



ASI Bronco Student Center Food Pantry Needs Assessment Assessment Report

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Choose One: Needs Assessment

Date of Assessment Implementation: Summer 2018

Date of Report: July 2019

Purpose of Assessment

This survey was conducted to gather student preferences regarding the services and food selection of the ASI food pantry. The sample population was all of the students who received food from the Mobile Pantry in 2017-18. The information was used to help the BSC administration to determine how best to meet the needs of the student body with the new ASI food pantry.

Division Learning Outcome Choose a Learning Outcome

Targeted Learning Outcome

There was no targeted learning outcome associated with this survey.

Assessment Methodology

The surveys were administered using the CampusLabs, Baseline during summer 2018. A generic link to the survey was emailed to all of the students who swiped their Bronco ID cards at the Mobile Pantry during 2017-18.

The questionnaire was 15 questions and consisted of both open-ended and multiple choice questions.

Results

A total of 335 surveys were completed. Below are some of the key findings from the survey.

73% of the students were aware of the Cal Fresh program, 36% of the students have applied to Cal Fresh before, and 13% of students were currently receiving Cal Fresh benefits.

When asked how often students will you use the pantry during the fall 2019 semester, 37% reported weekly while 45% reported they would utilize it monthly.

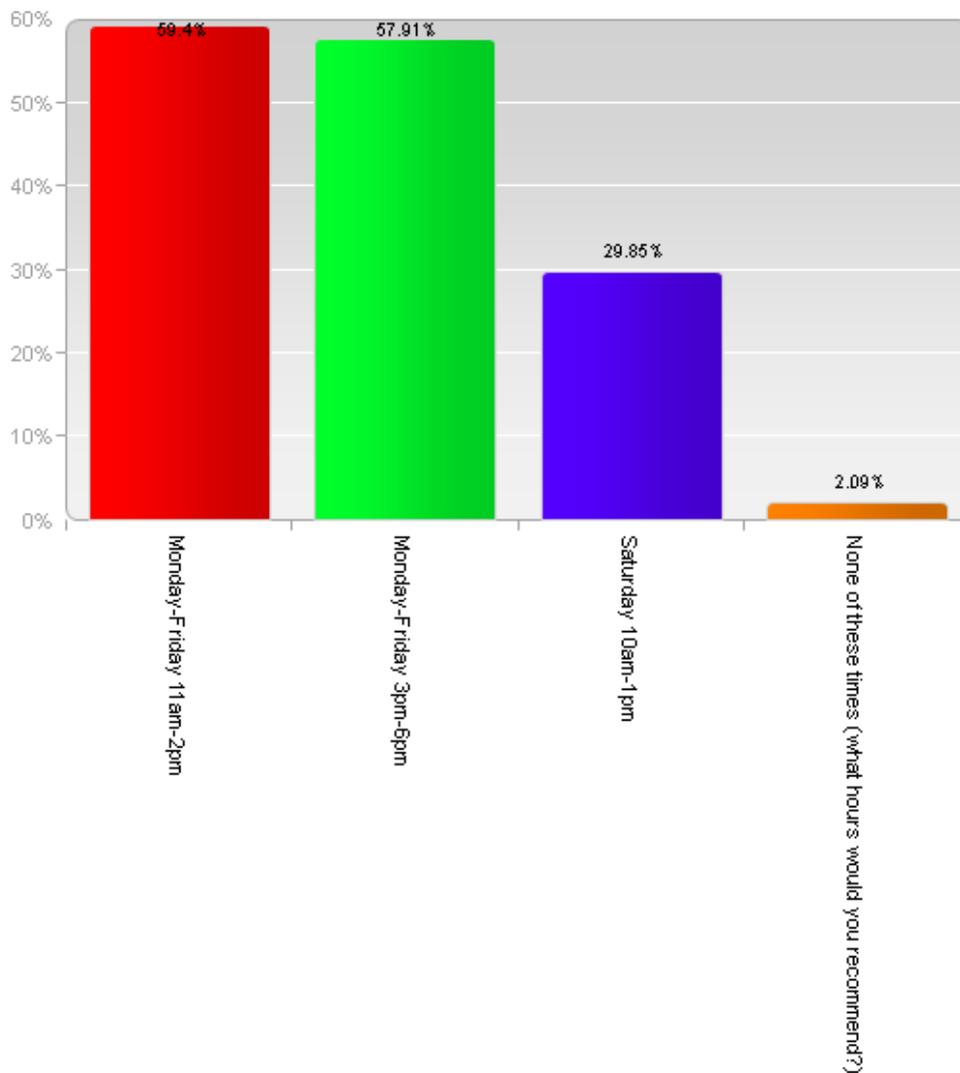
Students shared feedback on an open-ended question about the offerings they would like to see in the food pantry. The comments varied, although they most commonly focused on feminine hygiene products, fresher foods, healthier options and more flexible hours (in comparison to the mobile pantry).

The most common allergies out of the 8.68% of students that reported having them included dairy, nuts, fish, eggs, and shellfish.

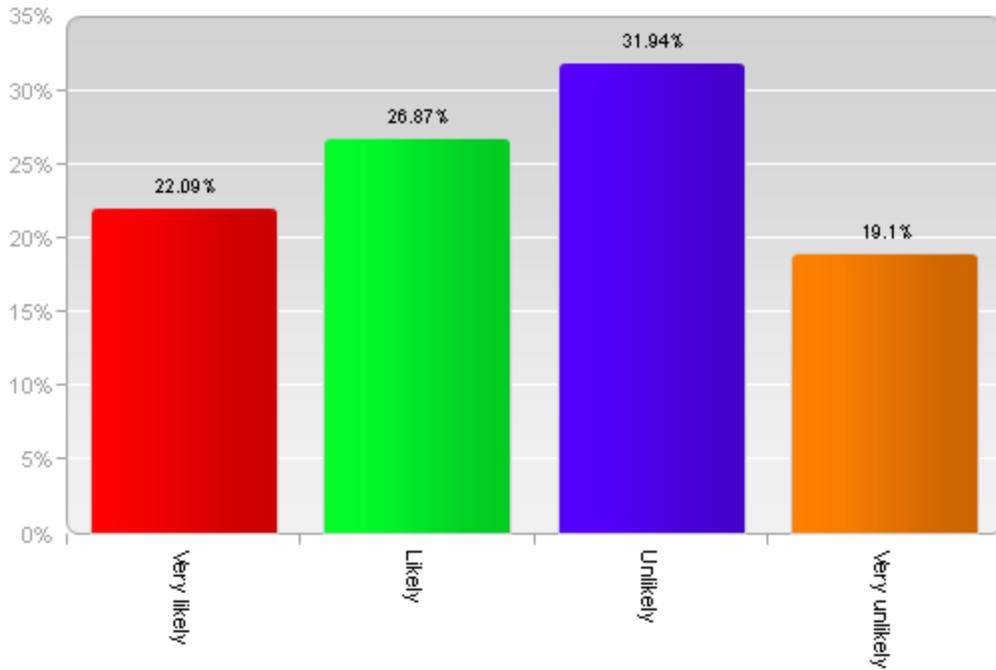
Students were also asked to share how they would like to receive information about ASI programs and services. E-mail was the primary requested method for students to receive push notifications about free food offered at events on campus with 58.52% of students were interested in signing up for the texting service ASI has planned to implement as a part of the Pantry opening.

Students shared their preferences with regards to the operating hours for the ASI food pantry indicating that they were most likely to visit the pantry weekdays between 11:00am and 6:00pm. When asked about weekend hours, about 49% of the students said they would visit the pantry on Saturdays. The charts show the survey results for these two questions

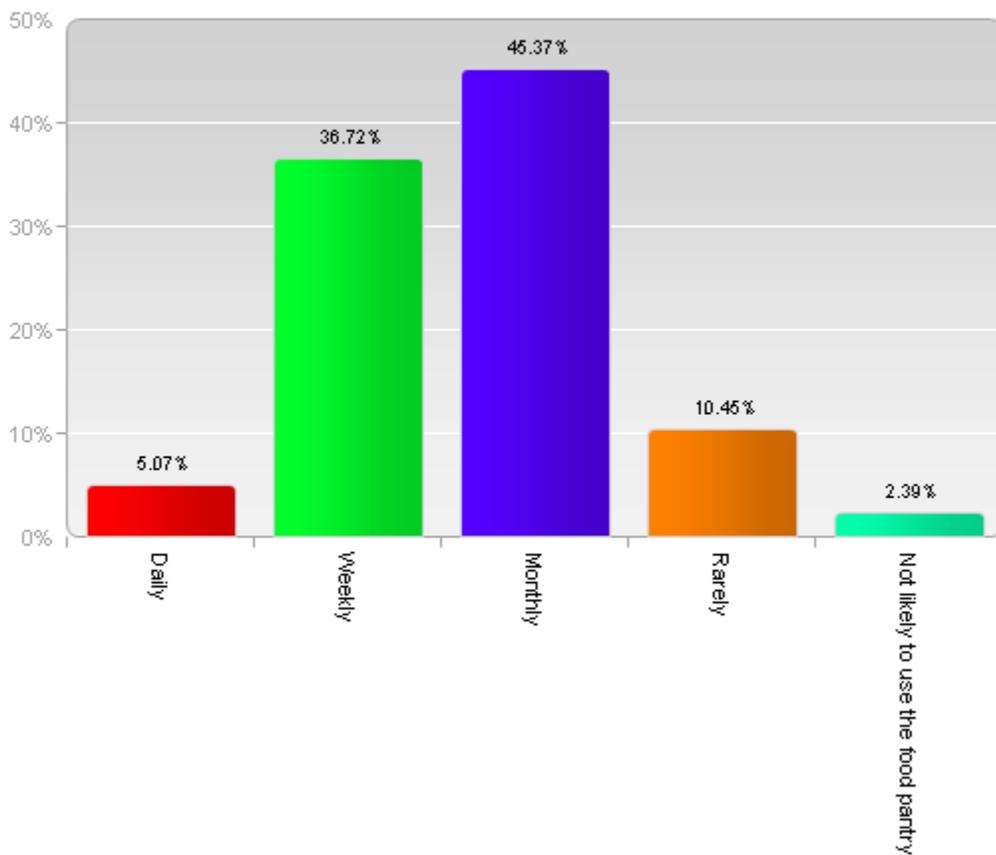
Q1. The pantry will be located on the first floor of the Bronco Student Center and is scheduled to be open Monday-Friday 11 am-2pm and 3pm-6pm and Saturdays from 10am-1 pm. Which hours of operation would be most convenient for you, based on your schedule? (Select all that apply)



Q2. We are anticipating the pantry will be open on Saturdays. How likely are you to come to campus and use the pantry on Saturday?



Q3. Thinking ahead to next fall semester and your personal circumstance, how often would you need to access the food pantry on campus?



Most common specific suggestions for the food pantry

- Feminine hygiene products
- Fresher foods
- Healthier options
- Flexible hours (in comparison to the mobile pantry)

Most common allergies out of the 8.68% that have them

- Dairy, Nuts, Fish, Eggs, Shellfish

Suggested Foods (perishable and non-perishable)

Canned Goods:

- Beans- 47
- Canned Corn- 25
- Canned Fruit- 21
- Canned Veggies- 9
- Canned Meat (spam, chicken)-14
- Canned Soup- 24
- Canned Tuna- 24
- Canned Goods In General- 10

Other:

- Snacks/On the go items- 93
- Fresh Fruit- 88
- Cereal- 57
- Pasta- 46
- Rice- 44
- Bread- 30
- Oatmeal- 21

Most Requested Non-Food Items

- Soap (dish/body/hair) - 111
- Laundry Detergent- 109
- Toilet paper- 81
- Feminine Hygiene Products- 64
- Tissue- 56
- Pens/Pencils- 30
- Notebooks- 27
- Deodorant- 23
- Paper Towels- 18

Lastly, 158 students provided feedback, comments, or concerns regarding the campus' services addressing basic needs on campus. The testimonials provided below offer stories and direct quotes from student respondents.

Stories and Quotes

● “There were many times where as an undergrad, I had to choose between putting gas and buying myself lunch. There were multiple times where there was no food at home and all I could really afford was Taco Bell on campus. I know this is a struggle for many students who are commuters. In order to drive only twice to school, we all schedule our classes for two days where we arrive at 8am and leave till 6pm. Often times I would spend all day on campus and only have enough money to buy one cheap meal that is far from nutritional. I think this pantry will impact many students in a positive manner by reducing stress and providing healthy options.”

- “Before working the mobile food pantry on campus, I thought I was the only student on campus struggling to feed myself and my family. I work a fulltime job 35 hours a week, attend full time, make the dean's list, and yet cannot support my children, ages 2 and 3. I shouldn't have to give up on my dreams because I come from a low income household and am a first generation college student. Support systems like the mobile food pantry helped my family get by, the Cal Fresh signups helped tremendously, and now I am a CPP graduate soon to be in the spring 2019 credential program. If a mobile food pantry on campus could help me, imagine how much more a permanent on campus pantry can do for our Bronco population that needs a little more support outside the typical classroom support systems in place. I cannot wait to see it up and running and would love to help anyway I can in making it a success.”

Conclusion

The survey was a useful source of information on student preferences and needs with regards to the food pantry operations. The responses about the operational hours will establish a starting point for the Food Pantry when it opens in Fall 2019 and the students' feedback about the types of food, allergies and other personal hygiene products they wish to see will enable ASI to stock items that would best serve the students in need.

Implications for Practice

It is recommended that the food pantry continue to administer a survey during each semester to gather vital feedback from students. The survey needs to remain short so that students can take it quickly. Some additional questions should be added or modified to be included in the conclusion of each semester or as part of daily operations to continue to monitor student trends.

The data collected related to possible names were considered to determine the permanent food pantry name, the “Poly Pantry”.

Closing the Loop

Based on collected data, in the future, the changes which will be made to program/services includes the following:

- Updated Amazon Wish List to include most requested Food and non-food items from student responses
- Consideration of major allergens identified by respondents when stocking displays and shelving
- Fresh produce, healthier options to be introduced and distributed within the 2019-2020 term
- Expansion of hours of operation to include increased flexibility within the 2019-2020 term