

TRELLIS RESEARCH | March 2022

Student Financial Wellness Survey

Fall 2021 Semester Technical Supplement University of Louisville

By Carla Fletcher, Allyson Cornett, Cassandra Knaff, & Jeff Webster

About the Student Financial Wellness Survey

The Student Financial Wellness Survey (SFWS) is a self-reported, online survey that seeks to document the financial well-being and student success indicators of postsecondary students across the nation. The SFWS was designed and implemented by Trellis Research, a department within Trellis Company.

About Trellis Company

Trellis Company (www.trelliscompany.org) is a nonprofit 501(c)(3) corporation with the dual mission of helping student borrowers successfully repay their education loans and promoting access and success in higher education. For 40 years, Trellis Company has provided individualized services to student loan borrowers and support to institutions and communities.

About Trellis Research

Trellis Research provides colleges and policymakers insight into student success through the lens of college affordability. With more than three decades of experience on the forefront of issues such as student debt, student loan counseling, and financial barriers to attainment, our research team continues to explore the role of personal finance and financial aid in higher education.

We invite you to visit our library of publications at www.trelliscompany.org/research. Please follow us on Twitter (@TrellisResearch) for notifications of new research publications and discussions of a variety of higher education topics. Contact us at Trellisresearch@trelliscompany.org for your research questions and collaboration inquiries.

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University of Louisville Fall 2021 Student Financial Wellness Survey Technical Supplement

This technical supplement to the Fall 2021 Student Financial Wellness Survey report contains response frequencies to every question in the survey, select findings from cross-analysis of survey responses, descriptions of sample characteristics and representativeness, and detailed methodology. Values presented in this technical supplement are rounded, and the sum of response frequencies from rounded figures may not equal one hundred percent. Comments and requests for additional information regarding this report are welcome.

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Comments and requests for additional information regarding this report or any of Trellis' other publications are welcome. Please direct questions to:

Jeff Webster
Director of Research
Trellis Company
Round Rock, TX

Phone Number: (800) 252-9743, ext.4504 Email: Jeff.Webster@trelliscompany.org www.trelliscompany.org/research

Twitter: @TrellisResearch

Section A: Detailed Methodology and Sample Characteristics

Participating Institutions in the Fall 2021 SFWS

The Fall 2021 implementation of the Student Financial Wellness Survey captures the attitudes, perspectives, and self-reported financial behaviors of over 64,000 students from 104 colleges and universities in 25 states. Student respondents attended public universities, private colleges, and community colleges that range in size from more than 74,000 students to fewer than 150. Student responses from all schools were aggregated to provide a comparison group for individual institutional findings by school sector.

Four-Year Public Institutions (20)

Adams State University (CO) Langston University (OK) Lincoln University (PA)

Mississippi Valley State University (MS)

New College of Florida (FL)

New Mexico State University (NM)

State University of New York Oneonta (NY)

Sul Ross State University (TX)
Tarleton State University (TX)

Texas A&M University - College Station (TX)

Texas A&M University – Commerce (TX)
Texas A&M University – Kingsville (TX)
Texas A&M University – San Antonio (TX)

Texas Woman's University (TX) University of Louisville (KY)

University of Massachusetts – Lowell (MA)

University of Oklahoma (OK)
University of Texas at Austin (TX)
University of Texas at El Paso (TX)
University of West Alabama (AL)

Four-Year Private Institutions (13)

Belmont University (TN)

Concordia University – Texas (TX) Houston Baptist University (TX) Jarvis Christian College (TX) Lubbock Christian University (TX) Martin Luther College (MN) McMurry University (TX)

Miles College (AL)
Morris College (SC)

Our Lady of the Lake University (TX)

St. Mary's University (TX) University of New Haven (CT) University of Tulsa (OK)

Two-Year Institutions (71)

Alamance Community College (NC)

Allan Hancock College (CA)

Amarillo College (TX)

Atlanta Metropolitan State College (GA)

Atlanta Technical College (GA)

Austin Community College District (TX)

Brazosport College (TX)

Cape Fear Community College (NC)
Central Carolina Community College (NC)

Central Ohio Technical College (OH)

Chattanooga State Technical and Community

College (TN)

Cincinnati State Technical and Community

College (OH)

Clark State Community College (OH)
Columbus State Community College (OH)
Cuyahoga Community College (OH)

Dallas College (TX) Del Mar College (TX) Diné College (AZ)

Eastern Gateway Community College (OH) Edison State Community College (OH)

El Paso Community College (TX)

Galveston College (TX)
Gaston College (NC)
Grayson College (TX)
Green River College (WA)
Harper College (IL)
Hill College (TX)

Imperial Valley College (CA)

Isothermal Community College (NC)

Kalamazoo Valley Community College (MI)

Kilgore College (TX)

Lakeland Community College (OH) Lone Star College System (TX)

Lorain County Community College (OH)

Two-Year Institutions, Cont. (71)

Marion Technical College (OH)

McLennan Community College (TX)

Monroe County Community College (MI)

Mott Community College (MI)

Muskegon Community College (MI)

Navarro College (TX)

North Central State College (OH)

Northampton County Area Community College (PA)

Northeast Iowa Community College (IA)

Northeast Lakeview College (TX)

Northeast Texas Community College (TX)

Northwest State Community College (OH)

Northwest Vista College (TX)

Owens Community College (OH)

Palo Alto College (TX)

Paris Junior College (TX)

Rowan-Cabarrus Community College (NC)

Saginaw Chippewa Tribal College (MI)

San Antonio College (TX)

San Jacinto College District (TX)

Seminole State College of Florida (FL)

Sinclair Community College (OH)

Southeastern Community College (NC)

Southern Maine Community College (ME)

Southern State Community College (OH)

St. Philip's College (TX)

Stanly Community College (NC)

Stark State College (OH)

Surry Community College (NC)

Temple College (TX)

Terra State Community College (OH)

Tyler Junior College (TX)

Washington State Community College (OH)

Wharton County Junior College (TX)

Wilbur Wright College (IL)

Wilkes Community College (NC)

Zane State College (OH)

Methodology

The Student Financial Wellness Survey seeks to document the financial well-being and student success outcomes of post-secondary students across the nation. Trellis hosted and delivered the web-based survey in an attempt to understand more about the financial challenges/barriers facing students, how students view their institutions' awareness of those challenges/barriers, and how the challenges/barriers alter how students view/attend college. All participating institutions receive a school-level report of findings with comparison response groups from their sector.

In order to host and deliver the survey to students, participating institutions provide Trellis with the contact information and select demographics (to allow assessment of representativeness) of study participants. Participants in the SFWS are asked to consent to having additional select student-level records (e.g., number of credit hours, gender, age) released by their institution for matching with their survey responses. Participating institutions with enrollments above 10,000 students could choose to randomly sample 5,000 of their students or provide their entire population. Institutions with enrollments lower than 10,000 included all students in the survey population.

To maximize student responses, Trellis contributed twenty-five, \$100 Amazon gift cards which were randomly awarded to 25 study participants. Institutions were encouraged to supplement the survey-wide incentive offered by Trellis with their own incentives where possible. For survey-wide incentives provided by Trellis, Trellis randomly chose incentive winners, contacted the incentive winners, and disbursed the incentives. For institutional incentives, Trellis randomly chose incentive winners and provided institutions with contact information to disburse the incentives. If a participant withdrew from the survey before completion, they were still eligible for the incentive drawing.

Data were de-identified in order to create a dataset for analysis. In most instances, reports primarily consist of descriptive statistics; however, additional exploratory data analysis was conducted in order to identify trends among groups of respondents and answer the research questions. Analyses conducted include chi-square tests and reliability tests to construct and validate indexes contained within the survey instrument. All data are reported in aggregate form only and reported data do not identify individual institutions outside of confidential institution-level reports. Benchmarking data, peer reports, and institution-level reports are made available at the end of each annual survey term.

Sample Characteristics and Representativeness

Survey Metrics for University of Louisville			
Survey Population	14,086 students		
Responses	730 students		
Response Rate	5.2%		
Completion Rate	76%		
Median Time Spent 12 minutes			

Voluntary surveys – particularly those delivered online – are unlikely to achieve high response rates. Lower response rates make surveys more susceptible to response bias, i.e., the risk that those taking the survey don't reflect the views of the total population. The Student Financial Wellness Survey obtains data on both the total population and responders. This allows for comparisons to determine if, based on these characteristics, responders mirror the total

population. When they don't, Trellis urges readers to consider the implications of the sample characteristics and the effect that might have on responses to the survey. Response bias in the sample may marginally affect the magnitude of the response frequencies presented for questions in the survey but are unlikely to affect the overall findings and themes found from the study. The tables in this technical supplement provide a comparison between the population of students invited to participate and the sample of responders and present where there were statistically significant differences.

Tests for Representation by Student Characteristic for University of Louisville			
Relationships between v	ariables were tested for association using Pearson's Chi-Square tests.		
Race/Ethnicity	No statistically significant differences between the sample and population.		
Gender	Statistically significant differences between the sample and population (see table on pg. 9). Female respondents were overrepresented in the sample.		
Enrollment Intensity (Full-time, Part-time)	Statistically significant differences between the sample and population (see table on pg. 9). Respondents enrolled full-time were overrepresented in the sample.		
Credit Hours Earned (Class Year)	No statistically significant differences between the sample and population.		
Age	No statistically significant differences between the sample and population.		

Patterns of response were analyzed at the aggregate level in order to determine if low quality responses (i.e., response patterns that indicate a lack of attention) were skewing the data. While there were a number of instances of highly consistent response patterns on scales for neutral answer options, there was no such pattern for either of the extreme answer options. On average, respondents chose a neutral response 26 percent of the time and most respondents (95 percent) chose neutral 15 percent of the time or less among questions where neutral was an option. The nature of the questions asked by the Student Financial Wellness Survey result in "Neutral" being a valid response in each case it was made available. Additionally, many of the survey items with neutral response options are part of indices or

grouped questions for which consistent patterns of response would be expected. Given the minimal impact and the potential of suppressing valid responses, these responses were retained.

Characteristic	Population (N=14,086)	Respondents (n=730)
	1 0 paration (14 - 1 + , 000)	nespondents (n=750)
Race/Ethnicity		
American Indian/Alaskan Native	0%	0%
Asian, Hawaiian, or Other Pacific Islander	5%	6%
Black/African-American	14%	16%
Hispanic/Latino	6%	6%
International	2%	2%
White	66%	62%
Multiple	6%	7%
Other	0%	0%
Race/Ethnicity Not Reported	0%	0%
Gender		
Female	54%	70%
Male	45%	30%
Enrollment Intensity		
Full-time	77%	81%
Part-time	23%	19%
Class Year		
1st (<30 credits earned)	26%	27%
2nd (30-59 credits earned)	20%	20%
3rd (60-89 credits earned)	23%	24%
4th (90-120 credits earned)	22%	21%
5th (>120 credits earned)	9%	8%
Age		
Average Age	22.5	22.6

Scales: Net Promoter Score (Q22)

Trellis' Student Financial Wellness Survey includes a customer satisfaction rating for institutions to benchmark future work and to better understand how students perceive their institution. Trellis collected the information with a scale that allows a Net Promoter Score (NPS) to be calculated. NPS is a method, based in research, to benchmark customer satisfaction ratings across different services, businesses, and products. NPS uses a 0-10 scale. Those respondents who score 9-10 are promoters, 7-8 are passives, and 0-6 are detractors. %Promoters - %Detractors = NPS. A positive NPS (>0) is generally considered good, with highest performers usually between 50 and 80.

Scales: United States Department of Agriculture (USDA) 30-Day Food Security (Q84-89)

Trellis' Student Financial Wellness Survey uses a six-question scale designed by the United States Department of Agricultures (USDA) that measures food security within the prior 30 days.² Many researchers of food security amongst college students use a more robust twelve-question USDA scale. The six-question scale was chosen to reduce cognitive overload within a survey that seeks to measure many financial wellness topics in other ways.

Things to know about food insecurity:

- USDA methodology assigns levels of food security to individuals based on how many affirmative responses they give to certain questions. Under the short-form survey, individuals who give 2-4 affirmative responses have "low food security" and individuals who give 5-6 affirmative responses have "very low food security."²
- While categorical labels are helpful, food insecurity exists on a spectrum, and even the
 underlying responses to the survey questions cannot definitively locate individuals on that
 spectrum. Rather, more affirmative responses indicate higher odds that an individual is
 experiencing greater difficulty maintaining an adequate diet.

Scales: Housing Security (Q93-98) and Homelessness (Q99-108)

The Student Financial Wellness Survey incorporates standard housing security and homelessness measurements commonly used by other researchers studying basic needs security in order to ensure data validity and facilitate comparisons with findings in prior research.³

Things to know about housing security and homelessness:

- The Hope Center for College, Community, and Justice and other leading researchers in this field define a homeless person as "a person without a place to live, often residing in a shelter, an automobile, an abandoned building or outside," and housing insecurity as, "broader set[s] of challenges such as the inability to pay rent or utilities or the need to move frequently."
- Respondents are categorized as 'Housing Insecure' if they answered "True" to any of the six housing insecurity questions (Q83-88).
- Respondents are categorized as 'Homeless' if they answered 'Yes' and/or 'True' to any of the ten homelessness questions (Q89-98).

Scales: Financial Knowledge (Q112-114)

The financial knowledge scale used in this survey is a version of the Lusardi three-question scale, augmented to be more relevant to students in higher education.⁵ Respondents who provided an answer for all items on the financial knowledge scale were included for analysis. Correct answers for each question are totaled for the scale value.

Scales: Patient Health Questionaire-2 (Q80-81) and Generalized Anxiety Disorder-2 (Q82-83)

To assess potential mental health challenges among respondents, two validated scales were used—the Patient Health Questionaire-2 (PHQ-2) and the Generalized Anxiety Disorder 2-item (GAD-2).

Patient Health Questionnaire-2 (PHQ-2) (Q80-81)

This survey used a modified, short-form scale first used by the Centers for Disease Control and Prevention (CDC) that measures the frequency of depressed mood and the inability to feel pleasure over the past seven days.⁶

- The purpose of the PHQ-2 is to act as a screener for depression in a "first-step" approach. Respondents are asked: Over the last 7 days, how often have you been bothered by...
 - Having little interest or pleasure in doing things?
 - Feeling down, depressed, or hopeless?
- The scale includes the following answer options: "Not at all" (score of 0); "Several days" (score of 1); "More than half the days" (score of 2); and "Nearly every day" (score of 3).
- A PHQ-2 score ranges from 0-6, with a score of 3 acting as the optimal cutpoint when screening for depression. If a respondent scores 3 or greater, a diagnosis of major depressive disorder is likely.⁷

Generalized Anxiety Disorder 2-item Scale (GAD-2) (Q82-83)

This survey also incorporates a modified, short-form instrument used to screen for generalized anxiety disorder (GAD) by the CDC.⁸

- Similar to the PHQ-2, respondents are asked: Over the last 7 days, how often have you been bothered by...
 - o Feeling nervous, anxious or on edge?
 - O Not being able to stop or control worrying?
- The scale includes the following options: "Not at all" (score of 0); "Several days" (score of 1); "More than half the days" (score of 2); and "Nearly every day" (score of 3).
- A GAD-2 score ranges from 0-6, with a score of 3 acting as the optimal cutpoint when screening for generalized anxiety disorder. If a respondent scores 3 or greater, a diagnosis of generalized anxiety disorder is likely. Using this cut-off of 3 points, the GAD-2 has a sensitivity of 86% and specificity of 83%.⁹

Section B: Survey Questions and Responses

	financial difficulties	or challenges	?	Q5:	as one-on-one coacl	_	ained
		Univ. of	Public 4-		expert) if offered by	my school. Univ. of	Public 4
		Louisville	year			Louisville	year
	Yes	75%	79%		Strongly Agree	17%	18%
	No	21%	17%		Agree	39%	42%
	I Don't Know	4%	4%		Neutral	28%	27%
		n=712	n=15317		Disagree	13%	11%
Q2 :	My school has the s me address my final		•		Strongly Disagree	4%	3%
	me dadress my mai	Univ. of	Public 4-		Tuition - To what ex	n=723	n=1541
		Louisville	year	Q6:	disagree that your s	-	_
	Strongly Agree	9%	11%	٦٠٠	following items mor		
	Agree	31%	37%	•		Univ. of	Public 4
	Neutral	37%	34%			Louisville	year
	Disagree	17%	14%		Strongly Agree	8%	10%
	Strongly Disagree	6%	4%		Agree	19%	26%
		n=727	n=15491		Neutral	20%	24%
Q3:	My school is aware	of the financi	al		Disagree	29%	24%
	challenges I face.*	Univ. of	Public 4-		Strongly Disagree	24%	15%
		Louisville	year			n=729	n=1550
	Strongly Agree	6%	6%	07.	Housing - To what e	•	_
	Agree	17%	21%	Q7:	disagree that your s following items mor		
	Neutral	26%	28%		Tollowing items filor	Univ. of	Public 4
	Disagree	34%	33%			Louisville	year
		17%	13%		Strongly Agree	4%	5%
	Strongly Disagree	n=536	n=12083		Agree	6%	12%
	*0f				Neutral	32%	40%
	*Of respondents wh				Disagree	30%	27%
Q4 :	The faculty at my so financial situation.	nooi understa	and my		Strongly Disagree	29%	17%
		Univ. of	Public 4-		0,	n=726	n=1546
		Louisville	year		Food - To what exte	nt do you agr	ee or
	Strongly Agree	4%	5%	Q8:	disagree that your s	chool makes t	:he
	Agree	18%	20%		following items mor		
	Neutral	34%	35%			Univ. of	Public 4
	Disagree	31%	28%			Louisville	year
	Strongly Disagree	13%	11%		Strongly Agree	5%	6%
	3 / 3.6.03	n=723	n=15406		Agree	24%	21%
					Neutral	32%	39%
					D :	/	/
					Disagree	23%	22%

	Transportation - To what extent do you
Q9:	agree or disagree that your school makes
	the following items more affordable?

	Univ. of Louisville	Public 4- year
Strongly Agree	16%	17%
Agree	32%	30%
Neutral	31%	35%
Disagree	12%	11%
Strongly Disagree	8%	7%
	n=728	n=15454

Textbooks - To what extent do you agree or Q10: disagree that your school makes the following items more affordable?

	Univ. of Louisville	Public 4- year
Strongly Agree	4%	7%
Agree	13%	17%
Neutral	25%	25%
Disagree	33%	31%
Strongly Disagree	25%	21%
	n-720	n-15/199

Q11-Q15: During my time at school, I have spoken with the following individuals about my financial struggles. (Check all that apply)*

	Univ. of Louisville	Public 4- year
Financial Aid Advisor	34%	38%
Academic Advisor	42%	33%
Faculty Member	24%	19%
Other Staff	15%	12%
I Have Not Spoken With Any of These Individuals	40%	44%

^{*}Percentage indicate respondents who chose at least one of the above choices

My Parents - I am comfortable discussing

Q16: my financial situation with the following people.

	Univ. of Louisville	Public 4- year
Strongly Agree	46%	48%
Agree	33%	30%
Neutral	7%	9%
Disagree	7%	8%
Strongly Disagree	7%	5%
	n=700	n=14750

Other Family - I am comfortable discussing my financial situation with the following people.

	Univ. of Louisville	Public 4- year
Strongly Agree	14%	14%
Agree	29%	28%
Neutral	23%	24%
Disagree	22%	22%
Strongly Disagree	12%	12%
	COF	4.4600

n=695 n=14699

Friends - I am comfortable discussing my

Q18: financial situation with the following people.

	Univ. of Louisville	Public 4- year
Strongly Agree	18%	15%
Agree	40%	37%
Neutral	18%	23%
Disagree	17%	17%
Strongly Disagree	8%	8%
	n=695	n=14709

School Staff - I am comfortable discussing

Q19: my financial situation with the following people.

	Univ. of Louisville	Public 4- year
Strongly Agree	6%	7%
Agree	28%	27%
Neutral	31%	33%
Disagree	26%	24%
Strongly Disagree	9%	9%
	n=697	n=14702

Faculty - I am comfortable discussing myQ20: financial situation with the following people.

	Univ. of Louisville	Public 4- year
Strongly Agree	6%	7%
Agree	27%	25%
Neutral	32%	33%
Disagree	26%	24%
Strongly Disagree	9%	10%
	n=696	n=14629

Financial professional hired by my school - I

Q21: am comfortable discussing my financial situation with the following people.

	Univ. of Louisville	Public 4- year
Strongly Agree	21%	21%
Agree	43%	44%
Neutral	25%	24%
Disagree	7%	8%
Strongly Disagree	3%	4%
	n=696	n=14691

Q22: How likely is it that you would recommend your school to a friend or family member?

	Univ. of Louisville	Public 4- year
0 (Not at All Likely)	3%	2%
1	1%	1%
2	2%	2%
3	3%	2%
4	3%	3%
5	11%	8%
6	15%	10%
7	18%	17%
8	20%	20%
9	9%	10%
10 (Very Likely)	15%	26%
	n=699	n=14778

Net Promoter Score (NPS)* How likely is it that you would recommend your school to a friend or family member?

	Univ. of Louisville	Public 4- year
Promoters (Score 9-10)	24%	36%
Passives (Score 7-8)	38%	36%
Detractors (Score 0-6)	38%	28%
Net Promoter Score (NPS)*	-14.16	8.52
	600	4.4.770

n=699 n=14,778

* A Net Promoter Score (NPS) is a researchbased method to benchmark and compare customer satisfaction ratings across different services, businesses, and products. NPS uses a 0-10 scale. Those who score 9-10 are promoters, 7-8 are passives, and 0-6 are detractors. %Promoters - %Detractors = NPS. A positive NPS (>0) is generally considered good, with highest performers usually between 50 and 80.

Q23: Do you work for pay?

	Univ. of Louisville	Public 4- year
Yes	73%	64%
No	25%	34%
I Don't Know	2%	3%
	n=671	n=14212

Student loan(s) I have taken out for myself -Q24: Do you use any of the following methods to pay for college?

	Univ. of Louisville	Public 4- year
Yes	51%	50%
No	46%	48%
I Don't Know	2%	2%
	n=664	n=14050

Student loan(s) my parents took out - Do

Q25: you use any of the following methods to
pay for college?

	Univ. of Louisville	Public 4- year
Yes	18%	17%
No	80%	80%
I Don't Know	3%	3%
	n=660	n=13850

Q26:	Other support from my parents and/or family - Do you use any of the following methods to pay for college?		Credit cards - Do you use any of the following methods to pay for college?				
	methods to pay to	Univ. of	Public 4-	•		Univ. of Louisville	Public 4- year
		Louisville	year		Yes	22%	29%
	Yes	47%	51%		No	75%	69%
	No	52%	47%		I Don't Know	3%	3%
	I Don't Know	1%	2%			n=658	n=13897
	- 11	n=658	n=13991		Military or veteran l	penefits - Do y	ou use
Q27:	Pell grant and/or any of the followicollege?	_	-	Q32:	any of the following college?	·	
	conege.	Univ. of Louisville	Public 4- year			Univ. of Louisville	Public 4- year
	Yes	57%	60%		Yes	5%	6%
	No	39%	36%		No	95%	92%
	I Don't Know	4%	4%		I Don't Know	0%	1%
		n=665	n=14065			n=653	n=13763
Q28:	Scholarships - Do following method	you use any of t	:he	Q33:	Since January 1, 202 emergency aid from		
	Tollowing method	Univ. of Louisville	Public 4- year	<u> </u>		Univ. of Louisville	Public 4- year
	Yes	69%	61%		Yes	33%	49%
	No	28%	36%		No	55%	40%
	I Don't Know	3%	3%		I Don't Know	12%	11%
	I DOIL KHOW		n=14096			n=679	n=14307
Q29:	Current income - Do you use any of the following methods to pay for college?		of the ege?	Q34:	In the past 12 mont on your behalf comp Application for Fede	plete the FAFS	SA (Free
		Univ. of Louisville	Public 4- year			Univ. of	Public 4-
	Yes	63%	60%			Louisville	year
	No	36%	37%		I completed the	65%	70%
	I Don't Know	2%	3%		FAFSA on my own		
	. 20	n=666	n=14067		I received		
Q30:	Personal savings - following method	Do you use any	of the		assistance completing the FAFSA	22%	17%
		Univ. of Louisville	Public 4- year		I did not complete the FAFSA	11%	10%
	Yes	63%	66%		I Don't Know	3%	3%
	No	37%	33%			n=677	n=14317
	I Don't Know	0%	1%				
		- 000	- 11000				

n=666 n=14086

	Did any of the following contribute to your
Q35:	decision to not complete the FAFSA? Please
	check all that apply.*

	Univ. of Louisville	Public 4- year
The application form(s) were too much work or too time-consuming	21%	15%
I did not want the possibility of taking on debt	14%	18%
I did not have enough information about how to apply for financial aid	10%	11%
I could afford to go to school without financial aid	15%	18%
I did not think I would be eligible for financial aid	67%	65%
Other reason(s)	32%	30%
	n=72	n=1462

*Of respondents who answered 'I did not complete the FAFSA' to Q34

Q36: Are you a parent, primary caregiver, or legal guardian to any children?

	Univ. of Louisville	Public 4- year
Yes	11%	12%
No	89%	87%
I Don't Know	0%	1%
	n=678	n=14305

Q37: Your spouse - Do you provide financial support for any of the following individuals?

	Univ. of Louisville	Public 4- year
Yes	7%	8%
No	93%	91%
I Don't Know	0%	1%
	n=674	n=14192

	A child or children - Do you provide
Q38:	financial support for any of the following
	individuals?

	Univ. of Louisville	Public 4- year
Yes	11%	11%
No	89%	88%
I Don't Know	0%	0%
	n=675	n=14204

Your parent(s) or guardian(s) - Do you Q39: provide financial support for any of the following individuals?

	Univ. of Louisville	Public 4- year
Yes	8%	11%
No	91%	87%
I Don't Know	1%	1%
	n-671	n-1/121

Other family members - Do you provide Q40: financial support for any of the following individuals?

	Univ. of Louisville	Public 4- year
Yes	7%	7%
No	92%	92%
I Don't Know	0%	1%
	n-673	n-1/160

Would you have trouble getting \$500 in Q41: cash or credit in order to meet an unexpected need within the next month?

	Univ. of Louisville	Public 4- year
Yes	59%	58%
No	33%	31%
I Don't Know	8%	11%
	n=640	n=13474

Q42:

Imagine that you had to pay a \$500 cost unexpectedly in the next month. In this situation, which of the following resources would you turn to <u>first</u>?

	Univ. of Louisville	Public 4- year
My savings	39%	36%
My parent(s) or other family member(s)	24%	26%
My friend(s)	0%	1%
A credit card	10%	10%
A loan	2%	4%
My school	0%	1%
Selling my possessions	5%	5%
Reducing my spending	4%	5%
Delaying paying a bill	4%	3%
Other	2%	1%
I would not be able to get \$500	10%	9%
	n=641	n=13493

Q43:

Since January 1, 2021, approximately how many times did you run out of money?

	Univ. of Louisville	Public 4- year
Never	35%	33%
One time	7%	9%
Two Times	11%	12%
Three Times	11%	11%
Four Times	7%	8%
Five Times	7%	7%
Six Times	3%	3%
Seven Times	1%	2%
Eight or More Times	17%	14%
	n=641	n=13481

Since January 1, 2021, approximately how many times did you borrow money from your family and/or friends?

	Univ. of Louisville	Public 4- year
Never	37%	35%
One time	8%	10%
Two Times	14%	14%
Three Times	11%	11%
Four Times	7%	8%
Five Times	6%	6%
Six Times	2%	2%
Seven Times	0%	1%
Eight or More Times	14%	13%
	n=640	n=13480

11-040 11-134

Q45: I always pay my bills on time.

	Univ. of Louisville	Public 4- year
Strongly Agree	36%	37%
Agree	37%	39%
Neutral	16%	16%
Disagree	10%	6%
Strongly Disagree	1%	2%
	n=640	n=13465

Q46: I follow a weekly or monthly budget.

	Univ. of Louisville	Public 4- year
Strongly Agree	11%	14%
Agree	31%	32%
Neutral	26%	26%
Disagree	24%	22%
Strongly Disagree	8%	6%
	n=638	n=13467

Q47: I have the ability to manage my finances well.

	Univ. of Louisville	Public 4- year
Strongly Agree	15%	15%
Agree	40%	42%
Neutral	28%	28%
Disagree	13%	12%
Strongly Disagree	4%	3%
	n=640	n=13452

Q48:	I worry about being able to pay my current
Q40.	monthly expenses

	Univ. of Louisville	Public 4- year
Strongly Agree	22%	19%
Agree	31%	32%
Neutral	21%	23%
Disagree	19%	20%
Strongly Disagree	8%	6%
	n-640	n-12/57

n=640 n=13457

Q49: I worry about having enough money to pay for school.

	Univ. of Louisville	Public 4- year
Strongly Agree	44%	40%
Agree	27%	32%
Neutral	12%	13%
Disagree	12%	11%
Strongly Disagree	6%	5%
	n=640	n=13438

Q50: I know how I will pay for college next semester.

	Univ. of Louisville	Public 4- year
Strongly Agree	21%	15%
Agree	34%	36%
Neutral	19%	24%
Disagree	17%	17%
Strongly Disagree	9%	9%
	n=637	n=13435

Q51: It is important that I support my family financially while in college.

	Univ. of Louisville	Public 4- year
Strongly Agree	13%	14%
Agree	16%	20%
Neutral	28%	30%
Disagree	26%	23%
Strongly Disagree	16%	12%
	n=637	n=13450

Q52:	I know how to keep myself from spending
Q52.	too much

	Univ. of Louisville	Public 4- year
Strongly Agree	20%	22%
Agree	48%	46%
Neutral	15%	19%
Disagree	13%	11%
Strongly Disagree	4%	3%
	n=638	n=13470

Q53: I know where to find the advice I need to make decisions involving money.

	Univ. of Louisville	Public 4- year
Strongly Agree	14%	14%
Agree	38%	37%
Neutral	22%	23%
Disagree	19%	19%
Strongly Disagree	7%	6%
	n=636	n=13463

January 1 2021

Food Assistance - Since January 1, 2021,

Q54: have you used public assistance in the following areas?

	Univ. of Louisville	Public 4- year
Yes	15%	13%
No	83%	84%
I Don't Know	2%	2%
	n=605	n=13042

Unemployment Assistance - Since JanuaryQ55: 1, 2021, have you used public assistance in the following areas?

	Univ. of Louisville	Public 4- year
Yes	5%	6%
No	93%	92%
I Don't Know	1%	2%
	n=606	n=13032

Housing Assistance - Since January 1, 2021, **Q56:** have you used public assistance in the following areas?

	Univ. of Louisville	Public 4- year
Yes	3%	2%
No	96%	96%
I Don't Know	1%	2%
	n=605	n=13007

	Utility Assistance - Since January 1, 2021,
Q57:	have you used public assistance in the
	following areas?

	Univ. of Louisville	Public 4- year
Yes	3%	3%
No	95%	95%
I Don't Know	1%	2%
	n=604	n=13012

Medical Assistance - Since January 1, 2021, Q58: have you used public assistance in the following areas?

	Univ. of Louisville	Public 4- year
Yes	21%	16%
No	77%	80%
I Don't Know	2%	3%
	n-C01	n-12011

Child Care Assistance - Since January 1,

Q59: 2021, have you used public assistance in the following areas?

	Univ. of Louisville	Public 4- year
Yes	1%	2%
No	98%	97%
I Don't Know	1%	1%
	n=601	n=12975

Q60: Federal stimulus funds (COVID-19 economic relief) - Since January 1, 2021, have you used public assistance in the following areas?

	Univ. of Louisville	Public 4- year
Yes	44%	50%
No	51%	45%
I Don't Know	5%	5%
	n=606	n=13003

Q61: Credit Card - Since January 1, 2021, have you used the following borrowing sources?

	Univ. of Louisville	Public 4- year
Yes	47%	50%
No	52%	48%
I Don't Know	1%	2%
	n=607	n=13053

Q62: Pay Day Loan - Since January 1, 2021, have you used the following borrowing sources?

	Univ. of Louisville	Public 4- year
Yes	4%	4%
No	94%	93%
I Don't Know	2%	3%
	n=599	n=12884

Auto Title Loan - Since January 1, 2021, Q63: have you used the following borrowing sources?

	Univ. of Louisville	Public 4- year
Yes	5%	4%
No	93%	93%
I Don't Know	2%	3%
	n=598	n=12828

Q64: Do you have a bank account, and if so which of the following applies to you?

	Univ. of Louisville	Public 4- year
No, I do not have a bank account	2%	2%
Yes, I only have a checking account	18%	25%
Yes, I only have a savings account	2%	3%
Yes, I have both a checking and savings account	79%	70%
Yes, but I don't know what type	0%	0%
	n=593	n=12740

Since January 1, 2021, approximately how **Q65:** many times did you use a credit card for something you didn't have money for?*

	Univ. of Louisville	Public 4- year
Never	25%	26%
One Time	9%	6%
Two Times	7%	9%
Three Times	10%	10%
Four Times	7%	8%
Five Times	8%	8%
Six Times	4%	4%
Seven Times	2%	2%
Eight or More Times	29%	28%
	n=282	n=6398

^{*}Of respondents who answered 'yes' to Q61

Q66: I always pay my credit card bill on time.*

	Univ. of Louisville	Public 4- year
Strongly Agree	49%	46%
Agree	32%	36%
Neutral	10%	11%
Disagree	7%	5%
Strongly Disagree	1%	2%
	n=282	n=6384

^{*}Of respondents who answered 'yes' to Q61

Q67: I fully pay off my credit card balance each month.*

	Univ. of Louisville	Public 4- year
Strongly Agree	29%	26%
Agree	15%	20%
Neutral	14%	15%
Disagree	21%	22%
Strongly Disagree	22%	17%
	n=281	n=6336
*Of respondents wh	o answered 'y	es' to Q61

Q68: Since January 1, 2021, approximately how many times did you borrow a pay day loan?*

	Univ. of Louisville	Public 4- year
One time	29%	41%
Two Times	24%	26%
Three Times	10%	13%
Four Times	0%	7%
Five Times	0%	5%
Six Times	5%	2%
Seven Times	0%	0%
Eight or More Times	33%	7%
	n=21	n=487

^{*}Of respondents who answered 'yes' to Q62

Since January 1, 2021, approximately how Q69: many times did you borrow an auto title loan?*

84%	83%
	0370
16%	9%
0%	3%
0%	2%
0%	1%
0%	0%
0%	0%
0%	2%
n=31	n=500
	16% 0% 0% 0% 0% 0%

^{*}Of respondents who answered 'yes' to Q63

	Since January 1, 2021, approximately how
	many times did you sell your belongings to
Q70:	make ends meet (like at a pawn shop,
	online marketplace, over social media,
	etc.)?

	Univ. of Louisville	Public 4- year
Never	65%	62%
One time	8%	10%
Two Times	8%	10%
Three Times	6%	7%
Four Times	4%	4%
Five Times	2%	3%
Six Times	1%	1%
Seven Times	0%	0%
Eight or More Times	4%	4%

n=602 n=12921

Desktop or laptop computer - Do you useQ71: any of the following devices for college coursework?

	Univ. of Louisville	Public 4- year
Yes	98%	98%
No	2%	2%
I don't know	0%	0%
	n=597	n=12859

Q72: Smartphone - Do you use any of the following devices for college coursework?

	Univ. of Louisville	Public 4- year
Yes	93%	94%
No	7%	6%
I don't know	0%	0%
	n=591	n=12717

Q73: Tablet - Do you use any of the following devices for college coursework?

	Univ. of Louisville	Public 4- year
Yes	25%	31%
No	75%	69%
I don't know	0%	0%
	n=561	n=12163

Q74: I can access my computer or device for coursework anytime I need it.*

	Univ. of Louisville	Public 4- year
Strongly Agree	56%	51%
Agree	35%	39%
Neutral	5%	6%
Disagree	2%	3%
Strongly Disagree	2%	2%
	n=597	n=12781

*Of respondents who answered 'Yes' to Q71, Q72, or Q73

Q75: I have more student loan debt than I expected to have at this point.*

	Univ. of Louisville	Public 4- year
Strongly Agree	41%	36%
Agree	32%	30%
Neutral	13%	19%
Disagree	13%	12%
Strongly Disagree	1%	3%
	n=304	n=6181

*Of respondents who indicated having a student loan they took out for themselves ('yes' to Q24)

Q76: How confident are you that you will be able to pay off the debt acquired while you were a student?*

	Univ. of Louisville	Public 4- year
Not At All Confident	33%	32%
Somewhat Confident	41%	44%
Confident	21%	17%
Very Confident	5%	7 %
	n=303	n=6185

*Of respondents who indicated having a student loan they took out for themselves ('yes' to Q24)

	When you first received your student loan,
Q77:	did you receive any in-person or online
	counseling that informed you about your
	student loans?*

	Univ. of Louisville	Public 4- year
Yes, online	42%	44%
Yes, in-person	5%	5%
I did not receive counseling	43%	42%
I don't know	10%	9%
	n=305	n=6194

^{*}Of respondents who indicated having a student loan they took out for themselves ('yes' to Q24)

Q78:

The amount of total debt (e.g. credit card debt, car loan debt, or money owed to family or friends) I have right now is manageable.

	Univ. of Louisville	Public 4- year
Strongly Agree	8%	7%
Agree	26%	29%
Neutral	19%	23%
Disagree	17%	15%
Strongly Disagree	11%	8%
I Do Not Have Other Debt	19%	18%

n=594 n=12713

Q79: How confident are you that some or all of your student loans will be forgiven?*

	Univ. of Louisville	Public 4- year
Not At All Confident	71%	67%
Somewhat Confident	24%	26%
Confident	4%	5%
Very Confident	1%	2%
	n=305	n=6195

^{*}Of respondents who indicated having a student loan they took out for themselves ('yes' to Q24)

Q80- Q81:	Patient Health Quest	ionnaire-2 (P	'HQ-2)*
		Univ. of Louisville	Public 4- year
	Major Depressive Disorder - Likely	44%	41%
	Major Depressive Disorder - Negative	56%	59%
		n=584	n=12608
	*A full description of they are calculated c methodology section	an be found i	
Q82- Q83:	Generalized Anxiety (GAD-2)*	Disorder 2-ite	em Scale
		Univ. of	Public 4-

(/		
	Univ. of Louisville	Public 4- year
Generalized Anxiety Disorder - Likely	56%	52%
Generalized Anxiety Disorder - Negative	44%	48%
	n=584	n=12606
*A full description of they are calculated of methodology section	can be found i	

Q80: Having little interest or pleasure in doing things - Over the last 7 days, how often have you been bothered by?

	Univ. of Louisville	Public 4- year
Not at all	25%	25%
Several days	34%	38%
More than half the days	22%	19%
Nearly every day	19%	17%
	n=583	n=12597

Q81: Feeling down, depressed, or hopeless Over the last 7 days, how often have you been bothered by?

	Univ. of Louisville	Public 4- year
Not at all	30%	29%
Several days	33%	36%
More than half the days	18%	17%
Nearly every day	20%	17%
	n=582	n=12589

Q82:	Feeling nervous, anx the last 7 days, how		_	Q85:	I couldn't afford to e the last 30 days).		·
	bothered by?	Univ. of	Public 4-			Univ. of Louisville	Public 4- year
		Louisville	year		Often	22%	17%
	Not at all	14%	16%		Sometimes	32%	31%
	Several days	32%	35%		Never True	42%	48%
	More than half the days	19%	22%		I Don't Know	4% n=572	4% n=12278
	Nearly every day	35%	27%		In the last 30 days, d		
		n=583	n=12586	Q86:	of your meals or skip		
	Not being able to sto	p or control	worrying -	3433	wasn't enough mone		
Q83:	Over the last 7 days, been bothered by?	how often h	ave you			Univ. of Louisville	Public 4- year
		Univ. of	Public 4-		Yes	39%	36%
		Louisville	year		No	57%	59%
	Not at all	25%	25%		I don't know	4%	5%
	Several days	27%	32%			n=577	n=12431
	More than half the days	19%	18%	Q87:	How many days did to	:his happen?	(Skipped
	Nearly every day	29%	25%		or cut size of fileals t	·	,
		n=584	n=12592			Univ. of	Public 4-
Q84- Q89:	Six-Question USDA F Day)*	ood Security	Scale (30-		Fewer than 3 days	Louisville 30%	year 31%
-	,,	Univ. of	Public 4-		Three or more days	70%	69%
		Louisville	year			n=175	n=3891
	High or Marginal Food Security	49%	53%		*Of respondents who		
	Low Food Security	27%	25%	Q88:	than you felt you should because there		
	Very Low Food Security	24%	22%		wasn't enough mone	ey for food? Univ. of	Public 4-
	Security	n=565	n=12178			Louisville	year
	*A full description of				Yes	37%	35%
	they are calculated c				No	58%	61%
	methodology section				I don't know	5%	5%
	The food that I boug			_		n=576	n=12425
Q84:	didn't have money to 30 days).	o get more (ii	n the last	Q89:	In the last 30 days, w but didn't eat becaus	•	
		Univ. of	Public 4-		food?		
		Louisville	year			Univ. of	Public 4-
	Often	10%	8%			Louisville	year
	Sometimes	34%	32%		Yes	31%	29%
	Never True	52%	54%		No	65%	67%
	I Don't Know	5%	5%		I don't know	4%	4%

n=572 n=12409

n=575 n=12355

Q90:	Does your school have a food pantry or
Q90.	food closet on campus?

	Univ. of Louisville	Public 4- year
Yes	65%	46%
No	5%	9%
I don't know	31%	44%
		. 12451

n=577 n=12451

Q91: Have you visited a food pantry, on or off campus, since January 1, 2021?

	Univ. of Louisville	Public 4- year
Yes	17%	11%
No	80%	84%
I don't know	3%	5%
	n-576	n-12/50

Q92: Please select the type(s) of food pantries you have visited since January 1, 2021:

	Univ. of Louisville	Public 4- year
On-campus food pantry or food closet at my school	88%	63%
Off-campus food pantry or food bank (e.g., at a church, non-profit organization, regional food bank, etc.)	14%	36%
Other	0%	3%
	n=97	n=1327

*Of respondents who answered 'yes' to Q91

Q93-Q98:

Housing Security Scale (Prior 12 Months)*

	Univ. of Louisville	Public 4- year
Housing Secure	54%	57%
Housing Insecure	46%	43%
	n=568	n=12245

*A full description of scales used and how they are calculated can be found in the methodology section

Q93:	I had difficulty paying for my rent (past 12
Q95.	months).

	Univ. of Louisville	Public 4- year
True	29%	26%
False	65%	68%
I Don't Know	7%	7%
	n=567	n=12235

Q94: I didn't pay the full amount of my rent (past 12 months).

	Univ. of Louisville	Public 4- year
True	10%	8%
False	83%	87%
I Don't Know	7%	5%
	n=568	n=12196

Q95: I had difficulty paying the full amount of a gas, oil, or electricity bill (past 12 months).

	Univ. of Louisville	Public 4- year
True	26%	25%
False	68%	70%
I Don't Know	6%	5%
	n=567	n=12209

Q96: I moved 3 or more times (past 12 months).

	Univ. of Louisville	Public 4- year
True	5%	5%
False	92%	92%
I Don't Know	3%	3%
	n=568	n=12190

Q97: I lived with others beyond the expected capacity of my house or apartment (past 12 months).

	Univ. of Louisville	Public 4- year
True	9%	9%
False	88%	88%
I Don't Know	3%	3%
	n=566	n=12191

Q98:	I moved in with other financial problems (page 1)			Q102:	I stayed in a sh independent li months).
		Univ. of Louisville	Public 4- year		months).
	True	16%	14%		True
	False	81%	83%		False
	I Don't Know	2%	3%		I Don't Know
		n=566	n=12174		I DOIL KIIOW
Q99- Q108:	Homelessness Scale*			Q103:	I stayed in an a
		Univ. of Louisville	Public 4- year	•	
	No Indication of Homelessness	85%	86%		True False
	Homeless	15%	14%		I Don't Know
		n=568	n=12261		
	*A full description of s they are calculated co methodology section			Q104:	I didn't know v (in past 12 mo
Q99:	Since starting college, homeless?	have you ev	ver been		
		Univ. of	Public 4-		True
		Louisville	year		False
	Yes	4%	4%		I Don't Know
	No	95%	95%		
	I Don't Know	1%	1%	Q105:	I didn't have a
		n=567	n=12237		
Q100:	I was thrown out or for (in past 12 months).	orced out of	my home		True
	(past ==o).				
	(past ==e).	Univ. of	Public 4-		False
	(pase 22	Univ. of Louisville	Public 4- year		False I Don't Know
	True				
		Louisville	year		I Don't Know I temporarily s
	True	Louisville 4% 95% 1%	year 3% 96% 1%	Q106:	I Don't Know
Q101:	True False	4% 95% 1% n=567	year 3% 96% 1% n=12229	Q106:	I Don't Know I temporarily s or couch surfe (in past 12 mo
Q101:	True False I Don't Know I was evicted from my	4% 95% 1% n=567	year 3% 96% 1% n=12229	Q106:	I Don't Know I temporarily s or couch surfe (in past 12 mo
Q101:	True False I Don't Know I was evicted from my	95% 1% n=567 home (in page)	year 3% 96% 1% n=12229 ast 12	Q106:	I Don't Know I temporarily s or couch surfe (in past 12 mo
Q101:	True False I Don't Know I was evicted from my	Louisville 4% 95% 1% n=567 home (in particular)	year 3% 96% 1% n=12229 ast 12 Public 4-	Q106:	I Don't Know I temporarily s or couch surfe (in past 12 mo
Q101:	True False I Don't Know I was evicted from my months).	Louisville 4% 95% 1% n=567 home (in particular) Univ. of Louisville	year 3% 96% 1% n=12229 ast 12 Public 4- year	Q106:	I Don't Know I temporarily s or couch surfe (in past 12 mo
Q101:	True False I Don't Know I was evicted from my months). True	Louisville 4% 95% 1% n=567 home (in particular) Univ. of Louisville 1%	year 3% 96% 1% n=12229 ast 12 Public 4- year 1%	Q106:	I Don't Know I temporarily s or couch surfe (in past 12 mo

	I stayed in a shelter,		_	
Q102:	independent living program (in past 12 months).			
		Univ. of Louisville	Public 4- year	
	True	1%	1%	
	False	99%	98%	
	I Don't Know	0%	1%	
		n=568	n=12230	
Q103:	I stayed in an abandoned building (in past 12 months).			
		Univ. of Louisville	Public 4- year	
	True	0%	0%	
	False	99%	99%	
	I Don't Know	0%	1%	
		n=567	n=12224	
Q104:	I didn't know where (in past 12 months).	would sleep	at night	
		Univ. of Louisville	Public 4- year	
	True			
	True False	Louisville	year	
		Louisville 3%	year 2%	
	False	Louisville 3% 97%	year 2% 97%	
Q105:	False	1% n=567	year 2% 97% 1% n=12222	
Q105:	False I Don't Know	1% n=567	year 2% 97% 1% n=12222	
Q105:	False I Don't Know	1% n=567 (in past 12 m Univ. of	year 2% 97% 1% n=12222 nonths). Public 4-	
Q105:	False I Don't Know I didn't have a home	Solution 12 metrics 12	year 2% 97% 1% n=12222 nonths). Public 4- year	
Q105:	False I Don't Know I didn't have a home True	Louisville 3% 97% 1% n=567 (in past 12 m Univ. of Louisville 3%	year 2% 97% 1% n=12222 nonths). Public 4- year 3%	
Q105:	False I Don't Know I didn't have a home True False	1%	year 2% 97% 1% n=12222 nonths). Public 4- year 3% 96%	
Q105: Q106:	False I Don't Know I didn't have a home True False	1%	year 2% 97% 1% n=12222 nonths). Public 4- year 3% 96% 1% n=12230 e, friend,	
	False I Don't Know I didn't have a home True False I Don't Know I temporarily stayed or couch surfed while	1%	year 2% 97% 1% n=12222 nonths). Public 4- year 3% 96% 1% n=12230 e, friend,	
	False I Don't Know I didn't have a home True False I Don't Know I temporarily stayed or couch surfed while	Louisville 3% 97% 1% n=567 (in past 12 m Univ. of Louisville 3% 96% 1% n=568 with a relative of looked for	year 2% 97% 1% n=12222 nonths). Public 4- year 3% 96% 1% n=12230 e, friend, housing	
	False I Don't Know I didn't have a home True False I Don't Know I temporarily stayed or couch surfed while	Louisville 3% 97% 1% n=567 (in past 12 m Univ. of Louisville 3% 96% 1% n=568 with a relative of looked for	year 2% 97% 1% n=12222 nonths). Public 4- year 3% 96% 1% n=12230 e, friend, housing Public 4-	

0%

1%

n=568 n=12227

n=568 n=12233

Q107:	I slept in an outdoo street, sidewalk, or (in past 12 months	alley, bus or t		Q109:	Do you have a car?	Univ. of	Public 4-
	(III past 12 months	Univ. of	Public 4-			Louisville	year
		Louisville	year		Yes	78%	77%
	True	0%	1%		No	4%	3%
	False	100%	99%		Sometimes	18%	20%
	I Don't Know	0%	1%			n=570	n=12244
		n=567	n=12225	Q110:	How reliable would	you say your	car is?*
	I slept in a closed a	rea/space not	meant for			Univ. of Louisville	Public 4- year
Q108:	van, RV, or camper		•		Very Reliable	31%	35%
	or unconverted gar				Reliable	44%	43%
	(in past 12 months).			I Don't Know	2%	2%
		Univ. of	Public 4-		Somewhat Reliable	21%	19%
		Louisville	year		Not At All Reliable	2%	2%
	True	2%	3%			n=443	n=935.
	False	98%	96%		*Of respondents wh	o answered 'y	es' to
	I Don't Know	1%	1%		Q109		
		n=568	n=12209	Q111:	Do you use public tr	ansportation	to get to
BNI_ Any	Basic Needs Insecu food insecure and/ and/or homeless.				school?	Univ. of Louisville	Public 4 year
		Univ. of	Public 4-		Never	65%	58%
		Louisville	year		Rarely	12%	12%
	Yes	62%	61%		Sometimes	13%	13%
	No	38%	39%		Often	5%	7%
		n=576	n=12461		Always	5%	11%
BNI_	Basic Needs Insecu					n=568	n=12249
FH	food insecure and	housing insecu Univ. of	re Public 4-	Q112- Q114:	Financial Knowledge	Questions*	
		Louisville	year			Univ. of	Public 4
	Yes	34%	29%			Louisville	year
	No	66%	71%		Zero Questions	169/	100/
		n=570	n=12257		Correct	16%	19%
BNI_ All	Basic Needs Insecuinsecure, housing i				One Question Correct	22%	24%
		Univ. of Louisville	Public 4- year		Two Questions Correct	31%	30%
	Yes	11%	9%		Three Questions	31%	27%
	No	89%	91%		Correct		
	140	n=572	n=12354		****	n=557	n=11992
,		11-372	11-12554		*A full description of they are calculated o		

methodology section

Q112:

Imagine that the interest rate on your savings account is 1% per year and inflation is 2% per year. After 1 year, would you be able to buy more than today, exactly the same as today, or less than today with the money in this account?

	Univ. of Louisville	Public 4- year
More Than Today	11%	9%
Exactly The Same As Today	13%	14%
Less Than Today (correct answer)	45%	42%
I Don't Know	31%	35%
	n=558	n=12020

Q113:

Suppose you have \$100 in a savings account and the interest rate was 2% per year. After 5 years, how much would you have in the account if you left the money to grow?

	Univ. of Louisville	Public 4- year
More Than \$102 (correct answer)	66%	61%
Exactly \$102	7%	7%
Less Than \$102	5%	6%
I Don't Know	22%	26%
	n=558	n=12018

Q114:

Suppose you borrowed \$5,000 to help cover college expenses for the coming year. You can choose to repay this loan over 10 years, 20 years, or 30 years. Which of these repayments options will cost you the least amount of money over the length of the repayment period?

	Univ. of Louisville	Public 4- year
10-Year (correct answer)	67%	61%
20-Year	2%	5%
30-Year	13%	13%
I Don't Know	18%	20%
	n=557	n=12021

Q115: Are you the first person in your immediate family to attend college?

	Univ. of Louisville	Public 4- year
Yes	29%	36%
No	70%	63%
I Don't Know	1%	1%
	n=555	n=11986

Are you a current or former member of the Q116: U.S. Armed Forces, Reserves, or National Guard?

	Univ. of Louisville	Public 4- year
Yes	3%	3%
No	97%	97%
	n=555	n=11955

Q117: Have you ever transferred from one institution to another?

	Univ. of Louisville	Public 4- year
Yes	33%	38%
No	66%	60%
I don't know	1%	2%
	n=555	n=11979

Q118: Do you plan on transferring from your school to another institution in the future?

	Univ. of Louisville	Public 4- year
Yes	6%	9%
No	79%	76%
I don't know	15%	16%
	n-555	n-11027

At any time since you turned 13, were you

Q119: in foster care or were you a dependent of
the court?

	Univ. of Louisville	Public 4- year
Yes	1%	1%
No	98%	98%
I Don't Know	1%	1%
	n=556	n=11980

Q	1	7	n	•
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Did you indicate on the FAFSA (Free Application for Federal Student Aid) that you were previously in foster care or a ward of the state?*

	Univ. of Louisville	Public 4- year
Yes	75%	68%
No	25%	27%
I Don't Know	0%	6%
	n=4	n=90

*Of respondents who answered 'I completed the FAFSA on my own' or 'I received assistance completing the FAFSA' to Q34 and 'Yes' to Q119

Q121:

Did you receive increased funding/support as a result of identifying yourself as a former foster youth on the FAFSA?*

	Univ. of Louisville	Public 4- year
Yes	33%	49%
No	33%	25%
I Don't Know	33%	26%
	n=3	n=61

*Of respondents who answered 'I completed the FAFSA on my own' or 'I received assistance completing the FAFSA' to Q34 and 'Yes' to Q119 and Q120

Q122:

Does your state have a state-level, foster youth-specific financial aid program or policy for college?*

	Univ. of Louisville	Public 4- year
Yes	33%	34%
No	33%	15%
I Don't Know	33%	51%
	n-6	n-111

*Of respondents who answered 'yes' to Q119

Q123:

Have you participated in the state-level, foster youth-specific financial aid program or policy for college?*

	Univ. of Louisville	Public 4- year
Yes	100%	68%
No	0%	29%
I Don't Know	0%	3%
	n=2	n=38

*Of respondents who answered 'yes' to Q119 and Q122

Does your institution have a foster youth-Q124: specific financial aid, scholarship, or outreach program?*

	Univ. of Louisville	Public 4- year
Yes	0%	24%
No	33%	16%
I Don't Know	67%	61%
	n=6	n=114

*Of respondents who answered 'yes' to Q119

Have you participated in your institution's Q125: foster youth-specific financial aid, scholarship, or outreach program?*

	Univ. of Louisville	Public 4- year
Yes	0%	52%
No	0%	37%
I Don't Know	0%	11%
	n=	n=27

*Of respondents who answered 'yes' to Q119 and Q124

Q126: Do you consider yourself a student who works or a worker that goes to school?*

	Univ. of	Public 4-
	Louisville	year
Student	75%	76%
Worker	25%	24%
	n=401	n=7567

*Of respondents who answered 'Yes' to Q23

Q127: During the school year, about how many hours do you spend in a typical 7-day week working for pay?*

	Univ. of Louisville	Public 4- year
Less than 20 hours	36%	39%
20-39 hours	45%	39%
40 or more hours	19%	21%
	n=382	n=7168

*Of respondents who answered 'Yes' to Q23

Q128: Are you a dependent or independent student?

	Univ. of Louisville	Public 4- year
Dependent	51%	52%
Independent	39%	38%
I Don't Know	10%	10%
	n=552	n=11957

O129·	Where do you currently	live?
UIZ9.	where do you currently	live:

	Univ. of Louisville	Public 4- year
On-campus residence	27%	25%
Off-campus college/university-affiliated residence	15%	8%
Off-campus private (not college/university- affiliated) residence	55%	63%
No current residence or homeless	0%	0%
Other	3%	4%
	n=552	n=11948

About how many hours do you spend in a Q130: typical 7-day week providing care for dependents (children, parents, etc)?*

	Univ. of Louisville	Public 4- year
20 or fewer hours	70%	64%
21-40 hours	12%	16%
Over 40 hours	18%	20%
	n=122	n=2882

^{*}Of respondents who indicated supporting family members financially ('Yes' to any of Q36-Q40)

Section C: Select Crosstab Analysis Tables

Exploratory data analysis was conducted in order to identify trends among groups of respondents. Relationships between variables were tested for association using Pearson's Chi-Square tests, and, when expected cell counts were less than five, Fisher's Exact Test, with the alpha level set at a minimum threshold of .05 (α =.05) for all comparisons. All results from crosstab analysis are presented in this section, refer to individual tables to learn if the associations displayed are statistically significant.

Q1:	While in college, have y	ou experienced financ	cial difficulties or ch	nallenges?
Q76:	How confident are you student?	that you will be able t	o pay off the debt a	acquired while you were a
			Q76: Confident/Very Confident	Q76: Not Confident / Somewhat Confident
	Q1: Yes	n=264	25%	75%
	Q1: No	n=26	42%	58%
	Note: Not statistically sign	nificant		
Q1:	While in college, have y	ou experienced financ	cial difficulties or ch	nallenges?
Q78:	To what extent do you a (e.g., credit card debt, on is manageable.	-		e amount of total debt r friends) I have right now
			Q78: Agree/Strongly Agree	Q78: Disagree/Strongly Disagree
	Q1: Yes	n=288	47%	53%
	Q1: No	n=64	89%	11%
	**Statistically significant	result at the p<.01 level.		
Q1:	While in college, have y	ou experienced financ	cial difficulties or ch	nallenges?
Q115:	Are you the first person	in your immediate fa	mily to attend colle	ege?
			Q115: No	Q115: Yes
	Q1: Yes	n=405	66%	34%
	Q1: No	n=112	83%	17%
	**Statistically significant	result at the p<.01 level.		
Q1:	While in college, have y	ou experienced financ	cial difficulties or ch	nallenges?
	by Enrollment Intensity			
			Full-Time	Part-Time
	Q1: Yes	n=537	82%	18%
	Q1: No	n=149	78%	22%
	Note: Not statistically sign	nificant		

Q1:	While in college, have you expe	rienced finar	ncial difficulties or cha	llenges?
	by Gender			
			Female	Male
	Q1: Yes	n=534	72%	28%
	Q1: No	n=149	62%	38%
	*Statistically significant result at th	e p<.05 level.		
Q1:	While in college, have you expe	rienced finar	ncial difficulties or cha	llenges?
	by Age			
			Under 25 Years of Age	25 Years of Age or Older
	Q1: Yes	n=537	83%	17%
	Q1: No	n=149	82%	18%
	Note: Not statistically significant			
Q1:	While in college, have you expe	rienced finar	ncial difficulties or cha	llenges?
Q84- 89:	Six-Question USDA Food Securit	ty Scale		
		ŀ	ligh/Marginal Food Security	Low/Very Low Food Security
	Q1: Yes	n=417	37%	63%
	Q1: No	n=115	90%	10%
	**Statistically significant result at t	the p<.01 level	l.	
Q1:	While in college, have you expe	rienced finar	ncial difficulties or cha	llenges?
Q93- 98:	Housing Security Scale			
			Insecure	Secure
	Q1: Yes	n=419	58%	42%
	Q1: No	n=116	7%	93%
	**Statistically significant result at t	the p<.01 leve	l.	
Q80- 81:	Major Depression Disorder likel	ihood using I	Patient Health Questic	onnaire-2
Q41:	Would you have trouble getting need within the next month?	\$500 in cash	or credit in order to i	meet an unexpected
			Q41: Yes	Q41: No
	Major Depression Disorder Likely	n=232	78%	22%
	Major Depression Disorder Negative	n=303	53%	47%
	**Statistically significant result at t	the n< 01 level	1	

Q80- 81:	Major Depression Disorder likeli	ihood using	Patient Health Questic	nnaire-2
Q84- 89:	Six-Question USDA Food Securit	y Scale		
			High/Marginal Food Security	Low/Very Low Food Security
	Major Depression Disorder Likely	n=251	33%	67%
	Major Depression Disorder Negative	n=313	62%	38%
	**Statistically significant result at t	he p<.01 leve	el.	
Q80- 81:	Major Depression Disorder likeli	ihood using	Patient Health Questic	onnaire-2
Q93- 98:	Housing Security Scale			
			Insecure	Secure
	Major Depression Disorder Likely	n=250	57%	43%
	Major Depression Disorder Negative	n=317	38%	62%
	**Statistically significant result at t	he p<.01 leve	21.	
Q80- 81:	Major Depression Disorder likeli	ihood using	Patient Health Questic	nnaire-2
Q99- 108:	Homelessness Scale		Homeless and/or	No Indications of
			Couch Surfing	Homelessness
	Major Depression Disorder Likely	n=250	23%	77%
	Major Depression Disorder Negative	n=317	10%	90%
	**Statistically significant result at t	he p<.01 leve	el.	
Q80- 81:	Major Depression Disorder likeli	ihood using	Patient Health Questic	onnaire-2
	by Gender			
			Female	Male
	Major Depression Disorder Likely	n=255	Female 76%	Male 24%
	Major Depression Disorder Likely Major Depression Disorder Negative	n=255 n=327		
	Major Depression Disorder	n=327	76% 67%	24%
-	Major Depression Disorder Negative	n=327 e p<.05 level	76% 67%	24% 33%
Q80- 81: Q115:	Major Depression Disorder Negative *Statistically significant result at th	n=327 e p<.05 level ihood using	76% 67% Patient Health Questic	24% 33% onnaire-2
81:	Major Depression Disorder Negative *Statistically significant result at th Major Depression Disorder likeli	n=327 e p<.05 level ihood using	76% 67% Patient Health Questic	24% 33% onnaire-2
81:	Major Depression Disorder Negative *Statistically significant result at th Major Depression Disorder likeli	n=327 e p<.05 level ihood using	76% 67% Patient Health Questic	24% 33% onnaire-2
81:	Major Depression Disorder Negative *Statistically significant result at th Major Depression Disorder likeli Are you the first person in your	n=327 e p<.05 level ihood using immediate	76% 67% Patient Health Questic family to attend college Q115: No	24% 33% onnaire-2 e? Q115: Yes

Q82- 83:	Generalized Anxiety Disorder I	ikelihood using	g GAD-2 Scale	
Q41:	Would you have trouble getting need within the next month?	ng \$500 in cash	or credit in order to	meet an unexpected
			Q41: Yes	Q41: No
	Generalized Anxiety Disorder Likely	n=296	75%	25%
	Generalized Anxiety Disorder Negative	n=239	50%	50%
	**Statistically significant result at	t the p<.01 level.		
Q82- 83:	Generalized Anxiety Disorder I	ikelihood using	g GAD-2 Scale	
Q84- 89:	Six-Question USDA Food Secur	rity Scale		
		Н	igh/Marginal Food Security	Low/Very Low Food Security
	Generalized Anxiety Disorder Likely	n=317	38%	62%
	Generalized Anxiety Disorder Negative	n=247	64%	36%
	**Statistically significant result at	the p<.01 level.		
Q82- 83:	Generalized Anxiety Disorder I	ikelihood using	g GAD-2 Scale	
Q93- 98:	Housing Security Scale			
			Insecure	Secure
	Generalized Anxiety Disorder Likely	n=315	54%	46%
	Generalized Anxiety Disorder Negative	n=252	37%	63%
	**Statistically significant result at	the p<.01 level.		
Q82- 83:	Generalized Anxiety Disorder I	ikelihood using	g GAD-2 Scale	
Q99- 108:	Homelessness Scale			
			Homeless and/or Couch Surfing	No Indications of Homelessness
	Generalized Anxiety Disorder Likely	n=315	20%	80%
	Likely			

Statistically significant result at the p<.01 level.

Q82- 83:	Generalized Anxiety Disorder I	ikelihood usin	g GAD-2 Scale	
	by Gender			
			Female	Male
	Generalized Anxiety Disorder Likely	n=324	76%	24%
	Generalized Anxiety Disorder Negative	n=258	66%	34%
	**Statistically significant result at	t the p<.01 level		
Q82- 83:	Generalized Anxiety Disorder I	likelihood usin	g GAD-2 Scale	
Q115:	Are you the first person in you	ır immediate fa	amily to attend colle	ege?
			Q115: No	Q115: Yes
	Generalized Anxiety Disorder Likely	n=306	69%	31%
	Generalized Anxiety Disorder Negative	n=243	72%	28%
	Note: Not statistically significant			
Q84- 89:	Six-Question USDA Food Secur	rity Scale		
Q41:	Would you have trouble gettir	ng \$500 in cash	or credit in order t	o meet an unexpected
	need within the next month?			
	need within the next month?		Q41: Yes	Q41: No
	High/Marginal Food Security	n=251	Q41: Yes 42%	Q41: No 58%
		n=251 n=266	·	·
	High/Marginal Food Security	n=266	42% 85%	58%
Q84- 89:	High/Marginal Food Security Low/Very Low Food Security	n=266 t the p<.01 level	42% 85%	58%
•	High/Marginal Food Security Low/Very Low Food Security **Statistically significant result at	n=266 t the p<.01 level rity Scale	42% 85%	58%
89:	High/Marginal Food Security Low/Very Low Food Security **Statistically significant result at Six-Question USDA Food Secur	n=266 t the p<.01 level rity Scale	42% 85% or school. Q49: Agree/Strongly	58% 15%
89:	High/Marginal Food Security Low/Very Low Food Security **Statistically significant result at Six-Question USDA Food Secur	n=266 t the p<.01 level rity Scale	42% 85% or school. Q49:	58% 15% Q49: Disagree/Strongly
89:	High/Marginal Food Security Low/Very Low Food Security **Statistically significant result at Six-Question USDA Food Secur I worry about having enough result at the security of the securit	n=266 t the p<.01 level rity Scale money to pay f	42% 85% or school. Q49: Agree/Strongly Agree	58% 15% Q49: Disagree/Strongly Disagree
89:	High/Marginal Food Security Low/Very Low Food Security **Statistically significant result at Six-Question USDA Food Security I worry about having enough result and the security is security	n=266 t the p<.01 level rity Scale money to pay f n=239 n=265	42% 85% or school. Q49: Agree/Strongly Agree 69% 89%	58% 15% Q49: Disagree/Strongly Disagree 31%
89:	High/Marginal Food Security Low/Very Low Food Security **Statistically significant result at Six-Question USDA Food Secur I worry about having enough re High/Marginal Food Security Low/Very Low Food Security	n=266 It the p<.01 level rity Scale money to pay f $n=239$ $n=265$ It the p<.01 level	42% 85% or school. Q49: Agree/Strongly Agree 69% 89%	58% 15% Q49: Disagree/Strongly Disagree 31%
89: Q49:	High/Marginal Food Security Low/Very Low Food Security **Statistically significant result at Six-Question USDA Food Security I worry about having enough result at Six-Question USDA Food Security High/Marginal Food Security Low/Very Low Food Security **Statistically significant result at Six Part Security	n=266 It the p<.01 level rity Scale money to pay f $n=239$ $n=265$ It the p<.01 level	42% 85% or school. Q49: Agree/Strongly Agree 69% 89%	58% 15% Q49: Disagree/Strongly Disagree 31%
89: Q49:	High/Marginal Food Security Low/Very Low Food Security **Statistically significant result at Six-Question USDA Food Security I worry about having enough result at Six-Question USDA Security Low/Very Low Food Security **Statistically significant result at Six-Question USDA Food Security	n=266 It the p<.01 level rity Scale money to pay f $n=239$ $n=265$ It the p<.01 level	42% 85% or school. Q49: Agree/Strongly Agree 69% 89%	58% 15% Q49: Disagree/Strongly Disagree 31%
89: Q49:	High/Marginal Food Security Low/Very Low Food Security **Statistically significant result at Six-Question USDA Food Security I worry about having enough result at Six-Question USDA Security Low/Very Low Food Security **Statistically significant result at Six-Question USDA Food Security	n=266 It the p<.01 level rity Scale money to pay f $n=239$ $n=265$ It the p<.01 level	42% 85% or school. Q49: Agree/Strongly Agree 69% 89%	58% 15% Q49: Disagree/Strongly Disagree 31% 11%
89: Q49:	High/Marginal Food Security Low/Very Low Food Security **Statistically significant result at Six-Question USDA Food Security I worry about having enough result at Six-Marginal Food Security Low/Very Low Food Security **Statistically significant result at Six-Question USDA Food Security by Gender	n=266 It the p<.01 level rity Scale money to pay f n=239 n=265 It the p<.01 level rity Scale	42% 85% or school. Q49: Agree/Strongly Agree 69% 89%	58% 15% Q49: Disagree/Strongly Disagree 31% 11%

nal Food Security ow Food Security Illy significant result a parent, primary care pllege, have you expectatistically significant parent, primary care ression Disorder like	n=262 n=276 nt the p<.01 level. regiver, or legal goverienced finance n=69 n=567 regiver, or legal goverienced governed	mily to attend colleg Q115: No 77% 64% guardian to any child sial difficulties or cha Q1: Yes 83% 78% guardian to any child attent Health Question Disorder Likely 33%	Q115: Yes 23% 36% ren? Illenges? Q1: No 17% 22% ren? Onnaire-2 Major Depression Disorder Negative
nal Food Security ow Food Security Illy significant result a parent, primary care pllege, have you expectatistically significant parent, primary care ression Disorder like	n=262 n=276 at the p<.01 level. regiver, or legal goverienced finance n=69 n=567 regiver, or legal goverienced using Paragraphs	Q115: No 77% 64% guardian to any child cial difficulties or character Yes 83% 78% guardian to any child attent Health Question Disorder Likely	Q115: Yes 23% 36% ren? Illenges? Q1: No 17% 22% ren? Onnaire-2 Major Depression Disorder Negative
by Food Security Ily significant result a barent, primary care blege, have you exp tatistically significant barent, primary care ression Disorder lik	n=276 Int the p<.01 level. Regiver, or legal graph perienced finance n=69 n=567 Regiver, or legal graph perienced using Paragraph perienced finance n=69 n=567	77% 64% guardian to any child cial difficulties or character Yes 83% 78% guardian to any child cial difficulties or character Health Question Disorder Likely	23% 36% ren? Illenges? Q1: No 17% 22% ren? onnaire-2 Major Depression Disorder Negative
by Food Security Ily significant result a barent, primary care blege, have you exp tatistically significant barent, primary care ression Disorder lik	n=276 Int the p<.01 level. Regiver, or legal graph perienced finance n=69 n=567 Regiver, or legal graph perienced using Paragraph perienced finance n=69 n=567	64% guardian to any child cial difficulties or cha Q1: Yes 83% 78% guardian to any child atient Health Question Disorder Likely	36% ren? llenges? Q1: No 17% 22% ren? onnaire-2 Major Depression Disorder Negative
lly significant result a parent, primary car pllege, have you exp tatistically significant parent, primary car ression Disorder lik	nt the p<.01 level. egiver, or legal goverienced finance n=69 n=567 egiver, or legal goverienced gover.	guardian to any child sial difficulties or character Yes 83% 78% guardian to any child atient Health Question Disorder Likely	ren? Q1: No 17% 22% ren? Onnaire-2 Major Depression Disorder Negative
parent, primary car ollege, have you exp tatistically significant parent, primary car ression Disorder lik	n=69 n=567 regiver, or legal g	Q1: Yes 83% 78% guardian to any child atient Health Question Disorder Likely	Illenges? Q1: No 17% 22% ren? onnaire-2 Major Depression Disorder Negative
tatistically significant parent, primary car	n=69 n=567 regiver, or legal gelihood using Pa	Q1: Yes 83% 78% guardian to any child atient Health Question Disorder Likely	Illenges? Q1: No 17% 22% ren? onnaire-2 Major Depression Disorder Negative
tatistically significant parent, primary car ression Disorder lik	n=69 n=567 egiver, or legal getelihood using Pa	Q1: Yes 83% 78% guardian to any child atient Health Question Major Depression Disorder Likely	Q1: No 17% 22% ren? onnaire-2 Major Depression Disorder Negative
parent, primary car ression Disorder lik	n=567 egiver, or legal getelihood using Pa n=67	83% 78% guardian to any child atient Health Question Major Depression Disorder Likely	17% 22% ren? onnaire-2 Major Depression Disorder Negative
parent, primary car ression Disorder lik	n=567 egiver, or legal getelihood using Pa n=67	78% guardian to any child atient Health Question Major Depression Disorder Likely	ren? onnaire-2 Major Depression Disorder Negative
parent, primary car ression Disorder lik	egiver, or legal gestellands elihood using Parket No. No. 1867	guardian to any child atient Health Question Major Depression Disorder Likely	ren? onnaire-2 Major Depression Disorder Negative
parent, primary car ression Disorder lik	egiver, or legal getelihood using Pa	Adient Health Question Major Depression Disorder Likely	Major Depression Disorder Negative
ression Disorder lik	celihood using Pa	Adient Health Question Major Depression Disorder Likely	Major Depression Disorder Negative
	n=67	Najor Depression Disorder Likely	Major Depression Disorder Negative
	n=67	Disorder Likely	Disorder Negative
		33%	670/
			67%
	n=515	45%	55%
tatistically significant			
parent, primary car	egiver, or legal g	guardian to any child	ren?
d Anxiety Disorder	likelihood using	GAD-2 Scale	
		Major Anxiety Disorder Likely	Major Anxiety Disordon
	n=67	43%	57%
	n=515	57%	43%
y significant result at	the p<.05 level.		
parent, primary car	egiver, or legal g	guardian to any child	ren?
on USDA Food Secu	ırity Scale		
	Hi		Low/Very Low Food Security
		•	
	n=64	52%	48%
ŗ	parent, primary car	n=515 ly significant result at the p<.05 level. parent, primary caregiver, or legal g on USDA Food Security Scale	Disorder Likely $n=67$ 43% $n=515$ 57% Ny significant result at the p<.05 level. parent, primary caregiver, or legal guardian to any child

Note: Not statistically significant

Section D: Endnotes

¹ Hyken, Shep. *How Effective Is Net Promoter Score (NPS)?* Forbes Magazine. Published on December 3, 2016. https://www.forbes.com/sites/shephyken/2016/12/03/how-effective-is-net-promoter-score-nps/#253a33123e4c.

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