

NASFAA Resources and Advocacy in the Time of COVID-19

March - June 2020



Congress

In the final Coronavirus Aid, Relief, and Economic Security (CARES) Act bill, passed on March 27, 2020, NASFAA saw many of its congressional requests related to flexibilities and waivers and relief opportunities for student loan borrowers realized.

6 NUMBER OF REQUESTS RELATED TO FLEXIBILITIES AND WAIVERS

NUMBER OF REQUESTS RELATED TO BORROWER RELIEF

5

The Department of Education

NASFAA has been in regular communication with the Department of Education throughout the implementation process to ask questions and seek clarification on behalf of our members.



OFF-THE-RECORD QUESTIONS SENT TO ED REGARDING GUIDANCE

Community Work

3,255

NUMBER OF QUESTIONS ANSWERED MARCH-JUNE 2020

NASFAA's Training and Regulatory Assistance (TRA) continued to add answered questions to their AskRegs Knowledgebase which consists of financial aid-related questions submitted by NASFAA members and is open to the community.

NASFAA has been a recognized member of the higher education community during the pandemic and has been asked by multiple organizations to create, present, or participate in webinars or learning sessions as a trusted source of knowledge.

9

COLLABORATIONS WITH COMMUNITY ORGANIZATIONS

Articles & Interviews

Considered experts on the topic, NASFAA staff have been called on by national and local newspapers as well as higher education-specific publications to provide information on how financial aid has been affected by coronavirus, and to give opinions on ED's rollout of guidance.

77

number of COVID-19 related articles written between March 5, 2020 and June 30, 2020

84
INTERVIEWS



NASFAA's communications team, in conjunction with the Policy and TRA teams has produced an extraordinary number of articles for Today's News, to keep members informed of all student financial aid-related news.

Member Media

In response to the complexity surrounding CARES Act implementation, NASFAA produced biweekly webinars to help educate our members on the newest guidance.

35,543

PODCAST DOWNLOADS



6,458

AVERAGE REGISTRANTS

99.5%

FOUND USEFUL

99.8%

WOULD RECOMMEND NASFAA WEBINARS TO OTHERS

NASFAA staff also continued to produce the weekly "Off The Cuff" policy podcast, 13 of which focused almost exclusively on COVID-19-related information. Additional special episodes, such as those interviewing financial aid directors, also provided information to help institutions in crafting their own policies in response to ED's guidance.

Resources

[Blue Icon Advisors](#), NASFAA consulting, hosted **31** 'Let's Talk' peer-to-peer conversations that allowed participants to compare and share how they used their CARES Act funds, supported students through remote services, and administered aid in the COVID environment.

1,084 NUMBER OF PARTICIPANTS

As information and new guidance continued to be published about the use of CARES Act funds and the flexibilities and waivers provided by ED and Congress, NASFAA created a [calendar timeline](#) that tracks all the changes to guidance, as well as a one-stop shop [resource page](#) with a FAQ section.



The National Association of Student Financial Aid Administrators (NASFAA) is a nonprofit membership organization that represents more than 28,000 financial aid professionals at nearly 3,000 colleges, universities, and career schools across the country. NASFAA member institutions serve nine out of every 10 undergraduates in the United States. Based in Washington, D.C., NASFAA is the only national association with a primary focus on student aid legislation, regulatory analysis, and training for financial aid administrators. For more information, visit www.nasfaa.org.