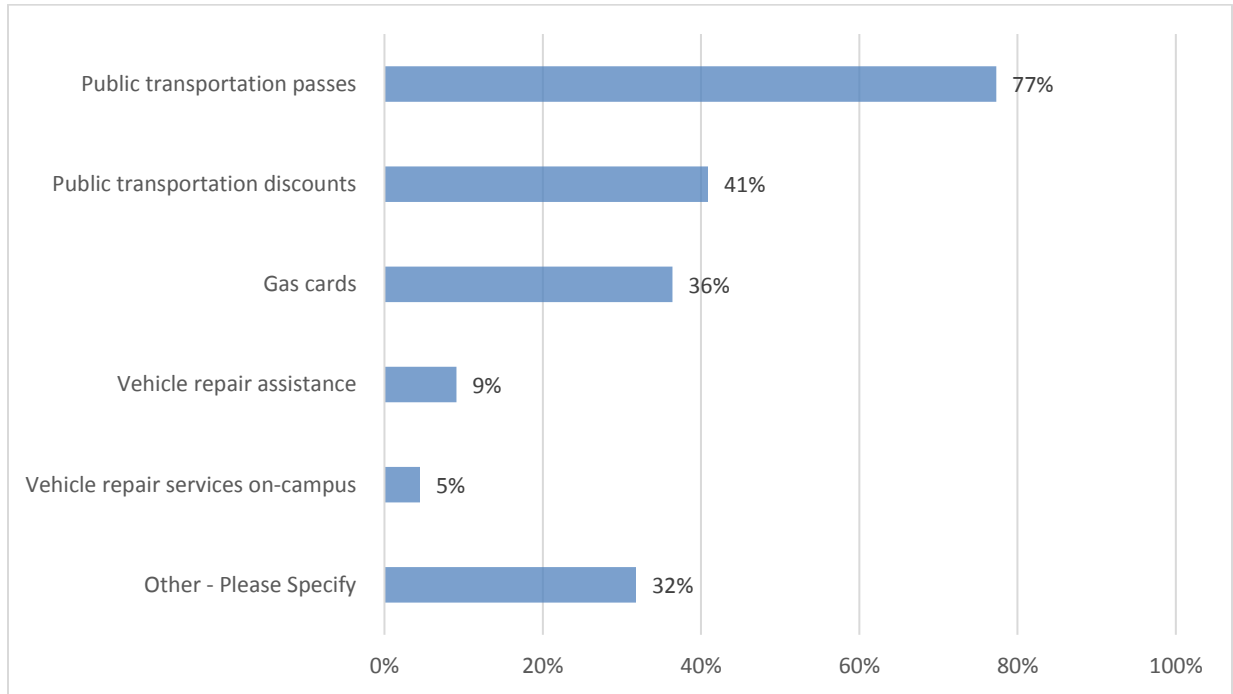


Value	Percent	Count (n=21)
Campus computer lab	<b>100%</b>	<b>21</b>
Calculator rental	<b>38%</b>	<b>8</b>
Computer rental	<b>24%</b>	<b>5</b>
Tablet rental	<b>19%</b>	<b>4</b>
Other - Please Specify	<b>29%</b>	<b>6</b>

- All 21 of the institutions that indicated they provide technology insecurity assistance offered on campus computer labs. These 21 schools represent 46 percent of responding institutions.
- The next most commonly chosen option, calculator rental, was only available at 38 percent of institutions that responded to this question, the equivalent of 17 percent of the full group.
- While not provided as an answer option, 4 additional schools (19 percent) indicated that they have free computer or calculator loan programs.

**Q6.: What types of Transportation Insecurity Assistance does your institution provide? Please select all that apply.**

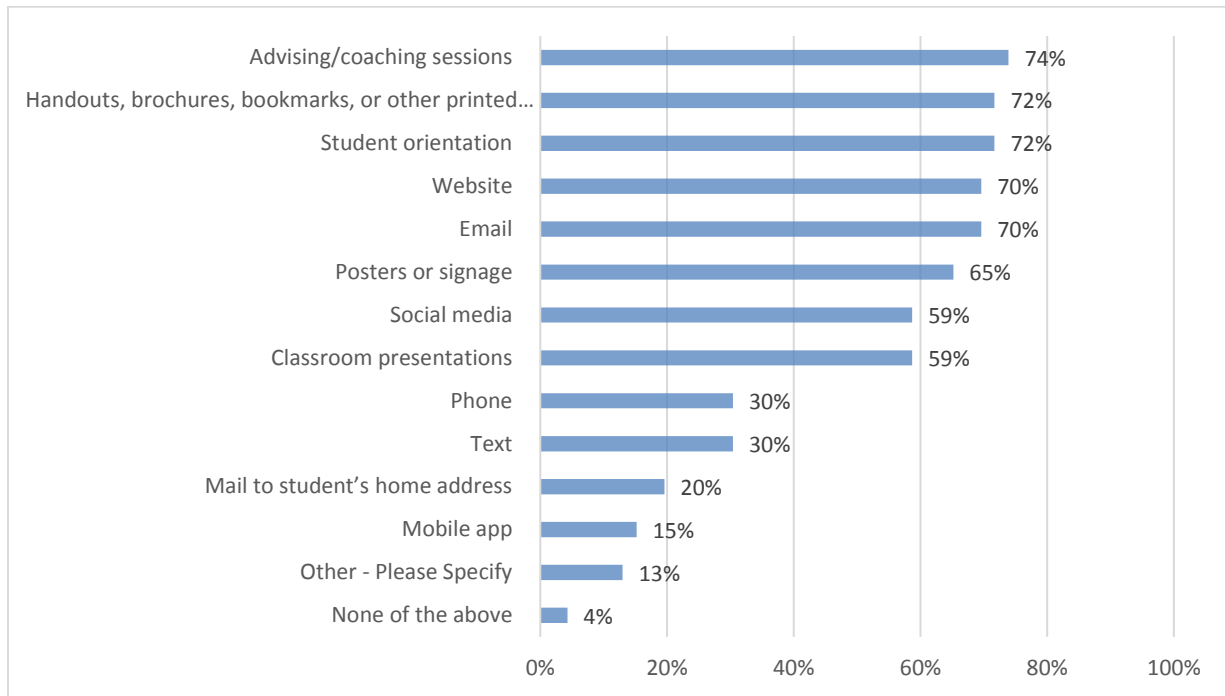
(of those who answered “Transportation Insecurity Assistance” on Q1)



Value	Percent	Count (n=22)
Public transportation passes	<b>77%</b>	<b>17</b>
Public transportation discounts	<b>41%</b>	<b>9</b>
Gas cards	<b>36%</b>	<b>8</b>
Vehicle repair assistance	<b>9%</b>	<b>2</b>
Vehicle repair services on-campus	<b>5%</b>	<b>1</b>
Other - Please Specify	<b>32%</b>	<b>7</b>

- Transportation assistance was available at 48 percent of the responding institutions.
- Public transportation passes were offered at 77 percent of the institutions that offered transportation insecurity assistance services. Responses to the Fall 2018 SFWS indicate that 13 percent of Texas community college students use public transportation to get to school.

**Q7: How do you communicate with students about financial stability services?  
Please select all that apply.**

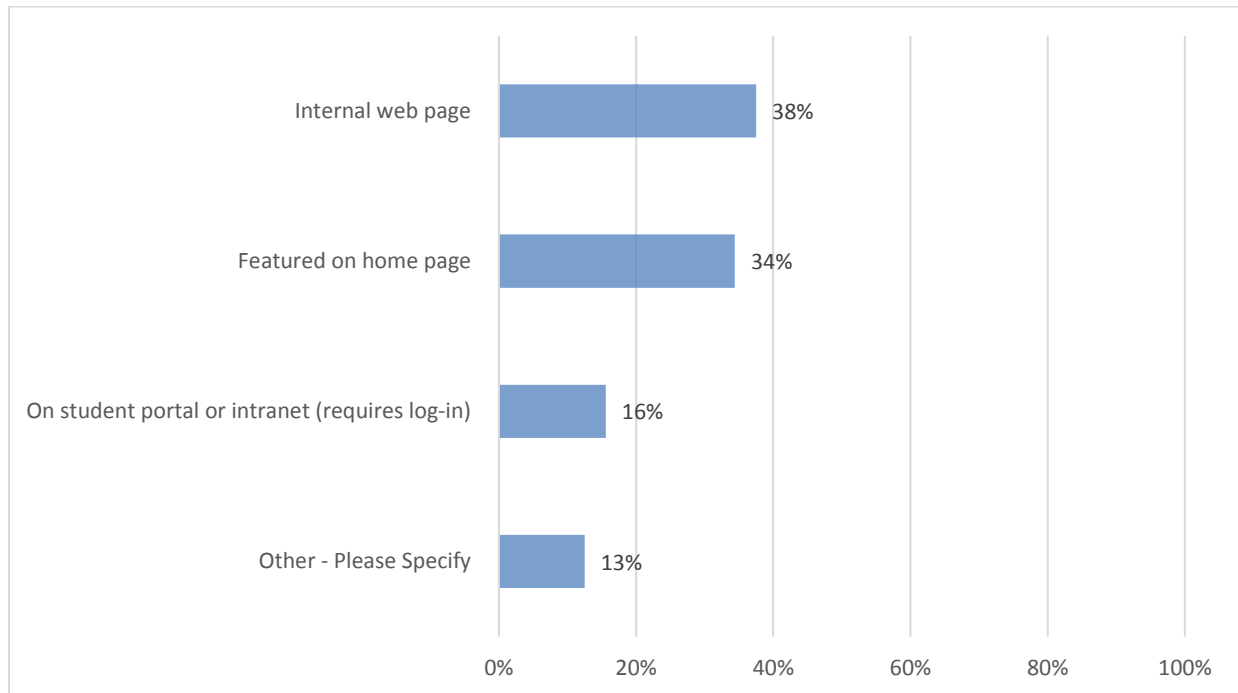


Value	Percent	Count (n=46)
Advising/coaching sessions	<b>74%</b>	<b>34</b>
Handouts, brochures, bookmarks, or other printed materials	<b>72%</b>	<b>33</b>
Student orientation	<b>72%</b>	<b>33</b>
Website	<b>70%</b>	<b>32</b>
Email	<b>70%</b>	<b>32</b>
Posters or signage	<b>65%</b>	<b>30</b>
Classroom presentations	<b>59%</b>	<b>27</b>
Social media	<b>59%</b>	<b>27</b>
Text	<b>30%</b>	<b>14</b>
Phone	<b>30%</b>	<b>14</b>
Mail to student's home address	<b>20%</b>	<b>9</b>
Mobile app	<b>15%</b>	<b>7</b>
Other - Please Specify	<b>13%</b>	<b>6</b>
None of the above	<b>4%</b>	<b>2</b>

- The most common method of providing information to students about financial stability services is through advising and coaching sessions. This is closely followed by use of printed materials, websites, email, and information provided during student orientation.

## Q8: Where is the information on your website located?

(of those who answered "Website" on Q7)

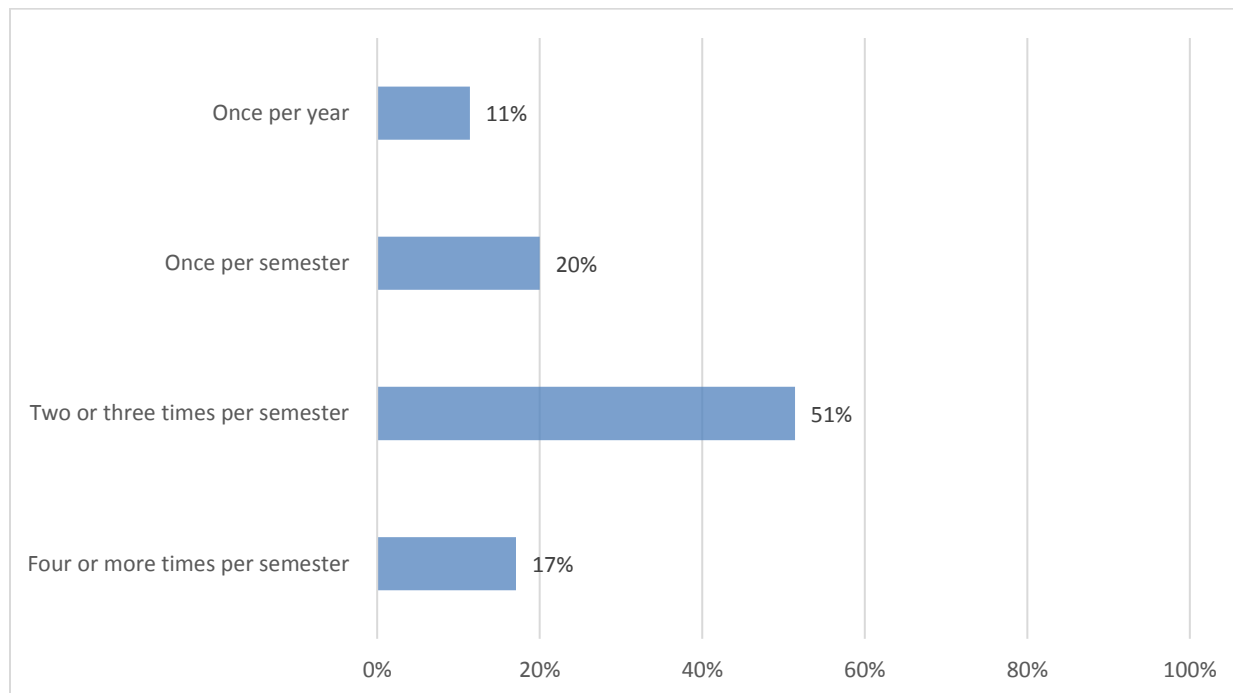


Value	Percent	Count (n=32)
Internal web page	<b>38%</b>	<b>12</b>
Featured on home page	<b>34%</b>	<b>11</b>
On student portal or intranet (log-in)	<b>16%</b>	<b>5</b>
Other - Please Specify	<b>13%</b>	<b>4</b>

- Thirty-eight percent of institutions that put financial stability information on their website indicated that it was on an internal web page that would require a student to navigate from the home page.
- Thirty-four percent indicated that the information was located on their home page, the most easily accessible of the options.
- A minority of institutions indicated that accessing financial stability information on the website required a log-in or on-site intranet access. This method may unintentionally limit access to important information for vulnerable groups.

## Q9: How often does your institution issue communications to the student body about financial stability services?

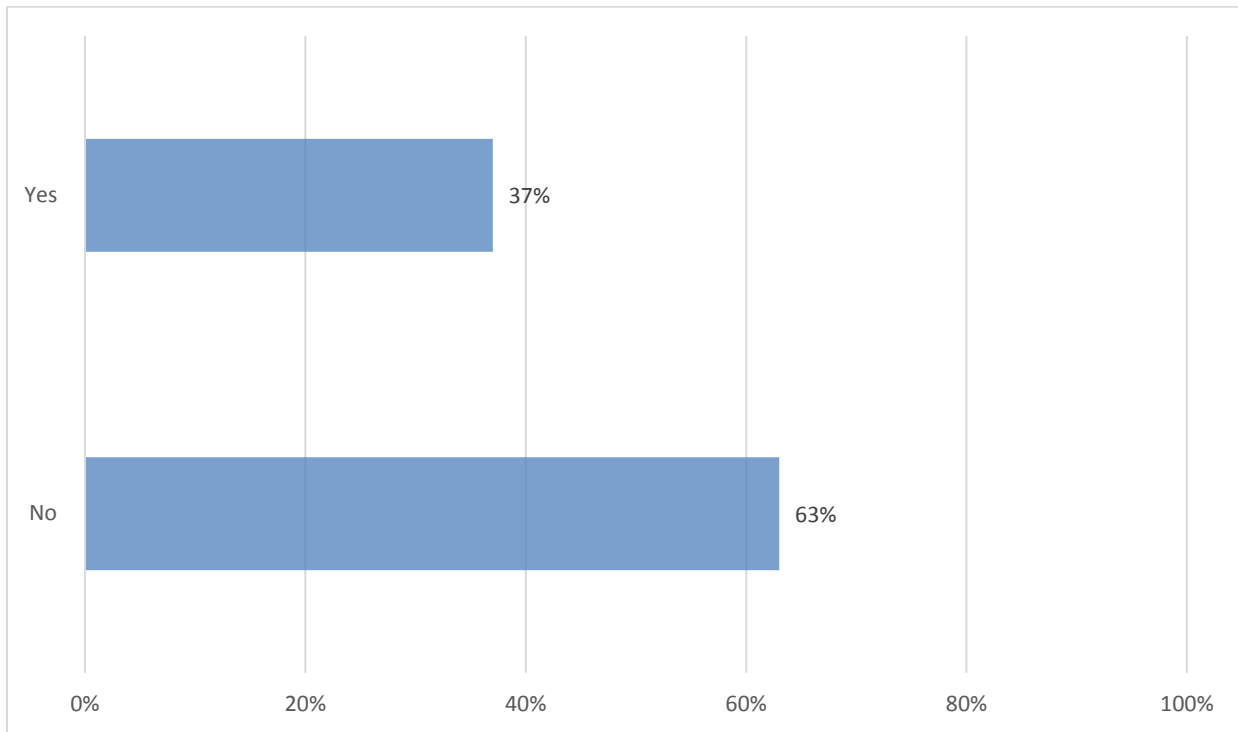
(of those who answered “Email”, “Text”, “Phone”, or “Social Media” on Q7)



Value	Percent	Count (n=35)
Once per year	<b>11%</b>	<b>4</b>
Once per semester	<b>20%</b>	<b>7</b>
Two or three times per semester	<b>51%</b>	<b>18</b>
Four or more times per semester	<b>17%</b>	<b>6</b>

- The majority of institutions that are using digital means for student outreach sent out information 2-3 times a year.
- A full 69 percent of those using these methods conducted outreach two or more times a year (difference from chart due to rounding).
- Eighty-nine percent of institutions using digital contact methods reached out to their students at least once per semester.

Q10: Do you target communication about financial stability services to certain groups of students?



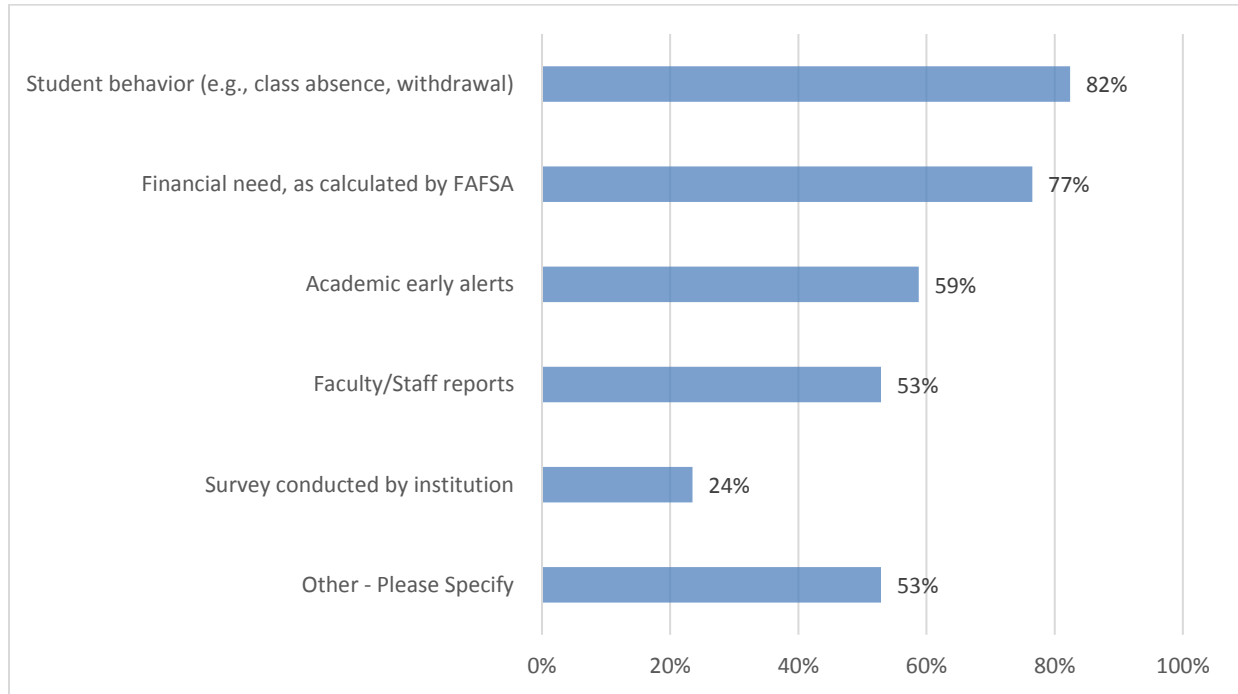
Value	Percent	Count (n=46)
Yes	<b>37%</b>	<b>17</b>
No	<b>63%</b>	<b>29</b>

- While nearly all schools use digital outreach to students, only 37 percent of institutions are targeting communications to specific student groups.



**Q11: How do you determine which students receive targeted communications?  
Please select all that apply.**

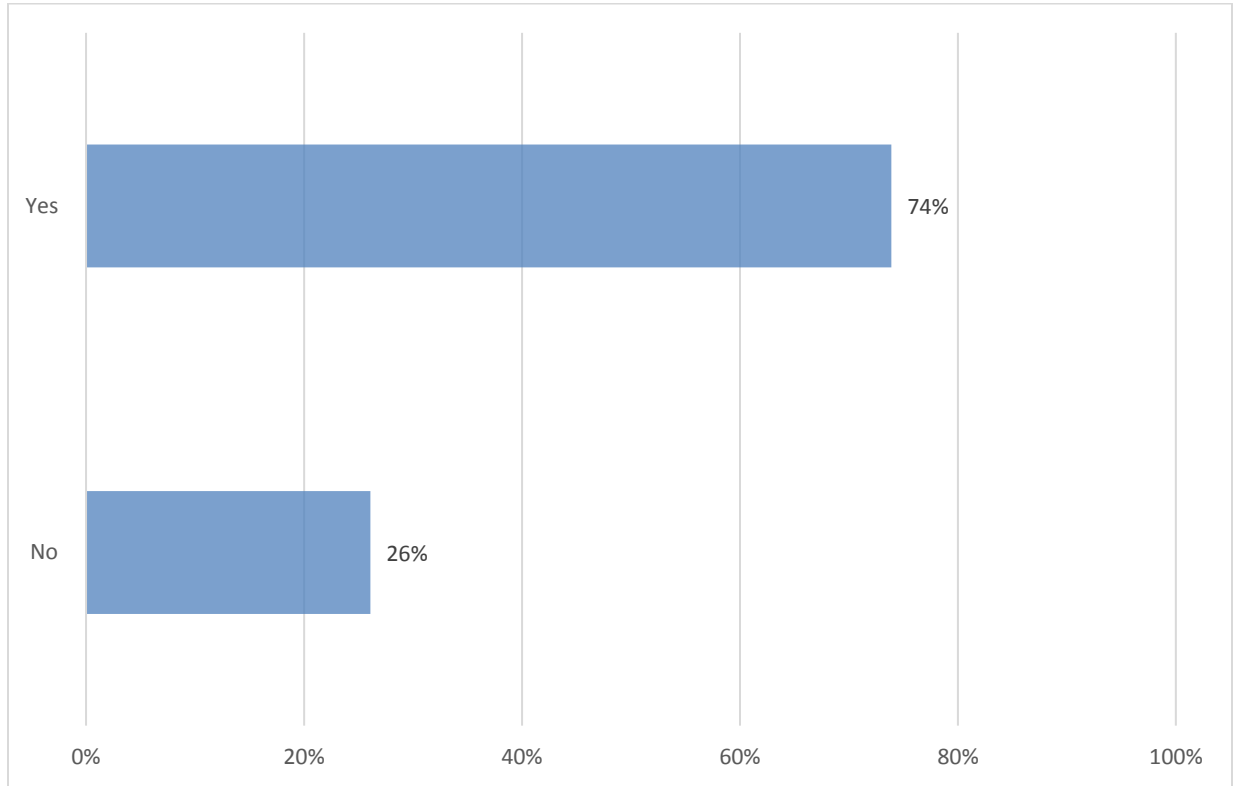
(of those who answered “Yes” on Q10)



Value	Percent	Count (n=17)
Student behavior (e.g., class absence, withdrawal)	<b>82%</b>	<b>14</b>
Financial need, as calculated by FAFSA	<b>77%</b>	<b>13</b>
Academic early alerts	<b>59%</b>	<b>10</b>
Faculty/Staff reports	<b>53%</b>	<b>9</b>
Survey conducted by institution	<b>24%</b>	<b>4</b>
Other - Please Specify	<b>53%</b>	<b>9</b>

- Of those that provide targeted communication to students concerning financial stability services, 82 percent use student attendance behavior to drive selection of students.
- Seventy-seven percent use financial need calculations from the FAFSA to identify groups for targeted communication.
- While 53 percent indicated that they used means other than those provided to identify students, no clear patterns emerged in the “Other” responses.

Q12: Does your college have more than one campus?

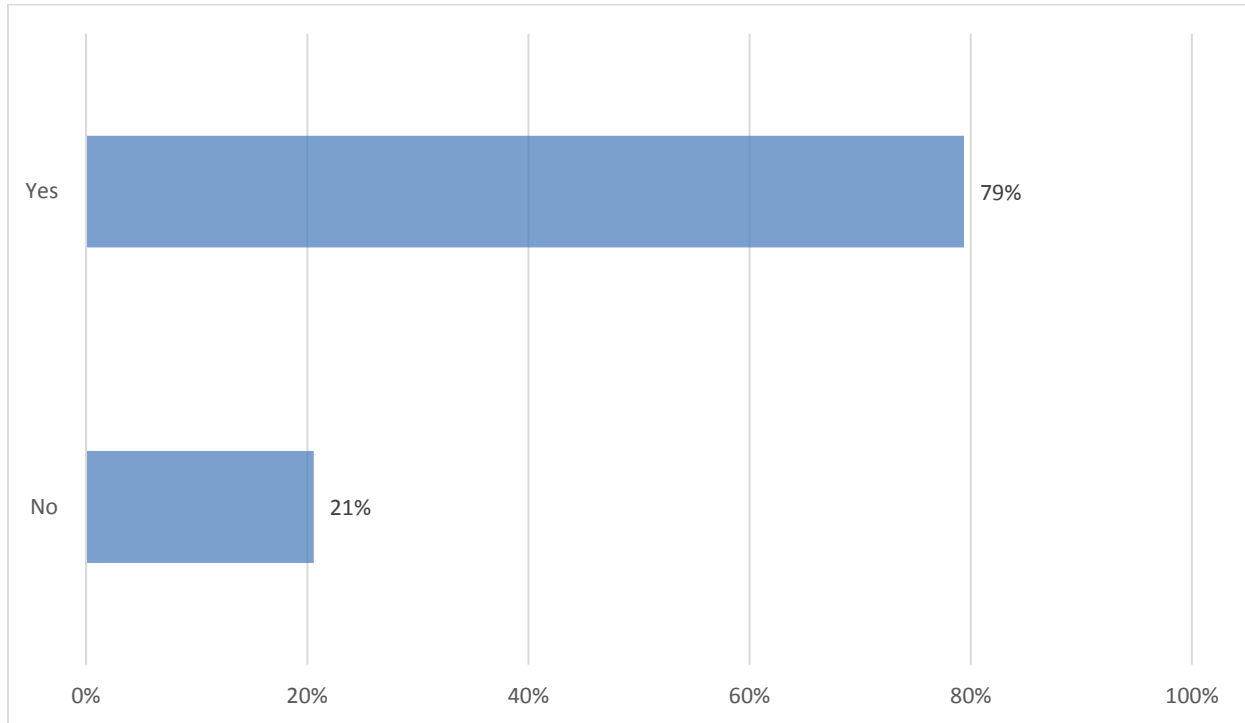


Value	Percent	Count (n=46)
Yes	<b>74%</b>	<b>34</b>
No	<b>26%</b>	<b>12</b>

- Three quarters of the responding institutions had more than one campus and approximately a quarter had only one location.

### Q13: Are financial stability services offered at all campus locations?

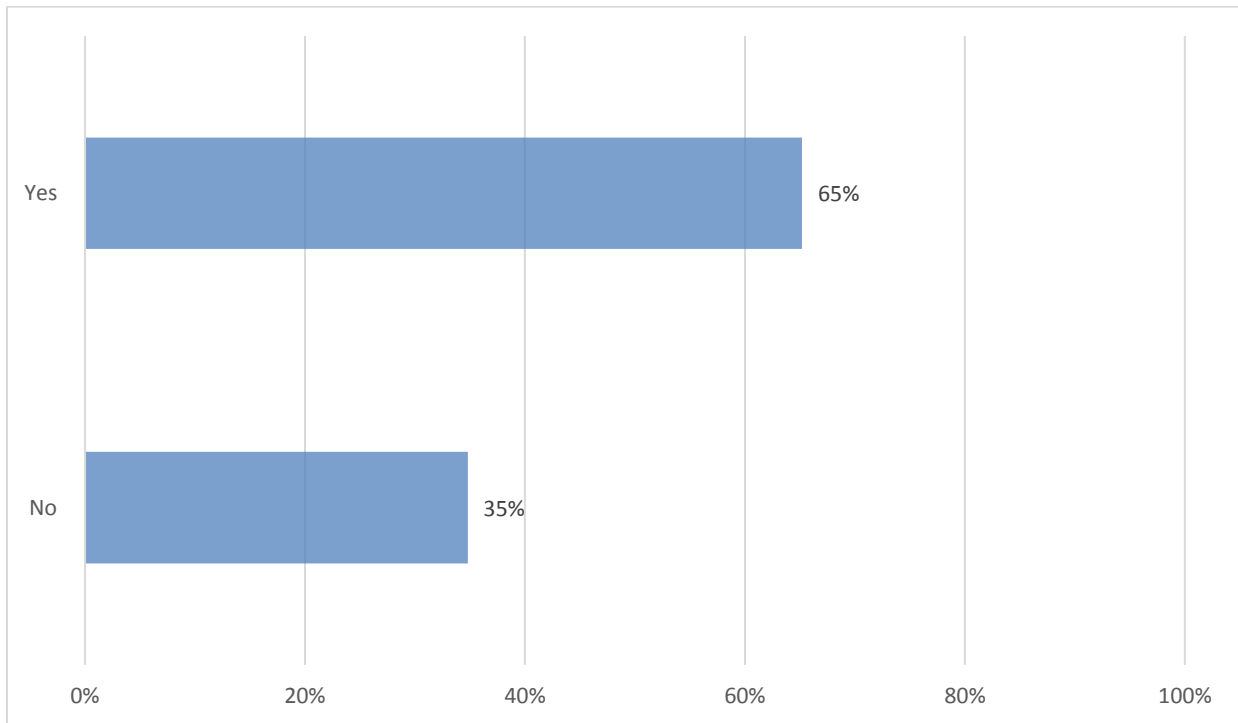
(of those who answered "Yes" on Q12)



Value	Percent	Count (n=34)
Yes	<b>79%</b>	<b>27</b>
No	<b>21%</b>	<b>7</b>

- Nearly 80 percent of institutions with more than one campus indicated that financial stability services were available at all of their locations, however, more than 1 in 5 multi-campus schools had at least one location that did not offer these services.

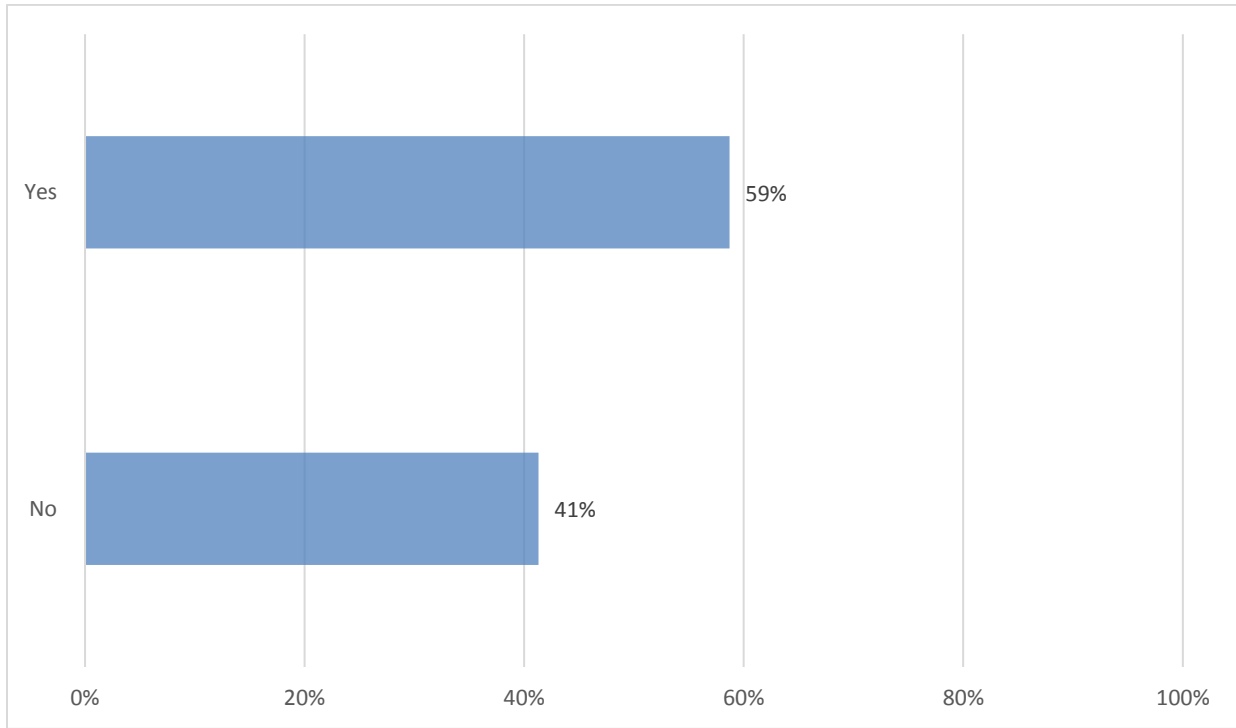
Q14: Do you offer programming that informs faculty of college services related to financial aid and/or financial stability?



Value	Percent	Count (n=46)
Yes	<b>65%</b>	<b>30</b>
No	<b>35%</b>	<b>16</b>

- While 65 percent of institutions provide programming for faculty, according to the responses from the Fall 2018 SFWS, only 30 percent of Texas community college student respondents felt that the faculty at their institution understood the financial challenges that they faced.

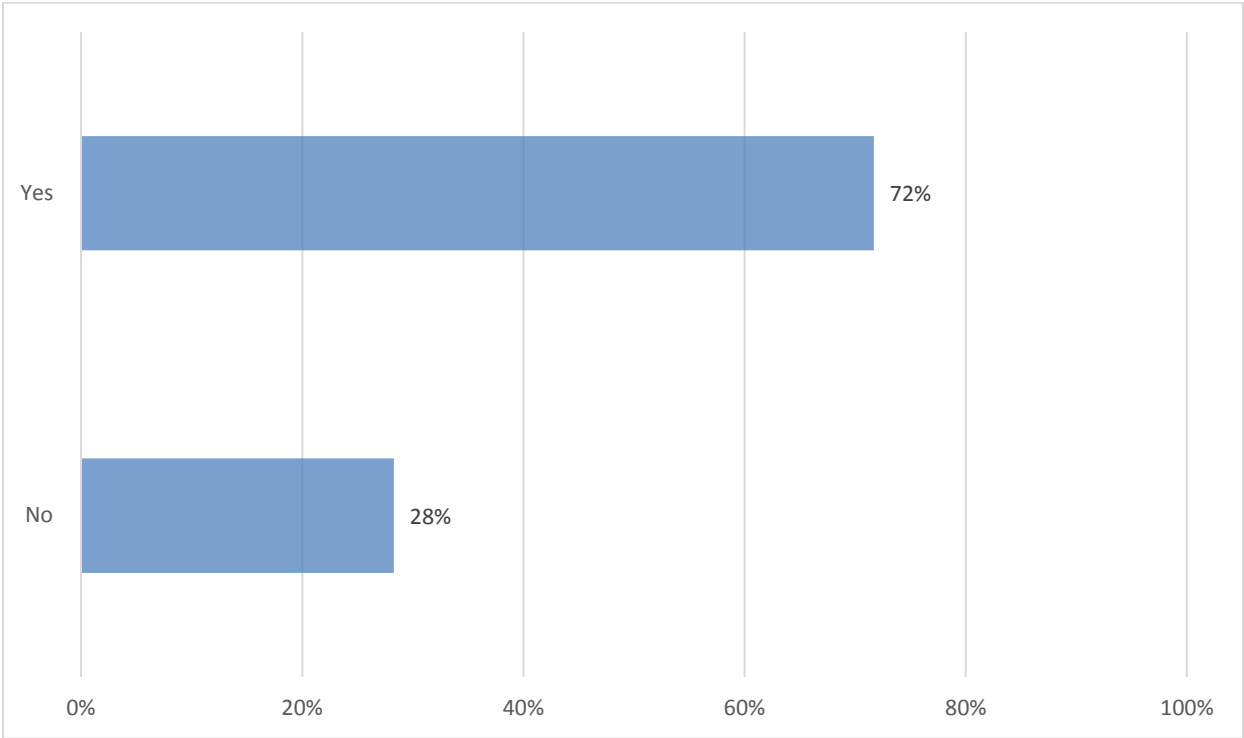
Q15: Do you offer opportunities for faculty to engage in outreach related to financial aid and/or financial stability (e.g., providing financial coaching, developing financial literacy curriculum, volunteering in food pantry, etc.)?



Value	Percent	Count (n=46)
Yes	<b>59%</b>	<b>27</b>
No	<b>41%</b>	<b>19</b>

- Thirty-two percent of students at Texas community colleges that responded to the Fall 2018 SFWS indicated that they are comfortable discussing their financial situation with faculty. Nearly 60 percent of institutions provided opportunity for faculty to engage in some type of student outreach.
- Twenty-two percent of students indicated that they spoke to faculty about their financial struggles, the highest number for anyone outside of financial aid advisers, academic advisers, or financial coaches.

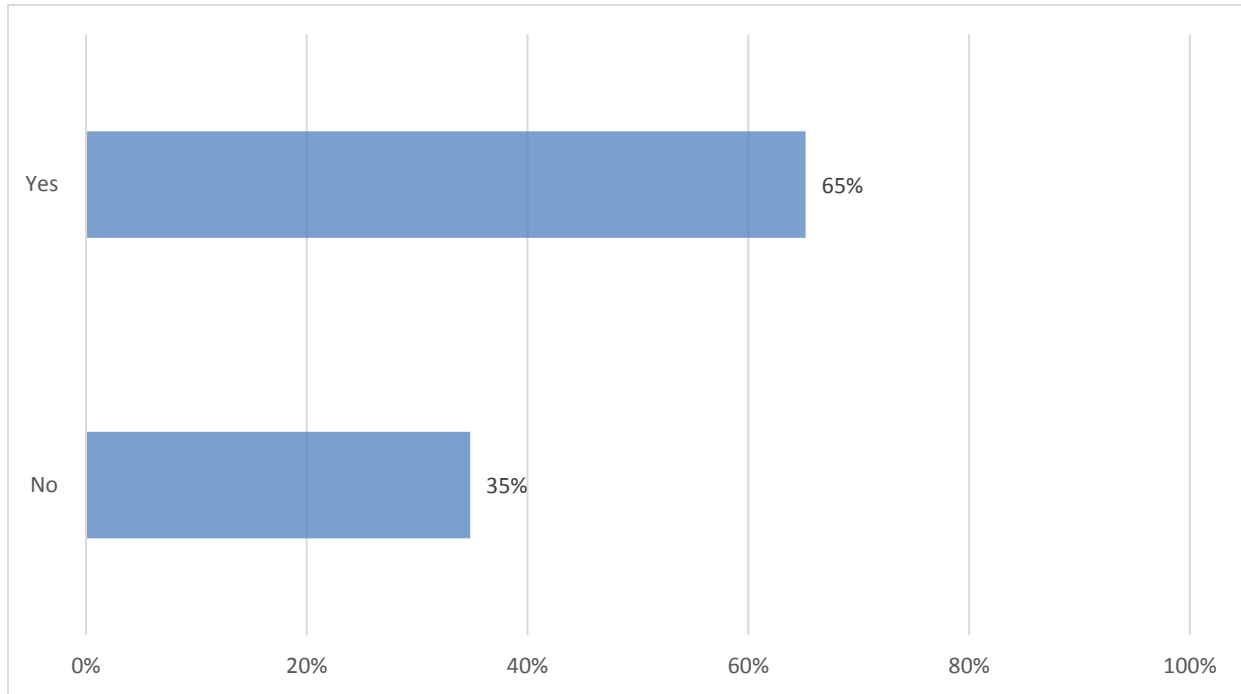
Q16: Do you offer programming that informs staff of college services related to financial aid and/or financial stability?



Value	Percent	Count (n=46)
Yes	<b>72%</b>	<b>33</b>
No	<b>28%</b>	<b>13</b>

- Seventy-two percent of institutions provide programming and training opportunities for staff, likely contributing to the 42 percent of Texas community college students that indicated that their school worked to reduce their financial challenges (SFWS, Fall 2018).

Q17: Do you offer opportunities for staff other than those responsible for delivery of financial aid or financial stability services to engage in outreach related to financial aid and/or financial stability (e.g., providing financial coaching, developing financial literacy curriculum, volunteering in food pantry, etc.)?



Value	Percent	Count (n=46)
Yes	<b>65%</b>	<b>30</b>
No	<b>35%</b>	<b>16</b>

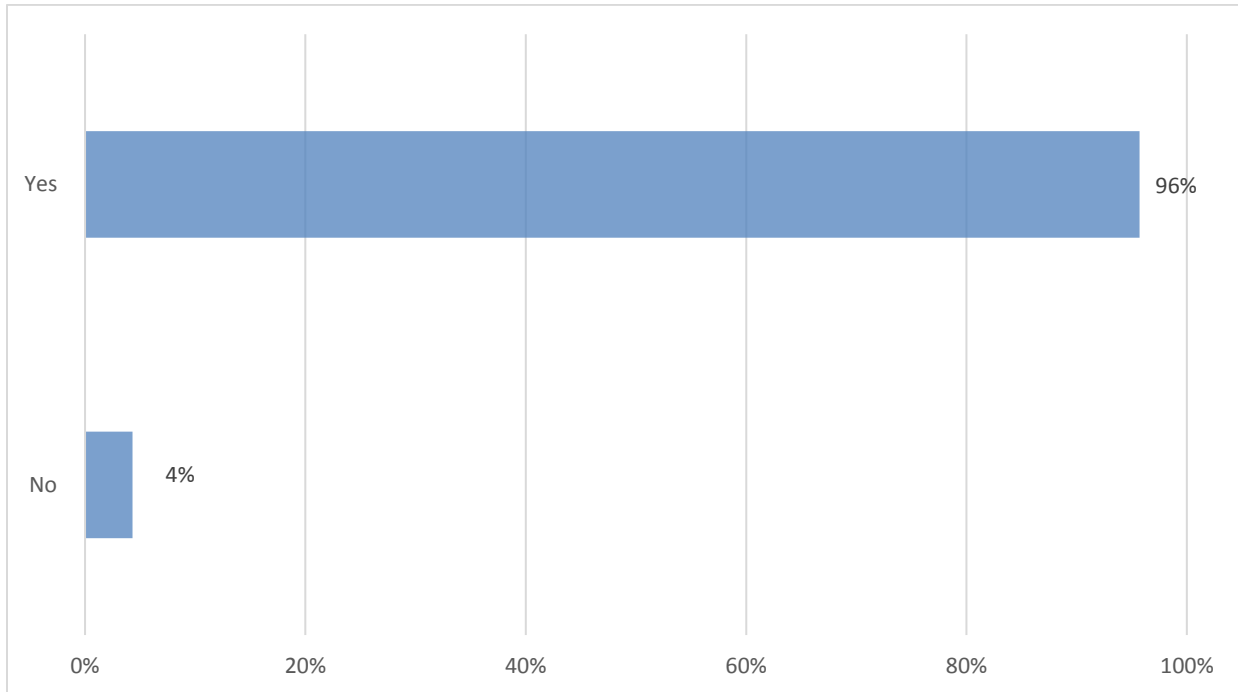
- Thirty-five percent of Texas community college students (SFWS Fall 2018) indicated that they feel comfortable discussing their financial struggles with staff, slightly higher than for faculty (32 percent).



Q18: Do you provide information sessions on financial aid for prospective students and/or their families before enrollment?

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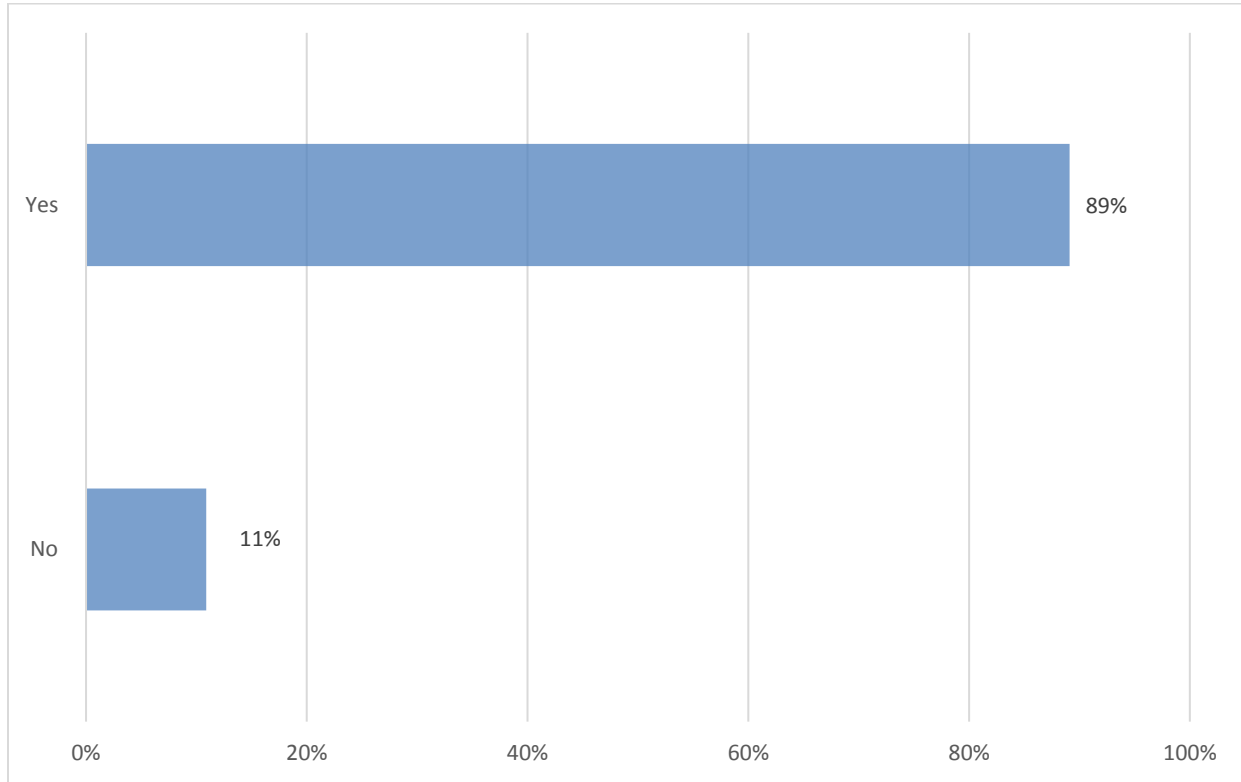
Q19: Do you provide information sessions on financial aid for current students and/or their families?



Value	Percent	Count (n=46)
Yes	<b>96%</b>	<b>44</b>
No	<b>4%</b>	<b>2</b>

- All institutions provide financial aid sessions for incoming students, however, 4 percent did not have similar sessions offered for current students.

Q20: Do you participate in the Federal Direct Student Loan program?

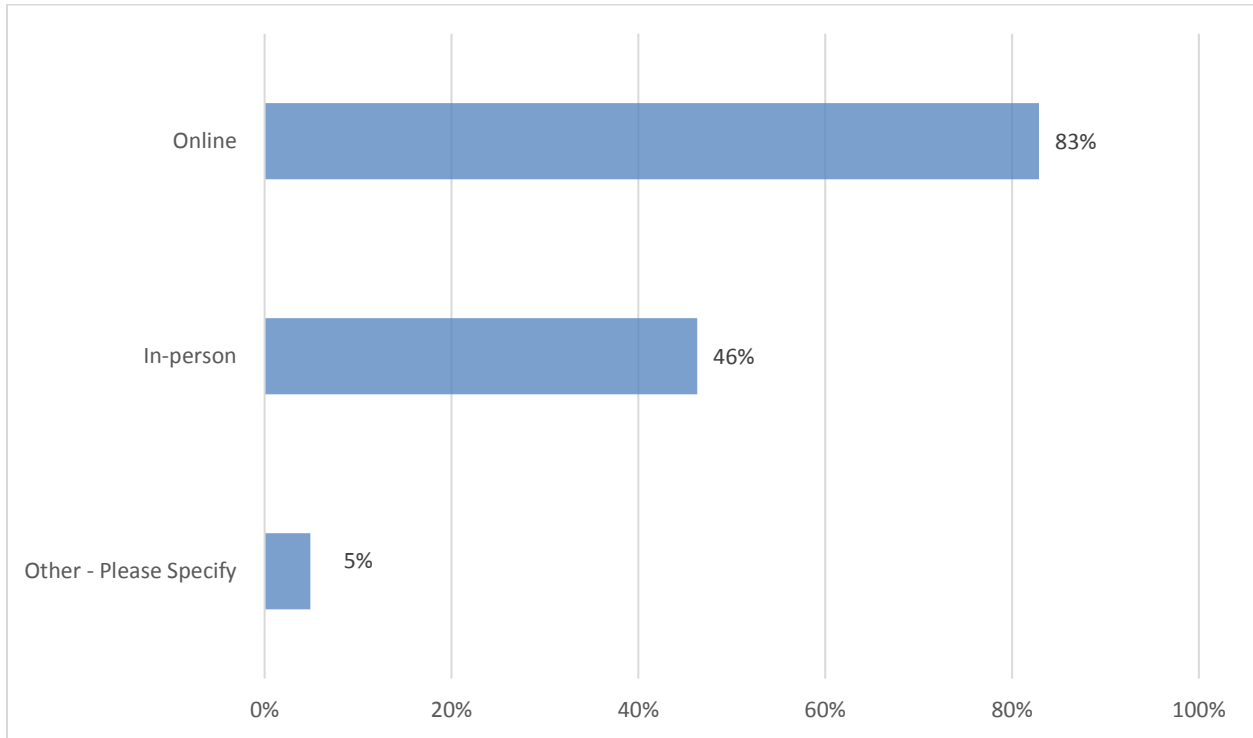


Value	Percent	Count (n=46)
Yes	<b>89%</b>	<b>41</b>
No	<b>11%</b>	<b>5</b>

- Eighty-nine percent of institutions participate in the federal loan program.

Q21: How do you offer required loan counseling? Please select all that apply.

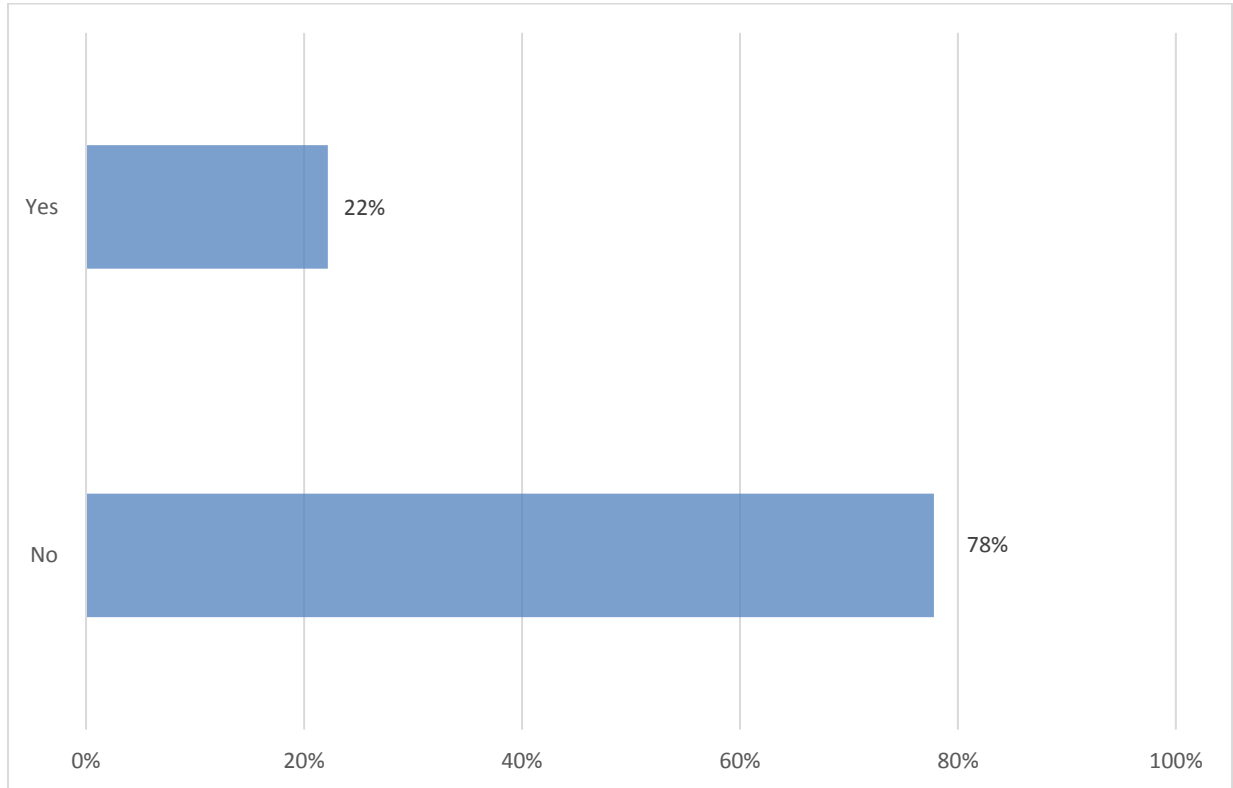
(of those who answered “Yes” on Q20)



Value	Percent	Count (n=42)
Online	83%	34
In-person	46%	19
Other - Please Specify	5%	2

- Of those participating in the federal loan program, the vast majority provide loan counseling online, with a smaller number offering in-person counseling. This is consistent with earlier Trellis research at the national level (Webster et al., 2017).

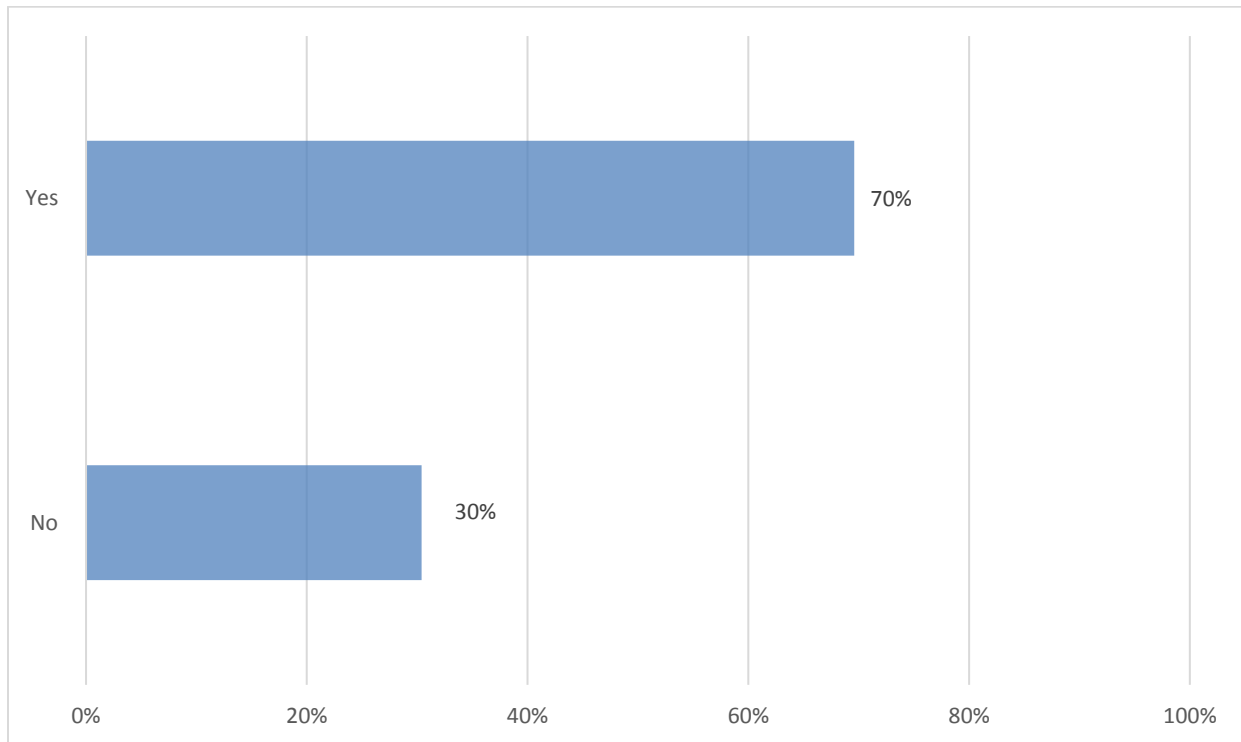
### Q22: Do you refer students to private lenders?



Value	Percent	Count (n=45)
Yes	<b>22%</b>	<b>10</b>
No	<b>78%</b>	<b>35</b>

- Even at low cost community colleges, 78 percent of responding institutions refer students to private lenders.

Q23: Do you offer financial literacy programming to students in addition to required loan counseling?

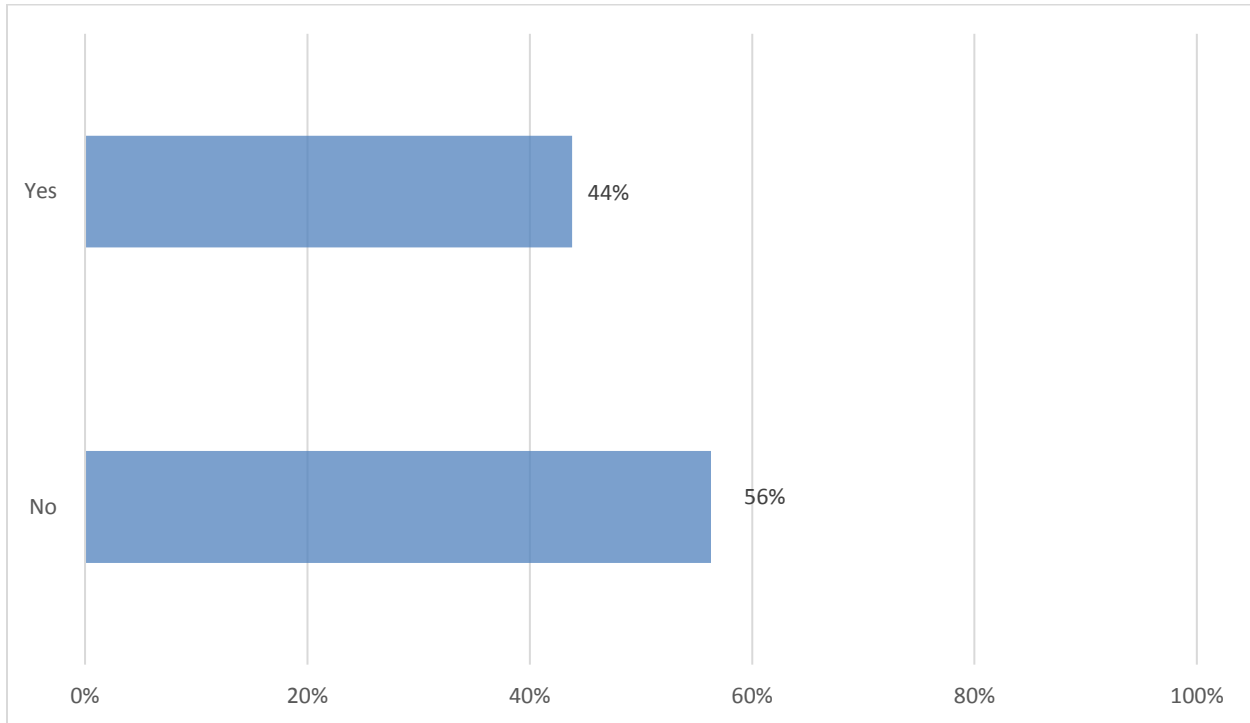


Value	Percent	Count (n=46)
Yes	<b>70%</b>	<b>32</b>
No	<b>30%</b>	<b>14</b>

- Eighty-one percent of Texas community college students were unable to answer three basic financial questions correctly (SFWS, Fall 2018) indicating a strong need for financial literacy programming among this group.
- Seventy percent of institutions indicated that they currently offer financial literacy programming to their students.

## Q24: Are students required to participate in financial literacy programming?

(of those who answered "Yes" on Q23)

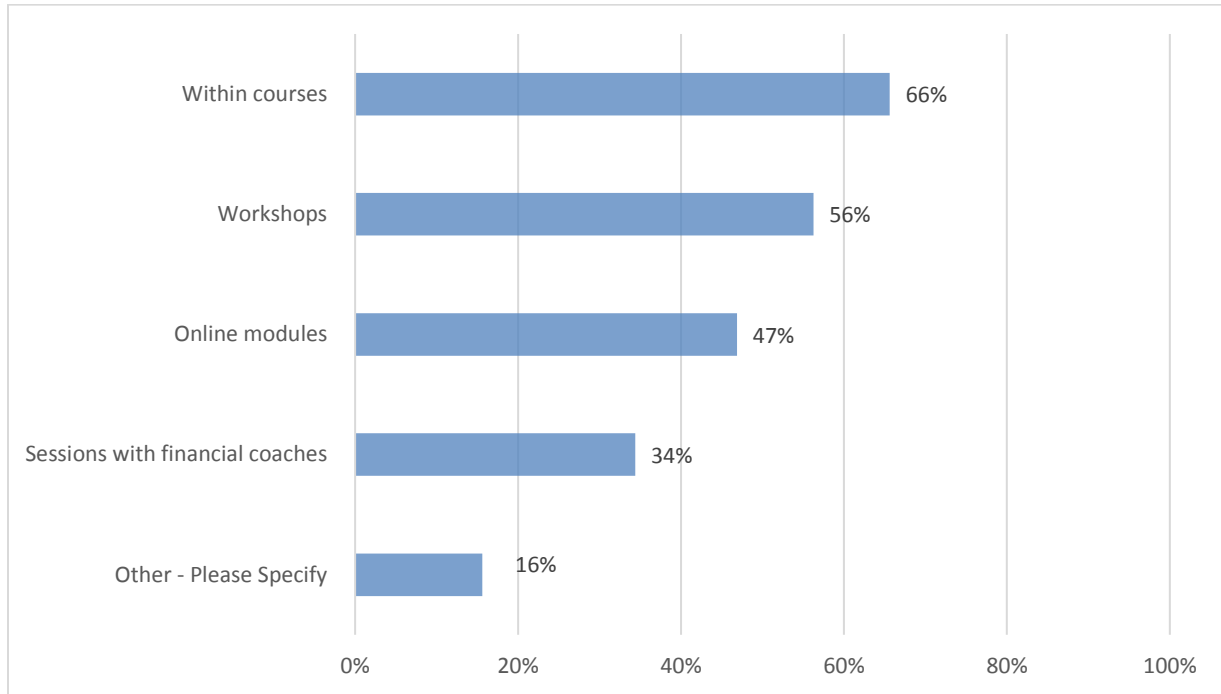


Value	Percent	Count (n=32)
Yes	<b>44%</b>	<b>14</b>
No	<b>56%</b>	<b>18</b>

- Only forty-four percent of institutions offering financial literacy programming require students to attend.

- Q25: How do you deliver financial literacy programming? Please select all that apply.

(of those who answered “Yes” on Q23)

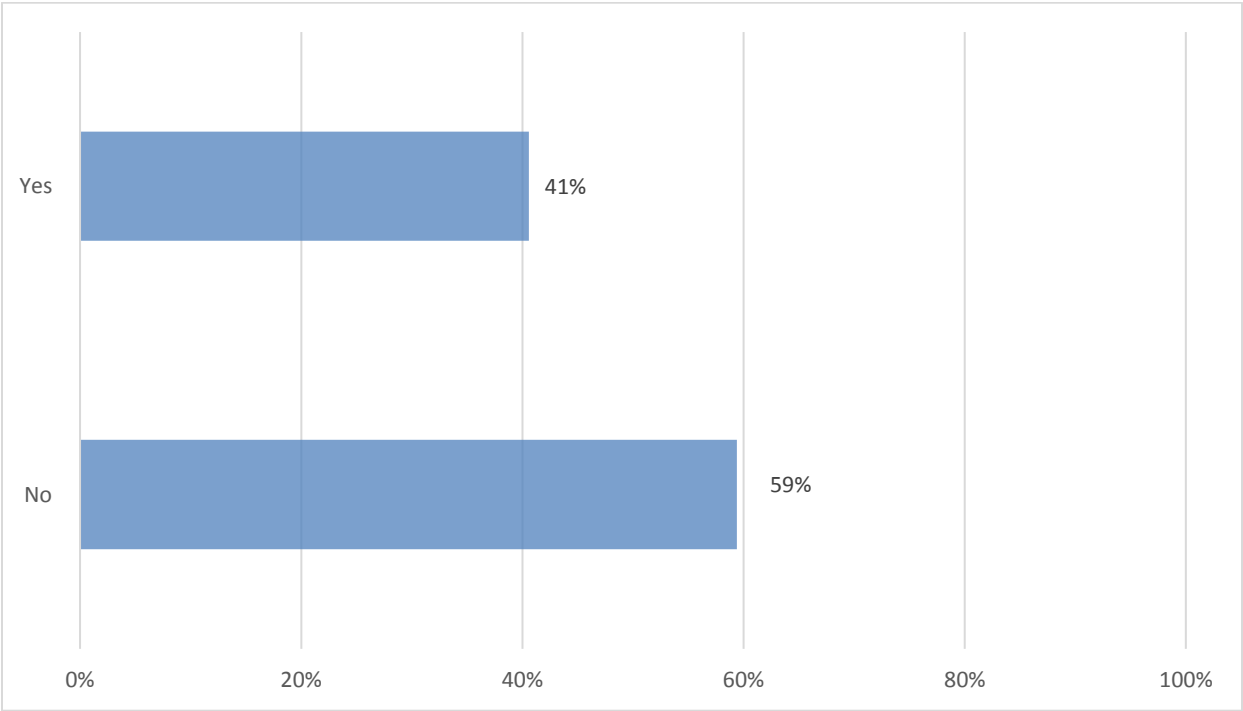


Value	Percent	Count (n=32)
Within courses	<b>66%</b>	<b>21</b>
Workshops	<b>56%</b>	<b>18</b>
Online modules	<b>47%</b>	<b>15</b>
Sessions with financial coaches	<b>34%</b>	<b>11</b>
Other - Please Specify	<b>16%</b>	<b>5</b>

- Of those that offer financial literacy programming, the majority offer it as a part of courses or as standalone workshops, both of which require in-person attendance.
- Online modules which can be completed off campus are offered at less than half of institutions (47 percent).



**Q26: Do you contract with a third party to provide financial literacy programming to students? (of those who answered "Yes" on Q23)**

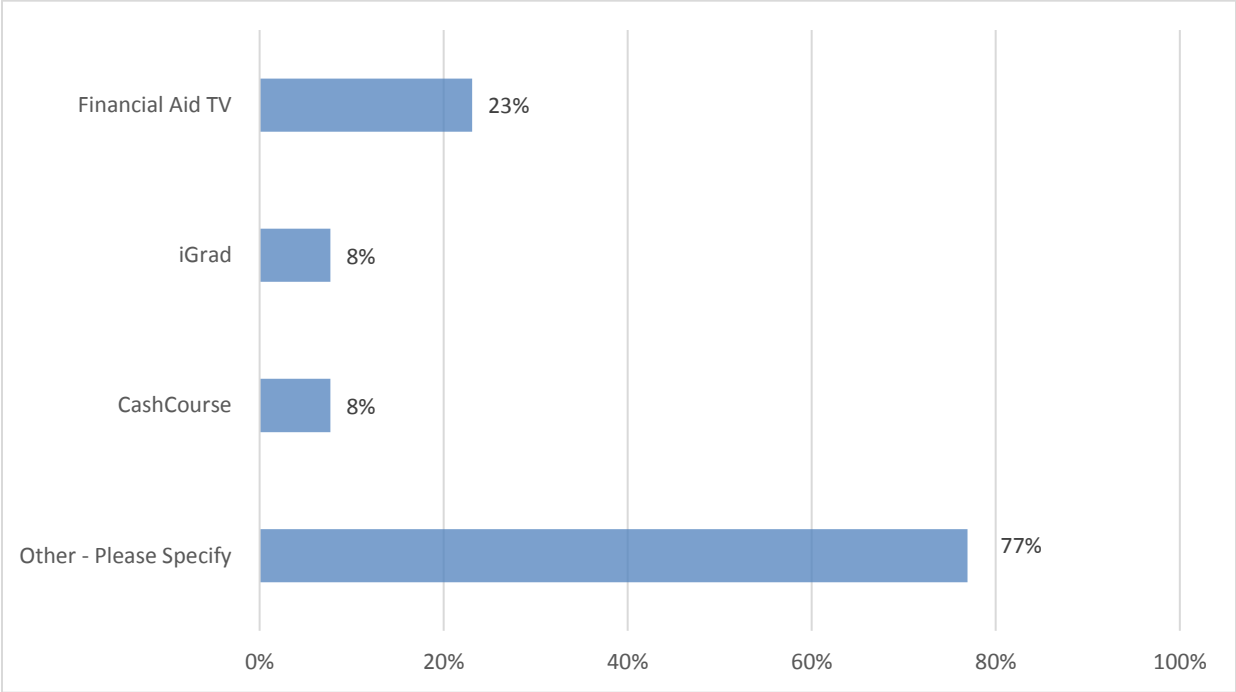


Value	Percent	Count (n=32)
Yes	<b>41%</b>	<b>13</b>
No	<b>59%</b>	<b>19</b>

- Forty-one percent of responding institutions contract with a third party to provide financial education.

**Q27: Which vendor(s) do you use for your financial literacy programming? Please select all that apply.**

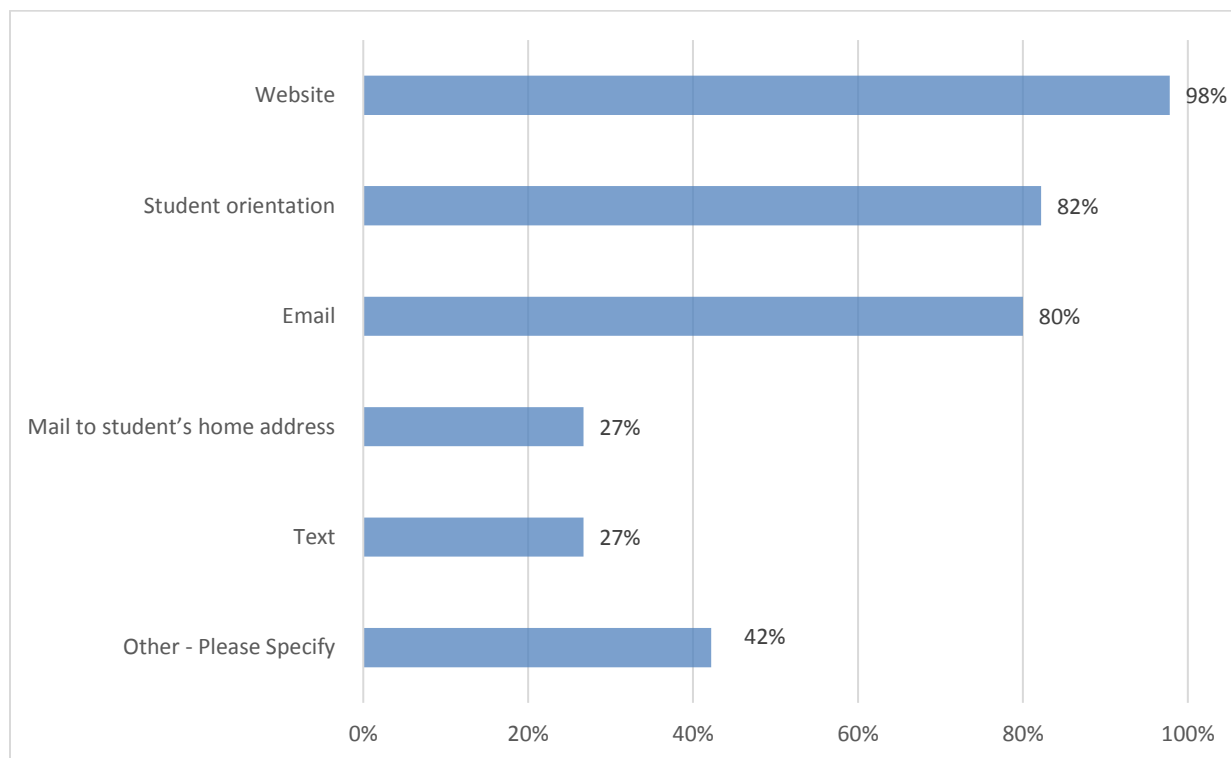
(of those who answered “Yes” on Q26)



Value	Percent	Count (n=13)
Financial Aid TV	<b>23%</b>	<b>3</b>
CashCourse	<b>8%</b>	<b>1</b>
iGrad	<b>8%</b>	<b>1</b>
Other - Please Specify	<b>31%</b>	<b>10</b>

- Financial Aid TV was the most popular selection and was used by 23 percent of the institutions who contracted for financial literacy programming while CashCourse and iGrad were each used by 8 percent of institutions (one school each).
- While not provided as an answer option, Inceptia was the second most prevalent vendor with 15 percent of the response group indicating they had used that vendor.

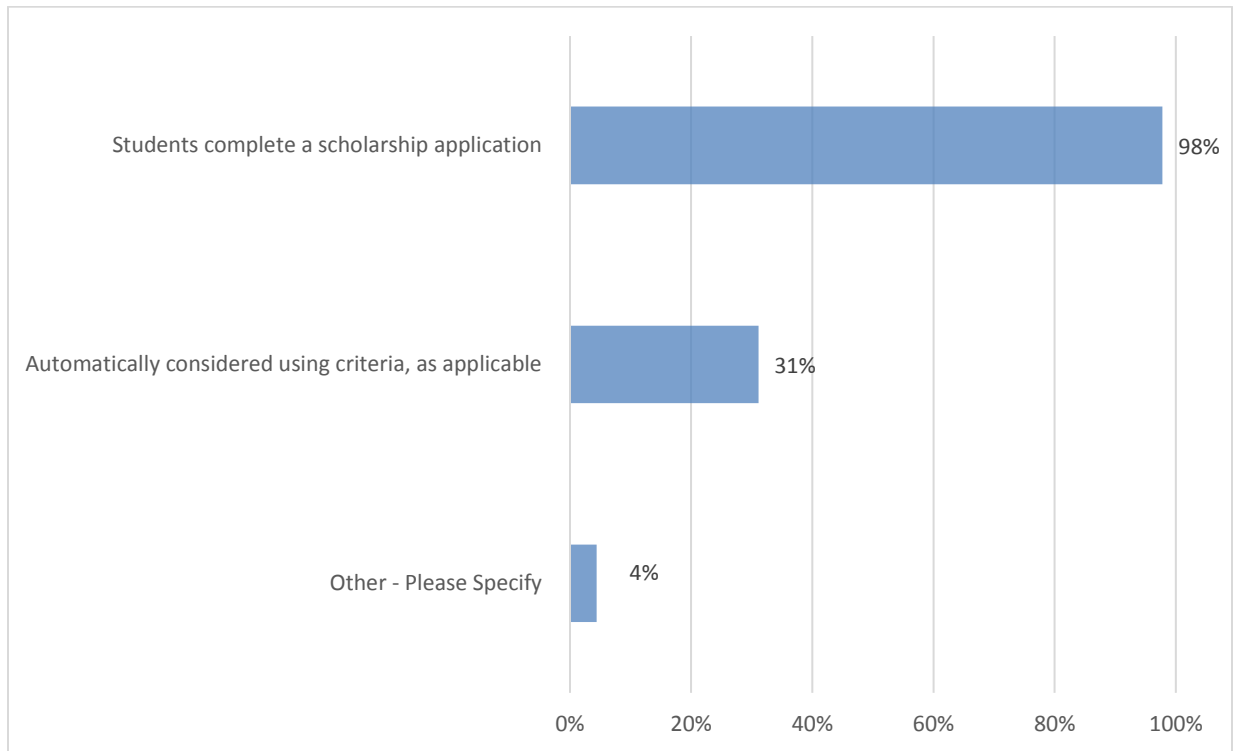
**Q28: How do students learn about available institutional scholarships? Please select all that apply.**



Value	Percent	Count (n=45)
Website	<b>98%</b>	<b>44</b>
Student orientation	<b>82%</b>	<b>37</b>
Email	<b>80%</b>	<b>36</b>
Text	<b>27%</b>	<b>12</b>
Mail to student's home address	<b>27%</b>	<b>12</b>
Other - Please Specify	<b>42%</b>	<b>19</b>

- Ninety-eight percent of institutions make use of the school website to disseminate information about scholarship opportunities.
- Student orientation (82 percent) and email outreach (80 percent) are also very common outreach approaches.
- Other means such as text messages and postal mail were not as common and were each only used by 27 percent of institutions.
- Despite 42 percent of institutions indicating that students learned about scholarships through other means, no clear patterns emerged in the open entry responses.

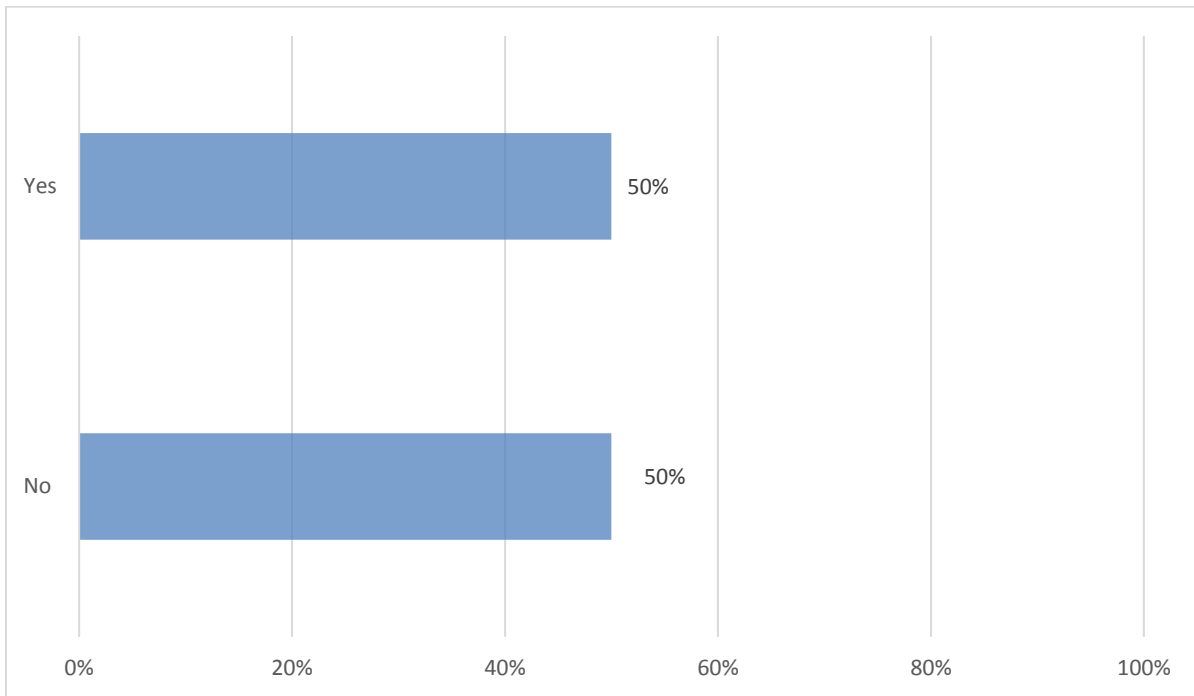
Q29: How do students become eligible for scholarships? Please select all that apply.



Value	Percent	Count (n=45)
Students complete a scholarship application	98%	44
Automatically considered using criteria, as applicable	31%	14
Other - Please Specify	4%	2

- Most institutions had opt-in scholarship systems that required students to apply for a given scholarship to be considered.
- Thirty-percent of institutions have systems in place that automatically identify students for scholarship consideration for at least some of the scholarships they offered. These institutions generally also had opt-in systems in place.

Q30: Have you surveyed students about basic needs security or financial wellness?

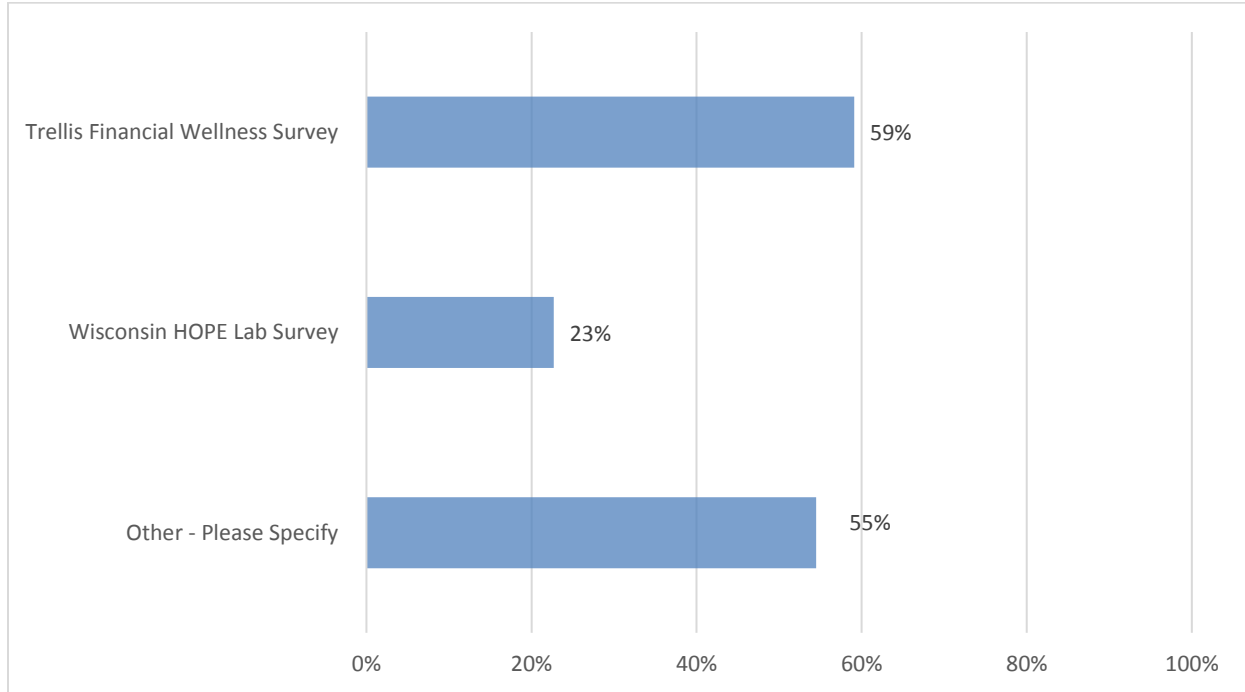


Value	Percent	Count (n=46)
Yes	<b>50%</b>	<b>23</b>
No	<b>50%</b>	<b>23</b>

- Half of the responding Texas community colleges indicated that they had surveyed their students on basic need security or financial wellness.
- Twenty-nine percent of Texas community college students indicated that they did not feel that their school understood the financial challenges they faced (SFWS, Fall 2018).

**Q31: Which survey(s) have you administered or signed up for? Please select all that apply.**

(of those who answered “Yes” on Q30)



Value	Percent	Count (n=22)
Trellis Financial Wellness Survey	<b>59%</b>	<b>13</b>
Wisconsin HOPE Lab Survey	<b>23%</b>	<b>5</b>
Other - Please Specify	<b>55%</b>	<b>12</b>

- Of those that had previously indicated that they surveyed their students on financial wellness and/or basic needs security, 59 percent indicated they had used the Trellis Student Financial Wellness Survey and 23 percent indicated they had used the Wisconsin HOPE Lab survey.
- While not included as an answer option, 14 percent of institutions indicated that they had administered the Community College Survey on Student Engagement (CCSSE) which currently has a section related to financial wellness and basic needs.

## Appendix A: Collected Open-Ended Responses

**Note:** Open-ended responses have been sanitized to remove any content that might jeopardize the anonymity of the respondent. Instances where text has been replaced are marked with < > around the text. Responses are presented as written without corrections to grammar or spelling and are presented in no particular order. Each bullet represents a single response to the question.

### Q1: What financial stability services do you provide to students? Please select all that apply.

- All services may not be available at all campuses
- Emergency grant assistance
- Gap funding to include utility and emergency funds
- Installment Payment Plans, Career Services, Net Impact Business Clothing Closet
- Loan to help with expenses
- Mental Health Counseling
- Career advising / coaching

### Q2: What types of Course Materials Insecurity Assistance does your institution provide? Please select all that apply.

- Agreement with bookstore for scholarship assistance fund
- Assistance with instructional supplements for CTE students that meet eligibility criteria for PASS Program
- Book Loan Program from a Library
- Book loan library; Instructional Materials fee included in tuition
- Book loan program under TRIO; program materials provided under some funded programs, Universal Access book program provides funds for purchase of materials.
- Carl Perkins CTE Success Center loans stethoscopes and other materials for health professions students who qualify
- Free Printing in the Lab
- Institutional Scholarships
- It depends on the course. We are building a textbook reserve in the library for all our courses.
- Lending Library; Materials on reserve in libraries - available on all campuses
- Library checkout
- Library purchases textbook to keep on reserve
- Limited Book Lending
- Perkins Grant for text books in Career & Technical Courses
- Supply assistance
- Endowment scholarships

- Gift cards to bookstore

Q3: What types of Food Insecurity Assistance does your institution provide?

Please select all that apply.

- Community Food Market; Services not available on all campuses
- Food Baskets at holidays
- Free meal on Wednesdays
- In progress collaboration with the Food Pantry to be on-campus once per month
- Referrals to local food resources

Q4: What types of Medical Insecurity Assistance does your institution provide?

Please select all that apply.

- Not available on all campuses
- Texas Rx
- Emergency counselor
- Mobile health clinic

Q5: What types of Technology Insecurity Assistance does your institution provide?

Please select all that apply.

- Computer and calculator loan program under TRIO (BBS)
- IT help desk and IT tutoring services. We also have some laptops and calculators we loan out within the library and the Math lab.
- Library and Math Hub
- Materials available to be checked out through campus libraries
- discounted software
- Laptop loan

Q6: What types of Transportation Insecurity Assistance does your institution provide? Please select all that apply.

- Federal First-Step Program - Fuel Reimbursement; bike share program on residential campus
- Police - unlock and assist with issue such as dead battery
- Institutional transportation service
- Automotive program provides services with no labor cost; student must provide parts; work specific to current curriculum
- Campus to campus transportation connection
- Mileage reimbursement

Q7: How do you communicate with students about financial stability services?

Please select all that apply.

- Classroom presentations: Varying use across 6 campuses (i.e. Blackboard)



- Digital Monitor Screens
- EDUC 1100
- Flyers in student center, student government helps spread the word
- Individual faculty members inform students
- Word of mouth (employees to students)

Q7: How do you communicate with students about financial stability services?

Please select all that apply.

- Both on an internal web page and on a student portal
- College Connections Course; all SSS students do a financial literacy online course
- Internal web and student portal
- Under Financial Aid

Q11: How do you communicate with students about financial stability services?

Please select all that apply.

- Broadcast availability of services to all students and employees; follow-up communication to identifies groups
- Care Team Reports; Academic Early Alerts are used by faculty but there is inconsistent processes to support alerts
- Carl Perkins CTE Success Center outreach to CTE majors
- First generation students
- Lee Way, Perkins Grant
- SENSE Survey
- Based on award - no schedule in place; technical students get FS/NTS information
- graduation
- Students who self-identify

Q21: How do you communicate with students about financial stability services?

Please select all that apply.

- Four required supplemental loan sessions at entry, persistence, and exit
- Group

Q25: How do you deliver financial literacy programming? Please select all that apply.

- Website
- Within Courses: Not within all courses
- Co-curricular
- Students complete a financial literacy module as part of their Exit Counseling. It is a completion requirement for graduation.

Q27: Which vendor(s) do you use for your financial literacy programming? Please select all that apply.

- Inceptia
- Financialliteracy101.org
- Inceptia - financial avenue
- We have used TG modules, local financial service providers (e.g., workshops and face-to-face sessions), Channing Bete Company Inc., and Dave Ramsey College Edition curriculum.

Q28: How do students learn about available institutional scholarships? Please select all that apply.

- Campus signage at application opening
- Classroom presentations; Social Media
- Enrollment Navigators inform students and urge them to apply for scholarships
- Financial Aid Workshops
- Flyers, Events, Classroom presentations
- Flyers, informational sessions, classroom visits
- Grayson College Foundation
- Information provided by advisors and/or financial aid staff
- Mobile Go Center (lab on wheels), direct mail, acceptance packets, self mailers; on and off-campus events
- Newsletter
- Outreach, Foundation Briefings
- Phone calls
- Social Media
- Social Media, Instructor announcement
- Student Affairs & Enrollment Management Staff
- Videos
- Foundation
- Recruiters / coaches
- Social media

Q29: How do students become eligible for scholarships? Please select all that apply.

- A student meets eligibility requirements for private donor scholarships
- Eligibility requirements vary by scholarship

Q31: Which survey(s) have you administered or signed up for? Please select all that apply.

- Advocacy Survey
- CCSSE 2016 Financial Health Special Focus

- CSI
- Community College Survey on Student Engagement (CCSSE) has questions related to needs
- Internal during Harvey
- Internal process
- RISC
- SENSE
- Stay the Course and FDIC Money Smart
- Trellis Survey is being administered currently
- We have used our own surveys, CCSSE and SENSE and student focus groups.
- Institution-developed financial wellness survey

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