

Austin Community College

EMERGENCY AID AND THE CULTURE OF CARING

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COLLEGE VALUES & EA STRATEGY

ACC values student success and equity in which all students have equal opportunity and support to achieve their academic goals.

- Emergency Aid provides one-time monetary grants to students facing unexpected financial crises that would lead them to withdraw from classes
- Several options for Emergency Aid **unified by one online application:**
 - ACC Foundation: \$750 maximum award
 - ACC Support Center: \$1,500 max award, case managed support
 - Trellis: ~\$650 award given directly to service provider
 - Utility Assistance: City of Austin utility bills covered
- **2017-18: 199 students awarded aid; \$149,000 awarded**

MEASURING RETURN ON INVESTMENT



Key Measurements – More than Revenue

Equity

Persistence

Revenue

Engagement

ROI: Equity

Demographic Information AY 2017-18

Race/Ethnicity	General Student Population	EA Recipients
Hispanic	36%	35%
White	44%	30%
Black	7%	29%
Asian	5%	4%
Native American	>1%	2%
Hawaiian/Pacific Islander	>1%	1%
Did Not Disclose	4%	1%

Gender	General Student Population	EA Recipients
Female	55%	76%
Male	45%	24%

ROI: Persistence and Completion

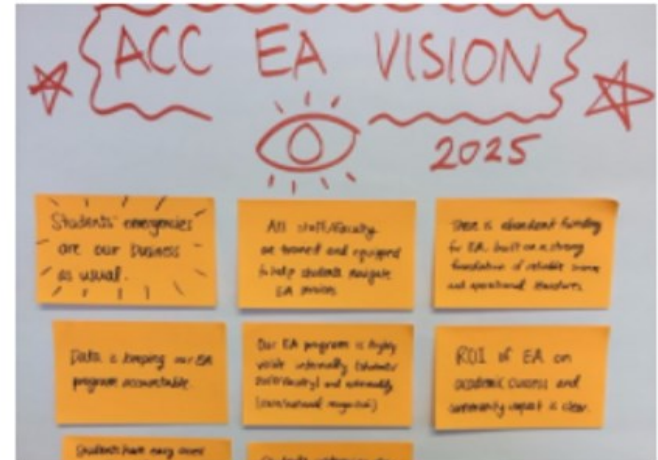
AY 2017-18	General Student Population	EA Recipient
Fall '17 to Spring '18 Persistence	69%	82%
Spring '18 to Fall '18 Persistence	55%	63%

- 31% of 2017-18 Emergency Aid recipients completed a credential

ROI: ENGAGEMENT & CULTURE

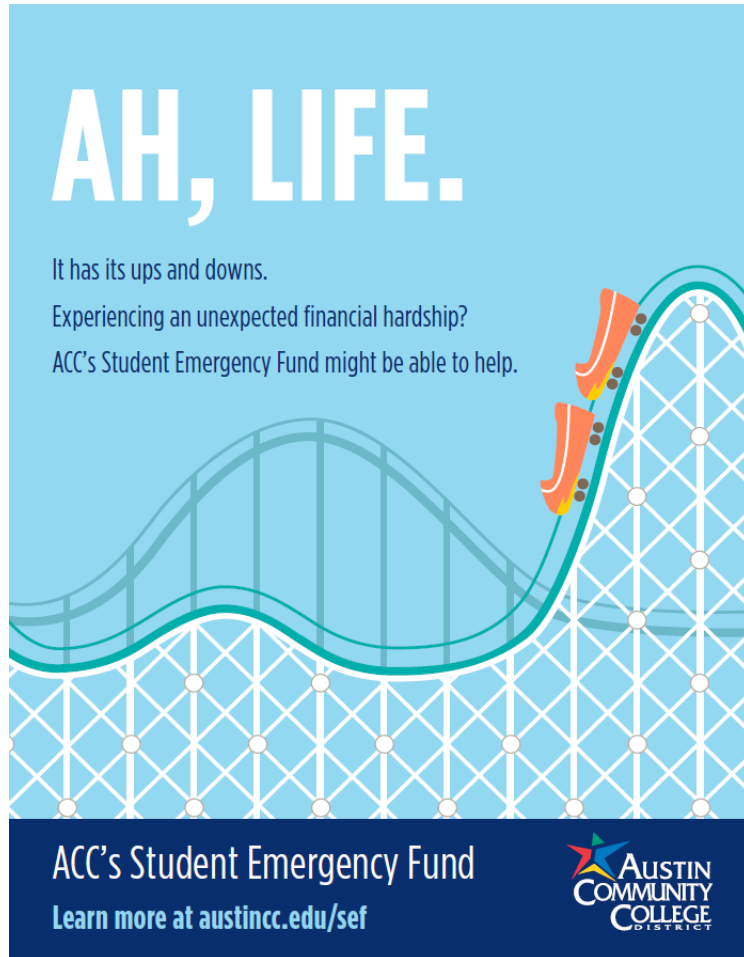
EA Engagement Changes the College Culture

- Faculty and staff collaboration
 - Faculty Champions
 - Syllabus Statement
- Willingness to engage in addressing student food, housing, and financial insecurity:
 - Tuition payment policy changes to eliminate registration holds at \$50
 - Partnerships with community organizations to support emergency funding and pay tuition balances
 - Central Texas Food Bank and Student Life food pantries
- Additional funding follows success



ROI: ENGAGEMENT & CULTURE

EA Engagement Changes Student Engagement



AH, LIFE.

It has its ups and downs.
Experiencing an unexpected financial hardship?
ACC's Student Emergency Fund might be able to help.

ACC's Student Emergency Fund
Learn more at austincc.edu/sef

AUSTIN
COMMUNITY
COLLEGE
DISTRICT

I'm so sorry I haven't responded sooner, but I wanted to sit down and reply properly. Thank you and everyone over there SO much for your help. ...

I'm so grateful. Now that my car is functioning and legal, I can put my brain back to work on moving things around so that I can continue school, or maybe look for a job while I continue school and obtain my certification.

This service made a huge, huge difference to my kids and I. Thank you so much!

Ashley Adams

P.s. a friend of mine who is also a single mom is thinking about attending classes at ACC. ... She is very interested ... I told her I'd give her your email.