



CARES Act

Coronavirus Aid, Relief, and Economic Security Act

An Evaluation of Coronavirus Aid, Relief, and Economic Security Act Funding for Postsecondary Institutions

Survey Data and Tables

Acknowledgements

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The research is the result of a partnership between NASFAA, NASPA, and MDRC. The findings and conclusions contained within are those of NASFAA, NASPA, and MDRC and do not necessarily reflect positions or policies of the Bill & Melinda Gates Foundation.

The financial aid policy considerations contained within are those of NASFAA and do not necessarily reflect positions or policies of the Bill & Melinda Gates Foundation, NASPA, or MDRC.

The emergency aid policy/program recommendations contained within are those of NASPA and do not necessarily reflect positions or policies of the Bill & Melinda Gates Foundation, NASFAA, or MDRC.



About NASFAA

NASFAA is a nonprofit membership organization representing more than 20,000 financial aid professionals at nearly 3,000 colleges, universities, and career schools across the country. NASFAA member institutions serve nine out of every 10 undergraduates in the United States. Based in Washington, D.C., NASFAA is the only national association with a primary focus on student aid legislation, regulatory analysis, and training for financial aid administrators. For more information, visit <https://www.nasfaa.org>.



About NASPA

NASPA is the professional home for the field of student affairs. Together, we are dedicated to fulfilling the promise of higher education through our guiding principles of Integrity, Innovation, Inclusion, and Inquiry. We place students at the center of our work, serving the field through exceptional professional development, research to take on our biggest challenges, advocacy for inclusive and equitable practices and communities, and nurturing networks and pipelines to mentor, rejuvenate, and support.



About MDRC

MDRC is committed to finding solutions to some of the most difficult problems facing the nation — from reducing poverty and bolstering economic self-sufficiency to improving public education and college graduation rates. We design promising new interventions, evaluate existing programs using the highest research standards, and provide technical assistance to build better programs and deliver effective interventions at scale. We work as an intermediary, bringing together public and private funders to test new policy-relevant ideas, and communicate what we learn to policymakers and practitioners — all with the goal of improving the lives of low-income individuals, families, and children.

Online Practitioner Survey

In January and February 2021, NASFAA collaborated with NASPA and MDRC to develop an online survey for NASFAA and NASPA members. The survey focused on college administrators' experiences applying for and receiving HEERF funds and their experiences communicating about and distributing that aid to students.

NASFAA and NASPA distributed the survey to their members in February 2021. NASFAA and NASPA invited 2,621 and 1,036 of their members to participate, respectively, of which 454 NASFAA members (17%) and 10 NASPA members (1%) responded to at least one survey question (464 respondents in total).

The survey was completed by 440 respondents. To reduce burden on respondents, the survey was broken into modules, and many modules were randomly assigned to just a subset of respondents. Within some modules, some questions also included skip patterns such that not all participants completing the module responded to all questions in the module. Together, these factors led to most questions having a sample size lower than the full sample. Questions which had fewer than forty respondents are excluded from these tables.

Section 1: Program Design, Award Determination & Amounts

Outcome	Percent	Number	Sample Size
Q2.2 Were the allowable uses of HEERF student share emergency grants broad enough to accommodate your students' needs?			
Yes. Our office was able to award HEERF emergency grants in all instances where students needed emergency funds.	32.5	151	464
Most of the time. Our office encountered a few instances where students needed funds and we were unable to award HEERF emergency grants.	40.7	189	464
Sometimes. Our office encountered some instances where students needed emergency funds and we were unable to award HEERF emergency grants.	19.0	88	464
No. Our office encountered many instances where students needed emergency funds and we were unable to award HEERF emergency grants.	5.8	27	464
Decline to answer, or I don't know	1.9	9	464
Q2.3 How easy or difficult was it for your institution to administer HEERF student emergency grants and/or emergency FSEOG because of the different eligibility criteria and awarding rules from other Title IV aid and from each other?			
Very easy	6.7	31	464
Somewhat easy	30.8	143	464
Neutral	15.1	70	464
Somewhat difficult	35.1	163	464
Very difficult	10.1	47	464
Decline to answer, or I don't know	2.2	10	464
Q2.4 For those who responded "Somewhat difficult" or "Very difficult" to Q2.3: To what extent do you think the difficulty was exacerbated by disruptions on your campus due to the COVID-19 pandemic?			
Greatly exacerbated	15.7	33	210
Somewhat exacerbated	51.4	108	210
Not exacerbated	31.0	65	210
Decline to answer, or I don't know	1.9	4	210
Q2.5 Did your office award emergency FSEOG funds?			
Yes	30.6	142	464
No, we were eligible to award emergency FSEOG funds but chose not to.	53.7	249	464
No, we were not eligible to award emergency FSEOG funds because we had no FSEOG allocation.	15.7	73	464

(continued)

Section 1: Program Design, Award Determination & Amounts (continued)

Outcome	Percent	Number	Sample Size
Q2.6 For those who responded "No" to Q2.5: Why not? (Select all that apply)			
Having a separate FSEOG fund with different awarding rules from regular FSEOG would have been too complicated for my financial aid management system.	17.7	44	248
Having a separate FSEOG fund with different awarding rules from regular FSEOG would have been too complicated for my staff.	14.5	36	248
Emergency FSEOG rules were too limiting to be able to address our students' needs.	6.1	15	248
My institution didn't have students with emergency aid needs.	1.6	4	248
My institution didn't have students with emergency aid needs that would have met the emergency FSEOG eligibility criteria.	2.8	7	248
My institution didn't have remaining FSEOG funding.	62.1	154	248
My institution doesn't participate in the FSEOG program.	0.0	0	248
Other reason.	10.9	27	248
Unsure of the reason, or decline to answer.	6.5	16	248
Q2.7 For those who responded "Yes" to Q2.5: Were the allowable uses of emergency FSEOG broad enough to accommodate your students' needs?			
Yes. Our office was able to award emergency FSEOG to all students who needed emergency funds.	43.7	62	142
Most of the time. Our office encountered only a few instances where students needed funds and we were unable to award emergency FSEOG.	34.5	49	142
Sometimes. Our office encountered some instances where students needed emergency funds and we were unable to award emergency FSEOG.	14.1	20	142
No. Our office encountered many instances where students needed emergency funds and we were unable to award emergency FSEOG.	3.5	5	142
Decline to answer, or I don't know.	4.2	6	142
Q2.8 For those who responded "Yes" to Q2.5: The cap on the emergency FSEOG amounts was limited to no more than the amount of the annual maximum federal Pell Grant. Was this amount adequate to meet your students' emergency grant needs?			
Yes, this amount was adequate.	81.0	115	142
This amount was adequate for some, but not all.	9.2	13	142
No, this amount was inadequate.	3.5	5	142
Decline to answer, or I don't know.	4.9	7	142

(continued)

Section 1: Program Design, Award Determination & Amounts (continued)

Outcome	Percent	Number	Sample Size
Q2.9 Did your institution have any type of emergency aid program (for example offering short term, flexible, or non-recurring financial or other assistance) in place prior to the availability of CARES Act emergency grants?			
Yes	59.7	277	464
No	37.3	173	464
Decline to answer, or I don't know	3.0	14	464
Q2.10 Regardless of whether your institution awarded HEERF student emergency grants based on information your institution already possessed or if you required students to request HEERF student emergency grants (or some combination of the two), what criteria did you use to award HEERF student emergency grants? (Select all that apply.)			
Family income	8.2	38	464
Estimated Family Contribution	50.7	235	464
Pell Grant recipient status	46.1	214	464
Unmet need	12.7	59	464
Dependency status	6.3	29	464
Enrollment intensity (i.e., full-time/part-time status, number of credits the student is taking, etc.)	34.9	162	464
Year in school or number of credits completed	0.9	4	464
Academic level (e.g. undergraduate, graduate)	11.4	53	464
Academic standing (e.g. minimum GPA, making SAP)	23.5	109	464
Employment status (e.g., full-time, part-time, on-campus, off-campus, unemployed, COVID-19-related job loss)	12.1	56	464
Pre-pandemic on-campus/distance education status	25.2	117	464
Pre-pandemic on-campus/off-campus living arrangements	14.0	65	464
Students' food needs	59.5	276	464
Students' housing needs	59.3	275	464
Students' need for course materials	55.0	255	464
Students' need for technology	65.5	304	464
Students' health care needs	53.7	249	464
Students' child care needs	52.8	245	464
Students' transportation needs	49.8	231	464
Students' basic needs, aggregated (food, housing, healthcare, childcare, and/or transportation)	63.8	296	464
Students' school needs, aggregated (course materials and/or technology)	66.2	307	464
Other	14.2	66	464
Decline to answer, or I don't know	1.3	6	464
Q2.11 What was the average amount of HEERF student emergency grants your institution awarded? If students received multiple awards, consider the total amount the student received. (Average)	\$1,006.20		429

(continued)

Section 1: Program Design, Award Determination & Amounts (continued)

Outcome		Sample Size
Q2.12 What was the lowest amount of HEERF student emergency grants your institution awarded to an individual student? If students received multiple awards, consider the total amount the student received. (Average)	\$329.40	440
Q2.13 What was the highest amount of HEERF student emergency student grants your institution awarded to an individual student? If students received d multiple awards, consider the total amount the student received. (Average)	\$2,459.10	441

SOURCES: 2021 CARES survey data.

NOTES: Sample sizes between sections vary because survey respondents were selected to respond to the sections at random (with the exception of the first and last sections, which were fielded to all survey respondents). Within sections, sample sizes vary due to the survey skip logic.

Sample sizes for questions 2.11, 2.12, and 2.13 vary due to missing values.

Response distributions for questions that allow respondents to “select all that apply” do not add to 100 percent.

Response distributions for questions that allow respondents to select one answer only may not add to 100 percent because of rounding.

Section 2: Federal Allocation Process

Outcome	Percent	Number	Sample Size
Q3.3 Should the Congressional formula for allocating CARES Act Section 18004(a)(1) HEERF funds be changed in a future stimulus package? (Select all that apply.)			
No, the same formula should be used for a future stimulus package.	15.9	20	126
Yes, exclude graduate students from the formula.	7.9	10	126
Yes, include students who are exclusively enrolled in distance education courses prior to the coronavirus emergency in the formula.	21.4	27	126
Yes, base the formula only on student headcount instead of FTE.	20.6	26	126
Yes, weight the formula more heavily on student headcount instead of FTE.	27.8	35	126
Yes, weight the formula more heavily on Pell Grant recipients.	9.5	12	126
Yes, weight the formula less heavily on Pell Grant recipients.	21.4	27	126
Yes, make other change(s)	1.6	2	126
Decline to answer, or I don't know	20.6	26	126
Q3.4 While Congress established an allocation formula for HEERF dollars in CARES Act section 18004(a)(1), ED was tasked with the job of establishing a methodology for allocating funds using available data. How well did ED's methodology reflect Congressional intent?			
I think ED's methodology closely reflected Congressional intent.	22.2	28	126
I think ED's methodology somewhat reflected Congressional intent but could have been closer.	34.1	43	126
I think ED's methodology did not reflect Congressional intent.	12.7	16	126
Decline to answer, or I don't know	31.0	39	126
Q3.5 The CARES Act was signed into law on March 27, 2020. ED announced HEERF student share and institutional share allocation amounts for individual postsecondary institutions on April 9, 2020. How would you rate ED's timeliness in announcing allocation amounts for HEERF dollars?			
Excellent	17.5	22	126
Very good	45.2	57	126
Neutral	27.8	35	126
Poor	4.0	5	126
Very poor	3.2	4	126
Decline to answer, or I don't know	2.4	3	126
Q3.6 How would you rate the quality of ED's communications informing your institution of its HEERF allocations?			
Excellent	8.7	11	126
Very good	42.1	53	126
Neutral	35.7	45	126
Poor	7.1	9	126
Very poor	4.8	6	126
Decline to answer, or I don't know	1.6	2	126

SOURCES: 2021 CARES survey data.

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Section 3: Federal Application Process

Outcome	Percent	Number	Sample Size
Q4.2 How would you rate the U.S. Department of Education's (ED) turnaround time from enactment of the CARES Act on March 27, 2020, until it announced the institutional application process for HEERF student share funds on April 9, 2020?			
Excellent	10.9	14	128
Very good	27.3	35	128
Neutral	39.1	50	128
Poor	14.8	19	128
Very poor	4.7	6	128
Decline to answer, or I don't know	3.1	4	128
Q4.3 How would you rate ED's turnaround time from enactment of the CARES Act on March 27, 2020, until it announced the institutional application process for HEERF institutional share funds on April 21, 2020?			
Excellent	7.8	10	128
Very good	20.3	26	128
Neutral	41.4	53	128
Poor	14.8	19	128
Very poor	8.6	11	128
Decline to answer, or I don't know	7.0	9	128
Q4.4 Did your institution have a grants.gov account prior to your application for CARES Act HEERF dollars?			
Yes	66.4	85	128
No	15.6	20	128
Decline to answer, or I don't know	18.0	23	128
Q4.5 For those who responded "Yes" to Q4.4: Do you feel your institution was able to easily identify the authorized individual(s) in the grants.gov system?			
Yes, it was immediately clear to key stakeholders in the HEERF request process at my institution who was authorized.	52.9	45	85
No, the key stakeholders in the HEERF request process at my institution had to investigate to find the authorized grants.gov user(s), but were able to identify them within 3 days.	24.7	21	85
No, the key stakeholders in the HEERF request process at my institution had to investigate to find the authorized grants.gov user(s), but were able to identify them within 4-7 days.	4.7	4	85
No, the key stakeholders in the HEERF request process at my institution had to investigate to find the authorized grants.gov user(s), and it took longer than one week to identify the authorized user(s).	2.4	2	85
Decline to answer, or I don't know	15.3	13	85

SOURCES: 2021 CARES survey data.

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Response distributions for questions that allow respondents to select one answer only may not add to 100 percent because of rounding.

Section 4: Federal distribution process

Outcome	Percent	Number	Sample Size
Q5.2 Approximately how long did it take from the date you submitted your HEERF student share Certification and Agreement to the date you received your Grant Award Notification that your HEERF student share dollars were available to draw down?			
1-3 business days	3.2	4	125
4-6 business days	13.6	17	125
7-10 business days	16.8	21	125
11-14 business days	12.0	15	125
15-21 business days	8.8	11	125
22+ business days	8.0	10	125
Decline to answer, or I don't know	37.6	47	125
Q5.3 Approximately how long did it take from the date you submitted your HEERF institutional share Certification and Agreement to the date you received your Grant Award Notification that your HEERF institutional share dollars were available to draw down?			
1-3 business days	5.6	7	125
4-6 business days	8.0	10	125
7-10 business days	11.2	14	125
11-14 business days	6.4	8	125
15-21 business days	10.4	13	125
22+ business days	5.6	7	125
Decline to answer, or I don't know	52.8	66	125
Q5.4 Did your institution find using the G5 system to draw down HEERF emergency grants to be an easy or difficult process?			
Very easy	35.2	44	125
Somewhat easy	29.6	37	125
Neutral	14.4	18	125
Somewhat difficult	1.6	2	125
Very difficult	0.0	0	125
Decline to answer, or I don't know	19.2	24	125
Q5.5 Would you recommend a different process for distributing HEERF emergency grants to institutions?			
Yes	6.4	8	125
No	68.8	86	125
Decline to answer, or I don't know	24.8	31	125

SOURCES: 2021 CARES survey data.

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Response distributions for questions that allow respondents to select one answer only may not add to 100 percent because of rounding.

Section 5: Guidance

Outcome	Percent	Number	Sample Size
Q6.2 How would you rate the timeliness of ED's HEERF guidance?			
Excellent	0.0	0	133
Very good	7.5	10	133
Neutral	32.3	43	133
Poor	35.3	47	133
Very poor	22.6	30	133
Decline to answer, or I don't know	2.3	3	133
Q6.3 How consistent did you find ED's HEERF guidance to be with the legislative language of CARES Act?			
Very consistent with the CARES Act	5.3	7	133
Somewhat consistent with the CARES Act	55.6	74	133
Not at all consistent with the CARES Act	29.3	39	133
Decline to answer, or I don't know	9.8	13	133
Q6.4 How easy or difficult was ED's HEERF guidance to understand?			
Very easy	0.8	1	133
Somewhat easy	17.3	23	133
Neutral	21.8	29	133
Somewhat difficult	44.4	59	133
Very difficult	14.3	19	133
Decline to answer, or I don't know	1.5	2	133
Q6.5 How would you rate the organization of ED's HEERF guidance?			
Very organized	6.8	9	133
Somewhat organized	4.5	6	133
Not at all organized	51.1	68	133
Decline to answer, or I don't know	37.6	50	133
Q6.6 Did your institution make any changes to its HEERF emergency grant communication, application, awarding, or disbursement process as a result of ED's changes to HEERF guidance over the spring and summer of 2020?			
Yes	45.9	61	133
No	45.9	61	133
Decline to answer, or I don't know	8.3	11	133

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Section 5: Guidance (continued)

Outcome	Percent	Number	Sample Size
Q6.7 What changes did your institution make? (Select all that apply.)			
Revised HEERF policies and procedures	59.0	36	61
Retrained staff	29.5	18	61
Revised student communications about availability of HEERF emergency grants	54.1	33	61
Added HEERF emergency grant application	21.3	13	61
Revised HEERF emergency grant application	41.0	25	61
Began requiring FAFSA for emergency grant applicants	47.5	29	61
Delayed making HEERF emergency grant awards	42.6	26	61
Delayed making HEERF emergency grant disbursements	32.8	20	61
Canceled HEERF emergency grant awards already made	3.3	2	61
Decline to answer, or I don't know	3.3	2	61
Q6.8 For those who responded "Yes" to Q6.6: Approximately how many hours were spent in making these changes?			
< 1 hour	4.9	3	61
1-2 hours	8.2	5	61
3-10 hours	29.5	18	61
10-15 hours	18.0	11	61
15-30 hours	11.5	7	61
> 30 hours	21.3	13	61
Decline to answer, or I don't know	6.6	4	61
Q6.9 For those who responded "Yes" to Q2.5 "Did your office award emergency FSEOG funds?": The CARES Act, which included the provision to authorize emergency FSEOG, was passed on March 27, 2020. ED issued guidance on emergency FSEOG on May 15, 2020. How would you rate ED's timeliness of emergency FSEOG guidance?			
Excellent	5.0	2	40
Very good	17.5	7	40
Neutral	37.5	15	40
Poor	25.0	10	40
Very poor	12.5	5	40
Decline to answer, or I don't know	2.5	1	40
Q6.10 For those who responded "Yes" to Q2.5 "Did your office award emergency FSEOG funds?": Did your office award emergency FSEOG prior to ED's guidance on May 15, 2020?			
Yes	22.5	9	40
No, we waited for ED's guidance before awarding emergency FSEOG.	55.0	22	40
No, we awarded emergency FSEOG after May 15, but it was for reasons other than waiting for ED's guidance.	20.0	8	40
Decline to answer, or I don't know	2.5	1	40

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Section 5: Guidance (continued)

Outcome	Percent	Number	Sample Size
Q6.11 For those who responded “Yes” to Q2.5 “Did your office award emergency FSEOG funds?”: Did ED’s May 15 emergency FSEOG guidance make the allowable uses of emergency FSEOG clear?			
Yes	70.0	28	40
No	12.5	5	40
Decline to answer, or I don’t know	17.5	7	40

SOURCES: 2021 CARES survey data.

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Response distributions for questions that allow respondents to select one answer only may not add to 100 percent because of rounding.

Section 6: Training

Outcome	Percent	Number	Sample Size
Q7.2 ED held HEERF webinars on June 23 and October 14. Did you attend either webinar?			
Yes	83.6	107	128
No	10.9	14	128
Decline to answer, or I don't know	5.5	7	128
Q7.3 For those who responded "Yes" to Q7.2, how helpful did you find the webinar(s)?			
Very helpful	21.5	23	107
Somewhat helpful	63.6	68	107
Not at all helpful	15.0	16	107
Decline to answer, or I don't know	0.0	0	107
Q7.4 How would you rate the number of HEERF webinars hosted by ED?			
Not enough	57.0	73	128
Just right	24.2	31	128
Too many	0.8	1	128
Decline to answer, or I don't know	18.0	23	128
Q7.5 How would you rate the timeliness of ED's first HEERF webinar, held June 23?			
Too early	0.0	0	128
Right on time	12.5	16	128
Too late	71.9	92	128
Decline to answer, or I don't know	15.6	20	128
Q7.6 How would you rate the timeliness of ED's second HEERF webinar, held October 14?			
Too early	0.0	0	128
Right on time	20.3	26	128
Too late	51.6	66	128
Decline to answer, or I don't know	28.1	36	128
Q7.7 What other resources did you rely on for HEERF training? (Select all that apply.)			
NASFAA	89.8	115	128
State or regional financial aid association(s)	46.9	60	128
Law firm	12.5	16	128
Internal training	17.2	22	128
Other non-financial aid associations	20.3	26	128
Decline to answer, or I don't know	3.1	4	128

SOURCES: 2021 CARES survey data.

NOTES: Sample sizes between sections vary because survey respondents were selected to respond to the sections at random (with the exception of the first and last sections, which were fielded to all survey respondents). Within sections, sample sizes vary due to the survey skip logic.

Response distributions for questions that allow respondents to "select all that apply" do not add to 100 percent.

Response distributions for questions that allow respondents to select one answer only may not add to 100 percent because of rounding.

Section 7: Institutional Communications

Outcome	Percent	Number	Sample Size
Q8.2 Which campus offices communicated availability of HEERF emergency grants to students?			
Financial aid office only	25.0	34	136
Financial aid office and other administrative units	41.2	56	136
Other administrative units only (financial aid office did not communicate HEERF availability)	8.1	11	136
Campus-wide communication — nearly all units on campus communicated availability of HEERF emergency grants	21.3	29	136
Our institution did not communicate availability of HEERF emergency grants to students	2.9	4	136
Decline to answer, or I don't know	1.5	2	136
Q8.3 For those who responded "Yes" to Q2.5 "Did your office award emergency FSEOG funds?": Which campus offices communicated availability of emergency FSEOG to students?			
Financial aid office only	50.0	21	42
Financial aid office and other administrative units	14.3	6	42
Other administrative units only (financial aid office did not communicate emergency FSEOG availability)	2.4	1	42
Campus-wide communication — nearly all units on campus communicated availability of emergency FSEOG.	2.4	1	42
Our institution did not communicate availability of emergency FSEOG to students.	31.0	13	42
Decline to answer, or I don't know	0.0	0	42
Q8.4 For those who responded to Q8.3 indicating that their institutions did not communicate availability of emergency FSEOG to students: Did your institution target communications about the availability of HEERF emergency grants to specific student populations?			
Yes, our communications were targeted to specific students.	28.0	37	132
Our communications went to all students, but different students received different messaging.	9.1	12	132
Our communications went to all students; all students received the same messaging about the availability.	60.6	80	132
Decline to answer, or I don't know	2.3	3	132

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Section 7: Institutional Communications (continued)

Outcome	Percent	Number	Sample Size
Q8.5 For those who responded "Yes" to Q2.5 "Did your office award emergency FSEOG funds?": Did your institution target communications about the availability of emergency FSEOG to specific student populations?			
Yes, our communications were targeted to specific students.	26.2	11	42
Our communications went to all students, but different students received different messaging.	2.4	1	42
Our communications went to all students; all students received the same messaging about the availability.	4.8	2	42
Our institution did not communicate availability of emergency FSEOG to students.	61.9	26	42
Decline to answer, or I don't know	4.8	2	42
Q8.6 For those who targeted communications about HEERF and emergency FSEOG grants to specific students (Q8.4 and Q8.5): Which criteria were considered when determining communications targeting? (Select all that apply.)			
Pell Grant recipient status	51.9	27	52
Dependency status	3.9	2	52
Enrollment intensity (i.e., full-time/part-time status, number of credits the student is taking, etc.)	25.0	13	52
Year in school or number of credits completed	1.9	1	52
Academic level (e.g. undergraduate, graduate)	9.6	5	52
Academic standing (e.g. minimum GPA, making SAP)	25.0	13	52
Pre-pandemic on-campus/distance education status	25.0	13	52
Pre-pandemic on-campus/off-campus living arrangements	15.4	8	52
Other	38.5	20	52
Decline to answer, or I don't know	1.9	1	52
Q8.7 How did your institution communicate the availability of HEERF emergency grants and/or emergency FSEOG funds? (Select all that apply.)			
Postal mail	5.2	7	136
Paper flyers on physical campus	0.7	1	136
Email	77.9	106	136
Text message	16.2	22	136
Posting on institutional websites	64.0	87	136
Posting on institutional social media accounts	33.1	45	136
Posting on institutional student portal	27.2	37	136
Phone calls	6.6	9	136
Faculty communicated availability of HEERF emergency grants during class time	15.4	21	136
Other method of communication	6.6	9	136
N/A: Our institution did not communicate availability of HEERF emergency grants or emergency FSEOG funds to students	6.6	9	136
Decline to answer, or I don't know	4.4	6	136

SOURCES: 2021 CARES survey data.

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Section 8: Institutional Awarding of Funds

Outcome	Percent	Number	Sample Size
Q9.2 Did your institution integrate the HEERF student emergency grants into its existing emergency aid processes (e.g., communication, application, awarding, disbursement)?			
Yes, our institution was able to seamlessly integrate the HEERF student emergency grants into its existing emergency aid processes.	7.0	3	43
Yes, our institution was able to integrate HEERF student emergency grants into its existing emergency aid processes after making some minor changes to those processes.	9.3	4	43
Yes, our institution was able to integrate HEERF student emergency grants into its existing emergency aid processes, but only after making some major changes to those processes.	9.3	4	43
No, our institution did not integrate the HEERF student emergency grants into its existing emergency aid processes and established new processes for awarding HEERF emergency grants.	69.8	30	43
Decline to answer, or I don't know	4.7	2	43
Q9.4 As of right now has your institution used any of the institutional share of HEERF dollars to make additional student emergency grants?			
No, and our full institutional share has been spent.	18.6	8	43
No, and we do not plan to use any of our remaining institutional share for student emergency grants.	30.2	13	43
No, but we are planning to use some of our remaining institutional share for student emergency grants.	2.3	1	43
No, and we have not decided if we will use some of our remaining institutional share for student emergency grants.	4.7	2	43
Yes, < 25 of our institutional share HEERF dollars have been used for student emergency grants.	27.9	12	43
Yes, 25-49 of our institutional share HEERF dollars have been used for student emergency grants.	2.3	1	43
Yes, 50-74 of our institutional share HEERF dollars have been used for student emergency grants.	2.3	1	43
Yes, 75-99 of our institutional share HEERF dollars have been used for student emergency grants.	2.3	1	43
Yes, 100 of our institutional share HEERF dollars have been used for student emergency grants.	4.7	2	43
Decline to answer, or I don't know	4.7	2	43

(continued)

Section 8: Institutional Awarding of Funds (continued)

Outcome	Percent	Number	Sample Size
Q9.5 How did your institution determine whether students met the Title IV federal student aid eligibility requirements under HEA Section 484 in order to receive HEERF student emergency grants? (Select all that apply.)			
My institution spent all of our HEERF student emergency grants before ED announced that students must meet the Title IV student eligibility requirements.	0.0	0	43
My institution collected an Institutional Student Information Record (ISIR) or Student Aid Report (SAR) on file that verified student eligibility for Title IV federal student aid.	86.1	37	43
My institution allowed students to attest to their eligibility for Title IV aid by completing an alternative application form developed by the institution for this purpose.	16.3	7	43
My institution used another method for determining which students were eligible to receive HEERF student emergency grants.	18.6	8	43
Decline to answer, or I don't know.	0.0	0	43
Q9.7 Did your institution require students to request HEERF student emergency grants and/or self-certify their grant eligibility			
Yes, students had to request HEERF student emergency grants and/or self-certify their eligibility in order to receive them.	44.2	19	43
Our institution selected HEERF student emergency grant recipients based on information we already possessed but also permitted students to request HEERF student emergency grants.	25.6	11	43
No, our institution selected HEERF student emergency grant recipients based solely on information we already possessed.	30.2	13	43
Decline to answer, or I don't know	0.0	0	43
Q9.8 If you required some or all students to request HEERF student emergency grants and/or self-certify their eligibility, how did they do so? (Select all that apply)			
Paper application or downloadable PDF file that students had to print and return, or save and email, to our institution	9.3	4	43
Application/form submitted through institutional student portal	23.3	10	43
Web form located outside of student portal that could be submitted online without printing	48.8	21	43
Verbal request	4.7	2	43
Email	4.7	2	43
Other	2.3	1	43
Decline to answer, or I don't know	23.3	10	43

(continued)

Section 8: Institutional Awarding of Funds (continued)

Outcome	Percent	Number	Sample Size
Q9.9 Did your institution award the same, fixed amount of HEERF student emergency grants to each recipient?			
Yes, my institution awarded the same, fixed amount of HEERF student emergency grants to each recipient.	2.3	1	43
My institution awarded fixed amounts to separate categories of students, with the amounts varying by category	60.5	26	43
My institution awarded primarily fixed amount HEERF student emergency grants, with some exceptions.	9.3	4	43
No, my institution awarded no fixed amount HEERF student emergency grants; each grant amount was determined on a case-by-case basis.	25.6	11	43
Decline to answer, or I don't know	0.0	0	43
Q9.14 Did your institution permit students to receive more than one HEERF student emergency grant?			
Yes	60.5	26	43
No	37.2	16	43
Decline to answer, or I don't know	2.3	1	43
Q9.15 Did your institution impose a cap on total HEERF student emergency grant funds a student could receive?			
Yes	58.1	25	43
No	39.5	17	43
Decline to answer, or I don't know	2.3	1	43
Q9.17 Did your institution use your Financial Aid Management System (FAMS) to award, track, and disburse HEERF student emergency grants?			
Yes	65.1	28	43
No	32.6	14	43
Decline to answer, or I don't know	2.3	1	43

(continued)

Section 8: Institutional Awarding of Funds (continued)

Outcome	Percent	Number	Sample Size
Q9.20 Was your ability to meet the HEERF reporting requirements impacted by your institution's chosen method for awarding, tracking, and disbursing HEERF student emergency grants?			
Yes, our ability to meet the HEERF reporting requirements was negatively impacted by our institution's chosen method. Had we known the reporting requirements in advance, we would have chosen a different method.	9.3	4	43
Yes, our ability to meet the HEERF reporting requirements was negatively impacted by our institution's chosen method. Had we known the reporting requirements in advance, we would not have or could not have chosen a different method.	9.3	4	43
No, our ability to meet the HEERF reporting requirements was not impacted by our institution's chosen method.	60.5	26	43
Yes, our ability to meet the HEERF reporting requirements was positively impacted by our institution's chosen methods.	2.3	1	43
Unsure whether our method impacted our ability to meet HEERF reporting requirements.	18.6	8	43
Decline to answer	0.0	0	43
Q9.21 Were HEERF student emergency grants at your institution awarded solely by the financial aid office, by an office or unit other than the financial aid office, or by staff from multiple campus units?			
Financial aid office only	60.5	26	43
Office other than financial aid office	4.7	2	43
Staff from multiple campus units	32.6	14	43
Decline to answer, or I don't know	2.3	1	43
Q9.24 Did your institution take advantage of the CARES Act waiver permitting transfer of up to 100 of unexpended Federal Work-Study (FWS) funds to FSEOG to use as emergency grants to students (above and beyond the standard 25 transfer that is permitted in the HEA)?			
Yes	30.2	13	43
No	2.3	1	43
Decline to answer, or I don't know	67.4	29	43
Q9.32 Did your institution use HEERF institutional share funds to provide direct, non-cash support to students, such as purchasing computers or providing for free services you would generally charge students			
Yes	27.9	12	43
No	58.1	25	43
Decline to answer, or I don't know	14.0	6	43

SOURCES: 2021 CARES survey data.

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Section 9: Institutional Processing Times

Outcome	Percent	Number	Sample Size
Q10.2 Approximately how long was the turnaround time at your institution from receipt of a student's request for a HEERF student emergency grant to notification of approval/denial to the student?			
N/A — Students were awarded automatically based on information we already had and did not have to submit a request for these funds.	18.0	23	128
Same day	2.3	3	128
By end of next business day	3.1	4	128
Within 2 business days	8.6	11	128
Within 3-7 business days	38.3	49	128
> 7 business days	24.2	31	128
Decline to answer, or I don't know	5.5	7	128
Q10.3 Following the approval of a HEERF student emergency grant, approximately how long was the turnaround time before the emergency grant funds were disbursed to the student?			
Same day	3.9	5	128
By end of next business day	2.3	3	128
Within 2 business days	14.1	18	128
Within 3-7 business days	48.4	62	128
> 7 business days	23.4	30	128
Decline to answer, or I don't know	7.8	10	128
Q10.4 How were HEERF emergency grants disbursed? (Select all that apply.)			
Checks	83.6	107	128
Electronic funds transfer/Direct deposit	71.9	92	128
Debit cards	3.9	5	128
Payment apps	1.6	2	128
Other	3.1	4	128
Decline to answer, or I don't know	1.6	2	128

SOURCES: 2021 CARES survey data.

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Section 10: Reporting

Outcome	Percent	Number	Sample Size
Q11.2 ED announced HEERF student share reporting requirements on May 6, 2020, with the first report due 30 days from the date the institution signed the Certification and Agreement form. How easy or difficult was it for your institution to meet the deadline?			
Very easy	16.9	21	124
Somewhat easy	34.7	43	124
Neutral	21.0	26	124
Somewhat difficult	19.4	24	124
Very difficult	2.4	3	124
Unsure	4.0	5	124
Decline to answer	1.6	2	124
Q11.3 ED announced HEERF student share reporting requirements on May 6, 2020, with the first report due 30 days from the date the institution signed the Certification and Agreement form. Did your institution meet the deadline?			
Yes	91.1	113	124
No	1.6	2	124
Unsure	5.7	7	124
Decline to answer	1.6	2	124
Q11.4 ED made the Quarterly Budget and Expenditures Report on October 14, 2020, with the first report due October 30, 2020. How easy or difficult was it for your institution to meet the deadline?			
Very easy	21.0	26	124
Somewhat easy	25.0	31	124
Neutral	21.8	27	124
Somewhat difficult	18.6	23	124
Very difficult	2.4	3	124
Unsure	9.7	12	124
Decline to answer	1.6	2	124
Q11.5 ED made the Quarterly Budget and Expenditures Report on October 14, 2020, with the first report due October 30, 2020. Did your institution meet the deadline?			
Yes	90.3	112	124
No	0.8	1	124
Unsure	7.3	9	124
Decline to answer	1.6	2	124
Q11.6 ED emailed login credentials and made the HEERF Annual Report Data Collection System available on January 5, 2021. Did the correct institutional contacts receive their login information on or around January 5, 2021?			
Yes	78.2	97	124
No	8.9	11	124
Decline to answer, or I don't know	12.9	16	124

(continued)

Section 10: Reporting (continued)

Outcome	Percent	Number	Sample Size
Q11.10 ED emailed login credentials and made the HEERF Annual Report Data Collection System available on January 5, 2021, with the first report due February 8, 2021. How easy or difficult was it for your institution to meet the deadline?			
Very easy	7.3	9	124
Somewhat easy	28.2	35	124
Neutral	12.9	16	124
Somewhat difficult	33.9	42	124
Very difficult	11.3	14	124
Unsure	4.0	5	124
Decline to answer	2.4	3	124
Q11.11 ED emailed login credentials and made the HEERF Annual Report Data Collection System available on January 5, 2021, with the first report due February 8, 2021. Did your institution meet the deadline?			
Yes	91.1	113	124
No	0.0	0	124
Unsure	6.5	8	124
Decline to answer	2.4	3	124
Q11.12 ED announced in mid-January that the second round of HEERF dollars from the 2021 Consolidated Appropriations Act would not be distributed to institutions until they had completed the annual report that was due on February 8, 2021. Did this policy cause your institution to expedite submission of the annual report?			
Yes, our institution submitted the annual report earlier than planned to ensure prompt receipt of the second round of HEERF dollars.	34.7	43	124
No, our institution chose not to expedite submission of the annual report because we did not need the funds before February 8.	33.9	42	124
No, our institution was unable to expedite submission of the annual report and was forced to wait for the second round of HEERF dollars until after February 8.	9.7	12	124
Decline to answer, or I don't know	21.8	27	124
Q11.13 How would you rate the timing of ED's communications related to the CARES Act reporting requirements?			
Too early	0.0	0	124
Right on time	16.1	20	124
Too late	55.7	69	124
No opinion	24.2	30	124
Decline to answer, or I don't know	4.0	5	124

(continued)

Section 10: Reporting (continued)

Outcome	Percent	Number	Sample Size
Q11.14 How would you rate the effectiveness of ED's communications related to the CARES Act reporting requirements in explaining all of the requirements and deadlines?			
Excellent	1.6	2	124
Very good	8.1	10	124
Neutral	37.9	47	124
Poor	34.7	43	124
Very poor	12.1	15	124
Decline to answer, or I don't know	5.7	7	124
Q11.15 ED estimated 2 hours of burden to complete the HEERF Quarterly Budget and Expenditures Report. Approximately how long did it take your institution to complete the QBER?			
Less than 2 hours	9.7	12	124
About 2 hours	25.8	32	124
More than 2 hours	43.6	54	124
Decline to answer, or I don't know	21.0	26	124
Q11.16 ED estimated 6 hours of burden to complete the HEERF annual report. Approximately how long did it take your institution to complete the annual report?			
Less than 6 hours	6.5	8	124
About 6 hours	24.2	30	124
More than 6 hours	55.7	69	124
Decline to answer, or I don't know	13.7	17	124
Q11.17 What challenges did/does your institution face in complying with CARES Act reporting requirements? (Select all that apply.)			
Not enough time provided to meet deadlines	19.4	24	124
Lack of staff to complete reporting requirements	24.2	30	124
Data required by reporting requirements is not available	20.2	25	124
Systems/IT limitations	28.2	35	124
Lack of data or systems/IT limitations (combined)	38.7	48	124
Lack of cooperation among other campus departments whose data we need to complete the reporting requirements	3.2	4	124
Unclear reporting instructions provided by ED	47.6	59	124
Difficulty keeping track of multiple reporting instruments and deadlines	49.2	61	124
Difficulty keeping track of multiple reporting instruments and deadlines or unclear reporting instructions provided by ED (combined)	62.1	77	124
Lack of institutional understanding of importance of reporting requirements	7.3	9	124
Lack of knowledge that reporting requirements exist	6.5	8	124
No challenges	15.3	19	124
Other challenges	9.7	12	124
Decline to answer, or I don't know	8.9	11	124

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Section 11: Miscellaneous Questions

Outcome	Percent	Number	Sample Size
Q12.1 What steps is your institution taking/did your institution take to ensure equitable and unbiased decisions were made in awarding HEERF student emergency grants and/or emergency FSEOG funds (please include measures that were already in place if you had an existing emergency aid program, as well as any new initiatives)? (Select all that apply.)			
My institution provided staff training on implicit/unconscious bias as it applies to emergency aid decisions.	7.1	9	127
My institution required emergency aid decisions to be made by committee rather than by individuals.	34.7	44	127
My institution masked student identifiers, like name, race/ethnicity, gender identity, etc., during emergency aid decision making.	20.5	26	127
My institution conducted quality assurance processes and/or audits to ensure equitable and unbiased decisions were made.	13.4	17	127
My institution did not take any deliberate steps to ensure equitable and unbiased decisions were made in awarding HEERF student emergency grants and/or emergency FSEOG funds.	4.7	6	127
My institution took other steps to ensure equitable and unbiased decisions were made.	36.2	46	127
Decline to answer, or I don't know	11.0	14	127
Q12.2 After HEERF student emergency grants and/or emergency FSEOG funds had been awarded and disbursed, did your institution complete any type of evaluation?			
Yes	15.0	19	127
No	72.4	92	127
Decline to answer, or I don't know	12.6	16	127

SOURCES: 2021 CARES survey data.

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Section 12: Overall effectiveness of the federal emergency aid effort

Outcome	Percent	Number	Sample Size
Q13.2 For this final question, please consider all COVID-related congressional emergency grants released to-date in your response. What do you think Congress should change if student emergency grants were offered again in a future stimulus package or other legislation? (Select all that apply.)			
Clearer legislative language on congressional intent for student eligibility criteria	68.5	318	464
Student emergency grants to be added to an existing Title IV aid program	4.7	22	464
Student emergency grants to be a new Title IV aid program	6.9	32	464
Student emergency grants to be a non-Title IV aid program	47.8	222	464
A single new program, whether in Title IV or not, with a single set of eligibility and awarding rules	38.8	180	464
More flexibility for institutions in selecting recipients for emergency grants	63.2	293	464
More funding for emergency grants	29.7	138	464
Emergency aid to be exempt from Estimated Financial Aid (EFA)	60.3	280	464
Less onerous reporting requirements for emergency grants	65.5	304	464
Other	6.5	30	464
Decline to answer, or I don't know	7.1	33	464

SOURCES: 2021 CARES survey data.

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