

# Survey on Aid Offer Format and Timing

NASFAA

January 2022

## METHODOLOGY

On January 14, 2022, NASFAA distributed a survey to 2,621 primary contacts at our member institutions. The survey closed on Friday, January 21, 2022, at 5:00 p.m. ET. There were 427 surveys submitted, resulting in a 16% response rate. Below are the aggregate level results and results by institutional sector.

## OVERALL RESULTS

What format(s) do you use to send aid offers to students<sup>1</sup>? (Select all that apply)

	Undergraduate Students		Graduate Students	
	First-time students	Returning / continuing students	First-time students	Returning / continuing students
Attachment via email	13%	15%	13%	12%
Email notifying of aid offer availability on school portal	45%	64%	43%	53%
Physical letter via postal mail	31%	8%	14%	4%
Aid offer text embedded in the body of email	7%	9%	8%	9%
My institution does not have this population of students	2%	2%	22%	22%
Other (Please specify below)	1%	1%	0%	0%
n	631	518	438	421

*Of the 1% of respondents who selected "other" for their undergraduate population and left open-ended comments most indicated they held individual and/or group meetings with students.*

<sup>1</sup> Respondents who checked other and left open-ended comments indicating they send a text message or postal mail to students directing them back to the school portal or that sent an email directing students back to a third-party vendor were combined into "Email notifying of aid offer availability on school portal" for analysis, as the final format of the aid offer remained the same.

For the 2022-23 award year when did you - or will you - send your **first** aid offers to students?

Note: If you begin distributing aid offers across two months you may check both boxes.

	Undergraduate Students		Graduate Students	
	First-time Students (not including transfer students)	Returning / continuing students	First-time students	Returning / continuing students
October	2%	0%	1%	1%
November	11%	3%	5%	3%
December	21%	2%	5%	2%
January	10%	6%	7%	4%
February	16%	13%	14%	9%
March	15%	21%	18%	17%
April	8%	13%	8%	10%
May	2%	17%	6%	13%
June	1%	12%	2%	10%
July	0%	1%	1%	2%
My institution has multiple start dates and aid offer dates.	8%	8%	8%	6%
My institution does not have this population of students	3%	2%	25%	24%
Other (Please specify below)	2%	2%	0%	0%
n	480	464	393	397

*Of the 1% of respondents who selected “other” for their undergraduate population and left open-ended comments most indicated they would not send out aid offers until after the Federal Pell Grant tables had been released. A few institutions also indicated they would begin in August or September. Respondents who indicated August or September were most often 2-year institutions.*

For the 2022-23 award year when did you - or will you - send the bulk of your aid offers to students<sup>2</sup>?

	Undergraduate Students	Graduate Students
October	1%	1%
November	3%	2%
December	6%	2%
January	10%	5%
February	13%	6%
March	18%	16%
April	14%	16%
May	13%	14%
June	12%	12%
July	6%	4%
My institution does not have this population of students	2%	19%
Other (Please specify below)	3%	4%
Total	727	504

*Of the 3% - 4% of respondents who selected "other and left open-ended comments most indicated they send aid offers on either a rolling basis, as soon as the students have submitted all documentation, or they have multiple start dates and thus multiple send dates.*

<sup>2</sup> Note: The majority of respondents selected more than one answer for this question.

## RESULTS BY INSTITUTIONAL SECTOR

What format(s) do you use to send aid offers to students? (Select all that apply)

### *Nonprofit Institutions*

	Undergraduate Students		Graduate Students	
	First-time students	Returning / continuing students	First-time students	Returning / continuing students
Attachment via email	12%	13%	14%	14%
Email notifying of aid offer availability on school portal	38%	64%	44%	56%
Physical letter via postal mail	39%	8%	18%	6%
Aid offer text embedded in the body of email	8%	13%	11%	12%
My institution does not have this population of students	2%	1%	13%	12%
Other (Please specify below)	0%	0%	0%	0%
n	295	224	208	200

### *Public 4-year Institutions*

	Undergraduate Students		Graduate Students	
	First-time students	Returning / continuing students	First-time students	Returning / continuing students
Attachment via email	11%	14%	12%	13%
Email notifying of aid offer availability on school portal	50%	73%	61%	74%
Physical letter via postal mail	28%	4%	16%	3%
Aid offer text embedded in the body of email	10%	9%	9%	8%
My institution does not have this population of students	1%	1%	2%	2%
Other (Please specify below)	0%	0%	0%	0%
n	151	125	128	120

### Community Colleges

	Undergraduate Students	
	First-time students	Returning/continuing students
Attachment via email	15%	15%
Email notifying of aid offer availability on school portal	59%	65%
Physical letter via postal mail	20%	15%
Aid offer text embedded in the body of email	4%	5%
My institution does not have this population of students	0%	0%
Other (Please specify below)	1%	1%
n	140	129

### Proprietary Institutions

	Undergraduate Students		Graduate Students	
	First-time students	Returning / continuing students	First-time students	Returning / continuing students
Attachment via email	29%	31%	14%	10%
Email notifying of aid offer availability on school portal	41%	48%	33%	38%
Physical letter via postal mail	18%	7%	0%	0%
Aid offer text embedded in the body of email	3%	7%	5%	5%
My institution does not have this population of students	0%	0%	48%	48%
Other (Please specify below)	9%	7%	0%	0%
n	34	29	21	21

*Graduate/Professional Institutions*

	Graduate Students	
	First-time students	Returning / continuing students
Attachment via email	38%	35%
Email notifying of aid offer availability on school portal	48%	55%
Physical letter via postal mail	5%	0%
Aid offer text embedded in the body of email	10%	10%
My institution does not have this population of students	0%	0%
Other (Please specify below)	0%	0%
n	21	20

For the 2022-23 award year when did you - or will you - send your first aid offers to students?

*Nonprofit Intuitions*

	Undergraduate Students		Graduate Students	
	First-time Students (not including transfer students)	Returning / continuing students	First-time students	Returning / continuing students
October	3%	1%	1%	1%
November	18%	3%	8%	3%
December	33%	1%	6%	1%
January	15%	8%	9%	5%
February	8%	14%	15%	10%
March	10%	19%	21%	19%
April	2%	10%	6%	10%
May	0%	21%	5%	16%
June	0%	16%	1%	9%
July	0%	2%	0%	1%
My institution has multiple start dates and aid offer dates.	5%	5%	13%	11%
My institution does not have this population of students	2%	2%	14%	13%
Other (Please specify below)	2%	2%	1%	1%
n	208	200	180	183

Public 4-year Intentions

	Undergraduate Students		Graduate Students	
	First-time Students (not including transfer students)	Returning / continuing students	First-time students	Returning / continuing students
October	0%	0%	1%	1%
November	8%	4%	5%	5%
December	22%	5%	8%	5%
January	9%	3%	10%	5%
February	31%	14%	23%	14%
March	21%	24%	23%	23%
April	4%	13%	14%	14%
May	2%	17%	9%	16%
June	0%	16%	3%	14%
July	0%	1%	2%	2%
My institution has multiple start dates and aid offer dates.	1%	1%	2%	1%
My institution does not have this population of students	2%	1%	2%	2%
Other (Please specify below)	2%	1%	0%	0%
n	116	115	111	111



Community Colleges

	Undergraduate Students	
	First-time Students (not including transfer students)	Returning / continuing students
October	0%	0%
November	3%	2%
December	3%	2%
January	6%	6%
February	18%	13%
March	23%	24%
April	24%	21%
May	6%	13%
June	2%	3%
July	2%	2%
My institution has multiple start dates and aid offer dates.	13%	13%
My institution does not have this population of students	0%	0%
Other (Please specify below)	3%	3%
n	120	116

Proprietary Intuitions

	Undergraduate Students		Graduate Students	
	First-time Students (not including transfer students)	Returning / continuing students	First-time students	Returning / continuing students
October	8%	4%	5%	5%
November	4%	0%	0%	0%
December	12%	0%	0%	0%
January	8%	9%	5%	9%
February	8%	4%	5%	5%
March	8%	17%	9%	9%
April	4%	9%	14%	14%
May	0%	4%	9%	9%
June	0%	4%	0%	0%
July	0%	0%	0%	0%
My institution has multiple start dates and aid offer dates.	42%	39%	9%	5%
My institution does not have this population of students	0%	0%	45%	45%
Other (Please specify below)	8%	9%	0%	0%
n	26	23	22	22

*Graduate/Professional Institutions*

	Graduate Students	
	First-time students	Returning / continuing students
October	0%	0%
November	0%	0%
December	5%	5%
January	5%	0%
February	10%	5%
March	20%	19%
April	20%	19%
May	5%	5%
June	5%	24%
July	5%	10%
My institution has multiple start dates and aid offer dates.	25%	14%
My institution does not have this population of students	0%	0%
Other (Please specify below)	0%	0%
n	20	21

For the 2022-23 award year when did you - or will you - send the bulk of your aid offers to students?

*Nonprofit Intuitions*

	Undergraduate Students	Graduate Students
October	1%	0%
November	5%	2%
December	8%	2%
January	14%	6%
February	13%	6%
March	19%	19%
April	11%	16%
May	11%	17%
June	10%	13%
July	5%	7%
My institution does not have this population of students	1%	9%
Other (Please specify below)	3%	3%
n	354	254

*Public 4-year Institutions*

	Undergraduate Students	Graduate Students
October	1%	2%
November	3%	2%
December	5%	3%
January	7%	4%
February	19%	11%
March	23%	19%
April	15%	19%
May	11%	16%
June	13%	17%
July	1%	1%
My institution does not have this population of students	1%	2%
Other (Please specify below)	2%	5%
n	149	131

## Community Colleges Intuitions

	Undergraduate Students
October	2%
November	1%
December	2%
January	3%
February	9%
March	15%
April	20%
May	17%
June	15%
July	13%
My institution does not have this population of students	0%
Other (Please specify below)	3%
n	182

*Proprietary Intuitions*

	Undergraduate Students	Graduate Students
October	0%	0%
November	0%	0%
December	4%	0%
January	11%	7%
February	11%	0%
March	21%	7%
April	11%	21%
May	7%	14%
June	7%	7%
July	7%	3%
My institution does not have this population of students	0%	34%
Other (Please specify below)	21%	7%
n	28	29

## Graduate/Professional Institutions

	Graduate Students
October	0%
November	0%
December	0%
January	0%
February	8%
March	23%
April	27%
May	15%
June	15%
July	8%
My institution does not have this population of students	0%
Other (Please specify below)	4%
n	26



## RESPONDENT DEMOGRAPHICS:

### Sector

	Respondents	NASFAA Membership
Nonprofit	42%	38%
Public 4-Yr	24%	19%
Community Colleges	24%	30%
For Profit	6%	8%
Graduate/Professional	4%	4%
n	427	2,737

### NASFAA Region

MASFAA	25%
EASFAA	24%
WASFAA	17%
SASFAA	13%
RMASFAA	11%
SWASFAA	11%
n	427