

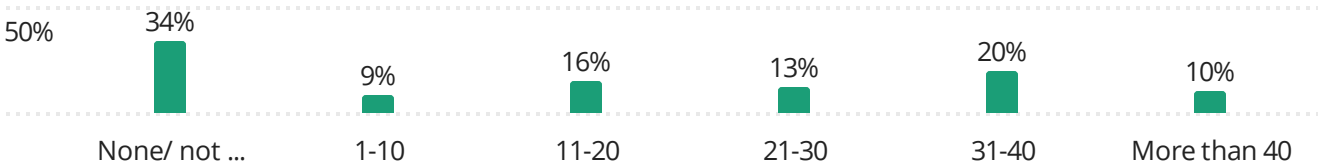
The Office of Institutional Effectiveness, Planning, and Assessment administers the Student Satisfaction and Engagement Survey annually in the Fall semester. The aim of the survey is to understand how the students are interacting with the school and their satisfaction on the services provided to them. This survey opened on October 22nd, 2024, and closed on November 19th, 2024. The survey was sent to 7026 Essex County College (ECC) students, and 551 responses were received, yielding a 7.8% response rate.

The gender makeup was 71% female, 26% male and 1% non-binary. Women are slightly overrepresented in this sample and men are underrepresented compared to the college averages. The sample was made up of 53% Black or African students, 29% Hispanic students, 5% White students, 2% Asian students, 2% Multi-Racial students, and 9% of respondents responded other or decline to answer. This is mostly representative of the college average, with the Black or African students being slightly overrepresented.

The respondents of this survey were 92% college level students, and 8% were in high school. The majority of respondents were continuing students (58%) and the rest were new students (42%). Within this group of respondents, 53% have been attending ECC for less than a year, 31% have been attending between 1-2 years and 15% have been attending for 2 or more years. The enrollment status of the respondents were 66% full-time students and 34% part-time. The college is average is 50.2% full-time and 49.8% part-time, therefore part-time students are underrepresented in this sample.

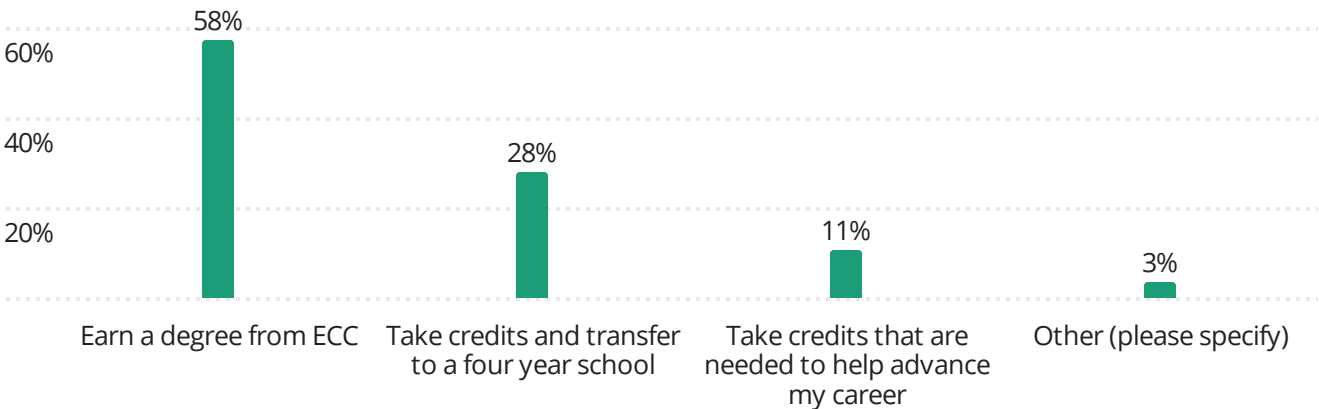
During the time that school is in session, how many hours do you work per week on average?

432 Responses



What is your goal for attending Essex County College?

433 Responses



Please indicate your level of awareness and utilization of the following statements:

423 Responses

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
Academic Counseling (in-person)	14.8%	40.0%	45.2%
Academic Counseling (virtual)	35.4%	48.1%	16.5%
Student Support Assistants (in-person)	27.5%	41.3%	31.3%
Student Support Assistants (virtual)	43.5%	42.2%	14.3%
Career Counseling (in-person)	31.4%	47.7%	20.9%
Career Counseling (virtual)	44.3%	44.8%	10.9%
Financial Aid Counseling (in-person)	16.0%	42.2%	41.7%
Financial Aid Counseling (virtual)	35.6%	47.1%	17.3%
Mental Health Counseling (in-person)	25.3%	59.8%	14.9%
Mental Health Counseling (virtual)	35.4%	53.9%	10.7%
Personal Counseling (in-person)	32.2%	50.4%	17.5%
Personal Counseling (virtual)	42.6%	49.5%	7.9%
Transfer Services (in-person)	31.4%	51.7%	17.0%
Transfer Services (virtual)	42.4%	49.2%	8.3%
Housing Assistance/Emergency Sheltering (in-person)	55.8%	36.4%	7.8%
Housing Assistance/Emergency Sheltering (virtual)	59.8%	34.6%	5.5%
SNAP Benefits (in-person)	48.7%	42.5%	8.8%
SNAP Benefits (virtual)	53.4%	41.0%	5.6%
Transportation Assistance (in-person)	48.0%	41.0%	11.0%
Disability Services (in-person)	39.7%	47.5%	12.8%
Disability Services (virtual)	43.9%	47.9%	8.2%
Tutoring Services (in-person)	13.9%	53.7%	32.5%
Tutoring Services (virtual)	28.3%	60.3%	11.5%
Childcare	35.1%	59.3%	5.6%
Computer Labs	10.6%	34.3%	55.1%
Food Pantry	25.0%	53.7%	21.3%

Information Commons	30.2%	43.0%	26.8%
Library	13.4%	48.2%	38.5%
Student Clubs	13.8%	60.6%	25.7%
Tax Preparation	56.2%	37.4%	6.4%
Welcome Center	13.6%	40.3%	46.1%
Computer Loan Program	33.9%	53.2%	13.0%
Office of Student Care Services	38.7%	44.0%	17.2%
Student life and activities	27.4%	54.4%	18.2%
Veteran Services	48.3%	45.6%	6.1%
Student System Support Center	33.2%	46.3%	20.4%

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

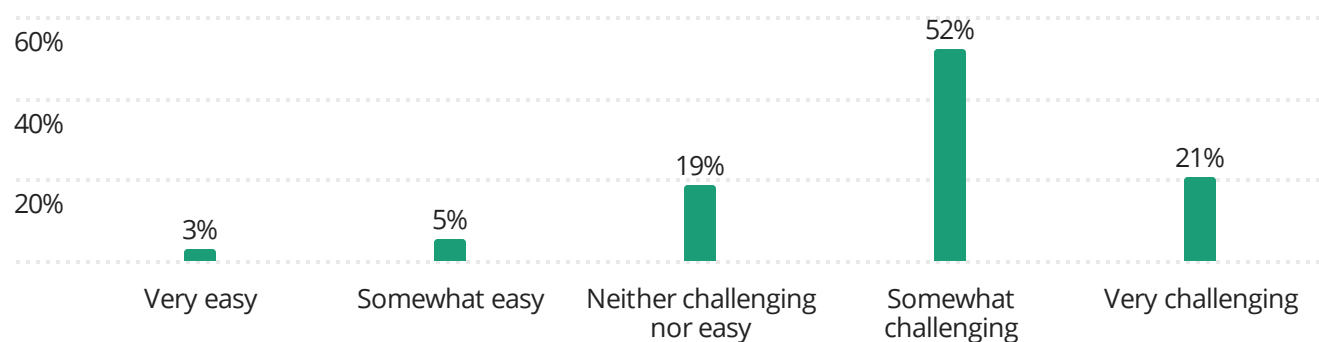
306 Responses

Field	Very dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Very satisfied
Academic Counseling (in-person)	3.2%	1.9%	12.7%	33.8%	48.4%
Academic Counseling (virtual)	0.0%	4.1%	20.4%	36.7%	38.8%
Student Support Assistants (in-person)	1.0%	3.1%	15.5%	39.2%	41.2%
Student Support Assistants (virtual)	2.8%	2.8%	25.0%	36.1%	33.3%
Career Counseling (in-person)	0.0%	3.1%	10.9%	35.9%	50.0%
Career Counseling (virtual)	0.0%	6.9%	20.7%	37.9%	34.5%
Financial Aid Counseling (in-person)	2.2%	2.9%	15.1%	37.4%	42.4%
Financial Aid Counseling (virtual)	6.7%	2.2%	26.7%	31.1%	33.3%
Mental Health Counseling (in-person)	0.0%	4.7%	23.3%	16.3%	55.8%
Mental Health Counseling (virtual)	0.0%	0.0%	22.2%	33.3%	44.4%
Personal Counseling (in-person)	3.8%	0.0%	9.6%	30.8%	55.8%
Personal Counseling (virtual)	5.3%	0.0%	26.3%	26.3%	42.1%
Transfer Services (in-person)	0.0%	2.0%	19.6%	31.4%	47.1%
Transfer Services (virtual)	0.0%	0.0%	0.0%	0.0%	0.0%
Housing Assistance/Emergency Sheltering (in-person)	0.0%	0.0%	20.0%	30.0%	50.0%

Housing Assistance/Emergency Sheltering (virtual)	0.0%	7.1%	28.6%	28.6%	35.7%
SNAP Benefits (in-person)	4.0%	0.0%	20.0%	36.0%	40.0%
SNAP Benefits (virtual)	0.0%	0.0%	16.7%	50.0%	33.3%
Transportation Assistance (in-person)	0.0%	3.1%	18.8%	31.3%	46.9%
Transportation Assistance (virtual)	9.1%	4.5%	31.8%	27.3%	27.3%
Disability Services (in-person)	5.7%	0.0%	14.3%	11.4%	68.6%
Disability Services (virtual)	5.6%	0.0%	11.1%	22.2%	61.1%
Tutoring Services (in-person)	1.9%	1.9%	20.2%	33.7%	42.3%
Tutoring Services (virtual)	0.0%	3.6%	17.9%	32.1%	46.4%
Childcare	0.0%	0.0%	14.3%	28.6%	57.1%
Computer Labs	0.5%	1.1%	11.3%	36.0%	51.1%
Food Pantry	1.5%	0.0%	15.4%	32.3%	50.8%
Information Commons	0.0%	0.0%	18.4%	29.9%	51.7%
Library	0.0%	3.2%	10.5%	33.9%	52.4%
Student Clubs	0.0%	2.6%	17.9%	34.6%	44.9%
Tax Preparation	0.0%	0.0%	16.7%	38.9%	44.4%
Welcome Center	0.0%	1.9%	11.0%	40.0%	47.1%
Computer Loan Program	10.5%	10.5%	15.8%	26.3%	36.8%
Office of Student Care Services	0.0%	0.0%	21.2%	26.9%	51.9%

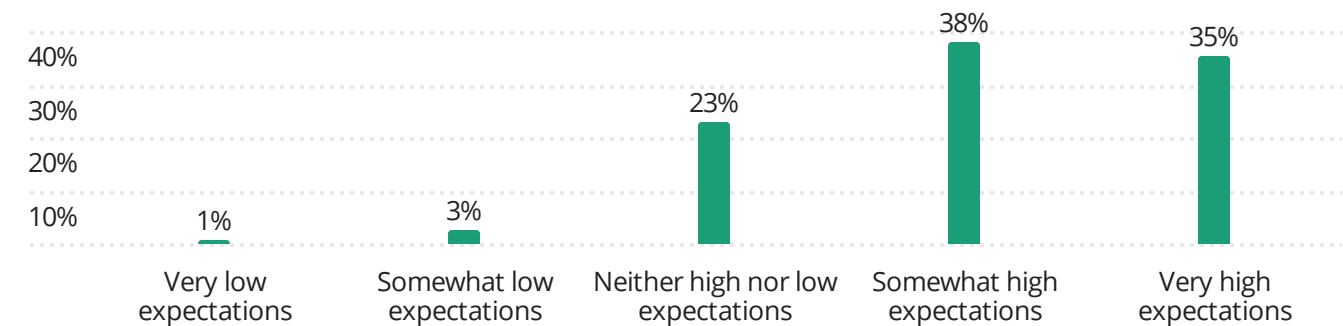
How challenging do you find your courses?

377 Responses



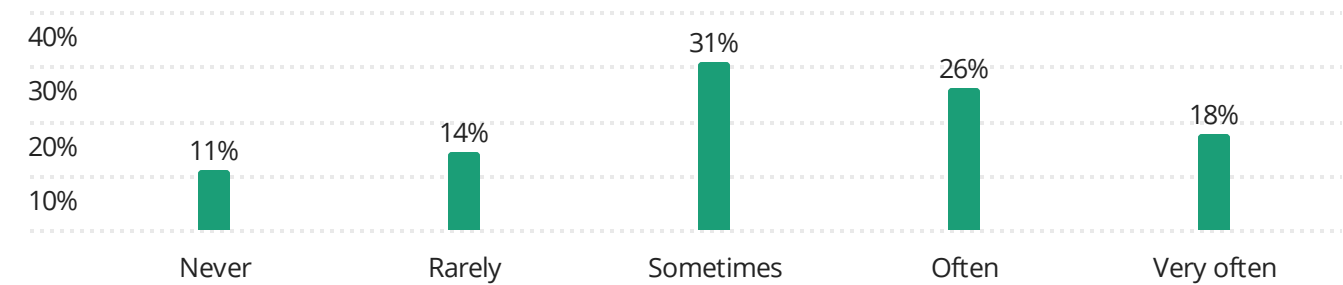
How would you characterize the academic expectations that faculty place on students?

376 Responses



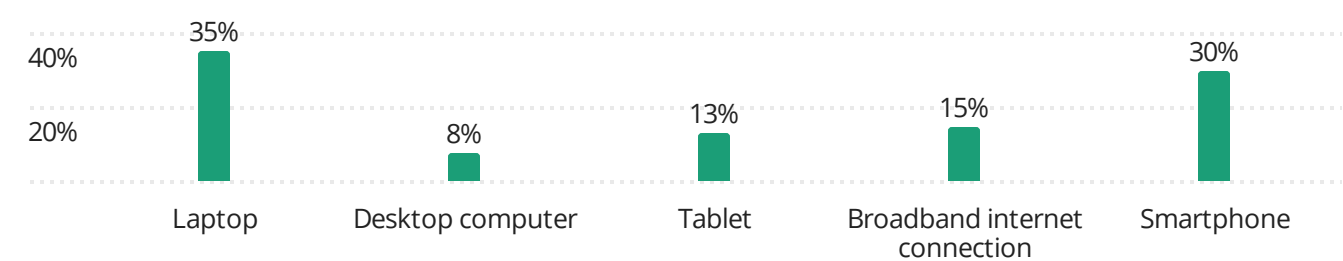
How often do faculty members encourage interaction with themselves outside of class?

369 Responses



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

372 Responses



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

367 Responses



During the current academic year, how often have you engaged in each of the following:

364 Responses

Field	Never	Rarely	Occasionally	Frequently	Very frequently
Contributed to a class discussion	3.6%	6.1%	26.4%	26.7%	37.2%
Met with a professor outside of class time	38.9%	22.8%	25.4%	5.6%	7.3%
Received extra help from a professor, tutor or success coach	35.6%	16.4%	25.7%	11.0%	11.3%
Participated in an extra-curricular activity	50.4%	17.8%	15.6%	7.9%	8.2%
Discussed career or future plans with a professor, advisor, or someone in career services	29.3%	21.4%	23.7%	13.5%	12.1%
Came prepared to class with all assignments completed	1.1%	1.7%	12.7%	34.6%	49.9%
Discussed concepts from class, outside of the classroom	14.7%	10.2%	24.6%	25.4%	25.1%
Worked on a group project for a class	26.8%	13.4%	27.9%	14.8%	17.1%
Made an in-class presentation	25.6%	14.9%	25.3%	19.0%	15.2%
Studied with other ECC students	28.2%	17.4%	22.8%	14.8%	16.8%