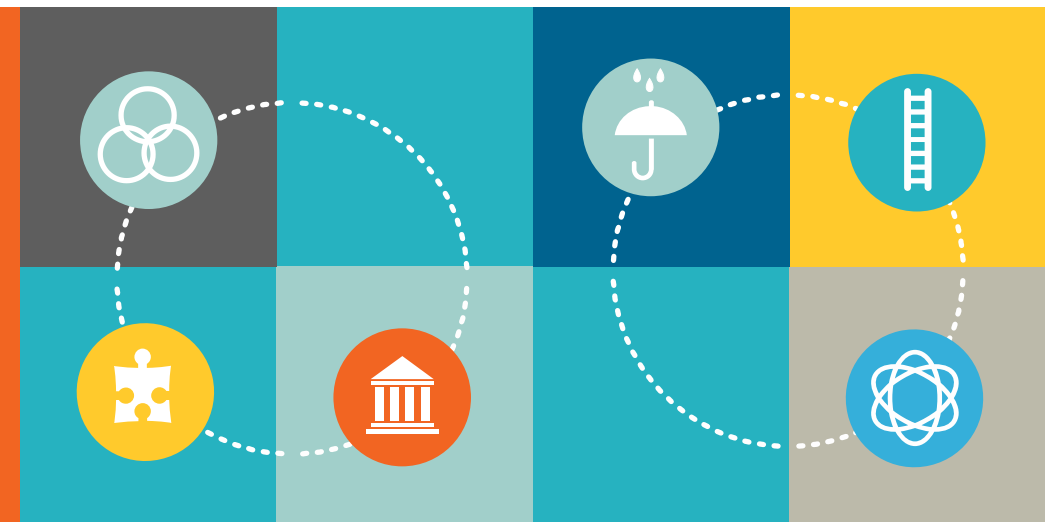


Creating & Implementing an Integrated EA Program via the Emergency Aid Lab


September 10, 2018

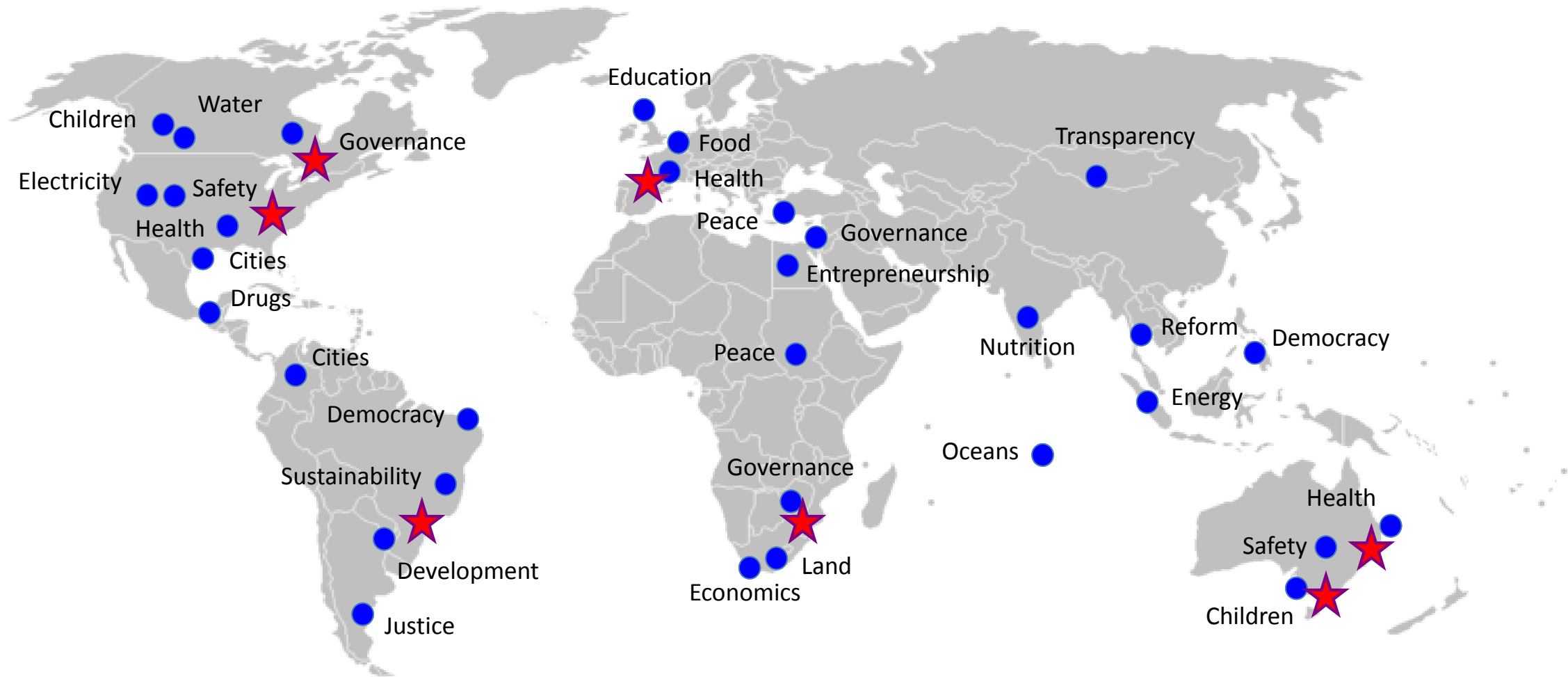
Monica Pohlmann, Principal, Reos Partners

Angelica Cancino de Sandoval, Director, Special Support & Grants, ACC



Introduction to Reos Partners

Reos Partners' Offices 
Selected Projects 



What is the Challenge?

At least 30% of all college students are vulnerable — they do not have access to \$500 to cover an emergency.

70% of college students who drop out do so for financial reasons

An estimated **3 million** students leave college annually due to a small but time-critical financial crisis.

A SOLUTION: EMERGENCY AID

A Critical Completion Tool

"Many students don't have any safety net and therefore one medical or financial event can have dramatic impacts. We need to strive toward equity, where all can sustain success throughout university. Emergency Aid is one of the critical pathways to this sustainability." - Christine Stevens, Faculty, UWT

A SOLUTION: EMERGENCY AID

Purpose:

Increase persistence and graduation of all students

Formal Definition

Emergency aid removes barriers to persistence by providing modest (\$1500 or less) and timely resources for students in college to address an unforeseen financial crisis (car breakdown, medical issue).

Informal Definition

Emergency aid keeps students enrolled in college by providing small, timely resources during an unexpected financial crisis



LANDSCAPE ANALYSIS of **EMERGENCY AID PROGRAMS**

Kevin Kruger, Amelia Parnell, and Alexis Wesaw

Context

Of the **70% of institutions in the US that said they offer some form of emergency aid**, few have an established program or methodology to ensure that they have maximum impact.

This research showed a gap between the ***need* for EA** and post-secondary institutions' ***ability to deliver EA in an integrated and robust way***. In short, there was EA activity happening on campuses across the US, but it was often ad-hoc and disconnected.

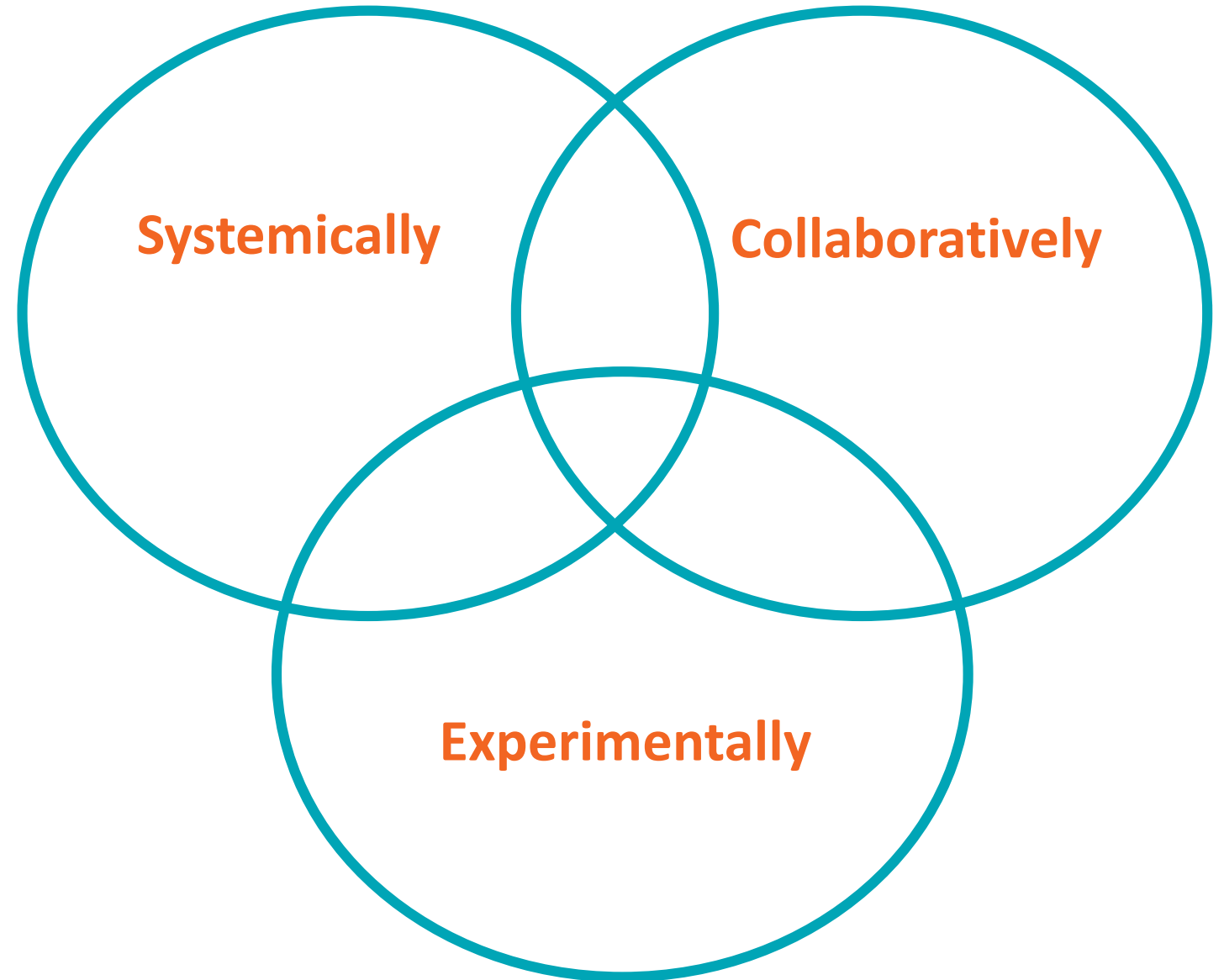
THE CHALLENGE



“Why, despite our best efforts, have we not made more progress on emergency aid across the US in the last 30 years?”

– Sarah Bauder (prev. Bill and Melinda Gates Foundation)

HOW TO ADDRESS A COMPLEX CHALLENGE



EA Lab
PURPOSE:
FOCUS ON
“HOW”

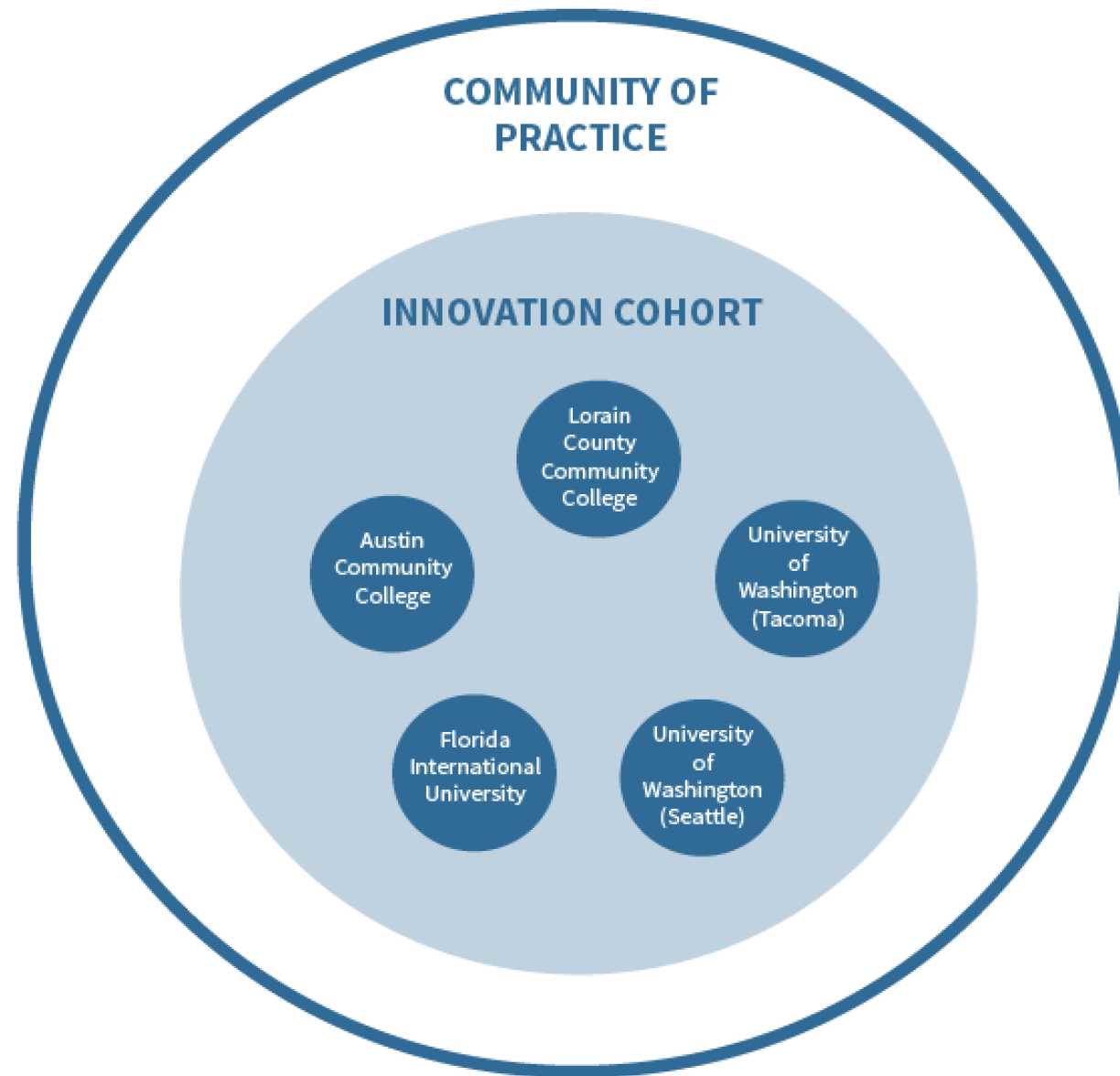
Aim

To develop **practitioner tested guidance** on how to develop an integrated, comprehensive EA program on campus.

Objectives

1. Catalyze 5 campuses to move from ad-hoc EA activities to a robust, integrated EA program.
2. Develop a practitioner-tested EA ‘how-to Roadmap’
3. Build a community of practice committed to effective EA

STRUCTURE OF THE EMERGENCY AID LAB





WHO IS IN THE COMMUNITY OF PRACTICE?

Over 80 Senior leaders from 31 institutions and organizations:

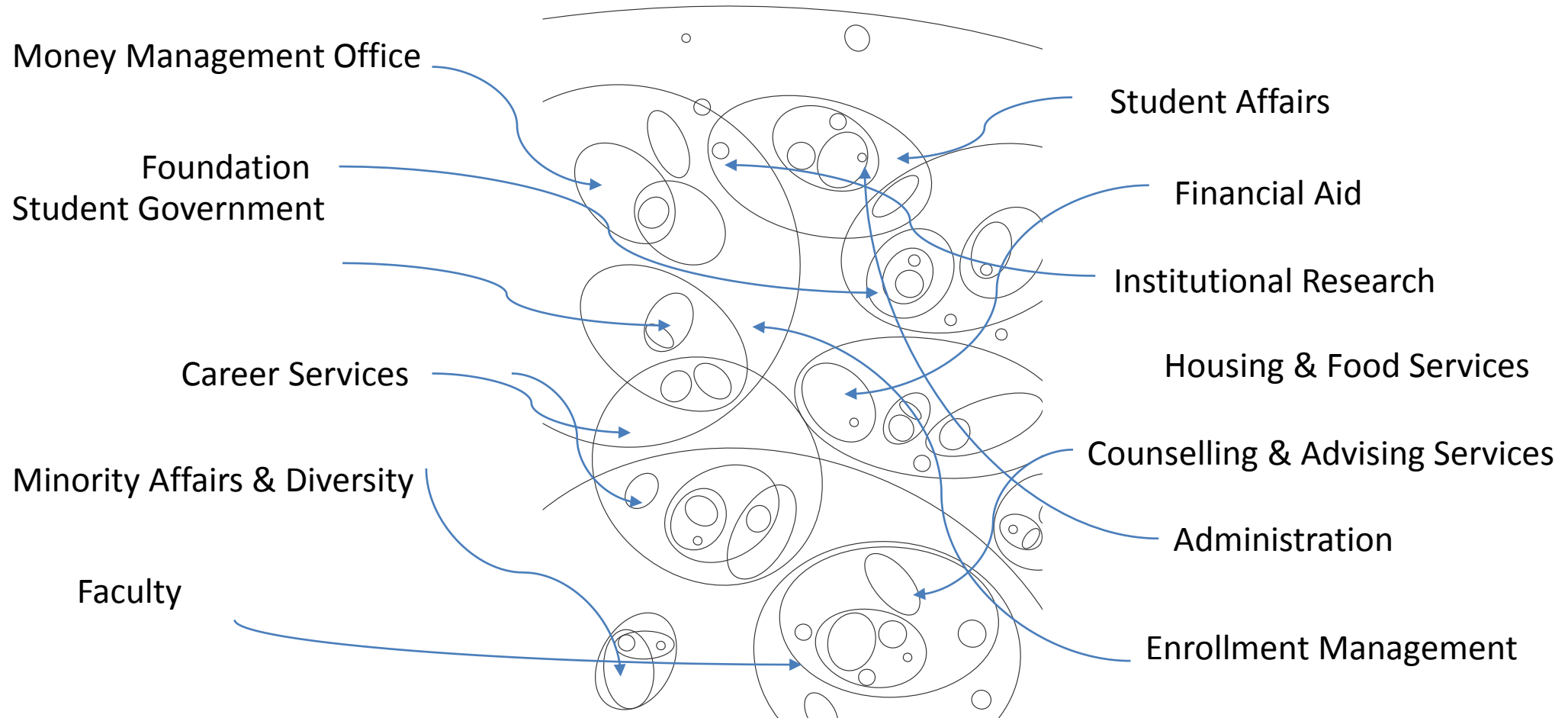
- Association of Public and Land-grant Universities (APLU)
- **Austin Community College**
- Cedar Crest College
- Chatham University
- Cleveland State University
- CUNY
- Dillard University
- Emory University
- **Florida International University**
- Florida State University
- LaGuardia Community College
- **Lorain County Community College**
- Montgomery County Community College
- NASPA
- NASFAA
- Northern Virginia Community College
- Pasadena City College
- Rollins College
- Saint Leo University
- Scholarship America
- Single Stop
- Stark State College
- SUNY
- Texas Woman's University
- University of Houston
- **University of Washington - Seattle**
- **University of Washington - Tacoma**
- University of South Florida
- University of Texas Arlington
- University of Texas at El Paso
- Xavier University of Louisiana



TAKING A COLLABORATIVE APPROACH

COLLABORATIVE APPROACH: CREATE CROSS-FUNCTIONAL TEAMS

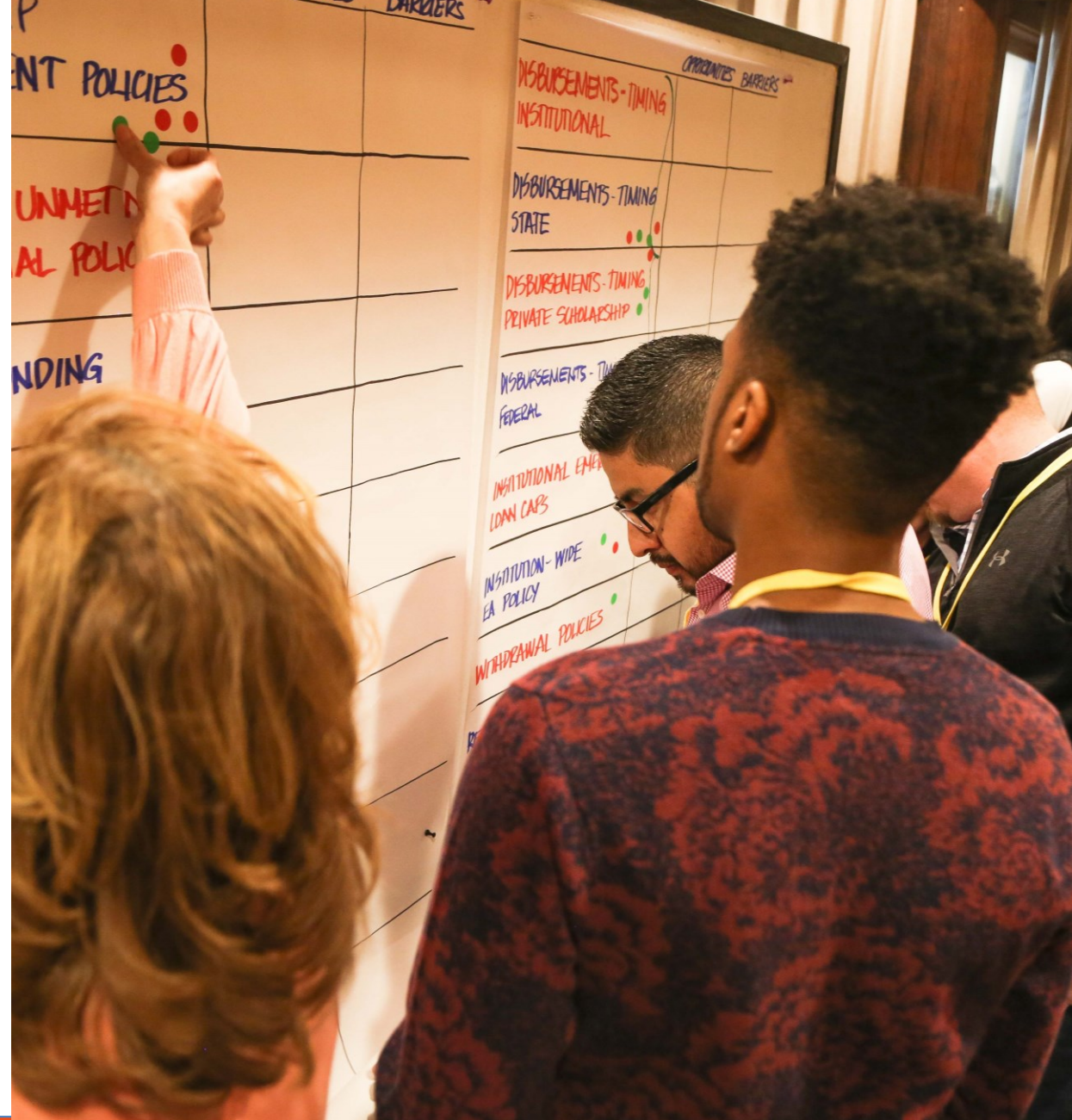
It takes a village to graduate a student. ~ Krista O'Neill, Financial Aid, LCCC



ELEMENTS OF AN INTEGRATED EMERGENCY AID PROGRAM

Key Principles:

1. Develop your EA program through an equity and inclusion lens
2. Student-Centric Approaches



KEY PRINCIPLES: EQUITY AND INCLUSION; STUDENT-CENTRIC

“Like other campuses, we are wrestling with questions about inclusion and equity – these are core issues for access institutions. The EAL project is a place where we are doing something actionable. We can’t quickly change the issues happening in our world, but this project gives us a chance to come together as students, faculty, and administration to make a difference on a topic that is front and center to our institutional identity.”

- Kathleen Farrell, University of Washington

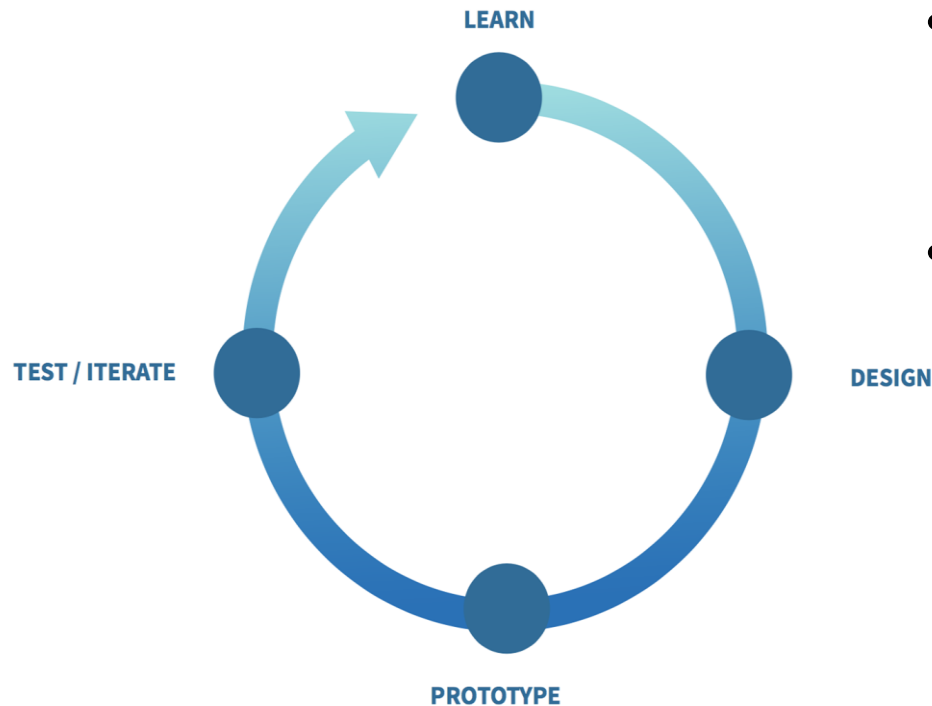
“If you are going to create something for students, it would only make sense to have them at the table, so you can directly listen to their wants and needs.”

- James Da, Student, UWT



LESSONS LEARNED: TAKING AN EXPERIMENTAL APPROACH

LESSONS LEARNED FROM TAKING AN EXPERIMENTAL APPROACH



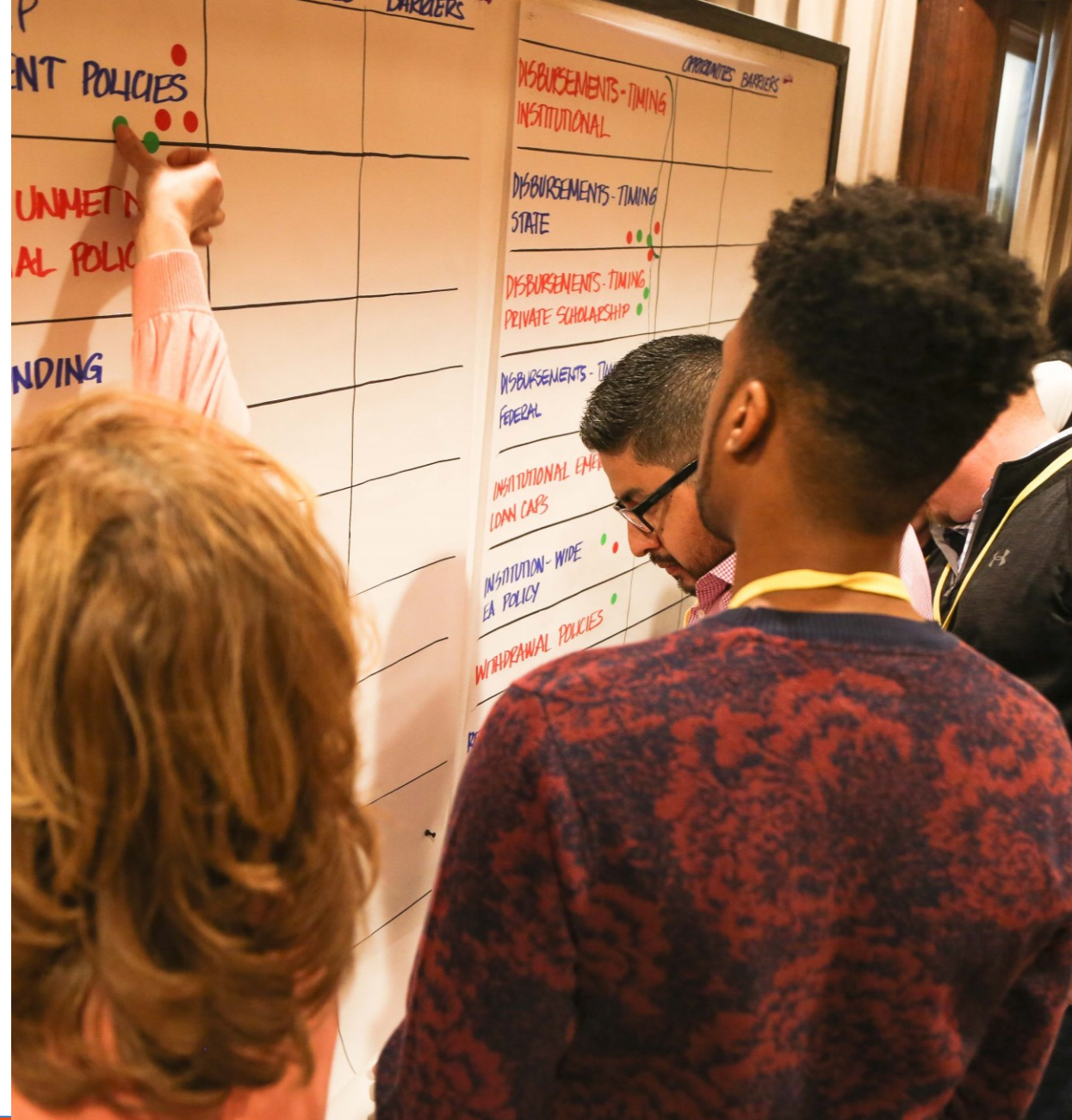
Design Action Cycles

The design action cycle favors:

- rapid experimentation over elaborate planning
 - Stakeholder or user feedback
 - iterative design over high upfront investment of resources.
-
- The design action cycle enabled teams to take an experimental approach. Compressing work and associated deliverables into shorter cycles, intentionally pausing to surface insights and what has been learned and using that to inform next steps.

LESSONS LEARNED: ELEMENTS OF AN INTEGRATED EMERGENCY AID PROGRAM

1. Principles: Equity and Inclusion, and Student-Centric Approaches
2. **Response Team, EA Application & Website**



[EMERGENCY AID](#) / [BOTHELL](#) / [SEATTLE](#) / [TACOMA](#)

EMERGENCY AID

[Home](#) > Emergency Aid

We understand life can be unpredictable. Unexpected costs and needs can cause significant stress and impact your academic success and personal well being. That's why the **three campuses of the University of Washington** have Emergency Aid to support currently enrolled UW students.

Emergency Aid assists students who are experiencing unexpected financial hardships that may disrupt their education or prevent them from earning their UW degree, including:

- Emergency medical/dental costs
- Housing and living expenses
- Family emergencies
- Natural disasters
- Loss of income
- And more...

Aid may come in a variety of forms, including grants, loans and/or campus and community resources.

Learn more about emergency aid resources on each campus:

[Bothell](#)[Seattle](#)[Tacoma](#)

EMERGENCY AID REQUEST FORM

If you are in need of assistance, please submit an [Emergency Aid request form](#) to get connected with resources and support.

[COMPLETE FORM](#) >

Get Help for Life's Unexpected Emergencies

Does an unanticipated financial emergency have you down? Are you considering dropping your classes?

ACC has a student emergency fund to help keep you on track to reach your academic and career goals.

The Student Emergency Fund can help you with unanticipated financial emergencies such as:

- Emergency medical/dental costs
- Housing and living expenses
- Car repairs or transportation issues
- Childcare
- Family emergencies
- Natural disasters
- Loss of income

If you are currently enrolled in an academic, credit-only program at Austin Community College, you are eligible to apply for emergency aid. Unsure if you qualify for assistance? Call 512-223-7551.

NOTE: *Student Emergency Funds are intended to pay for unexpected expenses. You may access emergency funds only once per year.*

Get Started

1. Complete **Request for Student Emergency Fund** or visit your campus **Support Center** for help.
2. Submit your request and any documents that will help us understand your financial situation.

In-person: Any campus **Financial Aid Office**

Email: SEF@austincc.edu

Fax: 512-223-7963

3. We will contact you within two business days. If you have questions about your request, call 512-223-7551.

Helpful Resources

Austin Community College works to ensure the needs of our students are being met through **college** and **community resources**.

TYPES OF EMERGENCY AID

Types of Emergency Aid	Primary Use
Campus vouchers	Cover materials from the bookstore or meals from the dining hall; few barriers to distribution
Completion scholarships	Cover outstanding balances for students poised to graduate or continue to the next semester
Emergency loans	Address hardship related to the timing of a student's financial aid disbursement
Food pantries	Address food insecurity on campus
Restricted grants	Support students who experience unexpected hardship; typically require that students meet certain academic or other requirements
Unrestricted grants	Support students who experience unexpected hardship; typically awarded without restrictions

From: *NASPA Landscape
Analysis of EA Programs*,
p.10

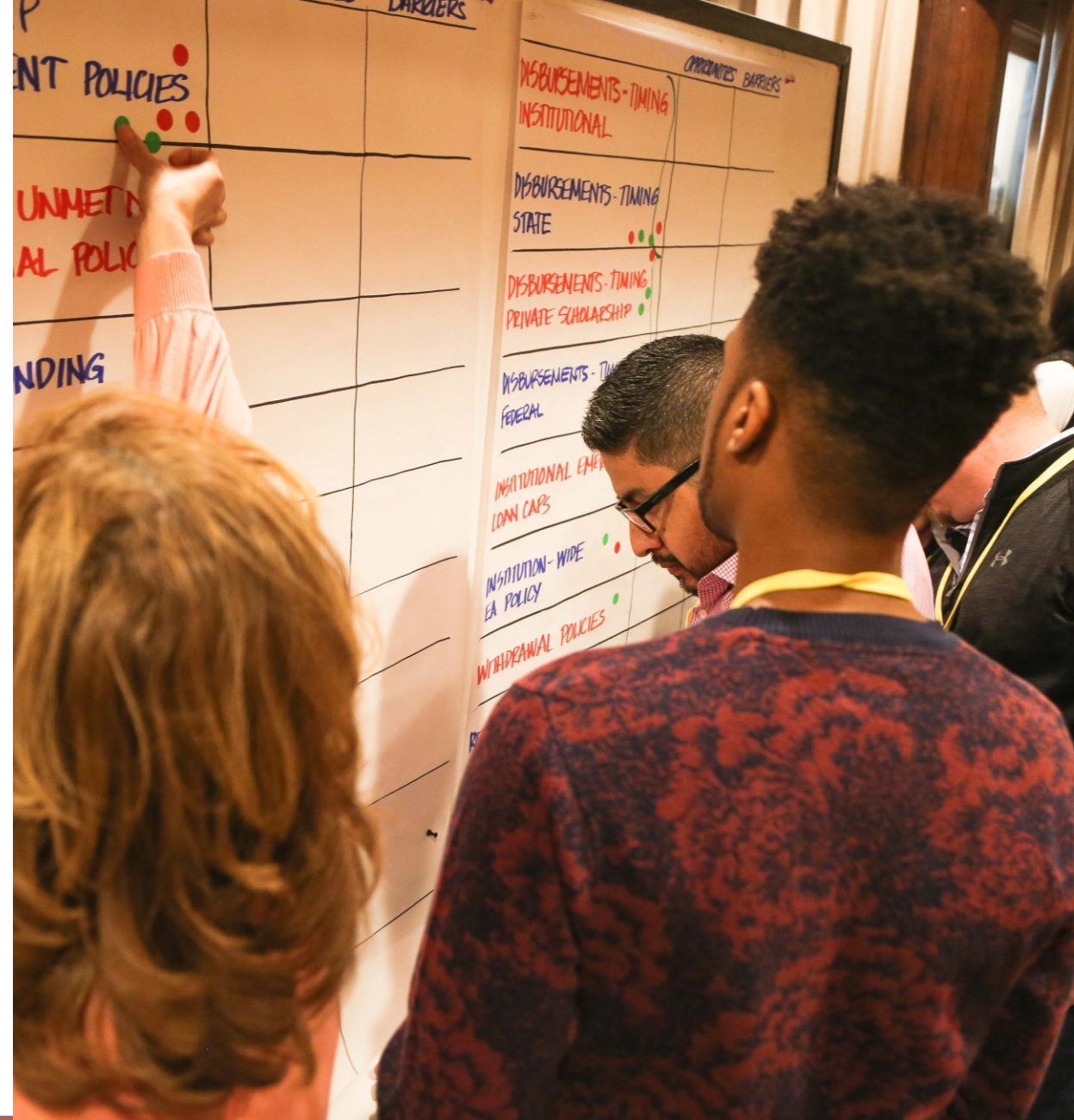
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Financial Aid Repackaging	

From: *NASPA Landscape
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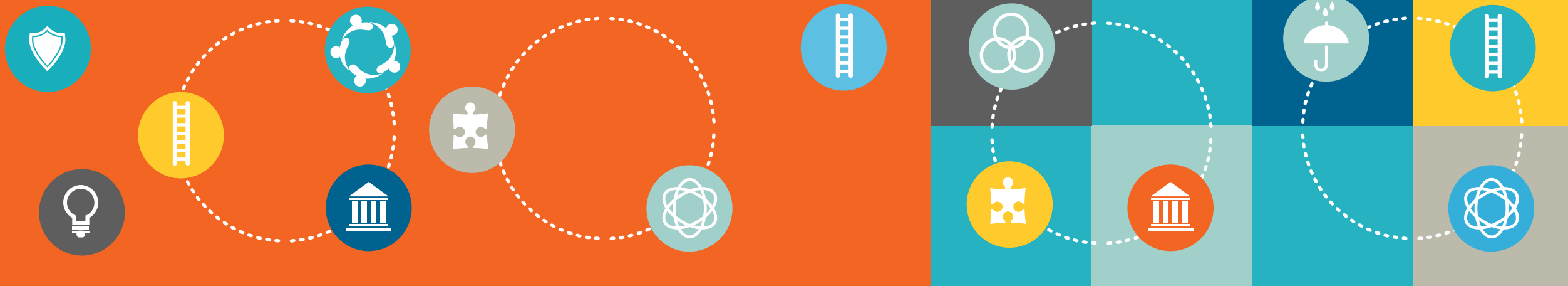
LESSONS LEARNED: ELEMENTS OF AN INTEGRATED EMERGENCY AID PROGRAM

1. Principles: Equity and Inclusion; and Student-Centric Approaches
2. Effectively & efficiently responding to student EA requests
3. Securing sustainable funding & resources
4. Data & Measurement
5. Communicating about EA
 - Student Engagement
 - Faculty Engagement
6. Reviewing and revising policy barriers for student success



THE ROADMAP TO **Effective** Emergency Aid

Designing an EA Program that Supports Student Success



THE EMERGENCY AID ROADMAP

Purpose

The EA Roadmap enables users to move from ad hoc EA activities **to a formal, integrated EA program** on their campus

Function

The online Roadmap allows for **replicability, scalability, and flexibility** for campuses

Principles

- **Elevate** practitioner-tested guidance and make it usable by other EA practitioners – including meeting agendas, templates, tip sheets, video, print outs, animations
- Enable an **‘action orientation’** and focus on impact
- **Social learning** - learn with and amongst peers on campus, across a region, and beyond.

LEARNING OBJECTIVES

The Roadmap is designed as an on-line course and learning platform. At the end of 12 months users will be able to:

- **Complete an initial review of the current state of EA** on their campus and update it as they learn more
- **Assess** the gap between their current reality and achievement of an integrated EA program on their campus
- **Design** a portfolio of work aligned with the guidance provided in the “Pathways for an Integrated EA Program”
- **Implement** the Design Action Cycle to developing solutions and making progress
- **Work** in a systemic, collaborative, and experimental way to transform the delivery of EA on their campus

PLEASE GET IN TOUCH!

- If you and your campus are **interested in participating in user testing of the Roadmap**
- If you would like to **explore what it means to be part of the next cohort of schools** using the Emergency Aid Roadmap to develop an integrated EA program.
- If you have any **questions:**

Monica Pohlmann, Pohlmann@reospartners.com