



Equity Climate Survey

Fall 2021

In keeping with our commitment to put students first, a survey was conducted asking student about their experiences in classes and services with regard to equity, diversity and inclusion.

Why a survey focused on equity, and why design our own survey? Simply put, it is because providing equitable learning environments and services is how we realize our mission to put students first. Instruments such as surveys enable us to assess the effectiveness of our institution in upholding this commitment and identify any areas where change is needed. We use this information to form action plans for making changes, large and small, with the intention of affecting the trajectory of the institution over the long term.

Survey Administration

The survey opened on November 19, 2021. An email announcing the survey was sent to all enrolled students by the Peralta District Office of Communications using the HubSpot platform. Starting on November 19 and running for five days, an announcement was shown on each students' Canvas dashboard. Finally, a direct email was sent to all students on December 6 addressed from the Office of Research and Planning. The survey closed on December 9.

Table 1. Survey Response Summary

Response Group	Count	Related Percentage
Fall 2021 Headcount Enrollment (A)	6,589	
Surveys started	742	11% of fall headcount
Surveys completed	623	84% of surveys started
Comment provided on final question	299	48% of those completing survey



Key Highlights

- Compared to the overall student body in fall 2021, survey respondents were more likely to be female, Asian or Mixed Race, and slightly older.
- 3.7% of respondents self-identified as transgender.
- Overall, 64% of respondents reported speaking a language other than English at home or with their family.
- 9 out of 10 Asian and Latinx respondents speak a language other than English at home or with their family.
- Among students who speak a language other than English at home or with their families, the top five most common languages are Spanish (41%), Chinese (20%), Arabic (7%), Vietnamese (7%) and French (5%).
- Respondents identified sixty-two languages other than English spoken at home or with their families.
- 61% of respondents were first generation college students.
- Four out of five students agree or strongly agree with statements describing an inclusive, equitable and supportive experience at Merritt.
- 299 students provided a response to final item on the survey which invited them to “please share anything you think we can do to provide more equitable learning environments and services.” Considering just these responses:
 - 38% expressed a positive sentiment (e.g. “I have had a great experience at Merritt”, “Nothing negative to report”, etc.), which was the most frequent type of comment submitted.
 - 19% of comments mentioned experiences with Financial Aid.
 - 18% of comments mentioned experiences with the Counseling Department.
 - 14% of comments made mention of classroom learning environments.
- Compared to other DEI affirming statements, students were less likely to agree or strongly agree with the following statements:
 - “I have found one or more communities or groups where I feel I belong at Merritt.”
 - “At Merritt my instructors have high expectations of me.”

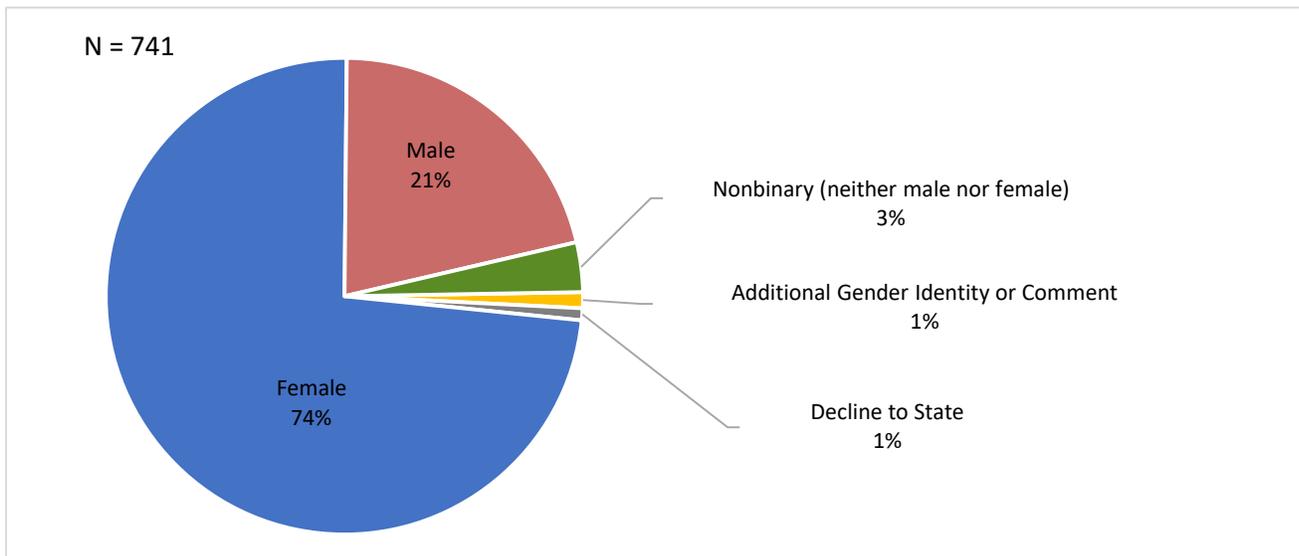


- Compared to other statements expressing undesirable experiences, students were slightly more likely to agree or strongly agree with the following statements:
 - “I have to work harder than others to be valued equally at Merritt.”
 - “I have a different perception of my academic abilities than my professors at Merritt.”
- Over 40% of students reported at least some difficulty in the following areas:
 - Applying for financial aid
 - Making an appointment with a college counselor
 - Paying fees
- Asian students, students who identified as a gender other than male or female, and students under 18 years of age were less likely to agree with the statements
 - “I feel I belong at Merritt.”
 - “Merritt is a place where I am able to perform up to my full potential.”

Respondent Demographics

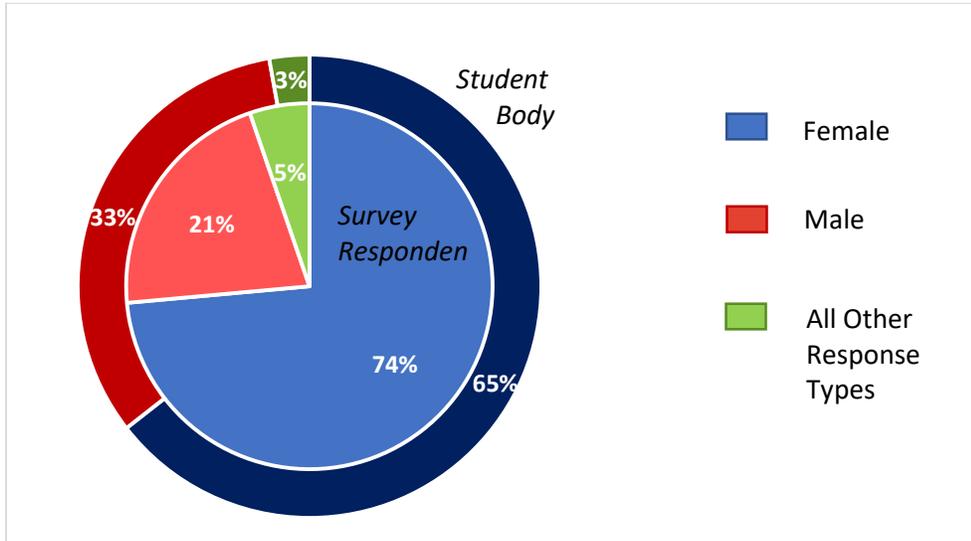
Respondents were asked to report their gender identity with the acknowledgement, stated in the questionnaire, that they may find that none of the presented response options apply to them. Respondents were also invited to submit additional comments regarding gender identity. Figure 1, below, summarizes the relative frequency of responses.

Figure 1. Gender Identity of Survey Respondents



Data drawn from the Peralta CCD data warehouse shows that Merritt's student body was almost two-thirds female in fall 2021 (65%). Respondents were even more likely to be female, with females outnumbering males 3 to 1. Figure 2 summarizes this comparison.

Figure 2. Gender Identity of Survey Respondents Compared to Student Body



When asked if they identify as Transgender, 3.7% (n=27) of respondents answered in the affirmative.

Respondents were presented a list of thirty six race/ethnicity categories and asked to make all that apply. The list was grouped categories falling under large groups (Asian, Black or African American, Latin American or Latina/o/x) and allowed respondents to select the large group as the sole response or in addition to other categories. Consistent with the question regarding gender identity, the question text stated that they may find that none of the presented response options apply to them, and were invited to submit additional comments regarding race/ethnicity. Table 2 summarizes the frequency of responses for each race/ethnicity response option relative to the total number of survey respondents. Note that, since many respondents chose more than one category, the figures sum to greater than 100%.

Table 2. Relative Frequency of Race and Ethnicity Responses (N=741)

Asian	20.9%	Black or African American	20.9%
Cambodian	1.2%	Ethiopian/Eritrean	1.8%
Chinese	10.9%	Ghanian	0.1%
Filipino	3.8%	Kenyan	0.5%
Japanese	1.1%	Nigerian	1.1%
Hmong	0.1%	Somali	0.1%
Indian	1.6%	South African	0.0%
Korean	1.1%	West Indian	0.4%
Laotian	0.4%	Latin American or Latina/o/x	12.8%
Mien	0.3%	Mexican	17.4%
Mongolian	0.1%	Caribbean	0.9%
Nepalese	0.3%	Central American	4.2%
Taiwanese	0.1%	South American	1.1%
Thai	0.1%	Native American or Alaskan Native	2.7%
Tibetan	0.3%	Native Hawaiian or Other Pacific Islander	1.5%



Pakistani	1.1%	Middle Eastern	3.5%
Vietnamese	4.3%	White	18.2%
		Multiracial or Multiethnic	7.3%
		Decline to State	1.1%

A simplified view of the race/ethnicity responses was derived by assigning each response to a single category. The simplified categories, and the assignment method, are consistent those used by the California Community College Chancellor’s Office Management Information System. Figure 3 compares the response pool to the student body with respect to these race/ethnicity categories.

Figure 3. Race/Ethnicity of Respondents Compared to Student Body using Mutually Exclusive Categories.

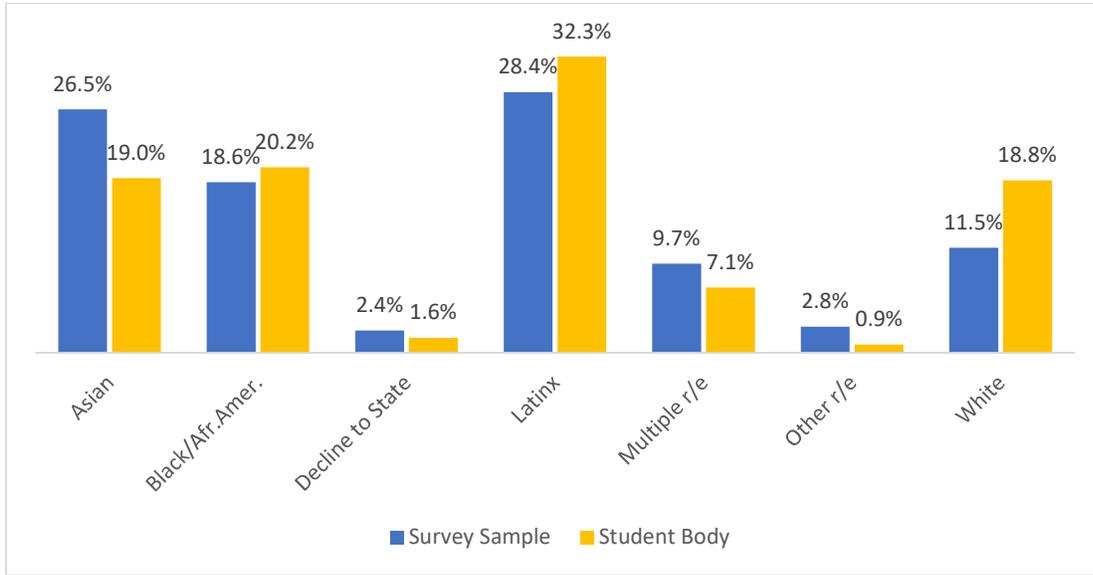


Figure 4. Age of Respondents Compared to Student Body

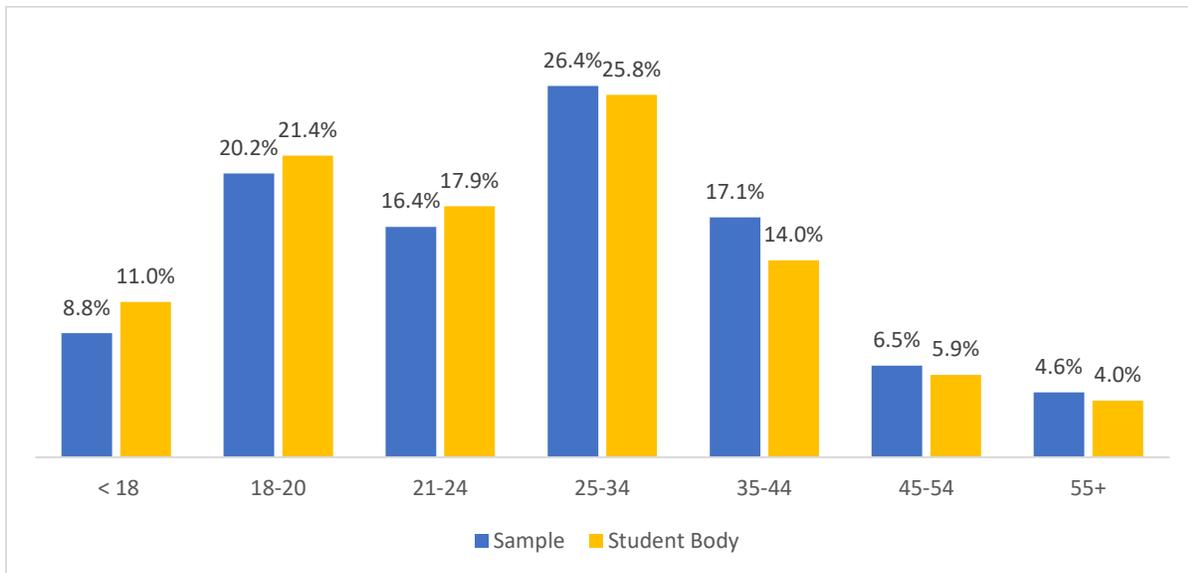


Figure 5. Percent of Respondents by Family/Home Language Status

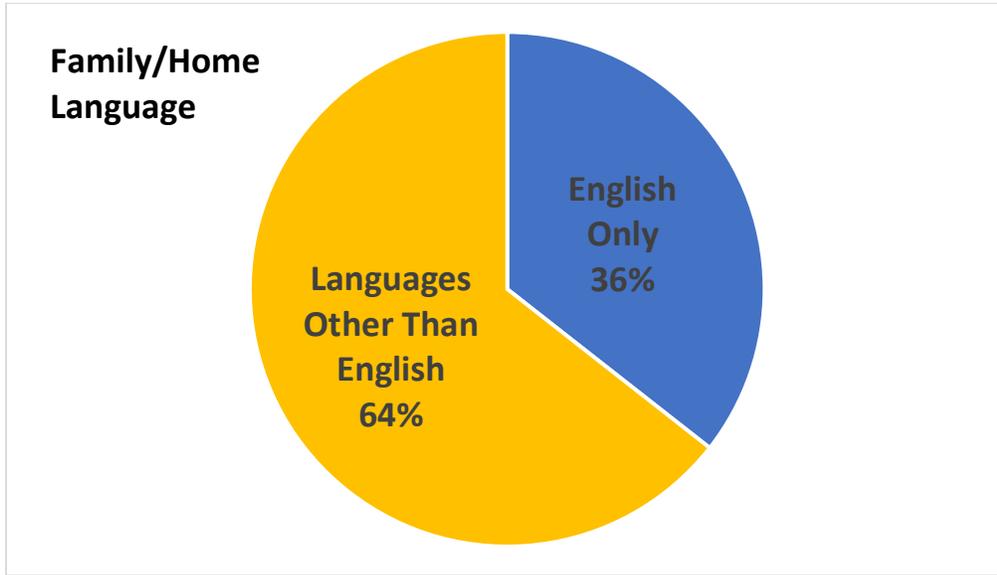
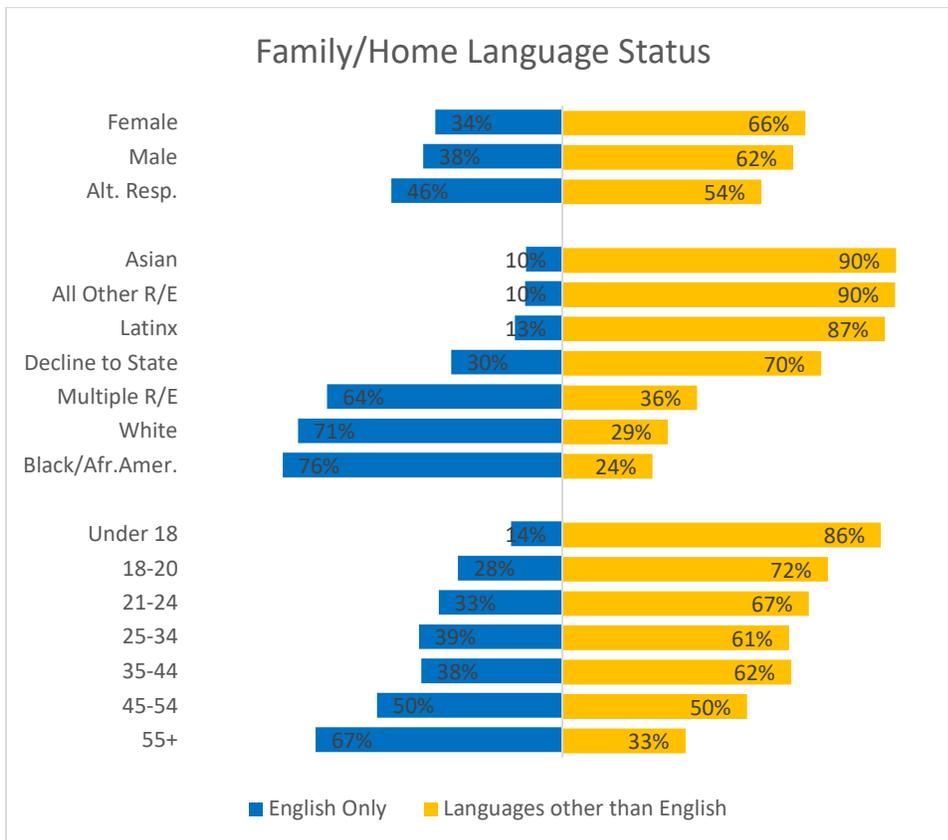


Figure 6. Percentage of Respondents by Family/Home Language Status



Merritt College puts students first. Through our rich educational programs, we foster a culture of equity and inclusion that empowers students to achieve their greatest potential and make meaningful contributions to their respective communities and our global society.



Students who indicated they speak a language other than English at home or with their family were asked to specify which languages in a follow up question. Figure 7 shows all languages spoken, including those provided by students in the 'Other' response box.

Figure 7. Language(s) Spoken as a Percentage of those who Speak a Language other than English at Home or with their Family.

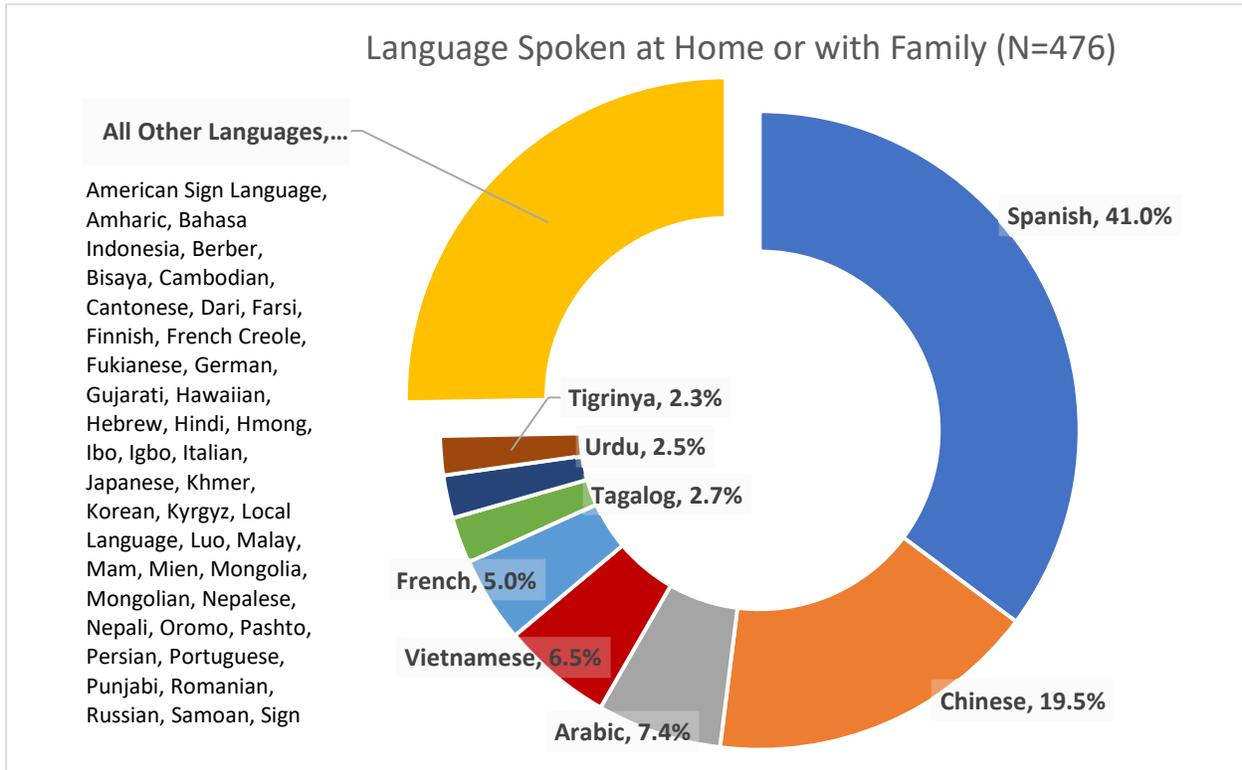


Table 3. Parent Educational Experience

Parent Education	Count	Percentage of all Respondents	Percentage excluding 'Decline to State'
First Generation College Student	402	55.2%	60.6%
Neither parent/guardian attended college	305	41.8%	46.0%
Neither parent/guardian has a four-year degree but one or both attended college	97	13.3%	14.6%
At least one parent with a 2-yr degree or higher	261	35.8%	39.4%
One or both parents/guardians have a four-year degree	194	26.6%	29.3%
One or both parents/guardians have a two-year degree	67	9.2%	10.1%
Decline to State	66	9.1%	



Total	729	100.0%
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Figure 8. Parent Education Experience and Race/Ethnicity

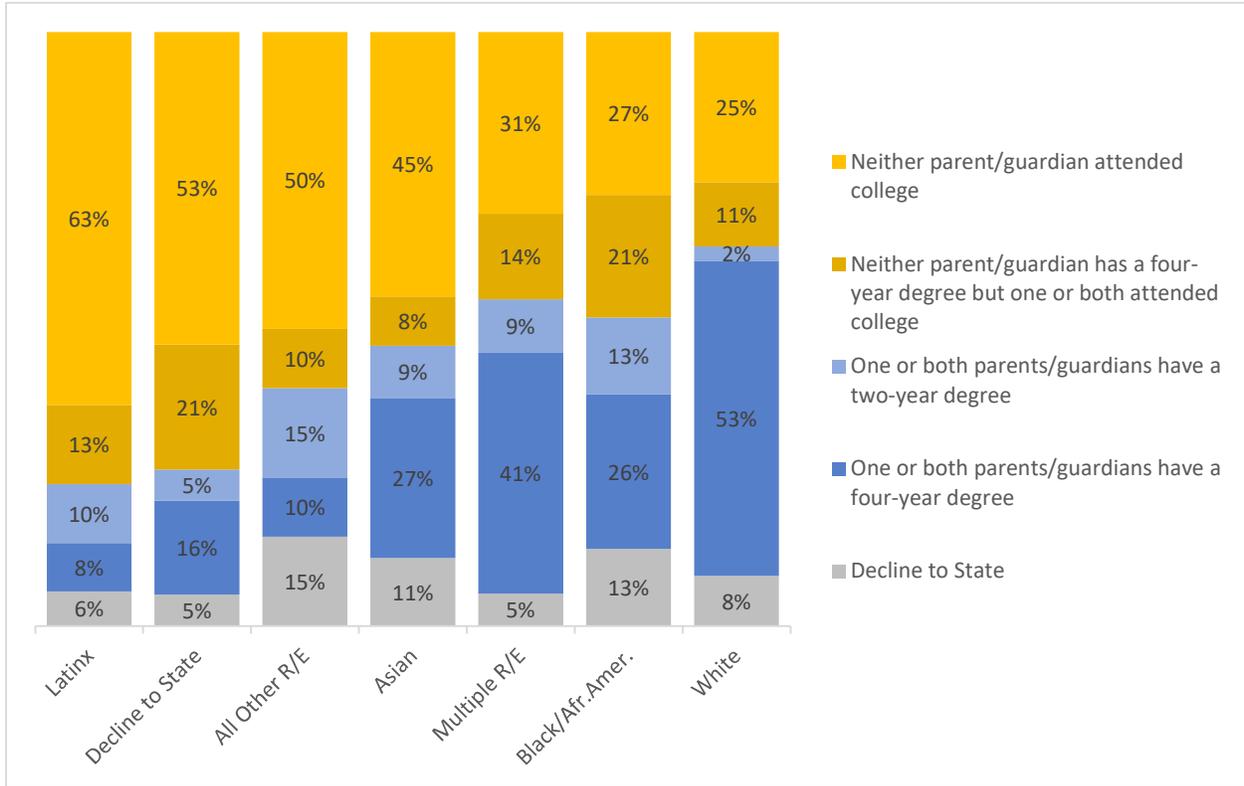
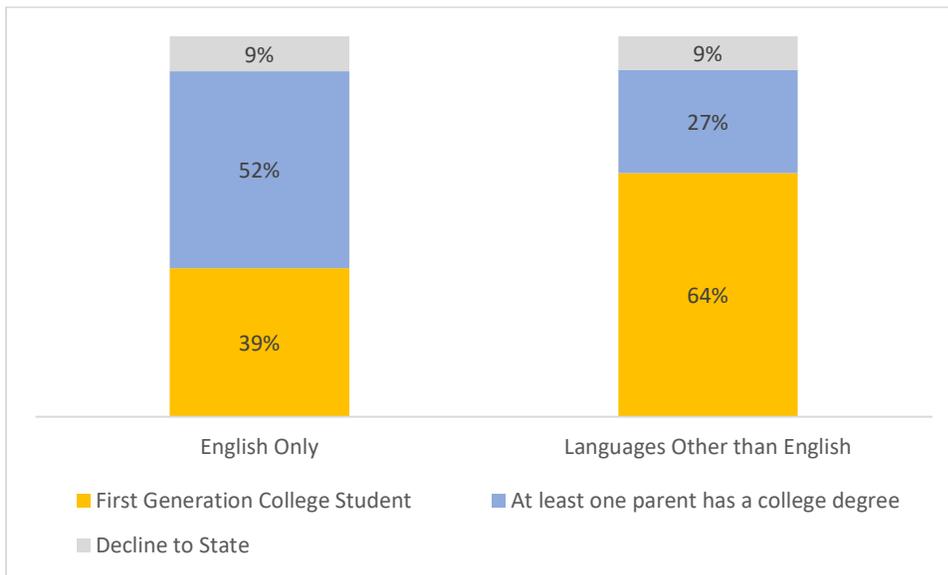


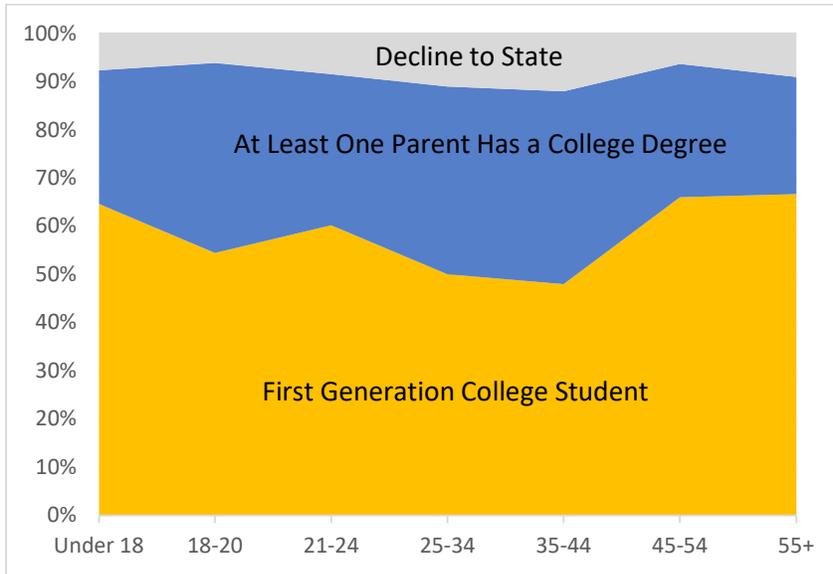
Figure 9. Parent Education Experience and Family/Home Language Status



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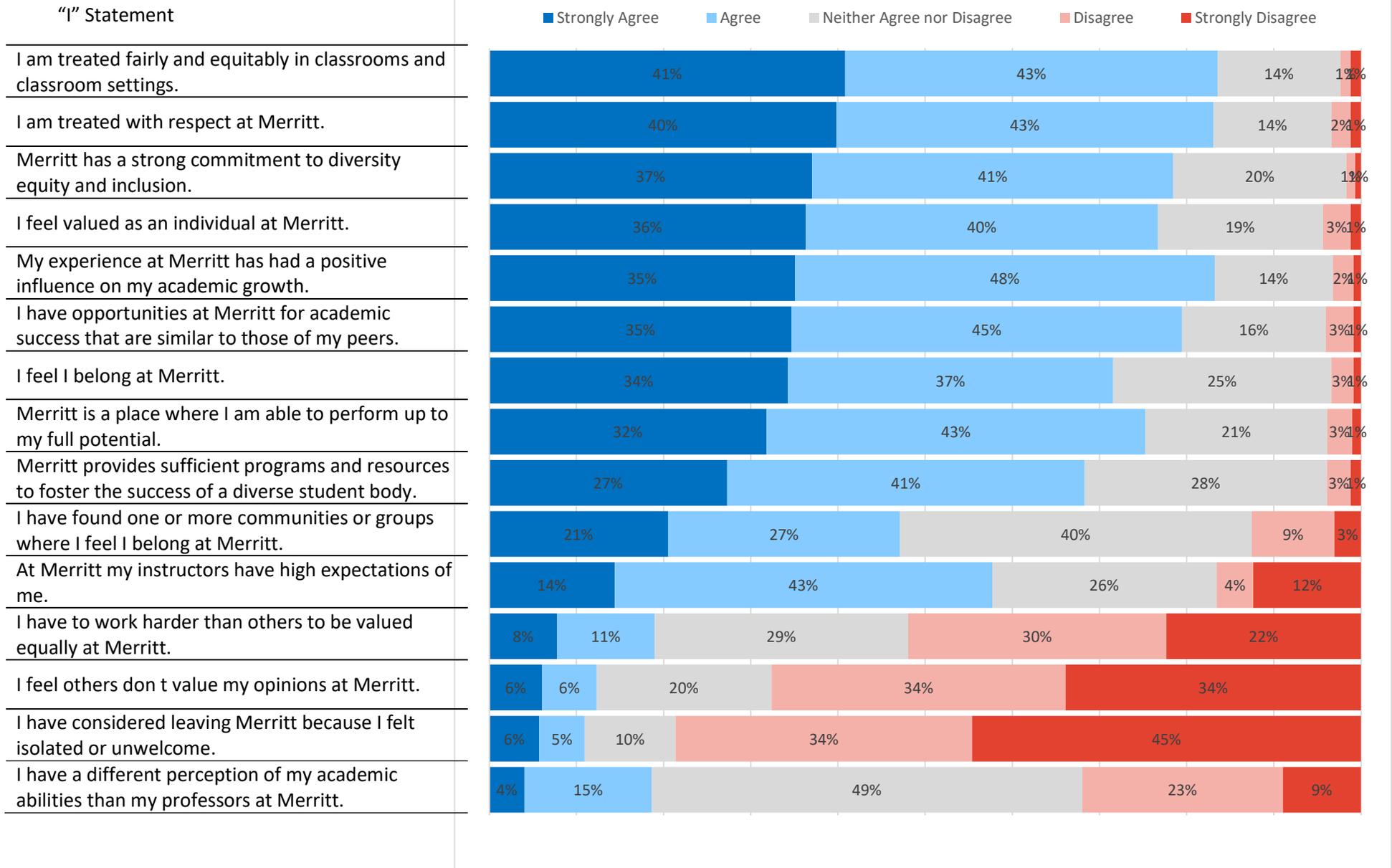
Figure 10. Parent Education Experience and Age





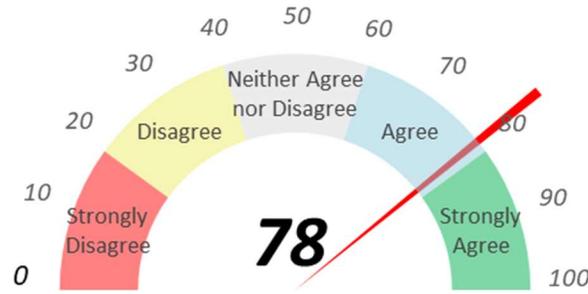
Results on Survey Items Asking for Level of Agreement/Disagreement with “I” Statements About Student Experience Around Equity and Inclusion

Figure 11. Relative Frequency of Agree/Disagree Responses



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Level of agreement with the statement: 'I feel valued as an individual at Merritt.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	7	19	112	239	215	592
Percent	1.2%	3.2%	18.9%	40.4%	36.3%	100.0%

Summary and analysis of responses converted to a scale from 0 to 100, where 0 = Strongly Disagree and 100 = Strongly Agree.

Overall	N	Mean	Std. Dev.
	585	77.78	20.5807

Gender Identity	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	438	79.17	20.183	73.64	21.262	-2.762	294	0.006
Male	117	76.28	20.195	78.15	20.519	0.893	234	0.373
Alt. Resp.	30	63.33	22.489	78.56	20.345	3.629	60	0.001
Analysis of Variance (p-value):								0.000

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	149	77.52	19.440	77.87	20.801	0.186	298	0.852
Black/Afr.Amer.	105	80.48	20.796	77.19	20.380	-1.473	210	0.142
Latinx	141	78.19	19.560	77.65	20.738	-0.284	282	0.777
White	69	74.64	22.068	78.20	20.239	1.270	138	0.206
Decline/Other	31	80.65	22.089	77.62	20.363	-0.746	62	0.459
Multiple r/e	90	75.83	21.997	78.13	20.174	0.923	180	0.357
Analysis of Variance (p-value):								0.264

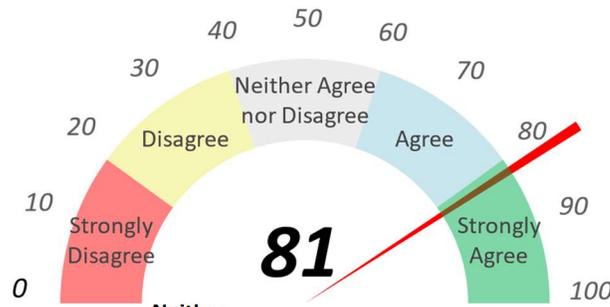
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	47	73.40	20.460	77.65	20.454	1.364	51	0.179
18-20	120	77.71	17.986	77.20	21.092	-0.264	240	0.792
21-24	90	76.39	21.968	77.47	20.179	0.437	180	0.663
25-34	158	78.01	22.102	77.05	19.845	-0.478	316	0.633
35-44	103	78.64	20.234	77.02	20.502	-0.735	206	0.463
45+	64	80.47	20.153	76.92	20.492	-1.327	128	0.187
Analysis of Variance (p-value):								0.583

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	372	79.17	19.237	75.35	22.581	-2.072	426	0.039
English Only	213	75.35	22.581					

Merritt College puts students first. Through our rich educational programs, we foster a culture of equity and inclusion that empowers students to achieve their greatest potential and make meaningful contributions to their respective communities and our global society.



Level of agreement with the statement: 'I am treated fairly and equitably in classrooms and classroom settings.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	7	7	83	252	241	590
Percent	1.2%	1.2%	14.1%	42.7%	40.8%	100.0%

Summary and analysis of responses converted to a scale from 0 to 100.

Overall	N	Mean	Std. Dev.
	583	81.17	18.4340

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	437	82.27	18.082	77.91	19.548	-2.374	292	0.018
Male	116	78.45	18.910	81.85	18.335	1.746	232	0.082
Alt. Resp.	30	75.83	20.218	81.46	18.353	1.493	60	0.141

Analysis of Variance (p-value): 0.005

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	150	78.00	18.300	82.27	18.501	2.459	300	0.015
Black/Afr.Amer.	105	83.33	18.235	80.70	18.496	-1.336	210	0.183
Latinx	141	82.09	18.738	80.88	18.357	-0.671	282	0.503
White	67	80.97	16.905	81.20	18.650	0.104	134	0.917
Decline/Other	31	85.48	17.998	80.93	18.475	-1.368	62	0.176
Multiple r/e	89	81.18	19.321	81.17	18.292	-0.003	178	0.998

Analysis of Variance (p-value): 0.323

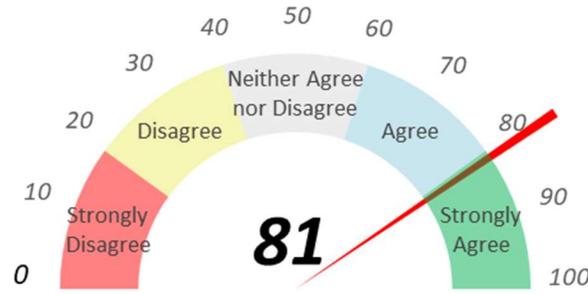
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	47	77.13	17.155	81.02	18.563	1.480	51	0.145
18-20	121	81.61	16.384	80.47	18.990	-0.662	242	0.509
21-24	90	82.22	18.830	80.43	18.380	-0.835	180	0.405
25-34	156	81.09	20.354	80.56	17.753	-0.286	312	0.775
35-44	103	80.10	17.973	80.83	18.551	0.375	206	0.708
45+	63	83.33	18.513	80.38	18.441	-1.194	126	0.235

Analysis of Variance (p-value): 0.521

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	372	81.25	18.527	81.04	18.312	-0.131	422	0.896
English Only	211	81.04	18.312					



Level of agreement with the statement: 'I am treated with respect at Merritt.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	7	13	80	255	235	590
Percent	1.2%	2.2%	13.6%	43.2%	39.8%	100.0%

Summary and analysis of responses converted to a scale from 0 to 100, where 0 = Strongly Disagree and 100 = Strongly Agree.

Overall	N	Mean	Std. Dev.
	583	80.53	19.0647

Gender Identity	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	436	81.71	18.937	77.04	19.327	-2.545	294	0.011
Male	117	78.21	18.725	81.12	19.113	1.497	234	0.136
Alt. Resp.	30	72.50	20.075	80.97	18.979	2.256	60	0.028
Analysis of Variance (p-value):								0.002

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	149	78.36	18.069	81.28	19.367	1.672	298	0.096
Black/Afr.Amer.	104	81.01	20.460	80.43	18.726	-0.267	208	0.790
Latinx	142	82.57	18.352	79.88	19.256	-1.504	284	0.134
White	67	81.72	17.722	80.38	19.206	-0.576	134	0.566
Decline/Other	31	81.45	20.379	80.48	18.960	-0.259	62	0.796
Multiple r/e	90	79.17	20.612	80.78	18.748	0.693	180	0.490
Analysis of Variance (p-value):								0.445

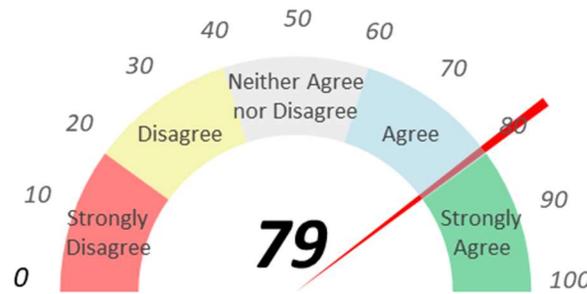
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	46	75.54	17.865	80.63	19.136	1.844	50	0.071
18-20	121	79.55	17.678	80.41	19.391	0.470	242	0.639
21-24	89	81.18	17.790	80.06	19.260	-0.539	178	0.590
25-34	160	80.16	21.736	80.26	18.014	0.054	320	0.957
35-44	103	81.55	18.177	79.95	19.220	-0.805	206	0.422
45+	62	84.27	18.239	79.75	19.130	-1.836	124	0.069
Analysis of Variance (p-value):								0.368

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	371	81.13	18.227	79.48	20.450	-0.975	424	0.330
English Only	212	79.48	20.450					

Merritt College puts students first. Through our rich educational programs, we foster a culture of equity and inclusion that empowers students to achieve their greatest potential and make meaningful contributions to their respective communities and our global society.



Level of agreement with the statement: 'Merritt has a strong commitment to diversity, equity, and inclusion.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	4	6	118	246	220	594
Percent	0.7%	1.0%	19.9%	41.4%	37.0%	100.0%

Overall	N	Mean	Std. Dev.
	590	78.81	19.2239

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	443	79.97	18.746	75.34	20.271	-2.442	294	0.015
Male	117	77.78	19.359	79.07	19.068	0.648	234	0.517
Alt. Resp.	30	65.83	21.257	79.51	19.012	3.451	60	0.001

Analysis of Variance (p-value): 0.000

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	149	78.36	17.354	78.97	19.725	0.359	298	0.719
Black/Afr.Amer.	108	81.48	19.744	78.22	18.987	-1.564	216	0.119
Latinx	142	79.93	18.651	78.46	19.276	-0.812	284	0.418
White	68	76.47	18.769	79.12	19.172	1.092	136	0.277
Decline/Other	31	80.65	21.124	78.71	19.015	-0.498	62	0.620
Multiple r/e	92	75.82	21.754	79.37	18.641	1.470	184	0.143

Analysis of Variance (p-value): 0.114

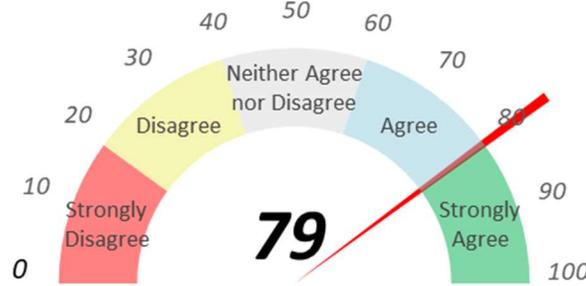
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	47	76.60	16.814	78.50	19.326	0.735	51	0.466
18-20	121	78.51	17.171	78.30	19.630	-0.115	242	0.909
21-24	91	78.57	19.920	78.31	18.981	-0.117	182	0.907
25-34	158	79.11	20.320	78.07	18.689	-0.566	316	0.572
35-44	104	80.05	20.127	77.98	18.912	-0.959	208	0.338
45+	66	78.03	19.863	78.39	19.033	0.138	132	0.890

Analysis of Variance (p-value): 0.972

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	374	80.28	18.503	76.27	20.205	-2.393	432	0.017
English Only	216	76.27	20.205					



Level of agreement with the statement: 'My experience at Merritt has had a positive influence on my academic growth.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	5	14	80	284	207	590
Percent	0.8%	2.4%	13.6%	48.1%	35.1%	100.0%

Overall	N	Mean	Std. Dev.
	585	79.23	18.6856

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	440	79.77	18.865	77.59	18.191	-1.244	290	0.215
Male	115	78.48	17.487	79.41	18.994	0.506	230	0.613
Alt. Resp.	30	74.17	20.218	79.50	18.615	1.414	60	0.163

Analysis of Variance (p-value): 0.059

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	150	75.67	18.076	80.46	18.912	2.767	300	0.006
Black/Afr.Amer.	106	79.48	18.834	79.18	18.667	-0.151	212	0.880
Latinx	140	81.25	18.757	78.60	18.679	-1.462	280	0.145
White	67	83.21	17.072	78.72	18.908	-2.001	134	0.047
Decline/Other	31	83.06	16.313	79.02	18.831	-1.333	62	0.187
Multiple r/e	91	77.47	20.431	79.55	18.378	0.907	182	0.366

Analysis of Variance (p-value): 0.032

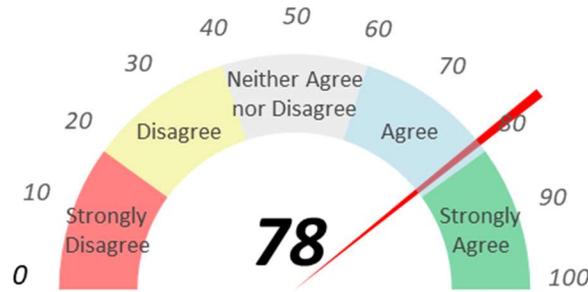
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	47	73.40	16.814	79.23	18.862	2.254	51	0.029
18-20	120	79.17	17.252	78.66	19.071	-0.283	240	0.778
21-24	90	78.06	20.808	78.89	18.314	0.356	180	0.722
25-34	157	80.57	18.691	78.10	18.700	-1.420	314	0.156
35-44	103	77.43	19.338	79.05	18.561	0.776	206	0.438
45+	65	84.23	17.438	78.08	18.855	-2.658	130	0.009

Analysis of Variance (p-value): 0.039

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	372	79.50	18.581	78.76	18.902	-0.463	426	0.644
English Only	213	78.76	18.902					



Level of agreement with the statement: 'I have opportunities at Merritt for academic success that are similar to those of my peers.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	5	19	98	266	206	594
Percent	0.8%	3.2%	16.5%	44.8%	34.7%	100.0%

Overall	N	Mean	Std. Dev.
	589	77.97	19.8763

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	441	79.08	19.665	74.66	19.940	-2.341	296	0.020
Male	118	76.91	19.654	78.24	19.754	0.657	236	0.512
Alt. Resp.	30	65.83	20.218	78.62	19.708	3.380	60	0.001

Analysis of Variance (p-value): 0.001

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	150	75.83	17.237	78.70	20.587	1.671	300	0.096
Black/Afr.Amer.	107	80.84	20.483	77.33	19.568	-1.615	214	0.108
Latinx	142	79.75	19.049	77.40	19.952	-1.265	284	0.207
White	69	76.45	20.953	78.17	19.572	0.647	138	0.519
Decline/Other	31	82.26	20.609	77.73	19.685	-1.193	62	0.238
Multiple r/e	90	75.00	22.796	78.51	19.182	1.374	180	0.171

Analysis of Variance (p-value): 0.086

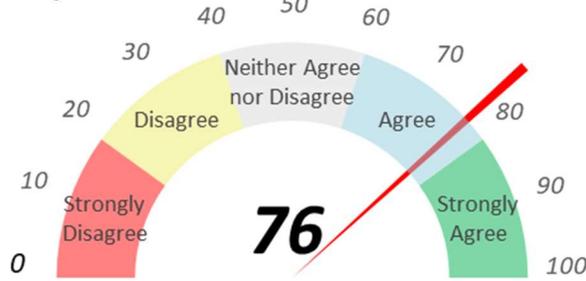
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	47	75.00	14.744	77.72	20.167	1.174	51	0.246
18-20	121	77.07	19.522	77.62	19.789	0.276	242	0.783
21-24	91	79.12	20.838	77.21	19.532	-0.813	182	0.418
25-34	159	78.62	20.829	77.09	19.329	-0.803	318	0.422
35-44	104	75.96	19.683	77.84	19.745	0.880	208	0.380
45+	64	81.25	20.412	77.05	19.651	-1.561	128	0.121

Analysis of Variance (p-value): 0.574

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	375	78.93	18.085	76.29	22.624	-1.466	428	0.143
English Only	214	76.29	22.624					



Level of agreement with the statement: 'I feel I belong at Merritt.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	5	15	146	218	200	584
Percent	0.9%	2.6%	25.0%	37.3%	34.2%	100.0%

Overall	N	Mean	Std. Dev.
	579	76.04	20.9270

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	432	77.49	20.319	71.77	22.608	-2.717	294	0.007
Male	116	73.49	22.431	76.67	20.517	1.389	232	0.166
Alt. Resp.	31	65.32	20.080	76.64	20.947	3.046	62	0.003
Analysis of Variance (p-value):								0.001

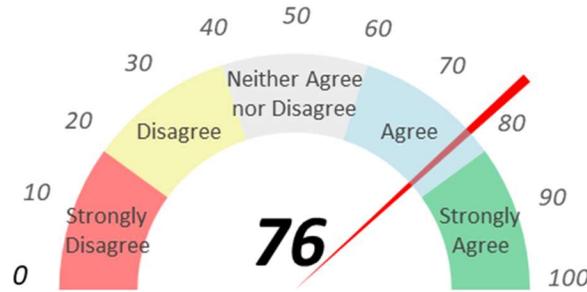
Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	147	72.11	21.405	77.37	20.729	2.596	294	0.010
Black/Afr.Amer.	106	79.01	22.661	75.37	20.506	-1.520	212	0.130
Latinx	137	78.47	18.733	75.28	21.572	-1.675	274	0.095
White	66	75.38	20.330	76.12	20.974	0.278	132	0.781
Decline/Other	31	78.23	21.156	75.91	20.886	-0.593	62	0.556
Multiple r/e	92	75.00	20.966	76.23	20.888	0.517	184	0.606
Analysis of Variance (p-value):								0.122

Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	47	67.55	19.445	76.22	21.029	2.910	51	0.005
18-20	121	75.00	19.896	75.66	21.166	0.318	242	0.751
21-24	91	75.00	21.731	75.61	20.746	0.249	182	0.803
25-34	156	76.76	22.018	75.06	20.488	-0.841	312	0.401
35-44	98	78.57	20.932	74.90	20.894	-1.585	196	0.115
45+	63	78.97	18.625	75.10	21.178	-1.533	126	0.128
Analysis of Variance (p-value):								0.066

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	366	76.64	20.035	75.00	22.387	-0.883	426	0.378
English Only	213	75.00	22.387					



Level of agreement with the statement: 'Merritt is a place where I am able to perform up to my full potential.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	6	17	124	258	189	594
Percent	1.0%	2.9%	20.9%	43.4%	31.8%	100.0%

Overall	N	Mean	Std. Dev.
	588	76.32	20.0979

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	441	77.83	19.523	71.77	21.710	-3.007	294	0.003
Male	116	73.49	20.132	77.01	20.054	1.689	232	0.093
Alt. Resp.	31	65.32	23.872	76.93	19.858	2.657	62	0.010

Analysis of Variance (p-value): 0.000

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	149	73.15	18.855	77.39	20.482	2.318	298	0.021
Black/Afr.Amer.	107	79.44	20.551	75.62	19.963	-1.746	214	0.082
Latinx	142	77.82	19.088	75.84	20.382	-1.057	284	0.292
White	68	76.47	20.662	76.30	19.992	-0.065	136	0.948
Decline/Other	30	80.00	22.167	76.12	19.957	-0.938	60	0.352
Multiple r/e	92	74.18	21.436	76.71	19.816	1.051	184	0.294

Analysis of Variance (p-value): 0.064

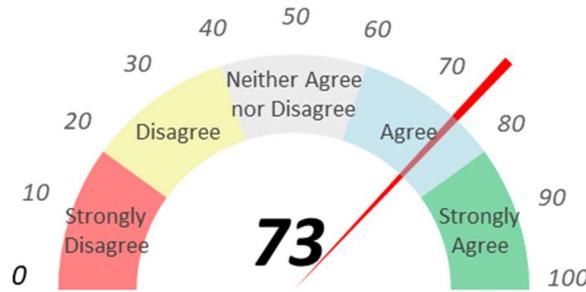
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	47	67.55	21.439	76.57	19.951	2.781	51	0.008
18-20	121	76.86	18.865	75.59	20.382	-0.649	242	0.517
21-24	91	76.65	19.294	75.70	20.212	-0.426	182	0.671
25-34	157	77.55	20.449	75.23	19.932	-1.223	314	0.222
35-44	104	75.24	20.162	75.98	20.050	0.340	208	0.734
45+	65	79.23	20.525	75.43	20.013	-1.412	130	0.160

Analysis of Variance (p-value): 0.055

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	374	76.80	19.158	75.47	21.663	-0.751	428	0.453
English Only	214	75.47	21.663					



Level of agreement with the statement: 'Merritt provides sufficient programs and resources to foster the success of a diverse student body.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	7	16	164	242	161	590
Percent	1.2%	2.7%	27.8%	41.0%	27.3%	100.0%

Overall	N	Mean	Std. Dev.
	583	73.50	20.3834

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	437	74.54	20.594	70.38	19.392	-2.212	292	0.028
Male	115	72.61	19.583	73.72	20.467	0.539	230	0.590
Alt. Resp.	31	62.10	16.920	74.14	20.482	3.809	62	0.000
Analysis of Variance (p-value):								0.001

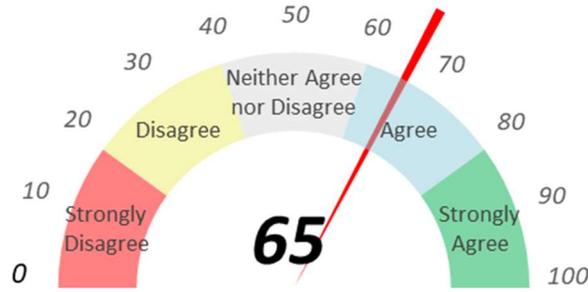
Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	148	71.62	19.702	74.14	20.494	1.328	296	0.185
Black/Afr.Amer.	107	77.34	22.396	72.64	19.820	-2.002	214	0.047
Latinx	140	75.71	17.727	72.80	21.104	-1.617	280	0.107
White	68	71.32	21.277	73.79	20.163	0.903	136	0.368
Decline/Other	30	76.67	20.692	73.33	20.271	-0.862	60	0.392
Multiple r/e	90	69.17	21.217	74.29	20.124	2.123	180	0.035
Analysis of Variance (p-value):								0.013

Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	46	72.28	16.856	73.09	20.587	0.306	50	0.761
18-20	121	75.00	19.365	72.51	20.536	-1.243	242	0.215
21-24	89	70.79	22.998	73.43	19.805	1.019	178	0.310
25-34	156	74.52	19.566	72.48	20.558	-1.098	312	0.273
35-44	103	72.09	21.092	73.23	20.121	0.503	206	0.616
45+	65	74.23	21.637	72.88	20.124	-0.479	130	0.633
Analysis of Variance (p-value):								0.506

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	368	74.46	18.993	71.86	22.517	-1.421	430	0.156
English Only	215	71.86	22.517					



Level of agreement with the statement: 'I have found one or more communities or groups where I feel I belong at Merritt.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	18	56	238	157	121	590
Percent	3.1%	9.5%	40.3%	26.6%	20.5%	100.0%

Overall	N	Mean	Std. Dev.
	572	64.99	23.1902

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	433	66.57	22.909	60.07	24.065	-2.802	278	0.005
Male	112	63.17	23.481	65.43	23.119	0.918	224	0.359
Alt. Resp.	27	47.22	18.777	65.87	23.409	4.973	54	0.000

Analysis of Variance (p-value): 0.000

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	145	62.93	20.221	65.69	24.198	1.348	290	0.179
Black/Afr.Amer.	104	71.39	22.689	63.57	23.302	-3.166	208	0.002
Latinx	141	66.49	22.723	64.50	23.343	-0.896	282	0.371
White	65	61.15	25.012	65.48	22.957	1.326	130	0.187
Decline/Other	31	73.39	24.097	64.51	23.138	-1.999	62	0.050
Multiple r/e	86	58.14	24.983	66.20	22.873	2.793	172	0.006

Analysis of Variance (p-value): 0.000

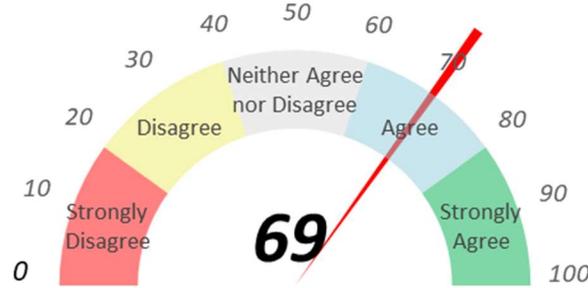
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	46	60.87	19.474	64.83	23.515	1.299	50	0.200
18-20	118	66.10	22.054	64.10	23.485	-0.868	236	0.386
21-24	85	61.18	24.853	65.09	22.900	1.356	170	0.177
25-34	155	64.84	24.291	64.39	22.781	-0.200	310	0.841
35-44	100	67.50	22.891	63.88	23.254	-1.434	200	0.153
45+	65	66.15	22.721	64.30	23.250	-0.618	130	0.538

Analysis of Variance (p-value): 0.440

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	364	65.32	22.513	64.42	24.374	-0.433	416	0.665
English Only	208	64.42	24.374					



Level of agreement with the statement: 'At Merritt, my instructors have high expectations of me.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	73	25	152	256	85	591
Percent	12.4%	4.2%	25.7%	43.3%	14.4%	100.0%

Overall	N	Mean	Std. Dev.
	518	69.35	19.3766

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	383	69.32	19.282	69.44	19.644	0.063	270	0.950
Male	105	70.24	20.829	69.13	19.007	-0.496	210	0.620
Alt. Resp.	30	66.67	15.162	69.52	19.635	0.981	60	0.331

Analysis of Variance (p-value): 0.552

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	138	67.57	18.720	70.00	19.614	1.288	276	0.199
Black/Afr.Amer.	89	72.19	21.794	68.76	18.874	-1.380	178	0.169
Latinx	115	71.52	16.519	68.73	20.191	-1.515	230	0.131
White	65	68.46	19.404	69.48	19.372	0.396	130	0.693
Decline/Other	28	67.86	21.362	69.44	19.263	0.383	56	0.703
Multiple r/e	83	67.47	20.562	69.71	19.150	0.920	166	0.359

Analysis of Variance (p-value): 0.300

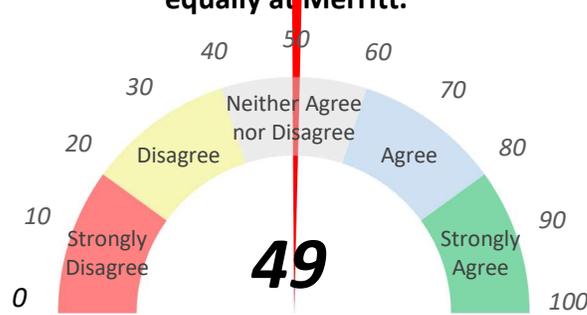
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	44	66.48	20.133	69.30	19.306	0.894	48	0.376
18-20	110	68.18	18.520	69.30	19.607	0.556	220	0.579
21-24	80	73.13	19.799	68.32	19.299	-2.003	160	0.047
25-34	141	68.62	19.911	69.23	19.176	0.315	282	0.753
35-44	86	67.15	18.889	69.44	19.473	1.023	172	0.308
45+	55	73.64	18.892	68.52	19.434	-1.893	110	0.061

Analysis of Variance (p-value): 0.147

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	326	69.10	18.750	69.79	20.439	0.386	384	0.700
English Only	192	69.79	20.439					



Level of agreement with the statement: 'I have to work harder than others to be valued equally at Merritt.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	132	175	172	66	46	591
Percent	22.3%	29.6%	29.1%	11.2%	7.8%	100.0%

Overall	N	Mean	Std. Dev.
	459	48.91	24.1384

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	338	48.82	24.174	49.17	24.131	0.138	242	0.890
Male	94	49.73	23.899	48.70	24.230	-0.373	188	0.710
Alt. Resp.	27	47.22	25.318	49.02	24.090	0.359	54	0.721

Analysis of Variance (p-value): 0.819

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	132	50.39	23.708	48.32	24.346	-0.839	264	0.402
Black/Afr.Amer.	86	49.13	24.985	48.86	23.973	-0.089	172	0.929
Latinx	105	47.62	23.133	49.30	24.468	0.644	210	0.520
White	48	45.83	23.820	49.27	24.202	0.945	96	0.347
Decline/Other	21	51.19	29.022	48.80	23.929	-0.371	42	0.713
Multiple r/e	67	49.25	24.607	48.85	24.086	-0.123	134	0.902

Analysis of Variance (p-value): 0.838

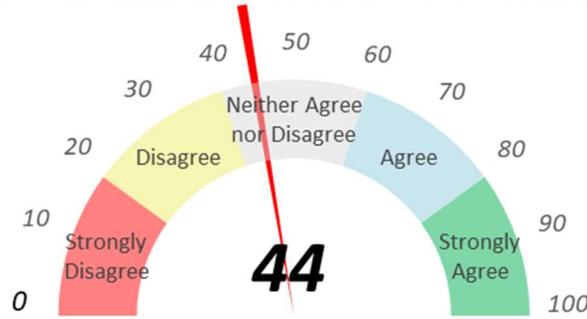
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	41	41.46	19.851	49.52	24.585	2.424	45	0.019
18-20	93	50.27	23.165	48.43	24.416	-0.675	186	0.500
21-24	69	48.55	23.827	48.85	24.222	0.096	138	0.924
25-34	120	49.18	24.222	48.67	24.141	-0.195	240	0.845
35-44	81	50.62	24.678	48.42	24.052	-0.732	162	0.465
45+	53	50.47	27.947	48.59	23.668	-0.470	106	0.640

Analysis of Variance (p-value): 0.531

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	299	48.83	24.371	49.06	23.773	0.098	320	0.922
English Only	160	49.06	23.773					



Level of agreement with the statement: 'I feel others don't value my opinions at Merritt.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	201	200	119	37	36	593
Percent	33.9%	33.7%	20.1%	6.2%	6.1%	100.0%

Overall	N	Mean	Std. Dev.
	392	44.20	23.9843

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	288	43.58	24.293	45.91	23.192	0.870	208	0.385
Male	77	47.08	23.288	43.49	24.175	-1.202	154	0.231
Alt. Resp.	27	42.59	22.802	44.32	24.089	0.377	54	0.707

Analysis of Variance (p-value): 0.517

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	118	43.01	24.435	44.71	23.813	0.637	236	0.525
Black/Afr.Amer.	64	48.83	25.754	43.29	23.658	-1.593	128	0.114
Latinx	88	44.03	23.055	44.24	24.274	0.074	176	0.941
White	41	40.24	22.275	44.66	24.202	1.190	82	0.238
Decline/Other	18	51.39	29.044	43.85	23.758	-1.084	36	0.286
Multiple r/e	63	42.46	21.829	44.53	24.416	0.676	126	0.501

Analysis of Variance (p-value): 0.328

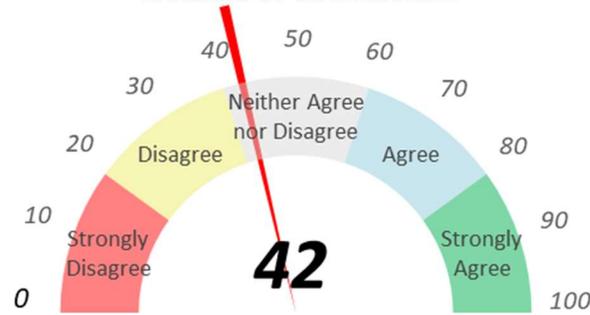
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	36	39.58	21.856	44.59	24.217	1.297	40	0.202
18-20	80	44.69	24.422	43.99	23.892	-0.229	160	0.819
21-24	58	43.97	23.089	44.16	24.159	0.059	116	0.953
25-34	107	46.26	25.653	43.33	23.380	-1.031	214	0.304
35-44	70	45.36	23.810	43.87	24.042	-0.474	140	0.636
45+	40	40.63	22.423	44.53	24.180	1.035	80	0.304

Analysis of Variance (p-value): 0.426

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	257	43.87	24.485	44.81	23.078	0.376	270	0.707
English Only	135	44.81	23.078					



Level of agreement with the statement: 'I have considered leaving Merritt because I felt isolated or unwelcome.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	265	202	62	31	34	594
Percent	44.6%	34.0%	10.4%	5.2%	5.7%	100.0%

Overall	N	Mean	Std. Dev.
	329	42.17	25.3314

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	240	42.40	26.315	41.57	22.822	-0.278	178	0.781
Male	68	42.65	23.284	42.05	25.913	-0.184	136	0.854
Alt. Resp.	21	38.10	20.339	42.45	25.713	0.932	42	0.357

Analysis of Variance (p-value): 0.804

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	101	41.58	24.819	42.43	25.614	0.284	202	0.777
Black/Afr.Amer.	56	45.98	28.114	41.39	24.807	-1.135	112	0.259
Latinx	74	44.93	25.502	41.37	25.332	-1.059	148	0.291
White	27	36.11	20.016	42.72	25.848	1.599	54	0.116
Decline/Other	18	48.61	33.729	41.80	24.886	-0.843	36	0.405
Multiple r/e	53	36.32	21.126	43.30	26.185	2.113	106	0.037

Analysis of Variance (p-value): 0.507

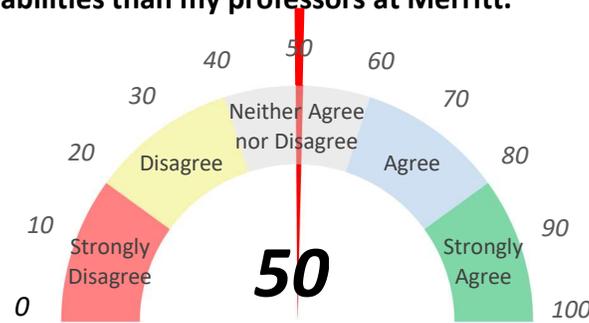
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	30	35.83	16.973	42.73	26.212	1.998	33	0.054
18-20	69	44.20	25.777	41.54	25.262	-0.766	138	0.445
21-24	55	42.27	25.852	42.06	25.273	-0.055	110	0.956
25-34	87	44.54	27.340	41.22	24.662	-0.997	174	0.320
35-44	56	41.07	24.968	42.31	25.452	0.336	112	0.737
45+	31	39.52	25.637	42.37	25.342	0.590	62	0.558

Analysis of Variance (p-value): 0.443

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	219	42.12	25.413	42.27	25.284	0.050	220	0.960
English Only	110	42.27	25.284					



Level of agreement with the statement: 'I have a different perception of my academic abilities than my professors at Merritt.'



	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree	Total
Count	53	136	292	86	24	591
Percent	9.0%	23.0%	49.4%	14.6%	4.1%	100.0%

Overall	N	Mean	Std. Dev.
	538	49.77	19.3227

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	400	49.50	19.617	50.54	18.389	0.564	276	0.574
Male	107	49.30	18.952	49.89	19.389	0.286	214	0.775
Alt. Resp.	31	54.84	16.355	49.46	19.483	-1.757	62	0.084

Analysis of Variance (p-value): 0.413

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	139	48.03	19.961	50.38	19.073	1.208	278	0.228
Black/Afr.Amer.	94	50.53	17.953	49.61	19.588	-0.446	188	0.656
Latinx	131	49.81	18.733	49.76	19.486	-0.028	262	0.978
White	61	47.13	19.418	50.11	19.288	1.128	122	0.262
Decline/Other	27	46.30	20.456	49.95	19.241	0.908	54	0.368
Multiple r/e	86	54.65	19.745	48.84	19.218	-2.512	172	0.013

Analysis of Variance (p-value): 0.049

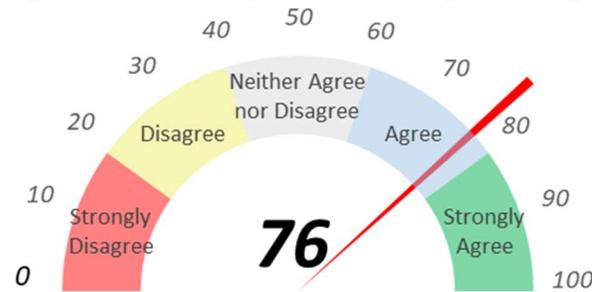
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	46	45.11	15.474	50.10	19.660	2.041	50	0.047
18-20	112	50.22	17.273	49.53	19.836	-0.364	224	0.716
21-24	82	49.39	21.146	49.73	18.971	0.135	164	0.893
25-34	145	51.04	19.498	49.17	19.230	-0.990	290	0.323
35-44	95	50.00	19.638	49.61	19.231	-0.178	190	0.859
45+	57	49.56	22.406	49.69	18.935	0.042	114	0.967

Analysis of Variance (p-value): 0.400

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	350	48.93	19.586	51.33	18.775	1.391	376	0.165
English Only	188	51.33	18.775					



Agreement Score (combines all agree/disagree items)



Overall	N	Mean	Std. Dev.
	593	76.05	15.2321

Results by Gender Identity

	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	444	77.16	14.988	72.72	15.755	-3.013	298	0.003
Male	118	74.55	15.387	76.42	15.130	1.186	236	0.237
Alt. Resp.	31	65.77	14.197	76.61	15.235	4.124	62	0.000
Analysis of Variance (p-value):								0.000

Results by Race/Ethnicity

	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	150	73.92	14.107	76.77	15.544	2.085	300	0.038
Black/Afr.Amer.	108	78.71	16.188	75.45	14.956	-1.919	216	0.056
Latinx	142	77.88	14.787	75.47	15.305	-1.679	284	0.094
White	69	75.18	14.560	76.16	15.262	0.522	138	0.602
Decline/Other	31	79.05	15.626	75.88	15.156	-1.102	62	0.275
Multiple r/e	93	73.23	16.184	76.57	14.994	1.848	186	0.066
Analysis of Variance (p-value):								0.012

Results by Age Range

	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	47	71.53	12.312	75.93	15.428	2.302	51	0.025
18-20	121	76.01	14.541	75.47	15.345	-0.359	242	0.720
21-24	91	75.84	15.395	75.54	15.142	-0.174	182	0.862
25-34	160	76.38	16.302	75.29	14.766	-0.738	320	0.461
35-44	104	76.21	15.476	75.45	15.118	-0.456	208	0.649
45+	67	77.82	14.833	75.30	15.225	-1.309	134	0.193
Analysis of Variance (p-value):								0.460

Results by Family/Home Language Status

	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	376	76.75	14.372	74.83	16.582	-1.420	434	0.156
English Only	217	74.83	16.582					

Table 4. Mean Response on Agree/Disagree Items Separated by Respondent Demographics

Demographic Group	Instructor Expectations	Treated fairly	Respect	I belong	Opinion not valued	Valued as person	Different perception	Isolated/unwelcome	Community groups	Equal opportunities	Unequal Standards	Strong commitment	Full potential	Sufficient prgrms/resrc	Positive influence
Overall	69.4	81.2	80.5	76.0	44.2	77.8	49.8	42.2	65.0	78.0	48.9	78.8	76.3	73.5	79.2
Female	69.3	82.3	81.7	77.5	43.6	79.2	49.5	42.4	66.6	79.1	48.8	80.0	77.8	74.5	79.8
Male	70.2	78.4	78.2	73.5	47.1	76.3	49.3	42.6	63.2	76.9	49.7	77.8	73.5	72.6	78.5
Alt. Resp.	66.7	75.8	72.5	65.3	42.6	63.3	54.8	38.1	47.2	65.8	47.2	65.8	65.3	62.1	74.2
Asian	67.6	78.0	78.4	72.1	43.0	77.5	48.0	41.6	62.9	75.8	50.4	78.4	73.2	71.6	75.7
Black/Afr.Amer.	72.2	83.3	81.0	79.0	48.8	80.5	50.5	46.0	71.4	80.8	49.1	81.5	79.4	77.3	79.5
Latinx	71.5	82.1	82.6	78.5	44.0	78.2	49.8	44.9	66.5	79.8	47.6	79.9	77.8	75.7	81.3
White	68.5	81.0	81.7	75.4	40.2	74.6	47.1	36.1	61.2	76.4	45.8	76.5	76.5	71.3	83.2
Decline/Other	67.9	85.5	81.5	78.2	51.4	80.6	46.3	48.6	73.4	82.3	51.2	80.6	80.0	76.7	83.1
Multiple r/e	67.5	81.2	79.2	75.0	42.5	75.8	54.7	36.3	58.1	75.0	49.3	75.8	74.2	69.2	77.5
Under 18	66.5	77.1	75.5	67.6	39.6	73.4	45.1	35.8	60.9	75.0	41.5	76.6	67.6	72.3	73.4
18-20	68.2	81.6	79.5	75.0	44.7	77.7	50.2	44.2	66.1	77.1	50.3	78.5	76.9	75.0	79.2
21-24	73.1	82.2	81.2	75.0	44.0	76.4	49.4	42.3	61.2	79.1	48.6	78.6	76.6	70.8	78.1
25-34	68.6	81.1	80.2	76.8	46.3	78.0	51.0	44.5	64.8	78.6	49.2	79.1	77.5	74.5	80.6
35-44	67.2	80.1	81.6	78.6	45.4	78.6	50.0	41.1	67.5	76.0	50.6	80.0	75.2	72.1	77.4
45+	73.6	83.3	84.3	79.0	40.6	80.5	49.6	39.5	66.2	81.3	50.5	78.0	79.2	74.2	84.2
FHLOE	69.1	81.3	81.1	76.6	43.9	79.2	48.9	42.1	65.3	78.9	48.8	80.3	76.8	74.5	79.5
English Only	69.8	81.0	79.5	75.0	44.8	75.4	51.3	42.3	64.4	76.3	49.1	76.3	75.5	71.9	78.8

Avg (mean) rating **HIGHER*** than comparison group

Avg (mean) rating **LOWER*** than comparison group

* Welch's Two-Sample t-test ($\alpha=.05$) comparing indicated group to all other respondents



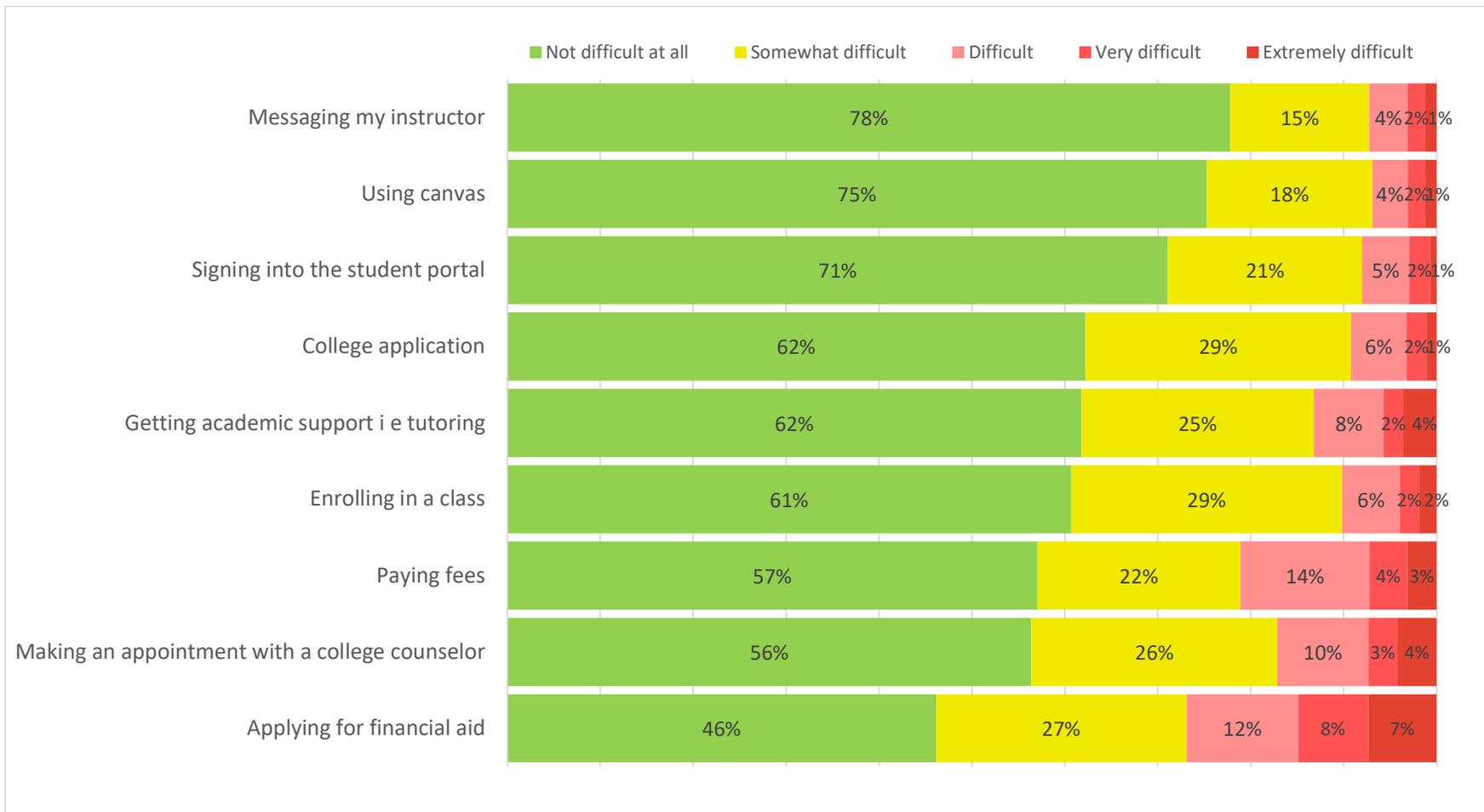
Results on Items Asking Respondents to Rate Level of Difficulty Accessing or Utilizing Systems and Services



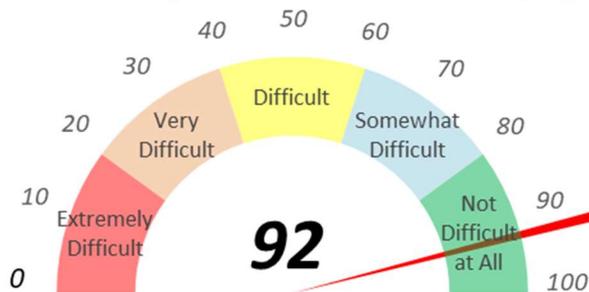
Equity Climate Survey

Fall 2021

Figure 12. Relative Frequency of Responses Indicating Level of Difficulty with College Services



Level of difficulty encountered with Messaging instructor



	Extremely difficult	Very difficult	Difficult	Somewhat difficult	Not difficult at all	Total
Count	7	11	24	86	449	577
Percent	1.2%	1.9%	4.2%	14.9%	77.8%	100.0%

Overall	N	Mean	Std. Dev.
	577	91.55	18.8395

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	430	93.49	15.776	85.88	27.542	-3.174	294	0.002
Male	116	84.91	26.556	93.22	16.815	3.211	232	0.002
Alt. Resp.	31	89.52	17.998	91.67	18.818	0.646	62	0.521

Analysis of Variance (p-value): 0.000

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	147	90.48	19.482	91.92	18.531	0.784	294	0.433
Black/Afr. Amer.	104	92.31	18.459	91.38	18.843	-0.460	208	0.646
Latinx	138	91.49	19.458	91.57	18.558	0.046	276	0.963
White	67	90.67	19.382	91.67	18.694	0.397	134	0.692
Decline/Other	31	95.97	11.359	91.30	19.194	-2.122	62	0.038
Multiple r/e	90	91.67	19.109	91.53	18.711	-0.063	180	0.950

Analysis of Variance (p-value): 0.755

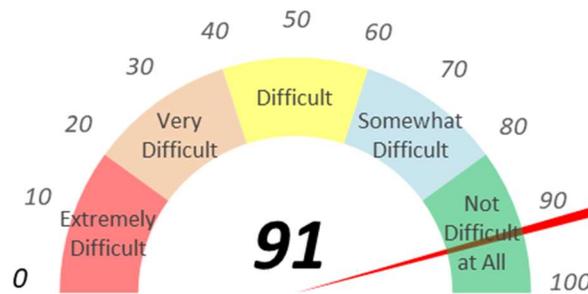
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	44	90.34	16.368	91.14	18.972	0.305	48	0.761
18-20	119	90.55	20.061	91.21	18.439	0.328	238	0.743
21-24	90	92.78	17.675	90.76	18.976	-0.983	180	0.327
25-34	155	90.81	20.548	91.17	18.122	0.196	310	0.845
35-44	101	93.07	14.628	90.65	19.653	-1.413	202	0.159
45+	65	91.92	21.699	90.97	18.402	-0.340	130	0.734

Analysis of Variance (p-value): 0.918

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	367	92.17	17.579	90.48	20.861	-0.990	420	0.323
English Only	210	90.48	20.861					



Level of difficulty encountered with Using Canvas



	Extremely difficult	Very difficult	Difficult	Somewhat difficult	Not difficult at all	Total
Count	7	11	22	103	435	578
Percent	1.2%	1.9%	3.8%	17.8%	75.3%	100.0%

Overall	N	Mean	Std. Dev.
	578	91.00	18.8246

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	431	91.42	17.849	89.80	20.974	-0.838	294	0.403
Male	116	89.22	22.895	91.45	17.576	0.977	232	0.329
Alt. Resp.	31	91.94	14.982	90.95	18.851	-0.351	62	0.727

Analysis of Variance (p-value): 0.524

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	147	91.33	19.332	90.89	18.409	-0.237	294	0.812
Black/Afr. Amer.	105	89.76	21.001	91.28	18.120	0.686	210	0.494
Latinx	135	92.96	14.536	90.41	19.895	-1.630	270	0.104
White	69	89.86	18.845	91.16	18.616	0.540	138	0.590
Decline/Other	31	94.35	12.433	90.81	18.995	-1.490	62	0.141
Multiple r/e	91	88.74	22.442	91.43	17.934	1.081	182	0.281

Analysis of Variance (p-value): 0.515

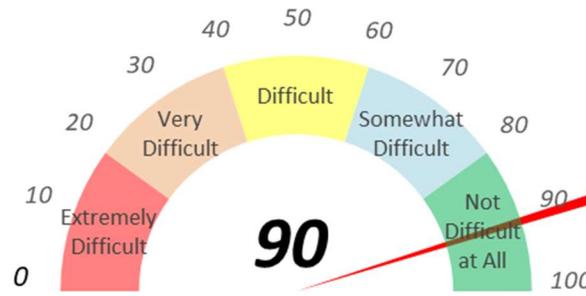
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	45	92.22	13.922	90.34	19.042	-0.844	49	0.403
18-20	117	92.52	15.834	89.97	19.357	-1.486	234	0.139
21-24	90	92.50	19.274	90.11	18.527	-1.086	180	0.279
25-34	155	91.94	16.350	89.95	19.484	-1.224	310	0.222
35-44	103	88.83	18.098	90.84	18.762	1.014	206	0.312
45+	65	86.15	29.656	91.03	17.248	1.299	130	0.196

Analysis of Variance (p-value): 0.059

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	366	92.14	16.904	89.03	21.647	-1.799	424	0.073
English Only	212	89.03	21.647					



Level of difficulty encountered with Signing into the Student Portal



	Extremely difficult	Very difficult	Difficult	Somewhat difficult	Not difficult at all	Total
Count	4	13	29	120	408	574
Percent	0.7%	2.3%	5.1%	20.9%	71.1%	100.0%

Overall	N	Mean	Std. Dev.
	574	89.85	18.7531

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	428	90.25	18.101	88.70	20.560	-0.808	292	0.420
Male	115	91.52	17.797	89.43	18.959	-1.110	230	0.268
Alt. Resp.	31	78.23	26.412	90.52	18.287	2.556	62	0.013
Analysis of Variance (p-value):								0.001

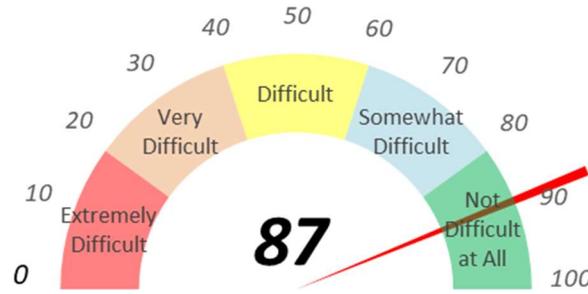
Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	145	90.69	17.166	89.57	19.254	-0.659	290	0.511
Black/Afr.Amer.	102	88.48	20.108	90.15	18.427	0.771	204	0.442
Latinx	138	91.67	18.456	89.28	18.812	-1.319	276	0.188
White	68	89.34	18.486	89.92	18.758	0.244	136	0.808
Decline/Other	29	92.24	13.535	89.72	19.002	-0.953	58	0.345
Multiple r/e	92	86.96	21.444	90.40	18.207	1.446	184	0.150
Analysis of Variance (p-value):								0.480

Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	45	90.56	17.908	89.27	18.796	-0.460	49	0.648
18-20	118	92.37	14.062	88.60	19.933	-2.366	236	0.019
21-24	90	90.56	18.579	89.15	18.753	-0.657	180	0.512
25-34	154	89.61	18.458	89.29	18.825	-0.186	308	0.853
35-44	99	88.89	19.634	89.47	18.537	0.272	198	0.786
45+	65	85.77	25.376	89.83	17.877	1.252	130	0.213
Analysis of Variance (p-value):								0.251

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	363	90.70	18.244	88.39	19.555	-1.401	422	0.162
English Only	211	88.39	19.555					



Level of difficulty encountered with the college application



	Extremely difficult	Very difficult	Difficult	Somewhat difficult	Not difficult at all	Total
Count	6	12	33	158	344	553
Percent	1.1%	2.2%	6.0%	28.6%	62.2%	100.0%

Overall	N	Mean	Std. Dev.
	553	87.16	19.8542

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	411	87.77	18.834	85.39	22.601	-1.130	284	0.259
Male	113	85.18	22.320	87.67	19.155	1.089	226	0.277
Alt. Resp.	29	86.21	23.704	87.21	19.586	0.225	58	0.823

Analysis of Variance (p-value): 0.453

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	140	85.71	19.697	87.65	19.837	1.004	280	0.316
Black/Afr.Amer.	101	90.10	18.735	86.50	20.040	-1.721	202	0.087
Latinx	133	85.53	21.367	87.68	19.306	1.035	266	0.301
White	64	88.67	19.885	86.96	19.791	-0.647	128	0.519
Decline/Other	30	85.83	22.441	87.24	19.650	0.335	60	0.739
Multiple r/e	85	87.94	17.933	87.02	20.141	-0.428	170	0.670

Analysis of Variance (p-value): 0.719

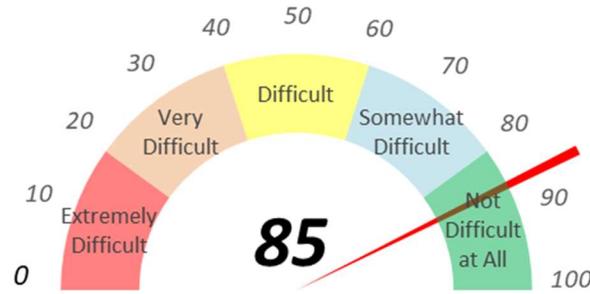
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	41	84.76	14.661	86.77	20.213	0.818	44	0.418
18-20	115	85.22	19.561	86.99	19.865	0.860	230	0.391
21-24	85	83.82	23.371	87.13	19.153	1.230	170	0.220
25-34	149	87.25	20.880	86.39	19.404	-0.439	298	0.661
35-44	99	91.16	16.096	85.63	20.609	-2.936	198	0.004
45+	61	89.75	20.604	86.23	19.702	-1.266	122	0.208

Analysis of Variance (p-value): 0.031

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	352	86.22	20.633	88.81	18.346	1.522	402	0.129
English Only	201	88.81	18.346					



Level of difficulty encountered with Getting academic support (i.e. tutoring)



	Extremely difficult	Very difficult	Difficult	Somewhat difficult	Not difficult at all	Total
Count	20	12	42	140	346	560
Percent	3.6%	2.1%	7.5%	25.0%	61.8%	100.0%

Overall	N	Mean	Std. Dev.
	560	84.82	24.3330

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	414	85.93	22.944	81.68	28.253	-1.638	292	0.103
Male	115	81.09	28.599	85.79	23.225	1.629	230	0.105
Alt. Resp.	31	83.87	24.621	84.88	24.311	0.221	62	0.826

Analysis of Variance (p-value): 0.232

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	144	84.03	25.709	85.10	23.850	0.438	288	0.662
Black/Afr.Amer.	104	86.54	19.989	84.43	25.318	-0.921	208	0.358
Latinx	133	85.34	24.256	84.66	24.351	-0.281	266	0.779
White	62	84.27	22.740	84.89	24.526	0.199	124	0.842
Decline/Other	30	88.33	26.042	84.62	24.231	-0.762	60	0.449
Multiple r/e	87	82.47	27.522	85.25	23.741	0.884	174	0.378

Analysis of Variance (p-value): 0.946

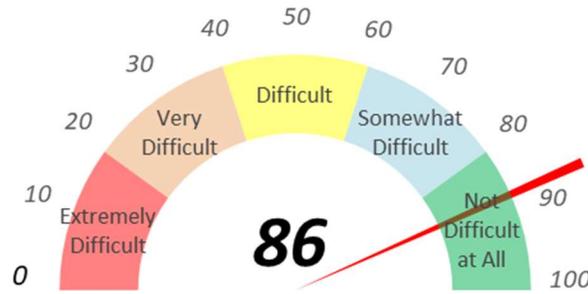
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	42	89.29	22.185	83.93	24.502	-1.493	45	0.142
18-20	118	84.75	22.177	84.22	24.903	-0.223	236	0.824
21-24	87	83.91	25.282	84.41	24.153	0.171	174	0.865
25-34	152	82.89	26.121	84.87	23.660	0.814	304	0.416
35-44	97	86.60	21.367	83.86	24.949	-1.115	194	0.266
45+	61	84.84	28.606	84.27	23.805	-0.149	122	0.882

Analysis of Variance (p-value): 0.635

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	360	85.63	24.041	83.38	24.846	-1.039	400	0.300
English Only	200	83.38	24.846					



Level of difficulty encountered with Enrolling in a class



	Extremely difficult	Very difficult	Difficult	Somewhat difficult	Not difficult at all	Total
Count	11	12	36	169	352	580
Percent	1.9%	2.1%	6.2%	29.1%	60.7%	100.0%

Overall	N	Mean	Std. Dev.
	580	86.16	21.2758

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	433	86.89	21.040	84.01	21.391	-1.416	294	0.158
Male	116	84.27	22.246	86.64	20.850	1.039	232	0.300
Alt. Resp.	31	83.06	20.804	86.34	21.148	0.852	62	0.398

Analysis of Variance (p-value): 0.541

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	146	86.99	19.961	85.89	21.522	-0.564	292	0.573
Black/Afr.Amer.	104	83.65	24.822	86.71	20.323	1.174	208	0.242
Latinx	138	88.04	17.409	85.58	22.291	-1.354	276	0.177
White	69	84.42	24.292	86.40	20.702	0.646	138	0.520
Decline/Other	31	90.32	19.015	85.93	21.249	-1.243	62	0.218
Multiple r/e	92	84.78	22.531	86.42	20.865	0.648	184	0.518

Analysis of Variance (p-value): 0.752

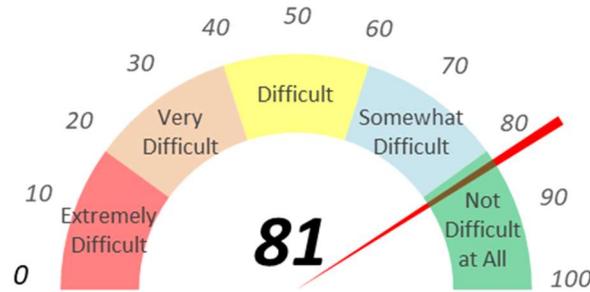
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	45	83.89	18.583	85.84	21.344	0.669	49	0.507
18-20	119	85.08	18.787	85.85	21.734	0.381	238	0.703
21-24	90	87.22	23.775	85.41	20.644	-0.678	180	0.498
25-34	155	85.65	22.059	85.71	20.790	0.030	310	0.976
35-44	103	86.17	22.614	85.59	20.809	-0.239	206	0.812
45+	65	89.23	20.237	85.24	21.242	-1.489	130	0.139

Analysis of Variance (p-value): 0.895

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	368	87.50	19.618	83.84	23.752	-1.899	424	0.058
English Only	212	83.84	23.752					



Level of difficulty encountered with Paying fees



	Extremely difficult	Very difficult	Difficult	Somewhat difficult	Not difficult at all	Total
Count	18	23	79	124	324	568
Percent	3.2%	4.0%	13.9%	21.8%	57.0%	100.0%

Overall	N	Mean	Std. Dev.
	568	81.38	26.1420

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	422	80.21	27.016	84.76	23.618	1.930	292	0.055
Male	115	85.22	22.917	80.41	26.962	-1.936	230	0.054
Alt. Resp.	31	83.06	24.484	81.28	26.238	-0.392	62	0.696

Analysis of Variance (p-value): 0.148

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	138	83.70	25.028	80.64	26.501	-1.230	276	0.220
Black/Afr.Amer.	105	74.05	31.949	83.05	24.826	2.706	210	0.007
Latinx	135	82.59	24.295	81.00	26.719	-0.647	270	0.518
White	69	81.88	25.683	81.31	26.206	-0.173	138	0.863
Decline/Other	30	85.83	21.459	81.13	26.404	-1.152	60	0.254
Multiple r/e	91	82.69	23.773	81.13	26.595	-0.563	182	0.574

Analysis of Variance (p-value): 0.176

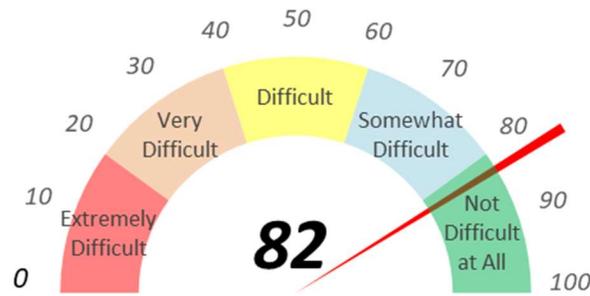
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	41	87.20	24.445	80.36	26.275	-1.715	44	0.093
18-20	116	80.17	24.565	81.03	26.548	0.329	232	0.742
21-24	89	78.37	30.196	81.32	25.390	0.865	178	0.388
25-34	156	80.45	26.835	81.01	25.881	0.224	312	0.823
35-44	100	83.00	23.805	80.40	26.642	-0.972	200	0.332
45+	63	82.94	26.114	80.59	26.146	-0.671	126	0.503

Analysis of Variance (p-value): 0.699

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	357	82.14	25.790	80.09	26.739	-0.894	422	0.372
English Only	211	80.09	26.739					



Level of difficulty encountered with Making an appointment with a college counselor



	Extremely difficult	Very difficult	Difficult	Somewhat difficult	Not difficult at all	Total
Count	24	18	56	151	322	571
Percent	4.2%	3.2%	9.8%	26.4%	56.4%	100.0%

Overall	N	Mean	Std. Dev.
	571	81.92	26.1213

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	425	82.82	24.625	79.28	29.832	-1.292	292	0.197
Male	115	80.43	29.204	82.29	25.137	0.626	230	0.532
Alt. Resp.	31	75.00	32.914	82.31	25.557	1.217	62	0.228

Analysis of Variance (p-value): 0.290

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	144	83.33	25.433	81.44	26.133	-0.767	288	0.444
Black/Afr.Amer.	105	82.62	25.030	81.76	26.165	-0.315	210	0.753
Latinx	136	84.56	21.529	81.09	27.341	-1.531	272	0.127
White	65	78.46	27.908	82.36	25.706	1.070	130	0.287
Decline/Other	30	85.83	26.816	81.70	25.909	-0.823	60	0.414
Multiple r/e	91	76.10	32.040	83.02	24.803	1.953	182	0.052

Analysis of Variance (p-value): 0.915

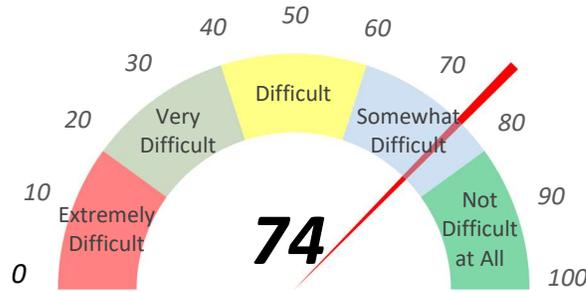
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	41	84.76	19.266	81.23	26.474	-1.096	44	0.279
18-20	118	87.71	21.119	79.86	27.217	-3.376	236	0.001
21-24	90	83.33	25.693	81.13	26.006	-0.744	180	0.458
25-34	153	76.31	30.991	83.37	24.114	2.552	306	0.011
35-44	102	79.66	25.546	81.88	26.046	0.792	204	0.429
45+	64	84.38	25.394	81.11	26.028	-0.965	128	0.336

Analysis of Variance (p-value): 0.040

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	363	83.88	24.623	78.49	28.284	-2.299	416	0.022
English Only	208	78.49	28.284					



Level of difficulty encountered with Applying for financial aid



	Extremely difficult	Very difficult	Difficult	Somewhat difficult	Not difficult at all	Total
Count	41	42	67	150	257	557
Percent	7.4%	7.5%	12.0%	26.9%	46.1%	100.0%

Overall	N	Mean	Std. Dev.
	557	74.24	31.1009

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	414	74.34	30.500	73.95	32.515	-0.124	286	0.901
Male	113	75.88	31.856	73.82	30.804	-0.620	226	0.536
Alt. Resp.	30	66.67	36.159	74.67	30.725	1.188	60	0.240

Analysis of Variance (p-value): 0.360

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	142	76.23	28.918	73.55	31.736	-0.929	284	0.354
Black/Afr.Amer.	103	70.39	35.828	75.11	29.926	1.243	206	0.215
Latinx	134	73.69	30.552	74.41	31.165	0.235	268	0.814
White	62	72.58	30.268	74.44	31.111	0.456	124	0.649
Decline/Other	29	78.45	31.851	74.01	30.972	-0.732	58	0.467
Multiple r/e	87	76.15	29.997	73.88	31.206	-0.643	174	0.521

Analysis of Variance (p-value): 0.483

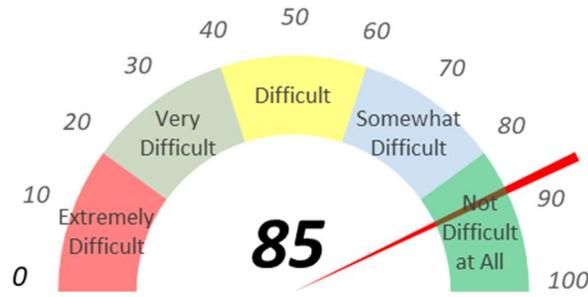
Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	40	78.75	31.800	73.74	30.957	-0.961	43	0.342
18-20	119	75.21	28.652	73.80	31.660	-0.465	238	0.643
21-24	86	70.93	30.884	74.68	31.042	1.035	172	0.302
25-34	153	74.02	31.399	74.13	30.873	0.038	306	0.969
35-44	99	72.47	32.829	74.45	30.626	0.550	198	0.583
45+	59	77.54	32.726	73.69	30.815	-0.859	118	0.392

Analysis of Variance (p-value): 0.608

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	356	75.77	29.748	71.52	33.265	-1.505	402	0.133
English Only	201	71.52	33.265					



Difficulty Score (combines all level of difficulty items)



Overall	N	Mean	Std. Dev.
	584	85.35	14.8764

Gender	N	Mean	SD	Alt. Mean	Alt. SD	T Stat.	df	Probability
Female	436	85.92	14.304	83.69	16.422	-1.471	296	0.142
Male	117	84.19	16.880	85.64	14.330	0.856	234	0.393
Alt. Resp.	31	81.80	14.464	85.55	14.862	1.403	62	0.166

Analysis of Variance (p-value): 0.366

Race/Ethnicity	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Asian	148	85.81	15.545	85.20	14.602	-0.420	296	0.675
Black/Afr. Amer.	105	84.12	15.503	85.62	14.696	0.904	210	0.367
Latinx	139	86.31	13.552	85.05	15.244	-0.929	278	0.354
White	69	84.44	15.344	85.47	14.774	0.525	138	0.601
Decline/Other	31	88.81	14.669	85.16	14.851	-1.348	62	0.182
Multiple r/e	92	84.08	14.750	85.59	14.858	0.900	184	0.369

Analysis of Variance (p-value): 0.862

Age Range	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
Under 18	45	86.59	14.050	84.73	14.907	-0.849	49	0.400
18-20	121	86.00	13.355	84.58	15.229	-1.014	242	0.312
21-24	90	84.94	15.898	84.86	14.649	-0.048	180	0.962
25-34	156	84.35	14.344	85.06	15.022	0.519	312	0.604
35-44	103	85.62	13.025	84.71	15.230	-0.626	206	0.532
45+	66	85.44	20.226	84.80	14.155	-0.249	132	0.804

Analysis of Variance (p-value): 0.916

Language	N	Mean	Std. Dev.	Alt. Mean	Alt. SD	T Stat.	df	Probability
FHLOE	371	86.23	14.600	83.83	15.261	-1.858	426	0.064
English Only	213	83.83	15.261					

Students were asked to rate the level of difficulty encountered (from ‘Not at all Difficult’ to ‘Extremely Difficult’) in accessing or utilizing ten different services. For purposes of analyzing results on the same scale as other survey items, responses were converted to a reversed scale with zero indicating extreme difficulty and 100 indicating no difficulty at all. Table 5, below, summarizes the mean response on this scale for each demographic group for each service.

Table 5. Mean Response on Items Rating Difficulty of Accessing Services (on a scale of decreasing difficulty), Separated by Demographics

	Applying for Financial Aid	College Application	Enrolling	Support/Tutoring	Counseling Appointment	Messaging Instructor	Paying fees	Accessing student portal	Using Canvas
Overall	74.2	87.2	86.2	84.8	81.9	91.6	81.4	89.9	91.0
Female	74.3	87.8	86.9	85.9	82.8	93.5	80.2	90.2	91.4
Male	75.9	85.2	84.3	81.1	80.4	84.9	85.2	91.5	89.2
Alt. Resp.	66.7	86.2	83.1	83.9	75.0	89.5	83.1	78.2	91.9
Asian	76.2	85.7	87.0	84.0	83.3	90.5	83.7	90.7	91.3
Black/Afr.Amer.	70.4	90.1	83.7	86.5	82.6	92.3	74.0	88.5	89.8
Latinx	73.7	85.5	88.0	85.3	84.6	91.5	82.6	91.7	93.0
White	72.6	88.7	84.4	84.3	78.5	90.7	81.9	89.3	89.9
Decline/Other	78.4	85.8	90.3	88.3	85.8	96.0	85.8	92.2	94.4
Multiple r/e	76.1	87.9	84.8	82.5	76.1	91.7	82.7	87.0	88.7
Under 18	78.8	84.8	83.9	89.3	84.8	90.3	87.2	90.6	92.2
18-20	75.2	85.2	85.1	84.7	87.7	90.5	80.2	92.4	92.5
21-24	70.9	83.8	87.2	83.9	83.3	92.8	78.4	90.6	92.5
25-34	74.0	87.2	85.6	82.9	76.3	90.8	80.4	89.6	91.9
35-44	72.5	91.2	86.2	86.6	79.7	93.1	83.0	88.9	88.8
45+	77.5	89.8	89.2	84.8	84.4	91.9	82.9	85.8	86.2
FHLOE	75.8	86.2	87.5	85.6	83.9	92.2	82.1	90.7	92.1
English Only	71.5	88.8	83.8	83.4	78.5	90.5	80.1	88.4	89.0

Avg (mean) rating **HIGHER*** than comparison group

Avg (mean) rating **LOWER*** than comparison group

* Welch’s Two-Sample t-test (α=.05)

Summary of Open-Ended Responses

The final survey question provided for an open-ended response with the following prompt: “Reflecting on your experiences at Merritt in your classes and with student services (e.g., financial aid, counseling, bursar's office), please share anything you think we can do to provide more equitable learning environments and services.” Each response was labeled according to the theme(s) touched on. Many responses were assigned multiple labels. The figures in Table 4, below show how often each theme was referenced among comments. Note that percentages do add up to 100 due to some responses being counted under multiple labels.

Table 6. Themes of Open-Ended Comments Provide by Respondents

Theme	Count	Percent
Positive Response	113	38%
Financial Aid	56	19%
Counseling	55	18%
Faculty & learning environment	42	14%
Website/ Student Portal/ Canvas	23	8%
Responsiveness	22	7%
Modality of instruction/service	16	5%
SAS	15	5%
Tutoring	15	5%
Access to services	14	5%
Pathways	14	5%
COVID-related	11	4%
Scheduling	9	3%
Equity & Inclusion	9	3%
A & R	8	3%
Communication re in-person services	5	2%
Welcome Center	4	1%
Engagement	3	1%



Combined Items Scores and Regressions

An 'aspirational score' was calculated for each student as the average (mean) of

Table 7. Linear Regression of Aspirational Statement Score on Demographic Variables

<i>Predictors</i>	aspirational statement overall score		
	<i>Estimates</i>	<i>CI</i>	<i>p</i>
(Intercept)	60.84	53.94 – 67.74	<0.001
gender2 [Female]	11.41	6.07 – 16.75	<0.001
gender2 [Male]	10.00	4.20 – 15.80	0.001
race eth cat [Black/Afr Amer]	4.89	0.73 – 9.06	0.021
race eth cat [Decline/Other]	2.61	-3.29 – 8.52	0.385
race eth cat [Latinx]	3.19	-0.34 – 6.72	0.076
race eth cat [Multiple]	-0.51	-4.52 – 3.50	0.804
race eth cat [White]	1.58	-3.02 – 6.18	0.501
sloe [Yes]	3.11	-0.08 – 6.30	0.056
first gen [Not FG]	1.90	-0.63 – 4.44	0.141
age_range21-24	-0.61	-4.64 – 3.43	0.767
age_range25-34	1.02	-2.51 – 4.56	0.569
age_range35-44	-0.16	-4.19 – 3.86	0.937
age range [45+]	2.10	-2.46 – 6.67	0.365
age range [Under 18]	-3.77	-8.82 – 1.28	0.144
Observations	611		
R ² / R ² adjusted	0.065 / 0.043		



A 'disagree score' was calculated for each respondent as the count of disagree or strongly disagree responses to statements referring to desirable quality (e.g. statements describing a positive student experience).

Table 8. Poisson Regression of Respondent 'Disagree' Score on Demographic Variables

Predictors	disagree score		
	Incidence Rate Ratios	CI	p
(Intercept)	6.01	4.69 – 7.66	<0.001
gender2 [Female]	0.58	0.49 – 0.69	<0.001
gender2 [Male]	0.66	0.54 – 0.80	<0.001
race eth cat [Black/Afr Amer]	0.70	0.59 – 0.84	<0.001
race eth cat [Decline/Other]	0.79	0.60 – 1.01	0.070
race eth cat [Latinx]	0.76	0.66 – 0.89	<0.001
race eth cat [Multiple]	1.05	0.91 – 1.23	0.496
race eth cat [White]	0.92	0.76 – 1.09	0.331
sloe [Yes]	0.77	0.68 – 0.87	<0.001
first gen [Not FG]	0.82	0.74 – 0.91	<0.001
age_range21-24	1.16	0.99 – 1.37	0.073
age_range25-34	1.02	0.88 – 1.18	0.819
age_range35-44	1.01	0.85 – 1.20	0.890
age range [45+]	0.86	0.71 – 1.05	0.139
age range [Under 18]	1.24	1.02 – 1.51	0.032
Observations	611		
R ² Nagelkerke	0.187		



A ‘detraction score’ was calculated for each respondent as the count of agree or strongly agree responses to statements referring to a non-desirable quality (e.g. statements describing a negative student experience). Results suggest that, compared to the baseline group (Asian), Latinx and White students tended to provide responses expressing lower agreement (lower detraction scores).

Table 9. Poisson Regression of Detraction Score on Demographic Variables

<i>Predictors</i>	detractional statement overall score 2		
	<i>Incidence Rate Ratios</i>	<i>CI</i>	<i>p</i>
(Intercept)	0.74	0.42 – 1.24	0.262
gender2 [Female]	0.90	0.60 – 1.40	0.612
gender2 [Male]	0.94	0.61 – 1.52	0.800
race eth cat [Black/Afr Amer]	1.03	0.75 – 1.40	0.872
race eth cat [Decline/Other]	1.05	0.67 – 1.58	0.811
race eth cat [Latinx]	0.73	0.55 – 0.96	0.027
race eth cat [Multiple]	0.81	0.59 – 1.11	0.193
race eth cat [White]	0.60	0.39 – 0.89	0.014
sloe [Yes]	1.13	0.88 – 1.46	0.346
first gen [Not FG]	0.97	0.80 – 1.19	0.804
age_range21-24	1.27	0.91 – 1.75	0.154
age_range25-34	1.25	0.94 – 1.68	0.130
age_range35-44	1.28	0.93 – 1.76	0.137
age range [45+]	1.17	0.80 – 1.70	0.411
age range [Under 18]	0.70	0.42 – 1.11	0.146
Observations	593		
R ² Nagelkerke	0.052		



A 'difficulty score' was calculated for each respondent as the count of services where at least some degree of difficulty was reported. Results of Poisson regression do not distinguish any of the demographic variables as associated with higher (or lower) difficulty scores, relative to baseline groups.

Table 10. Poisson Regression of Difficulty Score on Demographic Variables

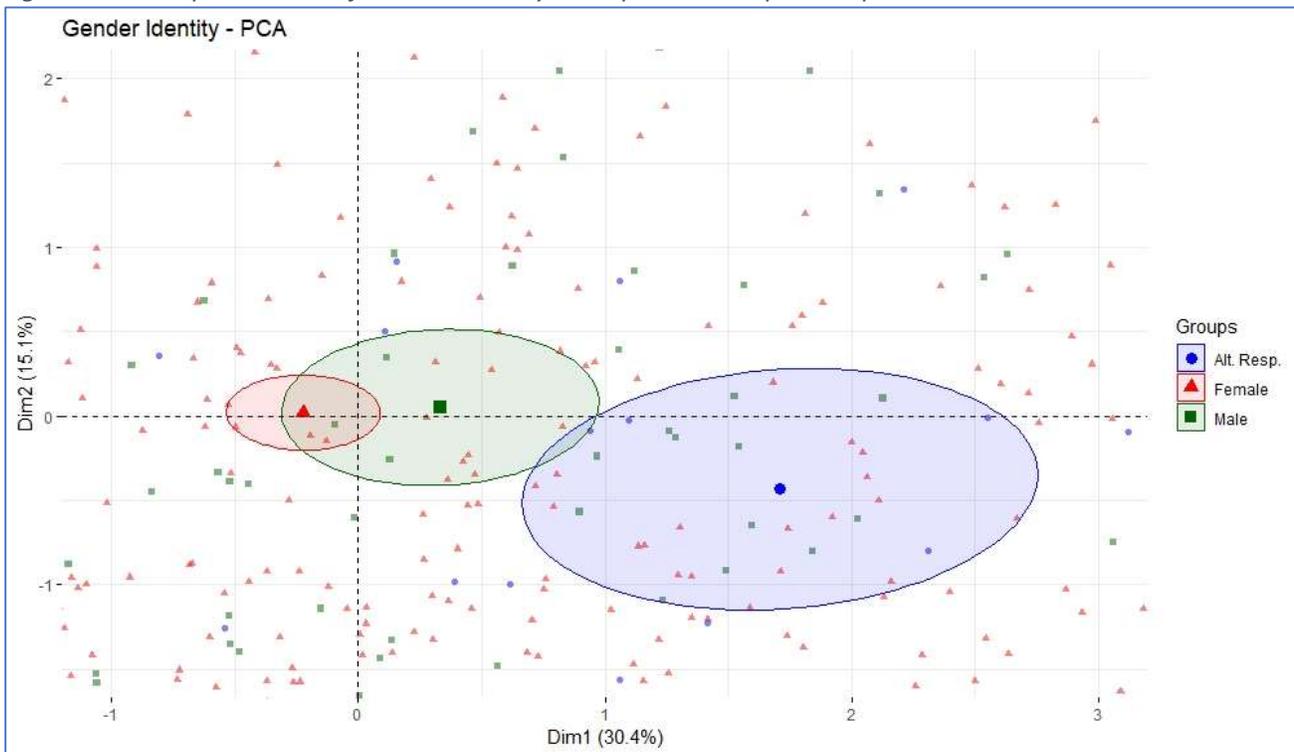
<i>Predictors</i>	difficulty score 2		
	<i>Incidence Rate Ratios</i>	<i>CI</i>	<i>p</i>
(Intercept)	1.17	0.74 – 1.80	0.484
gender2 [Female]	0.82	0.59 – 1.16	0.243
gender2 [Male]	1.05	0.74 – 1.52	0.806
race eth cat [Black/Afr Amer]	0.97	0.73 – 1.27	0.811
race eth cat [Decline/Other]	0.82	0.52 – 1.24	0.376
race eth cat [Latinx]	1.10	0.87 – 1.39	0.440
race eth cat [Multiple]	0.94	0.71 – 1.22	0.635
race eth cat [White]	0.91	0.66 – 1.23	0.538
sloe [Yes]	0.84	0.68 – 1.04	0.111
first gen [Not FG]	1.07	0.90 – 1.26	0.446
age_range21-24	1.21	0.93 – 1.58	0.153
age_range25-34	1.13	0.90 – 1.44	0.305
age_range35-44	0.97	0.73 – 1.28	0.814
age range [45+]	1.04	0.76 – 1.41	0.793
age range [Under 18]	0.88	0.61 – 1.25	0.493
Observations	620		
R ² Nagelkerke	0.031		

Exploratory Principal Components Analysis

Principal Components Analysis (PCA) was used as an exploratory tool as it has the advantage of simplifying the space of analysis to just a few dimensions, which are generated by taking linear combinations of the scaled survey items. The two dimensions used for exploring response patterns (the top two principal components) account for 45.5% of all variation in survey responses.

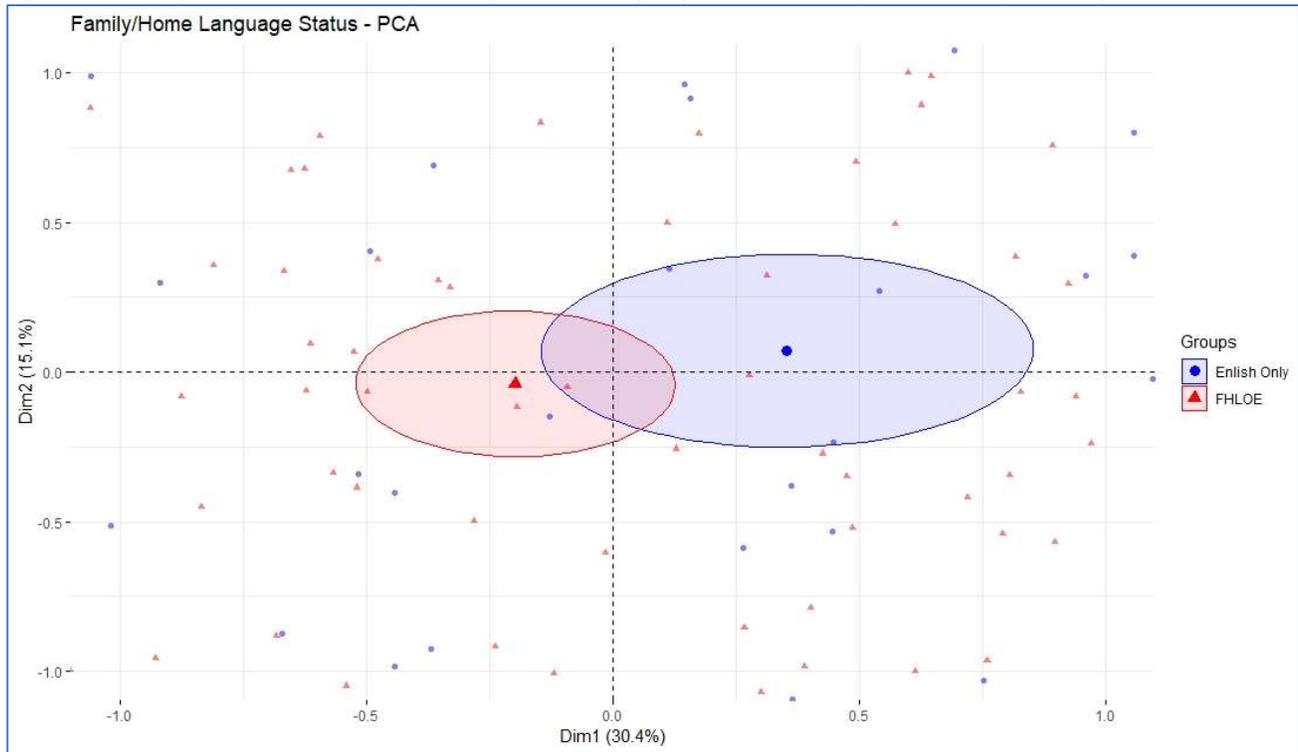
Component plots were used to explore differences with respect to demographic groups in this space. Separation of demographic groups in the plots below reveals differences between groups of students with respect to response patterns on the survey. Figure 13 shows, for each Gender Identity group, the center, or average, surrounded by an ellipse representing a 95% confidence region. The center of each group is located in a different quadrant and the group of students identifying as other than just male or just female ("Alt. Resp.") occupies a region more distinct than the male and female groups have with respect to each other.

Figure 13. Component Plot of Gender Identity on Top Two Principal Components



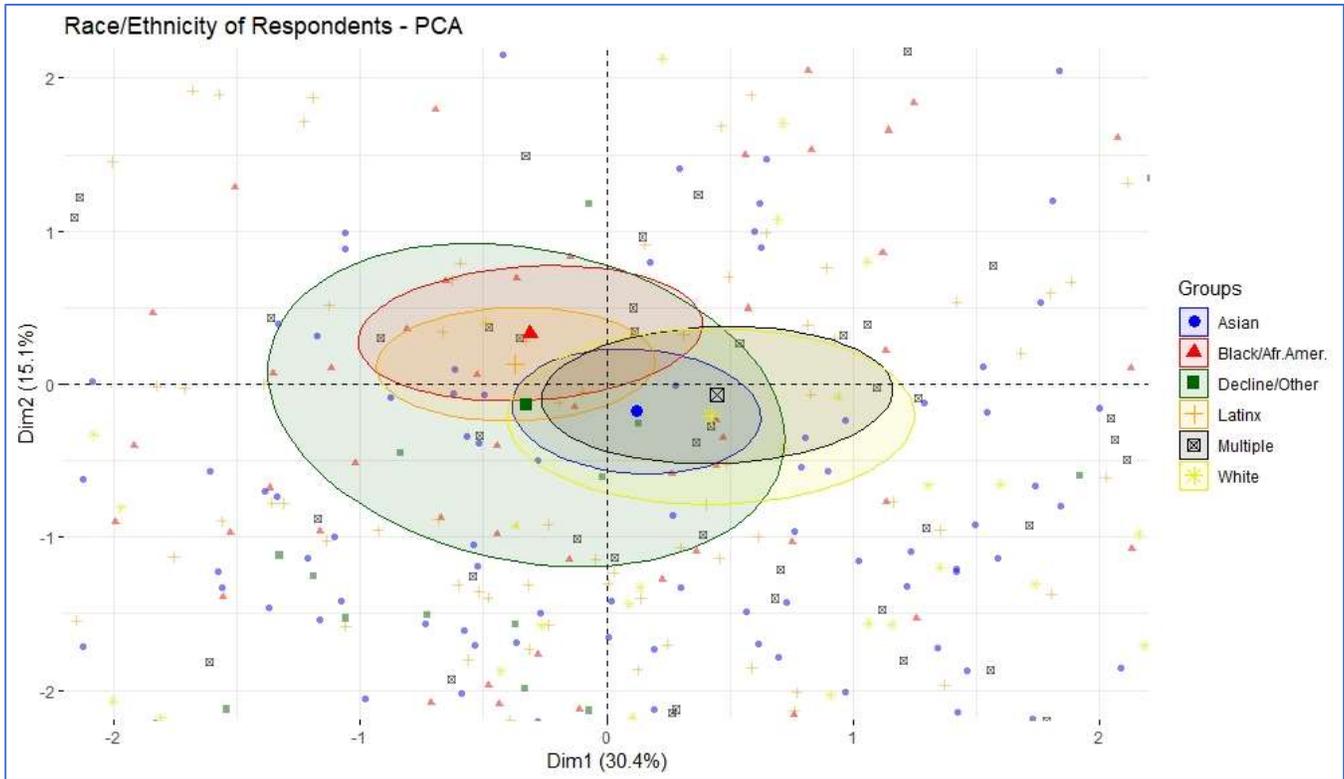
The component plot for family/home language status shows separation between these groups, indicating that there is detectable difference in their responses to the survey items, and that they are, at least some degree, negatively correlated.

Figure 14. Component Score Plot of Family/Home Language Status on Top Two Principal Components



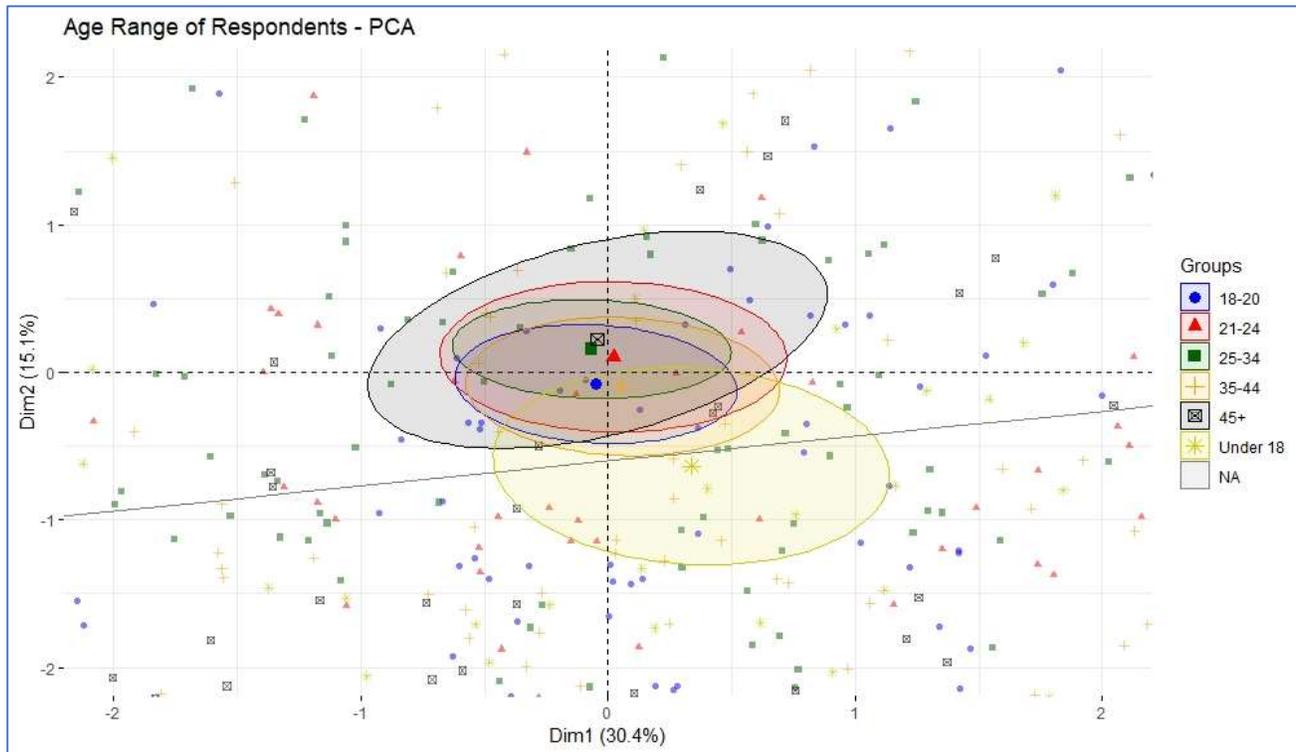
With respect to race/ethnicity, the component plot below shows a high degree of overlap among groups, which means that they are not clearly distinguishable in the principal components space.

Figure 15. Component Score Plot of Race/Ethnicity on First Two Principal Components



The component plot of age range shows that students under 18 years of age occupy a region which is distinct relative to other students; all other age groups heavily overlap and clustered around the center, which suggests that their response patterns are similar.

Figure 16. Component Score Plot of Age Group on First Two Principal Components



The variable loadings plot shows the strength and direction of each survey item within the principal components space. Three distinct clusters of arrows are apparent, with one group corresponding to agree/disagree items expressing desirable qualities (“Agree Pos.”), another group corresponding to agree/disagree items expressing undesirable qualities (“Agree Neg.”), and a third group corresponding to items rating the level of difficulty encountered.

Figure 17. Principal Components Analysis Variable Loadings Plot

