Program Review All Fields

Student Services - Food Pantry - 2023 - 2024

Main

Questions? Find answers in CurricUNET User Manual. (http://www.Gavilan.edu/en/employee-services/office-of-instruction/curricunet/program_reviews/create_pr.html)

Overview

Academic Year 2023 - 2024

Originator Gutierrez, Annette

Division Non-Instructional Admin Units

Department Student Services

Program Food Pantry

Program Type Student Services

Co-Contributors

Questions? Find answers in CurricUNET User Manual. (http://www.Gavilan.edu/en/employee-services/office-of-instruction/curricunet/program_reviews/create_pr.html)

Contributor

- Cisneros, Carina

Program Mission and Accomplishments

Gavilan College Mission Statement

Gavilan College actively engages, empowers and enriches students of all backgrounds and abilities to build their full academic, social, and economic potential.

Provide a brief overview of how the program contributes to accomplishing the mission of Gavilan College. In addition to a basic overview of your program's structure and services, be specific in connecting your program's services to elements of the mission statement (300 words or less).
Gavilan College's unwavering commitment to student success and well-being materialized with the establishment of El Centro in the 2022-23 academic year. This transformative initiative, fueled by recent legislation that allocated both one-time and ongoing funding to all 115 California Community Colleges, underscores the institution's dedication to addressing the diverse challenges faced by its student body.

On the PIPR website, locate and review your previous program plan and subsequent annual updates. After studying, please list

Response and follow-up to previous program reviews

1. **This is our first PIPR**

2.

Have the services or courses of your program changed over the past three years? Please explain (300 words or less).
N/A

Student and Program Outcomes

College Goal for Student Achievement
The following questions refer to data regarding student achievement.

Success
The following questions refer to data regarding student achievement.

What are your set goals for course success? Do your individual course and department rates meet this goal?

Helpful Question: If your rates for success are lower than your goals, what are your plans to improve them (200 words or less)?

Path: Tableau - Program Review/ Equity - D3. Course Rates by Unit
Establishing this year

How many students did your area serve (if you don't have an exact count, please provide an estimate)? How did they perform in comparison to those that did not use your services, if applicable? Given this information, how has your service or area supported student success and retention over the past three years (200 words or less)?

See Success and Retention dashboard in Tableau's Program Review section.
Establishing this year

In your area, what goals need to be set and what initiatives need to be developed to support success and retention? (200 words or less).
Establish a baseline for outreach by tracking outreach activities and attendance.

Establish a baseline of student satisfaction with services using a survey.

Establish a baseline of students who completed the term in which they received basic needs assistance.

Equity

Equity
Gavilan College has identified the following populations as experiencing disproportionate outcomes: Males, African American, Native American, Students with Disabilities and Foster Youth.

For EOPS/ CalWORKs, MESA, TRiO, Puente, and VRC: LOCATE Success and Retention dashboard in Tableau's Program Review section. Examine your equity results over the last three years. If there are differences in success rates and/ or retention across groups, comment on any differences in success rates across groups. Helpful Questions: What current factors or potential causes can be connected to these areas of disproportional impact? How might your program or department address student equity gaps (200 words or less)?

For all other areas, how can your area help increase disproportionate student success? Contact your support team for any needed assistance in interpreting these data (200 words or less).

Please find Equity information in Tableau's Success and Retention dashboard.
Contact your support team for any needed assistance in using Tableau.
N/A

Our Equal Employment Opportunity (EEO) Plan States

"Ensuring equal employment opportunity involves creating an environment that fosters cooperation, acceptance, democracy, free expression of ideas and is welcoming to persons of all gender expressions, persons with different abilities, and individuals from all ethnic and other groups protected from discrimination."

What is your area doing to support district efforts in creating an inclusive college environment? With what departments are you partnering? Did you identify barriers and institute change? How is you creating/ ensuring diversity in your department or in the classroom?

Some examples might be sponsoring cultural events and diverse speakers on issues dealing with diversity, exploring how to infuse diversity into the classroom and curriculum, integrating diversity into the evaluation of employees, promoting learning opportunities and personal growth in the area of diversity, or evaluating how the physical environment can be responsive to diverse employee and student populations.

- Participating in diversity informational and awareness training.
- Participating in hiring committees where EEO training is provided.
- Provide information to staff, faculty, and administrators regarding statewide and Gavilan student basic needs, best practices, and services available to students.
- Partnering with departments across campus such as Financial Aid, Admissions & Records, CalWORKs, Fresh Success, AEC, EOPS, Non-Credit, Academic Affairs, Non-Credit, and the off-sites
- Participation in shared governance, task forces, councils, and working committees.

How do you plan on addressing issues of student and employee equity? In other words, how do you plan on creating opportunities for success of students who have historically been underserved? How do you plan to address EEO outcomes in your employee hires?
El Centro is intentionally crafted with a steadfast commitment to equity at its core. The primary objective of El Centro is to actively diminish equity gaps, particularly among our most vulnerable students, by employing a comprehensive and holistic approach. A crucial step in realizing this mission involves the strategic recruitment of a full-time El Centro Program Specialist. This specialist is dedicated to fostering an environment that embraces and celebrates diversity, actively promotes the inclusion of all groups, and places a high priority on equitable resource allocation. Furthermore, El Centro ensures transparency and inclusivity through quarterly advisory meetings that convene diverse constituents from across the campus, with active student participation. This forum is designed to facilitate open and thoughtful dialogue surrounding service delivery,

enhancing the center's responsiveness to the evolving needs of the community. Finally, the involvement of student Peer Mentors within El Centro adds a valuable dimension by incorporating the authentic student perspective into the day-to-day operations, reinforcing the center's commitment to creating a supportive and inclusive educational environment.

Learning and Area Outcome

Have you reviewed all of your Service Area Outcomes (SAOs) to ensure that they remain relevant for evaluating the performance of your area?
Are your SLOs, PLOs, SAOs, and ILOs mapped in CurriQunet?
No

Are your SLOs, PLOs or SAOs up-to-date in CurriQunet?
No

Have all of your SLOs, PLOs or SAOs been assessed in the last five years?
No

Have you reviewed all of your SLOs/SAOs to ensure that they remain relevant for evaluating the performance of your program?
No

If you answered no to any of the above questions, what is your plan to bring SLOs/PLOs/SAOs into compliance?
THis is El Centro's first PIPR

Outcome Assessments

Review Outcomes data located in the Course and Program Reports for your area (path below).

After you have examined your results, reflect on the data you encountered.
Student Learning Outcomes (SLO) or Service Area Outcomes (SAO)
Review the SLOs or SAOs data located in CurriQunet. What is your department's acceptable achievement score goal for each outcome?
We are establishing for the first time

Institutional Learning Outcomes (ILO)
How do your SLOs/SAOs support the college ILOs or how do your PLOs support the college ILOs? Be specific.
N/A

Are you meeting your SLO/SAO success goals? What patterns stand out in your results? If your SLO/SAO results are lower than your goals, what are your plans to improve them?
N/A

Curriculum and Course Offerings Analysis

Program and Resource Analysis

Please list the number of Full and Part Time faculty, staff and/ or managers/ administrator positions in this program over the past three years. Focus on your individual program.

Program and Resource Analysis

1. **2021**

   How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?
   500

   Full Time Faculty
   0

   Part Time Faculty
   0

   Full Time Staff
   0

   Part Time Staff
   1

   Full Time Mgr/Admin
   1.00

   Part Time Mgr/Admin
   0.00

2. **2022**

   How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?
   500

   Full Time Faculty
   0

   Part Time Faculty
   0

   Full Time Staff
   1

   Part Time Staff
   0

   Full Time Mgr/Admin
   1.00

   Part Time Mgr/Admin
   0.00

3. **2020**

   How many students did your area serve in this year (if you don't have an exact count, please provide an estimate)?
   350

   Full Time Faculty
   0

   Part Time Faculty
   0

   Full Time Staff

0

Part Time Staff

1

Full Time Mgr/Admin

1.00

Part Time Mgr/Admin

0.00

Faculty Percentages

Percentage Full to Part Time Faculty

Year:2020

FT = 0%

PT = 0%

Year:2021

FT = 0%

PT = 0%

Year:2022

FT = 0%

PT = 0%

How have and will those with reassigned time, grant commitments and activity, projected retirements and sabbaticals affect personnel and load within the past in the next three years? What future impacts do you foresee (200 words or less)?

N/A

Additional Comments

El Centro was established in 2020 virtually. Dedicated staff was hired in 2022. Limited data is available.

Evaluation of Resource Allocations

List the resource allocations from all sources (e.g., annual college budget request appropriations, Guided Pathways funds, grant funds, etc.) received in the last three years. For annual college budget request appropriations, reference your previous three-year plan and annual updates.

Please evaluate the effectiveness of the resources utilized for your program. How did these resources help student success and completion? For college budget request appropriations, list the result of the evaluation strategy outlined in your previous three-year plan and annual updates. For all other sources of funding, list the results of the evaluation strategy contained within the program or grant plan.

Did you receive additional funds?

Yes

Resource Allocation

1. **200,386**

   Funding Source
   Categorical

   Academic Year
   2021 - 2022

   Purpose of Funding
   Establish a Basic Needs Center, higher staff, dedicated space

   Result
   One Time Funding over 3 years

2. **189,475**

   Funding Source
   Categorical

   Academic Year
   2021 - 2022

   Purpose of Funding
   Provide basic needs services on campus

   Result
   Ongoing Funding

3. **500,000**

   Funding Source
   Grant

   Academic Year
   2021 - 2022

   Purpose of Funding
   Homeless & Housing Insecure Grant

   Result
   3 year grant to assist students with housing needs

4. **16,193**

   Funding Source
   Grant

   Academic Year
   2021 - 2022

   Purpose of Funding
   Food Pantry Services

   Result
   One time funds to support food insecurity

5. **39,417**

   Funding Source
   Grant

   Academic Year
   2020 - 2021

Purpose of Funding

Food Pantry Services

Result

One time funds to support food insecurity

6. **500,000**

   Funding Source

   Grant

   Academic Year

   2020 - 2021

   Purpose of Funding

   Homeless and Housing Insecure Grant

   Result

   3 year grant to assist with student housing needs

Program Productivity

Program Productivity Measurements
Determine the number of students you assist annually. Using the data provided by the business office, calculate your average cost effectiveness per student. **If you do not have student contact, please fill out Total allocated budget and Total spending.**

Year and Student count

Evaluate your program costs. Are your costs in alignment with your budget? If not, what improvements can be made? Please explain any trends in spending, inconsistencies and unexpected results.

Integrated Planning and Initiatives

What other areas is your program partnering with (i.e. guided pathways, grant collaboration, etc.) in new ventures to improve student success at Gavilan College? What is the focus of this collaboration? Helpful question: What are the department and your Integrated Planning/ Guided Pathways partners' plans for the next three years (200 words or less)?
El Centro is an integral part of ensuring students stay on the path through scaled key basic needs supports. El Centro partners across student services, academic services, and administrative services to ensure that students are informed of the resources, how to access them, and are able to access them timely. Key areas El Centro partners with include:

- Financial Aid ensures direct aid to students is included in their financial aid package such has housing grants and emergency transpiration and hygiene cards.
- Business Services ensures payments to vendors and students are paid timely.
- Support Programs to provide warm handoffs and assistance with the common application to ensure students are maximizing access to resources on campus.
- Faculty to ensure students are learning about key supports from their instructor through classroom presentations, visits to El Centro, and Canvas messaging.
- Guided Pathways, Measure X planning, and Business Services provide input around student needs & processes related to serving non-traditional students.

- Job Developers on campus to support student employment and/or employment upon student completion at Gavilan.
- Public Information Office to ensure that El Centro newsletter, events, and services are shared timely.

Other Opportunities and Threats

Review for opportunities or threats to your program, or an analysis of important subgroups of the college population you serve. Examples may include environmental scans from the Educational Master Plan, changes in matriculation or articulation, student population, community and/ or labor market changes, EMSI data and etc. Helpful Question: What are the departmental plans for the next three years (200 words or less)?
El Centro at Gavilan College plays a pivotal role in addressing the needs of the institution's most vulnerable students, offering crucial assistance in meeting their basic requirements. This presents a unique opportunity for Gavilan to deliver comprehensive services, encompassing vital aspects such as housing, food, financial literacy, and technology assistance. Unfortunately, the inherent limitation of staff resources imposes constraints on the extent of support that El Centro can provide. Consequently, the center is unable to maintain operational accessibility every day of the week.

Beyond its operational challenges, El Centro significantly contributes to fostering an inclusive and supportive environment for students confronting diverse challenges. With a specialized focus on aiding vulnerable students, Gavilan College extends its commitment to addressing essential facets of well-being beyond academic pursuits. Through El Centro, students gain access to indispensable resources, including support for housing, food, financial literacy initiatives, and technology aid. This comprehensive approach is designed to empower students and dismantle obstacles hindering their academic success.

What are you discovering about instruction and/or services in a remote environment that you would want to maintain post-pandemic?
As highlighted in the preceding section, El Centro faces constraints due to its limited staff resources, preventing the replication of main campus support off-campus or in virtual spaces. This limitation poses significant barriers for students seeking timely access to services. Moreover, it introduces a physical constraint for students who may be unable to drive to the Gilroy campus due to transportation limitations or the center's restricted business hours.

Recognizing the importance of El Centro in fulfilling the overall mission of the college, it becomes imperative for the district to assess its significance and allocate funding accordingly. By identifying and securing available funding, the college can strive towards ensuring equitable services at all Gavilan College locations. This proactive approach is crucial in addressing the accessibility challenges faced by students and aligning El Centro's capabilities with the broader mission of the institution.

What kinds of issues are exacerbated or emerging that are likely to remain, unless addressed?
Gavilan College stands out as one of the few institutions to have received a Homeless and Housing Insecure Program (HHIP) grant, initially designed for three years but extended to four. Unfortunately, this crucial grant is slated to expire in the upcoming fiscal year. Housing support has proven to be pivotal for student success, evident in the high demand for this support, as students frequently refer themselves for such assistance. The impending expiration of the HHIP grant raises significant concerns, especially given the continuing requests from students for housing support.

Adding to the urgency, a recent basic needs study revealed that 66% of Gavilan College students have experienced some form of housing insecurity in the past 12 months, aligning with statewide data trends. This underscores the widespread nature of the issue and emphasizes the critical need for sustained efforts to address student housing needs. It is imperative that Gavilan College proactively identifies and implements

long-term plans to ensure ongoing support for students facing housing challenges, as the problem is unlikely to dissipate in the foreseeable future. Planning for sustained support is essential to uphold the institution's commitment to student success and well-being.

Additional Questions

Please consider providing answers to the following questions. While these are optional, they provide crucial information about your equity efforts, training, classified professional support, and recruitment.

1. Does your division (or program) provide any training/mentoring for faculty and/ or classified professionals regarding professional development?
Yes, training is provided to staff around basic needs through the Basic Need Summit, California Higher Education Basic Needs Alliance, webinars, and CalFresh application assistance training. Staff participate in convocation staff development days in addition to other campus-wide opportunities that are provided by EEO, LGBTQ+, Mental Health, and UndocuAlly training.

2. If there is a need for more faculty and/ or classified professional support in your area, please provide data to justify request. Indicate how it would support the college mission and college goals for success and completion.
Certainly, El Centro requires, at a minimum, the addition of another full-time El Centro Program Specialist and a full-time Food Pantry assistant. These positions are integral to the center's capacity to provide year-round support, engage in continuous planning, sustain partnerships, conduct effective outreach, and deliver equitable services to off-site locations. The significance of these roles lies in their direct impact on El Centro's ability to operate seamlessly and fulfill its mission of supporting students in need. By securing additional staffing resources, El Centro can enhance its effectiveness and ensure a sustained commitment to providing essential services to the Gavilan College community.

3. What, if anything, is your program doing to assist the District in attracting and retaining faculty and classified professionals who are sensitive to, and knowledgeable of, the needs of our continually changing constituencies, and reflect the make-up of our student body?
The dedicated El Centro staff, along with the manager, actively engage in promoting the valuable resources and support services offered through consistent communication channels, highlights, open houses, and workshops. Additionally, a commitment to ongoing professional development sessions ensures that both staff and faculty remain well-informed about the array of services El Centro provides to students. It's noteworthy that the current El Centro staff has been in their roles for less than a year, limiting their ability to extend support beyond their primary responsibilities at El Centro. However, there is a keen interest in becoming more integrated into shared governance committees, particularly those associated with Guided Pathways efforts. This signifies a proactive approach to fostering collaboration and ensuring that El Centro's contributions align effectively with broader institutional initiatives.

4. Are there program accomplishments/ milestones that have not been mentioned that you would like to highlight?
Yes, it is important to highlight that El Centro partners with several community agencies to bridge the gap in services provided.

Key patterns include:
• South County Compassion Center who provides case management to our unhoused student population.
• Second Harvest of Silicon Valley who provide us with 90% of our food that we give to students through the pantry and bi-weekly food distribution.
• Catholic Charities who offers application assistance to PG&E assistance and Santa Clara County

CalWORKs, CalFresh, and Medi-Cal programs.
• Youth Alliance who offers case management and resources for San Benito County students and their families.

Please share any recommendations for improvements in the Program Integrated Plan and Review process, analysis, and questions. Your comments will be helpful to the PIPR Committee and will become part of the permanent review record.
When a program is brand new with limited data, assistance early on would be helpful through one on one meetings to help identify data collection opportunities.

Goals

Three-Year Program Plan Goals

1. **80% of students served will be satisfied with El Centro services.**

   Connection of Goal to Mission Statement, Strategic Plan (http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results
   This goal is aligned with Gavilan's mission to help students build their full academic, social, and economic potential. It aligns with Strategic Goal #2 Improve Efficiency through knowledge attainment regarding support and resources through access to El Centro services.

   Proposed Activity to Achieve Goal**
   Satisfaction Survey

   Responsible Party
   Ruth Lopez

   Fund amount requested. If a collaboration, what % required from each partner?
   none

   Total Three Year Resource Allocation Request
   0

   Timeline to Completion Month / Year
   FY25

   How Will You Evaluate Whether You Achieved Your Goal
   80% or more of students who complete the survey will rate El Centro's services with satisfaction.

2. **El Centro will increase outreach by 2% above baseline.**

   Connection of Goal to Mission Statement, Strategic Plan (http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results
   This goal is aligned with Gavilan's mission to help students build their full academic, social, and economic potential. It aligns with Strategic Goal #2 Improve Efficiency through knowledge attainment regarding support and resources through access to El Centro services.

   Proposed Activity to Achieve Goal**
   Track all outreach activities and individuals in attendance.

   Responsible Party
   Ruth Lopez

   Fund amount requested. If a collaboration, what % required from each partner?

0

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

FY26

How Will You Evaluate Whether You Achieved Your Goal

Assessing the overall number of outreach activities and number in attendance each year.

3.   **Retention of students who utilize El Centro services will increase by 1% each year.**

Connection of Goal to Mission Statement, Strategic Plan (http://www.gavilan.edu/administration/master_plan/docs/SP_GoalsStrategiesDraft-final.pdf) and SAO Results

This goal is directly connected to Gavilan's mission to actively engage, empower, and enrich students of all backgrounds and abilities to build their full academic, social, and economic potential. It aligns with Strategic goal #4 to improve equity outcomes.

Proposed Activity to Achieve Goal**

Work with researcher to establish baseline and assess each year.

Responsible Party

Annette Gutierrez

Fund amount requested. If a collaboration, what % required from each partner?

0

Total Three Year Resource Allocation Request

0

Timeline to Completion Month / Year

FY25

How Will You Evaluate Whether You Achieved Your Goal

Dashboard developed to assess this goal.

Executive Summary

Please provide a brief executive summary regarding program trends and highlights that surfaced in the writing of this report. Summarize, using narrative, your program goals for your next three years. Your audience will be your Peer Review Team, the PIPR Committee, President's Cabinet, Dean's Council, ASGC, Academic Senate, Budget Committee and Board of Trustees (300 words or less).
Gavilan College's commitment to student success & well-being takes a significant stride with the establishment of El Centro. This initiative, backed by recent legislation & funding, underscores the institution's dedication to addressing the diverse challenges faced by its student body. The primary goals of El Centro include establishing baselines for outreach activities, student satisfaction, & student completion following basic needs assistance.

El Centro is intentionally crafted with a commitment to equity, aiming to diminish gaps among vulnerable students. The program employs a comprehensive approach, incorporating a full-time El Centro Program Specialist, quarterly advisory meetings for campus-wide input, & student Peer Mentors to ensure a supportive and inclusive educational environment.

While El Centro contributes to fostering an inclusive & supportive environment, the current limitations on staff resources hinder its ability to replicate support off-campus or in virtual spaces. The impending expiration of the Homeless and Housing Insecure Program (HHIP) poses a risk, given the high demand for housing support among students. A recent basic needs study reveals that 66% of students have experienced housing insecurity in the past 12 months, emphasizing the critical need for sustained efforts to address housing challenges.

Attach Files

Attached File