Student Services and Administrative Operational Annual Program Review and Planning Update Form Fall 2024

## BACKGROUND:

**Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.**

**Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.**

## SUBMISSION:

**Program:**

Chris Lamm & Toni DuBois- Walker Memorial Food Bank

**Principal Author(s):**

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**Submission Date:**

12/02/2024 11:39:29 AM

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# Part 1: Review of Data

1. **List the outcomes from your Fall 2022 self-study. Which outcomes has your program assessed in the last year and/or which do you plan to assess in the coming year?**

Outcome 1: Student will have a positive experience when visiting the Food Bank as a result of a welcoming environment and decreased stigma related to receiving services.

Based on the 2023 update a kiosk was installed in the Food Bank to assess this outcome. However, with the recent change in oversight of the Food Bank, there is no longer a kiosk in the space. The evaluation of students’ experience with the Food Bank will need to be further assessed in the coming year. Specifically, an end-of-the-year survey or a continuous forum for feedback will need to be established to gather insights on students’ usage and satisfaction.

Outcome 2: The number of students being served for housing insecurity will increase as a result of improved social media marketing.

The Food Bank has not assessed this outcome in the past year and there is a need to change this outcome. While there is a significant need for housing resources for students, this is not necessarily something that can be accomplished through social media marketing alone. The newly established Hornets Resource Center will collaborate with the Food Bank to provide students with additional housing resources through individual meetings, referrals to appropriate resources, and educational programs designed to help students navigate these resources effectively.

Outcome 3: Increase the number of students served each semester informed by campus specific survey data to tailor food sourcing and referrals when possible.

This outcome has not been assessed in the past year, and there is a need to administer surveys to gather more information about students’ needs, particularly regarding the types of food and additional resources needed.

Outcome 4: Improve student experience by involving students in the Student Health Advisory Board with a focus on SDOH (Social Determinants of Health) providing access to healthy foods.

This outcome is no longer relevant, as the Student Health Advisory Board is not currently active on campus. To enhance access to healthy food and nutrition information, the Food Bank is partnering with the Nutrition & Foods Department to host a student intern. The intern will focus on creating healthy recipes based on the inventory for the week. In addition, the student intern will identify additional food resources, such as local food pantries and low-cost meal options that can be shared widely.

Outcome 5: The number of students being served will increase as a result of improved social media marketing and Food Bank social events.

Throughout the Fall 2024 semester, the Food Bank has seen an increase in the number of students served. For example, in September 2024, 579 students visited, while in October 2024, 664 students visited. One of the primary reasons for this growth is the Food Bank’s increased participation in campus events, including the Welcome Block Party and LGBTQIA2S+ Resource Fair. These events allowed the Food Bank to reach a larger audience of both new and returning students. Additionally, the Food Bank collaborated with the Office of Campus Communications to create a social media strategy to increase engagement. With the implementation of this strategy, the Food Bank's Instagram account has gained greater traction and provides helpful information about the available services. Moving forward, the Food Bank plans to host events aimed at increasing access to basic needs resources.

1. **What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?**

In February 2024, the Basic Needs Special Projects Director was hired to lead the basic needs efforts on campus, including increasing access to food and housing resources. With this position now filled there is a significant opportunity to further the current program evaluation activities and develop new ones.

Additionally, as mentioned above, the Food Bank has increased its presence on campus by participating in outreach activities and collaborating with the Office of Campus Communications to leverage social media to increase access to basic needs resources.

1. **How is your area collecting or working to collect disaggregated, student-level outcomes assessment data?**

Prior to July 2024, the Food Bank was operated by an outside non-profit, Pathways of Hope. Due to the fact that this was an outside entity, the Food Bank utilizes a Microsoft Form which is managed by the Office of Institutional Effectiveness. This form collects basic identifying information such as names and student ID numbers. In addition, we collect information about the number of children, adults, and seniors in each student’s household. In addition to this form, there was a kiosk in the Food Bank that enabled students to provide feedback about services and their overall experience when visiting the Food Bank.

Currently, with the Food Bank now operated by Fullerton College staff, there is an opportunity to implement a new data collection tool. The Food Bank is tentatively scheduled to begin utilizing Starfish, which will not only collect demographic data but also provide assessment data that will allow for adequate evaluation of the available resources.

# Part 2: Additional Resource Request Reasoning and Support

[x] **We have reviewed our most recent self-study and have not identified any significant changes that necessitate resource requests for the upcoming academic year.**

[ ] **We have reviewed our most recent self-study and have identified significant changes that necessitate additional resource requests.**