

# LANDSCAPE ANALYSIS *of* EMERGENCY AID PROGRAMS



## SURVEY INSTRUMENT AND RESULTS

### SECTION I - *Overview of Emergency Aid*

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Emergency aid includes one-time grants, loans, and completion scholarships of less than \$1,500 provided to students facing unexpected financial crisis, as well as food pantries, housing assistance, and transportation assistance. Please note, this survey is not geared toward emergencies that require professional judgment.

#### 1. Does your institution have an emergency aid program?

| Response     | Frequency | Percentage |
|--------------|-----------|------------|
| Yes          | 523       | 74.08%     |
| No           | 172       | 24.36%     |
| I don't know | 11        | 1.56%      |
| Total        | 706       | 100.00%    |

If "No" or "I don't know" is selected, skip to Q31.

## 2. Approximately how long has your institution's emergency aid program been established?

| Response          | Frequency | Percentage |
|-------------------|-----------|------------|
| Less than 1 year  | 28        | 5.37%      |
| 1 to 2 years      | 36        | 6.91%      |
| 3 to 5 years      | 95        | 18.23%     |
| More than 5 years | 332       | 63.72%     |
| I don't know      | 30        | 5.76%      |
| Total             | 521       | 100.00%    |

## 3. Which of the following statements best describes your involvement in your institution's emergency aid program?

| Response                                     | Frequency | Percentage |
|--|-----------|------------|
| I am primarily responsible                   | 208       | 39.92%     |
| I am involved, but not primarily responsible | 243       | 46.64%     |
| I have no involvement                        | 70        | 13.44%     |
| Total  | 521       | 100.00%    |

If "I have no involvement" is selected, skip to Q31.

#### 4. To what extent did the following objectives influence the development of your program?

| Response  | Great extent  | Somewhat      | Very little   | Not at all    | I don't know | Total       |
|---|---------------|---------------|---------------|---------------|--------------|-------------|
| Eliminating barriers to student success                       | 323<br>72.75% | 89<br>20.05%  | 11<br>2.48%   | 8<br>1.80%    | 13<br>2.93%  | 444<br>100% |
| Retaining students  | 289<br>65.09% | 116<br>26.13% | 19<br>4.28%   | 7<br>1.58%    | 13<br>2.93%  | 444<br>100% |
| Removing financial holds for students in position to graduate | 108<br>24.32% | 93<br>20.95%  | 103<br>23.20% | 119<br>26.80% | 21<br>4.73%  | 444<br>100% |
| Addressing emergencies from a humanitarian perspective        | 326<br>73.42% | 91<br>20.50%  | 12<br>2.70%   | 3<br>0.68%    | 12<br>2.70%  | 444<br>100% |

#### 5. Is your institution currently assisting all students who request emergency aid?

| Response     | Frequency | Percentage |
|--------------|-----------|------------|
| Yes          | 130       | 29.28%     |
| No           | 284       | 63.96%     |
| I don't know | 30        | 6.76%      |
| Total        | 444       | 100.00%    |

If "Yes" is selected, skip to Q9.

## 6. How often is a student denied emergency aid because of institutional resource constraints?

| Response     | Frequency | Percentage |
|--------------|-----------|------------|
| Frequently   | 71        | 22.76%     |
| Seldom       | 183       | 58.65%     |
| Never        | 22        | 7.05%      |
| I don't know | 36        | 11.54%     |
| Total        | 312       | 100.00%    |

**7. Which of the following are barriers to serving a greater number of students with emergency aid? (Select all that apply.)**

| Response = Yes  | Frequency | Percentage |
|---|-----------|------------|
| Lack of clear ownership for administering the program | 31        | 10.00%     |
| Lack of coordination between departments              | 37        | 11.94%     |
| Lack of financial resources                           | 236       | 76.13%     |
| Limited personnel                                     | 45        | 14.52%     |
| Lack of communication about the program               | 101       | 32.58%     |
| Available aid programs do not align with need         | 88        | 28.39%     |
| Cumbersome process to apply for emergency aid         | 17        | 5.48%      |
| Limits of existing financial aid packages             | 115       | 37.10%     |
| None of these   | 24        | 7.74%      |
| Total   | 310       | 100.00%    |

If "None of these" is selected, skip to Q9.

Note. Multiple responses allowed; percentages do not add to 100%.

**8. Please rank the following barriers to serving a greater number of students with emergency aid.**

| Lack of clear ownership for administering the program | Frequency | Percentage |
|---|-----------|------------|
| Ranked #1   | 2         | 8.00%      |
| Ranked #2   | 7         | 28.00%     |
| Ranked #3   | 10        | 40.00%     |
| Ranked #4   | 6         | 24.00%     |
| Ranked #5   | 0         | 0.00%      |
| Ranked #6   | 0         | 0.00%      |
| Ranked #7   | 0         | 0.00%      |
| Ranked #8   | 0         | 0.00%      |
| Ranked #9   | 0         | 0.00%      |
| Total   | 25        | 100.00%    |

| Lack of coordination between departments | Frequency | Percentage |
|--|-----------|------------|
| Ranked #1                                | 3         | 11.54%     |
| Ranked #2                                | 10        | 38.46%     |
| Ranked #3                                | 7         | 26.92%     |
| Ranked #4                                | 5         | 19.23%     |
| Ranked #5                                | 1         | 3.85%      |
| Ranked #6                                | 0         | 0.00%      |
| Ranked #7                                | 0         | 0.00%      |
| Ranked #8                                | 0         | 0.00%      |
| Ranked #9                                | 0         | 0.00%      |
| Total                                    | 26        | 100.00%    |

| Lack of financial resources | Frequency | Percentage |
|-----------------------------|-----------|------------|
| Ranked #1                   | 66        | 66.66%     |
| Ranked #2                   | 23        | 23.00%     |
| Ranked #3                   | 7         | 7.00%      |
| Ranked #4                   | 4         | 4.00%      |
| Ranked #5                   | 0         | 0.00%      |
| Ranked #6                   | 0         | 0.00%      |
| Ranked #7                   | 0         | 0.00%      |
| Ranked #8                   | 0         | 0.00%      |
| Ranked #9                   | 0         | 0.00%      |
| Total                       | 100       | 100.00%    |



| Limited personnel | Frequency | Percentage |
|-------------------|-----------|------------|
| Ranked #1         | 3         | 10.34%     |
| Ranked #2         | 5         | 17.24%     |
| Ranked #3         | 9         | 31.03%     |
| Ranked #4         | 7         | 24.14%     |
| Ranked #5         | 4         | 13.79%     |
| Ranked #6         | 0         | 0.00%      |
| Ranked #7         | 1         | 3.45%      |
| Ranked #8         | 0         | 0.00%      |
| Ranked #9         | 0         | 0.00%      |
| Total             | 29        | 100.0%     |

| Lack of communication about the program | Frequency | Percentage |
|---|-----------|------------|
| Ranked #1                               | 13        | 22.41%     |
| Ranked #2                               | 16        | 27.59%     |
| Ranked #3                               | 18        | 31.03%     |
| Ranked #4                               | 6         | 10.34%     |
| Ranked #5                               | 4         | 6.90%      |
| Ranked #6                               | 1         | 1.72%      |
| Ranked #7                               | 0         | 0.00%      |
| Ranked #8                               | 0         | 0.00%      |
| Ranked #9                               | 0         | 0.00%      |
| Total                                   | 58        | 100.00%    |

| Available aid programs do not align with the need | Frequency | Percentage |
|---|-----------|------------|
| Ranked #1   | 14        | 26.92%     |
| Ranked #2   | 22        | 42.31%     |
| Ranked #3   | 11        | 21.15%     |
| Ranked #4   | 1         | 1.92%      |
| Ranked #5   | 3         | 5.77%      |
| Ranked #6   | 1         | 1.92%      |
| Ranked #7   | 0         | 0.00%      |
| Ranked #8   | 0         | 0.00%      |
| Ranked #9   | 0         | 0.00%      |
| Total   | 52        | 100.00%    |

| Cumbersome process to apply for emergency aid | Frequency | Percentage |
|---|-----------|------------|
| Ranked #1                                     | 1         | 10.00%     |
| Ranked #2                                     | 0         | 0.00%      |
| Ranked #3                                     | 2         | 20.00%     |
| Ranked #4                                     | 4         | 40.00%     |
| Ranked #5                                     | 2         | 20.00%     |
| Ranked #6                                     | 1         | 10.00%     |
| Ranked #7                                     | 0         | 0.00%      |
| Ranked #8                                     | 0         | 0.00%      |
| Ranked #9                                     | 0         | 0.00%      |
| Total   | 10        | 100.00%    |

| Limits of existing financial aid packages | Frequency | Percentage |
|---|-----------|------------|
| Ranked #1                                 | 20        | 28.99%     |
| Ranked #2                                 | 28        | 40.58%     |
| Ranked #3                                 | 15        | 21.74%     |
| Ranked #4                                 | 1         | 1.45%      |
| Ranked #5                                 | 3         | 4.35%      |
| Ranked #6                                 | 2         | 2.90%      |
| Ranked #7                                 | 0         | 0.00%      |
| Ranked #8                                 | 0         | 0.00%      |
| Ranked #9                                 | 0         | 0.00%      |
| Total                                     | 69        | 100.00%    |

## SECTION II – Emergency Aid Program Details

### 9. Are the following types of emergency aid offered at your institution?

| Type of Aid               | Yes           | No            | I don't know | Total       |
|---------------------------|---------------|---------------|--------------|-------------|
| Food pantry               | 197<br>44.87% | 226<br>51.48% | 16<br>3.64%  | 439<br>100% |
| Vouchers                  | 208<br>47.38% | 212<br>48.29% | 19<br>4.33%  | 439<br>100% |
| Unrestricted small grants | 237<br>53.99% | 182<br>41.46% | 20<br>4.56%  | 439<br>100% |
| Restricted small grants   | 207<br>47.15% | 221<br>48.06% | 21<br>4.48%  | 439<br>100% |
| Emergency loans           | 292<br>66.51% | 139<br>31.66% | 8<br>1.82%   | 439<br>100% |
| Completion scholarships   | 147<br>33.49% | 250<br>56.95% | 42<br>9.57%  | 439<br>100% |

If "Yes" is not selected for any of the statements above, skip to Q31.

**10. For each type of emergency aid offered at your institution, please indicate the following information: the approximate number of students served annually; the department that is primarily responsible for managing the program; the average aid amount; and the approximate annual budget. If you are unsure, please do your best to estimate, or indicate with “don’t know.”**

| Approximate number of students served annually<br><i>Food pantry</i> | Frequency | Percentage |
|--|-----------|------------|
| Less than 50   | 45        | 38.46%     |
| 50–499   | 48        | 41.03%     |
| 500–999  | 13        | 11.11%     |
| 1,000 or more  | 11        | 9.40%      |
| Total  | 117       | 100.00%    |

| Approximate number of students served annually<br><i>Vouchers</i> | Frequency | Percentage |
|---|-----------|------------|
| Less than 50  | 90        | 64.75%     |
| 50–499  | 40        | 28.78%     |
| 500–999   | 3         | 2.16%      |
| 1,000 or more   | 6         | 4.32%      |
| Total   | 139       | 100.00%    |

| <b>Approximate number of students served annually<br/><i>Unrestricted small grants</i></b> | <b>Frequency</b> | <b>Percentage</b> |
|--|------------------|-------------------|
| Less than 50   | 124              | 77.02%            |
| 50–499   | 33               | 20.50%            |
| 500–999  | 3                | 1.86%             |
| 1,000 or more  | 1                | 0.62%             |
| Total  | 161              | 100.00%           |

| <b>Approximate number of students served annually<br/><i>Restricted small grants</i></b> | <b>Frequency</b> | <b>Percentage</b> |
|--|------------------|-------------------|
| Less than 50   | 102              | 74.45%            |
| 50–499   | 34               | 24.82%            |
| 500–999  | 1                | 0.73%             |
| 1,000 or more  | 0                | 0.00%             |
| Total  | 137              | 100.00%           |



| Approximate number of students served annually<br><i>Emergency loans</i> | Frequency | Percentage |
|--|-----------|------------|
| Less than 50   | 128       | 58.18%     |
| 50–499   | 78        | 35.45%     |
| 500–999  | 8         | 3.64%      |
| 1,000 or more  | 6         | 2.73%      |
| Total  | 220       | 100.00%    |

| Approximate number of students served annually<br><i>Completion scholarships</i> | Frequency | Percentage |
|--|-----------|------------|
| Less than 50   | 76        | 73.08%     |
| 50–499   | 26        | 25.00%     |
| 500–999  | 2         | 1.92%      |
| 1,000 or more  | 0         | 0.00%      |
| Total  | 104       | 100.00%    |

| Department primarily responsible for program management<br><i>Food pantry</i> | Frequency | Percentage |
|---|-----------|------------|
| Student affairs   | 116       | 67.44%     |
| President/chancellor's office   | 1         | 0.58%      |
| Academic affairs  | 4         | 2.33%      |
| Financial aid   | 4         | 2.33%      |
| Development   | 2         | 1.16%      |
| Alumni relations  | 0         | 0.00%      |
| Other   | 42        | 24.42%     |
| I don't know  | 3         | 1.74%      |
| Total   | 172       | 100.00%    |

| Department primarily responsible for program management<br><i>Vouchers</i> | Frequency | Percentage |
|--|-----------|------------|
| Student affairs  | 79        | 44.89%     |
| President/chancellor's office  | 4         | 2.27%      |
| Academic affairs   | 6         | 3.41%      |
| Financial aid  | 45        | 25.57%     |
| Development  | 7         | 3.98%      |
| Alumni relations   | 2         | 1.14%      |
| Other  | 29        | 16.48%     |
| I don't know   | 4         | 2.27%      |
| Total  | 176       | 100.00%    |

| Department primarily responsible for program management<br><i>Unrestricted small grants</i> | Frequency | Percentage |
|---|-----------|------------|
| Student affairs   | 90        | 42.65%     |
| President/chancellor's office   | 4         | 1.90%      |
| Academic affairs  | 4         | 1.90%      |
| Financial aid   | 71        | 33.65%     |
| Development   | 14        | 6.64%      |
| Alumni relations  | 3         | 1.42%      |
| Other   | 20        | 9.48%      |
| I don't know  | 5         | 2.37%      |
| Total   | 211       | 100.00%    |

| Department primarily responsible for program management<br><i>Restricted small grants</i> | Frequency | Percentage |
|---|-----------|------------|
| Student affairs   | 46        | 26.29%     |
| President/chancellor's office   | 3         | 1.71%      |
| Academic affairs  | 7         | 4.00%      |
| Financial aid   | 82        | 46.86%     |
| Development   | 13        | 7.43%      |
| Alumni relations  | 2         | 1.14%      |
| Other   | 14        | 8.00%      |
| I don't know  | 8         | 4.57%      |
| Total   | 175       | 100.00%    |

| Department primarily responsible for program management<br><i>Emergency loans</i> | Frequency | Percentage |
|---|-----------|------------|
| Student affairs   | 89        | 33.97%     |
| President/chancellor's office   | 1         | 0.38%      |
| Academic affairs  | 4         | 1.53%      |
| Financial aid   | 113       | 43.13%     |
| Development   | 7         | 2.67%      |
| Alumni relations  | 2         | 0.76%      |
| Other   | 46        | 17.56%     |
| I don't know  | 0         | 0.00%      |
| Total   | 262       | 100.00%    |

| <b>Department primarily responsible for program management</b><br><i>Completion scholarships</i> | <b>Frequency</b> | <b>Percentage</b> |
|--|------------------|-------------------|
| Student affairs  | 25               | 19.69%            |
| President/chancellor's office  | 5                | 3.94%             |
| Academic affairs   | 8                | 6.30%             |
| Financial aid  | 60               | 47.24%            |
| Development  | 9                | 7.09%             |
| Alumni relations   | 2                | 1.57%             |
| Other  | 14               | 11.02%            |
| I don't know   | 4                | 3.15%             |
| Total  | 127              | 100.00%           |

| <b>Average aid amount distributed</b><br><i>Food pantry</i> | <b>Frequency</b> | <b>Percentage</b> |
|---|------------------|-------------------|
| Less than \$100   | 40               | 57.97%            |
| \$100 – \$499   | 19               | 27.54%            |
| \$500 – \$999   | 2                | 2.90%             |
| \$1,000 or more   | 8                | 11.59%            |
| Total   | 69               | 100.00%           |

| Average aid amount distributed<br><i>Vouchers</i> | Frequency | Percentage |
|---|-----------|------------|
| Less than \$100                                   | 25        | 19.38%     |
| \$100 – \$499                                     | 60        | 46.61%     |
| \$500 – \$999                                     | 28        | 21.71%     |
| \$1,000 or more                                   | 16        | 12.40%     |
| Total   | 129       | 100.00%    |

| Average aid amount distributed<br><i>Unrestricted small grants</i> | Frequency | Percentage |
|--|-----------|------------|
| Less than \$100  | 5         | 3.25%      |
| \$100 – \$499  | 49        | 31.82%     |
| \$500 – \$999  | 50        | 32.47%     |
| \$1,000 or more  | 50        | 32.47%     |
| Total  | 154       | 100.00%    |



| Average aid amount distributed<br><i>Restricted small grants</i> | Frequency | Percentage |
|--|-----------|------------|
| Less than \$100  | 2         | 1.63%      |
| \$100 – \$499  | 37        | 30.08%     |
| \$500 – \$999  | 39        | 31.71%     |
| \$1,000 or more  | 45        | 36.59%     |
| Total  | 123       | 100.00%    |

| Average aid amount distributed<br><i>Emergency loans</i> | Frequency | Percentage |
|--|-----------|------------|
| Less than \$100  | 7         | 3.30%      |
| \$100 – \$499  | 80        | 37.74%     |
| \$500 – \$999  | 72        | 33.96%     |
| \$1,000 or more  | 53        | 25.00%     |
| Total  | 212       | 100.00%    |

| <b>Average aid amount distributed</b><br><i>Completion scholarships</i> | <b>Frequency</b> | <b>Percentage</b> |
|---|------------------|-------------------|
| Less than \$100   | 1                | 1.22%             |
| \$100 – \$499   | 5                | 6.10%             |
| \$500 – \$999   | 13               | 15.85%            |
| \$1,000 or more   | 63               | 76.83%            |
| Total   | 82               | 100.00%           |

| <b>Approximate annual budget</b><br><i>Food pantry</i> | <b>Frequency</b> | <b>Percentage</b> |
|--|------------------|-------------------|
| Less than \$10,000                                     | 56               | 78.87%            |
| \$10,000 – \$99,999                                    | 15               | 21.13%            |
| \$100,000 – \$499,999                                  | 0                | 0.00%             |
| \$500,000 – \$999,999                                  | 0                | 0.00%             |
| \$1,000,000 or more                                    | 0                | 0.00%             |
| Total  | 71               | 100.00%           |

| Approximate annual budget<br><i>Vouchers</i> | Frequency | Percentage |
|--|-----------|------------|
| Less than \$10,000                           | 62        | 63.92%     |
| \$10,000 – \$99,999                          | 29        | 29.90%     |
| \$100,000 – \$499,999                        | 5         | 5.15%      |
| \$500,000 – \$999,999                        | 1         | 1.03%      |
| \$1,000,000 or more                          | 0         | 0.00%      |
| Total  | 97        | 100.00%    |

| Approximate annual budget<br><i>Unrestricted small grants</i> | Frequency | Percentage |
|---|-----------|------------|
| Less than \$10,000  | 65        | 47.10%     |
| \$10,000 – \$99,999   | 60        | 43.48%     |
| \$100,000 – \$499,999   | 10        | 7.25%      |
| \$500,000 – \$999,999   | 2         | 1.45%      |
| \$1,000,000 or more   | 1         | 0.72%      |
| Total   | 138       | 100.00%    |

| <b>Approximate annual budget<br/><i>Restricted small grants</i></b> | <b>Frequency</b> | <b>Percentage</b> |
|---|------------------|-------------------|
| Less than \$10,000  | 39               | 33.91%            |
| \$10,000 – \$99,999   | 70               | 60.87%            |
| \$100,000 – \$499,999   | 6                | 5.22%             |
| \$500,000 – \$999,999   | 0                | 0.00%             |
| \$1,000,000 or more   | 0                | 0.00%             |
| Total   | 115              | 100.00%           |

| <b>Approximate annual budget<br/><i>Emergency loans</i></b> | <b>Frequency</b> | <b>Percentage</b> |
|---|------------------|-------------------|
| Less than \$10,000  | 62               | 38.75%            |
| \$10,000 – \$99,999   | 81               | 50.63%            |
| \$100,000 – \$499,999                                       | 11               | 6.88%             |
| \$500,000 – \$999,999                                       | 2                | 1.25%             |
| \$1,000,000 or more   | 4                | 2.50%             |
| Total   | 160              | 100.00%           |

| Approximate annual budget<br><i>Completion scholarship</i> | Frequency | Percentage |
|--|-----------|------------|
| Less than \$10,000   | 14        | 17.50%     |
| \$10,000 – \$99,999  | 49        | 61.25%     |
| \$100,000 – \$499,999                                      | 12        | 15.00%     |
| \$500,000 – \$999,999                                      | 4         | 5.00%      |
| \$1,000,000 or more  | 1         | 1.25%      |
| Total  | 80        | 100.00%    |

## SECTION III – *Student Identification*

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### 11. Does your institution use data to proactively identify students who might benefit from emergency aid?

| Response     | Frequency | Percentage |
|--------------|-----------|------------|
| Yes          | 89        | 23.00%     |
| No           | 282       | 72.87%     |
| I don't know | 16        | 4.13%      |
| Total        | 387       | 100.00%    |

If "No" is selected, skip to Q13, or if "I don't know" is selected, skip to Q14.

## 12. What information is used to proactively identify students? (Select all that apply.)

| Response = Yes                      | Frequency | Percentage |
|-------------------------------------|-----------|------------|
| Academic status/grades              | 47        | 47.19%     |
| Student engagement data             | 22        | 24.72%     |
| Financial aid reports               | 62        | 69.66%     |
| Bursar/student accounts information | 59        | 66.29%     |
| Dining plan participation           | 6         | 6.74%      |
| I don't know                        | 3         | 3.37%      |
| Total                               | 89        | 100.00%    |

Note. Multiple responses allowed; percentages do not add to 100%.

**13. Select the factors below that prevent your institution from using data to proactively identify students who may benefit from emergency aid. (Select all that apply.)**

| Response = Yes   | Frequency | Percentage |
|--|-----------|------------|
| It is not clear what data are relevant   | 112       | 40.00%     |
| Too many students qualify as potential recipients of emergency aid                 | 117       | 41.79%     |
| We do not collect the data needed  | 85        | 30.36%     |
| We do not have the capacity to analyze data for that purpose                       | 85        | 30.36%     |
| We are not comfortable using data to target students                               | 53        | 18.93%     |
| Our institution does not analyze such data due to concerns about students' privacy | 44        | 15.71%     |
| I don't know why my institution does not use data to identify students             | 41        | 14.64%     |
| Total  | 280       | 100.00%    |

Note. Multiple responses allowed; percentages do not add to 100%.

**14. For each type of emergency aid at your institution, are students required to complete an application?**

| Type of Aid               | Yes           | No           | I don't know | Total       |
|---------------------------|---------------|--------------|--------------|-------------|
| Vouchers                  | 74<br>42.29%  | 93<br>53.14% | 8<br>4.57%   | 175<br>100% |
| Unrestricted small grants | 126<br>60.29% | 78<br>37.32% | 5<br>2.39%   | 209<br>100% |
| Restricted small grants   | 120<br>68.97% | 48<br>27.59% | 6<br>3.45%   | 174<br>100% |
| Emergency loans           | 217<br>83.78% | 35<br>13.51% | 7<br>2.70%   | 259<br>100% |
| Completion scholarships   | 71<br>56.35%  | 49<br>38.89% | 6<br>4.76%   | 126<br>100% |



**15. For each type of emergency aid at your institution, which of the following communication channels is the *primary* means of informing students about emergency aid opportunities?**

| Primary means of informing students about emergency aid<br><i>Food pantry</i> | Frequency | Percentage |
|---|-----------|------------|
| Institution website   | 27        | 15.98%     |
| Student orientation meetings  | 10        | 5.92%      |
| E-mail or other mass communication to all students                            | 36        | 21.30%     |
| Direct communication to certain student populations                           | 18        | 10.65%     |
| Institution newspaper   | 5         | 2.96%      |
| Word of mouth   | 58        | 34.32%     |
| Other   | 10        | 5.92%      |
| I don't know  | 5         | 2.96%      |
| Total   | 169       | 100.00%    |

| Primary means of informing students about emergency aid<br><i>Vouchers</i> | Frequency | Percentage |
|--|-----------|------------|
| Institution website  | 20        | 11.56%     |
| Student orientation meetings   | 9         | 5.20%      |
| E-mail or other mass communication to all students                         | 19        | 10.98%     |
| Direct communication to certain student populations                        | 28        | 16.18%     |
| Institution newspaper  | 2         | 1.16%      |
| Word of mouth  | 66        | 38.15%     |
| Other  | 21        | 12.14%     |
| I don't know   | 8         | 4.62%      |
| Total  | 173       | 100.00%    |

| Primary means of informing students about emergency aid<br><i>Unrestricted small grants</i> | Frequency | Percentage |
|---|-----------|------------|
| Institution website   | 25        | 12.02%     |
| Student orientation meetings  | 4         | 1.92%      |
| E-mail or other mass communication to all students  | 9         | 4.33%      |
| Direct communication to certain student populations   | 35        | 16.83%     |
| Institution newspaper   | 1         | 0.48%      |
| Word of mouth   | 91        | 43.75%     |
| Other   | 36        | 17.31%     |
| I don't know  | 7         | 3.37%      |
| Total   | 208       | 100.00%    |

| Primary means of informing students about emergency aid<br><i>Restricted small grants</i> | Frequency | Percentage |
|---|-----------|------------|
| Institution website   | 30        | 17.44%     |
| Student orientation meetings  | 5         | 2.91%      |
| E-mail or other mass communication to all students  | 9         | 5.23%      |
| Direct communication to certain student populations                                       | 36        | 20.93%     |
| Institution newspaper   | 1         | 0.58%      |
| Word of mouth   | 48        | 27.91%     |
| Other   | 30        | 17.44%     |
| I don't know  | 13        | 7.56%      |
| Total   | 172       | 100.00%    |

| Primary means of informing students about emergency aid<br><i>Emergency loans</i> | Frequency | Percentage |
|---|-----------|------------|
| Institution website   | 69        | 26.85%     |
| Student orientation meetings  | 15        | 5.84%      |
| E-mail or other mass communication to all students                                | 18        | 7.00%      |
| Direct communication to certain student populations                               | 25        | 9.73%      |
| Institution newspaper   | 0         | 0.00%      |
| Word of mouth   | 99        | 38.52%     |
| Other   | 26        | 10.12%     |
| I don't know  | 5         | 1.95%      |
| Total   | 257       | 100.00%    |

| Primary means of informing students about emergency aid<br><i>Completion scholarships</i> | Frequency | Percentage |
|---|-----------|------------|
| Institution website   | 11        | 8.80%      |
| Student orientation meetings  | 3         | 2.40%      |
| E-mail or other mass communication to all students  | 8         | 6.40%      |
| Direct communication to certain student populations                                       | 30        | 24.00%     |
| Institution newspaper   | 2         | 1.60%      |
| Word of mouth   | 31        | 24.80%     |
| Other   | 33        | 26.40%     |
| I don't know  | 7         | 5.60%      |
| Total   | 125       | 100.00%    |

**16. Please rate the level of cross-departmental collaboration in support of emergency aid at your institution.**

| Response     | Frequency | Percentage |
|--------------|-----------|------------|
| Very high    | 81        | 21.26%     |
| High         | 134       | 35.17%     |
| Moderate     | 115       | 30.18%     |
| Low          | 32        | 8.40%      |
| Very low     | 17        | 4.46%      |
| I don't know | 2         | 0.52%      |
| Total        | 381       | 100.00%    |

**17. How are faculty members involved in the process of providing emergency aid? (Select all that apply.)**

| Response = Yes                               | Frequency | Percentage |
|--|-----------|------------|
| Refer students to aid programs               | 267       | 70.08%     |
| Mentor students who have received aid        | 40        | 10.50%     |
| Communicate with offices that administer aid | 206       | 54.07%     |
| Provide aid                                  | 29        | 7.61%      |
| Not involved                                 | 75        | 19.69%     |
| I don't know                                 | 10        | 2.62%      |
| Total  | 381       | 100.00%    |

Note. Multiple responses allowed; percentages do not add to 100%.

**18. How are staff members involved in the process of providing emergency aid? (Select all that apply.)**

| Response = Yes                               | Frequency | Percentage |
|--|-----------|------------|
| Refer students to aid programs               | 330       | 86.61%     |
| Mentor students who have received aid        | 124       | 32.55%     |
| Communicate with offices that administer aid | 292       | 76.64%     |
| Provide aid                                  | 113       | 29.66%     |
| Not involved                                 | 10        | 2.62%      |
| I don't know                                 | 1         | 0.26%      |
| Total  | 381       | 100.00%    |

Note. Multiple responses allowed; percentages do not add to 100%.



## SECTION IV – Funding

### 19. For each type of emergency aid at your institution, what is the primary source of funding used to support your programs?

| Primary source of funding used to support program<br><i>Food pantry</i>     | Frequency | Percentage |
|---|-----------|------------|
| University foundation/individual donors                                     | 65        | 38.46%     |
| Campus fundraisers  | 26        | 15.38%     |
| External funders<br>(e.g., Campaign for Emergency Aid, Scholarship America) | 9         | 5.33%      |
| Student senate  | 15        | 8.88%      |
| Operating budget  | 15        | 8.88%      |
| Alumni association  | 0         | 0.00%      |
| Vendors<br>(e.g., food services)  | 5         | 2.96%      |
| Federal or state government assistance programs                             | 7         | 4.14%      |
| Other   | 19        | 11.24%     |
| I don't know  | 8         | 4.73%      |
| Total   | 169       | 100.00%    |

| Primary source of funding used to support program<br><i>Vouchers</i>        | Frequency | Percentage |
|---|-----------|------------|
| University foundation/individual donors                                     | 54        | 31.40%     |
| Campus fundraisers  | 6         | 3.49%      |
| External funders<br>(e.g., Campaign for Emergency Aid, Scholarship America) | 4         | 2.33%      |
| Student senate  | 5         | 2.91%      |
| Operating budget  | 40        | 23.26%     |
| Alumni association  | 1         | 0.58%      |
| Vendors<br>(e.g., food services)  | 21        | 12.21%     |
| Federal or state government assistance programs                             | 19        | 11.05%     |
| Other   | 14        | 8.14%      |
| I don't know  | 8         | 4.65%      |
| Total   | 172       | 100.00%    |

| Primary source of funding used to support program<br><i>Unrestricted small grants</i> | Frequency | Percentage |
|---|-----------|------------|
| University foundation/individual donors   | 120       | 57.69%     |
| Campus fundraisers  | 13        | 6.25%      |
| External funders<br>(e.g., Campaign for Emergency Aid, Scholarship America)           | 13        | 6.25%      |
| Student senate  | 4         | 1.92%      |
| Operating budget  | 41        | 19.71%     |
| Alumni association  | 2         | 0.96%      |
| Vendors<br>(e.g., food services)  | 0         | 0.00%      |
| Federal or state government assistance programs                                       | 7         | 3.37%      |
| Other   | 3         | 1.44%      |
| I don't know  | 5         | 2.40%      |
| Total   | 208       | 100.00%    |

| Primary source of funding used to support program<br><i>Restricted small grants</i> | Frequency | Percentage |
|---|-----------|------------|
| University foundation/individual donors   | 91        | 52.91%     |
| Campus fundraisers  | 6         | 3.49%      |
| External funders<br>(e.g., Campaign for Emergency Aid, Scholarship America)         | 12        | 6.98%      |
| Student senate  | 5         | 2.91%      |
| Operating budget  | 30        | 17.44%     |
| Alumni association  | 0         | 0%         |
| Vendors<br>(e.g., food services)  | 1         | 0.58%      |
| Federal or state government assistance programs                                     | 9         | 5.23%      |
| Other   | 5         | 2.91%      |
| I don't know  | 13        | 7.56%      |
| Total   | 172       | 100.0%     |

| Primary source of funding used to support program<br><i>Emergency loans</i> | Frequency | Percentage |
|---|-----------|------------|
| University foundation/individual donors                                     | 106       | 41.25%     |
| Campus fundraisers  | 7         | 2.72%      |
| External funders<br>(e.g., Campaign for Emergency Aid, Scholarship America) | 11        | 4.28%      |
| Student senate  | 8         | 3.11%      |
| Operating budget  | 80        | 31.13%     |
| Alumni association  | 4         | 1.56%      |
| Vendors<br>(e.g., food services)  | 1         | 0.39%      |
| Federal or state government assistance programs                             | 11        | 4.28%      |
| Other   | 19        | 7.39%      |
| I don't know  | 10        | 3.89%      |
| Total   | 257       | 100.00%    |

| Primary source of funding used to support program<br><i>Completion scholarships</i> | Frequency | Percentage |
|---|-----------|------------|
| University foundation/individual donors   | 55        | 44.00%     |
| Campus fundraisers  | 4         | 3.20%      |
| External funders<br>(e.g., Campaign for Emergency Aid, Scholarship America)         | 8         | 6.40%      |
| Student senate  | 0         | 0.00%      |
| Operating budget  | 33        | 26.40%     |
| Alumni association  | 2         | 1.60%      |
| Vendors<br>(e.g., food services)  | 0         | 0.00%      |
| Federal or state government assistance programs                                     | 4         | 3.20%      |
| Other   | 10        | 8.00%      |
| I don't know  | 9         | 7.20%      |
| Total   | 125       | 100.00%    |

## SECTION V – Referrals

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### 20. Does your institution follow up with students after they receive some form of emergency aid?

| Response     | Frequency | Percentage |
|--------------|-----------|------------|
| Yes          | 204       | 53.54%     |
| No           | 134       | 35.17%     |
| I don't know | 43        | 11.29%     |
| Total        | 381       | 100.00%    |

**21. Please select the services that are most beneficial to students who experience emergencies. (Select all that apply.)**

| Response = Yes   | Frequency | Percentage |
|--|-----------|------------|
| Financial literacy courses   | 68        | 17.89%     |
| Financial literacy counseling  | 145       | 38.16%     |
| Financial aid counseling   | 228       | 60.00%     |
| Food assistance programs   | 190       | 50.00%     |
| Homelessness services  | 113       | 29.74%     |
| Legal advice   | 40        | 10.53%     |
| Tax preparation  | 25        | 6.58%      |
| Case management<br>(e.g., assigned manager to provide ongoing support) | 132       | 34.74%     |
| Personal counseling  | 243       | 63.95%     |
| None of these  | 25        | 6.58%      |
| Total  | 380       | 100.00%    |

If "None of these" is selected, skip to Q23.

Note. Multiple responses allowed; percentages do not add to 100%.



**22. How often are students who received emergency aid referred to the services that you identified above?**

| Response     | Frequency | Percentage |
|--------------|-----------|------------|
| Frequently   | 221       | 62.43%     |
| Seldom       | 90        | 25.42%     |
| Never        | 5         | 1.41%      |
| I don't know | 38        | 10.73%     |
| Total        | 354       | 100.00%    |

**23. Which of the following are barriers to coordinating additional support services for students? (Select all that apply.)**

| Response = Yes  | Frequency | Percentage |
|---|-----------|------------|
| Unclear process for providing additional support        | 94        | 24.80%     |
| Low student participation                               | 47        | 12.40%     |
| Inadequate capacity<br>(financial, staff, or otherwise) | 225       | 59.37%     |
| Students are unreceptive to additional support          | 34        | 8.97%      |
| Student has maximized all funding options               | 156       | 41.16%     |
| We do not have barriers at my institution               | 43        | 11.35%     |
| Total   | 379       | 100.00%    |

Note. Multiple responses allowed; percentages do not add to 100%.

## SECTION VI – *Data, Technology, and Tools*

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### 24. Does your institution maintain a record of students who receive emergency aid?

| Response     | Frequency | Percentage |
|--------------|-----------|------------|
| Yes          | 312       | 82.32%     |
| No           | 40        | 10.55%     |
| I don't know | 27        | 7.12%      |
| Total        | 379       | 100.00%    |

If "No" or "I don't know" is selected, skip to Q26.

**25. What mechanism(s) are used to track students who receive emergency aid? (Select all that apply.)**

| Response = Yes  | Frequency | Percentage |
|---|-----------|------------|
| Student information system<br>(e.g., PeopleSoft, Banner)                                | 134       | 42.95%     |
| Financial aid system  | 111       | 35.58%     |
| Retention system<br>(e.g., early alert system, academic advisor<br>management software) | 31        | 9.94%      |
| Student customer relationship management<br>system                                      | 10        | 3.21%      |
| Individual spreadsheets and/or separate files<br>maintained by various departments      | 175       | 56.09%     |
| I don't know  | 9         | 2.88%      |
| Total   | 312       | 100.00%    |

Note. Multiple responses allowed; percentages do not add to 100%.

## 26. To what extent does your institution use tools or resources that meet the following objectives?

| Response   | Great extent | Somewhat      | Very little   | Not at all    | I don't know | Total       |
|--|--------------|---------------|---------------|---------------|--------------|-------------|
| Tracking students who receive emergency aid              | 85<br>22.55% | 113<br>29.97% | 74<br>19.63%  | 81<br>21.49%  | 24<br>6.37%  | 377<br>100% |
| Collecting data about students who receive emergency aid | 39<br>10.34% | 95<br>25.20%  | 100<br>26.53% | 120<br>31.83% | 23<br>6.10%  | 377<br>100% |
| Analyzing data about students who receive emergency aid  | 27<br>7.16%  | 66<br>17.51%  | 110<br>29.18% | 146<br>38.73% | 28<br>7.43%  | 377<br>100% |
| Increasing awareness about emergency aid                 | 49<br>13.00% | 145<br>38.46% | 93<br>24.67%  | 77<br>20.42%  | 13<br>3.45%  | 377<br>100% |
| Automating the distribution of emergency aid             | 34<br>9.02%  | 38<br>10.08%  | 75<br>19.89%  | 207<br>54.91% | 23<br>6.10%  | 377<br>100% |
| Case management  | 64<br>16.98% | 96<br>24.67%  | 83<br>22.02%  | 114<br>30.24% | 23<br>6.10%  | 377<br>100% |

If "Not at all" or "I don't know" are selected for all statements, skip to Q28.

## 27. Please provide the name and description of the tools or resources.

## SECTION VII – *Miscellaneous*

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**28. May we quote your response? Published comments will only include attribution of the title of the respondent (“Vice President for Student Affairs,” “Director of Financial Aid”). No personal or identifiable information will be included.**

| Response   | Frequency | Percentage |
|--|-----------|------------|
| Yes, you have my permission to quote responses without personal or identifiable information included | 163       | 43.94%     |
| No, I do not want my responses quoted at all   | 208       | 56.06%     |
| Total  | 371       | 100.00%    |

**29. May we contact you with follow-up questions, such as your experience with emergency aid or possible recommendations of exemplar programs?**

| Response | Frequency | Percentage |
|----------|-----------|------------|
| Yes      | 201       | 54.18%     |
| No       | 170       | 45.82%     |
| Total    | 371       | 100.00%    |

**30. Please let us know your thoughts on any of the issues covered in this survey.**

## SECTION VIII – *Demographics*

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Demographic information is used only to classify the survey responses. No individual-level data will be released.

### 31. For how many years have you been employed at your current institution?

| Response           | Frequency | Percentage |
|--------------------|-----------|------------|
| Less than 1 year   | 29        | 4.68%      |
| 1–3 years          | 101       | 16.32%     |
| 4–5 years          | 55        | 8.89%      |
| 6–9 years          | 103       | 16.64%     |
| 10–15 years        | 122       | 19.71%     |
| 16–20 years        | 78        | 12.60%     |
| More than 20 years | 131       | 21.16%     |
| Total              | 619       | 100.00%    |

## For how many years have you been in your current position?

| Response           | Frequency | Percentage |
|--------------------|-----------|------------|
| Less than 1 year   | 55        | 9.39%      |
| 1–3 years          | 159       | 27.13%     |
| 4–5 years          | 75        | 12.80%     |
| 6–9 years          | 120       | 20.48%     |
| 10–15 years        | 95        | 16.21%     |
| 16–20 years        | 46        | 7.85%      |
| More than 20 years | 36        | 6.14%      |
| Total              | 586       | 100.00%    |

### 32. What best describes your title at your institution?

| Response  | Frequency | Percentage |
|---|-----------|------------|
| Vice president of student affairs                           | 209       | 33.76%     |
| Dean of students  | 92        | 14.86%     |
| Vice president of student affairs and enrollment management | 6         | 0.97%      |
| Financial aid director                                      | 243       | 39.26%     |
| Vice president of development                               | 6         | 0.97%      |
| Vice president of enrollment management                     | 7         | 1.13%      |
| Other   | 56        | 9.05%      |
| Total   | 619       | 100.00%    |



### 33. What best describes your functional area at your institution? (Select all that apply.)

| Response = Yes              | Frequency | Percentage |
|-----------------------------|-----------|------------|
| Student affairs             | 374       | 60.42%     |
| Enrollment management       | 145       | 23.42%     |
| Admissions                  | 58        | 9.37%      |
| Development                 | 13        | 2.10%      |
| Financial aid               | 263       | 42.49%     |
| Institutional research      | 8         | 1.29%      |
| Academic program/department | 7         | 1.13%      |
| Other                       | 39        | 6.30%      |
| Total                       | 619       | 100.00%    |

Note. Multiple responses allowed; percentages do not add to 100%.

