



Advancing Global Higher Education



For College, Community, and Justice

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Student Basic Needs: Institutional Services and Awareness

Results of the AACRAO March 2020 60-Second Survey

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Introduction

AACRAO partnered with [The Hope Center for College, Community, and Justice at Temple University](#) on the March 2020 survey (Appendix A). The Hope Center recently released the [results](#) of the 5th annual #RealCollege survey of students' experiences with food and housing insecurity; it demonstrates widespread food and housing insecurity at more than 400 colleges and universities using data from more than 330,000 students.

The results of this survey help expand the understanding of the scope of services available at institutions of higher education to help students meet their basic needs around food and housing. In addition, the data include estimates of percentage of students impacted by these issues and the degree to which the issue is part of a student success agenda. The survey was completed by 469 institutions of various sizes, types, control and location (Appendix B and C). The data were cleaned to leave only one response per institution.

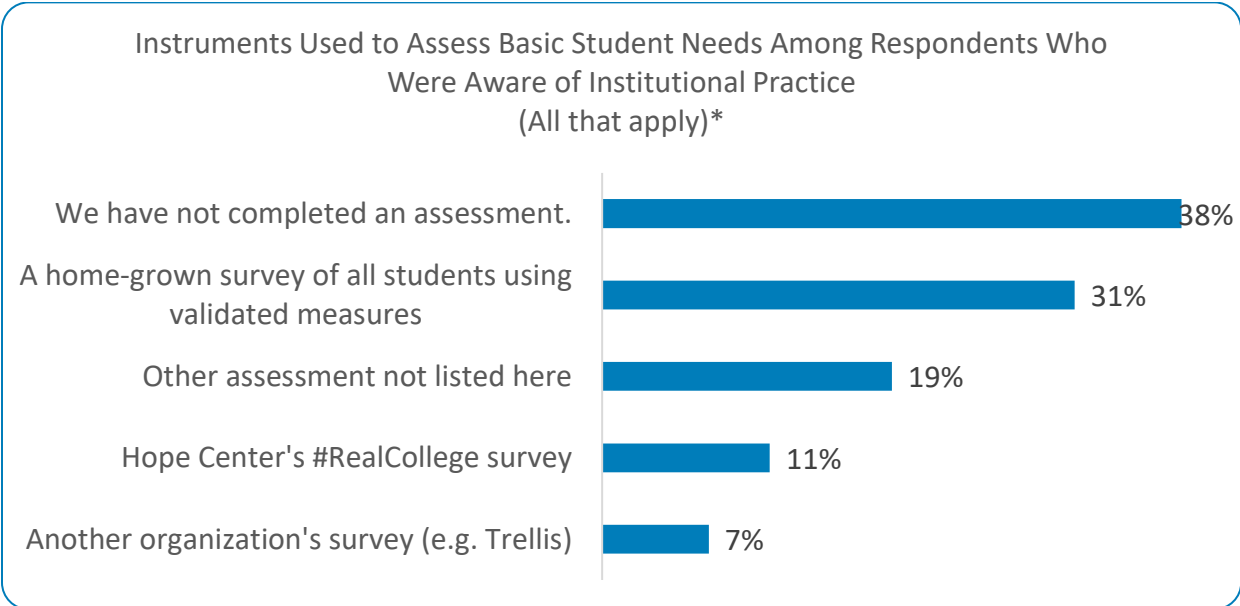
Key Results

- Almost all of the institutions in this sample have one or more resources to help students meet basic needs; just 4% say that they do not offer any resources to help students meet basic needs
 - Two-thirds have between 2 and 4 resources
- Institutional estimates on the percentage of students impacted by basic needs insecurity vary widely; statistical differences exist by institutional control and type
 - Private, not for profit institutions report smaller percentages of homelessness, food insecurity and housing insecurity among their students than public institutions
 - Lower division only institutions report larger percentages of homelessness, food insecurity and housing insecurity among their students than other institutional types
- 86% of institutions identify food or housing insecurity as a driver of non-completion
- Two-thirds of institutions are moderately to extremely confident that students can access basic needs resources on campus
- Lack of student awareness is ranked the number one challenge in getting students access to basic needs resources on campus followed by stigma or shame about accessing resources
- Food and housing security are topics of discussion on most campuses
- Most institutions report that faculty and staff are aware of student basic needs insecurity
- 87% indicate some level of student advocacy and activism on campus around these issues
- A third of institutions indicate that their government relations agenda *does not* include working with local, state and/or federal policymakers to increase support for basic needs



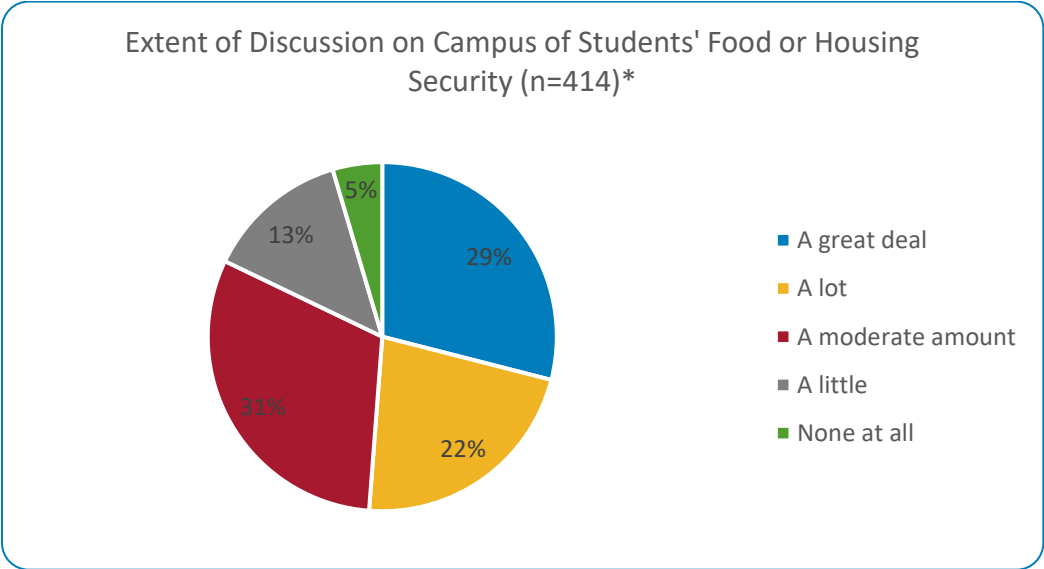
With the exception of the data related to the percentages of students facing housing or food insecurity, the data has not been analyzed for any statistical differences by institutional characteristics. The remainder of this report contains figures summarizing the aggregate results. If you are interested in seeing any other disaggregated results, please contact Wendy Kilgore, AACRAO Director of Research, at wendyk@aacrao.org.

Instruments of Basic Needs Assessment

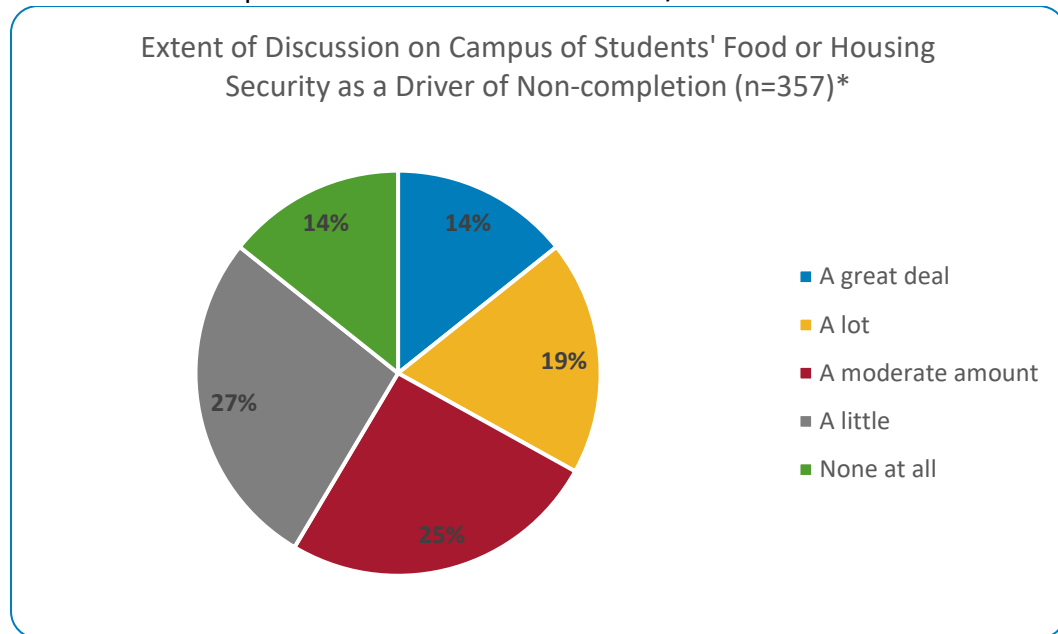


*See Appendix D for other assessments listed by respondents. 224 (48% of 469) additional respondents reported not knowing if/what assessments are used

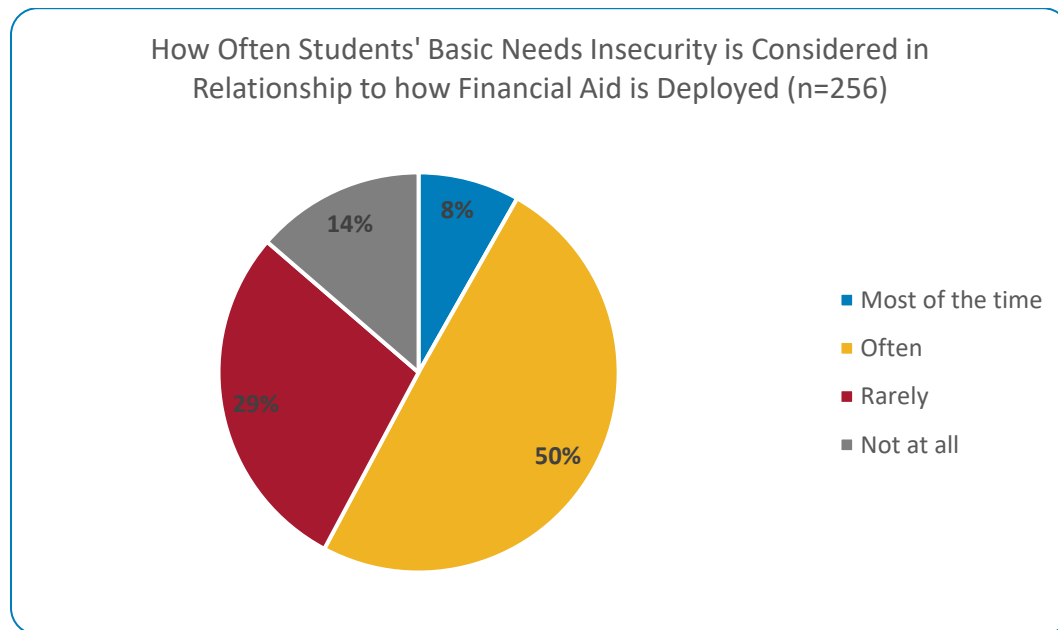
Campus Awareness and Engagement



*54 additional respondents selected "I don't know/unsure"



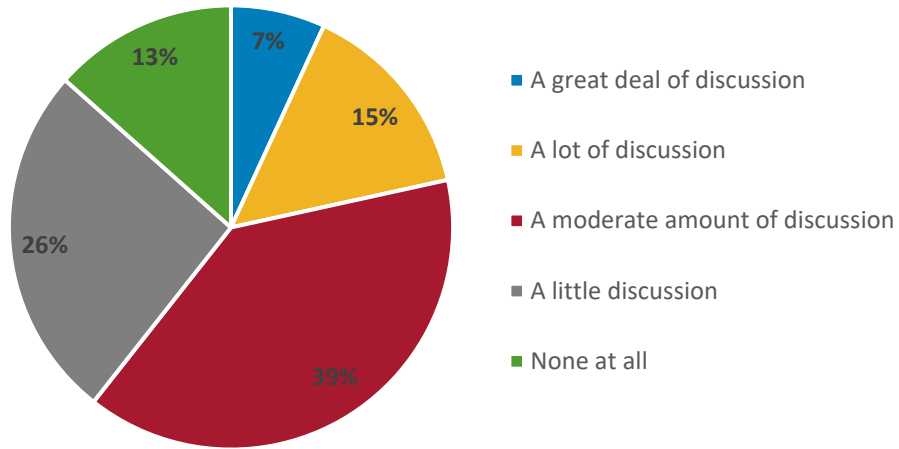
*92 additional respondents selected "I don't know/unsure"



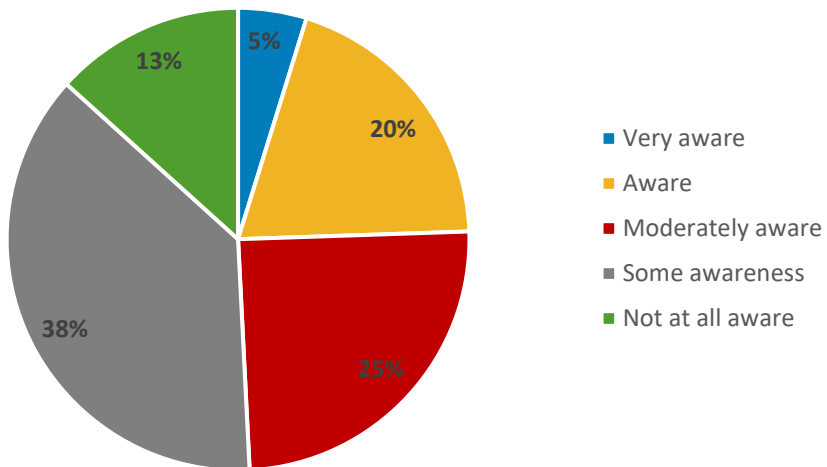
*144 additional respondents selected "I don't know/unsure"



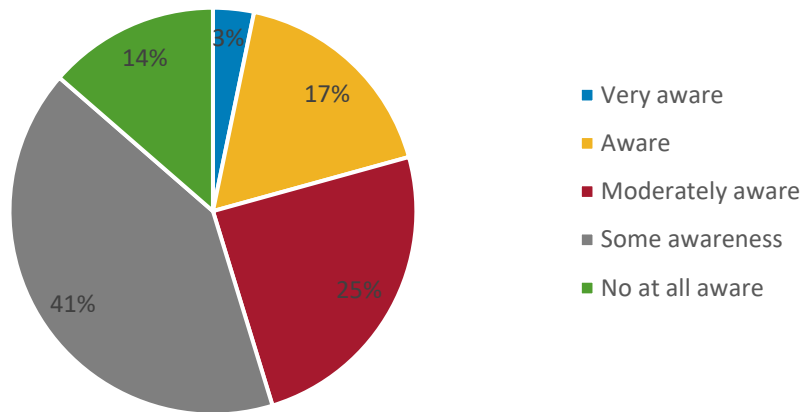
Extent of Student Advocacy and Activism around Food and/or Housing Security (n=320)



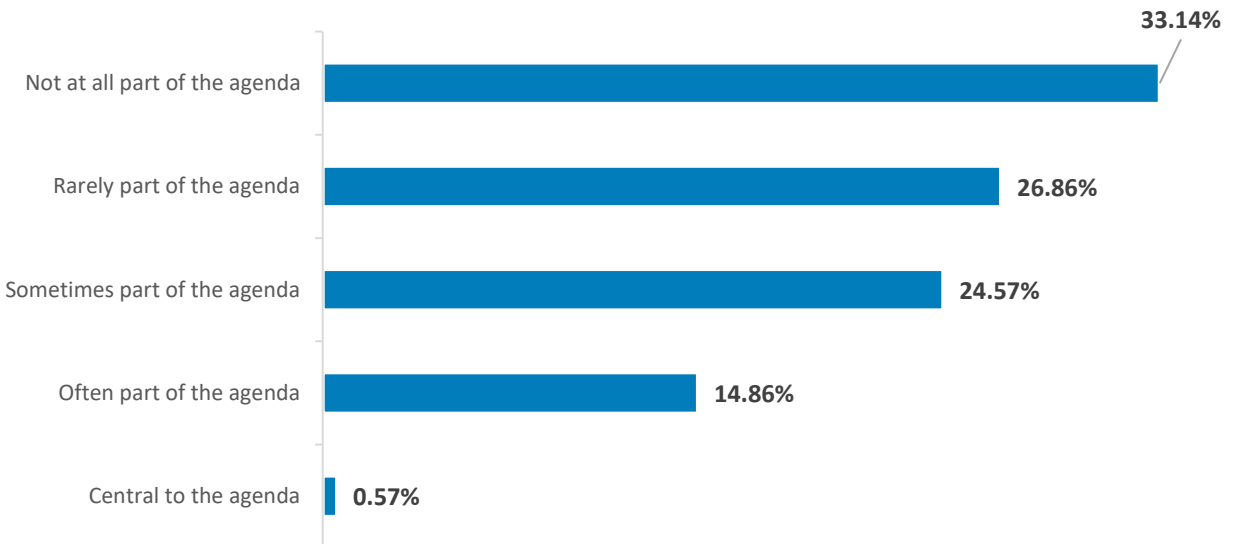
Overall Awareness of Students' Basic Needs Insecurity Among Staff (n=376)



Overall Awareness of Students' Basic Needs Insecurity Among Faculty (n=338)



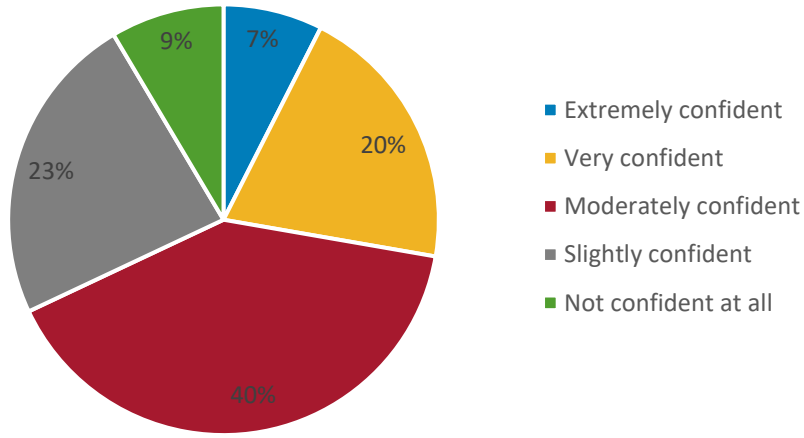
Extent of Government Relations Agenda which Includes Working with Local, State and/or Federal Policymakers to Increase Support for Basic Needs* (n=175)



*Among those who have knowledge of the subject



Confidence in Students' Ability to Access Basic Needs Resources on Campus (n=375)



Percentage of Students Impacted

We asked respondents to make a best estimate as to the percentage of students affected by food insecurity, housing insecurity, and homelessness. These three questions forced responses; however, “not enough information to make a guess” was a choice option. As such, the default choice of “0%” is considered a valid response and a few institutions selected it.

Food insecurity (limited or uncertain availability of nutritionally adequate and safe food, or the ability to acquire such food in a socially acceptable manner)

Minimum	Maximum	Mean	Std Deviation	Variance	Count
0%	80%	27%	18	339	269

Housing insecurity (a broad set of challenges such as the inability to pay rent or utilities or the need to move frequently)

Minimum	Maximum	Mean	Std Deviation	Variance	Count
0%	93%	21%	18	311	266

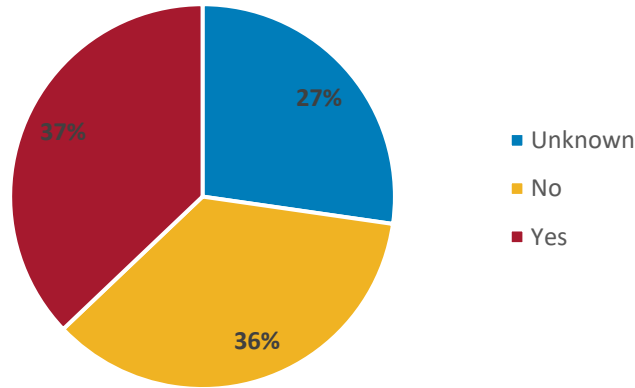
Homelessness (lacking a fixed, stable, and reliable place to live)

Minimum	Maximum	Mean	Std Deviation	Variance	Count
0%	94%	9%	12	133	248

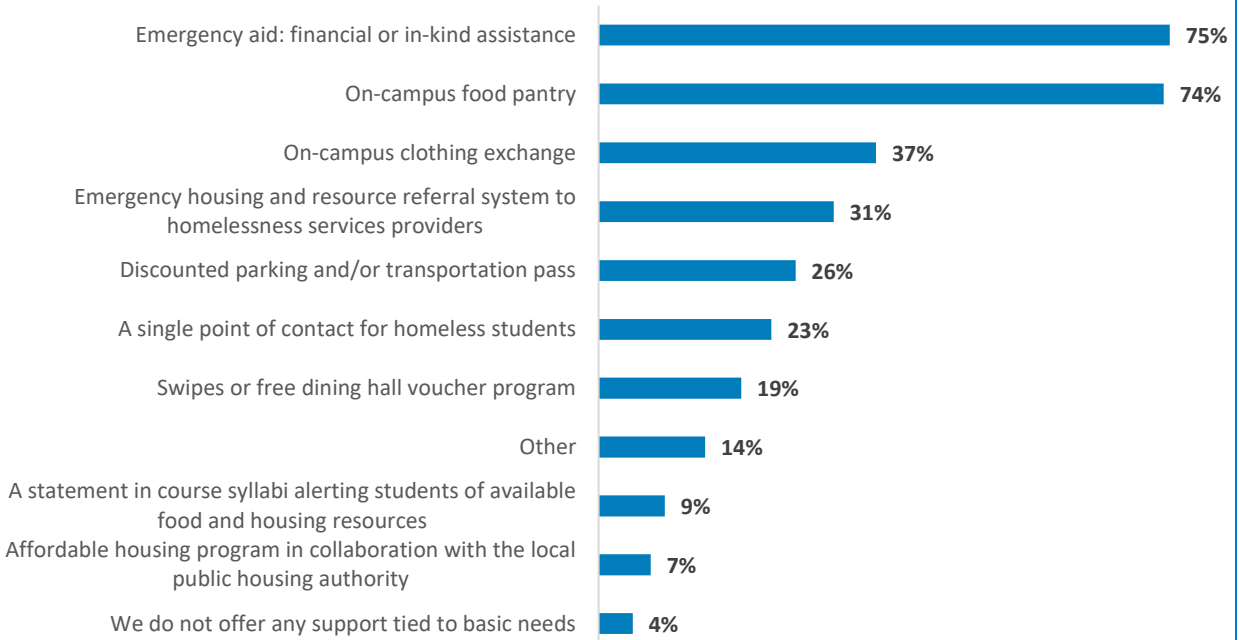


Student Resources and Challenges to Access

At Least one Staff Member Dedicated to Basic Needs
(n=407)



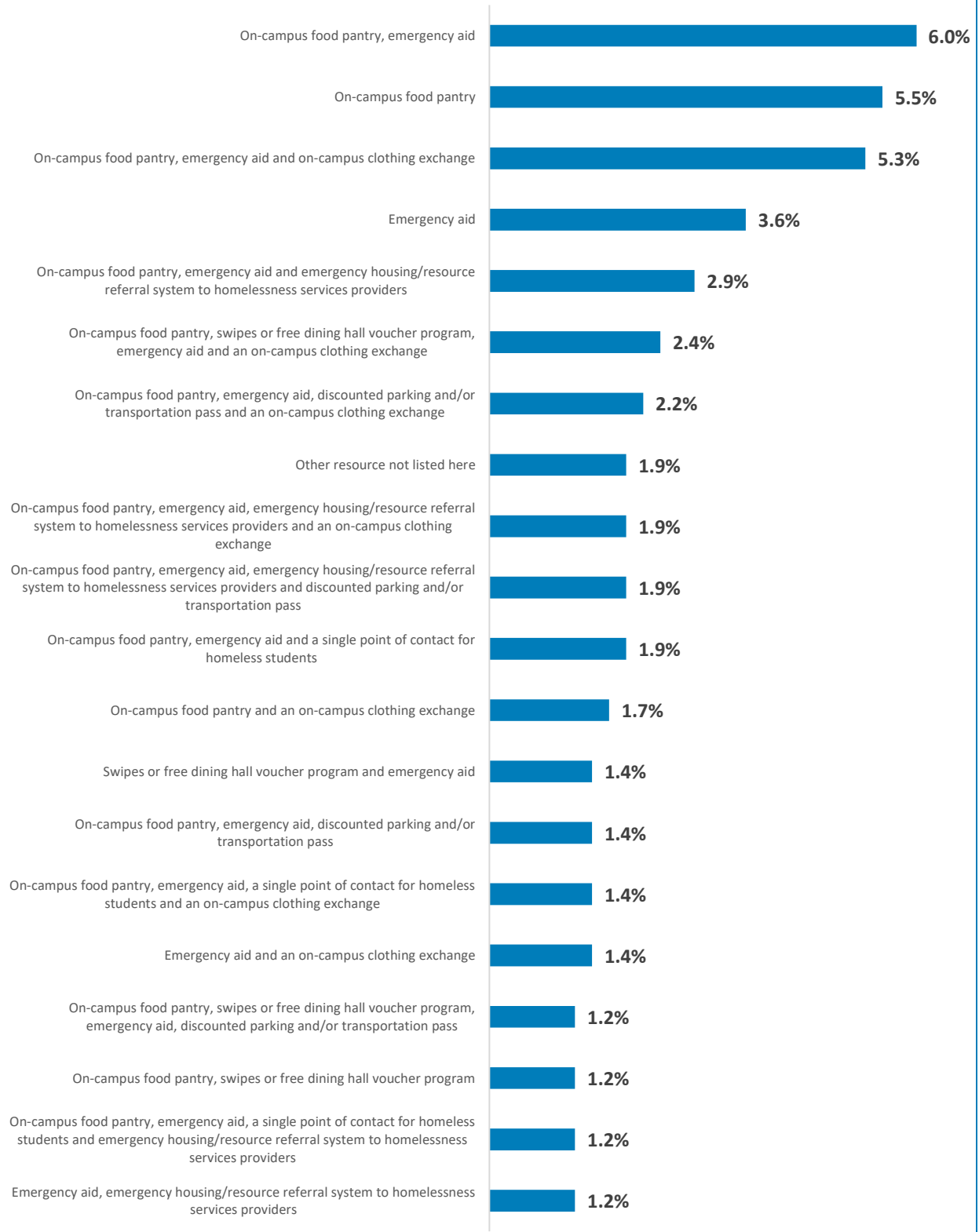
Basic Needs Resources for Students
(All that apply)(n=378*)



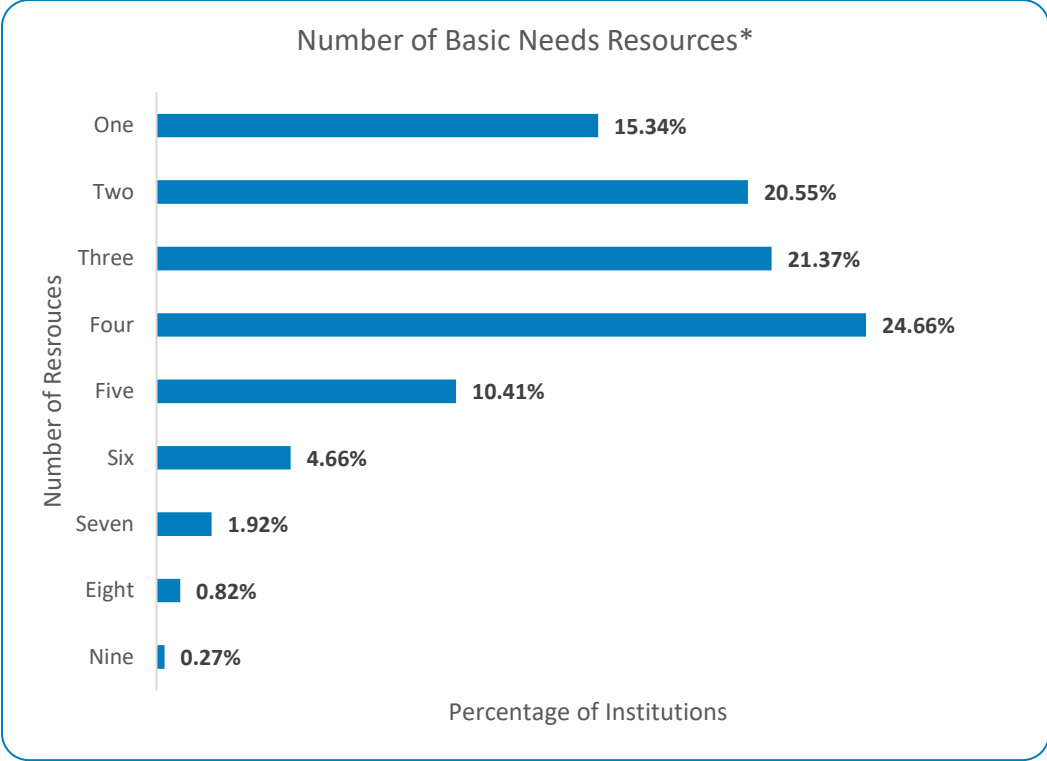
*37 additional respondents were not aware of any resources for students. See Appendix E for other resources.



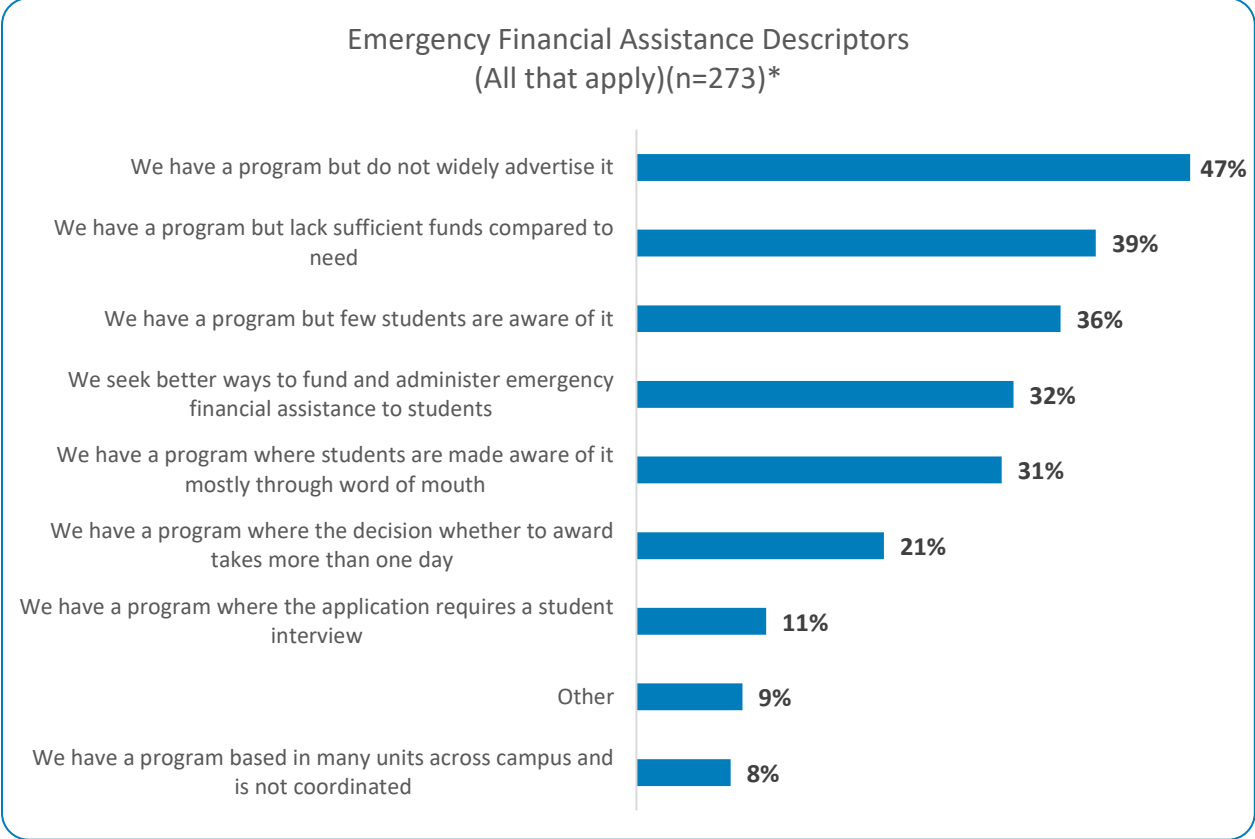
Combination of Resources Offered Among Those that offer Any*



* Truncated to include only 5 or more institutions per resource combination

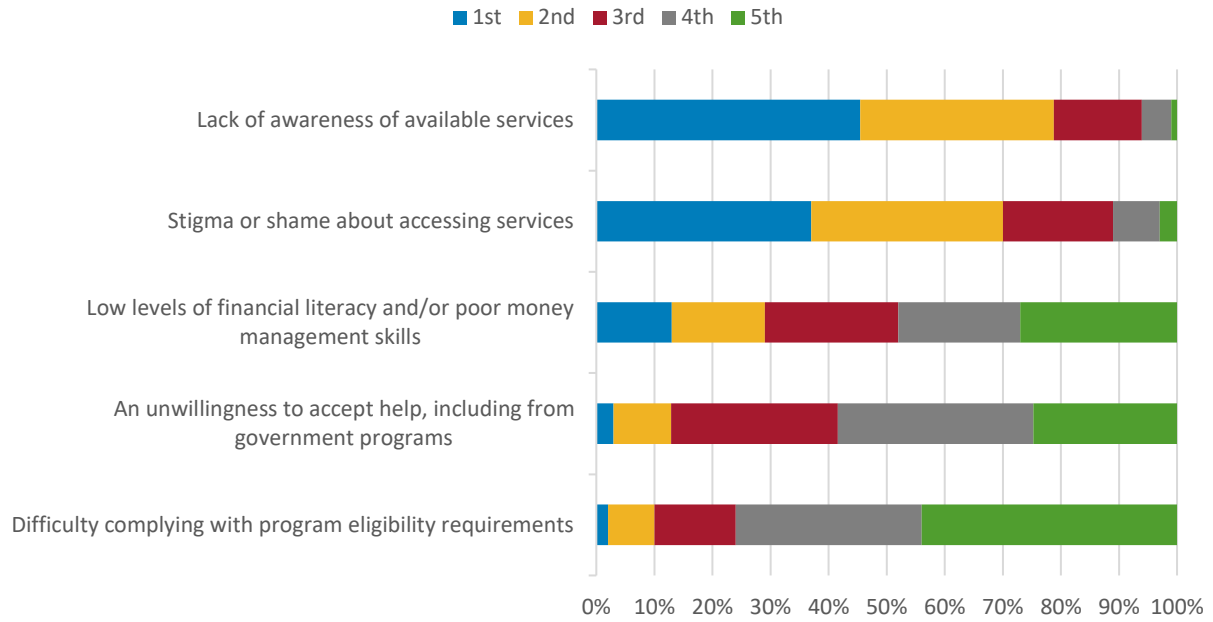


*Among those with resources



*See Appendix F for other descriptors

Ranking of Challenges Impacting Basic Needs Access (n=332)



Appendix A: The Survey

March 2020 60-Second Survey: AACRAO/Hope Center Basic Needs Survey

Note: Survey question skip logic is not included in this document.

Without a safe place to sleep or enough to eat, many students have difficulty learning. This brief survey is aimed at understanding how your institution is working on the challenge of basic needs insecurity.

To what extent has your institution assessed the security of your students' basic needs?

- We fielded a home-grown survey of all students using validated measures.
- We fielded the Hope Center's #RealCollege survey.
- We fielded another organization's survey (e.g. Trellis).
- Other. Please describe. _____
- None of these. We have not completed an assessment.
- I do not know/unsure

To what extent has there been discussion of students' food and/or housing security on your campus?

- A great deal
- A lot
- A moderate amount
- A little
- None at all
- I do not know/unsure

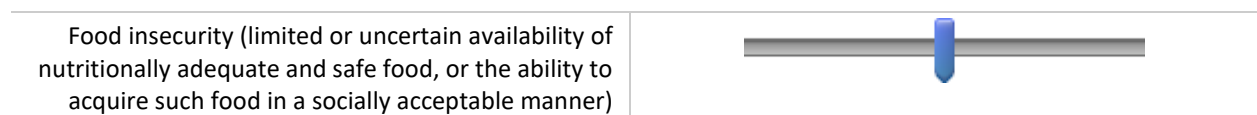
To what extent has there been discussion of food and/or housing insecurity as a driver of non-completion on your campus (e.g. is this part of the retention conversation?)

- A great deal
- A lot
- A moderate amount
- A little
- None at all
- I do not know/unsure

What is your **best guess** as to the percentage of your students affected by **food insecurity**?

- Not enough information to make a guess

0 10 20 30 40 50 60 70 80 90 100



What is your **best guess** as to the percentage of your students affected by **housing insecurity**?

Not enough information to make a guess

0 10 20 30 40 50 60 70 80 90 100

Housing insecurity (a broad set of challenges such as the inability to pay rent or utilities or the need to move frequently)



What is your **best guess** as to the percentage of your students affected by **homelessness**?

Not enough information to make a guess

0 10 20 30 40 50 60 70 80 90 100

Homelessness (lacking a fixed, stable, and reliable place to live)



Which of the following types of supports do you offer to students? (Check all that apply)

- On-campus food pantry
- Swipes or free dining hall voucher program
- Emergency aid: financial or in-kind assistance
- A single point of contact for homeless students
- Emergency housing and resource referral system to homelessness services providers
- Affordable housing program in collaboration with the local public housing authority
- Discounted parking and/or transportation pass
- A statement in course syllabi alerting students of available food and housing resources
- On-campus clothing exchange
- Other. Please describe. _____
- We do not offer any support tied to basic needs
- I do not know/unsure

How confident are you that students with need are able to connect with the supports selected in the previous question?

- Extremely confident
- Very confident
- Moderately confident
- Slightly confident
- Not confident at all
- I have no opinion

Below is a list of challenges students may face. Please rank order the extent to which these affect your students' ability to support their basic needs. Drag and drop to rank.

- _____ Lack of awareness of available services
- _____ Stigma or shame about accessing services
- _____ An unwillingness to accept help, including from government programs
- _____ Difficulty complying with program eligibility requirements
- _____ Low levels of financial literacy and/or poor money management skills



Do you have at least one paid staff member whose job responsibilities include basic needs security efforts?

- Yes
- No
- I don't know/unsure

How would you rate overall awareness about students' basic needs insecurity among staff?

- Very aware
- Aware
- Moderately aware
- Some awareness
- Not at all aware
- I have no opinion

To what extent has students' basic needs insecurity been a topic of discussion about how financial aid is deployed on campus?

- Most of the time
- Often
- Rarely
- Not at all
- I don't know/unsure

When it comes to emergency financial assistance to students, which of the following are true for your institution?
(Check all that apply)

- We do not have an emergency financial assistance program
- We have a program but do not widely advertise it
- We have a program but few students are aware of it
- We have a program based in many units across campus and is not coordinated
- We have a program but lack sufficient funds compared to need
- We have a program where the application requires a student interview
- We have a program where students are made aware of it mostly through word of mouth
- We have a program where the decision whether to award takes more than one day
- We seek better ways to fund and administer emergency financial assistance to students
- Other. Please describe. _____
- I don't know/unsure

How would you rate overall awareness about students' basic needs insecurity among faculty?

- Very aware
- Aware
- Moderately aware
- Some awareness
- Not at all aware
- I have no opinion



To what extent has there been student advocacy and activism around food and/or housing security on your campus?

- A great deal of discussion
- A lot of discussion
- A moderate amount of discussion
- A little discussion
- None at all
- I do not know/unsure

To what extent does your government relations agenda currently include working with local, state, and/or federal policymakers to increase support for students' basic needs?

- Central to the agenda
- Often part of the agenda
- Sometimes part of the agenda
- Rarely part of the agenda
- None at all part of the agenda
- I do not know/unsure

Thank you for completing the survey. Please use the right arrow below to submit your response.

If your institution would like additional technical assistance with supporting students' basic needs and/or field the next #RealCollege survey this fall, please complete the Hope Center's [short form](#).



Appendix B: Country, State or Province

Country	State/Province
Armenia	1
Canada	15
AB	2
BC	7
MB	1
ON	3
SK	2
Cote d'Ivoire	1
Italy	1
Jamaica	1
Palau	1
United Arab Emirates	2
United States	447
AK	1
AL	5
AR	6
AZ	6
CA	29
CO	9
CT	1
DC	2
DE	1
FL	11
GA	14
IA	9
ID	6
IL	23
IN	14
KS	12
KY	7
LA	2
MA	19
MD	13
ME	2
MI	16
MN	18
MO	11
MS	1



MT	5
NC	8
ND	3
NE	7
NJ	12
NM	4
NV	2
NY	27
OH	20
OK	6
OR	12
PA	22
PR	3
RI	1
SC	6
SD	3
TN	5
TX	25
UT	4
VA	12
WA	9
WI	10
WV	1
WY	2
Grand Total	469



Appendix C: Control, Type and Size

Control, Type and Size	Count
Public	257
Lower Division Only	96
Under 1,000	15
1,000 - 2,499	17
2,500 - 4,999	24
5,000 - 9,999	31
10,000 - 19,999	6
20,000+	1
Not Applicable	2
Graduate and/or professional	3
Under 1,000	2
1,000 - 2,499	1
Undergraduate	16
Under 1,000	4
1,000 - 2,499	4
2,500 - 4,999	4
5,000 - 9,999	1
10,000 - 19,999	2
Not Applicable	1
Undergraduate, graduate and/or professional	140
Under 1,000	2
1,000 - 2,499	9
2,500 - 4,999	18
5,000 - 9,999	27
10,000 - 19,999	46
20,000+	38
Other	2
1,000 - 2,499	1
Not Applicable	1
Private, not-for-profit	201
Lower Division Only	5
Under 1,000	3
1,000 - 2,499	1
20,000+	1
Graduate and/or professional	11
Under 1,000	9
1,000 - 2,499	2
Undergraduate	46



Under 1,000	22
1,000 - 2,499	22
2,500 - 4,999	2
Undergraduate, graduate and/or professional	138
Under 1,000	23
1,000 - 2,499	52
2,500 - 4,999	24
5,000 - 9,999	15
10,000 - 19,999	14
20,000+	8
Not Applicable	2
Other	1
Under 1,000	1
Private, proprietary	11
Lower Division Only	2
Under 1,000	2
Graduate and/or professional	2
Under 1,000	2
Undergraduate	1
1,000 - 2,499	1
Undergraduate, graduate and/or professional	6
Under 1,000	3
1,000 - 2,499	1
5,000 - 9,999	1
10,000 - 19,999	1
Grand Total	469



Appendix D: Other Basic Needs Assessments*

* Raw data

A survey was developed by our Institutional Effectiveness Office.
All of our students live on campus and must have a food plan.
All students have access to the dining hall, we still have concerns about wellness
Assessing, with a particular focus on graduate students. Two graduate programs have opened food pantries.
Campus forums (qualitative) and use/ trend analysis within our Commodore Cupboard pantry and Advocacy and Resource Center
Canadian Campus Wellbeing survey
Case by case basis
Class project fielded a survey; now being studied further
Created food and clothes closet
Home grown general survey - our office did not create the survey so not sure if the measures were all validated.
Home-grown survey to random sample of students
I believe the Center for Sustainability completed a survey regarding food/housing insecurity
Implementing an intake form that will address these concerns
Informal assessment by our Student Success Center
Informal discussions with leaders of student organizations
Informal reports from academic counselors and directors of instructional sites
Institutional Survey
Institutional survey through Hanover Research
Intake process through our Wellness Center
Not sure of assessment, but have created a sycamore pantry for our students
Only complaints from students and concerns from the campus-nothing solid
Our state community college association
Our students all are need-based, so their situations are known at time of application
Our student population is lower than universities. This allows us to work more one on one with students. Working with Financial Aid Director, Counselors, and instructors, we have identified 14 homeless students. Our counselors are working with them to assist wherever possible to help them secure housing.
Students organized a meeting to share their concerns
This was assessed by speaking with our advisors. It was implemented by our Retention committee.
UC Systemwide food and housing survey
Washington State Hope Survey
We are a part time evening program.
We are a very small university, so we have started with informal assessment. information is gathered by individuals in direct contact with students experiencing either food or housing insecurity. Next step is a formal assessment.
We are in the process of learning how to ask these questions when students enroll.
We conducted an institutional well-being survey
We conducted our own internal survey
We created a student wellness survey and distributed it to students
We developed (and distributed) an instrument focused on food insecurity.
We fielded a home-grown New Student Survey and assessed basic needs insecurity as part of that survey.
We have a kitchen with a food pantry for students in need of food. Also, a very active Student Services employee who gets out and talks to our students on weekdays and weekends.
We have a robust set of campus resources including Campus Ministries, Residential Life, Campus Cupboard, and Advising that all work with our students who are food or housing insecure.
We have assessed the students utilizing our meal pantry
We have created a "free store" for students on campus and also have a Pantry for students.
We have done some campus polling but also collect information through specific offices that do outreach and offer assistance.



We have various departments on campus that offer clothes, food pantry,
We haven't done a formal assessment, but we inform students that if they have any difficulties in life that negatively affect their academic performance, they should contact our school's Graduate Student Services office for assistance

We saw and heard about the need from our students.

We spoke directly with the students at scheduled Presidential Meetings

We spoke with different students from various groups and spoke with service providers on campus.



Appendix E: Other Basic Needs Resources Available to Students*

* Raw data

Emergency Food & Gas cards

10% discount on food, soon to have food recovery app, no cost meal in a bag program

A couple of these things are heavily advertised. There are likely more I am unaware of

Ability for students to be alerted to "left-over" food, as on-campus catered events conclude

An app that connects students to leftover food from events on campus

An open pantry with personal hygiene needs

Career Closet for interview outfits and Cap and Gown loan program to participate in commencement without the cost of the gown.

Case manager to refer students to appropriate resources, state pilot funding for housing homeless students in the residence halls

Center for Academic Equity addresses many of these issues and has resources.

Central Texas Food Bank Distribution

Childcare vouchers

Close relationship with local St Vincent de Paul

Clothing pantry (not an exchange)

Direct students to local food pantry in the city-no options or resources for housing issues

Early Alerts/Warning System used by faculty and administrators.

Food shelf also includes bath and hygiene products, sexual health necessities and seasonally-necessary clothing

For students who have high need, we provide all housing and food necessary at no cost to the student.

Free childcare for single parents

Free food available during breaks for students remaining on campus

Free Store for household goods and clothing

Grab-and-go snack stations scattered throughout campus

Grocery store gift cards

Information on Emergency Aid is offered in our syllabi and we are developing a clothing closet.

Instead of a pantry, we partner with a local pantry to provide free "lunch sacks" which contain information about all local food pantries.

List of resources in every Canvas shell

Marigold fund (a form of a bursary to help students get to the 'finish line').

Mental Health Counseling and referral to community aid resources

Monthly visits from public services organizations providing benefits and support

More than 97% of undergraduates live on campus and are required to have a meal plan. With the high percentage of residential students, our approach isn't aligned well with the response options.

Off-campus food bank at a nearby church.

On-campus toiletry pantry

Once a semester clothing drive - giving free clothes out

One-stop website connecting resources: <https://helpmeroar.iupui.edu/>.

Partnership with local faith-based organizations to offer food pantry

Prayer

Professional Dress Closet

Single Stop

Snap

Students are able to ride the community transit buses at no cost during the school year with a valid student id.

There may be more supports/services, but I am not familiar with them.

This information would come from a different department than mine as far as retention and statistics.

Through our student government group, they sponsor at least one lunch a week for all of our students. This certainly is a benefit for a warm nutritious meal.

Washer/dryer access; showers including towels and toiletries; baby formula and diapers; feminine hygiene products; Social worker



We have a professional and casual wardrobe where all clothing is free.

We have a resource center when students can get help accessing aid from state/federal programs.

We have free, ready-to-make meals such as soups and mac & cheese available in bins all around campus. Students are welcome to take what they need.

We maintain an on-campus pantry for personal care items and for school supplies

We provide a housing grant for students living in the dorms.

We provide warm lunch and dinner free of charge on weekdays; Every 4 weeks, students who attended all their courses in the previous 4 weeks receive an encouragement incentive; We provide over \$3 million in in-house scholarships

We require on-campus residency for four years so we are able to control the homelessness issue (while at school) but there is the ability to reduce meal plans as upper class person so there are instances of food insecurity associated with that.

We will have a food pantry on campus next year but do not currently.

We will sometimes buy groceries for students using our purchasing card attached to the Student Assistance Fund

Well Connect Student Services



Appendix F: Other Descriptors of Emergency Financial Assistance*

*Raw data

A combination of many of the above.

All students have a scholarship

Funds available through our Foundation Office

In the process of implementing/designing an emergency assistance program.

It is referenced on our Office on Inclusion and Engagement website, <https://my.wlu.edu/office-of-inclusion-and-engagement/diversity-resources/emergency-support>

Managed through staff who manage scholarships

Most of our emergency financial assistance programs are available to students only ONCE in their career at the university.

Our program follows national best practices and seems to be working well-

Our students are assigned to Academic Advisors who share information based on need

The funds available are used up within a few weeks of becoming available.

There is a program coordinated by Dean of Students and Financial Aid

Very responsive. Our program is understood, well-funded, and works.

We are now working on this for our students

We have a centralized program for Emergency Aid which works very closely with our Financial Aid office. We also introduce it during new student orientation and it is covered in our 1st yr. Student Success course.

We have a hardship scholarship program: this scholarship is offered to students who have found themselves in financial hardship and need financial assistance returning to their studies. The amount students receive varies depending upon their temporary financial needs. The Hardship Scholarship is not renewed automatically from one academic year to the next, students must reapply.

We have a highly agile emergency funding program managed through our Dean of Students and Financial Aid offices

We have a program and notify of its availability by email to campus community

We have a program that many students are aware of and steps are being taken to increase its effectiveness.

We have a short-term loan program

We have a team of 45 financial advisors who students connect with and can receive emergency funds immediately and/or gift cards to local stores for food. No documentation is required.

We have a well-coordinated well publicized program.

We have a well-established emergency FA program.

We have an emergency aid program through our Advocacy and Resource Center and focused efforts on raising funds to sustain it after participation in the Dreamkeepers Grant/ EA Lab and assessing EA for impact and administration

