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INSTITUTE OF CALIFORNIA

30 YEARS

How Did Pandemic Recovery Funding Support California Community Colleges?

Technical Appendices

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Appendix A. Survey Methodology

This study is part of a collaborative research effort that includes researchers from Wheelhouse: The Center for Community College Leadership and Research, the Public Policy Institute of California (PPIC), and leadership from the California Community Colleges Chancellors Office (CCCCO). This study relies on a survey administered at the 114 California Community Colleges (CCC) that received pandemic recovery funds to contribute to our understanding of how CCCs recovery activities and investments are contributing to reengage students. The survey instrument was designed and developed in collaboration with the Community College Research Center (CCRC) as part of the Accelerating Recovery in Community Colleges (ARCC) research network.

The survey was conducted online via Qualtrics. Survey skip logic was used to ensure that respondents only viewed the questions that were most relevant based on prior responses. The survey was personalized to include the college name and college specific data on HEERF awards and expenditures. Questions were embedded to allow colleges to confirm or correct the auto populated award amounts. Throughout the survey development process, the research team benefited greatly from the PPIC survey team who took the lead creating the Qualtrics form and making necessary adjustments until it was ready to launch.

The survey was piloted by two colleges in April 2023, one rural college in the far north and one urban college in the Los Angeles/Orange County area. The pilot provided feedback on the survey functionality and feasibility and provided insights into the college team needed to complete the survey. The pilot feedback was discussed with the CCRC and Wheelhouse teams and changes to improve the structure and clarity of the survey were implemented as a result.

Next, the research team worked with Wheelhouse and CCCCCO leaders to obtain contact information for all CCC college presidents and CEOs, who would receive the primary survey invitation. All were invited to participate in the survey via email and a series of follow-ups via phone or email were conducted, as needed. The invitation to participate in the survey made it clear that participation is completely voluntary, and that information about their consent or refusal to participate in the survey will not be shared with anyone. The survey invitation also clarified that completion of the survey may require coordination across different roles at the institution. Some of these roles included college leaders with knowledge of the recovery activities (e.g., Chief Business Officers, Vice Presidents of Instruction, Directors of Financial Aid, etc.)

The final survey was launched in May 2023 and remained open for participation through August 2023. In all, 71 of the 114 (62%) colleges that were invited participated in the survey. Among colleges that actively declined to participate, among the concerns raised were constraints related to capacity constraints (e.g., insufficient staffing) and the timing of the survey (e.g., end of year/summer).

Colleges completed the survey in one of two primary ways:

1. **Full survey** form consisted of about 54 main questions (see Appendix B) The completed survey could be submitted online using Qualtrics or electronically using a fillable PDF. Sixty-two of the 71 colleges (87%) completed the full survey.
2. **Short survey** form consisted of about 35 priority questions that were selected by the research team to boost participation. This set of questions appear highlighted in yellow in the long survey form (see Appendix B). The completed survey could be submitted electronically using a fillable PDF or via a Zoom interview. The research team gathered and submitted the responses using Qualtrics. An additional 9 colleges (13%) completed the survey using this option.

Because all 71 colleges had responses to the subset of questions included in the short survey, in the report we prioritize the discussion of findings on these questions. Findings for the additional questions included in the full survey are presented to provide additional insights.

The following tables summarize and compare the share of the college population and the representation for gender, race, and urbanicity of the colleges that submitted and didn't submit the survey and the total. The colleges that submitted the survey represent 62.3 percent of all the community colleges in California and they enrolled slightly less than two-thirds of all the students enrolled in community colleges in Fall 2022. Differences between colleges that submitted and all the colleges in terms of gender, race, and urbanicity shares were minimal.

Share of the college population by gender and race

Status	Number of colleges	% of colleges	Student count	Student Count (%)	Female	Male	Other (gender)	African American	Asian	Hispanic	White Non-Hispanic	Multi-Ethnicity	Other (race)
Submitted	71	62.3%	843,355	62.3%	62.3%	62.5%	57.3%	62.8%	61.6%	64.5%	59.4%	60.3%	58.2%
Submitted through Qualtrics	62	54.4%	736,624	54.4%	54.3%	54.6%	50.5%	55.1%	53.9%	55.6%	52.8%	55.4%	51.0%
Short version	9	7.9%	106,731	7.9%	7.9%	7.8%	6.8%	7.7%	7.7%	8.9%	6.6%	5.0%	7.1%
Didn't submit	43	37.7%	511,140	55.6%	37.7%	37.5%	42.7%	37.2%	38.4%	35.5%	40.6%	39.7%	41.8%
Total	114	100.0%	1,354,495	100.0%	734,287	591,604	28,604	75,750	139,918	666,700	313,122	59,051	99,954

Race and gender shares

Status	Number of colleges	% of colleges	Student count	Student Count (%)	Female	Male	Other (gender)	African American	Asian	Hispanic	White Non-Hispanic	Multi-Ethnicity	Other (race)
Submitted	71	62.3%	843,355	100.0%	54.2%	43.8%	1.9%	5.6%	10.2%	51.0%	22.0%	4.2%	6.9%
Submitted through Qualtrics	62	54.4%	736,624	54.4%	54.2%	43.9%	2.0%	5.7%	10.2%	50.3%	22.4%	4.4%	6.9%
Short version	9	7.9%	106,731	7.9%	54.7%	43.5%	1.8%	5.5%	10.1%	55.6%	19.4%	2.8%	6.7%
Didn't submit	43	37.7%	511,140	55.6%	54.2%	43.4%	2.4%	5.5%	10.5%	46.3%	24.9%	4.6%	8.2%
Total	114	100.0%	1,354,495	100.0%	54.2%	43.7%	2.1%	5.6%	10.3%	49.2%	23.1%	4.4%	7.4%

Urbanicity shares

Status	Total	Rural	% of colleges	Urban	% of colleges
Submitted	71	9	12.7%	62	87.3%
Submitted through Qualtrics	62	7	11.3%	55	88.7%
Short version	9	2	22.2%	7	77.8%
Didn't submit	43	4	9.3%	39	90.7%
Total	114	13	11.4%	101	88.6%

For the survey data analysis we examine responses overall, for all respondents, and also assess differences depending on whether a college is a single or multi-college district, the region of the state they are located in, and the characteristics of the students served. The structure of a college may be helpful, if for example it helps decisions can be made more quickly or if there are benefits from learnings or pooling resources across colleges in

the same district. Given the size of the system and diversity of the state’s geography, examining regional variation is also important. Finally, on a similar note, the diversity of the CCC system also suggests that examining our data by the characteristics of the students served at the institutions may help illuminate important variation.



Appendix B. Survey Protocol

Accelerating Recovery in Community Colleges: Institutional Survey

Thank you for your participation in this important survey to understand the impact of pandemic recovery efforts and to support development of sound evidence about promising practices and policies to sustain enrollment and improve student success in the California Community Colleges.

Please review the Consent to Participate in Research information on the next page before beginning the survey.

If you have any questions about the survey, please contact Olga Rodriguez, Director, PPIC Higher Education Center at 415-291-4457 or rodriguez@ppic.org or Michal Kurlaender, Professor of Education UC Davis, at mkurlaender@ucdavis.edu.



Consent to Participate in Research

Investigator: Michal Kurlaender, UC Davis & Olga Rodriguez, PPIC

Introduction and Purpose

Wheelhouse: The Center for Community College Leadership and Research at University of California, Davis, and the Public Policy Institute of California, an independent nonpartisan research institution, invite you to participate in a survey about pandemic recovery. The survey is designed to gain deeper insight into the specific pandemic recovery activities community colleges have put in place, which learner subgroups have been targeted, which strategies are perceived to be most effective, and what recovery needs remain unmet.

The Institute of Education Sciences, U.S. Department of Education, has provided funding for this study.

While there may be no direct benefits to you or your institution for participation, we will share the survey findings with you when we finalize research reports for publication. We hope that findings will provide feedback to state and federal policymakers about recovery activities and guide future funding and policy efforts. In addition, evidence gathered may be leveraged to inform campus strategies and resource allocations to effectively reengage students, sustain enrollment, and attain equitable outcomes.

If you agree that your institution may participate in the survey, you will use the individual link provided in the recruitment email. Answering the survey questions may require the input of several key personnel at your institution. We ask that you please designate one person at your college who will be responsible for gathering information and entering survey responses online. A single survey taker ensures that we do not receive duplicate/conflicting responses from your institution and that we have collected consent from all study participants. You are able to stop and save your responses at any point so the survey can be completed over time.

Confidentiality

As with all research, there is a chance that confidentiality could be compromised; however, we are taking precautions to minimize this risk. College name, respondents' names and professional titles will be collected to facilitate follow up for incomplete items. Once survey data is collected, survey respondents' names and professional contact information will be removed from the analysis data set. However, individuals from UC Davis who oversee research may access your data during audits or other monitoring activities.

To minimize the risks of breach of confidentiality, we will use secured, encrypted servers to store data, we will only share data that is de-identified except for the name of the college using a VPN.



We will use your information to conduct this study. Data collected for this research may also be used for future research studies. We will not share any personally identifiable information. Our goal is to make more research possible. These studies may be done by researchers at this institution or other institutions, including commercial entities. Data may be placed in one or more external scientific databases for access and use. We will not ask you for additional permission to share de-identified information.

Compensation

You will not be paid for taking part in this study.

Rights

Taking part in research is completely voluntary. You are free to decline to take part in the survey. You can decline to answer any questions and you can stop taking part in the survey at any time. Whether or not you choose to take part, or answer any question, or stop taking part in the project, there will be no penalty to you or loss of benefits to which you are otherwise entitled.

Questions

The project has been approved by PPIC's Institutional Review Board and the Institutional Review Board of the University of California, Davis.

If you have any questions about this research, please feel free to contact Olga Rodriguez, Director, PPIC Higher Education Center at 415-291-4457 or rodriguez@ppic.org, or Michal Kurlaender, Professor of Education at UC Davis at mkurlaender@ucdavis.edu.

If you have any questions about your rights or treatment as a research participant in this study, please contact the UC Davis, Institutional Review Board by phone: 916 703 9158 or by email: HS-IRBEducation@ucdavis.edu.

If you agree to take part in the research, please proceed by participating in the survey.



PART A. RECOVERY SOURCES AND EXPENDITURES

This section of the survey asks about the funding your college received from the federal Higher Education Emergency Relief Fund (HEERF) and any additional sources of pandemic recovery funding your college may have received. While exact dollar amounts are not requested, general information about how your college allocated funds will be needed to answer these questions. You might find it helpful to reference your college HEERF and State COVID funding expenditure reports to complete this section of the survey.

Higher Education Emergency Relief Fund (HEERF)

1. According to the information available from the U.S. Department of Education’s Education Stabilization Fund transparency portal, your college was awarded $\${e://Field/EmergAidAward}$ in total for **Emergency Aid to Students** from the federal Higher Education Emergency Relief Fund (HEERF) and spent $\${e://Field/EmergAidSpent}$ through January 31, 2023.
 - a. Is the information above correct?
 - Yes, the information above is correct.
 - No, the information above is not correct, our most recent expenditure data is as of (Please enter date: MM/DD/YYYY): _____ .

While our survey questions use the award and expenditure timeframe of March 13, 2020 to January 31, 2023, for all subsequent questions, please respond using the most recent award and expenditure data you have access to.

- b. If the information provided in the previous question is not correct, please provide your best estimates below. Please ensure the amount entered as spent does not exceed the total funding awarded.
 - Funding awarded: \$ _____
 - Funding spent: \$ _____
2. Please tell us about **Emergency Aid to Students** disbursed by your college anytime between March 13, 2020, and January 31, 2023.
 - a. How many students in total received Emergency Aid at your college? Please provide an unduplicated count. _____



- b. How did your college decide which students were eligible for Emergency Aid? *(Select all that apply.)*
- We determined based on students' eligibility for Pell Grants/ Title IV federal student aid
 - We determined based on a students' Estimated Family Contribution (EFC)
 - Students attested to their eligibility
 - Other method (please describe)_____
- c. In 2020 (the first year of HEERF), what was the average amount of **Emergency Aid** awarded to students by:
- Part-time Pell students \$_____
 - Part-time non-Pell students \$_____
 - Full-time Pell students \$_____
 - Full-time non-Pell students \$_____
- d. Compared to 2020 (the first year of HEERF), did the average amount of **Emergency Aid** grants to students increase, decrease, or stay about the same in 2021 and 2022 (the second and third year of HEERF)?
- Increase
 - Decrease
 - Stayed about the same
- e. Did your college award the same amount of **Emergency Aid** to all eligible students or did the amount vary based on student needs or circumstances? *(If both methods were used at different times, select "Same amount and varied amount.")*
- Same amount
 - Varied amount
 - Same amount and varied amount
- f. Please indicate the academic terms that **Emergency Aid** was offered to students at your college. *(If your college operates on a semester system and does not hold winter or summer sessions, check "not applicable.")*

Term	Yes	No	N.A.
Spring 2020			
Summer 2020			



Fall 2020			
Winter 2021			
Spring 2021			
Summer 2021			
Fall 2021			
Winter 2022			
Spring 2022			
Summer 2022			
Fall 2022			
Winter 2023			
Spring 2023			

- g. Did your college disburse **Emergency Aid** to eligible students automatically or did you ask students to apply for aid? *(If both methods were used at different times, select “Disbursed automatically and asked students to apply.”)*
- Disbursed automatically
 - Students applied for aid
 - Disbursed automatically and asked students to apply
- h. Did your college provide guidance or instructions to students on how they might use **Emergency Aid** to cover expenses related to disruptions caused by the pandemic?
- Yes, starting in 2020
 - Yes, but not until 2021 or later
 - No
- i. How did your college disburse Emergency Aid to students? *(Select all that apply.)*
- Checks
 - Electronic transfer
 - Debit cards
 - Applied to student account
 - Other (please describe) _____
 - Don't know



- j. From what you observed at your college, how successful was **Emergency Aid** as a strategy to:

	Very successful	Somewhat successful	Not successful	Don't know
Cover students' expenses related to disruptions caused by the pandemic				
Prevent or minimize severe hardships such as homelessness or hunger				
Keep students enrolled in college				
Help students complete their courses or programs of study				

3. According to the information available from the U.S. Department of Education's Education Stabilization Fund transparency portal, your college was awarded $\$e://Field/InstAidAward\}$ in total for **Institutional Aid** from the federal Higher Education Emergency Relief Fund (HEERF) and spent $\$e://Field/InstAidSpent\}$ through January 31, 2023.

- a. Is the information above correct?
- Yes, the information above is correct.
 - No, the information above is not correct, our most recent expenditure data is as of (Please enter date: MM/DD/YYYY): _____ .

While our survey questions use the award and expenditure timeframe of March 13, 2020 to January 31, 2023, for all subsequent questions, please respond using the most recent award and expenditure data you have access to.

- b. If the information provided in the previous question is not correct, please provide your best estimates below. Please ensure the amount entered as spent does not exceed the total funding awarded.
- Funding awarded: \$ _____
 - Funding spent: \$ _____

4. Please tell us about the **Institutional Aid** spent by your college between March 13, 2020, and January 31, 2023. *(The categories listed are the same as those included in the U.S. Department of Education's Education Stabilization Fund transparency portal. Additional categories identified as allowable by the U.S. Department of Education are listed under "other.")*



a. Did you use HEERF dollars for any of the following purposes?

Purpose	Yes	No	N.A.
Additional emergency aid to students			
Tuition reimbursement			
Tuition discounts			
Lost revenue due to reduced enrollment			
Lost revenue due to non-tuition sources (e.g., lost parking fees)			
Technology hardware (e.g., laptops and cameras)			
High speed internet			
Distance learning supplies			
Housing			
Food			
Additional class sections			
Faculty and staff training			
Equipment and supplies			
Campus safety (e.g., Personal Protective Equipment, air filters, screens)			
Reward cash or gift cards			
Other uses - Childcare assistance			
Other uses - Health services			
Other uses - Mental health services			
All other (Please describe) _____			

b. Next, we'd like to learn more about how your college spent the institutional aid between March 13, 2020 and January 31, 2023. Would you like to provide this spending information in either dollar or percent format?

Dollar.

Percent.



For each use of **Institutional Aid** selected in question 4a, How much did your college spend in total for the following? (*Approximations are acceptable. If none, enter 0. Please ensure the total dollar amount adds to your total institutional aid spent between March 13, 2020 and January 31, 2023 or that the total adds to 100%. The categories listed are the same as those included in the U.S. Department of Education’s Education Stabilization Fund transparency portal. Additional categories identified as allowable by the U.S. Department of Education are listed under “other.”*)

Purpose	Dollars/Percentage
Additional emergency aid to students	
Tuition reimbursement	
Tuition discounts	
Lost revenue due to reduced enrollment	
Lost revenue due to non-tuition sources (e.g., lost parking fees)	
Technology hardware (e.g., laptops and cameras)	
High speed internet	
Distance learning supplies	
Housing	
Food	
Additional class sections	
Faculty and staff training	
Equipment and supplies	
Campus safety (e.g., Personal Protective Equipment, air filters, screens)	
Reward cash or gift cards	
Other uses - Childcare assistance	
Other uses - Health services	
Other uses - Mental health services	
Other uses - All other uses (Please describe) _____	



Total	
-------	--

c. Please indicate what time periods your college uses for tracking HEERF expenditures for **Institutional Aid**.

- Federal fiscal year (ending September 30)
- Calendar year (ending December 31)
- Academic year (e.g., AY 2020-2021)
- Other (Please describe.) _____

d. For each use of **Institutional Aid** selected in question 4a, please indicate the year(s) it was used for this purpose (Select all that apply).

Purpose	FY 2020-2021 or 2020 or AY 2020-2021	FY 2021-2022 or 2021 or AY 2021-2022	FY 2022-2023 or 2022 or AY 2022-2023
Additional emergency aid to students			
Tuition reimbursement			
Tuition discounts			
Lost revenue due to reduced enrollment			
Lost revenue due to non-tuition sources (e.g., lost parking fees)			
Technology hardware (e.g., laptops and cameras)			
High speed internet			
Distance learning supplies			
Housing			
Food			
Additional class sections			
Faculty and staff training			
Equipment and supplies			
Campus safety (e.g., Personal Protective			
Equipment, air filters, screens)			



Reward cash or gift cards			
Other uses - Childcare assistance			
Other uses - Health services			
Other uses - Mental health services			
Other uses - All other uses (Please describe) _____			

5. Does your college have a campus-based food pantry?

- Yes
- No

a. If yes, did you use **Institutional Aid** to fund the food pantry?

- Yes
- No

6. Does your college offer campus-based childcare?

- Yes
- No

a. If yes, did you use **Institutional Aid** to fund campus-based childcare?

- Yes
- No

7. From what you observed at your college, how successful was **Institutional Aid** as a strategy to:

	Very successful	Somewhat successful	Not successful	Don't know
Cover costs associated with changes in the delivery of instruction during the pandemic (e.g., the shift to online classes)				
Improve campus health, safety, and well-being				
Increase efficiencies through improved use of technology				

Increase preparedness for future emergencies				
Prevent or minimize faculty/staff layoffs or furloughs				
Keep students enrolled in college				
Help students complete their courses or programs of study				

8. Did your college use **Emergency** or **Institutional Aid** from HEERF to discharge unpaid student account balances (bills or fines to the college)?

- Yes, we used Emergency Aid
- Yes, we used Institutional Aid
- Yes, we used Emergency and Institutional Aid
- No, we did not use HEERF for this purpose

a. If yes, approximately how much in total has your college spent to discharge unpaid student account balances? _____

9. To what extent did your college face the following challenges in using **Emergency** or **Institutional Aid** from HEERF?

	A lot	Some	A little	Not at all	Don't know
Students did not respond to our offers of assistance					
We could not reach students because of missing or inaccurate contact information					
We received suspicious or fraudulent requests for assistance					
We did not have sufficient staff to process requests/administer assistance					
We could not get hardware or equipment we needed (supply chain issues)					
We received inadequate guidance from federal or state authorities on allowable uses of funds, or the guidance came too late					



We had internal disagreements on how to use funds					
We did not have a timely process for approving expenditures					
We experienced leadership changes during the pandemic					

10. In response to the Secretary of Education’s Dear Colleague letter dated November 14, 2022, does your college intend to use **Emergency** or **Institutional Aid** from HEERF for any of the following purposes?

Purpose	Yes	No	Don't know
Expand access to dual enrollment opportunities			
Provide strong career and college advisement and navigation supports			
Expand opportunities for high-quality work-based learning			
Give students the option to earn industry-sought credentials			

11. Based on your experience, how successful was the Federal and/or State government guidance to access and make use of the **Emergency** or **Institutional Aid** from HEERF?

- Very successful
- Somewhat successful
- Not successful
- Don't know
- Didn't receive any guidance

Additional Funds

12. Since spring 2020, has your college received any of the following additional funds for COVID-19 recovery efforts? Please select all that apply and provide the approximate amounts.

- Governor’s Emergency Education Relief Fund (GEERF) _____
- Other state funds _____
- Private philanthropic funds _____
- Other (please describe) _____
- No, we have not received any of these additional types of funds.



a. How were these funds used? (Select all that apply.)

- Additional emergency aid to students
- Tuition reimbursement
- Tuition discounts
- Lost revenue due to reduced enrollment
- Lost revenue due to non-tuition sources (e.g., lost parking fees)
- Technology hardware (e.g., laptops and cameras)
- High speed internet
- Distance learning supplies
- Housing
- Food
- Additional class sections
- Faculty and staff training
- Equipment and supplies
- Campus safety (e.g., Personal Protective Equipment, air filters, screens)
- Reward cash or gift cards
- Other uses - Childcare assistance
- Other uses - Health services
- Other uses - Mental health services
- Other uses - All other uses (please describe) _____

13. [For all activities identified in questions 4a and 12a] You identified **[X]** as one of the activities that was supported by pandemic recovery funds, please select the **top two** [Vision for Success goals](#) this activity aligns with the most (select up to two):

Purpose	Increase degree and certificate attainment	Increase transfers to four-year institutions	Secure gainful employment	Reduce excess unit accumulation by students	Close equity gaps	Close regional achievement gaps
Additional emergency aid to students						
Tuition reimbursement						
Tuition discounts						
Lost revenue due to reduced enrollment						



Lost revenue due to non-tuition sources (e.g., lost parking fees)						
Technology hardware (e.g., laptops and cameras)						
High speed internet						
Distance learning supplies						
Housing						
Food						
Additional class sections						
Faculty and staff training						
Equipment and supplies						
Campus safety (e.g., Personal Protective Equipment, air filters, screens)".						
Reward cash or gift cards						
Other uses - Child care assistance						
Other uses - Health services						
Other uses - Mental health services						
Other uses - All other uses(Please describe) _____						

14. We know that several state initiatives continued to be implemented during the pandemic. Can you tell us if your college **allocated pandemic recovery funds** to support any of the following initiatives? *(Select all that apply.)*

- Equitable placement (i.e., AB 705)
- Guided Pathways
- Workforce and Career Education
- Transfer/Associate Degree for Transfer (ADT)
- California Virtual Campus
- Online Education Initiative
- Dual enrollment (i.e., AB 288)



- Call to Action
- Zero Textbook Cost
- Other(s) (Please identify and describe.) _____
- None

15. [For all activities identified in question 14] You identified **[X]** as one of the initiatives that was supported by pandemic recovery funds. Please briefly describe how the funding was used.

Activity	Please briefly describe how the funding was used.
Equitable placement (i.e., AB 705)	
Guided Pathways	
Workforce and Career Education	
Transfer/Associate Degree for Transfer (ADT)	
California Virtual Campus	
Online Education Initiative	
Dual Enrollment (i.e., AB 288)	
Call to Action	
Zero Textbook Cost	
Other	



PART B. COMMUNICATION OF PANDEMIC RELIEF ACTIVITIES

This section includes two questions regarding communication strategies for informing students about the availability of emergency aid and other support during the pandemic.

1. How did your college let students know about the availability of **Emergency Aid** and other support during the pandemic? *(Select all that apply.)*
 - We mailed information to students' home addresses
 - We sent emails to students
 - We sent text messages to students
 - We made personalized phone calls
 - We used automated phone calls
 - We posted flyers on campus
 - We posted information on the college website
 - We advertised in local news media (e.g. newspaper, TV, radio)
 - We used social media (e.g., Facebook, Twitter)
 - We partnered with community organizations (e.g., churches, schools, nonprofits)
 - Other(s) (Please describe.) _____

2. For each communication strategy selected in B_Q1, please describe what the college did or provide a link to a webpage or report that contains more information about the communication strategy, if available.

Communication strategy	Please briefly describe what the college did
We mailed information to students' home addresses	
We sent emails to students	
We sent text messages to students	
We made personalized phone calls	
We used automated phone calls	
We posted flyers on campus	
We posted information on the college website	
We advertised in local news media (e.g. newspaper, TV, radio)	
We used social media (e.g., Facebook, Twitter)	



UCDAVIS

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We partnered with community organizations (e.g., churches, schools, nonprofits)	
Other(s)	



PART C. STUDENT POPULATIONS

This section asks about the student populations your college identified as having the greatest needs during the pandemic.

1. From what you observed, did your college offer pandemic-related supports and services to all students equally, or did it target pandemic-related supports and services to students with the greatest need?
 - Offered to all students equally
 - Targeted to students with the greatest need

- a. If targeted to students with the greatest need, what groups of students did your college target? (Select all that apply.)
 - Racially minoritized students
 - Students whose primary language was other than English
 - Students with migrant status (e.g., DACA students or Dreamers)
 - Younger students (e.g., dually enrolled high school students)
 - Older students (e.g., age 25 or over)
 - Students with young children or other dependents
 - LGBTQ students
 - Students experiencing homelessness
 - Students in foster care or who have aged out of foster care
 - Students experiencing food insecurity
 - Students with disabilities
 - Students identified as being at risk of academic failure or dropout
 - Students who are incarcerated
 - Veteran students
 - Students with financial need
 - Other group(s) (Please describe.) _____



PART D. LOOKING AHEAD

This section of the survey is intended to gather information about how the receipt of aid from HEERF may have impacted the student support services your college offers and what concerns the college has, if any, about the funding ending in 2023.

1. Did your college have the following supports or services in place for students before the pandemic?

Purpose	Yes	No	Don't Know
Emergency aid			
Free or reduced-price internet access			
Free or reduced-price laptops or technology hardware			
Campus-based food pantry			
Other forms of food assistance (e.g., food vouchers)			
Housing assistance			
Childcare assistance			
Health services			
Mental health services			

2. Does your college expect to have these supports or services available to students after **Emergency** and **Institutional Aid** from HEERF end in 2023? (Yes, at current level / Yes, at an expanded level / Yes, but at a reduced level / No / Don't know)

Purpose	Yes, at the current level	Yes, at an expanded level	Yes, but at a reduced level	No	Don't know
Emergency aid					
Free or reduced-price internet access					
Free or reduced-price laptops or technology hardware					

Campus-based food pantry					
Other forms of food assistance (e.g., food vouchers)					
Housing assistance					
Childcare assistance					
Health services					
Mental health services					

a. If yes, what do you anticipate will be the primary funding source for maintaining the services and/or supports after **Emergency** and **Institutional Aid** from HEERF ends in 2023?

Purpose	Federal government	State or local government	College foundation	Philanthropic donors outside the college	Student fees or fee-for-service	Other (please describe)
Emergency aid						
Free or reduced-price internet access						
Free or reduced-price laptops or technology hardware						
Campus-based food pantry						
Other forms of food assistance (e.g., food vouchers)						
Housing assistance						
Childcare assistance						
Health services						
Mental health services						

3. If your college were to receive additional HEERF funds, how would you spend them? (*Rank order up to three choices.*)



1

2

3

Emergency Aid

Free or reduced-price internet access

Free or reduced-price laptops or technology hardware

Campus-based food pantry

Other forms of food assistance (e.g., food vouchers)

Housing assistance

Childcare assistance

Health services

Mental health services

Other (please describe): _____

4. How concerned is your college about the end of **Emergency** and **Institutional Aid** from HEERF in 2023?

- Very concerned
- Somewhat concerned
- A little concerned
- Not concerned

a. If very, somewhat, or a little concerned, what are your college main concerns about the end of HEERF dollars? (*Select up to three.*)

- Will lead to reductions in instructional programs
- Will lead to reductions in nonacademic supports for students
- Will limit our ability to support students with financial or personal emergencies
- Will have a negative effect on student enrollment
- Will have a negative effect on student outcomes
- Will widen gaps in achievement among students in different income or racial groups
- Will increase stress or burnout among faculty and staff
- Other (please describe) _____



5. Is your college planning to assess the effectiveness of the activities that were supported by **Emergency Aid to Students** and **Institutional Aid** from HEERF?

- Yes, we have begun to assess the effectiveness. Please describe the evidence and/or provide links to data or reports. _____
- Yes, we plan to assess the effectiveness in the future. Please describe your plans.

- No, we are not planning to assess the effectiveness. Why not? _____

6. If you are part of a multi-college district, was spending on any of the pandemic recovery activities coordinated at the district level?

- Yes, we coordinated spending on pandemic recovery activities at the district level. Please describe what this entailed. _____
- No, we did not coordinate spending on pandemic recovery activities at the district level.
- Not applicable. We are a single college district



PART E. ONLINE LEARNING AND REMOTE WORK

We know the pandemic brought forth many challenges and opportunities related to online learning and remote work at your college. Next, we would like to learn more about the policies and practices that your college has in place related to online learning and remote work, and how this has affected enrollment and professional development opportunities.

1. Moving forward, approximately what percent of courses does your college plan to offer online on a regular basis?
 - 0%-20%
 - 21%-40%
 - 41%-60%
 - 61%-80%
 - 81%-100%
 - Don't know

2. If your face-to-face courses have low or no enrollment, but there is demand in online or hybrid courses, is it difficult to change course scheduling from face-to-face to online or hybrid modalities? Please describe why or why not.
 - Yes, it is difficult to change course scheduling from face-to-face to online or hybrid modalities. _____
 - No, it is not difficult to change course scheduling from face-to-face to online or hybrid modalities. _____
 - Don't know

3. How has the growth of online course offerings changed enrollments from students outside of your college service area (e.g., other community colleges in California), if at all?
 - Increased enrollments from students outside of the college service area
 - Decreased enrollments from students outside of the college service area
 - Stayed about the same from students outside of the college service area
 - Don't know

4. How has the growth of online course offerings changed enrollments from out-of-state students in your college, if at all?
 - Increased enrollments from out-of-state students
 - Decreased enrollments from out-of-state students
 - Stayed about the same from out-of-state students
 - Don't know



5. Does your college have a remote work policy for faculty and/or classified staff? *(Select all that apply and if available, please provide a link to a webpage or document that contains the remote work policy or policies in the text boxes provided below).*

- Yes, for faculty _____
- Yes, for classified staff _____
- No policies in place
- Don't know

6. Has your college provided faculty and/or classified staff with professional development opportunities to adapt to the online environment (e.g., workshops, courses and/or certifications)? *(Select all that apply. Select all that apply. Please provide a brief description of the professional development opportunities in the text boxes below).*

- Yes, for faculty _____
- Yes, for classified staff _____
- No
- Don't know



PART F. CLOSING QUESTIONS

To conclude, we would like to provide you an opportunity to reflect and share your thoughts on key strategies that the pandemic recovery funds supported in an effort to increase student enrollment, student success, and student equity.

1. What do you think has been the single most successful strategy to increase **student enrollment** during the pandemic? How has the pandemic recovery funding supported these efforts? *Please provide a link to a webpage or report that contains more information about the success of this strategy, if available.*

2. What do you think has been the single most successful **student success** strategy your college has employed during the pandemic? How has the pandemic recovery funding supported these efforts? *Please provide a link to a webpage or report that contains more information about the success of this strategy, if available.*

3. What do you think has been the single most successful **student equity** strategy your college has employed during the pandemic? How has the pandemic recovery funding supported these efforts? *Please provide a link to a webpage or report that contains more information about the success of this strategy, if available.*

4. Would you be willing to be contacted by a member of our research team to discuss your college's experience during the pandemic?

Yes

No

- a. If yes, please provide the following:

Name: _____

Contact email: _____

NOTE: You are about to submit your responses and cannot change your answers after hitting "Next".

If you would like to change any responses, you can use the table of contents to navigate back to the relevant survey sections. Once the changes are made, you can use the table of contents to navigate back to the "Closing" section to submit the survey.

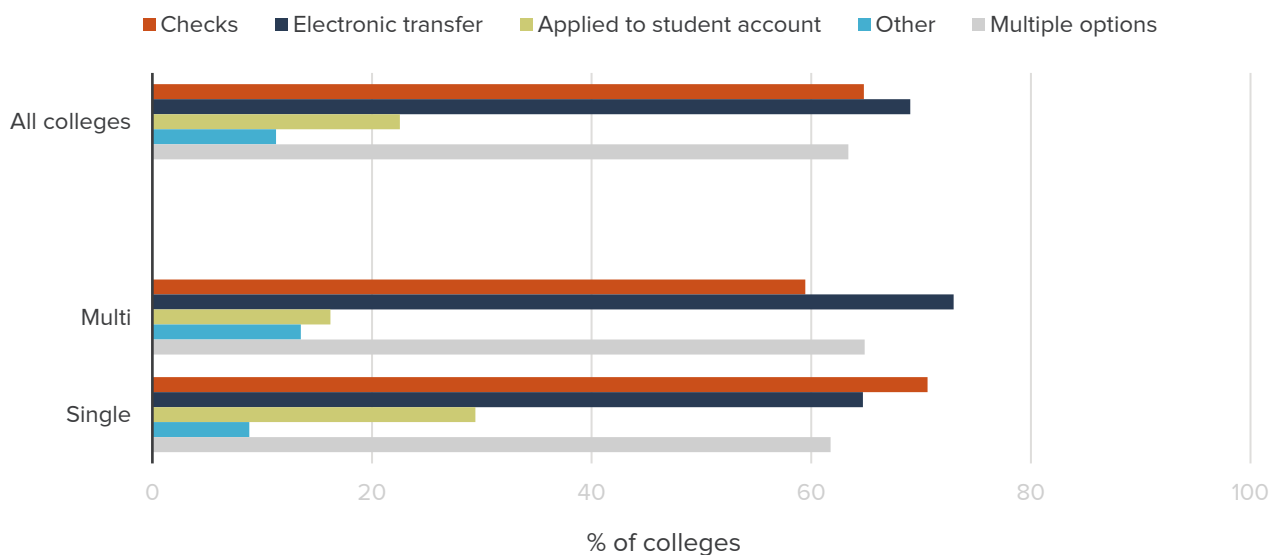
Appendix C. Supplemental Findings

How did colleges disburse aid?

Once deemed eligible to receive emergency aid, most colleges use multiple ways to transfer the funding to students. Namely, the top two means of transferring the funds to students was through electronic transfers (69 percent) and checks (65 percent), with many using multiple methods (63 percent). Notably, there is not statistically significant variation between multi-college and single college districts. It is important to note that colleges also transferred funds to students using gift cards, with 15 percent of colleges reporting that they used institutional aid to provide students with reward cash or gift cards.

FIGURE C1

Electronic transfers and checks were the most common methods used to disburse the emergency aid to students, especially at rural colleges



SOURCE: CCC Pandemic Recovery Survey 2023

NOTE: Sample size=71 (Single district: 34, Multidistrict: 37). Options are not mutually exclusive.

How did colleges inform students about the availability of emergency aid?

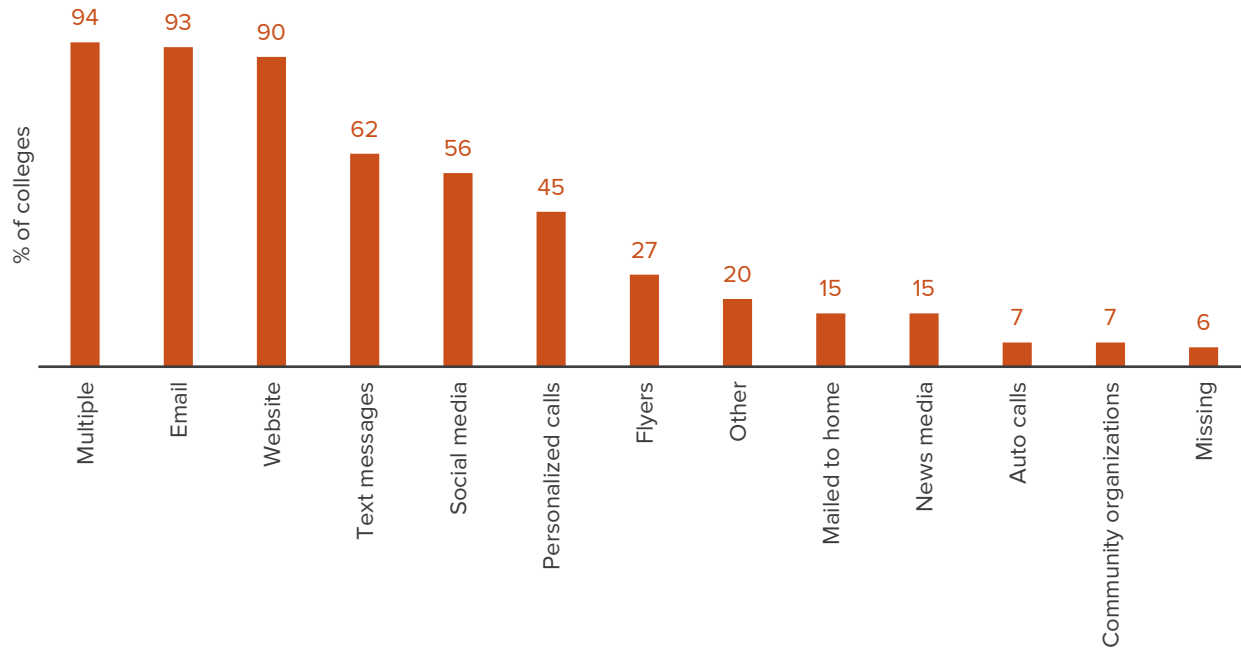
Ensuring that students know of the availability and requirements (if any) for accessing emergency student aid is key to ensuring it gets into students' hands in a timely manner. Unsurprisingly, given the shift to online learning, services, and supports, we find that most colleges informed students about the availability of emergency aid via email (93%) and the college website (90%). A majority also used text messages (62%) and social media (56%). Ninety-four percent used more than one means of communicating the availability of emergency aid to students.

Notably, personalized calls, which require a heavier investment of time and resources, were used by 45 percent of colleges. One college shared that they used personalized phone calls as a reengagement strategy. Through calls,

college staff informed students of the various supports and services that would be available to them if they re-enrolled, including emergency aid, debt relief, basic needs support, and the like.

FIGURE C2

The top communication methods were email and the college website, with nearly all using more than one



SOURCE: CCC Pandemic Recovery Survey 2023

NOTE: Sample size=71. Options are not mutually exclusive.

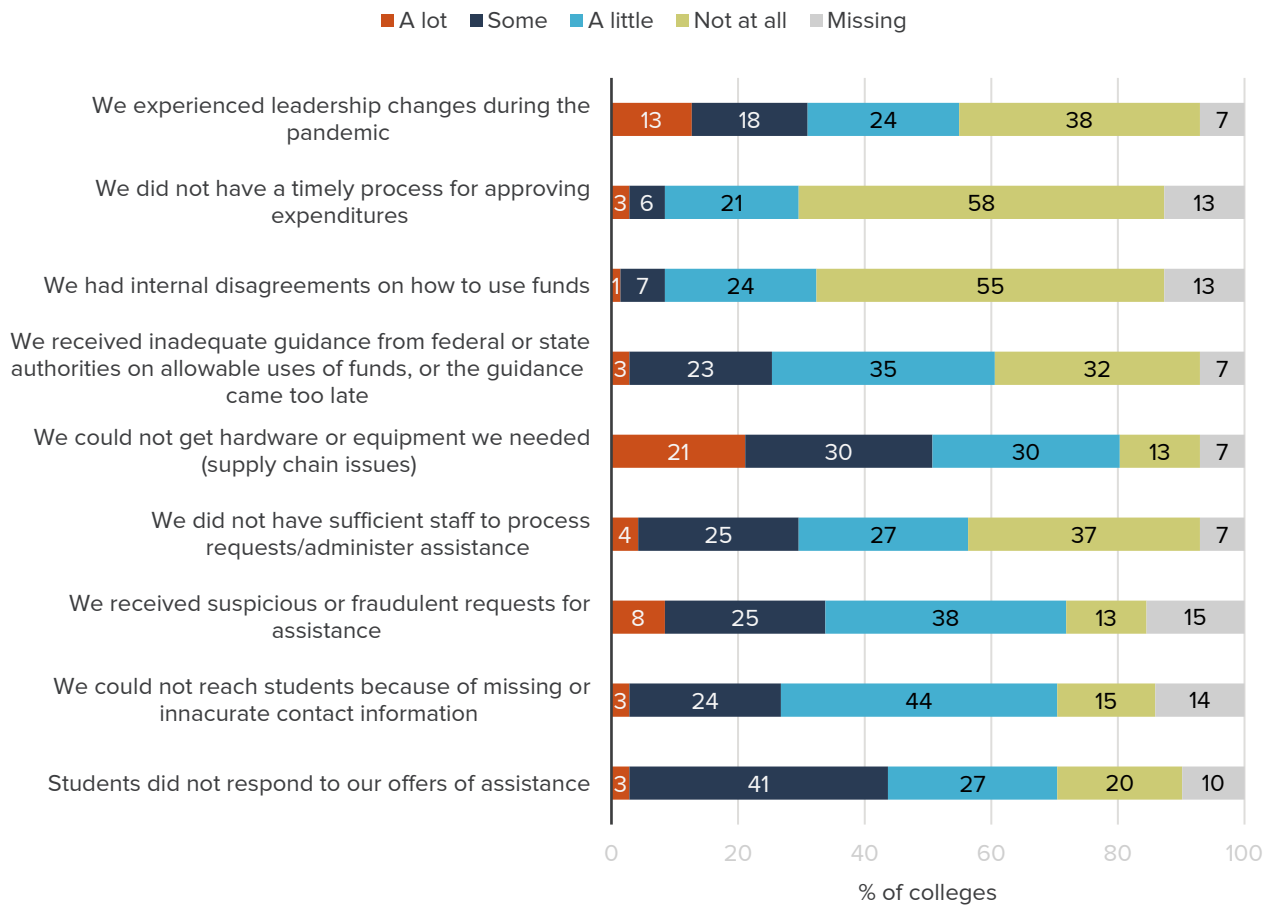
To what extent did colleges face challenges in using emergency or institutional aid?

Across the various challenges inquired about in the survey, most colleges indicated that they faced little or no challenges in using the emergency or institutional aid. Indeed, over half of the colleges indicated they did not have any challenges with respect to having a timely process to approve expenditures and experiencing challenges with internal disagreements on how to use funds.

The most common area where colleges reported facing “a lot” (21%) or “some” (30%) challenges in the use of pandemic recovery funding was that of getting the hardware or equipment needed, for example because of the supply chain issues that plagued the pandemic. Notably, 41 percent of colleges reported some challenges with students not responding to their offers of assistance, with only about 20 percent reporting this was not at all a challenge.

FIGURE C3

Challenges associated with getting the necessary hardware or equipment were most salient, with most colleges indicating they faced little to no challenges across the areas



SOURCE: CCC Pandemic Recovery Survey 2023

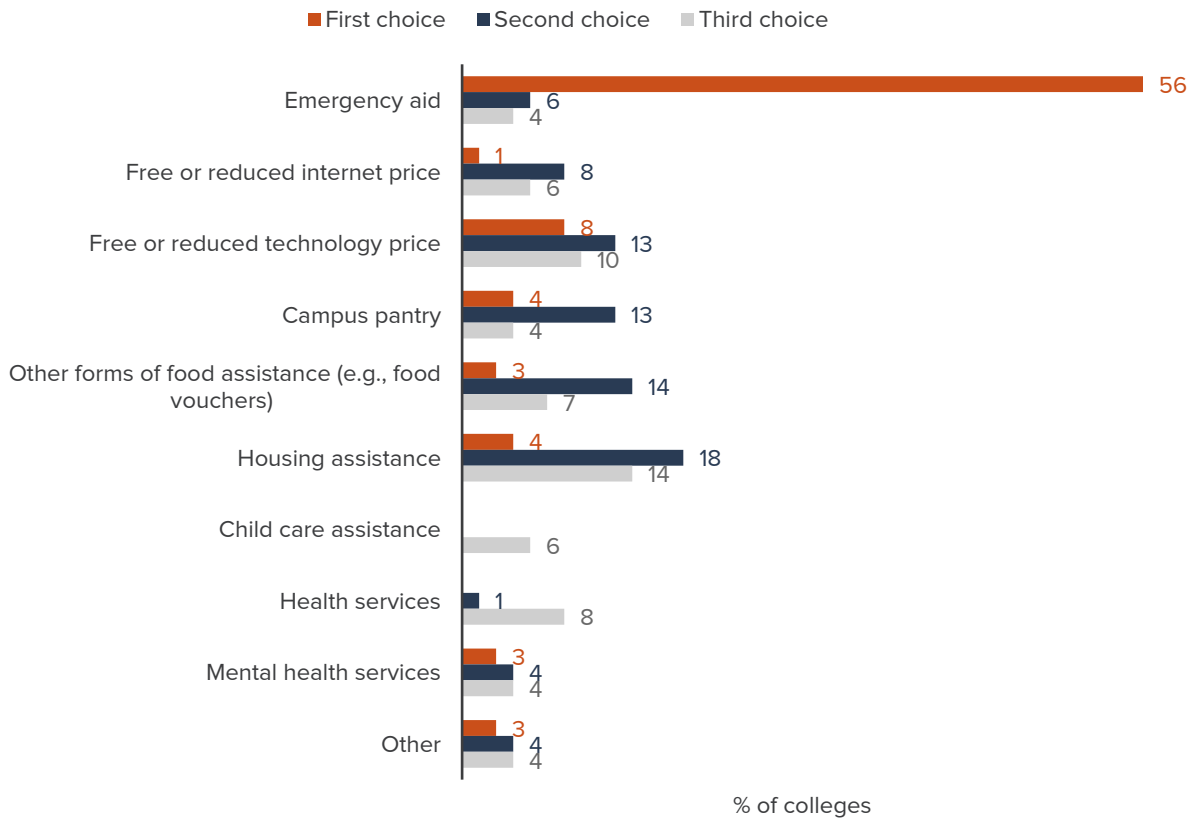
NOTE: Sample size=71. Options are mutually exclusive.

How would colleges spend additional emergency aid?

Federal pandemic emergency aid ended in 2023, we asked to rank their top three investments if more pandemic aid were to be received. We postulate that the responses colleges provide may offer a good indication of the pandemic services and supports perceived to be most effective. Here we find that over half of colleges would invest funds on emergency aid (56%). Providing support for housing assistance was a distant second and third choice option selected by thirteen colleges as their second choice and ten colleges as their third choice.

FIGURE C4

Emergency student aid was the top choice for spending if more pandemic aid were to be received



SOURCE: CCC Pandemic Recovery Survey 2023

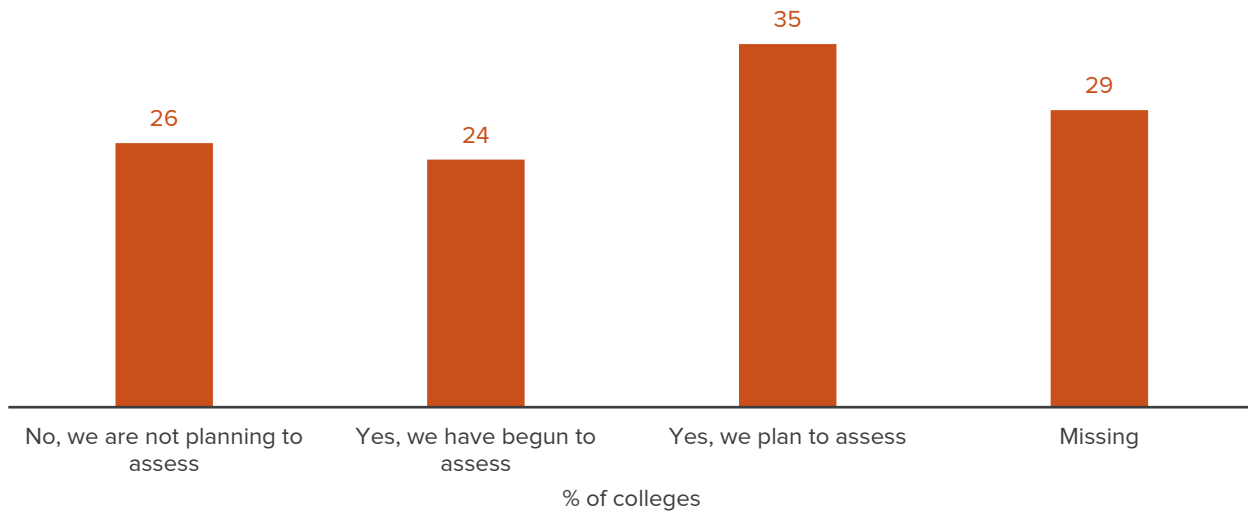
NOTE: Sample size=71. Options are mutually exclusive.

How do colleges assess the effectiveness of HEERF-supported activities?

The use of pandemic funding provides the opportunity to assess the effectiveness of the activities that were supported by Emergency Aid to Students and Institutional Aid from HEERF. When asked about their plans, 59 percent of the colleges responded that they were already assessing effectiveness or that they intended to do so using surveys, developing dashboards, and analyzing the correlation between interventions and key outcome variables. Around one quarter of colleges said they were not planning to assess effectiveness, mentioning lack of capacity (i.e., limited staff or know-how), lack of data, and the existence of other priorities.

FIGURE C5

Most colleges are or intend to assess the effectiveness of the recovery activities



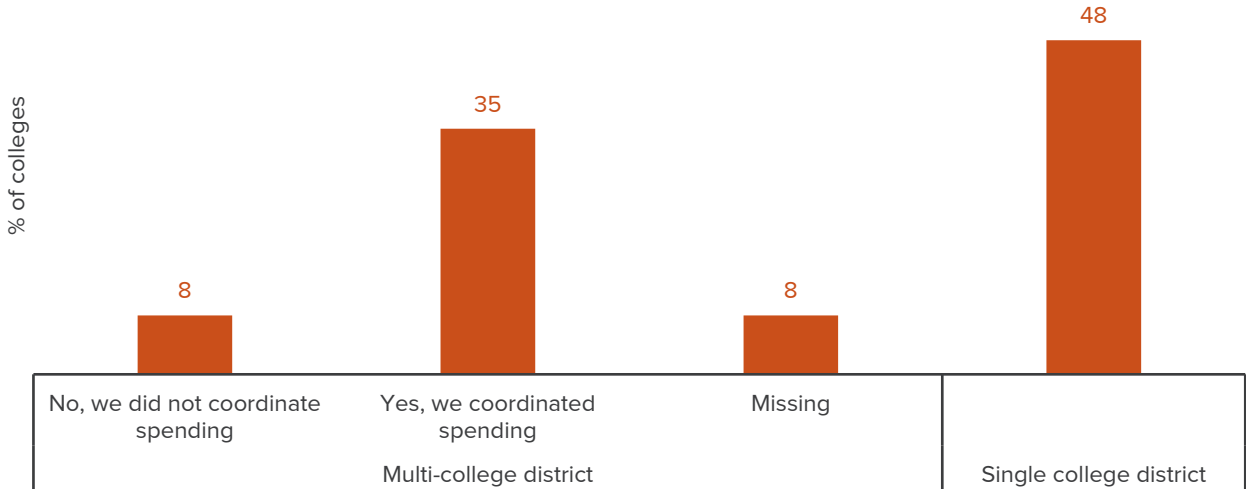
SOURCE: CCC Pandemic Recovery Survey 2023

NOTE: Sample size=71. Options are mutually exclusive.

Appendix D. Tables and Figures

FIGURE D1A

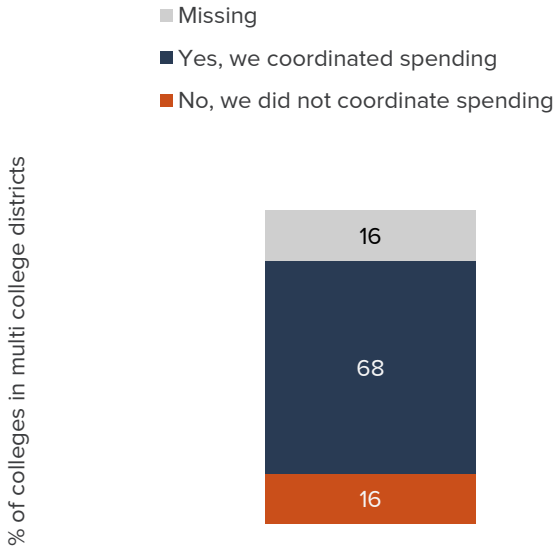
Multi-district colleges were likely to coordinate spending on pandemic recovery activities



SOURCE: CCC Pandemic Recovery Survey 2023

NOTE: Sample size=71. Options are mutually exclusive.

FIGURE D1B



SOURCE: CCC Pandemic Recovery Survey 2023

NOTE: Sample size=37. Options are mutually exclusive.

TABLE D1

Most colleges use data from the Federal Application for Federal Student Aid (FAFSA) to determine eligibility

	% of colleges						
	Bay Area	Central/Mother Lode	Inland Empire/Desert	Los Angeles/Orange County	North/Far North	San Diego/Imperial Counties	South Central Coast
Pell	64	89	80	76	50	33	50
EFC	36	44	50	59	42	33	33
Attested eligibility	50	44	50	41	25	67	50
Other	36	11	30	53	75	0	17
Missing	21	11	0	0	0	33	17

SOURCE: CCC Pandemic Recovery Survey 2023

NOTE: Sample size=71. The figure presents the share of colleges who reported using eligibility method. Options are not mutually exclusive as more than one method could be used.

TABLE D2

Most colleges use data from the Federal Application for Federal Student Aid (FAFSA) to determine eligibility

	% of students				
	Latino (% of students)	Black (% of students)	Asian (% of students)	White (% of students)	Other (% of students)
Pell	50	5	13	23	8
EFC	49	5	14	24	8
Attested eligibility	51	4	12	23	9
Other	46	7	14	23	9
Missing	40	6	10	33	11

SOURCE: CCC Pandemic Recovery Survey 2023 and Datamart Fall 2022.

NOTE: Sample size=71. The table presents the share of colleges who reported using eligibility method. Options are not mutually exclusive as more than one method could be used.

TABLE D3

Many colleges perceived emergency aid to be very successful in supporting students

Cover students' expenses related to disruptions caused by the pandemic					
	Latino	Black	Asian	White	Other
	(% of students)				
Not successful
Somewhat successful	47	5	13	27	9
Very successful	52	6	11	22	9
Missing	44	5	11	30	9
Prevent or minimize severe hardships such as homelessness or hunger					
	Latino	Black	Asian	White	Other
	(% of students)				
Not successful	74	2	5	14	5
Somewhat successful	45	5	13	29	9
Very successful	51	7	11	22	9
Missing	47	5	12	28	8
Keep students enrolled in college					
	Latino	Black	Asian	White	Other
	(% of students)				
Not successful	38	2	8	43	9
Somewhat successful	47	6	11	26	9
Very successful	56	6	8	22	8
Missing	42	5	16	28	9
Help students complete their courses or programs of study					
	Latino	Black	Asian	White	Other
	(% of students)				
Somewhat successful	58	6	7	21	8
Very successful	43	5	18	25	9
Missing	45	6	11	29	9

SOURCE: CCC Pandemic Recovery Survey 2023 and Datamart Fall 2022.

NOTE: Sample size=71.

FIGURE D2

There are similarities in terms of share of funding allocated at multi and single district colleges

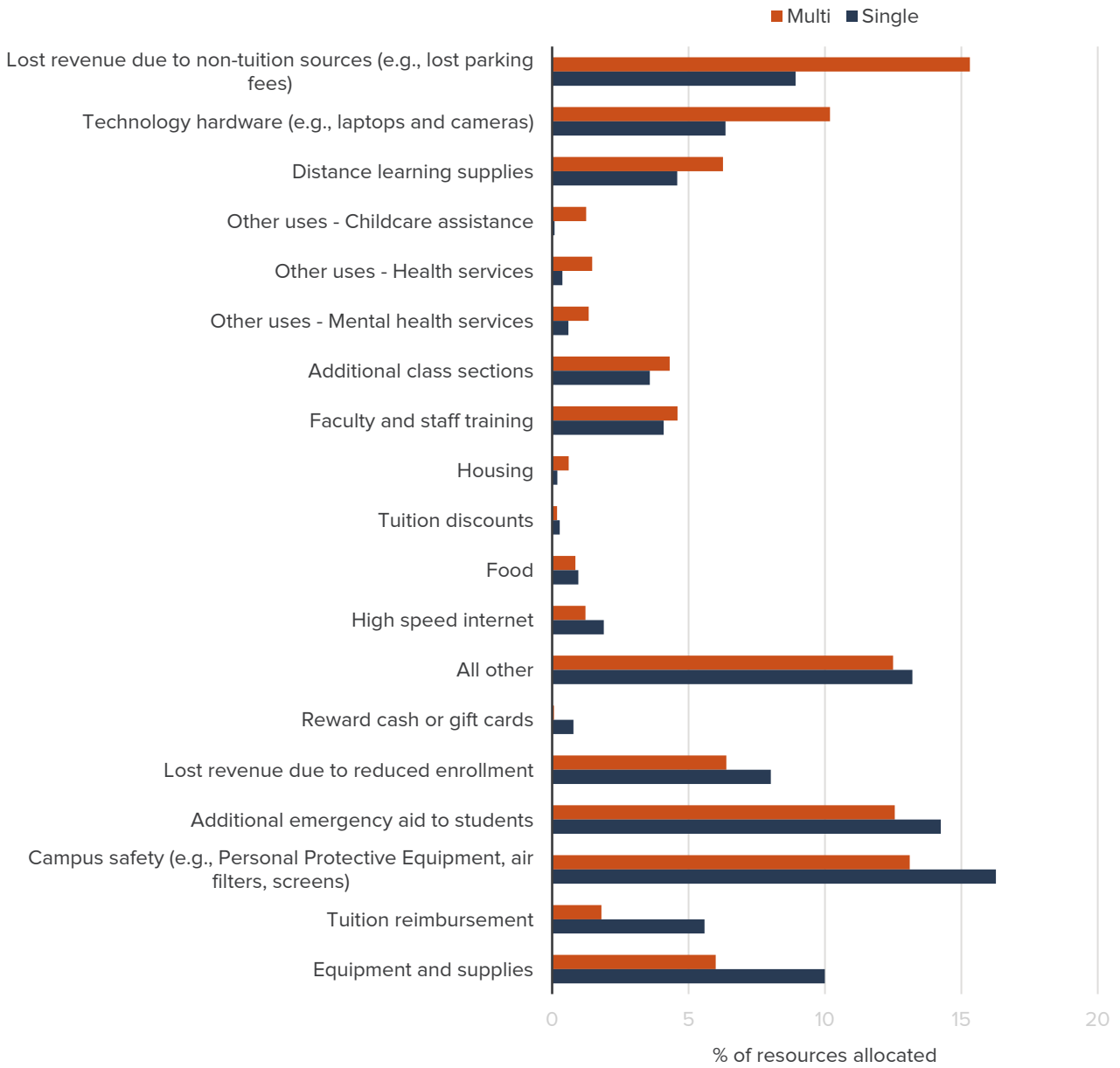
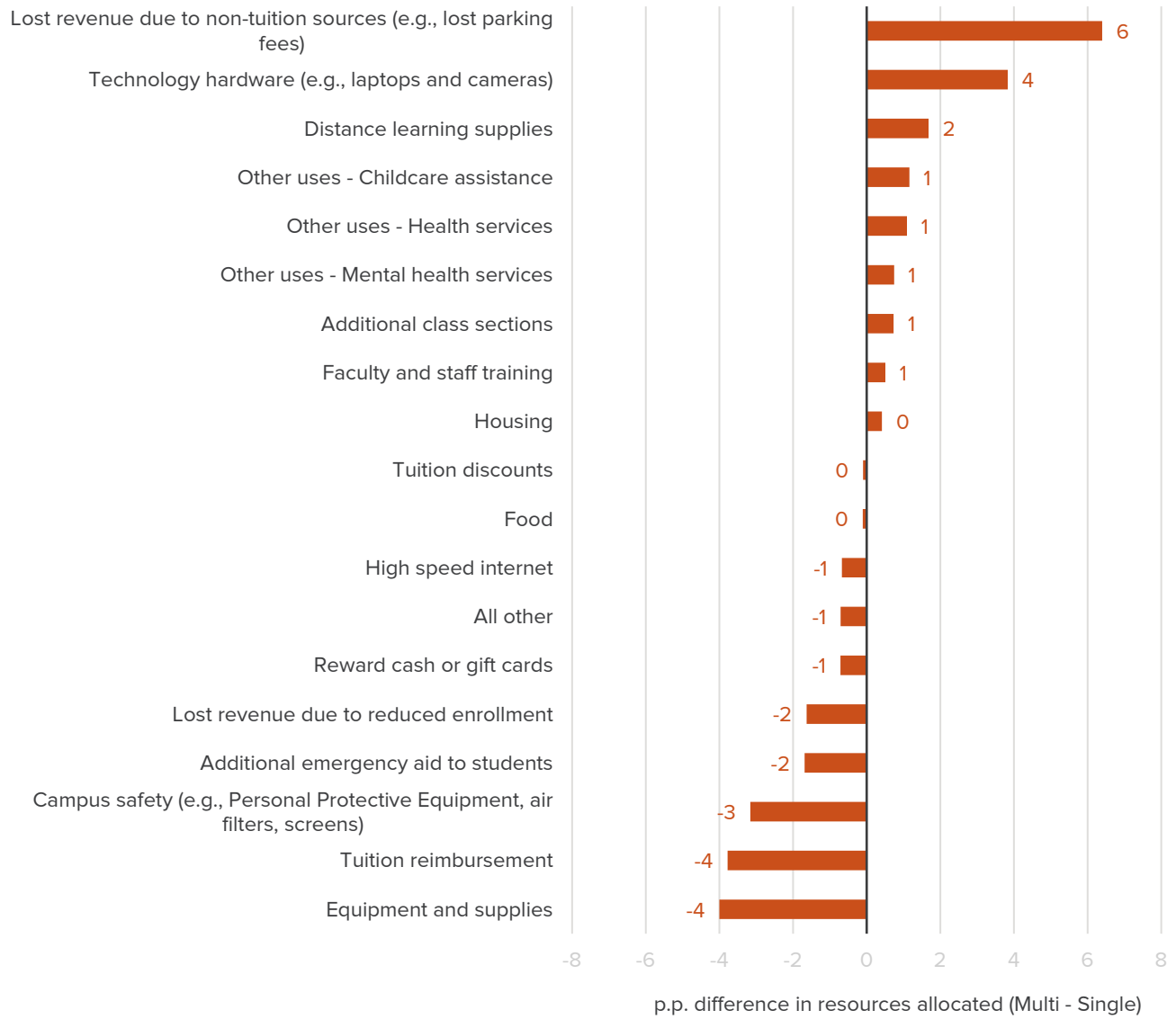


FIGURE D3

Multi-college and single college district colleges varied in how they allocated pandemic recovery funds



SOURCE: CCC Pandemic Recovery Survey 2023.

NOTES: Sample size=53 (Single district: 28, Multidistrict: 25). Options are not mutually exclusive.

TABLE D4

Most colleges expect to offer more than 40 percent of courses online

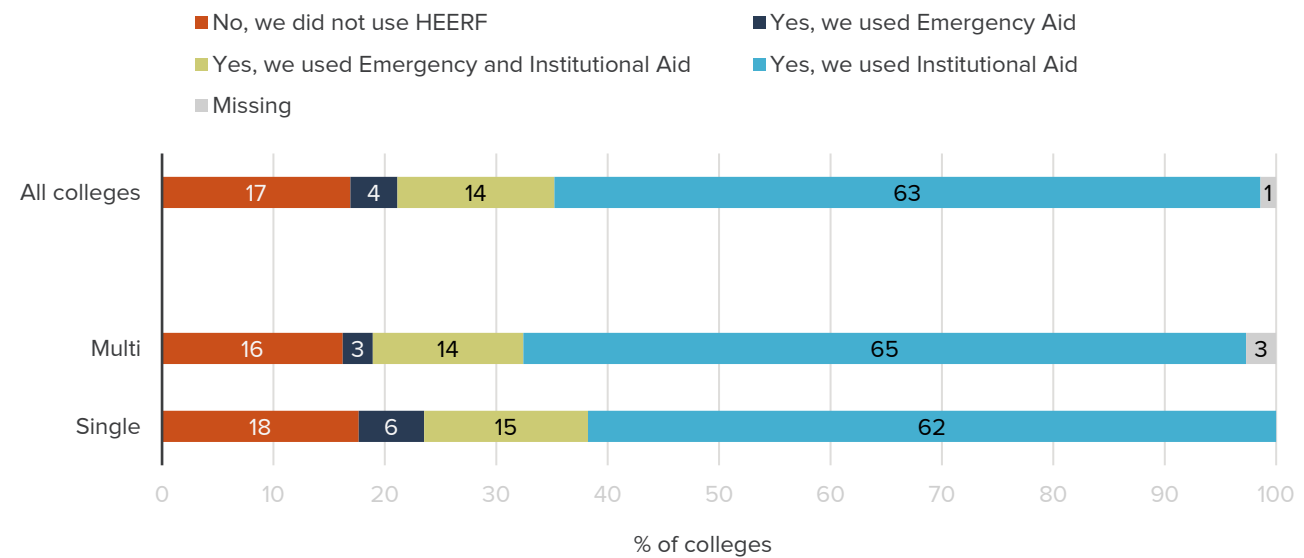
	Latino (% of students)	Black (% of students)	Asian (% of students)	White (% of students)	Other (% of students)
0% to 20%	34	2	26	30	8
21% to 40%	49	5	11	26	9
41% to 60%	48	6	13	25	8
61% to 80%	49	6	6	30	9
81% to 100%
Missing	56	6	13	18	7

SOURCE: CCC Pandemic Recovery Survey 2023 and Datamart Fall 2022.

NOTE: Sample size=71. Note that comparisons are more reliable within the categories reporting that they expect to offer 21%-80% of online courses. Sample sizes at both extremes are small or zero. With only 1 college falling in the 0%-20% range and no college reporting 81%-100%.

FIGURE D4

Most colleges used pandemic recovery funds to discharge unpaid student fees

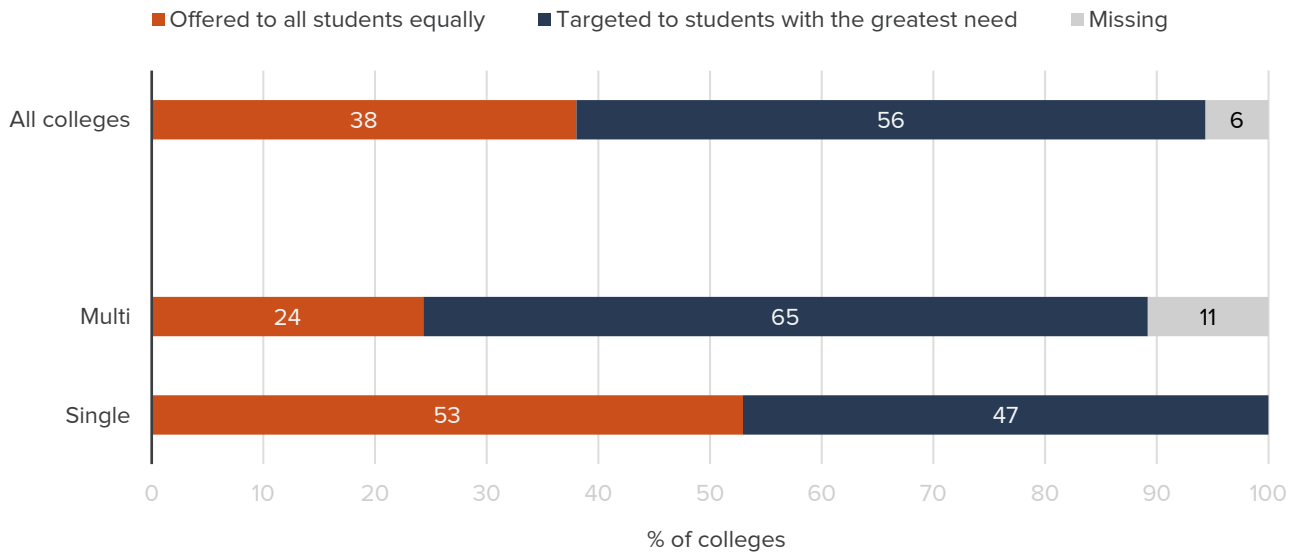


SOURCE: CCC Pandemic Recovery Survey 2023.

NOTES: Sample size=71 (Single district: 34, Multidistrict: 37). Options are mutually exclusive.

FIGURE D5

Most colleges targeted students with greatest needs

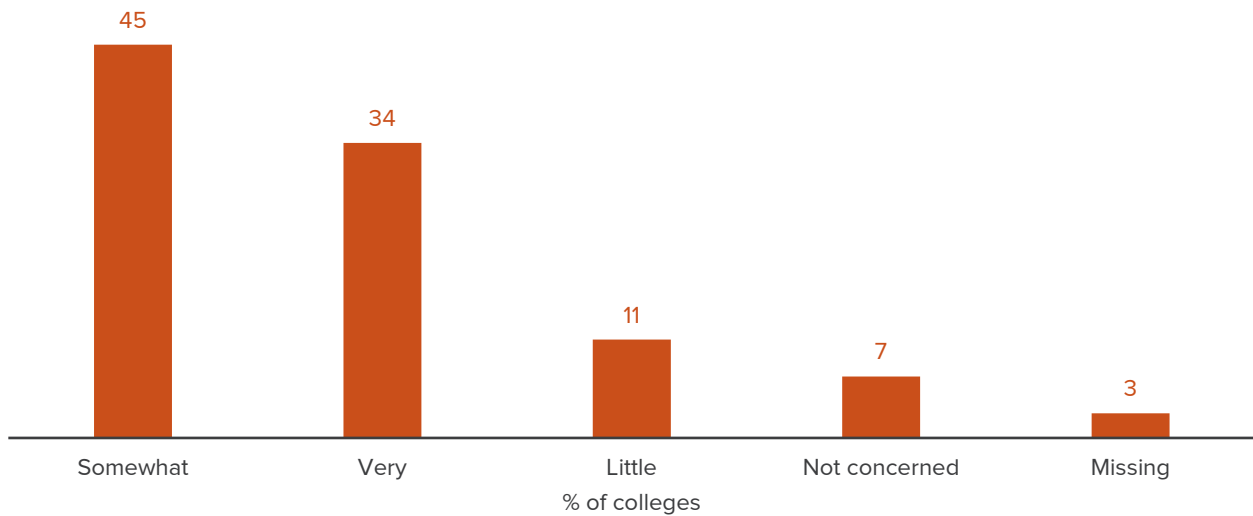


SOURCE: CCC Pandemic Recovery Survey 2023.

NOTES: Sample size=71 (Single district: 34, Multidistrict: 37). Options are mutually exclusive.

FIGURE D6

Colleges are concerned about the end of the emergency and institutional aid



SOURCE: CCC Pandemic Recovery Survey 2023.

NOTES: Sample size=71. Options are mutually exclusive.

TABLE D5

Colleges are mainly concerned about their ability to support students with financial or personal emergencies

Concerns about the end of HEERF dollars	% of colleges
Support students with financial or personal emergencies	77
Reductions in nonacademic supports	59
Widen income and race gaps	48
Student enrollment	45
Student outcomes	42
Stress or burnout among faculty and staff	17
Reductions in instructional programs	14
Missing	3
Other	3

SOURCE: CCC Pandemic Recovery Survey 2023

NOTE: Sample size=64. Options are not mutually exclusive.

TABLE D6

Multi-district colleges were more likely to engage in different recovery activities than single district colleges

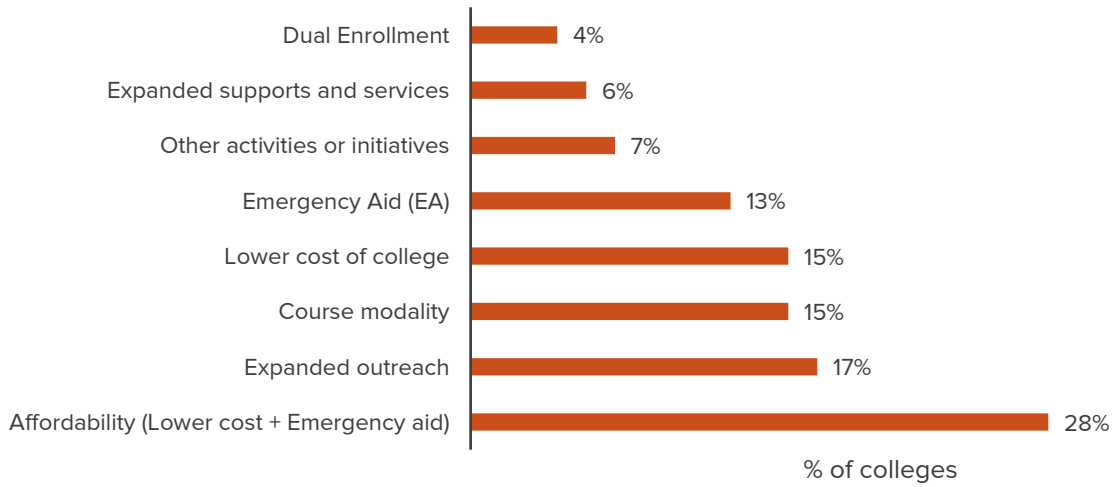
Recovery activity	Total (% of colleges)	Multi-district colleges (% of colleges)	Single district colleges (% of colleges)
Technology hardware (e.g., laptops and cameras)	93	97	88
Campus safety (e.g., Personal Protective Equipment, air filters, screens)	93	97	88
Equipment and supplies	89	92	85
Lost revenue due to non-tuition sources (e.g., lost parking fees)	87	92	82
Faculty and staff training	87	95	79
Distance learning supplies	79	84	74
High speed internet	76	84	68
Additional emergency aid to students	75	86	62
Additional class sections	65	73	56
Food	55	57	53
All other	55	51	59
Lost revenue due to reduced enrollment	52	54	50
Tuition reimbursement	44	30	59
Other uses - Mental health services	44	49	38
Other uses - Health services	41	49	32
Housing	24	27	21
Reward cash or gift cards	15	14	18
Other uses - Childcare assistance	15	27	3
Tuition discounts	8	11	6

SOURCE: CCC Pandemic Recovery Survey 2023

NOTE: Sample size=71 (Single district: 34, Multidistrict: 37). Options are not mutually exclusive.

FIGURE D7

Perceived most successful strategies for supporting student enrollment

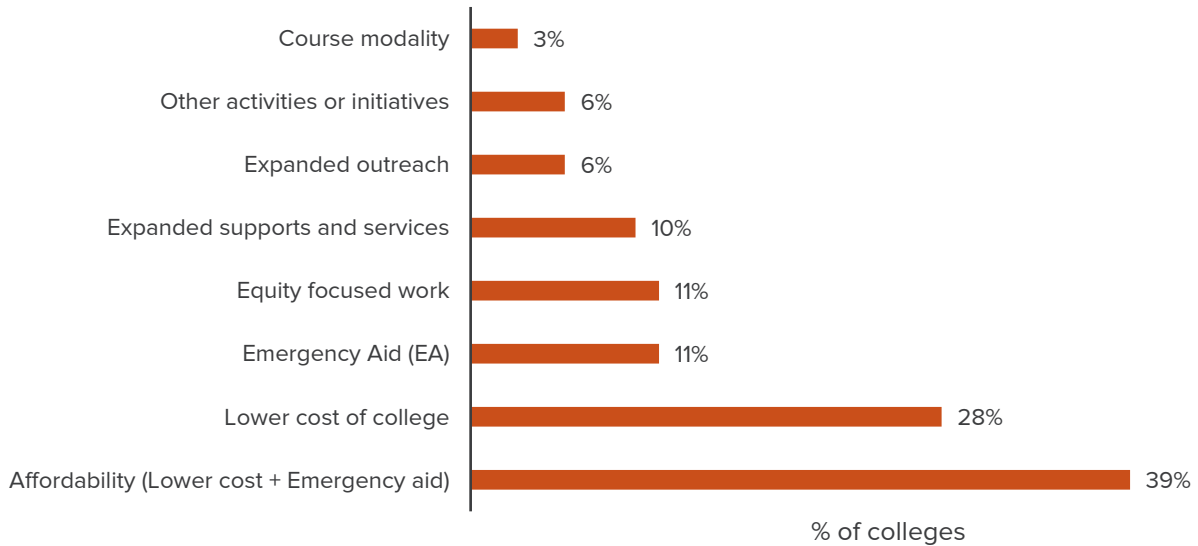


SOURCE: CCC Pandemic Recovery Survey 2023

NOTE: Sample size=71. This sample includes 16 colleges that did not respond to this question or whose response on the top strategy was not clear. Options are mutually exclusive.

FIGURE D8

Perceived most successful strategies for supporting student equity.



SOURCE: CCC Pandemic Recovery Survey 2023

NOTE: Sample size=71. This sample includes 18 colleges that did not respond to this question or whose response on the top strategy was not clear. Options are mutually exclusive.



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