

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 students¹? (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.

¹ 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 students²?

	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%
n	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.

² 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