

Fall 2020 WNC Student Needs Survey

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Survey Summary

Note on Summary: This summary report of the Fall 2020 Student Needs Survey is based upon review of all responses. Further review by different student populations is available upon request.

Population Surveyed: All enrolled WNC students as of September 2020 (prison education program students excluded) (3055 total)

Response Rate: 31% (946/3055) Complete Response

37% (1125/3055) At Least Partial Response

Note on Population Surveyed: The COVID-19 pandemic has had a large impact on our student population and the communities we serve. Like many colleges, WNC has seen a decline in enrollment during the fall semester. It is likely that some of our most vulnerable students and community members have not enrolled due to current economic, health, and other concerns related to the ongoing pandemic. Their experiences and needs are therefore not reflected in these survey results.

Do WNC students have secure access to housing?

- **25% of respondents were housing insecure** during the last 12 months.
 - *Housing Insecure**: Inability or extreme difficulty paying rent, mortgage, and/or other bills related to housing; needing to move frequently; and/or living in an unsafe environment.
- **5% of respondents were homeless** during the past 12 months.
 - *Homeless**: Without a place to live; includes “couch surfing,” living in shelters, cars, outside, or other spaces not intended for habitation.

Do WNC students have secure access to food?

- **30% of respondents were food insecure** in the last 30 days.
 - *Food Insecure**: Limited or uncertain availability of nutritionally adequate and safe food, or the ability to acquire such foods.
- **23% of respondents were hungry** in the last 30 days.
 - *Hungry**: Reducing meal sizes, skipping meals, and/or not eating due to lack of access to food.
- **32% of respondents with children in their household reported their children were food insecure** in the last 30 days.
- **7% of respondents with children in their household reported their children were hungry** in the last 30 days.
- **39% of respondents would be interested in using a campus food pantry.**

How many WNC students are vulnerable to either housing insecurity OR food insecurity?

- **38% of respondents** were either food insecure during the past 30 days or housing insecure during the past 12 months.

*Definition Source: [The Hope Center for College, Community, and Justice](#)

How do WNC students pay for school and other expenses?

- **48% of respondents are employed.**
 - Of those employed, **43% work full-time.**
- **25% of respondents borrowed money from friends and family to pay bills** in the past 12 months.
- Top ways respondents pay for college and associated expenses:
 - **Employment** (non-work study): 40%
 - **Scholarships and Grants** (excluding Pell Grants): 36%
 - **Pell Grants**: 28%

Do WNC students have access to transportation to and from campus?

- **Yes.** 90% of all respondents report that access to transportation to and from campus is not a problem.

Do WNC students have internet access off campus?

- **Yes.** 98% of all respondents report having internet access off campus, and 97% of those with off-campus internet access report that it is of average or above average quality.

How has the COVID-19 pandemic affected students' employment and households?

- **43%** of all respondents report working as frontline or essential workers during the pandemic.
- **24%** of all respondents report losing their job, being furloughed, or having their work hours reduced as a result of the pandemic.
- **27%** of all respondents report that one or more members of their household are at higher risk or more vulnerable to COVID-19.
 - **2%** of all respondents report that one or more household members have tested positive for COVID-19.
- **10%** of all respondents report that they themselves are at a higher risk or more vulnerable to COVID-19.
 - **1%** of all respondents report that they have tested positive for COVID-19.

How has the COVID-19 pandemic affected the WNC student experience?

- **17%** of all respondents report having no quiet space to complete coursework at home.
- **11%** of all respondents report being unable to take required hands-on or in-person coursework (such as labs).
- **9%** of all respondents report reducing the number of courses they are taking due to pandemic-related changes at WNC (such reduced in-person class sizes and increased hybrid/online course offerings).
- **9%** of all respondents report reducing the number of courses they are taking due to pandemic-related financial difficulties.

Fall 2020 WNC Student Needs Survey Results Summary: All Respondents

Do WNC students have secure access to food and housing?

Vulnerability	Respondent Percentage
Housing Insecure (past 12 months)	25% (267/1066)
Homeless (past 12 months)	5% (50/1057)
Food Insecure (past 30 days)	30% (299/1002)
Hungry (past 30 days)	23% (233/1002)
Interest in using an on-campus food pantry	39% (380/984)
Either Housing Insecure or Food Insecure	38% (382/1002)

Can WNC students provide food security to their children?

Of those with children at home:	
Vulnerability	Respondent Percentage
Children were Food Insecure (past 30 days)	30% (299/1002)
Children were Hungry (past 30 days)	23% (233/1002)

Definitions:

- **Housing Insecure:** Inability or extreme difficulty paying rent, mortgage, and/or other bills related to housing; needing to move frequently; and/or living in an unsafe environment.
- **Homeless:** Without a place to live; includes “couch surfing,” living in shelters, cars, outside, or other spaces not intended for habitation.
- **Food Insecure:** Limited or uncertain availability of nutritionally adequate and safe food, or the ability to acquire such foods.
- **Hungry:** Reducing meal sizes, skipping meals, and/or not eating due to lack of access to food.

Definition Source: [*The Hope Center for College, Community, and Justice*](#)

What financial challenges do WNC students have?

What financially challenging situations have our students faced in the past 12 months? Respondents selected all that applied.	
Challenge or Situation	Respondent Percentage
Borrowed money from family/friends to help pay bills	25% (267/1066)
Have an account default or go into collections	11% (120/1066)
Not pay the full amount of a utility bill	11% (112/1066)
Move in with other people because of financial problems	10% (106/1066)
Not paying or underpaying rent or mortgage	9% (92/1066)
Live with others beyond the expected capacity of the house or apartment	4% (44/1066)
None of these	62% (663/1066)

What financial assistance do WNC students receive?

Over the past 12 months, which programs provided assistance to our students? Respondents selected all that applied.	
Assistance Type	Respondent Percentage
Medicaid or public health insurance	13% (127/984)
SNAP (food stamps)	9% (87/984)
Unemployment compensation/insurance	8% (76/984)
Tax refunds (including EITC)	5% (50/984)
Veterans benefits	3% (31/984)
WIC (nutritional assistance for pregnant women and children)	3% (27/984)
None of these	71% (695/984)

How do WNC students pay for school?

Which of the following ways do students pay for the expenses associated with attending college? Respondents selected all that applied.	
Funding Source for School Tuition, Fees, and Related Expenses	Respondent Percentage
Job that isn't work-study	40% (436/1098)
Other grants or scholarships	36% (390/1098)
Pell Grant	28% (312/1098)
Savings	25% (279/1098)
Help from family/friends	24% (262/1098)
Credit cards	13% (138/1098)
Work-study job	9% (104/1098)
Student loans	9% (103/1098)
Employer support	4% (43/1098)
Other	16% (180/1098)

What does employment look like for WNC students?

Employment Status	Respondent Percentage
Employed (includes work-study)	48% (526/1098)
Unemployed	52% (572/1098)

Of those Employed:	
Hours and Pay	Respondent Percentage
Working Part-Time (Under 36 hours/week)	57% (271/525)
Working Full-Time (36-55+ hours/week)	43% (254/525)
\$10/hour or less	21% (112/525)
\$10.01-\$15/hour	40% (210/525)
Over \$15/hour	39% (203/525)

Of those Unemployed:	
Job Search Status	Respondent Percentage
Actively looking for work (past 30 days)	32% (181/572)
Not actively looking for work (past 30 days)	68% (391/572)

Do WNC students have problems accessing transportation to and from campus?

Is access to transportation to/from campus a problem?	Respondent Percentage
Yes	10% (93/973)
No	90% (880/973)

How do our students travel to and from campus? Respondents checked all that applied.	
Transportation Mode	Respondent Percentage
Drive myself in my personal vehicle	81% (786/973)
Friends/family drop off or pick up	15% (148/973)
Carpool	9% (87/973)
Walk	4% (35/973)
Bus	3% (26/973)
Bicycle	2% (24/973)
Taxi/Uber/Lyft	<1% (7/973)
Other	6% (56/973)

Do WNC students have internet access off campus?

Do students have internet access off campus?	Respondent Percentage
Yes	98% (967/982)
No	2% (15/982)

Of those with internet access off campus, how do they access the internet? Respondents checked all that applied.

Off-Campus Internet Access	Respondent Percentage
Personal computer (desktop or laptop)	89% (862/964)
Smartphone	86% (829/964)
Tablet	21% (203/964)
Video game console	19% (180/964)
Computer access at work	18% (173/964)
Smart TV	16% (159/964)
Public library or community center	5% (45/964)
Other	2% (17/964)

Of those with internet access off campus, how do they rate the quality of their off-campus internet?

Off-Campus Internet Quality	Respondent Percentage
Above Average	47% (449/964)
Average	46% (441/964)
Below Average	7% (74/964)

How has the COVID-19 pandemic impacted students?

Which of the following economic, health, and/or education-related statements have been true for WNC students since COVID-19 began impacting Nevada (about March 2020)? Respondents selected all that applied.	
Economic, health, and/or education impact or situation	Respondent Percentage
I work or worked as an essential or frontline worker during the pandemic	43% (416/960)
One or more of my household members are considered more vulnerable to or higher risk for severe illness from COVID-19	27% (260/960)
I lost my job, was furloughed, or had work hours reduced	24% (230/960)
I have no quiet space to study or complete coursework at home	16% (158/960)
I am or have been unable to take/complete required hands-on or in-person coursework (such as those requiring lab space)	11% (109/960)
I am considered more vulnerable to or higher risk for severe illness from COVID-19	10% (93/960)
I have reduced the number of classes I am taking due to pandemic-related financial difficulties	9% (83/960)
I have reduced the number of classes I am taking due to pandemic-related changes at WNC (reduced in-person seats for classes, increased hybrid/online course offerings, etc.)	9% (83/960)
I have had to reduce my hours at work, quit my job, and/or reduce my hours at school to provide childcare to my children	7% (67/960)
I have not had the equipment necessary to complete fully online/remote classes (such as a computer, internet access, webcam, etc.)	5% (44/960)
One or more people in my household tested positive for COVID-19	2% (22/960)
I have tested positive for COVID-19	1% (11/960)
Other impacts	5% (45/960)
None of the above/prefer not to answer	18% (169/960)

Fall 2020 WNC Student Needs Survey Overview, Collection Timeline, and Response Rate Information

Survey Instrument Information

The Fall 2020 WNC Student Needs Survey is based on an adaptation of the national [Hope Center for College, Community, and Justice](#) #RealCollege survey that Walla Walla Community College conducted in 2018. In 2019, WNC's Office of Institutional Research and Effectiveness received feedback from colleagues at Walla Walla Community College about their experience to inform the survey's adaptation to WNC's student population. In Fall 2019, WNC successfully ran their version of the WNC Student Needs Survey. For Fall 2020, WNC again ran this survey, with the addition of COVID-19 impact questions and questions to identify the counties in which students live and the campus locations they attend. A question from 2019 breaking down a student's daily time usage was removed for the 2020 survey.

The following incentive prizes were offered to students via a prize drawing that students could enter after completing the survey: free 3-credit WNC class (2 available); Nintendo Switch; Acer Chromebook; Apple AirPods; Roku Streaming Media Player; and Amazon Echo Dot. The prize value of each class is approximately \$500, and the combined value of the additional prizes is approximately \$900. These prizes and amounts are similar to what was offered in 2019. Upon completion of the anonymous survey, student respondents were directed to a separate Google Form where they could input their contact information for the prize drawing. Duplicate prize drawing entries were removed, and winning students were chosen via random number generator.

Survey Collection, Timeline, and Response Rate Information

Population Surveyed: All enrolled WNC students as of September 2020 (prison education program students excluded) (3055 total)

Response Rate: 31% (946/3055) Complete Response

37% (1125/3055) At Least Partial Response

Survey Collection Type: Students were emailed individual links to the survey via Survey Monkey, with weekly staggered reminders across a four-week period.

Survey Open and Close Dates: 09/09/20-10/04/20

Responses (by day)

First: 9/9/2020 Zoom: 9/4/2020 to 10/3/2020

