Think about a time you were short on cash for a bill

Who helped you?

Parents	Family	No one
No one	Parents	Family member
My parents	Parents	Family

28

Who helped you?

parents

The bank

family

Parents

No resources to draw from

parents

Parents

student loans

No one. Had to wait for my next paycheck to arrive

28

Who helped you?

Day or two

Many days

A day or two

hours

Knowledge of available resources
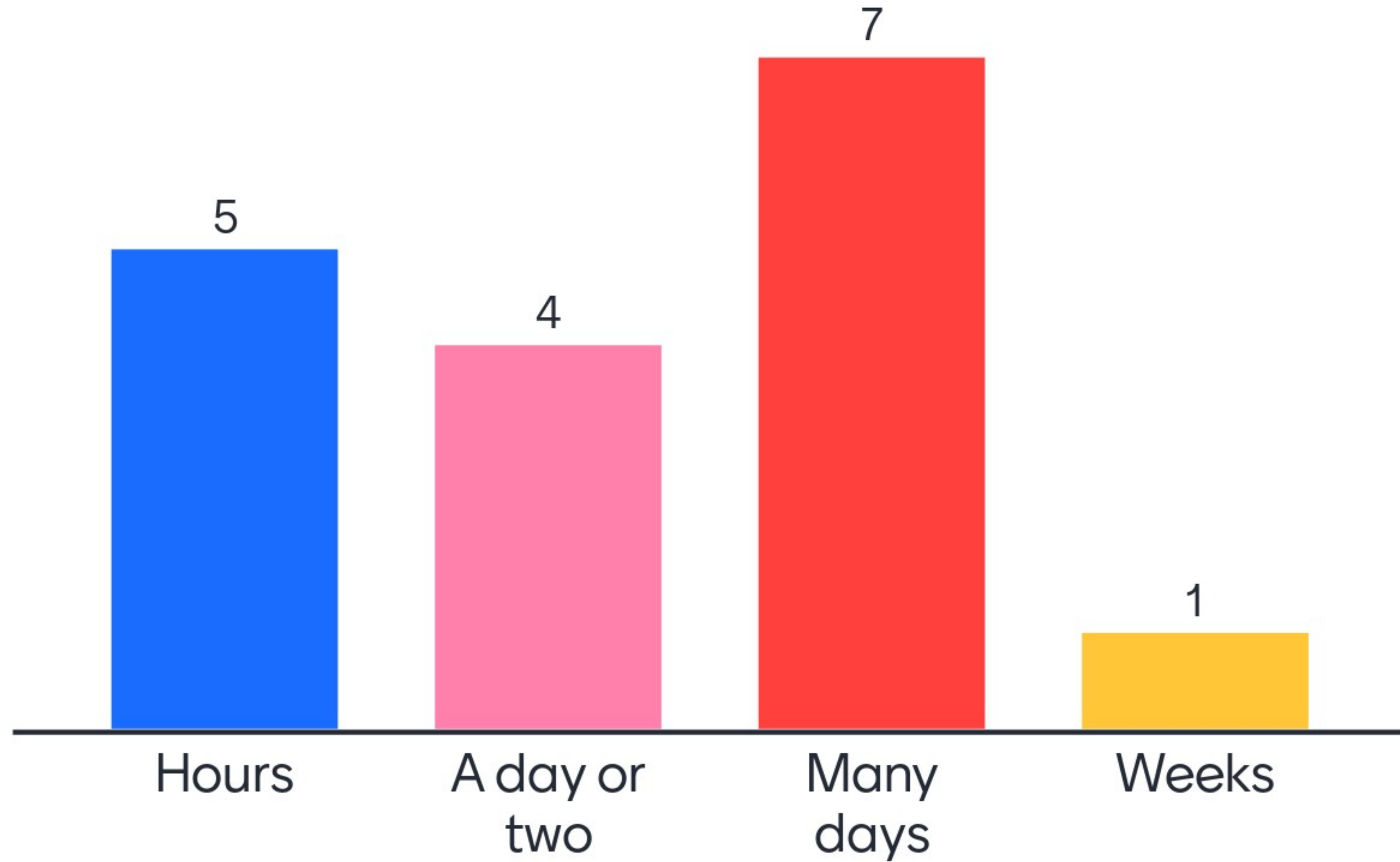
Lack of proof

So many also requested several times

Lack of proof of the situation or past situation the student has been through

Strongly agree

28

Who helped you?

Students get help fast

28

How long did it take until help arrived?

Hours	A day or two	Many days	Weeks
5	4	7	1

Most students who need emergency aid don't get it

Emergency aid= fast, flexible, relatively small grants

85% of students dealing with BNI don't get EA

This is especially common for BIPOC students, despite high rates of need.

Why? What's standing in their way?

Lack of resources

Our processes delay time

Afraid that ask

Knowledge of where to connect

Not knowing who to ask

Not knowing about available aid

information

Don't know where to go / who to ask

documentationprocessesprocedures audit guidelines

24

Why? What's standing in their way?

financial processes of organization

People

Lack of knowledge/communication

processes and time from application to payment/funds in hands

embarrassed

Pride

Where to go for help

information

Information/ afraid to ask

24

Why? What's standing in their way?

Assume they wont qualify and they just dont.

Don't know they have the availability

No EA available

Not knowing who to ask

not knowing

Lack of proof, no documentation of past experiences that would qualify them for additional aid

24

What keeps students from emergency aid

→ I don't know about the program

→ I don't know if I'm eligible

→ I don't know how to apply

→ I think other students need it more

→ I can't meet the qualifications

→ I can't complete all the paperwork
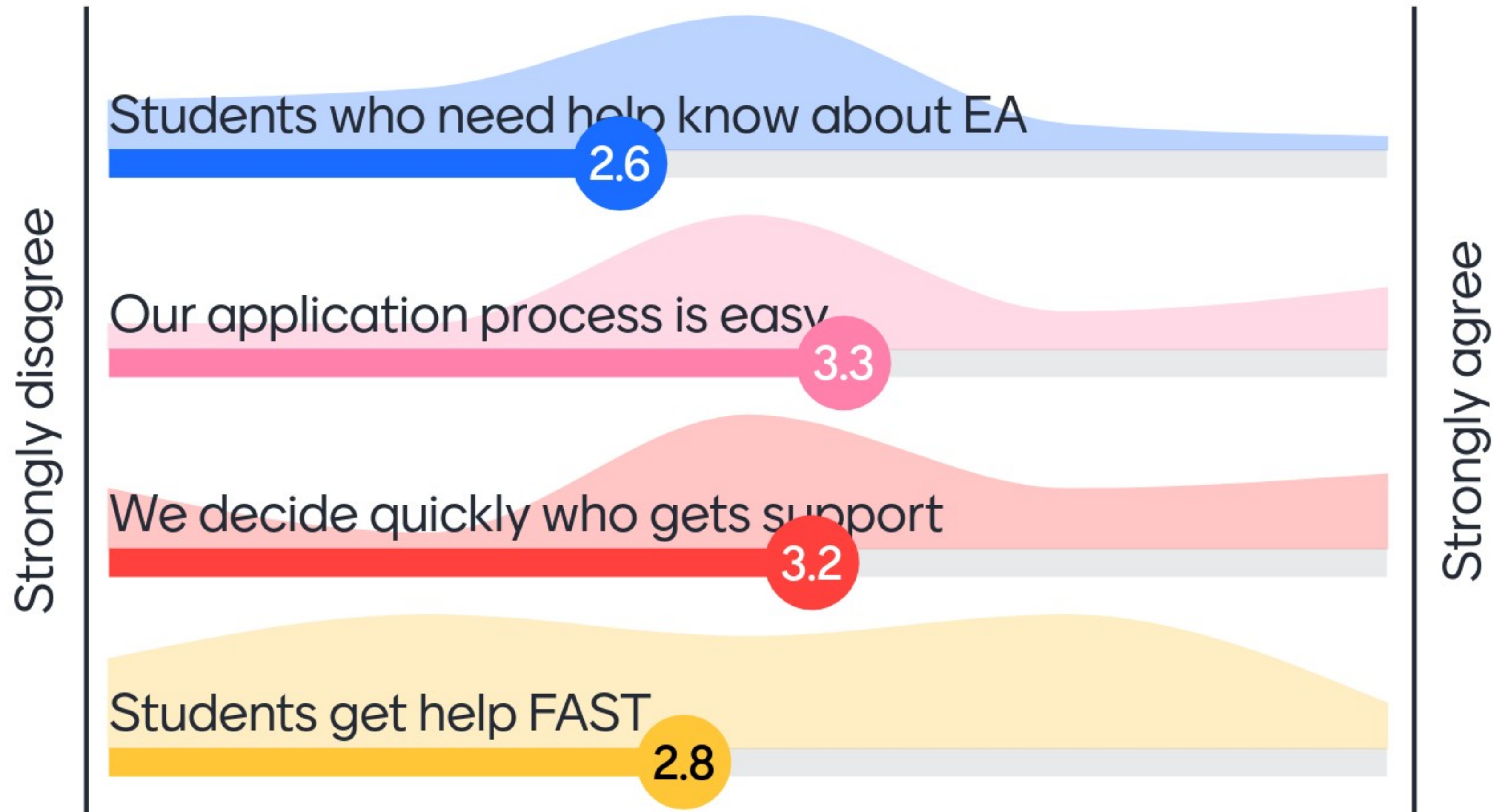
→ It takes too long for funds to arrive

4

Where to focus on improvements

→ Reduce learning barriers

→ Reduce application barriers
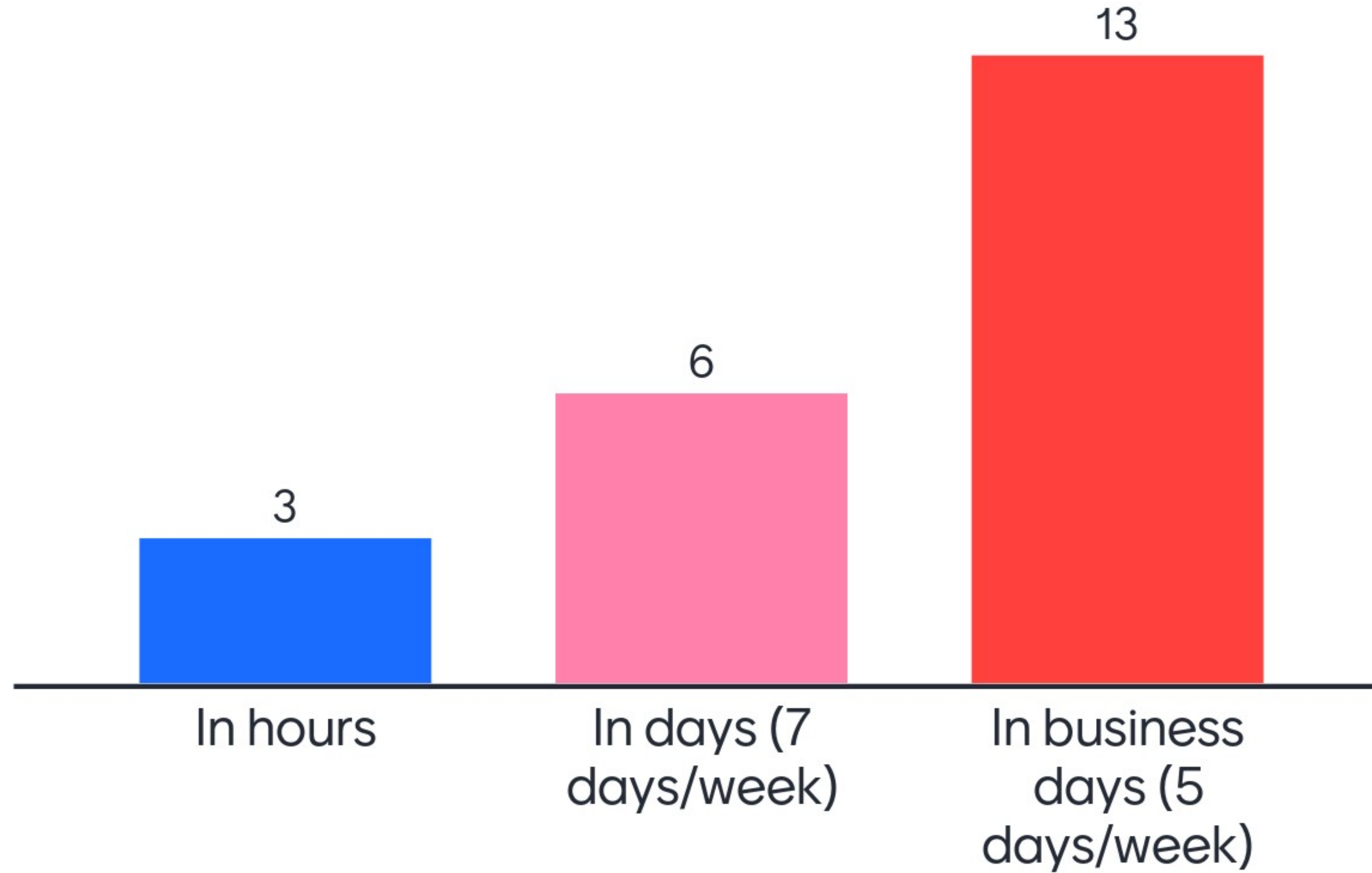
→ Reduce the time it takes

5

Think about emergency aid at your college

Focus on the parts you know best.
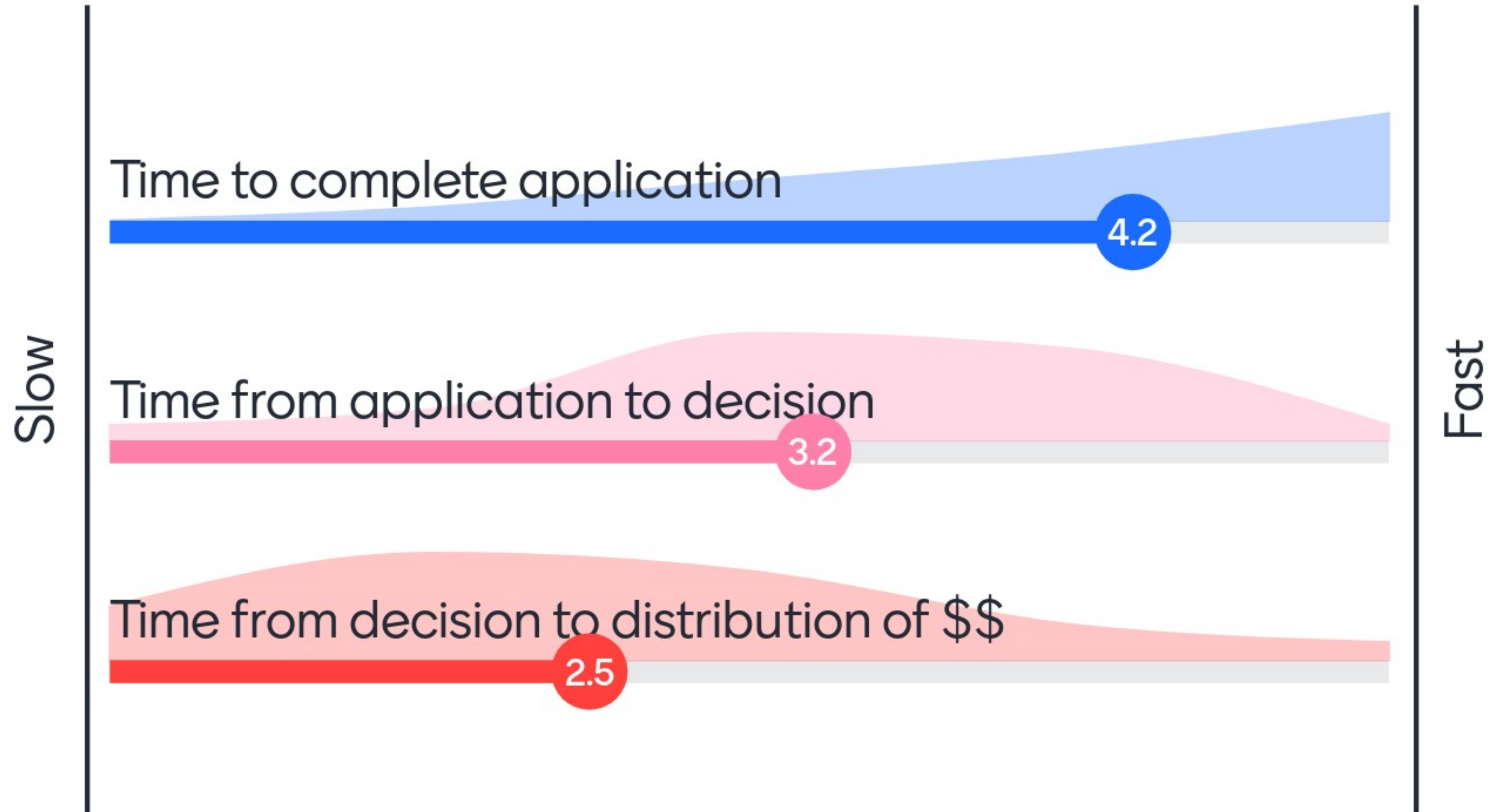
2

To what extent do you think...

Strongly disagree

Strongly agree

Students who need help know about EA — 2.6

Our application process is easy — 3.3

We decide quickly who gets support — 3.2

Students get help FAST — 2.8

23

How do you measure speed for EA?

13

6

3

In hours

In days (7 days/week)

In business days (5 days/week)

22

What's the pace of each part of your program?

Slow

Time to complete application
4.2

Time from application to decision
3.2

Time from decision to distribution of $$
2.5

Fast

19

We find institutions are taking ~14 days

→ Range is 2-18 days

→ 2 days uses technology

→ 18 days uses committees

1

Colleges that move faster

→ Trust students

→ Use technology and social media

→ Cut red tape

→ Use multiple funding sources

Colleges that move more equitably

→ Look beyond FAFSA

→ Don't rely on enrollment

→ Award multiple times

→ Move fast

What might make it easier for students to get EA at your college?

advertise it more

There's an ap for that!

Coordinated communication efforts college-wide

post flyers or posters around campus

Advertise!

Less intrusive application process

Advertise throughout the semester rather than only in the beginning of the semester

Don't rely on showing need through a bill

have a 24 hour processing center

19

What might make it easier for students to get EA at your college?

Streamline the distribution process

Advertise more

Use tech

More knowledgeable people on campus to advocate for students

Faster disbursement turn around

Use technology!

Get rid of recommendations from faculty or staff.

Reach out to those who have not applied to ask if they need assistance

Colleges should trust their students more. From my experience with students, students don't like to ask for help, it takes a lot of courage for them to do so.

19

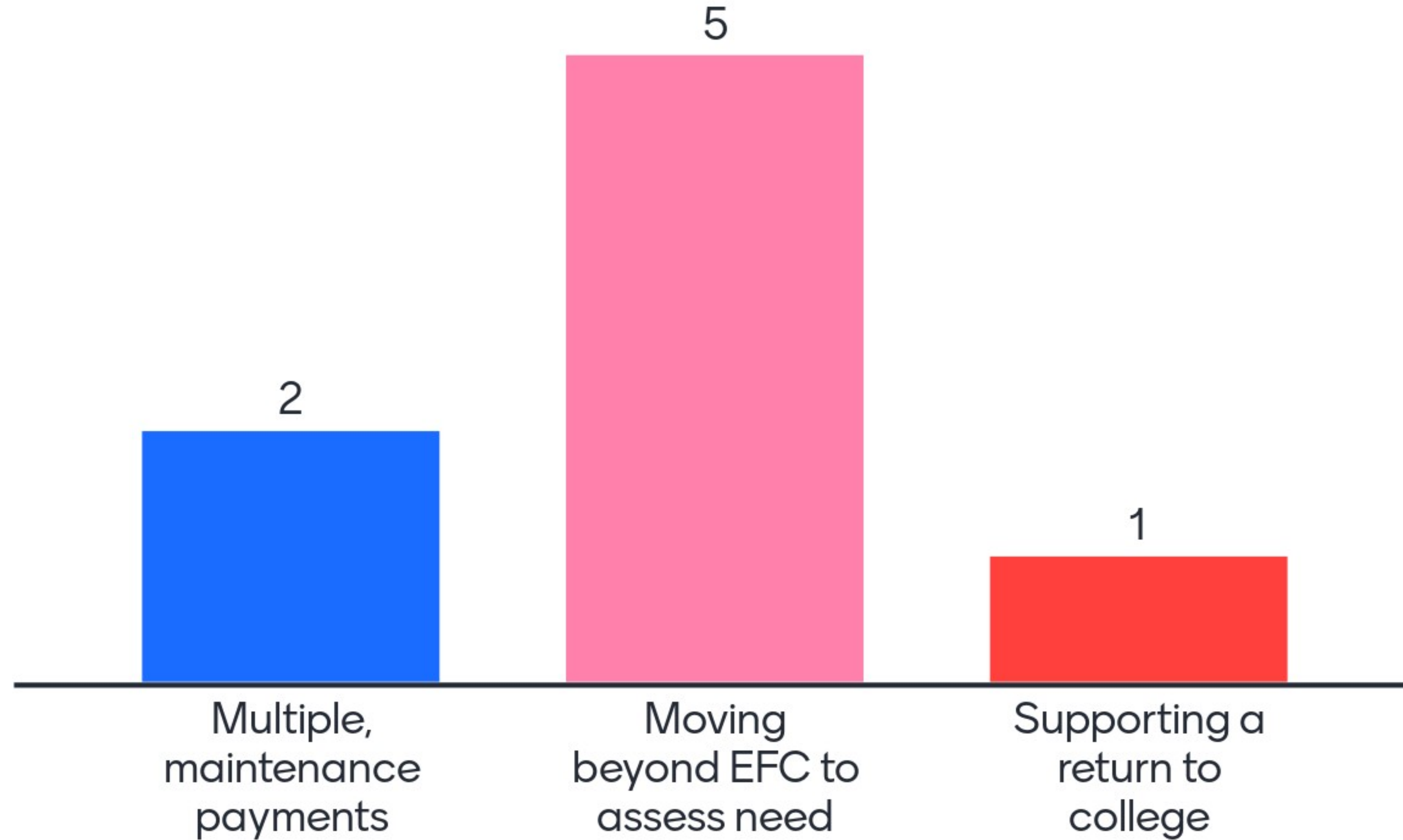# What might make it easier for students to get EA at your college?

moving beyond

19

HEERF- A special opportunity

→ Flexible- nearly everyone is eligible

→ Big $$, non-taxable,

→ Time limited

→ A chance to show what you can do

Have you considered?

Bar chart with the following values:

- Multiple, maintenance payments: 2
- Moving beyond EFC to assess need: 5
- Supporting a return to college: 1

8

What are your questions about EA?

1 questions
0 upvotes