Texas Higher Education Coordinating Board State-wide Convening

Advocating for Emergency Aid

The Five Critical Needs of Emergency Aid Programs

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Advancing Retention in College
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NASPA

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Student Affairs Administrators
in Higher Education
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NASPA is committed to providing the higher ed community with the latest insights on issues that impact student affairs

NASPA's Research and Policy Institute (RPI) intentionally **links research, policy, and effective student affairs practice** in support of student success and strategic priorities of the Association.

To advance the student affairs profession, we:

✓ Conduct **policy analysis** to assess the impact on the profession

✓ Develop useful **tools and resources** for practitioners

✓ Provide and participate in **webinars and live forums** to share latest information on the latest topics

    ✓ **Emergency Aid focus on September 27!**

✓ **Collaborate** with other organizations and members focused on similar issues

✓ Generate original **research**

NASPA®

Research and Policy Institute

We know students face a number of non-academic challenges, which serve as barriers on their path to a degree
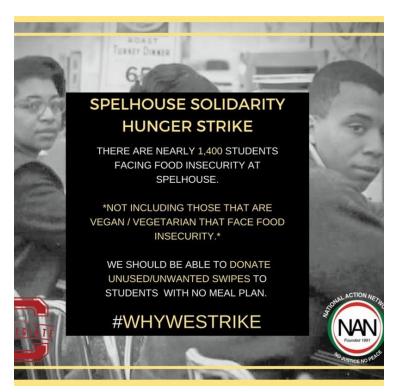
Homelessness

Food insecurity

Child care

Unemployment

Domestic abuse

Transportation issues

LIFE!

Rising tuition and fees

SPELHOUSE SOLIDARITY HUNGER STRIKE

THERE ARE NEARLY 1,400 STUDENTS FACING FOOD INSECURITY AT SPELHOUSE.

NOT INCLUDING THOSE THAT ARE VEGAN / VEGETARIAN THAT FACE FOOD INSECURITY.

WE SHOULD BE ABLE TO DONATE UNUSED/UNWANTED SWIPES TO STUDENTS WITH NO MEAL PLAN.

#WHYWESTRIKE

"Many individuals are ill-prepared for a financial disruption"

- Federal Reserve Board's Report on Economic Well-being of U.S. Households – May 2017

- 44% of respondents said they either could not cover an emergency expense costing $400, or would cover it by selling something or borrowing money.

https://www.federalreserve.gov/publications/files/2016-report-economic-well-being-us-households-201705.pdf

In 2016, NASPA released the *Landscape Analysis of Emergency Aid Programs*

- Conducted with funding from the Bill and Melinda Gates Foundation

- Primary Goals:
  - Describe the current condition of emergency aid programs across institutional sectors

  - Highlight connections to student outcomes

  - Provide examples of exemplary practice

  - Surface emerging trends

LANDSCAPE ANALYSIS *of*
EMERGENCY AID PROGRAMS

Kevin Kruger, Amelia Parnell, and Alexis Wesaw

As a result, NASPA and its partners co-created a working definition for emergency aid

Emergency aid includes <u>one-time</u> **grants**, **loans**, and **completion scholarships** of <u>less than $1,500</u> provided to students facing an unexpected financial crisis, as well as **food pantries**, **housing assistance**, and **transportation assistance**.

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Key findings from the Landscape Analysis (1/2)

Existence of Programs:

- Over 70% of responding institutions from *most* sectors have an emergency aid program;
- Over 80% reported having their program for 3 or more years

Six Types of Emergency Aid:

- Emergency loans offered most
- Completion scholarships offered least
- Other types: food pantries, vouchers, restricted and unrestricted grants
- The second leading type of aid offered at public 2- and 4-year institutions are food pantries

Key findings from the Landscape Analysis (2/2)

Communications:
- The primary method of communicating about the program is word of mouth

Data Usage:
- Most institutions are not using data to proactively identify students

Funding Sources:
- Foundation and donors are the primary funding source; operating budget is second

Scaling Barriers:
- Lack of financial resources is the primary barrier to serving more students

Now in our work with institutions, several questions arise when talking about emergency aid…

- How can we design a program to best meet the needs for our particular student demographics?

- How can we facilitate a more coordinated, aligned and/or integrated effort across the institution?

- How can we fund such an initiative or effort?

- What is the most effective communication strategy?

- How will we know we are successful?

This has led us to identify five critical needs for institutions to consider when building emergency aid programs

1. Conduct a **needs assessment** of your own population and institution

2. Create a **fair and consistent process** to objectively assist students in a timely manner

3. Better **use of data** to identify students who need aid and assess the effect of programs on student success

4. Involve the **right people** in the work

5. Ensure more **reflection and collaboration** across the institution, including using the emergency aid rubric

Need #1: Conduct a needs assessment of your own population and institution

- Understand the current landscape

- Respect the culture of your institution, what will work and won't work (i.e. location of food pantry determined with priority on student privacy or on being easily accessible)

- Where does the emergency aid effort fit into the overall institutional approach?

- Focus on humanitarian support or funding or both?

- How technologically savvy is the process or do you want it to be?

Need #2: Create a fair and consistent process to objectively assist students in a timely manner

- Create a process that is clear, objective, and consistent

- Work to have consistency across the institution for all points of aid

- Employ an iterative process to evaluate what you're doing and how, changing things up as needed

- Do you have limited funds to support efforts?

  - Are you looking at ways to evaluate which students have a higher need than others?

  - Are there steps in the application process to demonstrate need?

  - Are your funds available only to certain populations?

Need #3: Better use data to identify students who need aid and assess the effect of programs on student success

- What is your institutional data philosophy? What kind of data do you want to track?
  - Food pantry that is unsupervised/unstaffed vs. collecting info about patrons vs. gathering detail about the amount or type of items taken
- How do you know your efforts are successful? What are the markers your institution wants to track?
  - Class attendance rates; resource usage rates; decline in something
- Determine the markers for success and consistently look to see if there is a connection between efforts and these measured data points

Need #4: Involve the right people in the work

- Have you identified one point person or a co-leadership model to create and monitor a consistent process, from an institution-wide lens?

- Inform faculty, staff, and other administrators about the efforts, how they can get involved or refer students

- Foster champions and collaborators who will keep the effort on the radar and pursue action

- Develop and maintain community partnerships to supplement institutional efforts

Need #5: Ensure more reflection and collaboration across the institution

- Use the emergency aid rubric to maximize your efforts
- Don't do it alone: get the right people in the room for the conversation
- Collect evidence to demonstrate score
- Look at this as more than total program assessment: this is a readiness check of where you are and where you need to go

NASPA created an assessment rubric to help institutions examine how they can strengthen their emergency aid efforts

- The purpose of this rubric is to help institutions further understand and self-assess the overall **management and effectiveness** of their emergency aid efforts

- Designed from the **student perspective**
  - How can we make the process a seamless experience for students?

- A useful tool to engage in **cross-campus / department discussions** about emergency aid efforts

Emergency Aid Rubric

Building a Comprehensive Emergency Aid Program at Your Institution

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The rubric is organized around six capacity areas:

Capacity	Description
Management	How are emergency aid offerings at the institution organized and implemented?
Policy Implications	How clearly are the requirements, application processes, and guidance laid out for students, faculty, and staff?
Measuring Success	To what extent does the institution use data to identify the students who could benefit from aid the most? How does the institution assess the impact of the resources?
Technology	To what extent does the institution leverage technology and structures to make administering aid a more efficient process?
Securing Resources	To what extent does the institution allocate and leverage multiple sources to secure enough funding for the emergency aid program?
Increasing Awareness	What are the various mechanisms used to inform students, faculty, staff, and external stakeholders about emergency aid efforts?

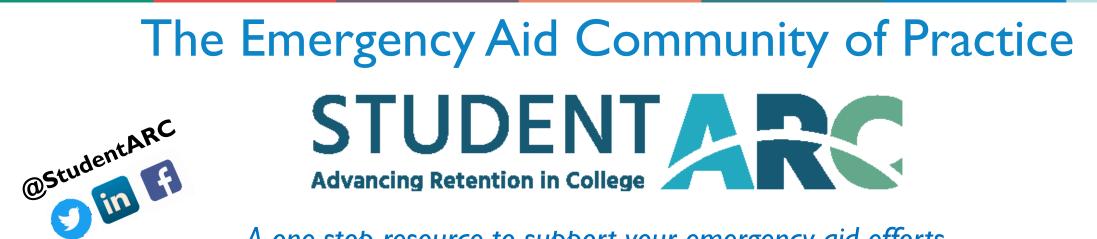# For each capacity area, we have provided a list of guiding questions

Management

Policy Implications

Measuring Success

Technology

Securing Resources

Increasing Awareness

Management Guiding Questions
Vision/Plan: To what extent has the institution's leadership set and given a clear charge for an emergency aid program?
Ownership: Is there a clear office/department/individual responsible for the emergency aid program's implementation and success?
Collaboration: How well does the institution bring together the functions of student affairs, financial aid, and other relevant offices and stakeholders to ensure an institution-wide approach for administering emergency aid?

Technology Guiding Questions
Efficiency: To what extent does the institution leverage technology and well-coordinated protocols to receive and process requests in a timely manner?
System Integration: How well does the institution utilize existing technology systems to input and share information regarding students' emergency aid needs?

The Emergency Aid Community of Practice

STUDENT ARC
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A one-stop resource to support your emergency aid efforts

www.StudentARC.org

★ Learn more about **emergency aid fundamentals**

★ Obtain useful **tools and resources** to support your efforts

★ Review **examples** to see how other institutions are implementing emergency aid across the country

★ Stay up-to-date on the **latest emergency aid news and research**

★ Opportunity to **share your insights** with other practitioners

Resources and Reports:

[Emergency Aid Rubric](#) / [Voices from the Field](#) / [Beyond Financial Aid](#) / [Increasing Community College Completion Rates](#)

Insights:

[How-to guide for the Rubric](#) / [Interview: Importance of realistic comparison in measuring success](#)

Infographics and example marketing materials:

[UCF SCS brochure](#) / [Guiding practices for ethical data use](#)

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Events:

[#RealCollege](#) / [THECB Convening](#)

Coming soon:
Resources for working with Financial Aid...
and more!

Closing thoughts

- Students facing unexpected financial crises is an inevitable reality; emergency aid has the potential to be an **impactful tool** to support retention, persistence, and completion.

- Know the needs of your students and institution, who your **partners** are, and what direction you're headed together.

- Use **data** to tell your story, highlight the moral imperative, and show impact.

- Be consistent in process, **consistently evaluate** the impact of efforts, and consider what to change.

THANK YOU!

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