

# **SOME COLLEGE, NO CREDENTIAL SURVEY**

Spring 2025 Report

**Lee College**

July 2025





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## Helping you evolve for the modern learner: The Trellis Strategies advantage.

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Trellis Strategies is a leading strategic nonprofit research and consulting firm focused on advancing postsecondary education and strengthening the workforce. Our commitment is to provide unparalleled insights into the modern learner experience, spanning from application through graduation. Leveraging over four decades of experience in serving higher education institutions and assisting students in navigating intricate processes, Trellis Strategies' dedicated team possesses the knowledge, insight, and expertise to empower organizations to turn data into impactful action and tangible results.

As experts in gathering and analyzing both local and national data, we identify opportunities and provide scalable, tailored solutions for our partners. Our approach involves the transformation of institutions through the enhancement of the learner experience leading to higher enrollment yields, retention rates, and improved student post-graduation outcomes.

Guided by our mission, we navigate the non-linear landscape of postsecondary education, assisting institutions in adapting policies and programs to accommodate diverse learner journeys. By dismantling barriers in policy and processes, we aim to enhance learner outcomes and rebuilding trust in the credentialing process. We are dedicated to the belief that education serves as the cornerstone for unlocking new opportunities, fostering individual economic mobility, and growing community prosperity. For more information, visit our website: [www.trellisstrategies.org/about-us/](http://www.trellisstrategies.org/about-us/)

**Trellis research supports data-driven decision making  
at institutions. Our team has:**

**515**

Research studies  
in 2024

**5.3+**

Million students surveyed  
since 2018

**30+**

Three decades of  
organizational research  
experience

## About the Some College, No Credential Survey

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The Some College No Credential Survey (SCNC) is a self-reported, online survey that determines the reasons that students have departed their institution in recent years and how the institution can assist students with re-enrollment. The SCNC was designed and implemented by Trellis Strategies, starting in 2018. For more information about how to participate in future implementations of the SCNC, please contact Trellis Strategies at [surveys@trellisstrategies.org](mailto:surveys@trellisstrategies.org).

## About Trellis Strategies

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**We are currently recruiting for two free national survey offerings for Fall 2025:** the [Student Financial Wellness Survey \(SFWS\)](#), which explores the financial wellbeing and success indicators of currently enrolled postsecondary students; and the Non-Matriculation Survey, which investigates why admitted students choose not to enroll. To learn more or sign up to participate, contact us at [surveys@trellisstrategies.org](mailto:surveys@trellisstrategies.org).

**Newsletter subscription:** Interested in receiving our monthly newsletter, Strategies 360, via email? Subscribe here: <https://www.trellisstrategies.org/insights/newsletter/>

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## Acknowledgements

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On behalf of the entire Trellis Strategies team, thank you for your commitment to understanding the learner experience on your campus. Our team is focused on helping institutions evolve to better serve the modern learner and we hope that the findings contained within will serve as a catalyst for robust conversation on your campus.

The Some College, No Credential Survey is a national instrument that is only successful because of participating institutions like yours. By participating you have joined a group of institutions that have shown a strong commitment to addressing the underlying barriers that students experience in continuing their education journeys. We are very appreciative of your work supporting students in their educational pursuits.

The instrument, and this reporting, would not be possible without a great team at Trellis Strategies and the many external partners who took the time to review the instrument, questions, and provide feedback on emerging topics. We are grateful for the collaborative nature of this field and the opportunity to learn and grow together as this work continues to evolve.

Finally, our deepest gratitude to the students who took the time to participate in the survey. Our team does not take for granted the trust that you've placed in us by telling us your story through your responses. It is our hope that the information learned from your participation will be used to support students for many years to come as they work towards achieving their goals.

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

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## Executive Summary

This section highlights key metrics and selected survey findings to help Lee College better understand the experiences of stop-out students and identify opportunities to support their return and academic success. Comments and requests for additional information regarding this report are welcome.

**Table 1. Survey Metrics for Lee College**

Survey Population	5,308 students
Responses	31 students
Response Rate	0.6%
Completion Rate	81%
Median Time Spent	7 minutes

### Key Findings: Reasons for Leaving Lee College

Students were first asked to explain their primary reasons for leaving Lee College. In total, 31 responses were received, resulting in a total of 55 qualitative codes. The most commonly reported reasons for leaving included personal reasons (n=19), finances (n=13), academics (n=12), and education motivation and beliefs including a decision to not attend any institution (n=3). Q1

This suggests that students are often not leaving due to a lack of ability or educational quality, but instead due to life circumstances.

- Personal reasons were the most frequently cited reason for leaving Lee College. Students described issues such as health conditions, responsibilities to family, and managing competing demands between work and school. One student wrote:

*“I became a first time mom and could not balance home life, work life and school life.”*

Students’ responses highlight a pattern of personal circumstances prohibiting students from continuing their educational journeys at Lee College. While some of these issues are beyond a student’s or institution’s control, other issues—such as employment commitments, cost of attendance/tuition, and financial aid—may be remedied with solutions such as student-centered scheduling and counseling on financial aid and tuition relief opportunities.

When subsequently asked to select all reasons that contributed to their decision to leave Lee College, students' reinforced their previous responses. Fifty-five percent of respondents reported that personal finance issues contributed to their early departure from college, and 41 percent indicated family or personal reasons as a contributing factor. Q2

- Many former students also cited employment (31 percent), academics (28 percent), and financial aid issues (28 percent) as reasons why they left their institution.
- Transportation (14 percent), campus life/location (10 percent), and transfer to other institutions (10 percent) were less commonly selected options.

### Key Findings: Perceptions of Lee College and Educational Value

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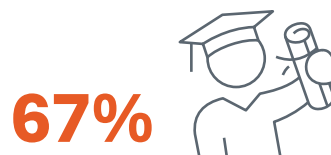
Sixty-seven percent of respondents indicated that Lee College was the first college/university they attended. Q3

The SCNC Survey includes a customer satisfaction rating (Net Promoter Score or NPS) to allow the institution to better understand how some college, no credential students perceived their former institution.

- NPS categorizes respondents into promoters (scoring 9-10), passives (scoring 7-8), and detractors (scoring 0-6), with the formula  $\%Promoters - \%Detractors = NPS$ . A positive NPS ( $>0$ ) is typically indicative of positive feedback and sentiment. In this survey, Lee College received an NPS of 10.0. Q4

While concerns about the return on investment of higher education have been growing in recent years, it is still widely valued as a pathway to career success.<sup>1,2</sup> A majority of respondents believed their education will improve their personal circumstances.

- Sixty-nine percent of respondents agreed or strongly agreed that the cost of college is a good investment for their financial future, 67 percent believe a college degree will provide them with a higher quality of life, and 74 percent indicated that completing their degree would improve their career earnings and potential. Q5-Q7



**of respondents believed a college degree will provide them with a higher quality of life.**

Respondents were asked to rate their overall satisfaction with various areas at Lee College. Areas such as transferability of credits, registration process, and financial aid office received the highest levels of satisfaction. The career services, course offerings, and major offerings received the lowest reports of satisfaction, indicating room for improvement from these areas. Q14-Q24

- More than three-quarters of respondents were satisfied or very satisfied with transferability of credits.

When asked about their sense of belonging at Lee College, students reported mixed feelings. While 38 percent felt they belonged, 19 percent disagreed or strongly disagreed. Similarly, 41 percent felt they were valued as a student at Lee College, while 26 percent disagreed or strongly disagreed. Q25-Q26



## Key Findings: Future Plans

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Fifty-seven percent of respondents indicated that they planned to re-enroll at Lee College in the future. Seventy-five percent of respondents who indicated that they planned to re-enroll at Lee College plan to do so within the next year. Q9-Q10

- Of the 43 percent of respondents who were unsure or were not planning on re-enrolling at Lee College, 33 percent stated that they plan to enroll at a different institution of higher education in the future. Q11

Students who responded “yes” or “unsure” when asked if they plan to enroll at Lee College in the future were then asked how their school could support them in their return. In total, 18 responses were received, resulting in a total of 35 qualitative codes. Most commonly, students expressed that their school could provide financial support (n=10), specifically mentioning areas such as discounted or free tuition and enhanced financial aid. Q12

## Key Findings: Demographics

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Understanding the distinctive challenges and opportunities encountered by diverse student groups, including first-generation students, parenting students, and working students, is crucial for fostering student success and cultivating a supportive learning environment for re-engaging these learners.

- **First-Generation Experiences:** Thirty-seven percent of respondents identified as the first in their immediate family to attend college, a group that can face unique challenges while navigating the higher education landscape. Q36
- **Balancing Pregnancy, Parenting and Academics:** Student parents, constituting a mosaic of identities, experiences, and backgrounds, made up 28 percent of the surveyed SCNC population at Lee College. Compared to their peers without dependents, these students may struggle to balance their balance caregiving responsibilities with their educational goals. National postsecondary data has shown that over half of undergraduate students with children leave their institutions without a degree.<sup>3,4</sup> Q42
- **Working for Pay:** Eighty-one percent of students reported working for pay while enrolled in college. Prior research suggests that work commitments are a common consideration for students deciding whether to complete their studies. Often, higher workloads result in a greater likelihood of students stopping their education journeys.<sup>5</sup> Q37



**As students juggle competing priorities, evolving personas, and multiple roles, their path to success becomes increasingly complex.**



## Survey Frequencies

Q2: Did any of the reasons below contribute to your decision to leave Lee College? Check all that apply.

	Lee College	All 2-year
Academics (GPA, course grades, quality of program, difficulty of courses, etc.)	28%	15%
Financial aid issues (insufficient financial aid, aid package, delivery issues, etc.)	28%	20%
Cost of attendance / tuition	24%	20%
Personal finances (lack of funds, bills, living costs, debt, etc.)	55%	33%
Campus life / location (safety, social life, sense of belonging, interactions with faculty, etc.)	10%	5%
Course / Major offerings (available classes, majors offered, degree offerings)	17%	16%
Institutional Services (advising, student services, customer service, staff interactions, etc.)	17%	11%
Family or personal reasons (family support, childcare, responsibilities, personal circumstances, etc.)	41%	31%
Health reasons (mental health, stress, physical health, etc.)	24%	22%
Transportation (costs, lack of, repairs, etc.)	14%	8%
Employment (conflicting work/school schedule, need to work, impact of degree on career, etc.)	31%	29%
I have transferred or intend to transfer to another institution	10%	19%
Other	3%	18%
	n=29	n=1944

Q3: Was Lee College the first college/university you attended?

	Lee College	All 2-year
No	33%	56%
Unsure	0%	0%
Yes	67%	44%
	n=30	n=2001

Q4: How likely is it that you would recommend Lee College to a potential student?

	Lee College	All 2-year
0 - Not at all likely	7%	5%
1	3%	1%
2	3%	2%
3	10%	4%
4	0%	3%
5	3%	8%
6	7%	6%
7	13%	10%
8	10%	15%
9	13%	9%
10 - Extremely likely	30%	36%
	n=30	n=1983

Q4: Net Promoter Score (NPS): How likely is it that you would recommend Lee College to a potential student?

	Lee College	All 2-year
NPS:	10.0	8.9
		n=33 schools

Q5: A college degree will provide me with a higher quality of life.

	Lee College	All 2-year
Strongly disagree	11%	9%
Disagree	4%	3%
Neither disagree nor agree	19%	16%
Agree	26%	26%
Strongly agree	41%	45%
	n=27	n=1946

Q6: A college degree is worth the investment.

	Lee College	All 2- year
Strongly disagree	12%	8%
Disagree	4%	5%
Neither disagree nor agree	15%	19%
Agree	23%	31%
Strongly agree	46%	37%
	n=26	n=1948

Q7: Completing my degree would improve my career and earnings potential.

	Lee College	All 2- year
Strongly disagree	11%	8%
Disagree	0%	4%
Neither disagree nor agree	15%	14%
Agree	19%	28%
Strongly agree	56%	46%
	n=27	n=1894

Q8: Before leaving Lee College, did you talk with a faculty or staff member about your decision to leave?

	Lee College	All 2-year
No	71%	75%
Unsure	7%	5%
Yes	21%	20%
	n=28	n=1960

Q9: Do you plan to re-enroll at Lee College in the future?

	Lee College	All 2-year
No	21%	33%
Unsure	21%	35%
Yes	57%	32%
	n=28	n=1965

Q10: When do you plan to re-enroll at Lee College?

	Lee College	All 2- year
Unsure	25%	21%
Within the next 3 months	50%	25%
Within the next 3-6 months	6%	13%
Within the next 6 months to a year	19%	24%
Within the next 2 years	0%	14%
In more than 2 years	0%	3%
	n=16	n=621

Q11: Do you plan to enroll at any institution of higher education in the future?

	Lee College	All 2- year
No	17%	17%
Unsure	50%	38%
Yes	33%	45%
	n=12	n=1312

Q14- Rate your overall satisfaction with the following at Lee College: - Course Offerings  
Q24: (Schedule, Variety, Format)

	Lee College	All 2- year
Very dissatisfied	0%	3%
Dissatisfied	21%	10%
Neither dissatisfied nor satisfied	29%	19%
Satisfied	33%	39%
Very satisfied	17%	29%
	n=24	n=1846

Q14- Rate your overall satisfaction with the following at Lee College: - Major Offerings  
Q24: (Degrees, Programs)

	Lee College	All 2- year
Very dissatisfied	5%	3%
Dissatisfied	5%	6%
Neither dissatisfied nor satisfied	40%	23%
Satisfied	25%	41%
Very satisfied	25%	28%
	n=20	n=1742



Q14-

Q24: Rate your overall satisfaction with the following at Lee College: - Faculty

	Lee College	All 2- year
Very dissatisfied	0%	5%
Dissatisfied	8%	7%
Neither dissatisfied nor satisfied	29%	19%
Satisfied	38%	36%
Very satisfied	25%	32%
	n=24	n=1811

Q14-

Q24: Rate your overall satisfaction with the following at Lee College: - Business Office

	Lee College	All 2- year
Very dissatisfied	4%	4%
Dissatisfied	0%	5%
Neither dissatisfied nor satisfied	39%	35%
Satisfied	35%	33%
Very satisfied	22%	24%
	n=23	n=1532

Q14-  
Q24: Rate your overall satisfaction with the following at Lee College: - Financial Aid Office

	Lee College	All 2- year
Very dissatisfied	14%	6%
Dissatisfied	5%	8%
Neither dissatisfied nor satisfied	18%	32%
Satisfied	32%	31%
Very satisfied	32%	24%
	n=22	n=1527

Q14-  
Q24: Rate your overall satisfaction with the following at Lee College: - Student Employment and Career Services

	Lee College	All 2- year
Very dissatisfied	7%	3%
Dissatisfied	7%	5%
Neither dissatisfied nor satisfied	40%	37%
Satisfied	20%	32%
Very satisfied	27%	22%
	n=15	n=1364

Q14-

Q24: Rate your overall satisfaction with the following at Lee College: - Academic Quality

	Lee College	All 2- year
Very dissatisfied	4%	4%
Dissatisfied	4%	6%
Neither dissatisfied nor satisfied	38%	17%
Satisfied	29%	41%
Very satisfied	25%	32%
	n=24	n=1831

Q14-

Q24: Rate your overall satisfaction with the following at Lee College: - Registration Process

	Lee College	All 2- year
Very dissatisfied	13%	4%
Dissatisfied	8%	7%
Neither dissatisfied nor satisfied	13%	16%
Satisfied	33%	41%
Very satisfied	33%	32%
	n=24	n=1855

Q14-

Q24: Rate your overall satisfaction with the following at Lee College: - Academic Advising

	Lee College	All 2- year
Very dissatisfied	4%	7%
Dissatisfied	29%	11%
Neither dissatisfied nor satisfied	17%	24%
Satisfied	29%	33%
Very satisfied	21%	25%
	n=24	n=1695

Q14-

Q24: Rate your overall satisfaction with the following at Lee College: - Campus Environment

	Lee College	All 2- year
Very dissatisfied	0%	2%
Dissatisfied	0%	4%
Neither dissatisfied nor satisfied	39%	23%
Satisfied	26%	39%
Very satisfied	35%	32%
	n=23	n=1587

Q14- Rate your overall satisfaction with the following at Lee College: - Transferability of  
Q24: Credits (to Lee College from previous college/university)

	Lee College	All 2- year
Very dissatisfied	0%	3%
Dissatisfied	0%	5%
Neither dissatisfied nor satisfied	22%	25%
Satisfied	44%	34%
Very satisfied	33%	32%
	n=18	n=1477

Q25: I felt valued as a student at Lee College.

	Lee College	All 2- year
Strongly disagree	11%	8%
Disagree	15%	9%
Neither disagree nor agree	33%	27%
Agree	26%	33%
Strongly agree	15%	23%
	n=27	n=1826

Q26: I felt like I belonged at Lee College.

	Lee College	All 2- year
Strongly disagree	8%	8%
Disagree	12%	11%
Neither disagree nor agree	42%	30%
Agree	19%	31%
Strongly agree	19%	20%
	n=26	n=1798

Q28: Did you complete a degree at the institution(s) you transferred to?

	Lee College	All 2- year
No	0%	8%
Degree in progress	67%	56%
Yes	33%	27%
N/A – I have not transferred yet	0%	8%
	n=3	n=358

Q29: How did academics and/or course/major offerings contribute to your decision not to return to Lee College? Check all that apply.

	Lee College	All 2- year
Courses were too difficult	22%	24%
Courses were not challenging enough	0%	4%
Too many required courses	33%	20%
Desired major was not offered	22%	23%
Desired courses were not offered	11%	34%
Classes I needed were full or not offered at times I could attend	44%	36%
Placed on academic probation or suspension	44%	24%
Difficulty with faculty	11%	22%
	n=9	n=429



Q30: How did tuition and financial aid impact your decision to not return to Lee College?  
Check all that apply.

	Lee College	All 2- year
Did not understand financial aid process	25%	21%
Tuition was more than I could afford	50%	51%
Applied for financial aid, but did not receive any	0%	22%
Financial aid package only included loans	0%	16%
Financial aid package was insufficient for meeting costs	13%	23%
Lost financial aid package or eligibility	25%	38%
Did not receive a scholarship, but expected one	13%	12%
The aid package was not provided in a timely manner	13%	9%
Customer service received from staff (i.e., lack of communication, response time, quality of service)	13%	21%
	n=8	n=469

Q31: How did personal finances impact your decision to not return to Lee College? Check all that apply.

	Lee College	All 2- year
Family emergency	7%	18%
Family was no longer able to contribute to educational costs	14%	12%
Drop in work hours/loss of employment	29%	31%
Could not afford monthly bills	36%	41%
Debt issues (e.g., credit cards, loans, owing money to friends and family)	36%	40%
Unexpected expenses	50%	42%
Transportation issues (car broke down, maintenance costs, gas)	36%	25%
Lack of funds	64%	70%
Medical expenses	21%	17%
Childcare costs	21%	15%
Difficulty paying for everyday/basic needs (food, housing, etc.)	36%	49%
	n=14	n=567

Q32: How did campus life impact your decision not to return to Lee College? Check all that apply.

	Lee College	All 2- year
Dissatisfied with the campus social life	50%	43%
Did not care for school location	0%	26%
Had conflicts with students	0%	14%
Campus felt unsafe	0%	24%
Did not feel like a part of the college	50%	63%
Unhappy with campus rules and regulations	0%	14%
Dissatisfied with faculty interactions at Lee College	50%	55%
Felt tension regarding my identity (e.g., race, ethnicity, religion, sexual orientation, gender identity, etc.)	0%	34%
	n=2	n=76

Q33: How did institutional services impact your decision to not return to Lee College? Check all that apply.

	Lee College	All 2-year
Academic advising was not satisfactory	67%	60%
Business Office was not satisfactory	33%	17%
Financial Aid Office was not satisfactory	0%	26%
Experience with staff at Lee College was not satisfactory	67%	61%
On-campus dining (e.g., quality, availability, options available)	0%	5%
Experienced issues with learning labs and tutoring services (e.g., writing lab, math tutoring, etc.)	0%	22%
Communication issues with staff at Lee College	33%	61%
	n=3	n=183

Q34: Did any of the following health, family, or personal issues impact your decision to not return to Lee College? Check all that apply.

	Lee College	All 2-year
Wanted a break from my studies	9%	17%
Felt alone or isolated	18%	26%
Problems with living situation	9%	25%
Experienced challenges with my mental or emotional health (anxiety, depression, etc.)	45%	55%
Influenced by parents or relatives to leave college	0%	3%
Campus and/or course materials were not accessible	9%	6%
Family responsibilities changed or were a challenge	55%	53%
Childcare was not available or was too costly	18%	16%
Wanted to live closer to my parents or loved ones	0%	4%
Unexpected illness or worsening of a medical condition	9%	30%
	n=11	n=644

Q36: Are you the first person in your immediate family (parents, guardians) to attend college?

	Lee College	All 2-year
Prefer not to answer	4%	1%
I don't know	0%	2%
No	59%	61%
Yes	37%	36%
	n=27	n=1850

Q37: Do you currently work for pay?

	Lee College	All 2- year
Prefer not to answer	4%	6%
I don't know	0%	1%
No	15%	23%
Yes	81%	70%
	n=27	n=1848

Q38: On average, how many hours do you spend in a typical 7-day week working for pay?

	Lee College	All 2- year
Mean Value:	39.65	37.11
	n=20	n=1238

Q39: Did you have a job while attending Lee College?

	Lee College	All 2- year
Prefer not to answer	4%	2%
No	16%	23%
Yes, part-time	20%	23%
Yes, full-time	60%	52%
	n=25	n=1842

Q40: Do you identify as LGBTQIA+?

	Lee College	All 2- year
Prefer not to answer	12%	7%
No	88%	81%
Yes	0%	12%
	n=25	n=1831

Q41: What is your gender? - Selected Choice

	Lee College	All 2- year
Prefer not to answer	8%	3%
Prefer to self-select	0%	1%
Female	52%	67%
Male	40%	28%
Non-Binary	0%	2%
	n=25	n=1839

Q42: Are you pregnant and/or the parent/guardian of at least one child under the age of 18?

	Lee College	All 2- year
Prefer not to answer	4%	2%
No	68%	71%
Yes	28%	26%
	n=25	n=1837



Q43: Are you Hispanic or Latino/a/x?

	Lee College	All 2- year
Prefer not to answer	12%	5%
No	52%	72%
Yes	36%	22%
	n=25	n=1831

Q44: What race/ethnicity do you identify as? - Selected Choice

	Lee College	All 2- year
Prefer not to answer	8%	10%
Prefer to self-select	13%	3%
American Indian or Alaska Native	0%	1%
Asian	8%	3%
Black or African American	21%	23%
Native Hawaiian or Pacific Islander	0%	0%
Two or more races	0%	7%
White	50%	53%
	n=24	n=1809

## Transfer Institutions

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### Write-in Responses from Q27:

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If respondents indicated they have transferred or intend to transfer to another institution, they were asked to write in the name of the institution they attend or plan to attend. Responses from students (n=2) are presented below.

- Auguste Escoffier School of Culinary Arts
- East Texas A&M University

## Conclusion

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Trellis Strategies administers the Some College, No Credential Survey to help institutions understand the experiences and motivations of students who stopped out before completing their intended degree. With this information, institutions of higher education have re-engaged former students, refined outreach strategies, developed targeted support programs, enhanced advising and financial education efforts, and informed grant proposals and policy discussions. This valuable data helps institutions better understand the barriers to completion and build the infrastructure needed to support both new and returning learners.

Trellis Strategies welcomes feedback to help us improve this resource.

## Participation in Upcoming Surveys

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**2025 Student Financial Wellness Survey (SFWS):** Trellis Strategies is currently recruiting institutions to participate in the 2025 SFWS! The survey is 100% free for institutions to participate in, and all participating institutions receive a school-level report of findings with comparison response groups from their sector. If you would like more information on how to participate, contact us at [surveys@trellisstrategies.org](mailto:surveys@trellisstrategies.org).

**2025 Non-Matriculation Survey (NMS):** We also invite interested institutions to participate in the 2025 NMS! This free survey helps institutions understand why admitted students choose not to enroll—and how to better support and re-engage them. Participating schools receive a customized report with school-level findings and sector-based comparison groups. If you would like more information on how to participate, contact us at [surveys@trellisstrategies.org](mailto:surveys@trellisstrategies.org).

## Appendix A: Methodology

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### Survey Administration

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In order to host and deliver the survey to students, participating institutions provide Trellis with the contact information and select demographics of study participants.

To maximize student responses, Trellis contributed twenty, \$50 Amazon gift cards which were randomly awarded to 20 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.

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. All data are reported in aggregate form only and reported data do not identify individual institutions outside of confidential institution-level reports.

### Scale: Net Promoter Score

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Trellis' Some College, No Credential Survey includes a customer satisfaction rating for institutions to benchmark future work and to better understand how learners 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 the highest performers usually between 50 and 80.

## Appendix B: Participating Institutions

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The 2025 implementation of the Some College, No Credential Survey captures the attitudes and perspectives of over 3,200 former students at 58 colleges and universities in 13 states. Student respondents attended public universities, private colleges, and community colleges that range in size from over 100,000 students to fewer than 700. Student responses from all schools were aggregated to provide a comparison group for individual institutional findings by school sector.

### Four-Year Institutions (25)

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Angelo State University  
Concordia University Texas  
East Texas A&M University  
Houston Christian University  
Lubbock Christian University  
Metropolitan State University of Denver  
Midwestern State University  
Morehouse College  
Prairie View A&M University  
Sam Houston State University  
Savannah State University  
Stephen F. Austin State University  
SUNY Polytechnic Institute  
Tarleton State University  
Texas A&M University  
Texas A&M University-Corpus Christi  
Texas A&M International University  
Texas A&M University-Kingsville  
University of North Texas  
University of North Texas Dallas  
University of Texas Arlington  
University of Texas El Paso  
University of Texas Rio Grande Valley  
University of the Incarnate Word  
University of West Alabama  
University of Wisconsin-River Falls

### Two-Year Institutions (33)

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Amarillo College  
Atlanta Technical College  
Austin Community College  
Bay College  
Central Ohio Technical College  
Central Texas College  
Clarendon College  
Coastal Bend College  
College of the Mainland  
Columbus State Community College  
Delgado Community College  
Galveston College  
Gateway Technical College  
Grayson College  
Houston Community College  
Johnson County Community College  
Kalamazoo Valley Community College  
Kentucky Community and Technical College System  
Lakeland Community College  
Lee College  
Marion Technical College  
Martin Community College  
McLennan Community College  
Midland College  
Nash Community College  
Northwest Vista College  
Odessa College  
Panola College  
Red Rocks Community College  
San Jacinto College  
Stanly Community College  
Tyler Junior College  
Yakima Valley College

## Endnotes

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<sup>1</sup> Marken, S. (2022, May 4). *Few say quality, affordable U.S. higher ed widely available*. Gallup. <https://news.gallup.com/opinion/gallup/392366/few-say-quality-affordable-higher-widely-available.aspx>

<sup>2</sup> Lumina Foundation & Gallup. (2024). *The state of higher education 2024*. <https://www.luminafoundation.org/wp-content/uploads/2024/05/State-of-Higher-Education-2024.pdf>

<sup>3</sup> Cornett, A. (2023). *Navigating college and parenthood: Insights from the Fall 2021 Student Financial Wellness Survey*. Trellis Strategies. [https://www.trellisstrategies.org/wp-content/uploads/dlm\\_uploads/2023/10/Navigating-College-and-Parenting.pdf](https://www.trellisstrategies.org/wp-content/uploads/dlm_uploads/2023/10/Navigating-College-and-Parenting.pdf)

<sup>4</sup> Contreras-Mendez, S., & Reichlin Cruse, L. (2021). *Busy with purpose: Lessons for education and policy leaders from returning student parents (C496; IWPR)*. Institute for Women's Policy Research. <https://iwpr.org/wp-content/uploads/2021/03/Busy-With-Purpose-v2b.pdf>

<sup>5</sup> Nieuwoudt, J. E., & Pedler, M. L. (2023). Student retention in higher education: Why students choose to remain at university. *Journal of College Student Retention: Research, Theory & Practice*, 25(2), 326-349. <https://doi.org/10.1177/1521025120985228>

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