

IMPLICIT BIAS & FINANCIAL AID

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Session Outline

- Introductions
- Introduction to Implicit Bias
- Implicit Bias in Financial Aid Administration

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Why are you here?

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I'M NOT HERE TO

Change Your Beliefs:

"I want all the cultures of all lands to be blown about my house as freely as possible. But I refuse to be blown off my feet by any." – Ghandi

Stir a Pot:

"Guilt allows people to maintain the status quo." – Dianne Flinn

Kill Time:

"I only have just a minute -- 60 seconds in it. Forced upon me, can't refuse it, didn't seek it, didn't choose it, but it's up to me to use it. Just a tiny little minute, but eternity is in it." – Benjamin Mayes



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I AM HERE TO

Challenge Assumptions:

"The truth will set you free...but first, it will piss you off" – Gloria Steinem

Begin the conversation:

"If we do nothing to improve our world, then we cannot call ourselves educated." – Dr. Johnetta B. Cole

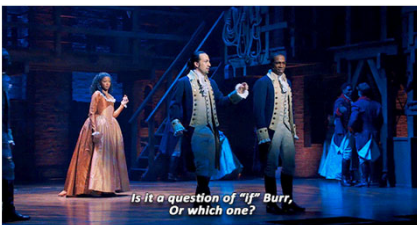
Hear what you have to say:

"You have enemies? Good. That means you've stood up for something in your life." – Winston Churchill



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Do our biases come up in scholarship review?



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Identify and Unpack Assumptions

Implicit Bias: *Implicit bias refers to the attitudes or stereotypes that affect our understanding, actions, and decisions in an unconscious manner. These biases, which encompass both favorable and unfavorable assessments, are activated involuntarily and without an individual's awareness or intentional control.*

Two Decision Making Routes


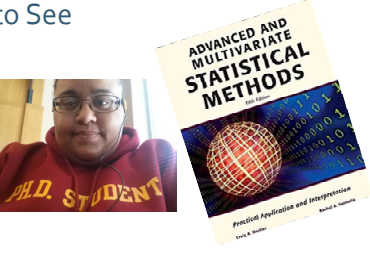
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The Hot Mess on The Bus and other Tools

- Project Implicit
Study through Harvard University Researchers
<https://implicit.harvard.edu/implicit/takeatest.html>
- "Hot Mess on the Bus" Assignment

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We See What We Choose to See



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Sit With
The
Hard Stuff

- Commonly held biases of those in power maintain unjust status quo



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Implicit Bias in Financial Aid Administration


- Summer 2021 – The National Association of Student Financial Aid Administrators (NASFAA) released their Implicit Bias Toolkit
- Suggests policy revisions for financial aid offices



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NASFAA Implicit Bias Toolkit


- Awareness and Individual Development Policy
 - Acknowledge implicit bias exists
 - Learn about your biases
 - Consider those not at the table
 - Develop an environment of learning and training
- Institutional Forms Policy
 - Our policies tend to overload students and families
 - Do your forms make sense?
 - Use inclusive language



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NASFAA Implicit Bias Toolkit


- Communication Policy
 - Strive for effective communication
 - Builds trust with your customers
 - Develop an office communication calendar
 - Professional communication
- Cost of Attendance Policy
 - Make sure all demographics are represented
 - Test your budgets to make sure they are realistic
 - Do your COA appeals support your budget?



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NASFAA Implicit Bias Toolkit

- Student Worker Program Policy
 - Consider equity awarding practices
- School Selected Verification Policy
 - Do your institutional selections help or hinder your students?
- Professional Judgment
 - Ensure you have equitable decisions
 - Is your team on the same page?



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NASFAA Implicit Bias Toolkit


- Awareness and Individual Development Policy
- Institutional Forms Policy
- Communication Policy
- Cost of Attendance Policy
- Scholarship Policy
- Student Worker Program Policy
- School Selected Verification Policy
- Professional Judgment



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Immediate Implementation


- Verification Selections
 - Department of Education selections of Pell Grant students have a tendency to repeat from year to year
- Verification Outreach
 - More personalized, directed outreach after incorrect documents



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Assistance from the Department of Education

- In July 2021, the Department of Education was instructed to waive the verification requirements for many students for the 21-22 school year
 - Approximately 1863 students at Iowa State University received the waiver
- Not approved for 22-23, but NASFAA and NCAN are advocating for students



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Removing Bias from Scholarship Review

- Ensure that donor agreements are clearly written in regards to selection criteria
- Do all selection committee members understand the criteria?
- OneApp creates a scoring system based on criteria to suggest potential applicants



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Removing Bias from Scholarship Review

- Can you remove identifiers from scholarship applications?
- Is your selection committee made up of a diverse population?



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Other considerations

- Get students involved with reviewing your communication materials. Can they understand what you are asking?
- How are you communicating or making services known?



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Final Reflections

- How will you hold yourself accountable?



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QUESTIONS?



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