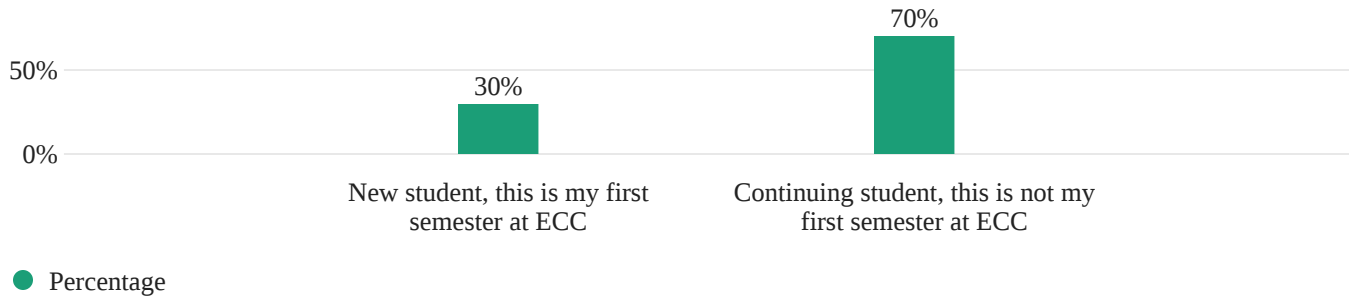


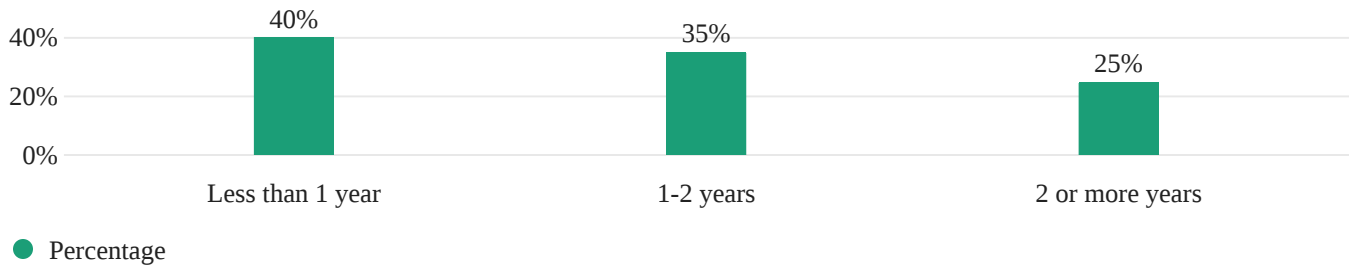
The Student Satisfaction and Engagement Survey is administered annually each fall to all degree-seeking students, both new and continuing. The survey examines the awareness, utilization, and satisfaction with student support services as well as the level of academic engagement among the student body. The survey was sent to 6744 students via email throughout the month of November. There were three reminder emails sent after the initial email. There was also a blast sent out through the ECC app. The survey was closed on November 15th. It was taken with Qualtrics. A total of 761 students completed the survey. 81 students started the survey but did not complete it. This yields a response rate of 12.5%. This survey differed from the years prior due to the addition of question 25-27 which addresses the high school students. In years past the survey was only sent to regular college students (students that are not enrolled in a high school). 10% of respondents were high school students and 90% were regular college students. Out of all the high school students who responded, 15 were taking college credit courses and 20 were a Dual Enrollment (earning an associate degree simultaneously with their high school degree).

73% of respondents identified as female, 25% as male, 1% as non-binary, and 1% declined to answer. The Essex County College population is 60% female and 39.3% male. Therefore, respondents identifying as female are overrepresented in this study and those identifying as male are underrepresented in this sample. This sample was accurately representative of the race/ethnicity breakdown of the general ECC student population. The students in the Health Sciences and Nursing were overrepresented (they made up 30% of this sample but only make up about 4% of the general ECC student population). The students of the Biology, Chemistry and Physics department were underrepresented (they made up 10% of this sample but represent about 28% of the general ECC student population). The rest of the majors are relatively well represented in this sample.

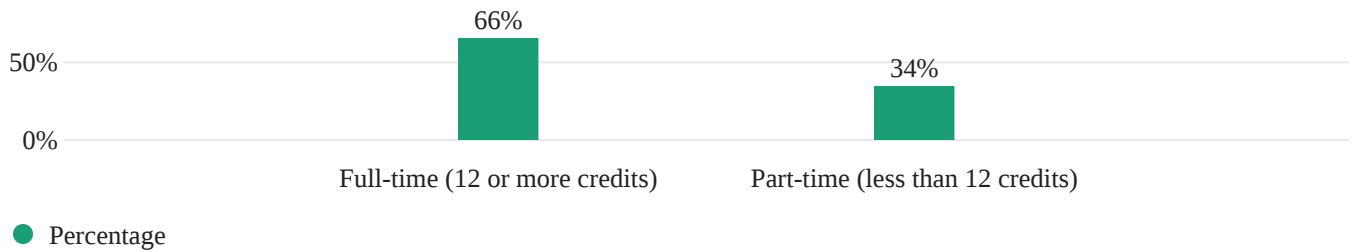
Are you a new student or a continuing student at Essex County College?



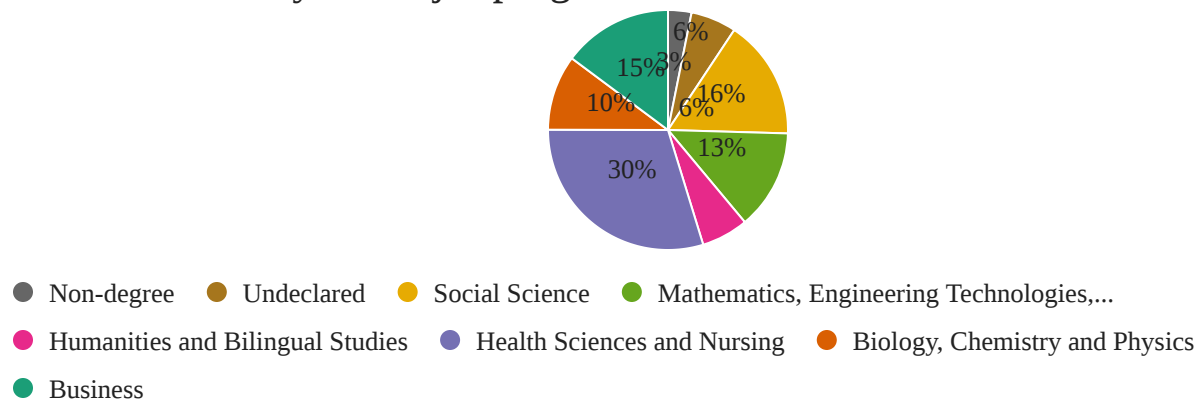
How long have you attended Essex County College?



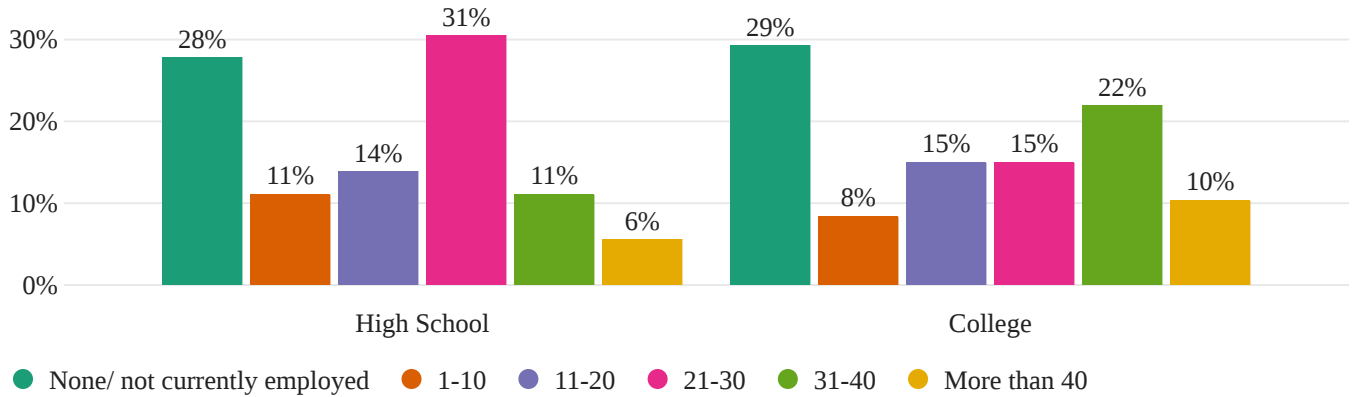
Which item best describes your enrollment status?



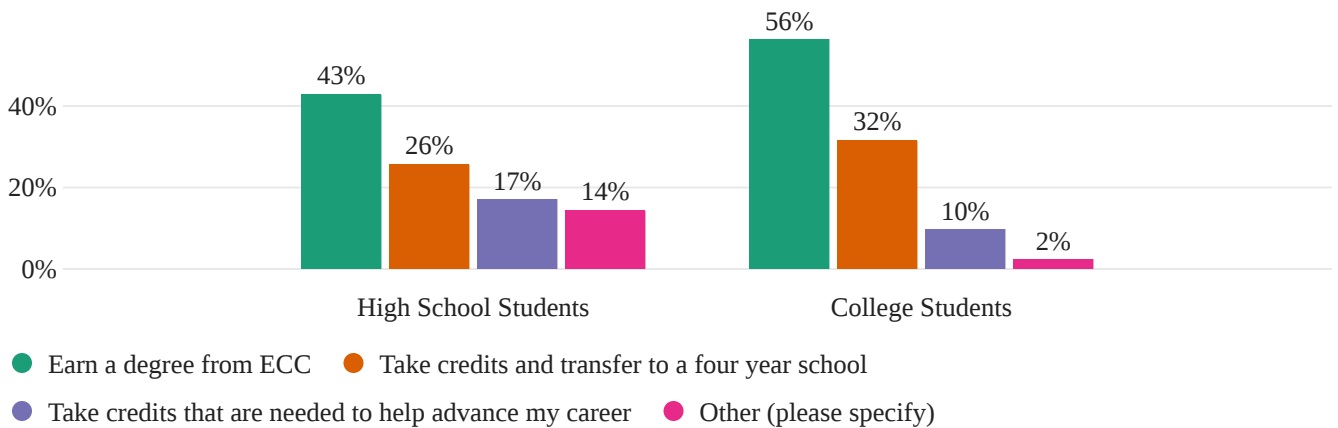
Which division is your major/program in?



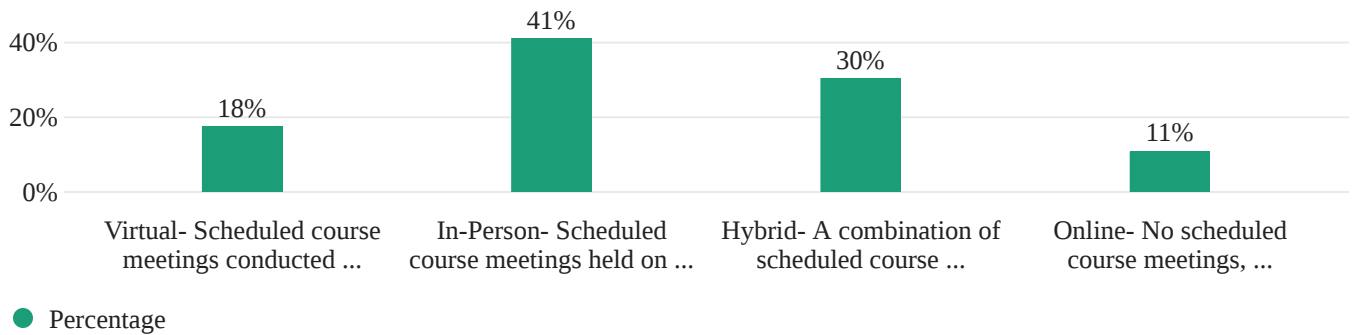
During the time that school is in session, how many hours do you work per week on average?



What is your goal for attending Essex County College?



What is your preferred method of instruction for the Spring 2023 semester? (college students only)



Please indicate your level of awareness and utilization of the following student services: (college students only)

Field	I was unaware of this service		I was aware of this service but did not use it		I was aware of this service and used it		Total
Academic Counseling (in-person)	17.15%	95	39.35%	218	43.50%	241	554
Academic Counseling (virtual)	40.65%	213	41.60%	218	17.75%	93	524
Student Support Assistants (in-person)	35.07%	182	42.58%	221	22.35%	116	519
Student Support Assistants (virtual)	46.15%	234	41.62%	211	12.23%	62	507
Career Counseling (in-person)	33.85%	176	46.15%	240	20.00%	104	520
Career Counseling (virtual)	46.25%	234	42.69%	216	11.07%	56	506
Financial Aid Counseling (in-person)	15.33%	80	41.76%	218	42.91%	224	522
Financial Aid Counseling (virtual)	39.56%	199	44.14%	222	16.30%	82	503
Mental Health Counseling (in-person)	29.51%	152	57.67%	297	12.82%	66	515
Mental Health Counseling (virtual)	38.00%	190	53.20%	266	8.80%	44	500
Personal Counseling (in-person)	39.92%	204	44.23%	226	15.85%	81	511
Personal Counseling (virtual)	46.87%	232	45.86%	227	7.27%	36	495
Transfer Services (in-person)	31.18%	159	52.16%	266	16.67%	85	510
Transfer Services (virtual)	41.70%	206	48.18%	238	10.12%	50	494
Housing Assistance/Emergency Sheltering (in-person)	56.97%	286	37.05%	186	5.98%	30	502
Housing Assistance/Emergency Sheltering (virtual)	60.12%	297	35.43%	175	4.45%	22	494
SNAP Benefits (in-person)	53.00%	265	37.60%	188	9.40%	47	500
SNAP Benefits (virtual)	58.61%	286	35.86%	175	5.53%	27	488
Transportation Assistance (in-person)	51.00%	254	40.96%	204	8.03%	40	498
Transportation Assistance (virtual)	57.20%	278	37.86%	184	4.94%	24	486
Disability Services (in-person)	39.27%	194	51.01%	252	9.72%	48	494
Disability Services (virtual)	43.33%	211	50.51%	246	6.16%	30	487
Tutoring Services (in-person)	12.63%	63	59.92%	299	27.45%	137	499
Tutoring Services (virtual)	23.57%	115	61.27%	299	15.16%	74	488
Childcare	39.20%	196	54.00%	270	6.80%	34	500
Computer Labs	12.55%	62	38.66%	191	48.79%	241	494

Food Pantry	23.54%	117	54.53%	271	21.93%	109	497
Information Commons	33.33%	164	42.68%	210	23.98%	118	492
Library	8.78%	44	40.32%	202	50.90%	255	501
Student Clubs	11.11%	55	63.64%	315	25.25%	125	495
Tax Preparation	52.73%	261	38.38%	190	8.89%	44	495
Welcome Center	11.56%	57	43.00%	212	45.44%	224	493
Computer Loan Program	32.26%	160	51.01%	253	16.73%	83	496
Office of Student Care Services	42.51%	210	41.50%	205	15.99%	79	494

Please indicate your level of awareness and utilization of the following student services: (high school students only)

Field	I was unaware of this service		I was aware of this service but did not use it		I was aware of this service and used it		Total
Academic Counseling (virtual)	33.33%	10	46.67%	14	20.00%	6	30
Student Support Assistants (in-person)	34.48%	10	31.03%	9	34.48%	10	29
Student Support Assistants (virtual)	40.74%	11	37.04%	10	22.22%	6	27
Career Counseling (in-person)	40.74%	11	25.93%	7	33.33%	9	27
Career Counseling (virtual)	56.00%	14	20.00%	5	24.00%	6	25
Financial Aid Counseling (in-person)	28.57%	8	25.00%	7	46.43%	13	28
Financial Aid Counseling (virtual)	38.46%	10	34.62%	9	26.92%	7	26
Mental Health Counseling (in-person)	26.92%	7	53.85%	14	19.23%	5	26
Mental Health Counseling (virtual)	42.31%	11	46.15%	12	11.54%	3	26
Personal Counseling (in-person)	40.74%	11	37.04%	10	22.22%	6	27
Personal Counseling (virtual)	39.29%	11	42.86%	12	17.86%	5	28
Transfer Services (in-person)	53.85%	14	23.08%	6	23.08%	6	26

Transfer Services (virtual)	61.54%	16	26.92%	7	11.54%	3	26
Housing Assistance/Emergency Sheltering (in-person)	48.00%	12	40.00%	10	12.00%	3	25
Housing Assistance/Emergency Sheltering (virtual)	56.00%	14	28.00%	7	16.00%	4	25
SNAP Benefits (in-person)	60.87%	14	26.09%	6	13.04%	3	23
SNAP Benefits (virtual)	56.00%	14	32.00%	8	12.00%	3	25
Transportation Assistance (in-person)	45.83%	11	37.50%	9	16.67%	4	24
Transportation Assistance (virtual)	52.00%	13	36.00%	9	12.00%	3	25
Disability Services (in-person)	50.00%	12	33.33%	8	16.67%	4	24
Disability Services (virtual)	56.00%	14	36.00%	9	8.00%	2	25
Tutoring Services (in-person)	24.00%	6	44.00%	11	32.00%	8	25
Tutoring Services (virtual)	32.00%	8	44.00%	11	24.00%	6	25
Childcare	52.00%	13	36.00%	9	12.00%	3	25
Computer Labs	19.23%	5	30.77%	8	50.00%	13	26
Food Pantry	28.00%	7	36.00%	9	36.00%	9	25
Information Commons	32.00%	8	32.00%	8	36.00%	9	25
Library	25.93%	7	22.22%	6	51.85%	14	27
Student Clubs	32.00%	8	40.00%	10	28.00%	7	25
Tax Preparation	53.85%	14	30.77%	8	15.38%	4	26
Welcome Center	32.00%	8	32.00%	8	36.00%	9	25
Computer Loan Program	36.00%	9	40.00%	10	24.00%	6	25
Office of Student Care Services	46.15%	12	34.62%	9	19.23%	5	26

Please rate your level of satisfaction with each of the following campus services:

Field	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Academic Counseling (in-person)	3.33%	3.81%	11.90%	27.14%	53.81%
Academic Counseling (virtual)	1.28%	2.56%	19.23%	26.92%	50.00%
Student Support Assistants (in-person)	2.08%	2.08%	12.50%	33.33%	50.00%
Student Support Assistants (virtual)	4.00%	0.00%	12.00%	24.00%	60.00%
Career Counseling (in-person)	1.10%	2.20%	13.19%	35.16%	48.35%
Career Counseling (virtual)	2.04%	0.00%	16.33%	28.57%	53.06%
Financial Aid Counseling (in-person)	2.08%	4.17%	14.06%	25.00%	54.69%
Financial Aid Counseling (virtual)	2.74%	4.11%	16.44%	27.40%	49.32%
Mental Health Counseling (in-person)	1.96%	0.00%	13.73%	25.49%	58.82%
Mental Health Counseling (virtual)	0.00%	0.00%	3.13%	28.13%	68.75%
Personal Counseling (in-person)	1.49%	1.49%	19.40%	22.39%	55.22%
Personal Counseling (virtual)	0.00%	0.00%	6.67%	26.67%	66.67%
Transfer Services (in-person)	1.45%	0.00%	7.25%	33.33%	57.97%
Transfer Services (virtual)	0.00%	0.00%	10.81%	32.43%	56.76%
Housing Assistance/Emergency Sheltering (in-person)	0.00%	0.00%	9.09%	18.18%	72.73%
Housing Assistance/Emergency Sheltering (virtual)	0.00%	0.00%	11.76%	17.65%	70.59%
SNAP Benefits (in-person)	0.00%	0.00%	17.14%	17.14%	65.71%
SNAP Benefits (virtual)	0.00%	0.00%	13.64%	4.55%	81.82%
Transportation Assistance (in-person)	3.13%	3.13%	15.63%	21.88%	56.25%
Transportation Assistance (virtual)	5.26%	0.00%	15.79%	10.53%	68.42%

Disability Services (in-person)	0.00%	0.00%	4.88%	34.15%	60.98%
Disability Services (virtual)	0.00%	0.00%	11.54%	19.23%	69.23%
Tutoring Services (in-person)	0.88%	3.51%	12.28%	34.21%	49.12%
Tutoring Services (virtual)	0.00%	1.56%	15.63%	26.56%	56.25%
Childcare	3.23%	0.00%	16.13%	19.35%	61.29%
Computer Labs	0.94%	1.88%	5.63%	30.52%	61.03%
Food Pantry	2.20%	3.30%	13.19%	30.77%	50.55%
Information Commons	1.01%	2.02%	9.09%	35.35%	52.53%
Library	1.33%	0.88%	6.64%	42.92%	48.23%
Student Clubs	0.00%	3.64%	20.00%	27.27%	49.09%
Tax Preparation	0.00%	2.94%	5.88%	32.35%	58.82%
Welcome Center	0.51%	0.51%	8.72%	36.41%	53.85%
Computer Loan Program	3.03%	0.00%	16.67%	18.18%	62.12%
Office of Student Care Services	0.00%	1.49%	11.94%	26.87%	59.70%

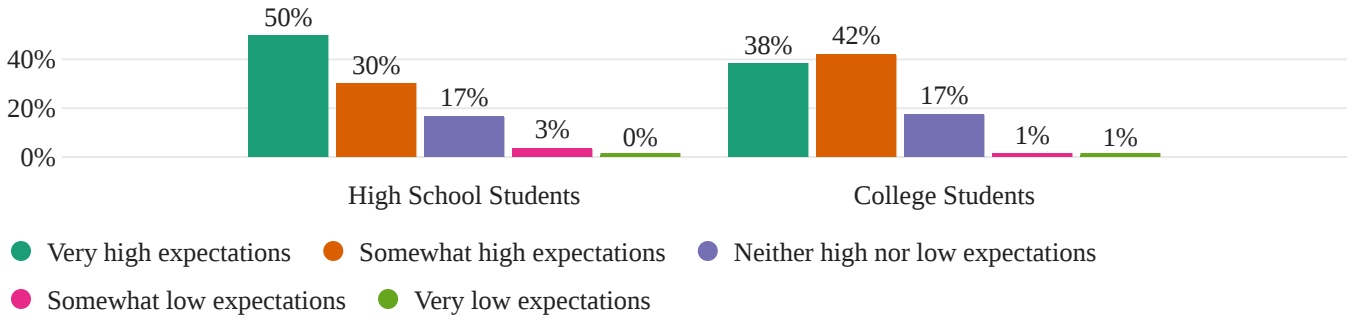
Please rate your level of satisfaction with each of the following campus services:

Note: The maximum score available was 5 which equated to "Very satisfied", and the minimum score was a 1 which equated to "Very dissatisfied"

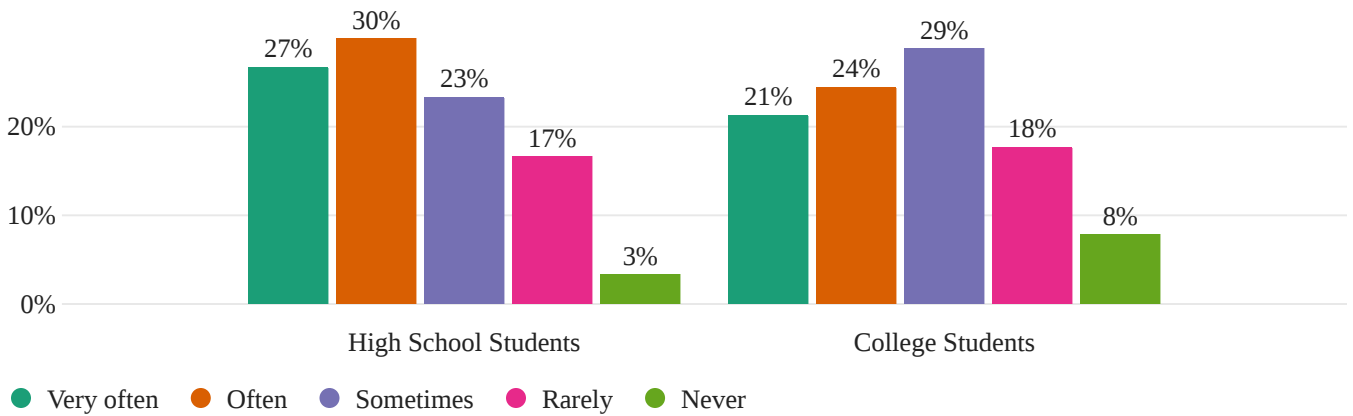
Field	Mean	Standard Deviation	Responses
Academic Counseling (in-person)	4.24	1.02	210
Academic Counseling (virtual)	4.22	0.93	78
Student Support Assistants (in-person)	4.27	0.91	96
Student Support Assistants (virtual)	4.36	0.97	50
Career Counseling (in-person)	4.27	0.85	91
Career Counseling (virtual)	4.31	0.89	49
Financial Aid Counseling (in-person)	4.26	0.99	192
Financial Aid Counseling (virtual)	4.16	1.02	73
Mental Health Counseling (in-person)	4.39	0.86	51
Mental Health Counseling (virtual)	4.66	0.54	32
Personal Counseling (in-person)	4.28	0.93	67
Personal Counseling (virtual)	4.60	0.61	30
Transfer Services (in-person)	4.46	0.75	69
Transfer Services (virtual)	4.46	0.68	37
Housing Assistance/Emergency Sheltering (in-person)	4.64	0.64	22
Housing Assistance/Emergency Sheltering (virtual)	4.59	0.69	17
SNAP Benefits (in-person)	4.49	0.77	35
SNAP Benefits (virtual)	4.68	0.70	22
Transportation Assistance (in-person)	4.25	1.03	32
Transportation Assistance (virtual)	4.37	1.09	19

Disability Services (in-person)	4.56	0.59	41
Disability Services (virtual)	4.58	0.69	26
Tutoring Services (in-person)	4.27	0.87	114
Tutoring Services (virtual)	4.38	0.80	64
Childcare	4.35	0.97	31
Computer Labs	4.49	0.77	213
Food Pantry	4.24	0.95	91
Information Commons	4.36	0.81	99
Library	4.36	0.76	226
Student Clubs	4.22	0.89	110
Tax Preparation	4.47	0.74	34
Welcome Center	4.43	0.71	195
Computer Loan Program	4.36	0.96	66
Office of Student Care Services	4.45	0.76	67

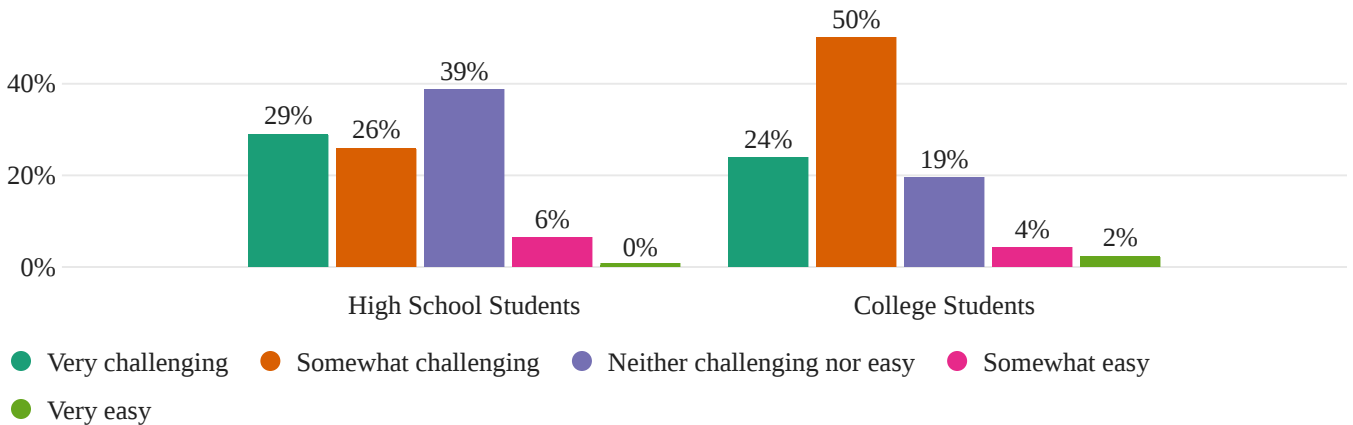
How would you characterize the academic expectations that faculty place on students?



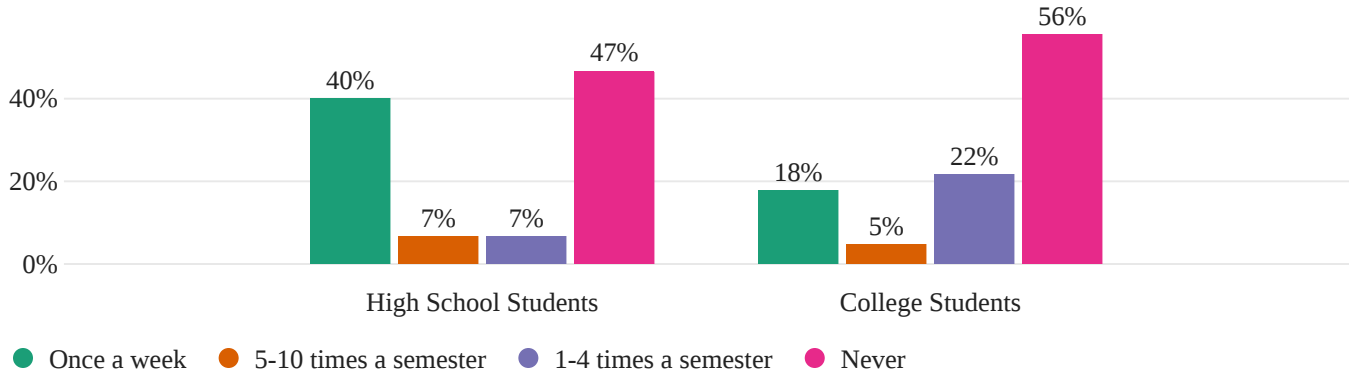
How often do faculty members encourage interaction with themselves outside of class?



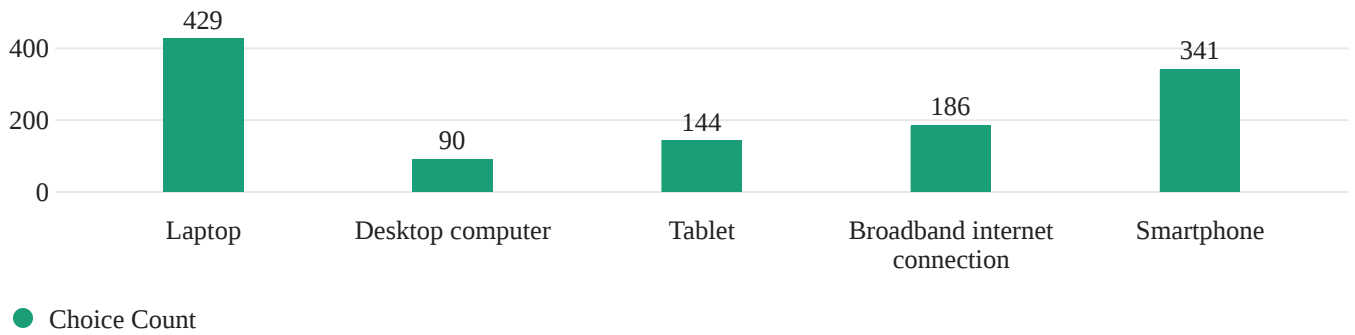
How challenging do you find your courses?



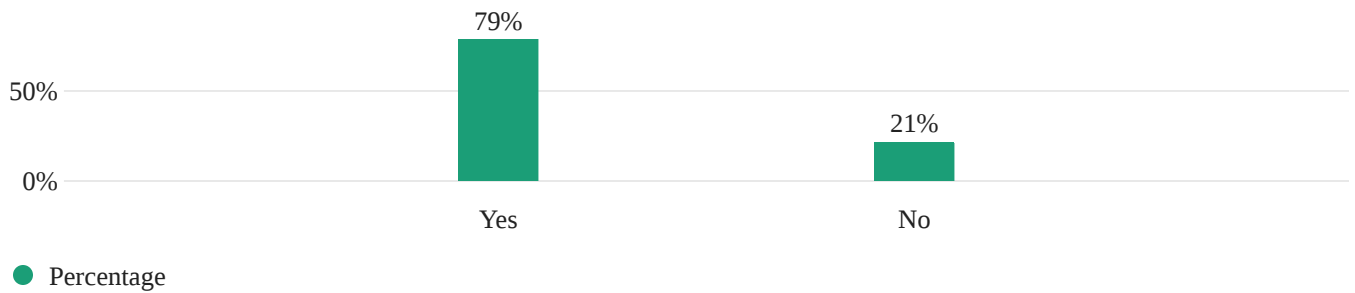
How often do you meet with your professors outside of class?



Which items below do you have access to at home in order to complete your coursework?



Do you find that there are enough spaces on campus to study, do homework, and work with classmates on projects outside of the classroom? (College students only)



During the current academic year, how often have you engaged in each of the following (College Students only)

Field	Never	Rarely	Occasionally	Frequently	Very frequently
Contributed to a class discussion	1.51%	6.68%	23.49%	28.02%	40.30%
Met with a professor outside of class time	32.67%	23.84%	22.30%	10.60%	10.60%
Received extra help from a professor, tutor or success coach	31.85%	20.04%	24.05%	12.03%	12.03%
Participated in an extra-curricular activity	45.29%	20.18%	15.47%	10.09%	8.97%
Discussed career or future plans with a professor or advisor	30.49%	19.73%	23.32%	13.68%	12.78%
Came prepared to class with all assignments completed	1.34%	2.01%	9.15%	29.69%	57.81%
Discussed concepts from class, outside of the classroom	12.61%	13.29%	27.93%	22.07%	24.10%
Worked on a group project for a class	20.00%	13.93%	24.94%	22.47%	18.65%
Made an in-class presentation	26.52%	11.69%	24.49%	18.88%	18.43%
Studied with other ECC students	26.91%	18.16%	17.94%	14.57%	22.42%

During the current academic year, how often have you engaged in each of the following (High School students only)

Field	Never	Rarely	Occasionally	Frequently	Very frequently
Contributed to a class discussion	0.00%	6.67%	20.00%	33.33%	40.00%
Met with a professor outside of class time	32.00%	16.00%	24.00%	8.00%	20.00%
Received extra help from a professor, tutor or success coach	25.00%	29.17%	20.83%	12.50%	12.50%
Participated in an extra-curricular activity	36.00%	20.00%	24.00%	4.00%	16.00%
Discussed career or future plans with a professor or advisor	21.74%	13.04%	34.78%	8.70%	21.74%
Came prepared to class with all assignments completed	0.00%	0.00%	16.00%	32.00%	52.00%
Discussed concepts from class, outside of the classroom	12.50%	0.00%	29.17%	33.33%	25.00%
Worked on a group project for a class	13.04%	17.39%	34.78%	13.04%	21.74%
Made an in-class presentation	4.17%	4.17%	45.83%	16.67%	29.17%
Studied with other ECC students	4.17%	8.33%	41.67%	8.33%	37.50%