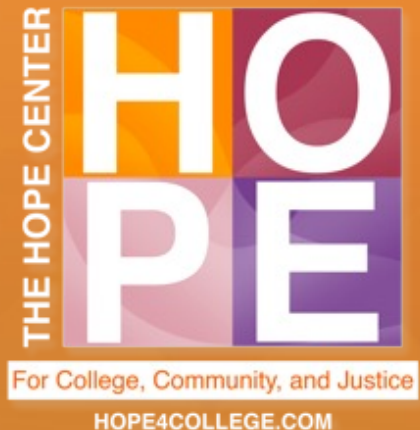


# Students are Humans First: Supporting Texans with the Pandemic Recovery

Sara Goldrick-Rab

President and Founder





“Colleges and universities are doing their best to provide students with many options whether it be emergency housing, emergency grants or financial aid, food drives, etc., but I feel like so many students don’t know about these options, or, if they do, they have no idea where or how to start.”

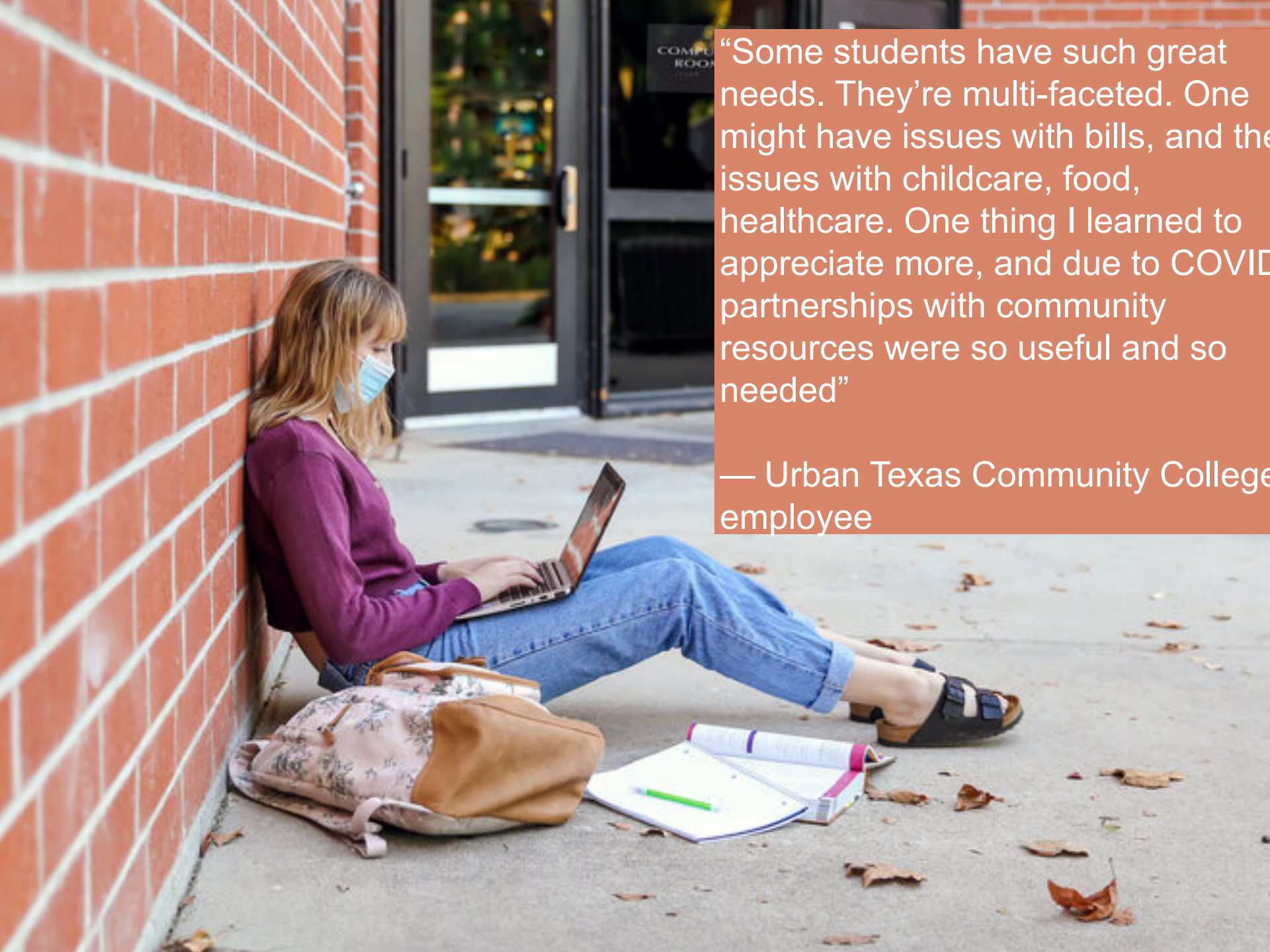
— West Texas student



“We learned we need to be very careful. In some ways if we’re not careful, we’re taking what is really heartbreak and difficulty on the part of the individual and we’re kind of forcing them to showcase that for someone they don’t know, even if that person is generous or supportive. There’s not the trust there to build that...It’s not just what to do, but the right way, how to go about it and how to do it in a way that that we don’t intentionally trip up our own efforts and get our own way while we’re trying to assist students.”

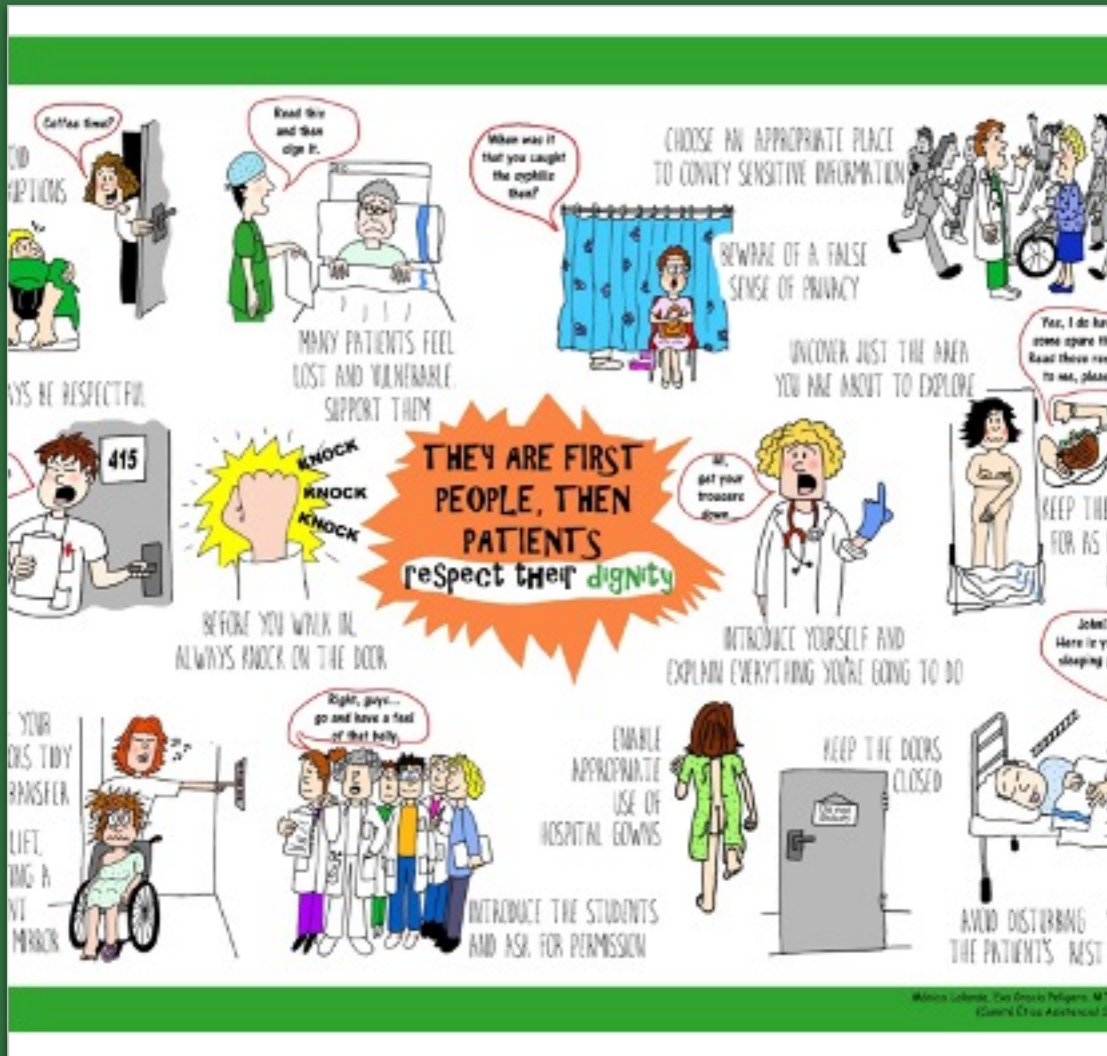
— Dr. Joe May, Chancellor Emeritus,  
Dallas College





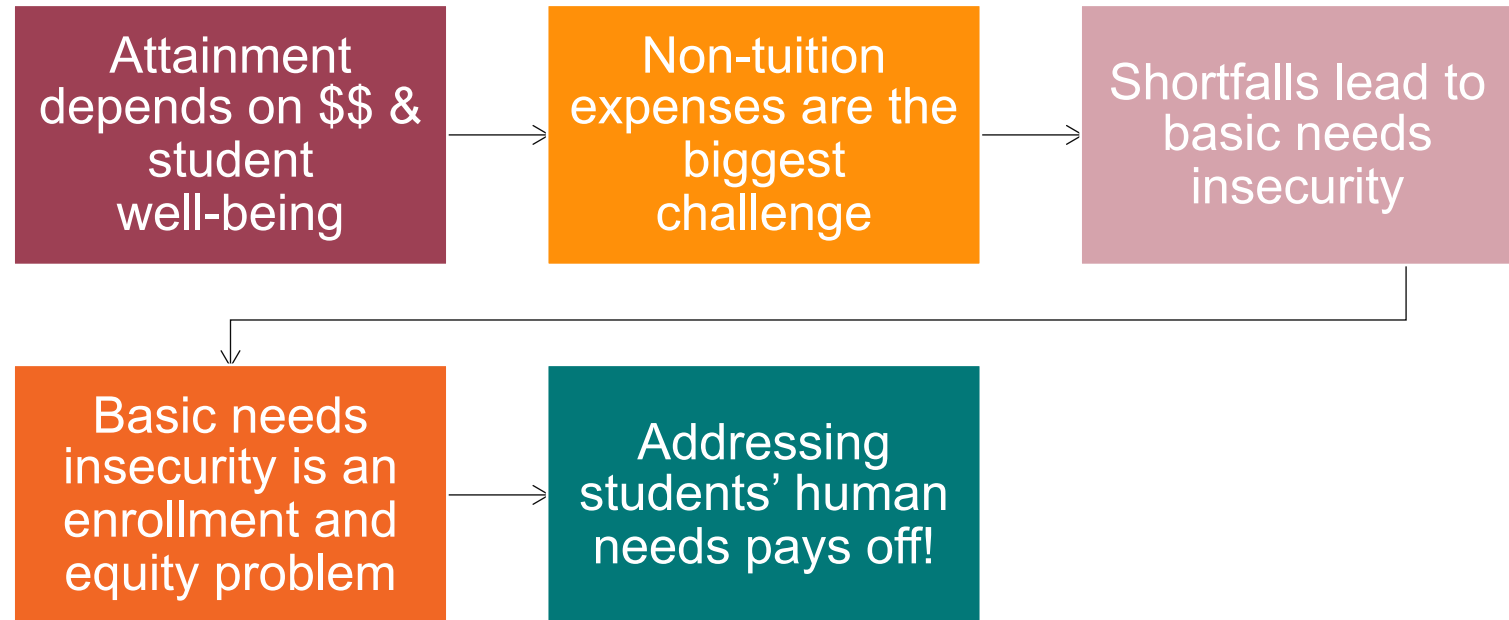
“Some students have such great needs. They’re multi-faceted. One might have issues with bills, and the issues with childcare, food, healthcare. One thing I learned to appreciate more, and due to COVID partnerships with community resources were so useful and so needed”

— Urban Texas Community College employee



Just like  
patients,  
*students*  
are  
*people*

# The Pandemic Made it Clear



# Pandemic Economics

## BURDEN OF PRICE



THE STUDENT  
COVERS 60%-75%

## FAMILY ECONOMICS

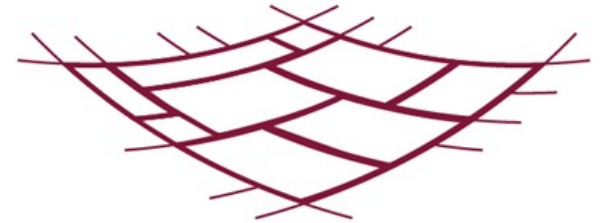


PLUMMETING GROWTH



MASSIVE INEQUALITY

## SOCIAL SAFETY NET



## WORKING IN COLLEGE



OPPORTUNITY



MINIMUM WAGE

## HEALTH & WELL-BEING



# Texas #RealCollege Survey 2020



10

Texas  
Community  
Colleges

- Amarillo College
- Austin Community College
- El Paso Community College
- Grayson College
- Houston Community College
- Howard College
- North Central Texas College
- Odessa College
- South Plains College
- Texas State Technical College



# Nearly 2 in 3 Students Experienced Basic Needs Insecurity



**42%** experienced food insecurity

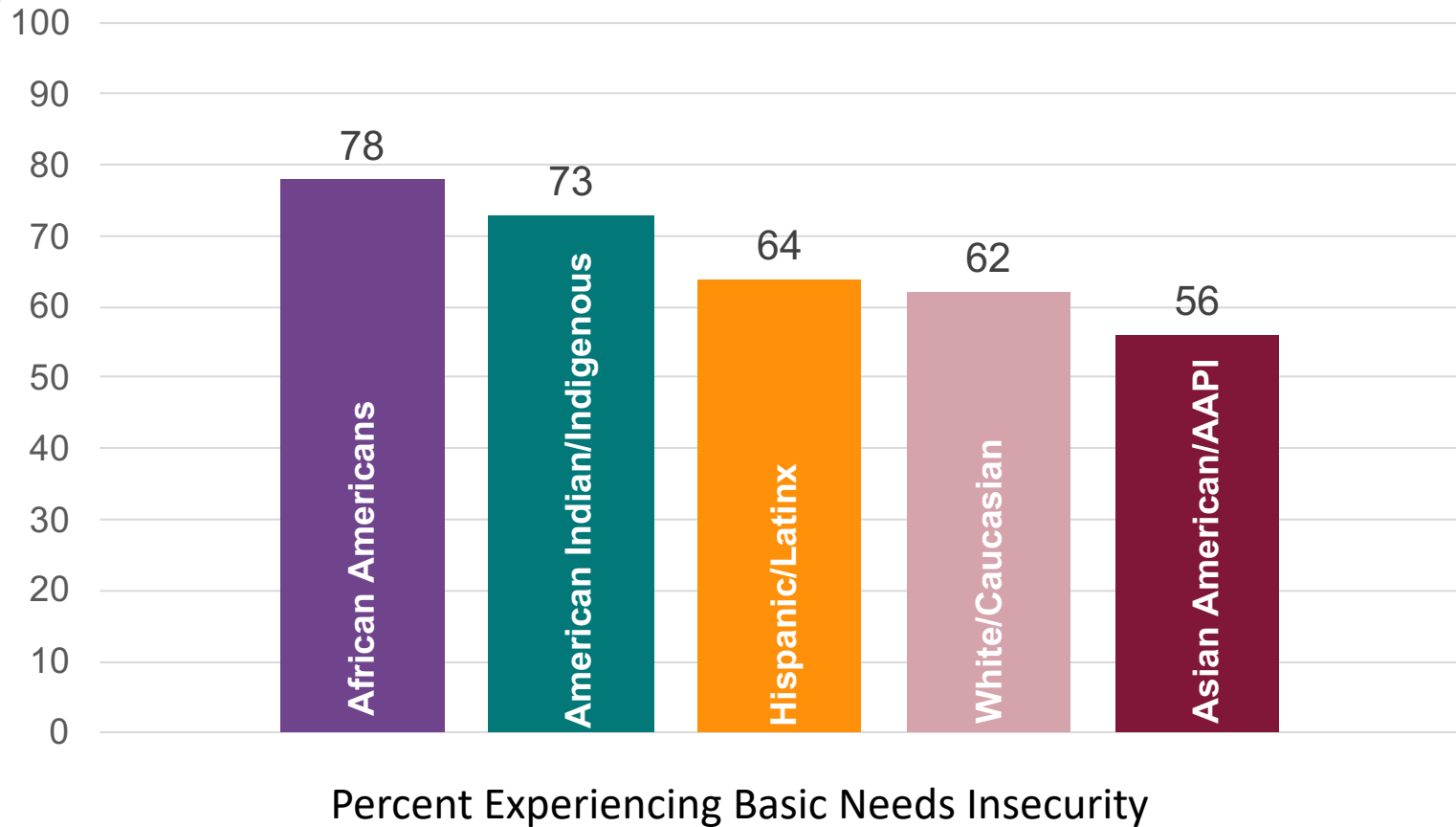


**55%** experienced housing insecurity

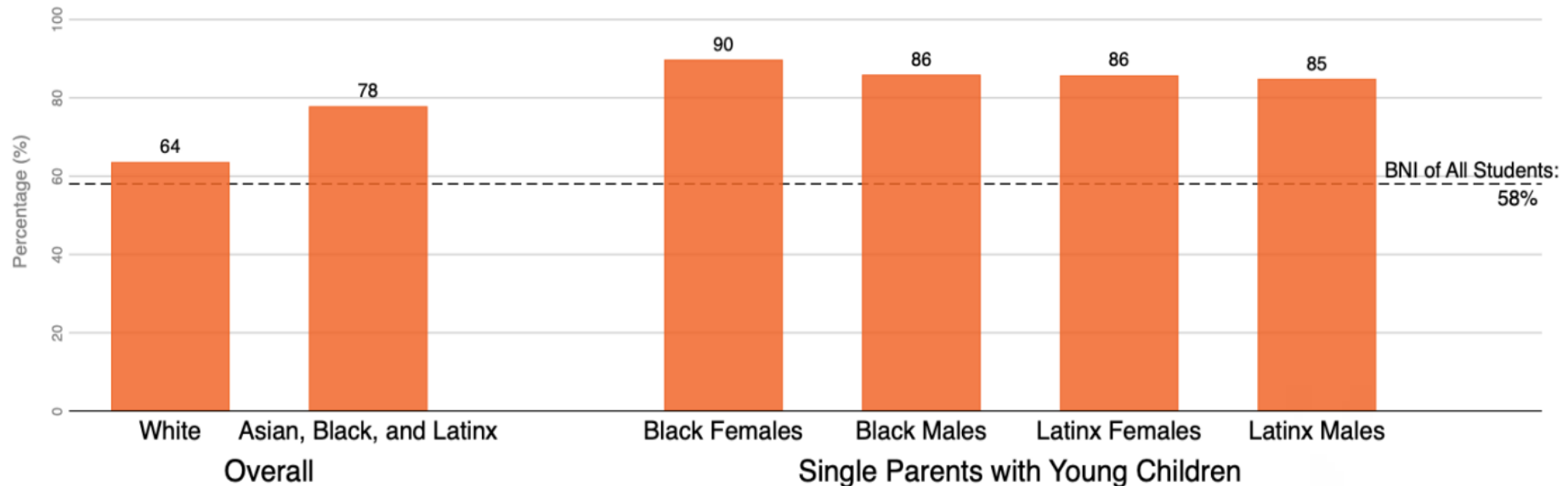


**16%** experienced homelessness

# Racial Disparities Are Clear



# Most Parenting Students (70%) Experience Basic Needs Insecurity



**Rates are 85-90% for Asian, Black & Latinx single parents of young children**

# Parenting Students' Basic Needs Insecurity Can Impact Children



**25%** students of color with children were unable to feed them balanced meals



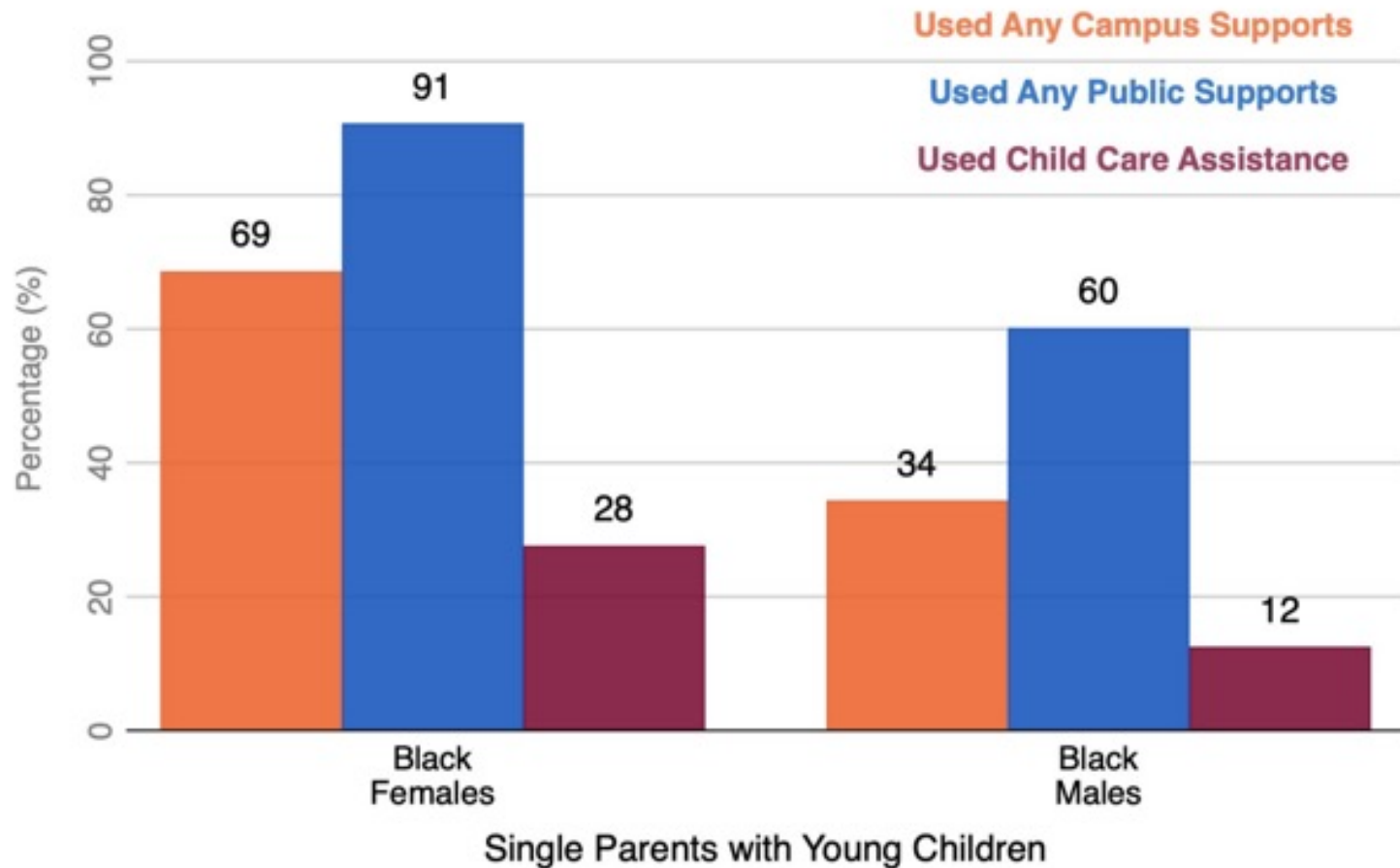
**1 in 4** Black fathers in college experienced homelessness



**2 of 5** parenting students experienced extreme stress



# Black Fathers are Especially Struggling



# What We've Learned from 17 TACC Members

## Commonly Identified Challenges:

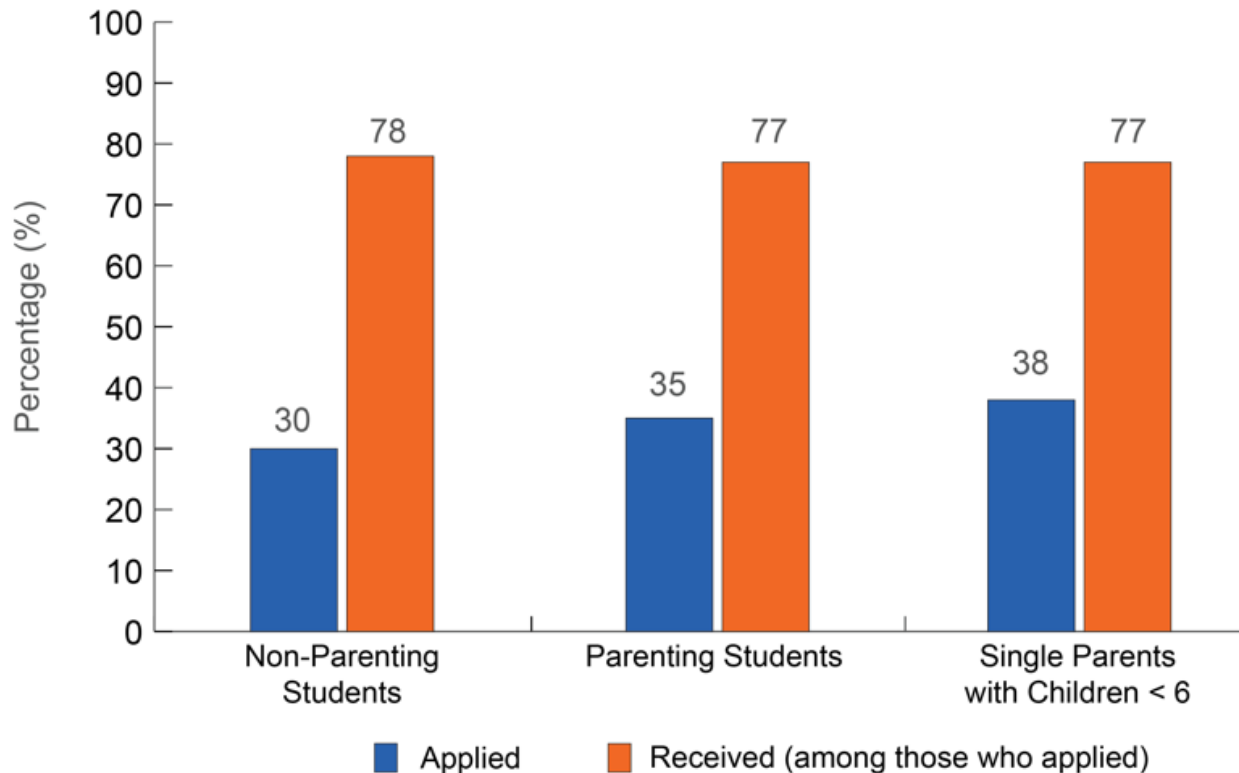
- Lack of supports addressing root causes of need
- Lack of sufficient staffing to deliver services to all students in need

## Commonly Identified Strengths:

- Student Advocacy Centers
- Food pantries
- Bus passes
- Emergency aid

# Emergency Aid Matters

## EMERGENCY AID APPLICATION AND RECEIPT RATES, BY PARENTING STATUS





# SCALING EMERGENCY AID

- Re-assess the application process
- Re-vamp marketing and communication around EA
- Expand eligibility requirements for EA
- Eliminate administrative burden on both staff and students



# Emergency Aid Elapsed Time at Each Stage

**Application**

**Decision**

**Notification**

**Disbursement**



4.9 days



3.5 days

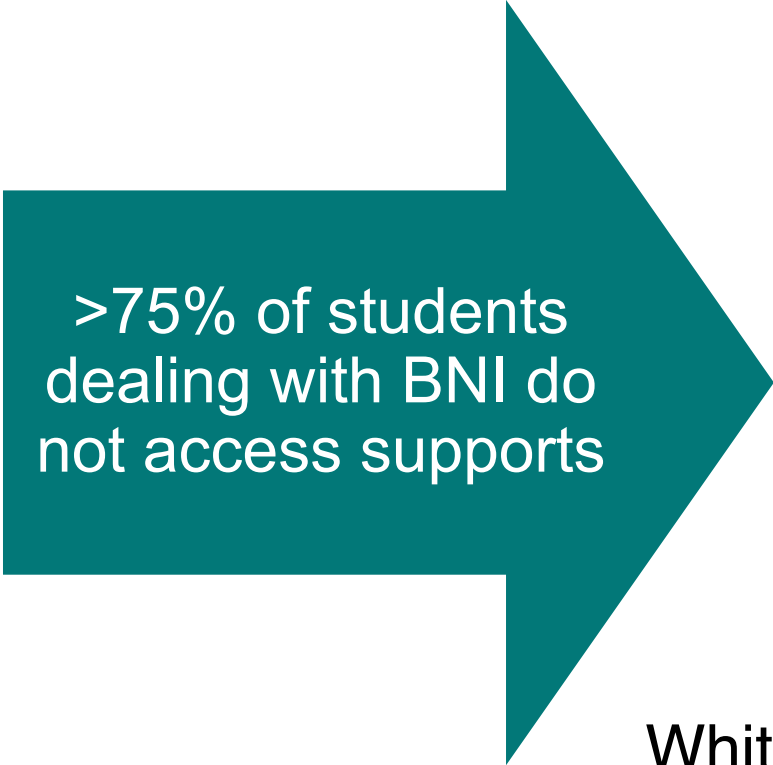


4.4 days



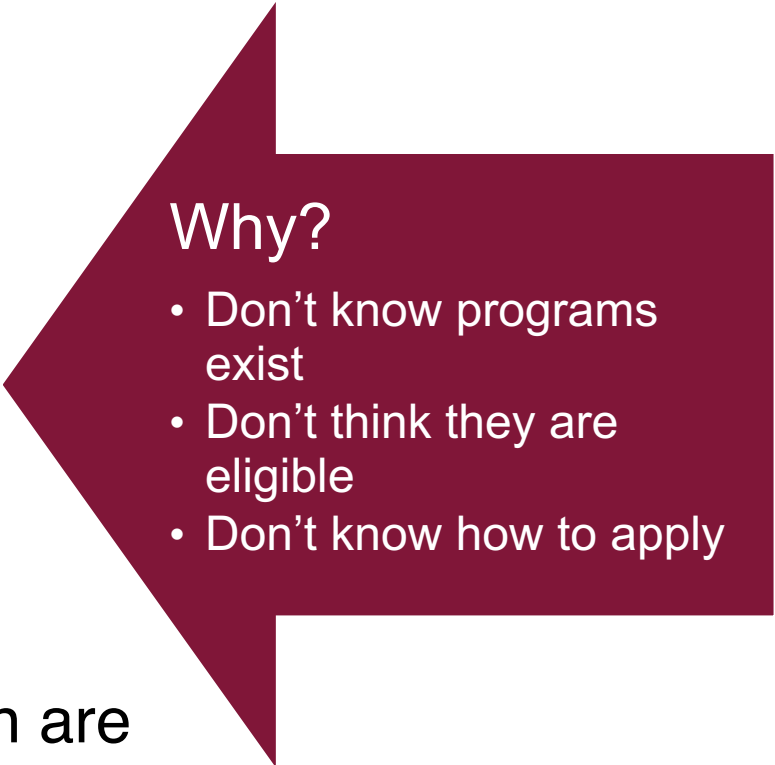
**Total = 12.8 days**

# Most Students Aren't Getting Help



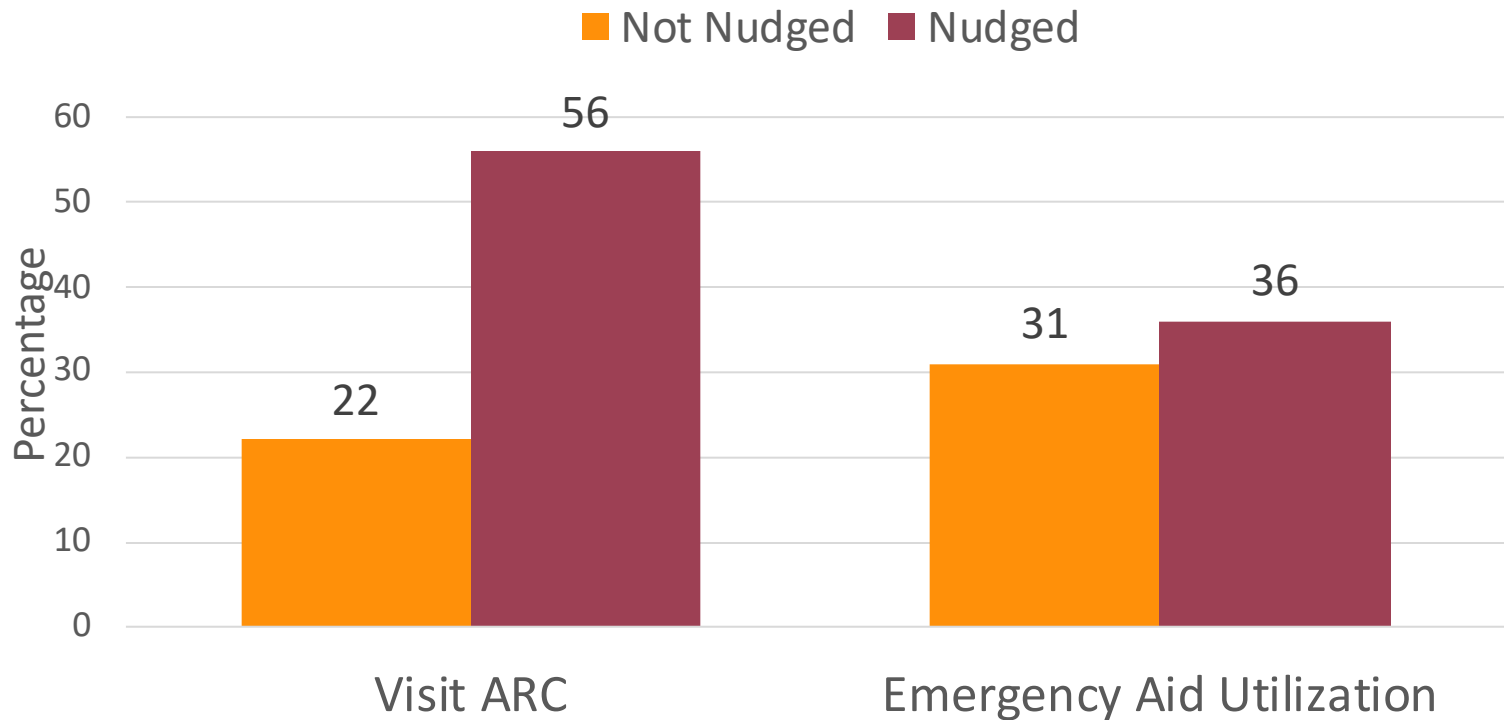
>75% of students dealing with BNI do not access supports

## Why?

- 
- Don't know programs exist
  - Don't think they are eligible
  - Don't know how to apply

White women are getting the most help

# Sharing Information Helps

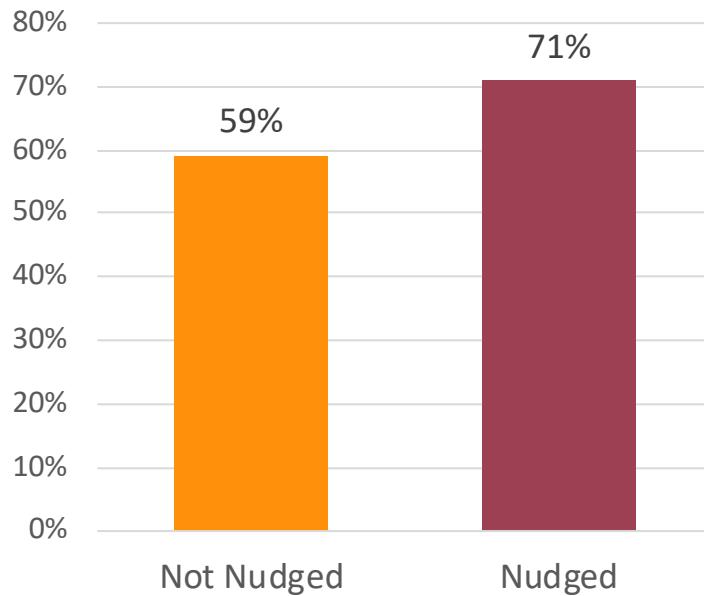


***Amarillo College Email Nudges***

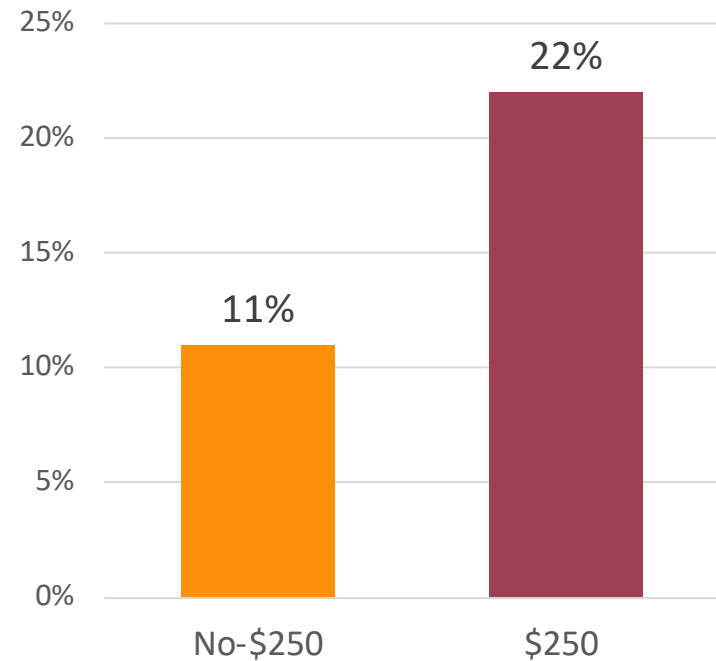
***Dallas College Text Nudges***

# Connecting Students to Human Supports Pays Off

**Amarillo:** BASIC NEEDS  
SUPPORT BOOSTED  
DEVELOPMENTAL ED PASS  
RATES



**Compton:** EMERGENCY AID  
BOOSTED GRADUATION  
RATES





Colleges can  
help without  
turning into  
social service  
agencies

## External partnerships to expand services

- Public and private sector
- Including funders

## Internal partnerships to improve services

- Reduce admin burden
- Maximize affordability programs
- Engage faculty and staff

## Public benefits access

- CTC, EITC, UI, SNAP
- Rental assistance

# Treat Students as Humans First

- **Practice a humanistic mindset**
  - Being there *with and for* students and their lives
  - Thinking of students as people not just numbers
- **Seek connection**
  - Talk with students, not at them
  - Engage in compassion and empathy
- **Valuing students as people helps them value your college and the education you offer**





# The Road Ahead

- Coping with the HEERF cliff
- Modernizing state support
- Scaling campus/community partnerships
- Data-driven continuous improvement

# Congrats & Coming Soon!



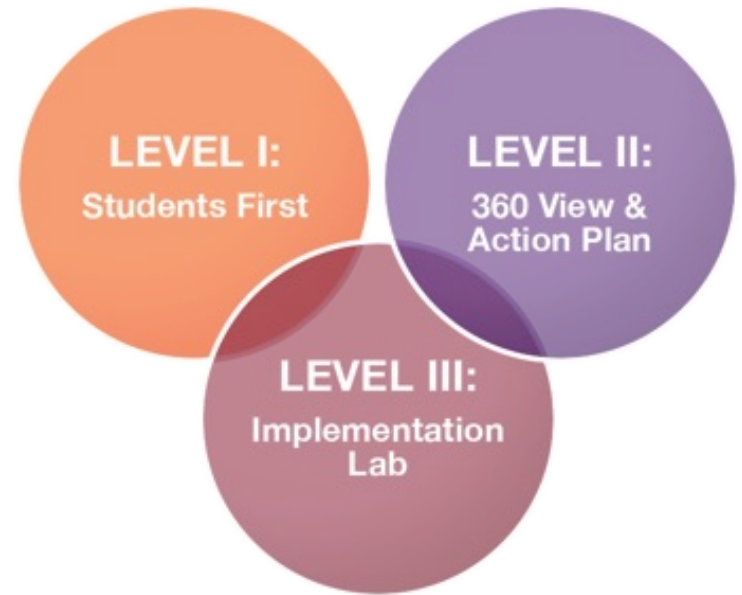
- Congrats to TACC members!
- Coming this fall...





# Hope Impact Partnerships

- Help institutions drive measurable #RealChange for #RealCollege students
- Three levels of partnership are offered to bring together:
  - #RealCollege Survey
  - Training
  - Coaching
  - Learning Community Supports



THE HOPE CENTER



For College, Community, and Justice

[HOPE4COLLEGE.COM](http://HOPE4COLLEGE.COM)