

COM Care Survey

Summary Results

June 2021

Purpose and Methodology

An online survey was sent to 787 students who attended COM in 2020-2021 and either received assistance through COM Care or funds from the Student Emergency Assistance Fund (CARES Act). The purpose of the survey was to inform program improvement and determine the impact of COM Care and SEAF assistance on students' ability to continue at COM. The survey was administered in English and Spanish via email and SMS (text message) invitations between June 10 and June 28, 2021. A total of 210 students completed the survey for a response rate of 27%.

Respondents reflected the population of students who received COM Care and/or SEAF assistance in 2020-2021. The large majority identify as Hispanic/Latinx (62%) followed by White (12%), Asian (8%), Black/African-American (6%), and multiracial (6%). Most were female (74%) and age 25 or older (70%). 29 percent were noncredit ESL students.

Descriptive survey analyses were conducted and disaggregated by race/ethnicity and gender, though subgroup sizes were too small to yield statistically significant differences between groups.

Survey results can be found in Appendix A. The survey instrument can be found in Appendix B.

Key Findings

Student Use of COM Care Services COM Care

Students were most likely to have heard of COM Care through an instructor (31%), followed by the MyCOM portal (20%), a friend or classmate (19%), the COM website (18%), EOPS (15%), and a COM counselor (14%).

Of students who requested a WiFi hotspot and did not pick it up, half said they did not end up needing it, and 10% couldn't make it to COM to pick it up.

Of those who received a Target or Nugget gift card through COM Care:

- 87% spent the funds on food
- 52% purchased other household necessities
- 26% bought technology needs for school.

Respondents said mornings, particularly Monday and Wednesday, were the most convenient time for them to access campus resources, including the food pantry.

Of the 161 students enrolled prior to 2020-21, 57% had never used the COM food pantry; 7% had used it one time, 7% had used it twice, and 28% had used it 3 or more times.

38 percent of respondents were referred to external resources (CalFresh, 20%; Center for Domestic Peace, 9%; Sparkpoint, 8%; Community Action Marin, 14%). More than half said they did not follow up on the referral.

Student Experience with COM Care

Of students who received COM Care assistance:

- 90% said staff helping them with COM Care assistance were helpful in their interactions
- 79% said they received the assistance they requested from COM Care or an external referral
- 56% said it was easy to request COM Care assistance through the MyCOM portal
- 74% said they had additional need for resources that COM Care was not able to help with, including basic living expenses

When asked how COMCare could be better, several students suggested better/more timely communication, and better technological support.

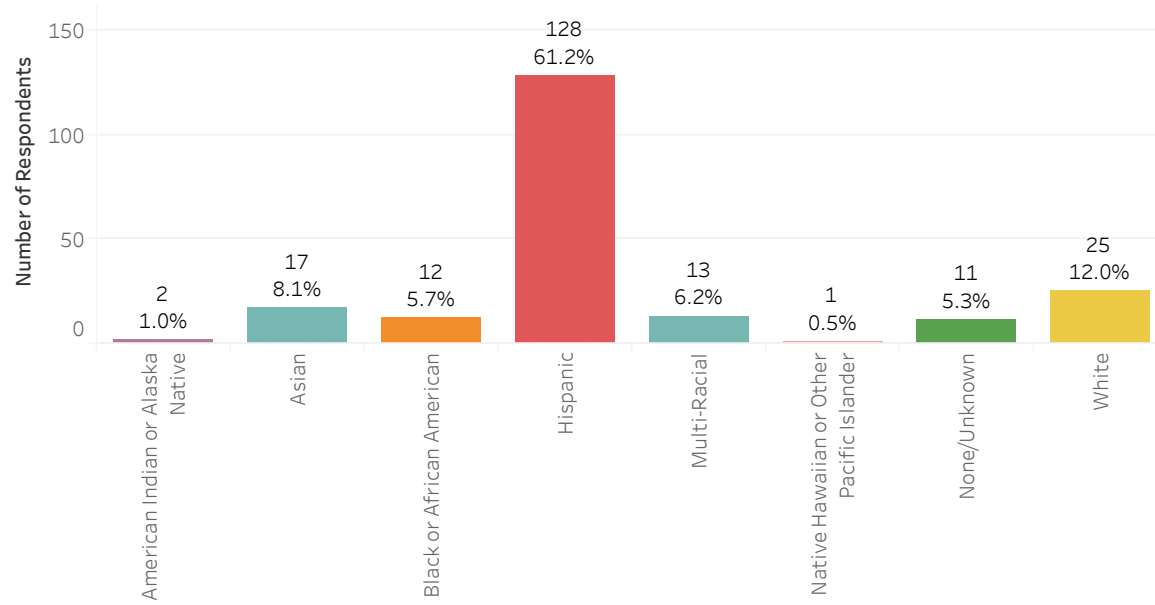
Impact of COM Assistance

Students *strongly agreed* the following types of assistance were essential for them to continue at COM:

- 88% of students with loaner laptops
- 81% who received gift cards
- 77% who received WiFi hotspots
- 73% who received SEAF assistance

Demographic Information

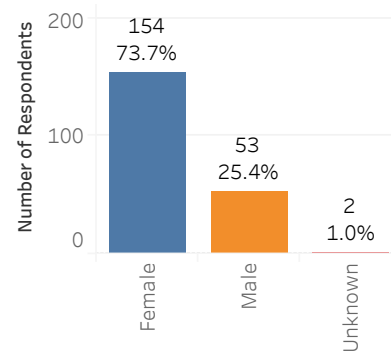
Race/Ethnicity



Age Group

Below 20	18	8.6%
20-24	44	21.1%
25-34	64	30.6%
35-44	42	20.1%
45-54	22	10.5%
55 or above	19	9.1%
Grand Total	209	100.0%

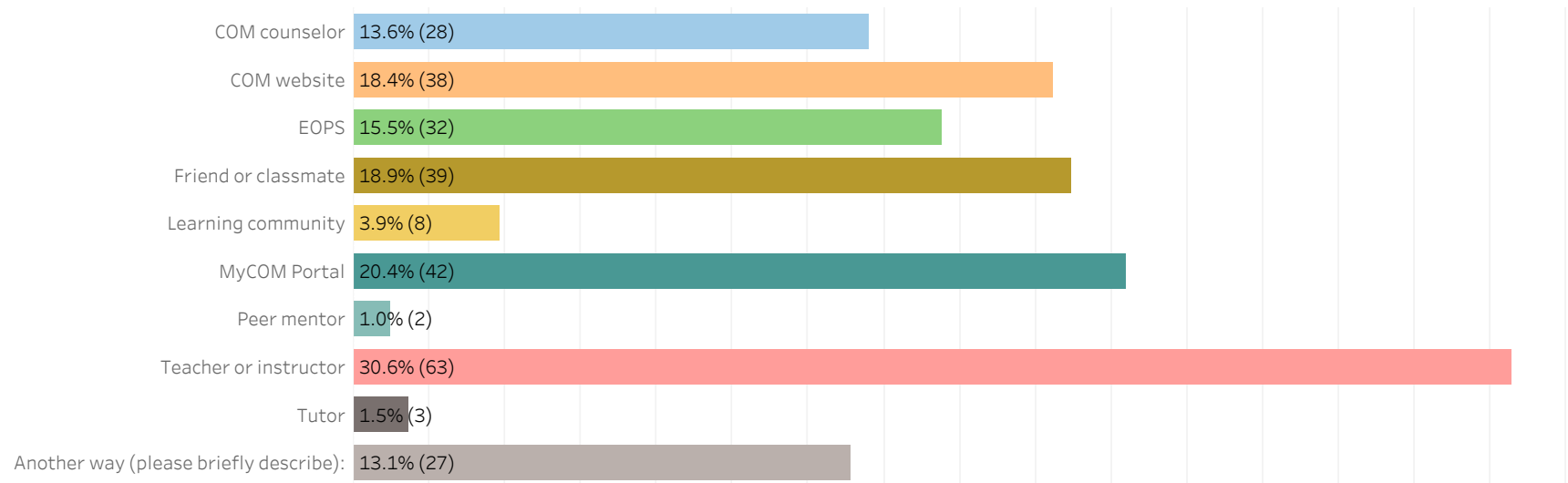
Gender



Q1: How did you find out about COM Care? (Please select all that apply).

Multiple Entries Possible

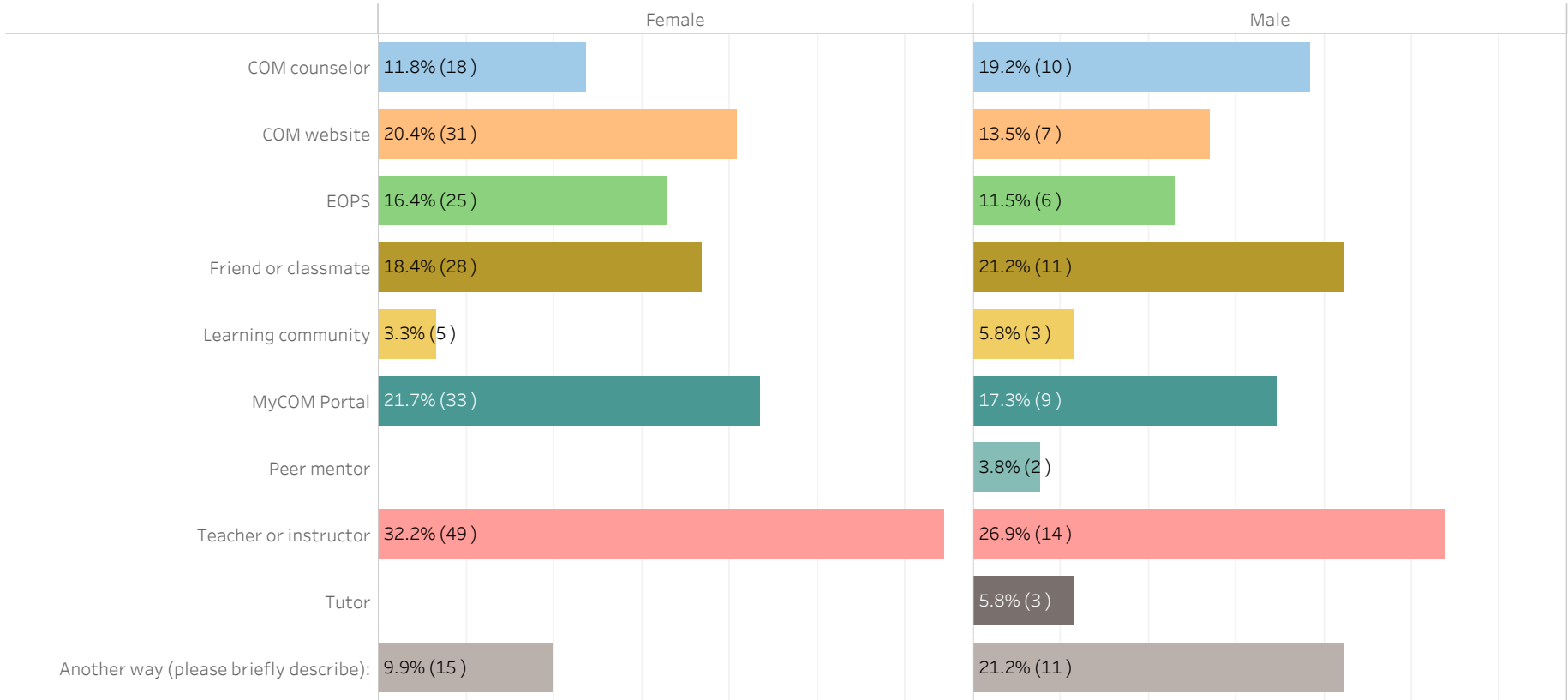
N=206



Q-1 Gender: How did you find out about COM Care? (Please select all that apply).

Multiple Entries Possible

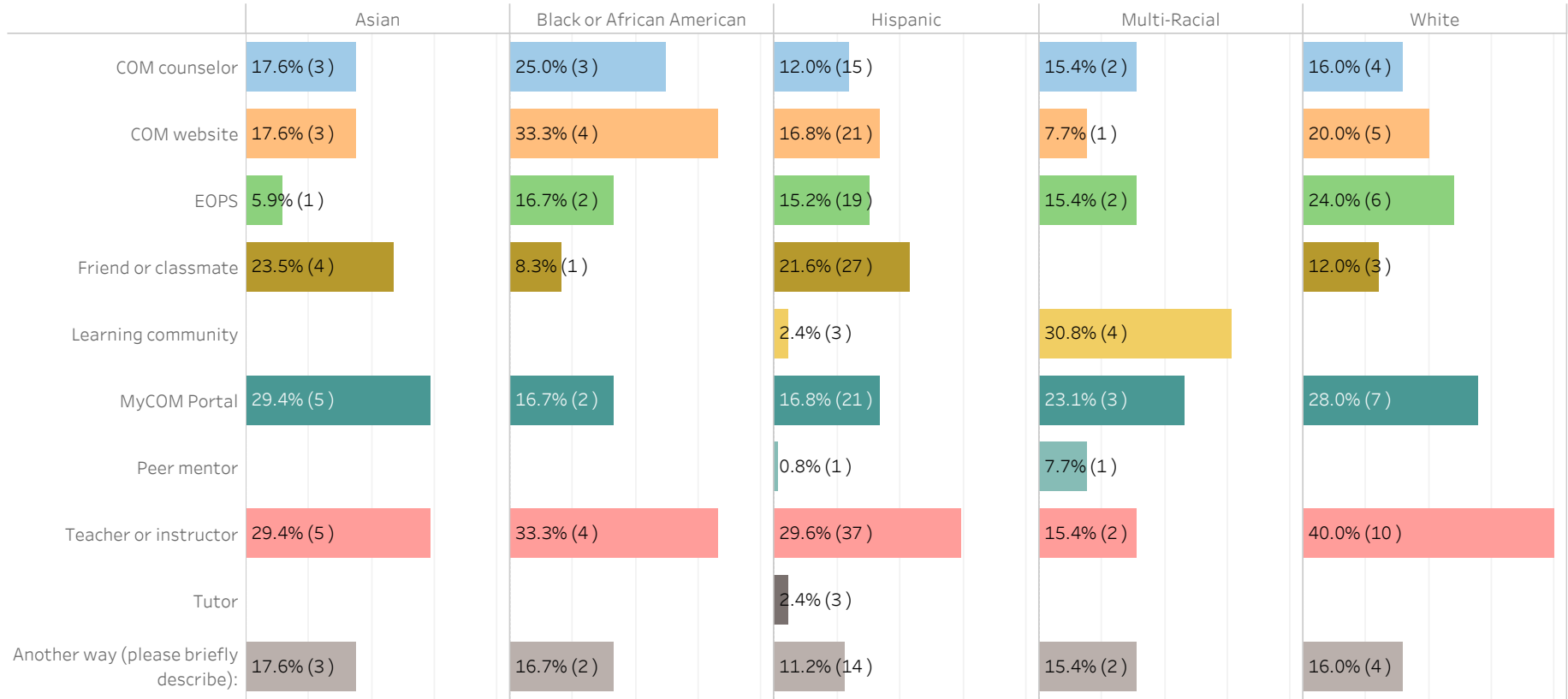
Female= 152, Male = 52



Q-1 Ethnicity: How did you find out about COM Care? (Please select all that apply).

Multiple Entries Possible

Asian = 17, Black or African American = 12, Hispanic = 125, Multi-Racial = 13, White = 25



Q1 ("Another way" responses)

an email

By an e-mail from COM

COM email

COM email, Registrar

Email

email

Email from COM

Received email

Through email

It was in an email for the school

Recibi un email acerca del ayuda por coronavirus

Me mandaron a n correo electr^vñico

Text from com care

Financial Aid from COM

Otra persona

Por mi cuñada

Psychological services

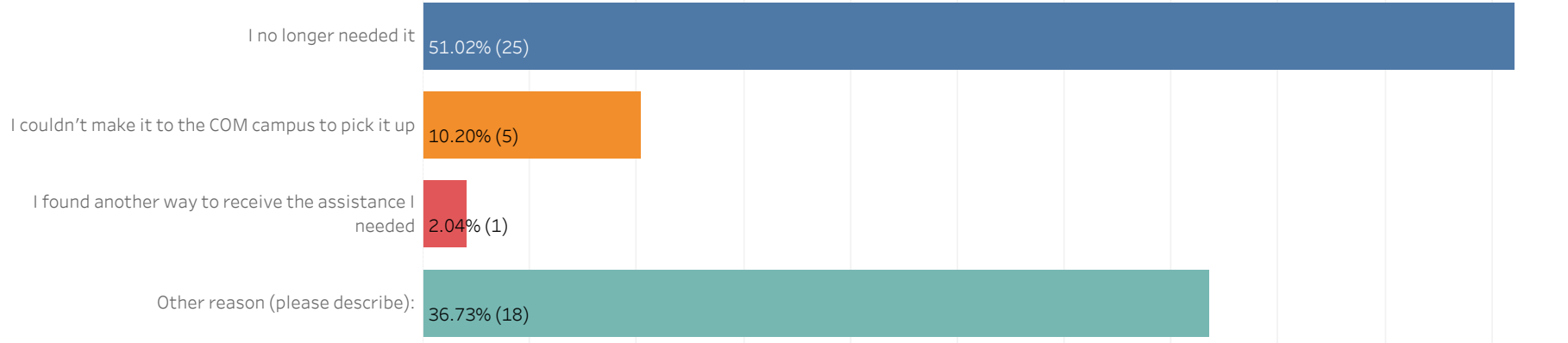
SAS, After confiding in staff member, Miles I was referred

never used it

I am not totally sure what COM Care is, but I did use a school hotspot all sememster.

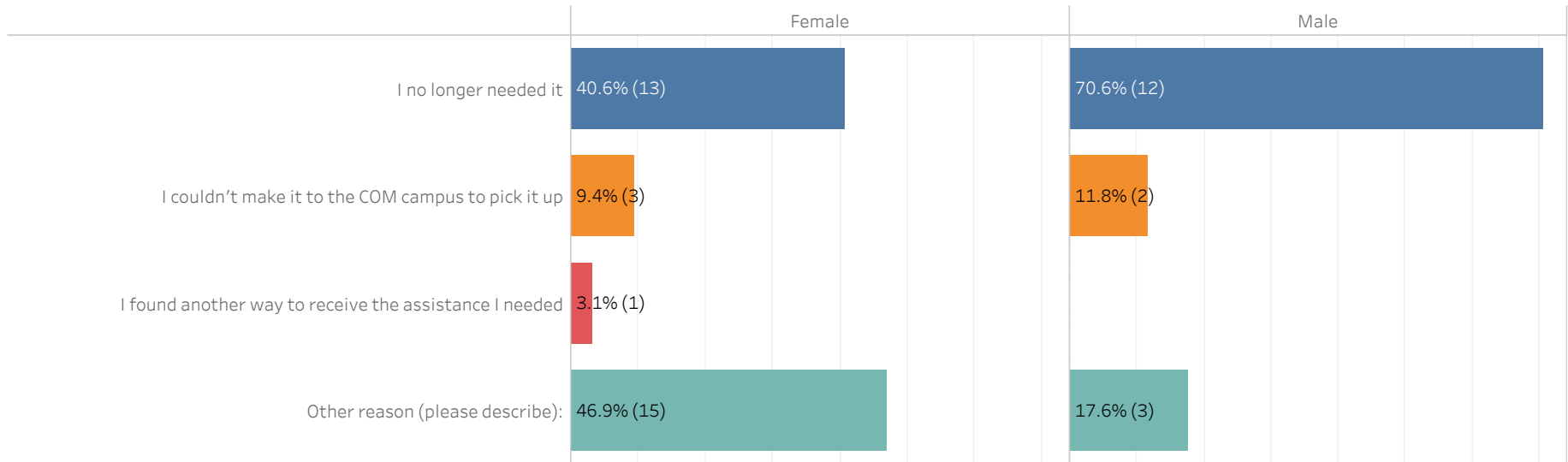
Q2: Our records show you requested a loaner laptop, WiFi hotspot, or other device, but did not pick it up from us. What is the main reason you didn't pick up your requested device/hotspot?

N=49

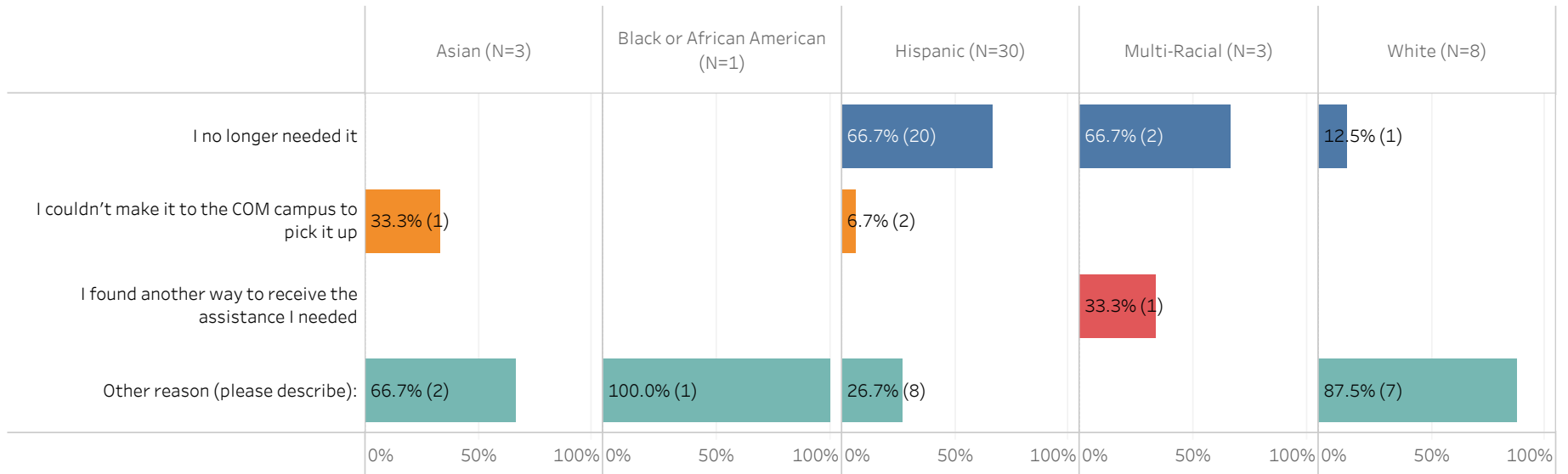


Q2-Gender : Our records show you requested a loaner laptop, WiFi hotspot, or other device, but did not pick it up from us. What is the main reason you didn't pick up your requested device/hotspot?

Female = 32, Male = 17



Q2-Ethnicity :Our records show you requested a loaner laptop, WiFi hotspot, or other device, but did not pick it up from us. What is the main reason you didn't pick up your requested device/hotspot?



Q2 ("Other reason" responses)

Configurations of laptop didn't match minimum requirements for Programs used for classes (ex.Adobe CC etc)

I actually did pick up a hotspot and used it all semester and have returned it to the library.

I did end up picking up a hotspot !

I did pick it up

I did pick it up and return it.

I did pick it up and used it, couldn't have completed the video class without it

I didnt need laptop i neede wifi. I wouldntvisit in carvto ise your wifi i habecexteme bavk psin it eouldntbwork i moved ..

I picked up the laptop but found free Xfinity WiFi in my area.

I was able to get a laptop but was told I'd sent my request for a hotspot to the wrong department and there weren't a..

No ví respuesta de recojo

Nunca me avisaron que podía recogerlo, o que mi solicitud estaba aprobada.

Pensó que no me habían aplicado por eso no fui.

Si recogí la computadora, aun la tengo conmigo

USED A FRIENDS LAPTOP

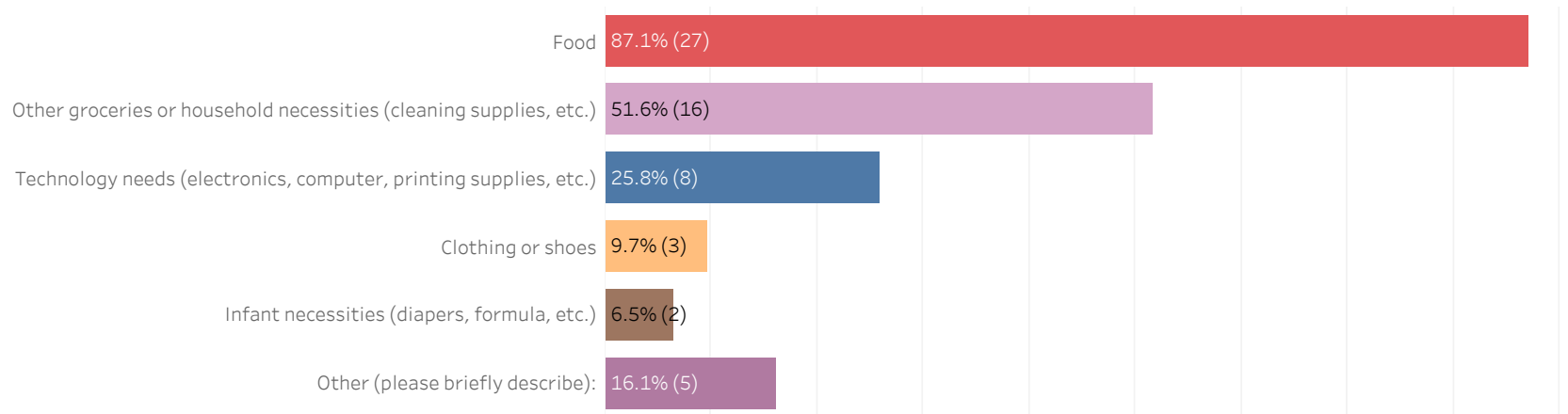
We upgraded the system at home and it worked much better for zoom classes.

Q3: Our records show you received a Nugget or Target gift card through COM Care.

For which of the following items did you spend your gift card funds? (Please select all that apply).

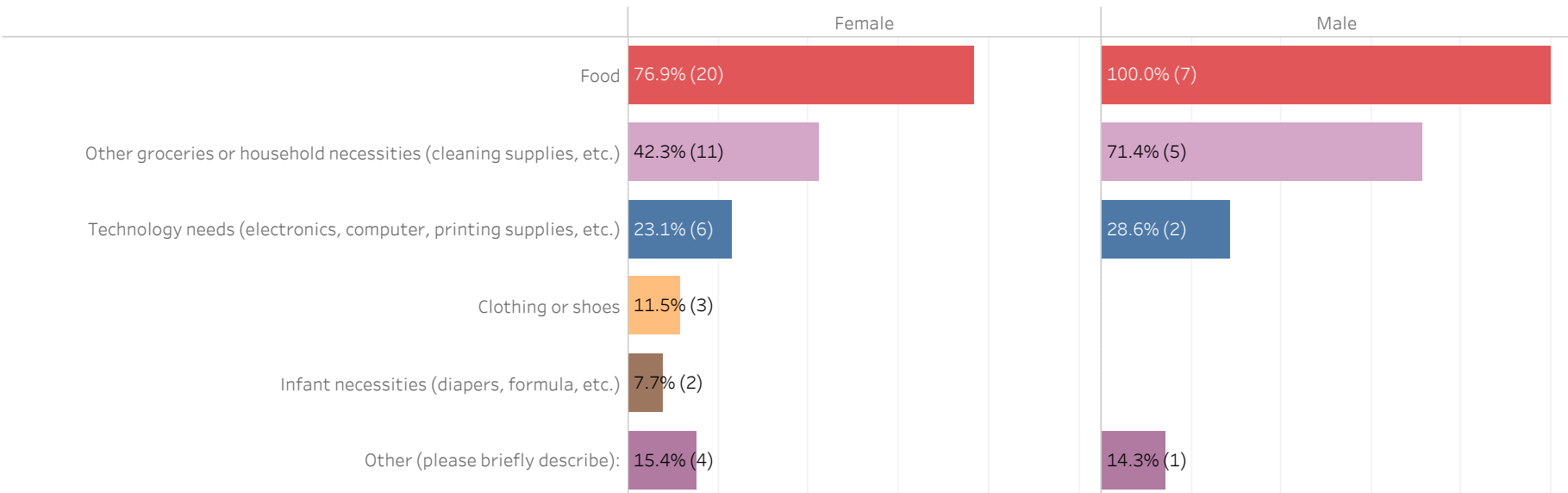
Multiple Entries Possible

N=33



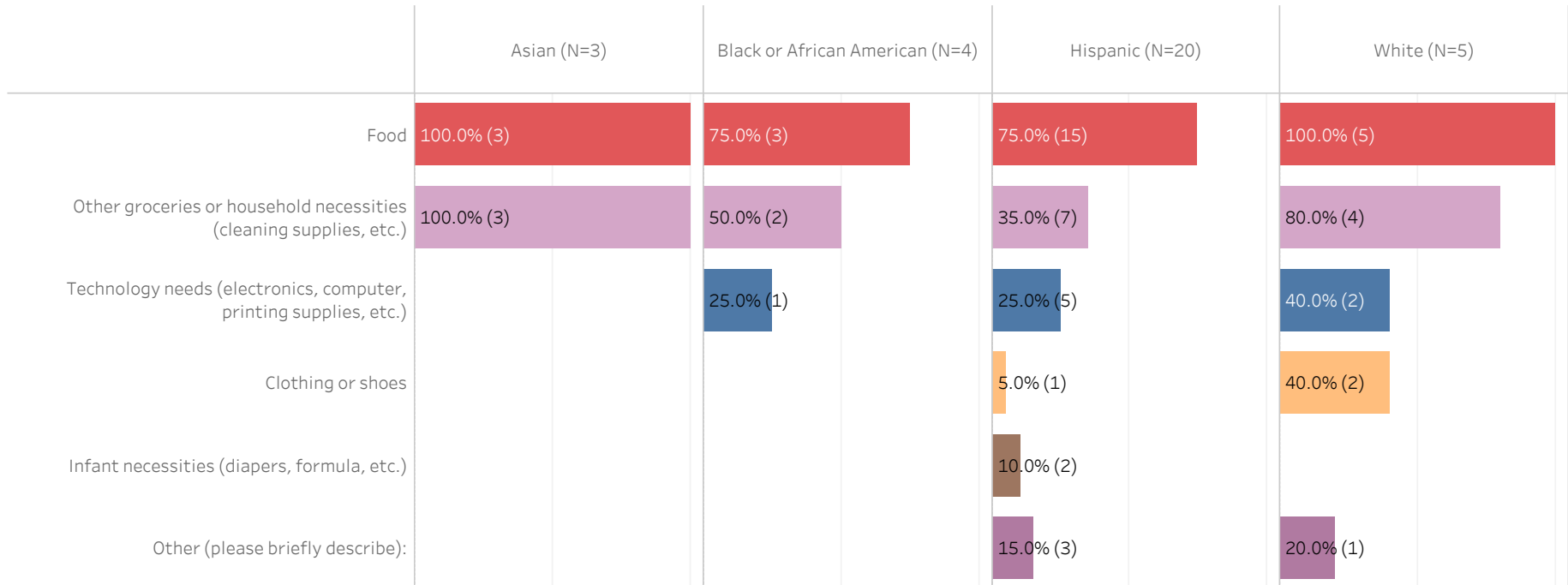
Q3- Gender :

Female = 26, Male = 7



Q3- Ethnicity: Our records show you received a Nugget or Target gift card through COM Care. For which of the following items did you spend your gift card funds? (Please select all that apply).

Multiple Entries Possible



Q3 ("Other" responses)

Car bill

Gas

I was not able to pick up the gift card.

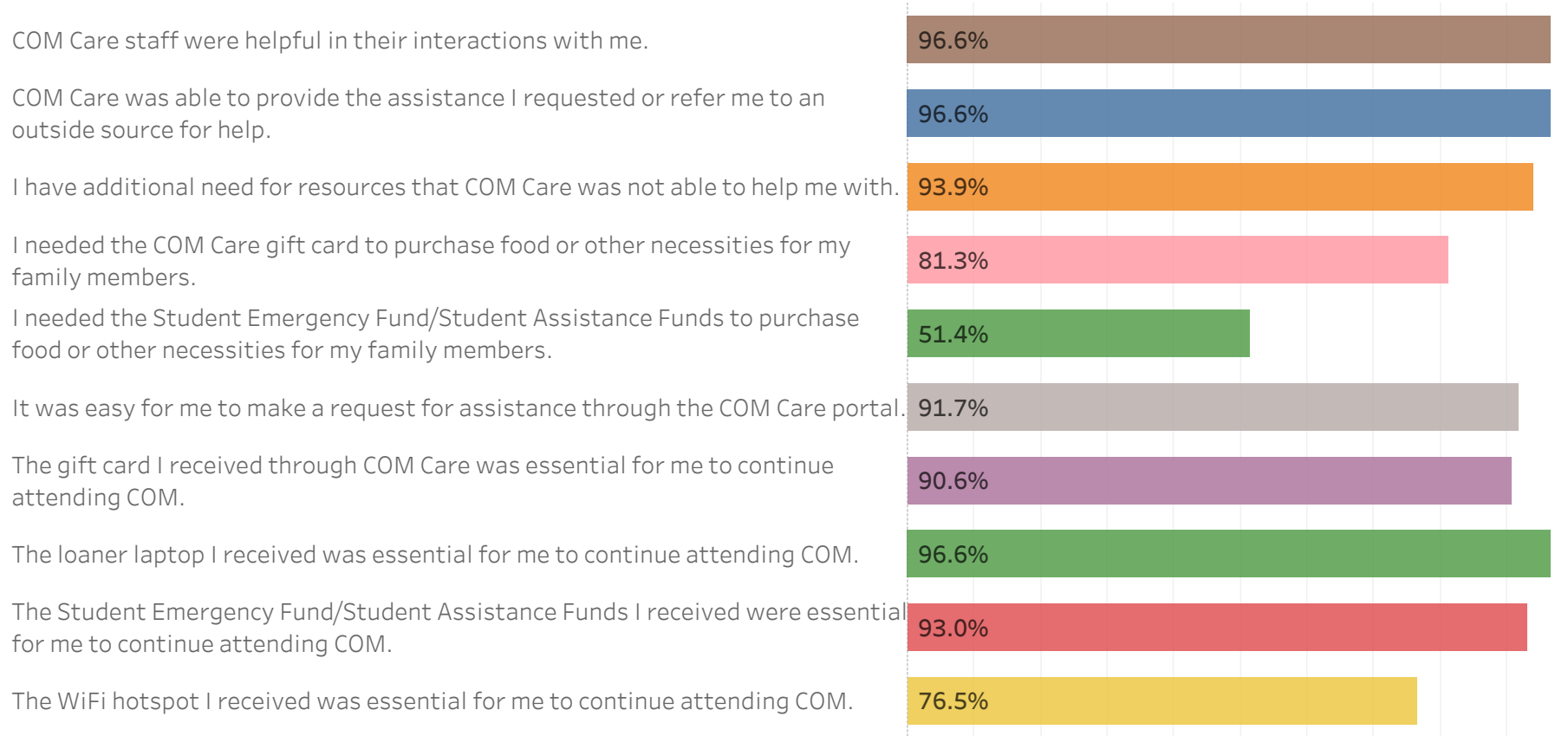
Pull ups had wipes for my youngest

Used to help pay bills

Q4: How much do you agree with the following statements?

N = 199

The following indicates the total of Strongly Agree and Somewhat Agree:



Q4 Gender: How much do you agree with the following statements?

Female= 147, Male = 50

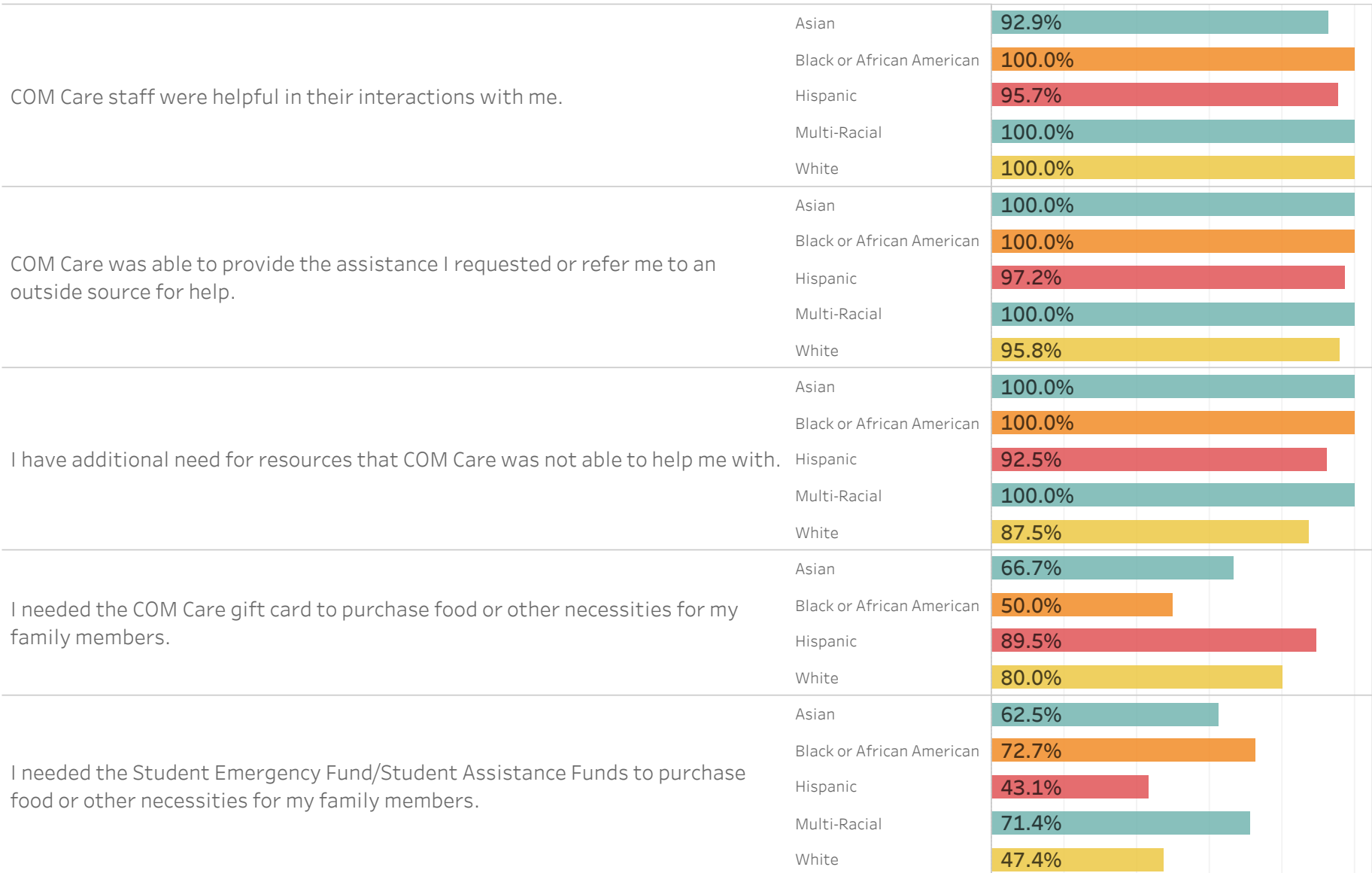
The following indicates the total of Strongly Agree and Somewhat Agree:

COM Care staff were helpful in their interactions with me.	Female	96.6%
	Male	96.3%
COM Care was able to provide the assistance I requested or refer me to an outside source for help.	Female	98.5%
	Male	91.3%
I have additional need for resources that COM Care was not able to help me with.	Female	93.2%
	Male	95.6%
I needed the COM Care gift card to purchase food or other necessities for my family members.	Female	88.0%
	Male	57.1%
I needed the Student Emergency Fund/Student Assistance Funds to purchase food or other necessities for my family members.	Female	44.9%
	Male	67.7%
It was easy for me to make a request for assistance through the COM Care portal.	Female	92.7%
	Male	87.5%
The gift card I received through COM Care was essential for me to continue attending COM.	Female	92.3%
	Male	83.3%
The loaner laptop I received was essential for me to continue attending COM.	Female	97.6%
	Male	93.3%
The Student Emergency Fund/Student Assistance Funds I received were essential for me to continue attending COM.	Female	94.5%
	Male	88.4%
The WiFi hotspot I received was essential for me to continue attending COM.	Female	70.0%
	Male	85.7%

Q4 Ethnicity: How much do you agree with the following statements?

Asian = 17, Black or African American = 12, Hispanic = 121, Mutile-Racial = 12, White = 25

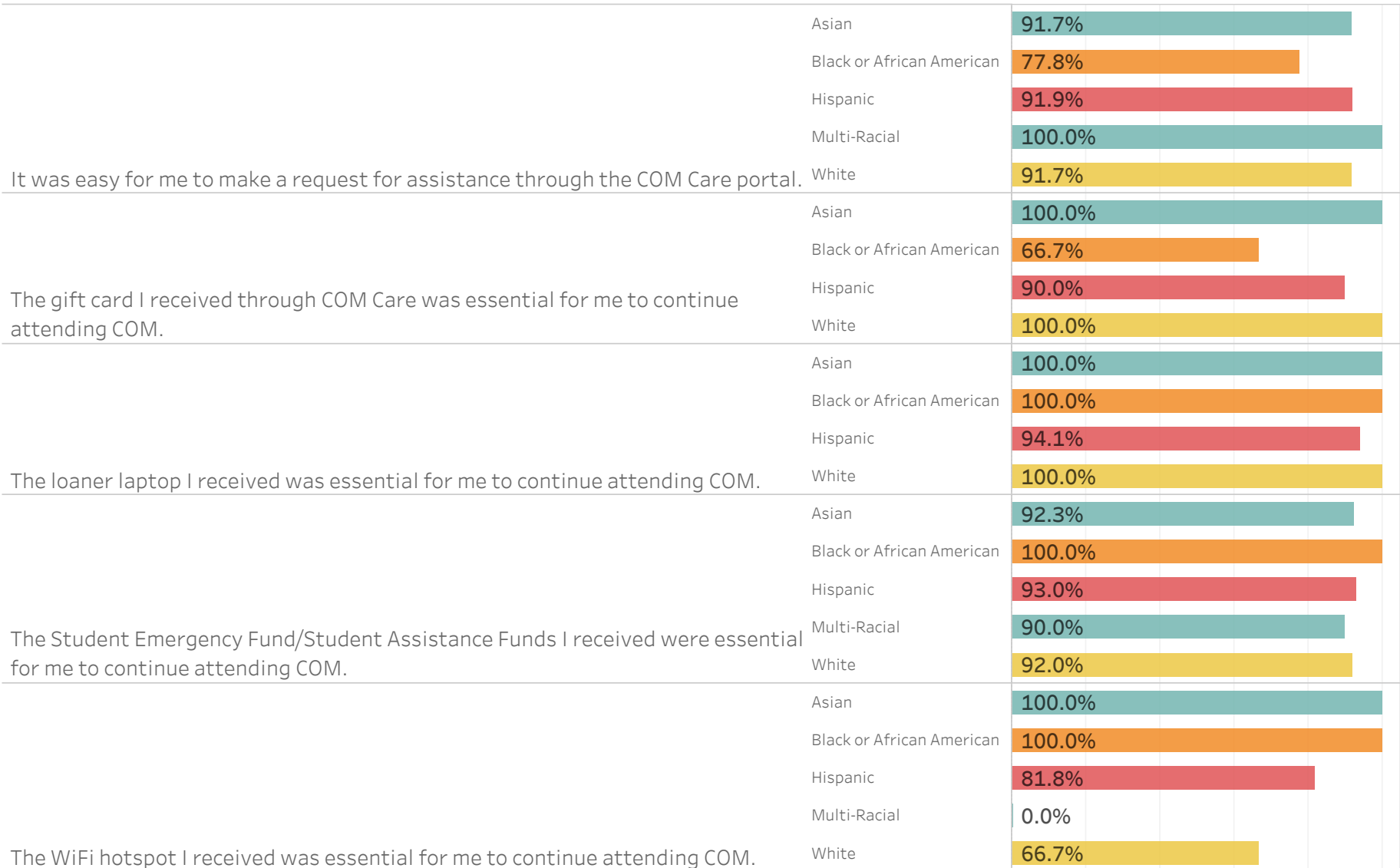
The following indicates the total of Strongly Agree and Somewhat Agree:



Q4 Ethnicity: How much do you agree with the following statements?

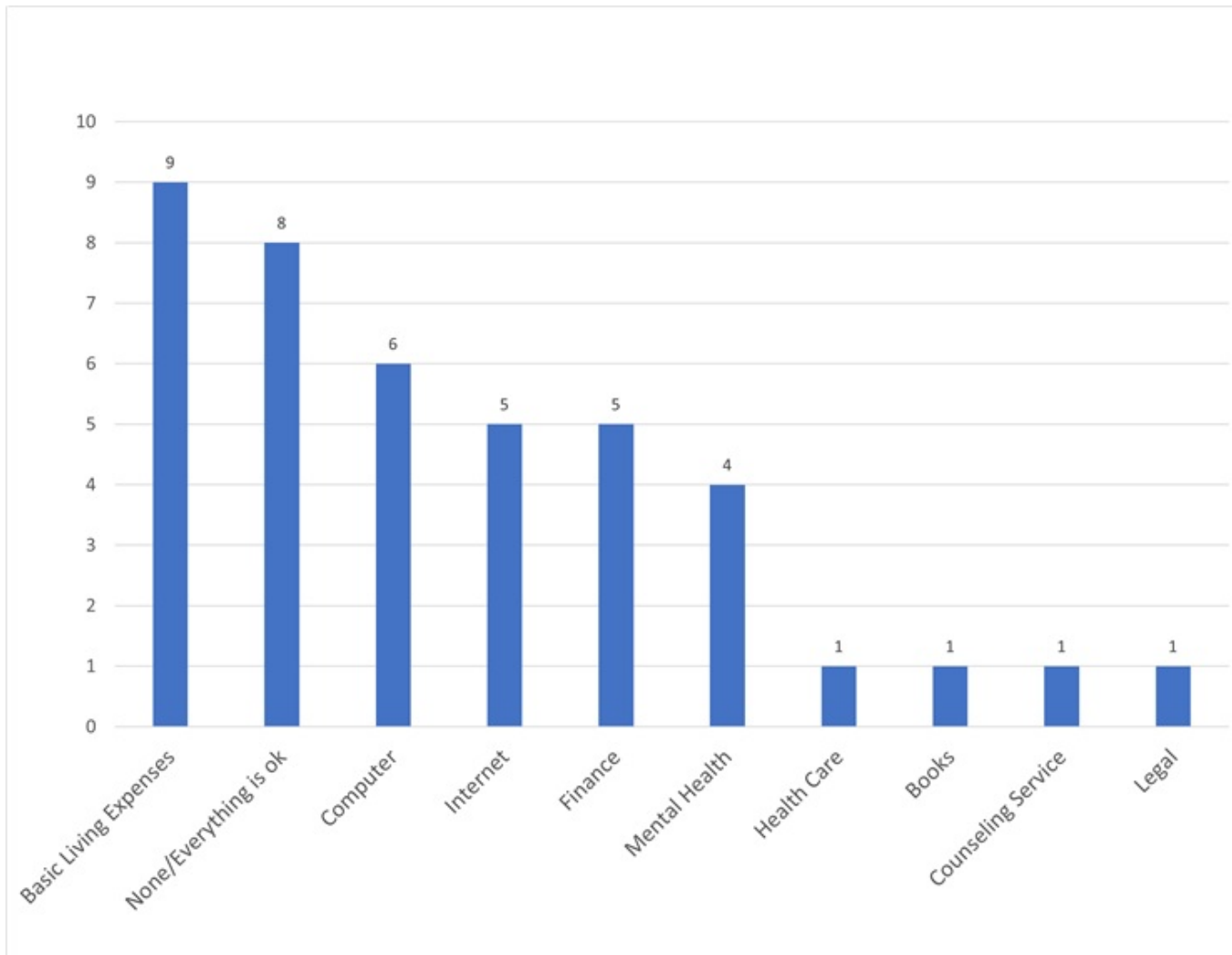
Asian = 17, Black or African American = 12, Hispanic = 121, Mutile-Racial = 12, White = 25

The following indicates the total of Strongly Agree and Somewhat Agree:



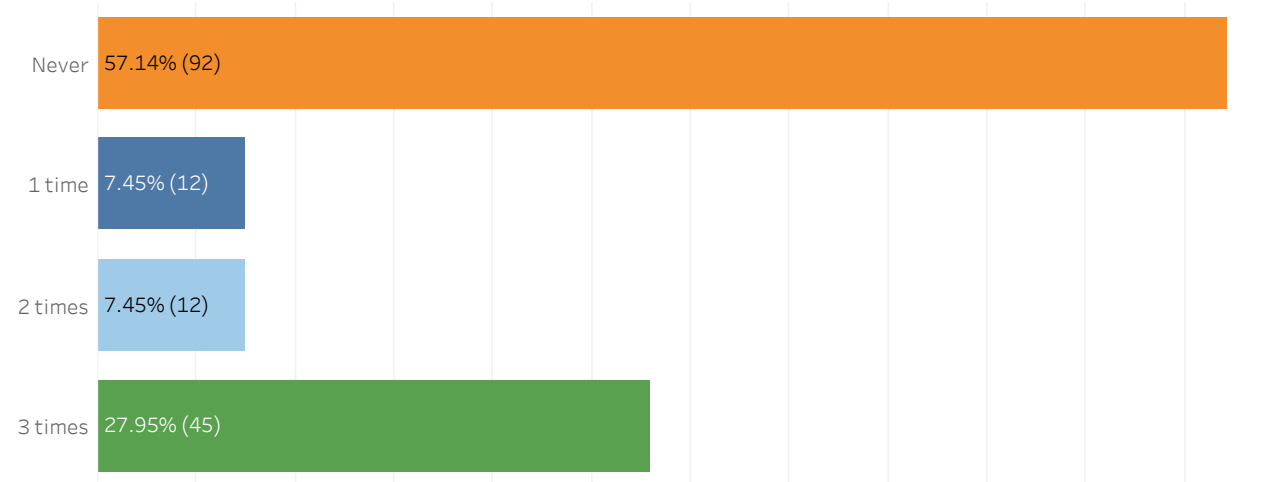
Q5: What resources did you need that COM Care was not able to help you with?

Coded Response Categories



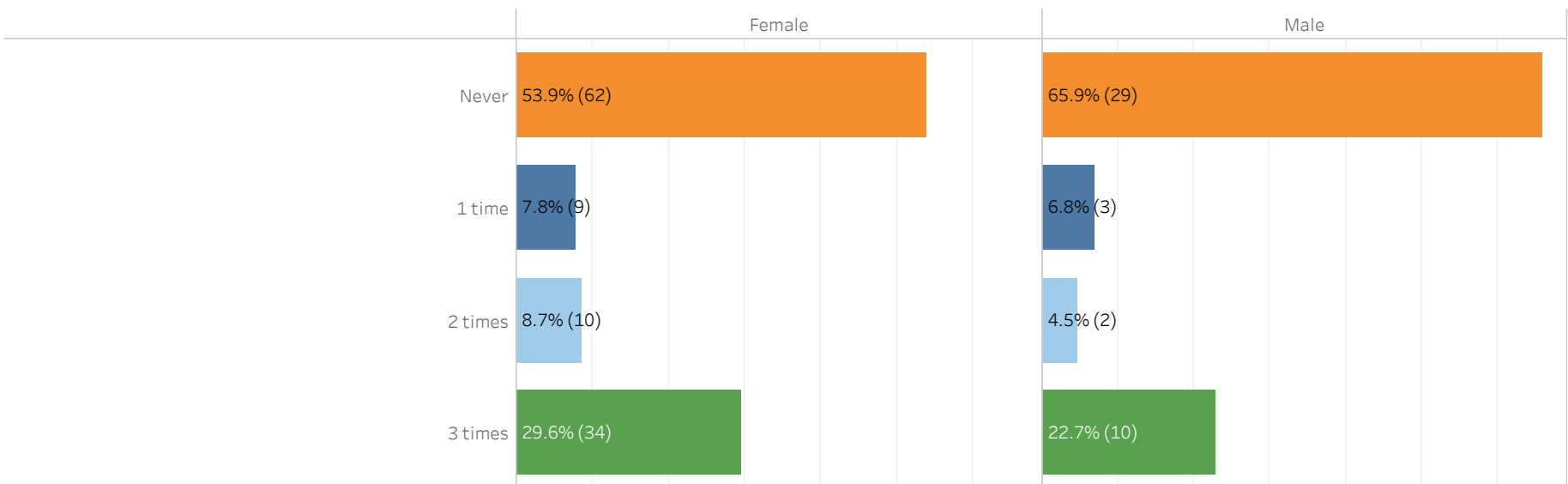
Q6 :Prior to the COVID-19 pandemic, COM offered a food pantry on campus. How many times did you use the Food Pantry during the last academic year (2019-2020)?

N=196

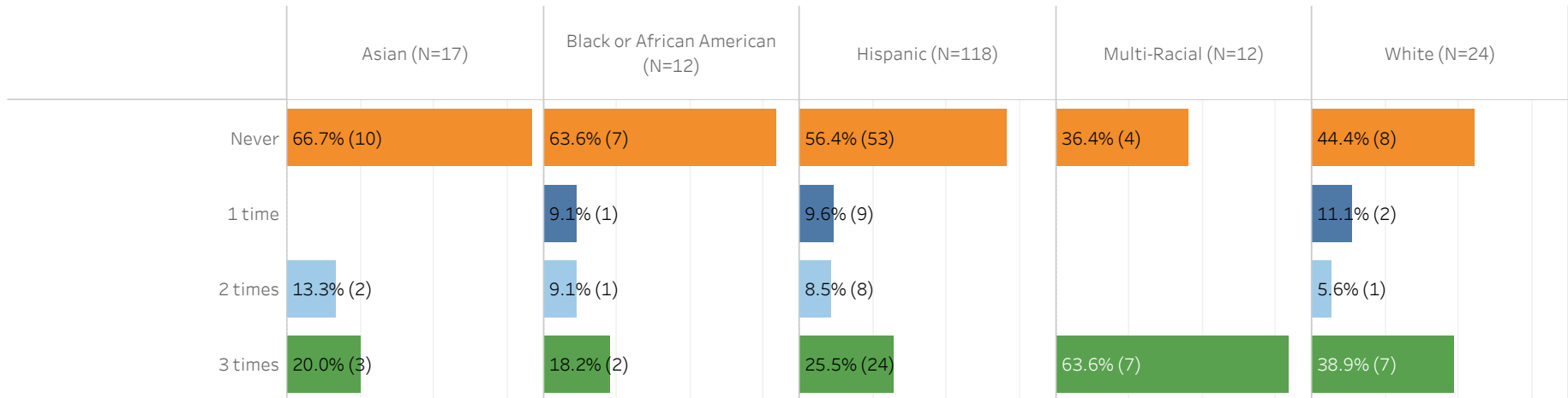


Q6-Gender:

Female =145, Male = 49



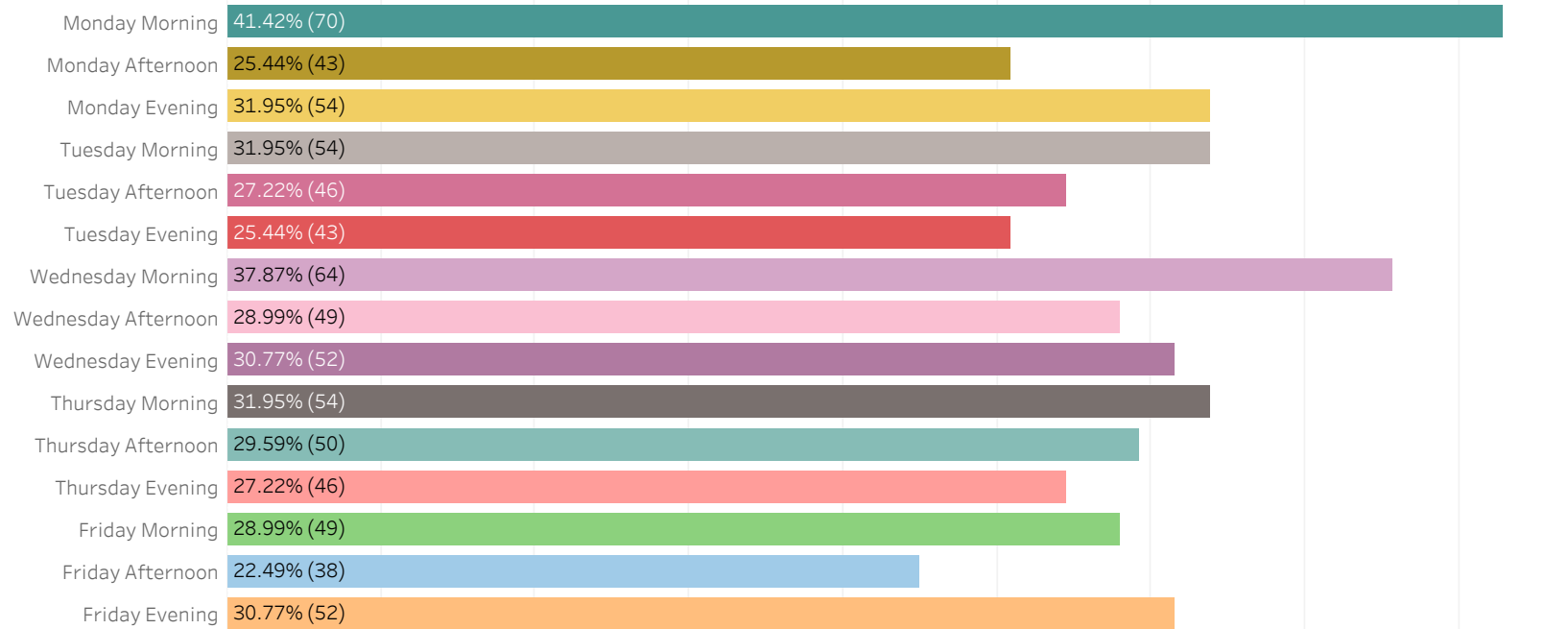
Q6-Ethnicity: Prior to the COVID-19 pandemic, COM offered a food pantry on campus. How many times did you use the Food Pantry during the last academic year (2019-2020)?



Q7: When the COM campus reopens, what days and times are most convenient for you to access resources on campus (such as the weekly food distribution)? (Please select all that apply).

Multiple Entries Possible

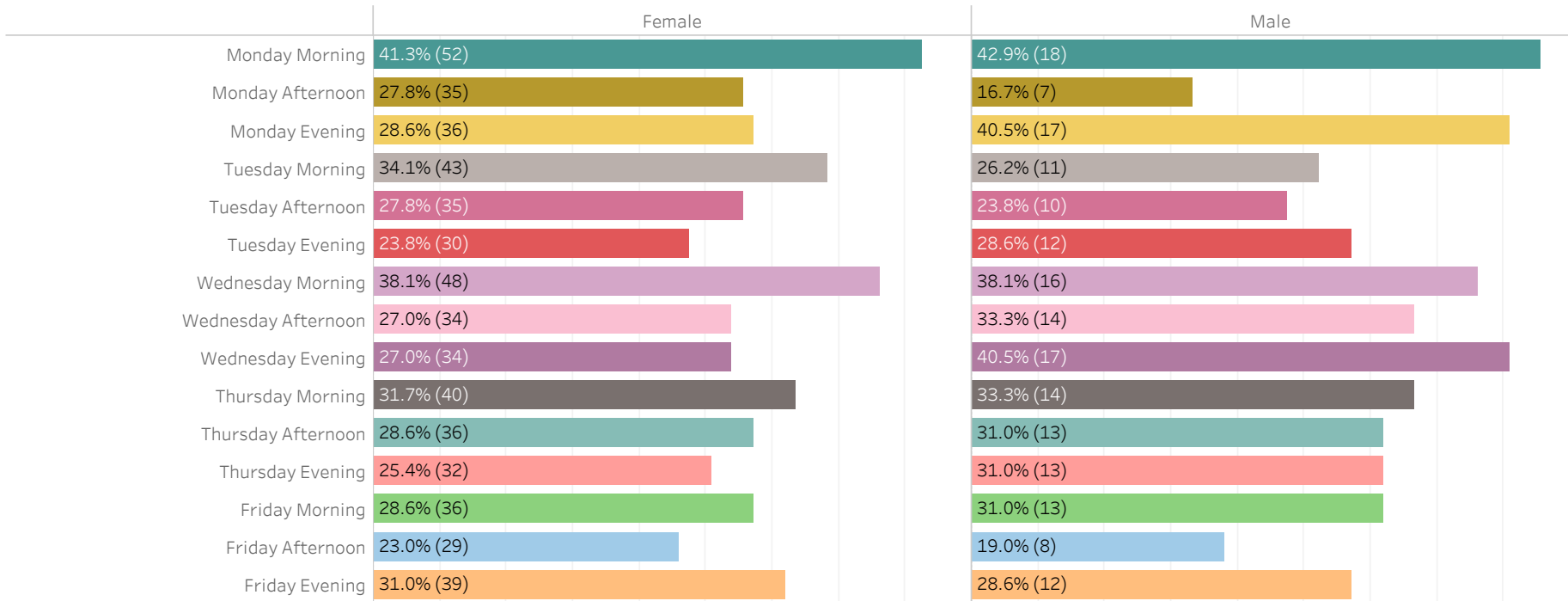
N=169



Q7-Gender: When the COM campus reopens, what days and times are most convenient for you to access resources on campus (such as the weekly food distribution)? (Please select all that apply).

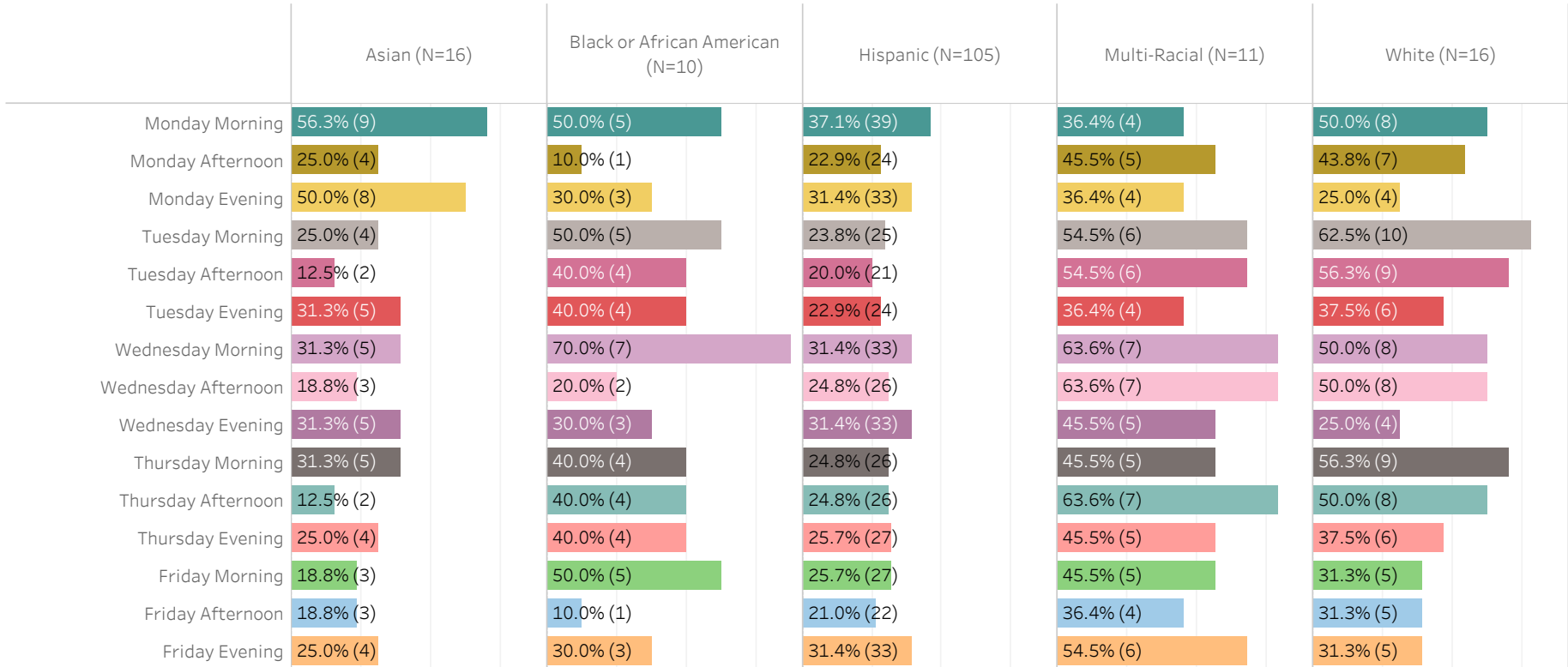
Multiple Entries Possible

Female = 126, Male = 42



Q7-Ethnicity: When the COM campus reopens, what days and times are most convenient for you to access resources on campus (such as the weekly food distribution)? (Please select all that apply).

Multiple Entries Possible



Q8: During this academic year (2020-21), did you receive a referral to any of the following service organizations through COM Care?

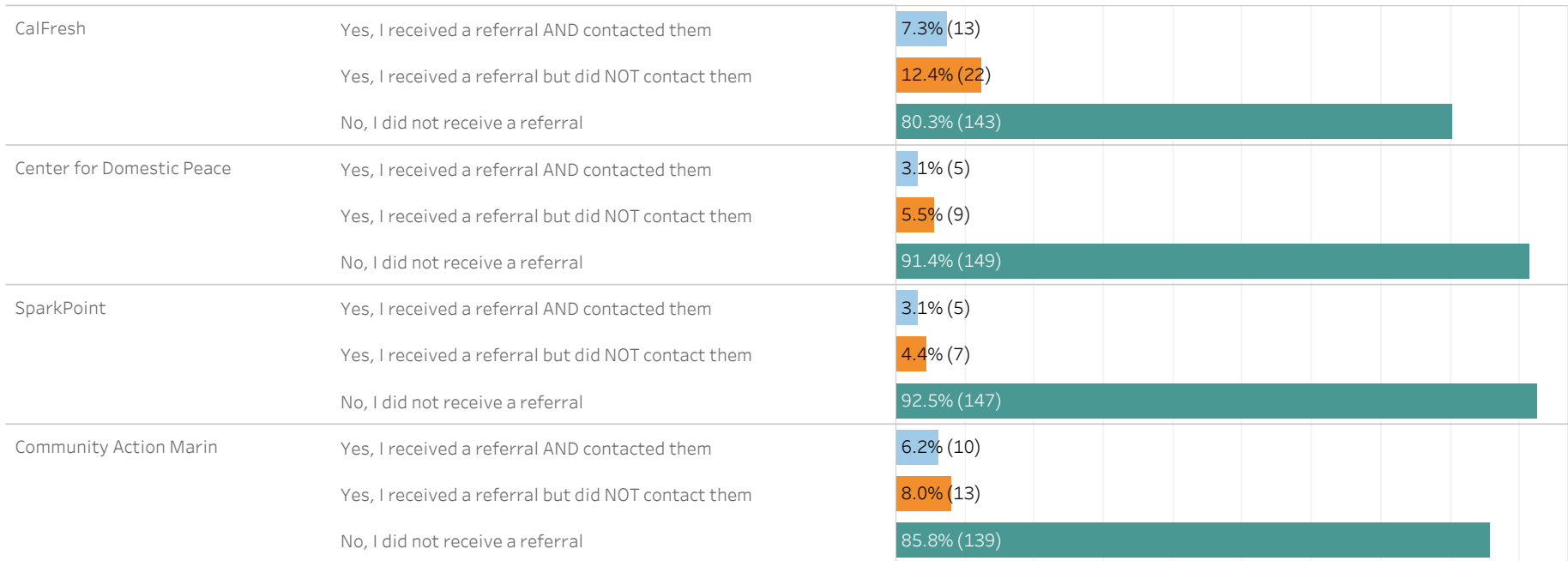
If yes, did you follow up on the referral by contacting them?

CalFresh N=178

Center for Domestic Peace N=163

Spark Point N=159

Community Action Marin N=162



Q8-Gender: During this academic year (2020-21), did you receive a referral to any of the following service organizations through COM Care?

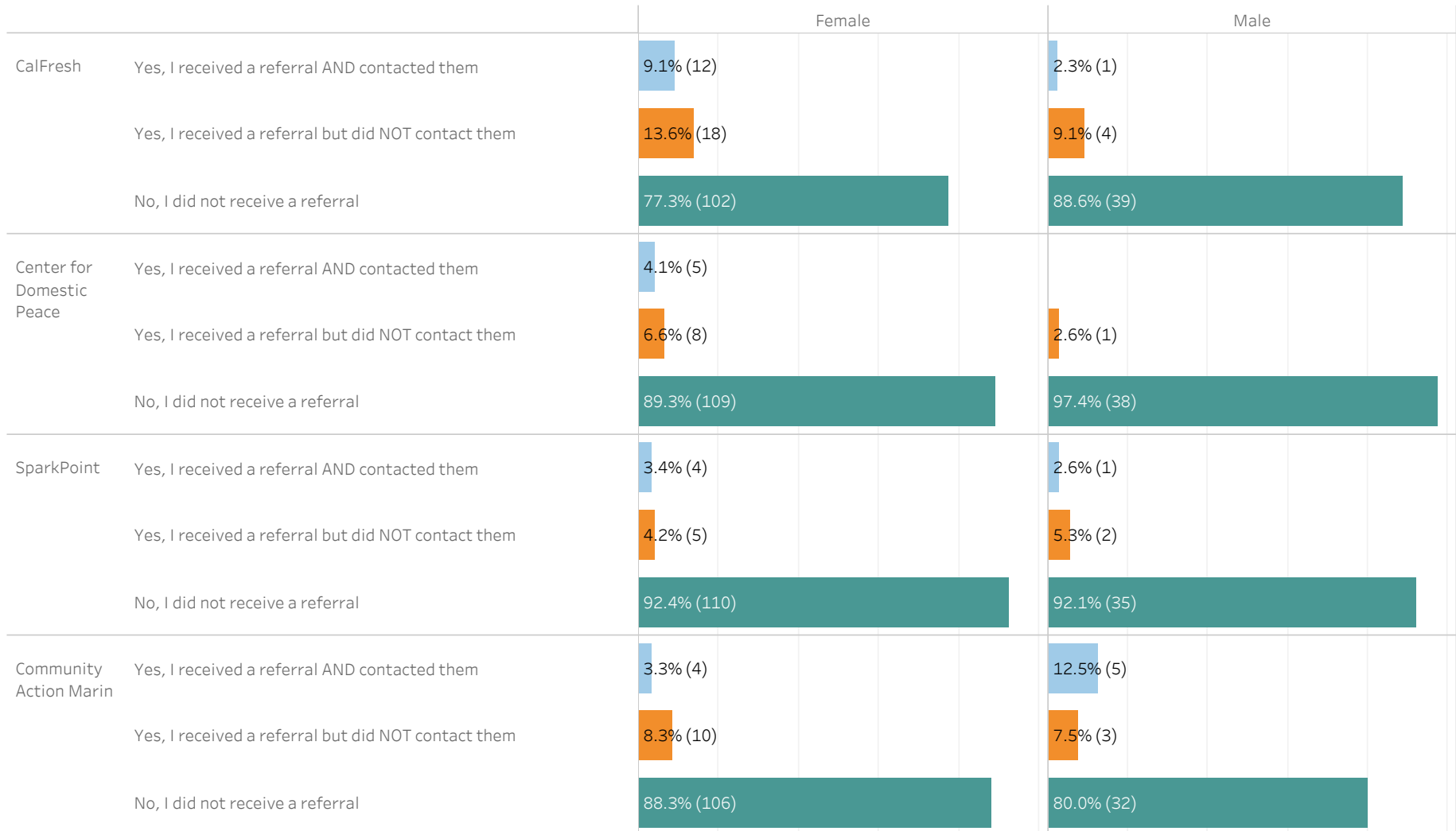
If yes, did you follow up on the referral by contacting them?

CalFresh: Female = 132, Male = 44

Center for Domestic Peace: Female = 122, Male = 39

Spark Point: Female = 119, Male = 38

Community Action Marin: Female = 120, Male = 40



Q8-Ethnicity: During this academic year (2020-21), did you receive a referral to any of the following service organizations through COM Care?

If yes, did you follow up on the referral by contacting them?

Total number of responses by race/ethnicity:

	Asian	Black or African American	Hispanic	Multi-Racial	White
CalFresh	15	12	109	11	21
Center for Domestic Peace	13	11	104	9	17
SparkPoint	13	12	98	10	17
Community Action Marin	13	12	99	9	20

Q8- Ethnicity (continued)

		Asian	Black or African American	Hispanic	Multi-Racial	White
CalFresh	Yes, I received a referral AND contacted them	6.7% (1)	16.7% (2)	4.6% (5)	9.1% (1)	14.3% (3)
	Yes, I received a referral but did NOT contact them	13.3% (2)	8.3% (1)	11.9% (13)	9.1% (1)	23.8% (5)
	No, I did not receive a referral	80.0% (12)	75.0% (9)	83.5% (91)	81.8% (9)	61.9% (13)
Center for Domestic Peace	Yes, I received a referral AND contacted them			2.9% (3)		5.9% (1)
	Yes, I received a referral but did NOT contact them	7.7% (1)		6.7% (7)		5.9% (1)
	No, I did not receive a referral	92.3% (12)	100.0% (11)	90.4% (94)	100.0% (9)	88.2% (15)
SparkPoint	Yes, I received a referral AND contacted them	7.7% (1)	8.3% (1)	1.0% (1)	10.0% (1)	5.9% (1)
	Yes, I received a referral but did NOT contact them	7.7% (1)		3.1% (3)		11.8% (2)
	No, I did not receive a referral	84.6% (11)	91.7% (11)	95.9% (94)	90.0% (9)	82.4% (14)
Community Action Marin	Yes, I received a referral AND contacted them	7.7% (1)	8.3% (1)	3.0% (3)	22.2% (2)	15.0% (3)
	Yes, I received a referral but did NOT contact them	23.1% (3)		6.1% (6)		15.0% (3)
	No, I did not receive a referral	69.2% (9)	91.7% (11)	90.9% (90)	77.8% (7)	70.0% (14)

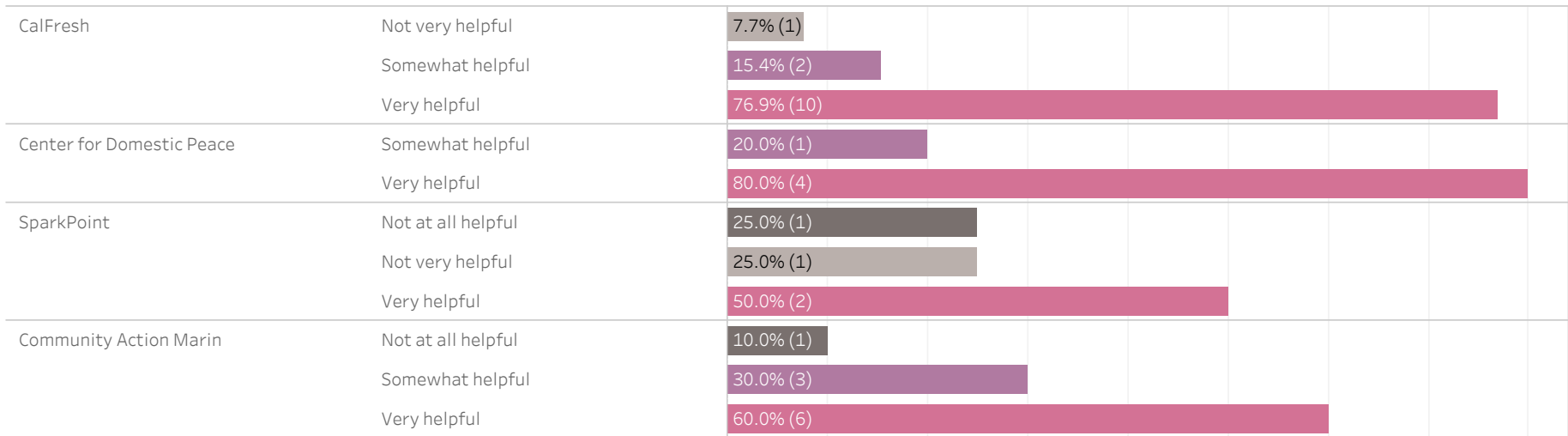
Q9: How helpful did you find the service you received from these organizations?

CalFresh N=13

Center for Domestic Peace N=5

Spark Point N=4

Community Action Marin N=10



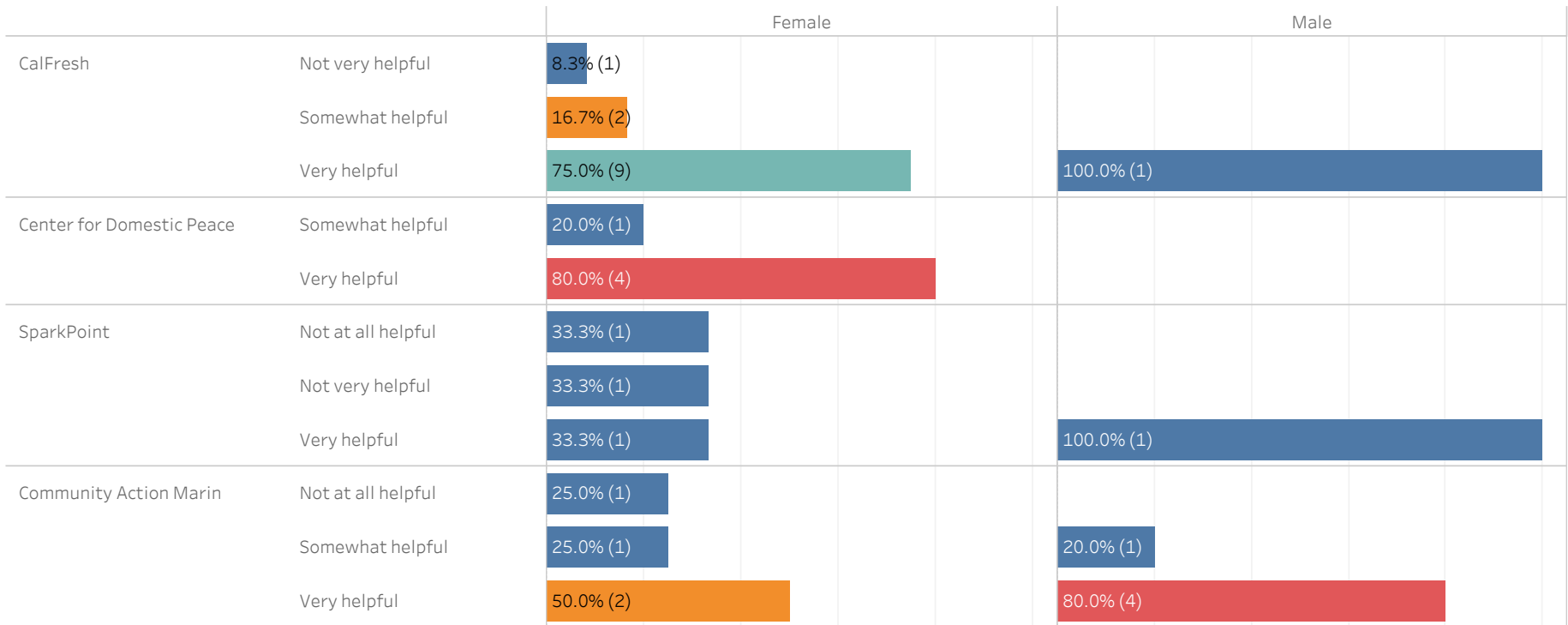
Q9- Gender : How helpful did you find the service you received from these organizations?

CalFresh: Female = 12, Male = 1

Center for Domestic Peace: Female = 5, Male = 0

Spark Point: Female =3, Male = 1

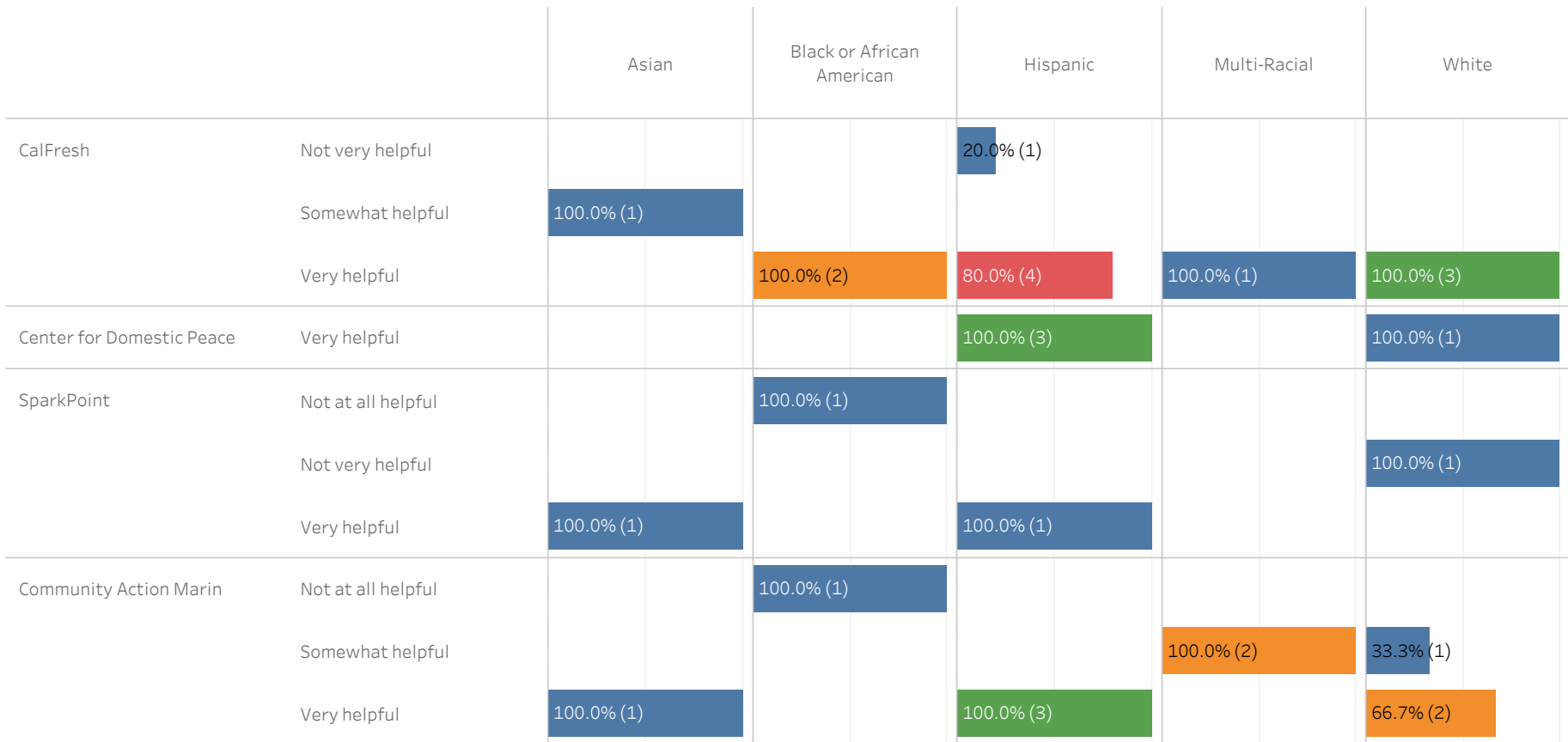
Community Action Marin: Female = 4, Male = 5



Q9- Ethnicity : How helpful did you find the service you received from these organizations?

Total number of responses by race/ethnicity:

	Asian	Black or African American	Hispanic	Multi-Racial	White
CalFresh	1	2	5	1	3
Center for Domestic Peace			3		1
SparkPoint	1	1	1		1
Community Action Marin	1	1	3	2	3



Q10: Please briefly tell us why these services weren't able able to help you:

CalFresh When I call them they told me that I need to be more than 22 years old.

Community Action Marin Same as above

Spark Point I didn't live in Marin just wanted in the city, was given resources in my area but someone never contacted me.
They never called me back despite me reaching couple times

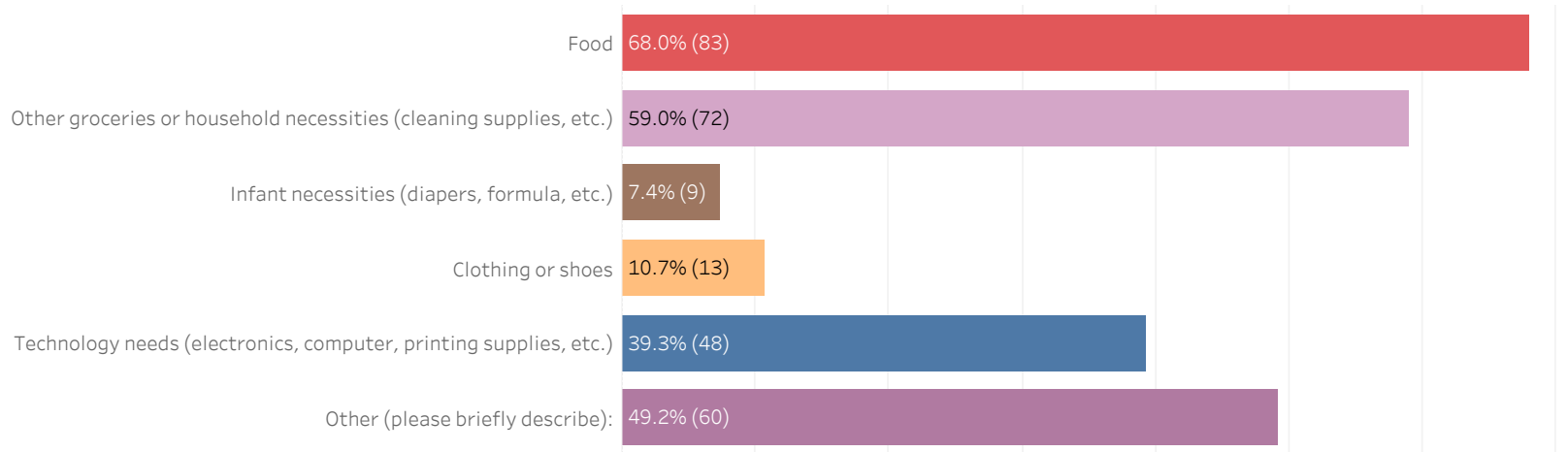
Q11: Please share any other information about your experience using COM Care that will help us serve students better.

Coded Response Categories

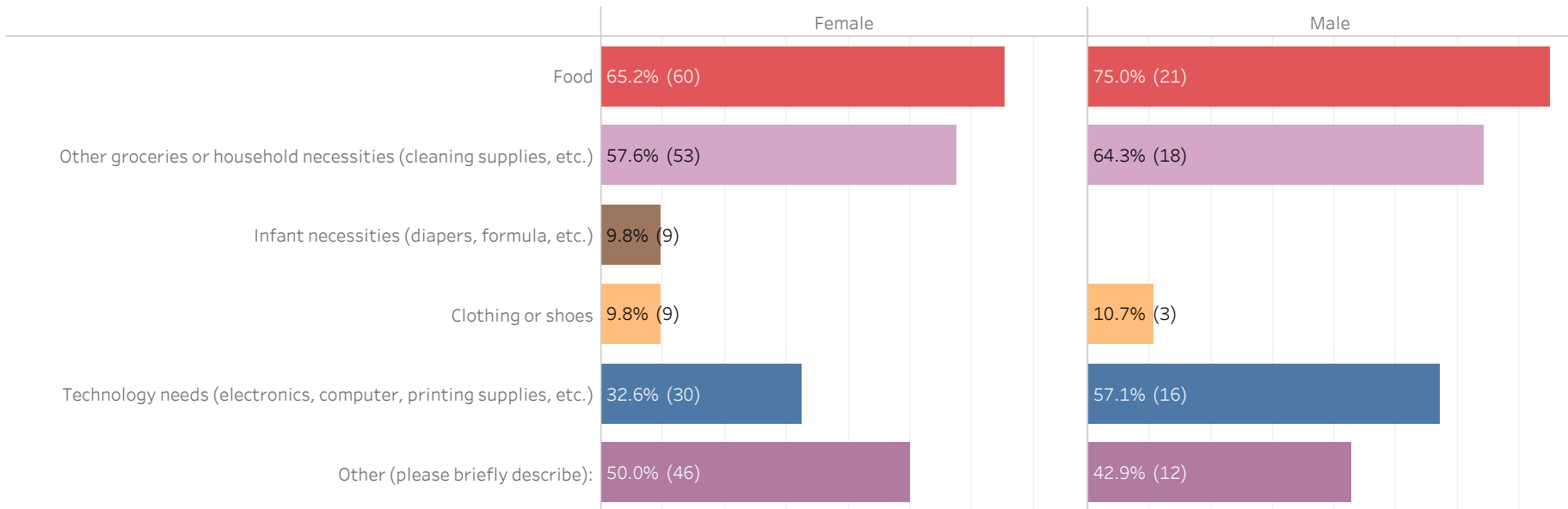
Better/timely communication	7
Need better technology support	3
More support provided in Spanish	2
Continuing assistance	2
Timely service	1
Public transportation	1
More choices for gas station	1
Finance	1
Faculty issue	1
ESL department needs improvement	1
Better library service	1

Q12: Our records show you received funds through the Student Emergency Fund/Student Assistance Funds. For which of the following items did you spend these funds? (Please select all that apply).

Multiple Entries Possible
N=122



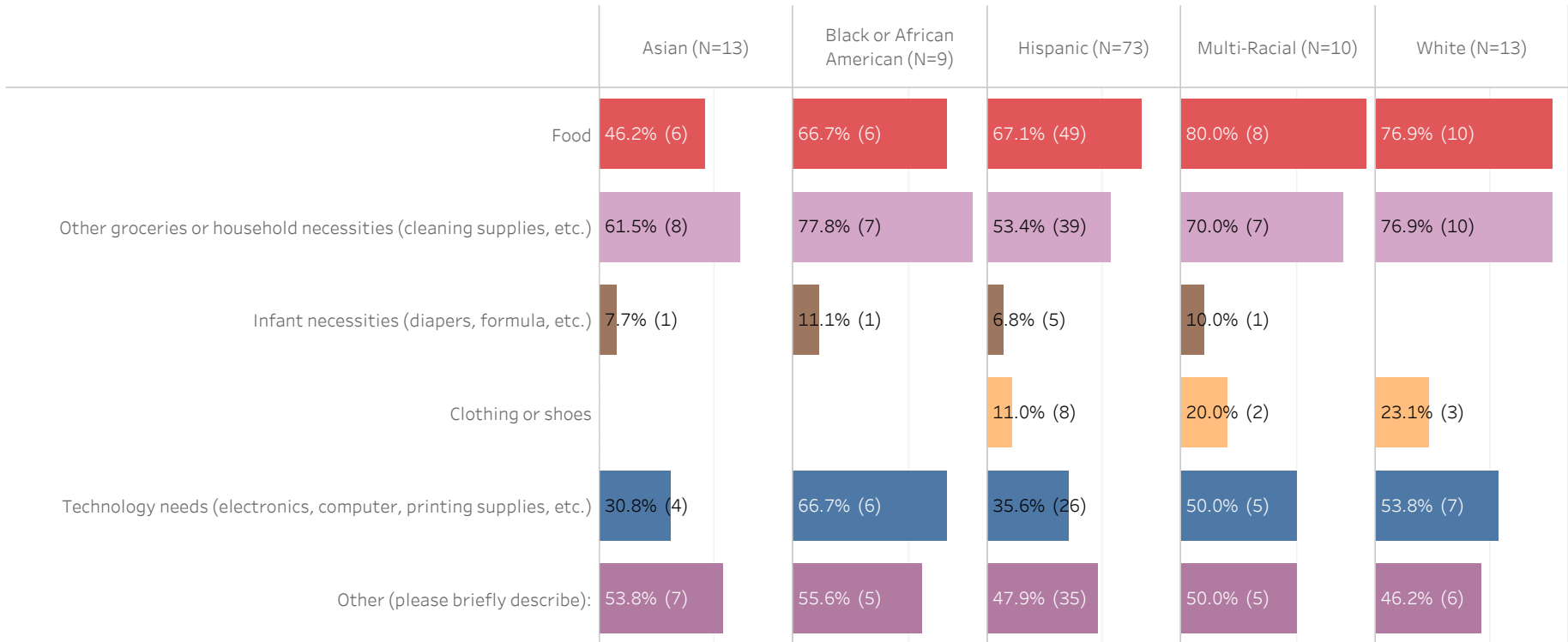
Q12-Gender :
Female= 92, Male= 28



Q12-Ethnicity: Our records show you received funds through the Student Emergency Fund/Student Assistance Funds. For which of the following items did you spend these funds? (Please select all that apply).

Multiple Entries Possible

Asian = 13, Black or African American = 9, Hispanic = 73, Multi-Racial = 10, White = 13



Q5: What resources did you need that COM Care was not able to help you with? (Verbatim responses)

N = 35

A Hotspot I struggled all semester and a Good Monitor.

Bills and rent. Living expenses in Marin county are really, really high.

Calculator, software,

En primer lugar no tuve computadora el semestre pasado y segundo aún no puedo entrar a COM por que la cuenta no me deja dice que es la contraseña pero no se cual es no tengo experiencia con MyCOM

Enough money to cover cost of tuition for the year plus technology & supplies

Enrollment fees, books etc. Funds Received applied to food, utilities, and technology support.

Epps, an learning aid I have brief shut down due to mental distress an aggravating

Financial assistance

Free books

Funds for bills. I recently lost my job and I am not sure if I will have a job when summer is over.

Hotspot

Hotspot, was referred to library or IT can't remember, since I was also told there weren't any. This was 3 weeks before the end of class, needed for zoom meetings and to upload my final.

Housing

I need long term financial assistance as I attend school. I struggled a lot with my mental health and balancing a full work schedule and school isn't best for me. If I am able to get additional financial assistance then I can decrease my work hours..

Immediate help for papers and technical issues

Laptop

Q5: What resources did you need that COM Care was not able to help you with? (Verbatim responses)

N = 35

Mental Health

Mental health and housing support

Miss read the question. Everything COM did my family and i were greatly appreciated and so grateful. Thank you all so very much.

Overdue PGE bill and car repairs.

Printing services

Psychological

Rent Aid, Additional Vehicle Repairs, Tolls, Gas, Parking

Switch to in state tuition

The counselor was not very helpful. She was doubtful regarding my status as an SAS student.. She was not a problem solver. 2 of my friends who I refer to SAS got her as. A counselor and again it was very dissatisfied.

The hot spot did not work in the area wherel live.

The laptop I was provided did not have the program I needed at first which made me fall behind on 2 weeks worth of work

Todo muy bien este programa es excelente.!

WiFi hotspot didn't work where I lived. Library couldn't help either, so I had to use my phone data all semester.

funds for transportation. I do not drive so public transportation is an expense at this time.

health care

legal help resources

Q5: What resources did you need that COM Care was not able to help you with? (Verbatim responses)

N = 35

they made me pay back the student emergency money

Q11: Please share any other information about your experience using COM Care that will help us serve students better. (verbatim responses)

N=80

Type of Comments Response

Suggestions

can i have the \$350 that was supposed to be for emergencies but I had to pay it back

Deberían mandar correos electrónicos para saber qué hay ayuda.

Delaying commutation needs source of improvement for primary emergencies

Different gas card options. Shell is too far and too expensive. I live next to a 76 station which is much cheaper.

El servicio de el carnet de estudiantes del College deberían renovar su fecha para hacer uso del transporte público!

Have someone assigned to me i can call immediately eho eill becabsilablecst dome point instead of finfingba linknetc then s number then a messsge maybe it was allsp delsyed bybthe time i got a phone call back it was over. I duffered sooo much thid demester it was tramatizing. Still hane a psper y..

Having a way to leave a message or email someone who can help if needs weren't exactly what contact form offered- needed hotspot but form set up for incident or complaint, felt I got the wrong Dept. Took a while for response, so ended up getting best info from com phone operators- referrals/con..

I didn't realize I had to pick up a computer in order to access the hotspot.

I hope it continues because the food pantry has mostly un-healthy food I can't eat.

I really don't know what COM care is the reason why I have a problem is because I'm dealing currently with trying to get more information about a mandatory survey that you make us take in order to Continue with our online registration add or drop classes. I have left a detailed email with Jennife..

If you can get more funding and secure larger amounts for helping students in Marin County experiencing housing instability or the threat of housing instability, please do so. Rents are astronomically high and for students, our main job should be getting an education, not chasing down sources of inc..

Making the COM Care request form more user friendly. I think there is a part that states something like "Where did this incident occur" which to me seems irrelevant in the scheme of things

No hablan español y cuando empeze pues no se nada inglés se dificulta

Soporte u orientación como estudiante de ESL para enrolarse a carreras ofrecidas en el COM.

Thank you for the laptop loaner. After my mother died I contacted the library. I received a reply that said "Thanks for letting us know." At the very least I expected a person to say sorry for your loss. After I received that reply my account was frozen and I couldn't get grade info or register. My 151 ..

Q11: Please share any other information about your experience using COM Care that will help us serve students better. (verbatim responses)

N=80

Type of Comments	Response
Suggestions	The counselor tried to help but the Professor did not follow any instructions.
	The materials should be provided in a more timely manner
	When I showed up to receive the laptop I was going to use the people weren't even there. They need to be about what they say meaning if you at going to be there at 1pm you have to be there because what if someone has other things to do and it's just a waist of time honestly .
	would be good to have more days/hours for technology pickup....great much needed service! many thanks! many thanks for all the help! keep up the good work.
General positive/ appreciative comments	Agradecimiento por brindar el apoyo a los estudiantes y ayudar a reducir las barreas para alcarzar el exito, con respecto al equipos seria buena idea que sean actualiados cada cierto tiempo, mi hotspot empezo a tener internet lento para las clases de zoom, cierto tiempo despues. gracias
	College of marin provided help for my family and I. Im grateful for the staff that provided the info that I needed.
	COM Care is a great resource that I may be growing away from.
	COM Care, Instructors and Staff I'm so grateful for you being there when I needed the most help, hope you continue to be there for all students. I wish to thank you for all you have done for me.
	Com plan and guide my campus life
	El personal de asistencia siempre ha sido muy atento y amable cuando he necesitado. Hacen muy bien su trabajo.
	Emergency fund was so helpful! Thank you very much
	Estoy muy agradecida con la ayuda que me brindó en COM Care porque no estoy trabajando y necesito pagar la internet, para recibir las clases. Y el pago de renta de donde vivo, me ayudó mucho.
	Everyone and how to request help is very helpful and easy to access. Thank you
	Fue de gran ayuda los recursos pues en mi familia nos infectamos todos con el virus y nos atrasamos económicamente y la ayuda que me dieron fue eficiente para pagar renta y alimentos
Gracias por su apoyo	

Q11: Please share any other information about your experience using COM Care that will help us serve students better. (verbatim responses)

N=80

Type of Comments	Response
General positive/ appreciative comments	Gracias por todo el esfuerzo que estan haciendo para ayudarnos.
	Great resource for quick assistance
	Great resource that truly helps students
	I am grateful for the assistance I received when I most desperately needed it. I know that every students situation varies by person and I cannot say that my situation falls in a position worse than the next person asking for assistance, but for COM CARE to consider my situation for review, and acce..
	I am very grateful for the support and wouldn't have succeeded without it.
	I appreciate your help. I am so lucky to be a student at COM. They are so helpful and caring.
	I just wanted to say how grateful I am that this service exists. It enabled me to pass my final test.
	I love COM and feel that everyone is on their A game.
	I want to thank you the funds it was a big help
	Increíble esta escuela ! Lo mejor que pudo pasar
	It was very helpful , my family didn't have much to eat at times because of the pandemic ! Thank you for all the help .
	It was very helpful during the time in need and I really appreciated the financial help
	It was very helpful specifically during this times.
	Loved the loaner computer. The only thing I could have used was a nine-key/numerical key board. Although I solved the problem by purchasing a plug in key board so I could type faster (data entry) during timed tests.
Me ayudaron bastantante como poder entrar a las clases de zoom y me atendieron muy bien cuando fui a recoger la computadora portatil	

Q11: Please share any other information about your experience using COM Care that will help us serve students better. (verbatim responses)

N=80

Type of Comments	Response
General positive/ appreciative comments	Miles was very encouraging and was the most helpful person to me during my time at COM. She made me feel welcome and I did not feel discriminated against.
	Muy bueno
	My experience was positive I believe that com care service provided superb help.
	My sons very much used and appreciated pantry. I needed a hotspot but figured outa way around our dismal WiFi. A friend loaned me an extender which I had to return . hope to study on campus in the fall.
	Para mi este plan es de mucha ayuda y todo me pareció muy bien sigan ayudando a los estudiantes!
	Para mi fue una gran ayuda los fondos que recibí gracias a la ayuda no fue estresado para mi
	Si
	So grateful for COM this year. I was supported in many ways to be the best student I could be. I am forever grateful! Sincerely, Mackenzie
	Solamente gracias por la ayuda ,
	Staff was very kind. I am very appreciative.
	Thank you for the support I was able receive
	thank you very much for your help
	Thank you your help and assistance in anyway possible you all do
Thanks you for your support during these hard times	
The COM Care help came at a crucial time in my career. I was in my last semester of the RN program, money was very tight, and I couldn't continue working part-time due to my school schedule. So I'm very grateful for this help.	

Q11: Please share any other information about your experience using COM Care that will help us serve students better. (verbatim responses)

N=80

Type of Comments	Response
General positive/ appreciative comments	The COM care team was amazing
	The emergency assistance is extremely beneficial for all in need. Please continue to assist . Sincerely appreciated.
	The financial support was pivotal to my ability to go to college
	The fund was very helpful . Thank you so much
	They were a lot of help in these hard times
	This grant helped pay the rent and helped with food. Thank you.
	This help was essential to me
	This was a great and timely program. I lost a job and a source of income for my family, so this was so needed when it came to continually going to school and taking care of important needs. Thanks for the communication via email. Thank you.
	Todo muy bien Gracias
	User friendly, understandable. Direct and immediate which was very important. Greatly appreciated.
	Very useful, it is a less carry on our should for those who have low income. it feel great
	Yo estoy muy contenta y satisfecha con la ayuda que nos han brindado y invito a mis amigos que se inscriban a las clases de inglés yo en lo personal les digo muchas Gracias a todo el personal del College of Marín
	You all do excellent work! I really needed the support, just listening is essential, especially at times like these. Blessing for all that you do for we student and the community al large each and every day!
You guys are awesome	
Other	Don't be ashamed or embarrassed to ask for help.

Q11: Please share any other information about your experience using COM Care that will help us serve students better. (verbatim responses)

N=80

Type of Comments	Response
Other	I did not use COM Care
	I didn't get a chance I was juggling alot an I had a case load
	I have never used COM Care
	Los maestros y el personal de COM, siempre dispuestos apoyandornos las en lo que puedan. Excepto el que trabaja en oficina de ESL que nunca es amable y cordial; con todas las personas.
	No tengo experiencia con COM Care