



# Emergency Aid Rubric

## *Building a Comprehensive Emergency Aid Program at Your Institution*

Texas Emergency Aid Network

October 20, 2017

**Omari Burnside**

Director of Strategic Initiatives



# What is NASPA?

*NASPA is the leading association for the **advancement, health, and sustainability** of the student affairs profession.*

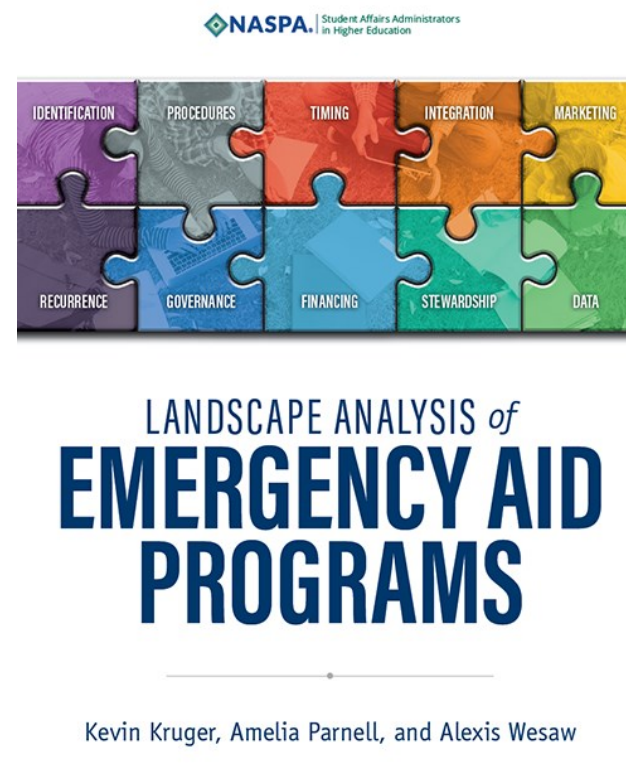
**NASPA addresses common functional areas within student affairs** (housing, advising, conduct, assessment) as well as **broad higher education themes** (access, persistence, and degree completion).



Our work provides high-quality professional development, advocacy, and research for **15,000 members** in all 50 states, 25 countries, and 8 U.S. territories.

# 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 institutions



# The landscape analysis focused on how campuses utilize six types of emergency aid

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

# Our post-analysis of the survey revealed that there are 5 critical needs (beyond securing the resources)



- A **common language** to describe and discuss emergency aid
- More **compliance guidance** for administering emergency grants and loans
- Set of **procedures** to guide the development of new and existing programs
- Better **use of data** to identify students who need aid and assess effect of programs on student success
- More **automated processing**

# Coming this fall: The Emergency Aid Community of Practice Website




*A one-stop resource to support your emergency aid efforts*

- ★ 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



# Emergency Aid Capacity Areas

Introduction to the emergency aid rubric



To assist institutions in building and strengthening emergency aid programs, NASPA has created an assessment rubric

- The purpose of this rubric is to help institutions further understand and self-assess the overall **management and effectiveness** of their emergency aid work
- Designed from the **student perspective**
  - How can we make the process a seamless experience for students?
- A useful tool to engage in a **cross-campus/department discussions** about emergency aid efforts





# The rubric highlights where institutions must strengthen their capacity to build and scale emergency aid programs

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

# Within each capacity area there are a number of guiding questions

*Example: Management capacity area*

## 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?



# To determine overall program effectiveness institutions will use a 4-point rating scale

For each guiding question, institutions will assess themselves using one of four ratings

Once all guiding questions have been rated and the institutions will sum all totals to determine an overall emergency aid program rating

## Capacity Criteria Ratings


Rating	Definition	Points
<b>Forming</b>	<i>The institution is identifying a course of action for the area</i>	1
<b>Emerging</b>	<i>Decisions have been made and/or implementation has started</i>	2
<b>Functioning</b>	<i>The most critical pieces are in place to execute the work needed</i>	3
<b>Exemplary</b>	<i>Well-positioned to scale and sustain emergency aid efforts</i>	4

## Overall Emergency Aid Program Ratings

Score	Rating
84 – 70	<b>Strong</b>
69 – 55	<b>Promising</b>
54 and below	<b>Developing</b>



## How to get the most out of the rubric...

- ✓ Don't get caught up in the minute details
  - ✓ No voting in-between the lines – Must pick
  - ✓ Don't be afraid of **FORMING**
  - ✓ Remember **EXEMPLARY** doesn't mean perfect
  - ✓ Take into account your campus culture and resource constraints
- 

# Rubric Discussion

Capacity Areas
Management
Policy Implications
Measuring Success
Technology
Securing Resources
Increasing Awareness

As a team:

- Review the rubric's guiding questions for each capacity area
- Identify and come to consensus on the capacity area:
  - You consider your **strongest**
  - You would like to **prioritize** going forward
- For the area you consider your strongest, what is a **best practice** your institution has done, you would like to share.





# Thank You!

**Omari Burnside**

*Director of Strategic Initiatives*

NASPA

[oburnside@naspa.org](mailto:oburnside@naspa.org)



# Policy Implications Rating

## Policy Implications Guiding Questions

**Identification:** How well has the institution defined the types of emergency aid available to students and the qualifications to receive the aid?

**Application:** To what extent has the institution outlined the process on how students can apply and receive each of the various types of emergency aid?

**Stewardship:** What mechanisms and/or processes does the institution have in place to ensure that limited emergency aid funds are safeguarded?

**Compliance:** Does the institution adhere to relevant state and federal guidelines for distributing financial aid?



# Measuring Success Rating

## Measuring Success Guiding Questions

**Student Identification:** To what extent does the institution use data to identify the students who could benefit from the program the most?

**Data Collection:** How well does the institution gather and house the needed data to understand the program's impact?

**Analysis & Interpretation:** To what extent does the institution utilize the appropriate measures and analyses needed to understand emergency aid's impact on student success?

**Routines:** How often and effectively is the emergency aid data being discussed and used to inform decisions and conduct real-time problem solving when necessary?





# Technology Rating

## 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?



# Securing Resources Rating

## Sustainability Guiding Questions

**Funding:** To what extent does the institution allocate and leverage multiple sources to secure enough funding for the emergency aid program (i.e. alumni association, donors, operating budget)?

**Capacity Building:** How well has the institution built the infrastructure (people, technology, physical space) to fully implement and manage the emergency aid program to scale?

**External Resources:** How well does the institution utilize government and community resources to support the emergency aid program?

**Financial Capability:** What additional supports (non-monetary) /programs does the institution use to help students learn more financial responsibility once a student receives emergency aid?



# Increasing Awareness Rating

## Communication Guiding Question

**Staff/Faculty Outreach:** To what extent are the relevant staff informed about the different types of emergency aid and able to appropriately direct students?

**Student Outreach:** Are various mechanisms used to inform students about emergency aid availability?

**Messaging:** How well does leadership ensure consistent messaging about the emergency aid program?

**External Marketing:** To what extent does the institution promote the program to organizations (government entities, community-based organizations, funders) to encourage and garner their support for the emergency aid efforts?

