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Basic Needs Center (BaNC) Use
Baseline Student Survey Spring 2023
Numbered Report 337

College of the Canyons

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Institutional Research, Planning, and
Institutional Effectiveness

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Introduction

The Institutional Research, Planning, and Institutional Effectiveness office in partnership with the Director of Student Resources and Basic Needs conducted a survey to assess the use and satisfaction with the Basic Needs Center (BaNC).¹ The survey was administered to all actively enrolled students in the Spring 2023 academic term. The purpose of the survey is two-fold. First, to assess the use and satisfaction (general feedback on BANC services and resources), and second, to collect the baseline for measuring progress toward the objective of “enhance well-being and college engagement of BaNC-served students by increasing service utilization and tracking outcomes and satisfaction” in the College’s [2023-26 Strategic Plan](#).

Methods

The Institutional Research, Planning, and Institutional Effectiveness Office, in coordination with the Director of Student Resources, developed a questionnaire that contained 25 open-ended and closed-ended questions intended to assess the use of, and satisfaction with the services provided by the BaNC. The anonymous survey served as the baseline measure of use among all students.

Procedures

Links to the online survey programmed in Survey Monkey were posted to the Canvas shells of all active students in the Spring 2023 academic term. The survey was open for two weeks from May 11th, 2023 to May 25th, 2023².

Subjects & Instrument

A total of 309 students completed the survey.³ The total number of actively enrolled students in the spring 2023 term was 12,940. This yielded a response rate of 2.4%. Completed questionnaires were coded and tabulated using Excel (2019) and SurveyMonkey and SPSS.

Results

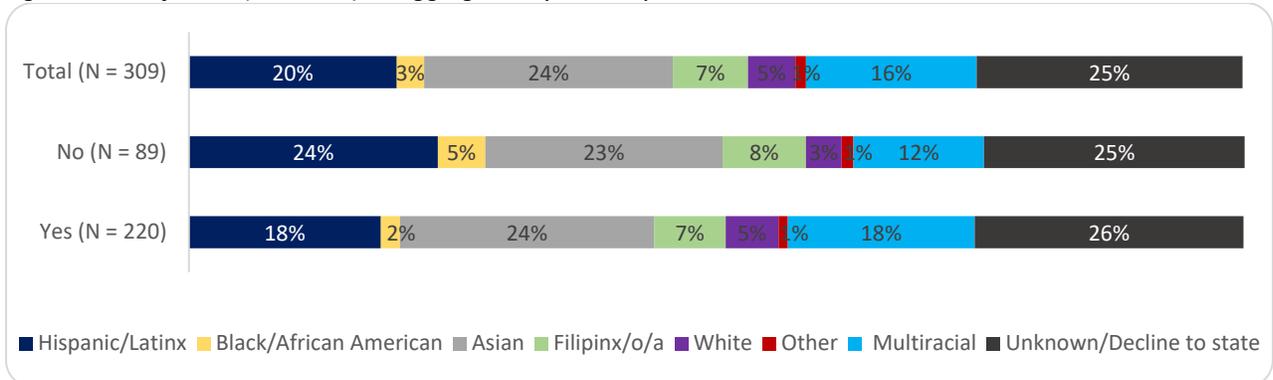
Profile of Survey Respondents

¹ This report is a follow-up to Numbered Report #322; which was the initial survey of Basic Needs at College of the Canyons (in Spring 2019). Results informed the planning for the creation of the Basic Needs Center.

² In the future the BaNC will administer the point of service survey to users so as to maintain confidentiality of users.

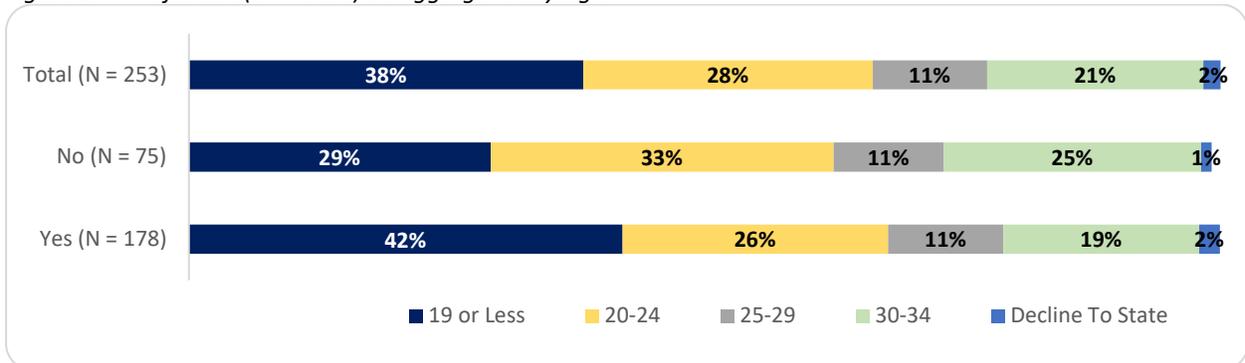
Seventy-one percent (n = 220) of total survey respondents (N = 309) indicated “Yes” they had used the BaNC, and twenty-nine percent (n = 89) of survey respondents indicated “No” had never used the BaNC. The most popularly accessed location was Valencia Campus (n = 192), followed by Canyon Country Campus (n = 22), and Online (n = 9). When disaggregating the ethnicity of those who used or never used the BaNC, the ethnic proportions are similar. (See Figure 1).

Figure 1. Use of BaNC (Yes or No) Disaggregated by Ethnicity.



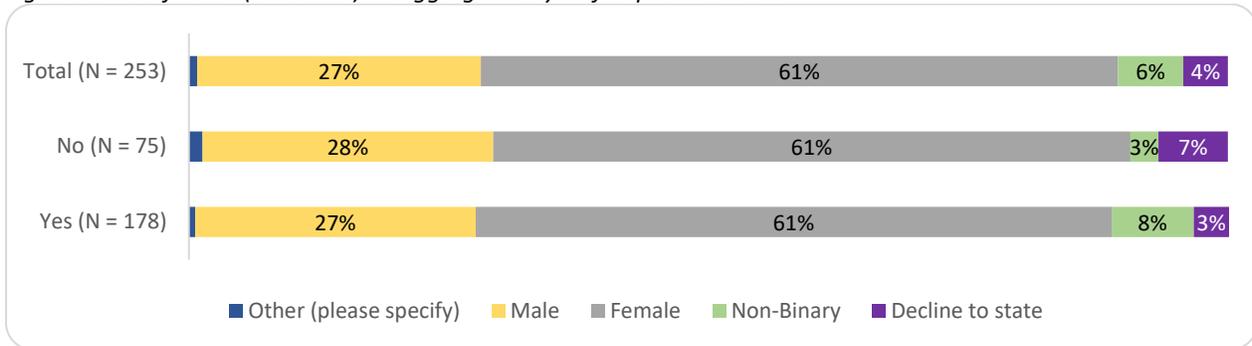
Among respondents who reported “Yes” to having used the BaNC there were greater proportions of respondents age “19 or less” (42%) as compared to “No” (29%). Among the “Yes” respondents there were also a greater proportion of respondents age “30-34” (8%) as compared to “No” (5%) (See figure below).

Figure 2. Use of BaNC (Yes or No) Disaggregated by Age.



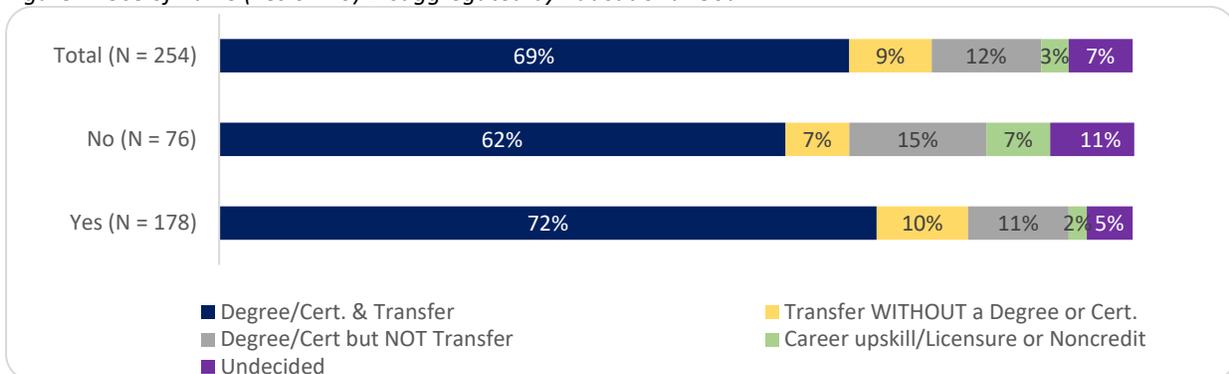
Self-Reported Gender was fairly similar across respondents who reported “Yes” to having used the BaNC as compared to “No” (See Figure 3 below).

Figure 3. Use of BaNC (Yes or No) Disaggregated by Self-Reported Gender.



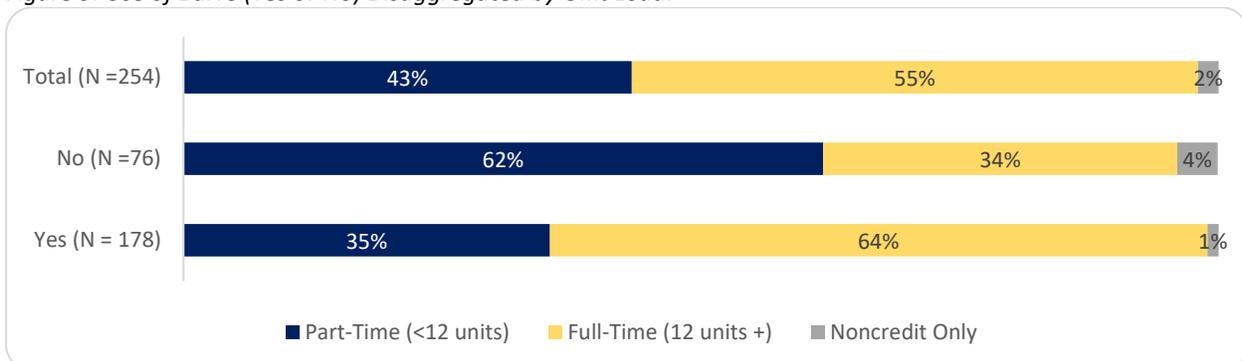
Among respondents who reported “Yes” to having used the BaNC there were greater proportions of students with an Educational Goal of “Degree/Certificate and Transfer” (72%) as compared to those who reported “No” to using the BaNC (62%). There were also greater proportions of Educational Goal “Transfer without a Degree/Certificate” (10%) among the “Yes” as compared to “No” (7%) (See Figure 4 below).

Figure 4. Use of BaNC (Yes or No) Disaggregated by Educational Goal.



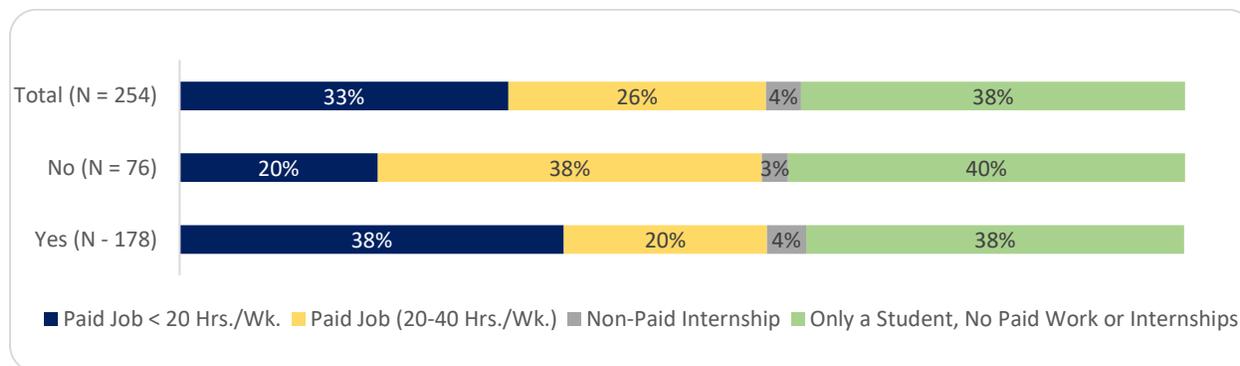
Among respondents who reported “Yes” to having used the BaNC there were greater proportions of full-time students (64%) as compared to respondents who did not use the BaNC (34%) (See figure below).

Figure 5. Use of BaNC (Yes or No) Disaggregated by Unit Load.



Among respondents who reported “Yes” to having used the BaNC there was a larger proportion who worked a paid job less than 20 hours/week” (38%) as compared to the proportion within students who reported “No” to having used the BaNC (20%). There was a larger proportion of students who worked 20-40 hours a week within respondents who reported “No” to using BaNC (38%) as compared to within the “Yes” respondents (20%) (See Figure below).

Figure 6. Use of BaNC Resources (Yes or No) Disaggregated by Job Status



Results from here forward will specify if they are disaggregated by the “Yes” versus “No” respondents as those who had initially selected “No” received a truncated survey as compared to those who answered “Yes”⁴.

Respondents Who Indicated They Never Used the Banc

Among those who responded “No” the most popular reason for not ever having used the BaNC was they “did not need the help provided” (34%), followed by not being aware of the BaNC (27%), and being “unclear about what the BaNC is” (27%) (See Table 1). Of those who selected “Other” (6) and provided their own comments most involved responses relating to not using the BaNC because of **online** course only enrollment, Covid (**remote** work), or commuting to campus not possible (See Appendix A for full open-ended responses).

⁴ Dual Enrollment status (or AOC student) was assessed but did not differ between those who used the BaNC (Yes) as compared to (No) or total respondents (13% dual enrolled and 87% not dual enrolled). There were similarly no large differences in caretaker status (if students were the primary caretaker/parent of someone under the age of 18). A majority 84% were not, 14% were a primary caretaker, and ~2% declined to state across users and non-users of the BaNC.

Table 1. Reasons for Never Used the BaNC

ANSWER CHOICES	%	N
I have not needed help with securing food, money, housing, etc.	34%	28
I did not know College of the Canyons had a Basic Needs Center	27%	22
I had heard of a Basic Needs Center but was unclear of what it was	27%	22
I have needed help but have been uncomfortable obtaining assistance	6%	5
Other (please specify)	7%	6
TOTAL	100%	83

Frequency and Satisfaction with BaNC Resources Used

Of respondents who had initially said “Yes” they did use the BaNC, they specified the number of times (frequency) they sought any assistance from BaNC during academic terms (Summer 2022-Spring 2023). As can be seen in Table 2; the interim semesters (Summer and Winter) had the largest rates of students who either were not enrolled those terms or who did not use the BaNC during those terms. Fall and Spring terms had highest rate of students reporting to have used the BaNC with “6 or more times” being the most popular response for frequency (See Table 2).

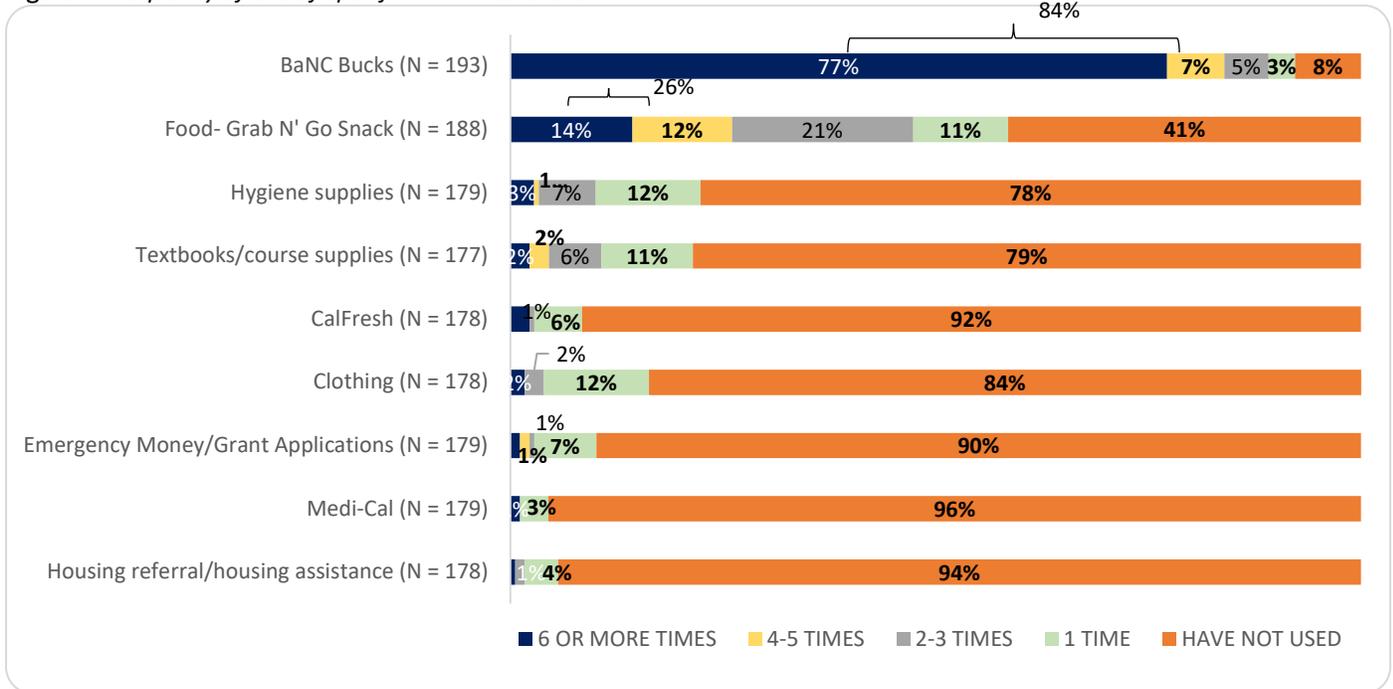
Table 2. Frequency of Use of the BaNC Summer 2022-Spring 2023

	Summer 2022		Fall 2022		Winter 2023		Spring 2023	
	%	N	%	N	%	N	%	N
Not Enrolled This Term	52%	87	11%	20	36%	63	1%	2
Enrolled but Did Not Use	31%	52	30%	54	38%	66	5%	10
Used at least once	17%	28	59%	107	26%	45	94%	181
1 Time	2%	4	5%	9	2%	3	6%	11
2-3 Times	2%	3	11%	20	6%	11	9%	18
4-5 Times	4%	6	7%	13	3%	5	11%	21
6 or More Times	9%	15	36%	65	15%	26	68%	131
TOTAL	100%	167	100%	181	100%	174	100%	193

These responses can be duplicated across terms as the total number above for those who said yes above was 220.

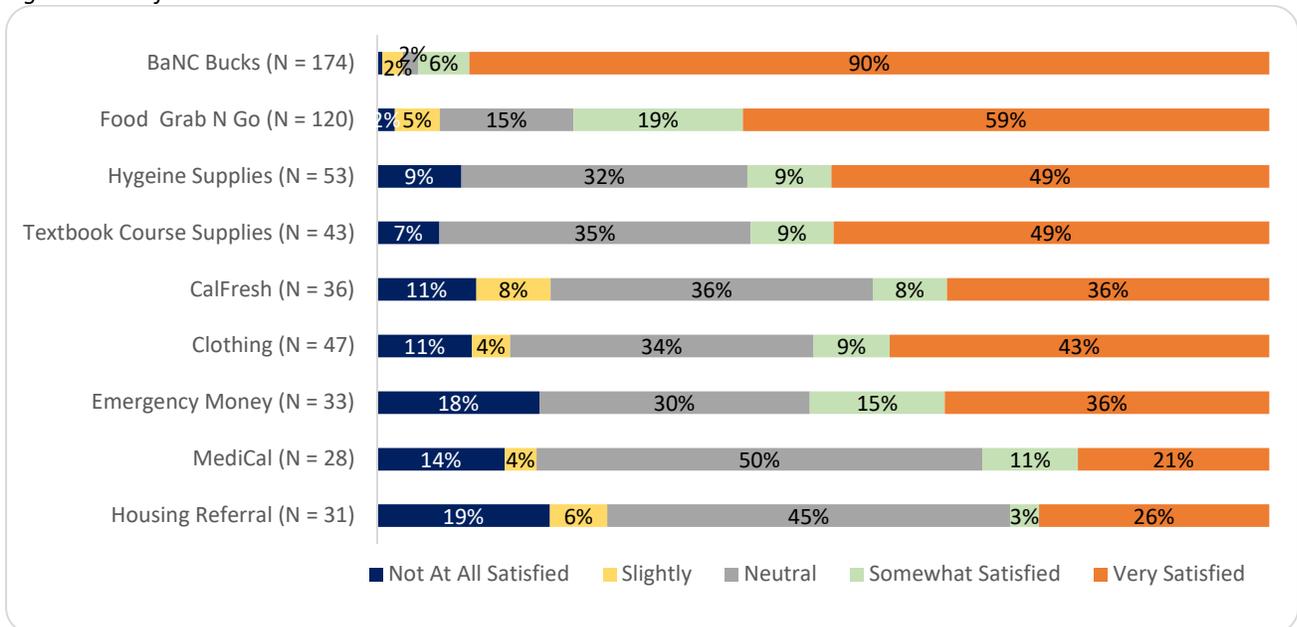
Respondents were asked to report the frequency they had used specific types of BaNC resources from a list provided. Resources supporting food security have the greatest proportion of respondents having used it multiple times (4 or more times respectively); BaNC Bucks (84%) and Grab N’ Go Food (26%). The resources with the greatest proportion to have never been used are the Medi-Cal assistance (96%) followed by Housing referral (94%) and CalFresh assistance (92%) (See Figure 7 below).

Figure 7. Frequency of Use of Specific BaNC Resources



Respondents were asked to report their satisfaction with BaNC resources from a list provided. The resources with the largest proportion reporting “Very Satisfied” are the same resources above that were most popularly used: (BaNC Bucks 81% and Grab N’ Go Snack 37%). Throughout all resources, the proportion for not at all satisfied ranged from only 1%-3% (See Figure 8 below).

Figure 8. Satisfaction with BaNC Resources



Rates in Figure 8 above exclude those who reported never having used a specific service.

Students were asked to report if there was any service they used that was not captured by the list provided in an open-ended format. Nine responses were provided (*See table below*).

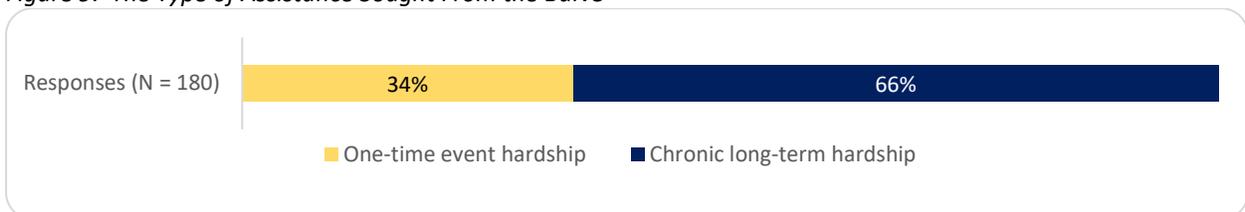
Table 3. Open-Ended Responses to Types of BaNC Resources Utilized

Transportation Assistance	"When my car stopped working, the BANC gave me an Uber card for \$25! Thank you so much; that really helped me a lot because my bus ride back home to Sylmar is over 2 hours."
	"Transportation Service Aid"
	"Gas Card"
	"Gas card"
Food/Supplies Assistance	"The free bread and veggies they set outside"
	"Banc freezer"
	"Pampers - Baby Diapers"
Financial Aid	"I applied for the emergency grant, and I have not gotten a reply or not even a denial letter. I think their response time could be a little better."
	"Applying for California College Promise."

Effectiveness of BaNC Resources

Several questions about the effectiveness of the resources received. A majority of respondents (66%) indicated the assistance they sought was for a chronic long-term hardship as opposed to a one-time event hardship (34%) (*See figure below*).

Figure 9. The Type of Assistance Sought From the BaNC



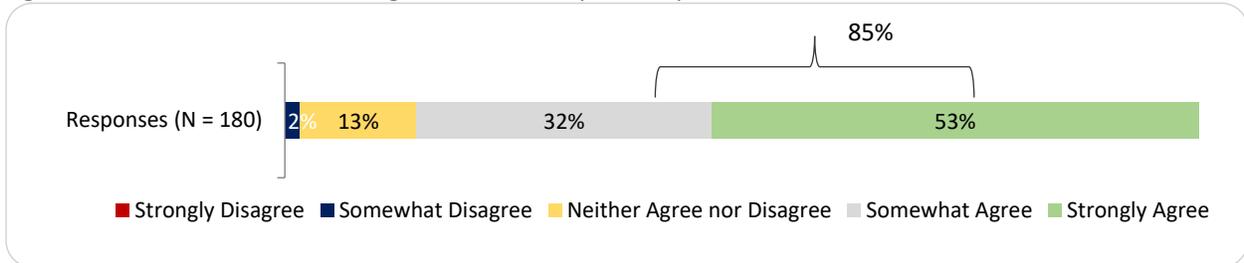
A majority of the respondents (78%) indicated that the level of effectiveness provided by the BaNC, were tools and resources to help for the long-term as opposed to just a "band-aid" for a larger more long-term problem (22%) (*See figure below*).

Figure 10. Effectiveness of the Help Received



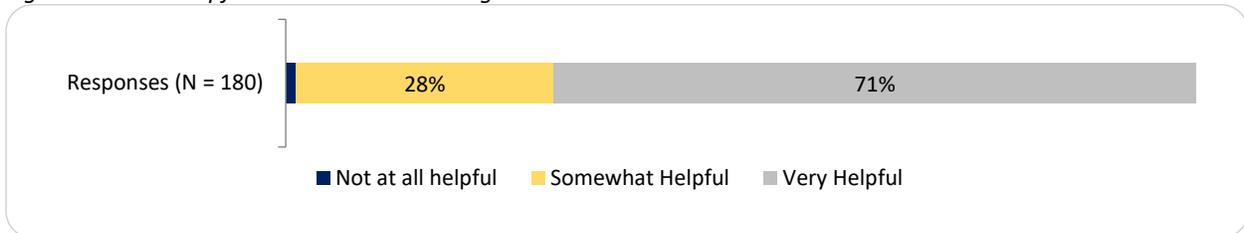
A large majority (85%) indicated they “somewhat to strongly agreed” that their hardship was improved, with the majority (53%) indicating they “strongly agreed” their hardship was improved due to the BaNC (See figure below).

Figure 11. To What Extent Do You Agree Your Hardship was Improved?



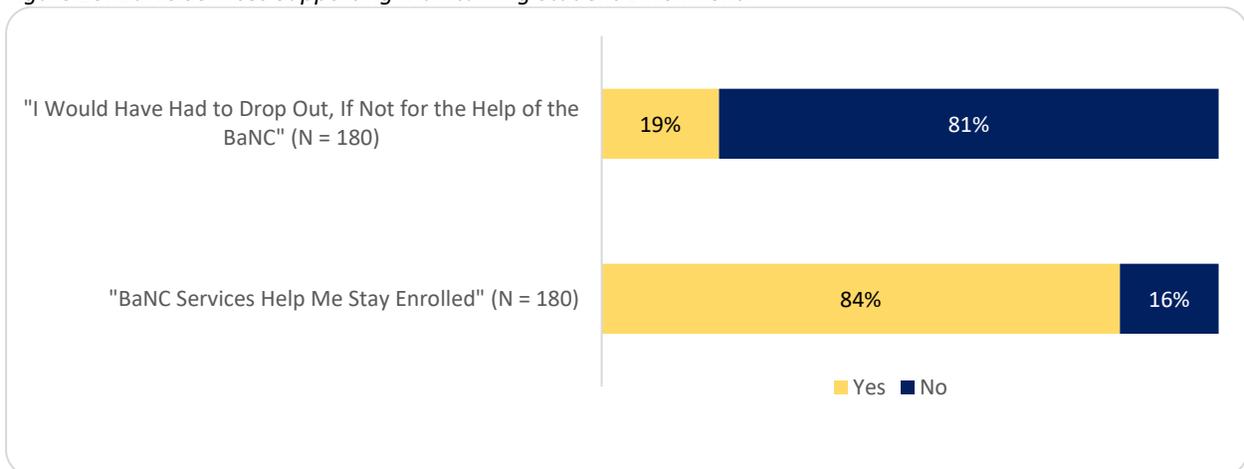
A majority (71%) indicated the BaNC was “Very Helpful” in relieving their stress (See figure below).

Figure 12. How Helpful was BaNC in Relieving Your Stress?



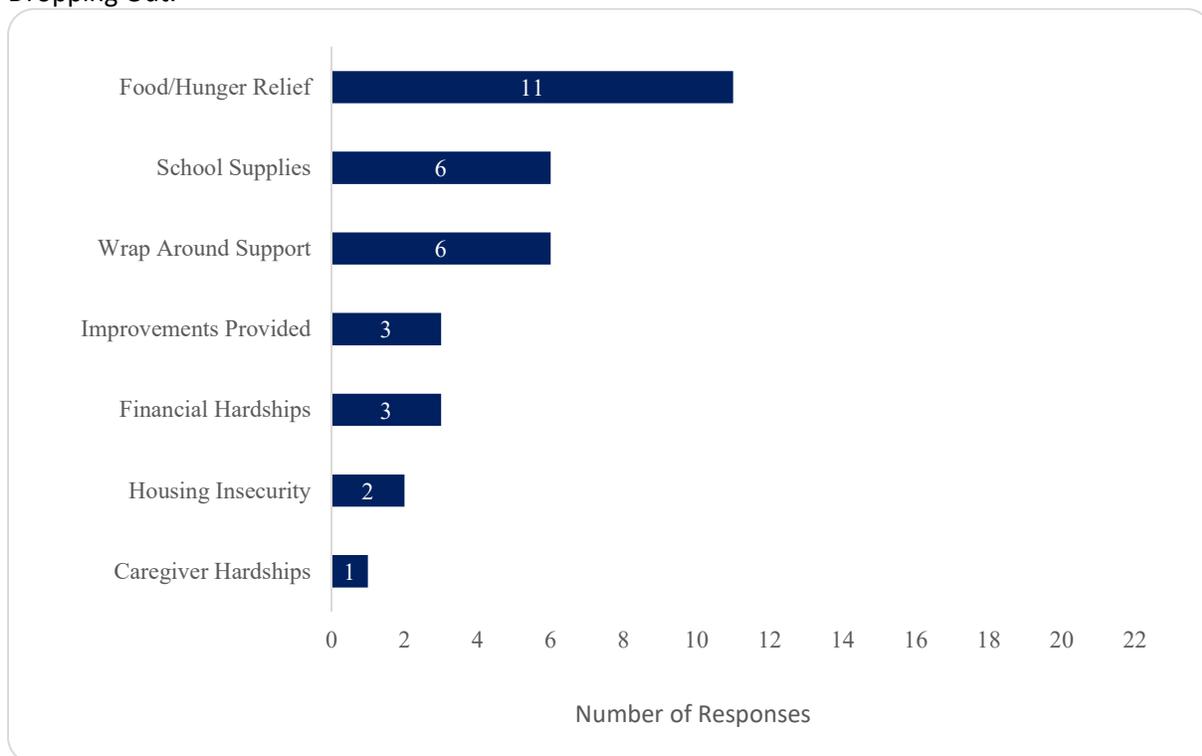
A majority of respondents indicated that they would not have had to drop out (81%) while 19% indicated they would have had to drop out if it were not for the help of the BaNC. A majority of respondents (84%) indicated the services provided by BaNC helped them to stay enrolled (See figure below).

Figure 13. BaNC Services Supporting Maintaining Student Enrollment



Among the respondents (19%) who answered “Yes” they would have had to drop out if not for the help from the BaNC, the survey provided an open-ended response option. This open-ended option allowed respondents to explain “to the best of your ability HOW the BaNC was helpful in assisting you so that you could stay on track.” A total of 23 respondents provided details. The responses were coded thematically to provide aggregate summaries in the Figure below (*See appendix A for detailed responses*). Each response could have potentially been coded for one or more themes (*See figure below*). The most popularly mentioned assistance the BaNC provided in helping respondents stay on track was with Food/Hunger relief (11 of the 23 responses) followed by assistance with securing School Supplies (6 of 23 responses) and Wrap-Around⁵ support (6 of 23 responses).

Figure 14. Open-Ended Responses; How the BaNC Assisted Students in Staying on Track and Not Dropping Out.

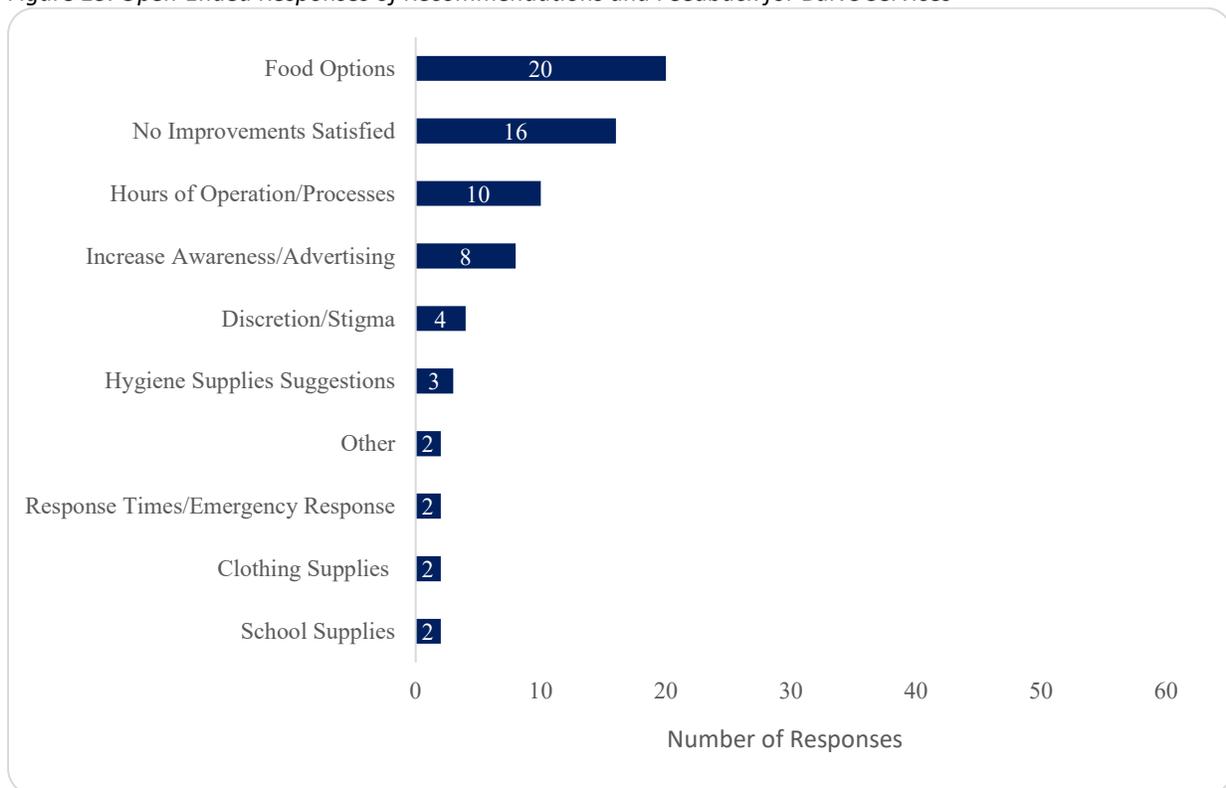


⁵ Wrap-around support was indicated in a response that mentioned multiple forms of assistance and which indicated that the BaNC successfully addressed ANY and ALL hardships presented by the student.

Respondent Feedback for Improvements to the BaNC

A total of 60 respondents provided feedback and recommendations to improve the BaNC services. The responses were coded thematically to provide aggregate summaries in the Figure below (*See appendix A for detailed responses*). Each response could have potentially been coded for one or more themes (*See figure below*). The most popularly mentioned feedback pertained to “food options” suggesting the BaNC provide a wider array of food options (20 of 60 responses), followed by “no improvements satisfied” (16 of 60 responses), and recommendations to “hours of operation and processes” suggesting evenings and weekends (10 of 60 responses).

Figure 15. Open-Ended Responses of Recommendations and Feedback for BaNC Services



Summary of Findings

Students who used the BaNC vs. those who did not: There were some key demographic differences between the students who responded having used the BaNC as opposed to not. There was a larger proportion of age:19 or less, Ed Goal: Degree/Certificate seeking, Unit Load: Full-Time, Job Status: Part-Time Paid Job, within the group of respondents who reported utilizing the BaNC services as opposed to not.

Students who did not use the BaNC: 54% of respondents who reported not having used the BaNC reported this was due to either not being aware of the center (27%) or not having clarity as to what services the BaNC provides (27%).

Frequency & Satisfaction with BaNC Services: The most frequently used services were BaNC Bucks (84%) and Food Grab n' Go services (14%). The services with greatest rates of reported satisfaction were also the BaNC Bucks (90%) and Food Grab n' Go services (59%).

Effectiveness of BaNC Services: A majority of respondents (66%) indicated the assistance sought was for a chronic long-term hardship and a majority (78%) reported the services received provided long-term assistance rather than a temporary band-aid (22%). A majority of respondents (71%) indicated that the services provided were very helpful in relieving stress and a majority agreed (85%) the services provided by the BaNC improved their hardship.

Keeping Students on Track: Respondents reported the most popular way in which BaNC services assisted them in keeping on track and not dropping out was providing help with 1) food, and 2) school supplies.

BaNC Feedback from Survey Respondents: Of feedback provided the most popularly coded theme was related to recommendations to 1) food options and 2) BaNC hours of operation and processes.

Implications

The Institutional Research, Planning and Institutional Effectiveness office collects information on how data and research conducted assist the campus community in making evidence-based decisions. In light of this, we ask that requestors, and/ or members of any department/area that utilize the data, provide action implications for each report.

Using the following [Action Implication Form](#), please report actions and/or decisions that emerge from the data and findings presented in this report. Once completed, action implications will be made available upon request.

Recommendations

Upon review of the survey results the following are recommended:

- Consider a point of service survey to assess perceptions and helpfulness of the BaNC when services are received.
- Explore methods for increasing awareness of the services provided by the BaNC.
- Explore ways of decreasing the stigma surrounding utilizing services provided and clarifying services provided by the BaNC.
- Explore expanding the hours of operation.
- Explore expanding food options provided by the BaNC.

For questions, or more detailed information on this research brief, contact Vida M. Manzo, Ph.D., Senior Research Analyst at vida.manzo@canyons.edu or Preeta Saxena, Ph.D., Director Institutional Research, Planning and Institutional Effectiveness at preeta.saxena@canyons.edu.