

Professional Development Webinar Series: Student Engagement Models

May 23, 2019



Roll Call

**Bakersfield
Channel Islands
Chico
Dominguez Hills
East Bay
Fresno
Fullerton
Humboldt
Long Beach
Los Angeles
Maritime
Monterey Bay**

**Northridge
Pomona
Sacramento
San Bernardino
San Diego
San Francisco
San Jose
San Luis Obispo
San Marcos
Sonoma
Stanislaus**

Webinar Agenda

- ~~Roll Call~~
- **Speaker Introduction(s)**
- **Presenter: *Ravin Craig***
 - Humboldt State University
- **Presenter: *Stephanie Galia***
 - San Diego State University
- **Presenter: *Jewlee Gardner***
 - San Francisco State University

Speaker: Ravin Craig, MS

Humboldt State University

Oh Snap! Student Food Programs is a student-driven initiative with the mission to increase access to nutritious and culturally appropriate food for all HSU Students by engaging in campus and community partnerships.

Currently oversees the Health Promotion and Education programs including the Peer Health Education program. Ravin also chairs the Basic Needs Committee and coordinates the Oh SNAP Student Food Pantry.

Fun Fact: *Ravin is an avid reader and finishes about 2 books a week, more when there is time. She has a 4 year old named Persephone and a cat named Max.*



HSU OH SNAP STUDENT FOOD PROGRAMS

Keeping Students Engaged in Basic Needs



Presented by: Ravin Craig, Health Educator

Oh SNAP Student Food Programs

BRIEF BACKGROUND OF HSU

- Most northern CSU
- Rural Area, not many local resources
- Campus population about 8,000
- High Levels of food insecurity/housing insecurity

BRIEF BACKGROUND OF THE PROGRAM

- Started in 2013
- Student Lead CalFresh Outreach
- Food/Basic Needs Justice Focused
- Wrap around services
- Paid student positions

PROGRAM OUTCOMES

Approximately 1,300 individual students served in a semester

9 Paid student staff

15-25 Student Volunteers



DEFINING SUCCESS

Reducing insecurity & Increasing Justice

Student Engagement Challenges

POSITIVE STUDENT ATTENTION

Transforming student critics into
valuable input and change making
energy

STUDENT TURN OVER

Sustainability of programs and
momentum over time

STIGMA

The role of shame in food justice and
basic needs work

RISK MANAGEMENT

Students as independant actors

Student Engagement Strategies



SERVICE LEARNING SPACE

Internships and
beyond



EMPOWERED DECISION MAKERS

Teaching students to
use the information
they know as data



DIVERSE STUDENT VOICES

Centering Justice as a
way to bring all
students to the table

CENTERING STUDENT VOICES

What you need to know

THE POWER OF PEER-TO-PEER MODELS

- Peer's serving peers reduce stigma
- Identifying and connecting to established student leaders
- Valuing Student Input
- Empowering Students to make informed decisions
- Measuring Effectiveness



NEXT STEPS

Student-centric growth of programs and campus presence

Cross training students to embody value of basic needs

Continued Transparency

Engagement Online



/HSUOhSnap



@HsuOhSnap

Contact Information

Ravin Craig

Health Educator

Humboldt State University

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Website: <http://hsuohsnap.org>

Questions?



Speaker: Stephanie Galia, MPH

San Diego State University

SDSU's Well-being & Health Promotion Department aims to enhance the well-being of SDSU students in order for them to achieve academic success and establish lifelong healthy behaviors and attitudes to reduce the risk for disease and injury.

Currently serves as the Director, Wellbeing & Health

- Responsible for personnel management, big-picture vision, and budget administration; Interests include preventative health, motivating health behaviors, and encouraging others to live their best lives.

Fun Fact: *Stephanie is a new mom who has an on-going mission to incorporate glitter and sparkle into professional wear.*



SDSU Economic Crisis Response Team (ECRT)

Stephanie Galia, MPH, CHES

Director, Well-being & Health Promotion

San Diego State University



Background

- Total enrolled students: 32,005
- Total enrolled undergraduate students: 27,918
- Pell Grant recipients: 9,148
- Location: Diverse, urban area
 - 20 minutes from the beach
 - Centralized location with easy access to many community resources



Program: Economic Crisis Response Team (ECRT)

Crisis/bridge support to promote self sufficiency

Pillars of Our Model

- Focus on the individual
- Collaborative campus-wide effort
- Employs short and long-term strategies
- Leverages community partnerships/resources
- Holistic Wellness Initiative

July 1, 2018 – April 23, 2019 = 234 referrals

2017-18 = 151 referrals

2016-17 = 144 referrals

**Established in 2015*



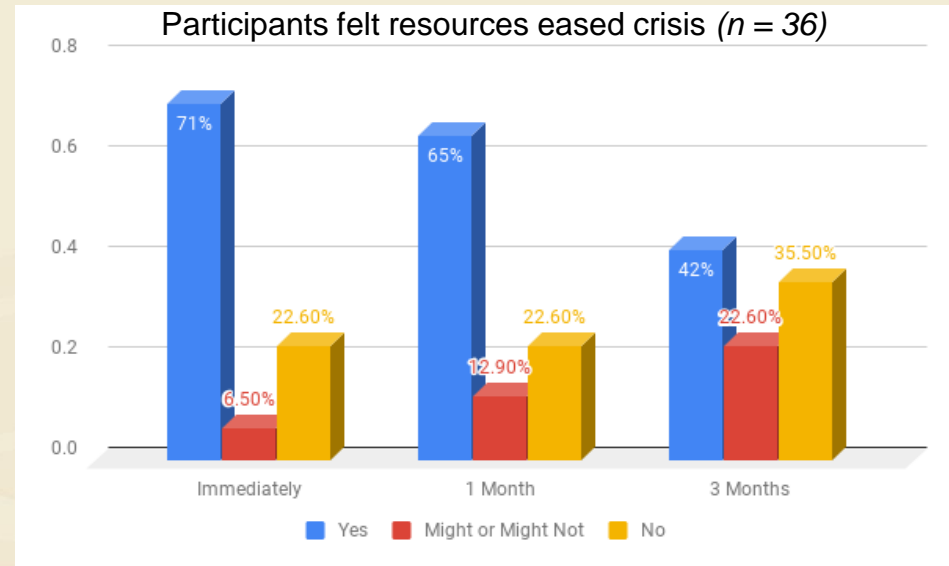
Outcome Measures

- **ECRT Evaluation**

- Survey emailed after ECRT contact for perceived short and long-term outcomes of service

- **Goals of Evaluation**

- Assess for gaps between student needs and provided resources
- Assess how well provided resources alleviate crisis situations and provide long-term solutions and case management
- Understand how student basic needs and crisis support services can be improved



Challenges/Barriers

- Spending Capabilities
- Community Buy-In
- Development of Policies and Procedures for Fund Disbursement
 - Internal processes understood, but reassuring community that equitable consideration and distribution is being practiced
- Loan Aversion (Students and Staff)
 - Negative perception of financial aid



Next Steps/Future Directions

- Buying Hotel Vouchers
- Expanding Cooking Classes
- Developing Safe Parking Program
 - Partnership with Hillel Center
- Exploring Transitional Housing



C.H.E.F.
COOKING HEALTHY EATING FRESH



Lessons Learned: Program Development

1. Span Divisions and Departments

- Associated Students
- Aztec Shops
- Financial Aid & Scholarships
- Office of Housing Administration
- Well-being and Health Promotion
- Career Services
- Assistant Deans

2. Utilize Off-Campus Partners

3. Include Students in the Process

- Focus groups for tagline



Lessons Learned: Student/Community Engagement

[CLICK HERE TO REQUEST ASSISTANCE](#)

MEET OUR ECRT COORDINATOR



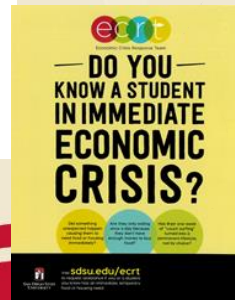
Brianna A. Douglas, MSW

ECRT Coordinator

Brianna Douglas has been hired as San Diego State University's first ECRT coordinator to support students experiencing homelessness, food insecurity and other economic crises as identified by the student. Douglas holds a bachelor's degree in sociology and a master's degree in social work, both from California State University, East Bay. She has spent most of her career working for community nonprofits, supporting youth and young adults in crisis.

She is passionate about addressing food and housing insecurity among university students and is striving to provide the best and most appropriate resources for each student's individual need.

1. Update online presence to humanize experience
 - From Surviving to Thriving
2. Create visible merchandise
 - Totes, stickers, pins
 - New Tagline – Supporting Students through Crisis
3. Training to promote sustainable education
 - Faculty, staff, student leaders
 - Student Advocates



Engagement Online



@SDSUwellbeing



@SDSUwellbeingHealthPromotion



@SDSUwellbeinghealthpromotion

Contact Information

Stephanie Galia, MPH

Director, Well-being & Health Promotion

San Diego State University

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Questions?



Speaker: Jewlee Gardner, MPH

San Francisco State

SF State's Health Promotion & Wellness department aims to support students in making informed health decisions by shifting social and cultural norms, supporting policy development and implementing health promotion programs, campaigns, activities and events.

Currently serves as the Asst. Dir, Basic Needs Initiatives

- Supports students experiencing food and housing insecurity and believes in order for students to reach their full potential at SFSU they need stable access to fundamental life components like food and housing.

Fun Fact: Jewlee has competitively snowboarded in half pipe, park, and slope style!



CalFresh Navi-Gators

Jewlee Gardner, MPH
Asst. Director for Basic Needs
Initiatives

Jewlee@sfsu.edu



CalFresh History @ SF State

2016/17



Nutrition Interns offer CalFresh assistance for 2 hours per week

2017/18

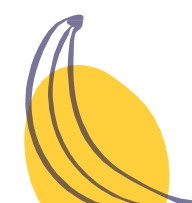
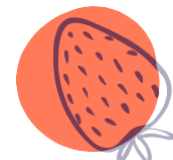
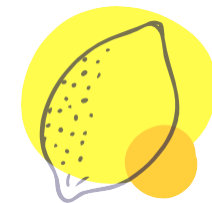


Service gap

2018/19



Fall 2018-pilot CalFresh Help Clinic
Spring 2019- Permanent CFHC,
CalFresh Navi-Gator Program



CalFresh Navi-Gator Program

- Peer to Peer Education & Assistance
- CalFresh HelpClinics Drop-In Hours & Community Outreach
- Students staff 1 or more hours per week
- 2.5 hour training, weekly letters and check-ins







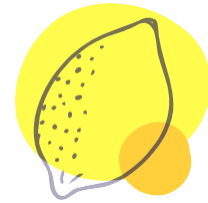






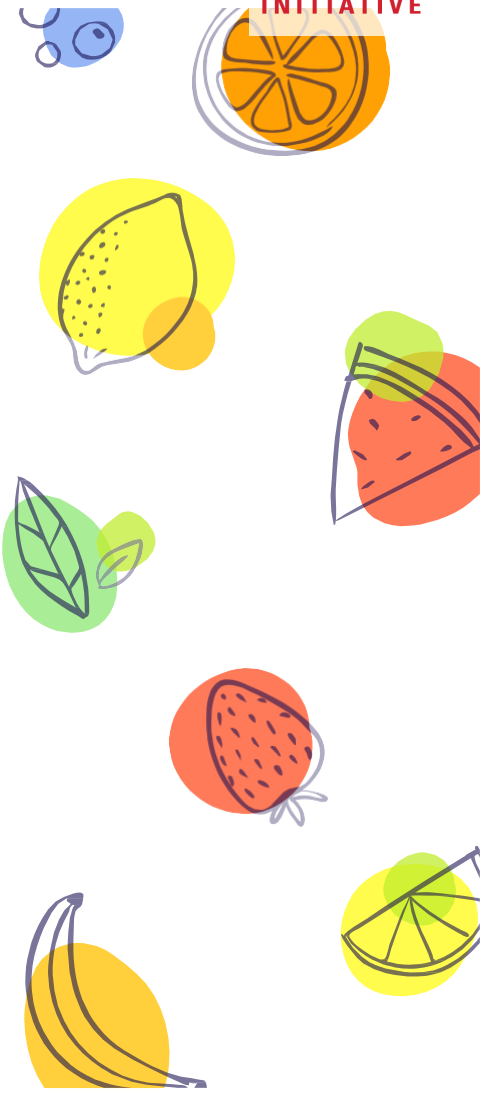
Challenges

- Complicated student situations
- High volume interest at campus outreach events
- Navi-Gator's feeling when students did not qualify
- Phone outreach



Triumphs

- Retention
- Increased impact
- Navi-Gator growth
- Culture change



CalFresh Assistance Comparison - Pre/post Navi-Gators

CalFresh Assistance	Weeks of service	# of assisters	Hours per week	Students served	Community outreach events	Outreach contacts
w/o Navi-Gators	9	5	16	40	0	0
w/ Navi-Gators	12	16 2 back up	16	176	24	Calls: 331 Emails: 12,000



Program Planning Steps

Assessment

Assess need, perceptions,
student voice, resources

Establish a Staff Lead

Identify other staff supports

Establish a Space

Hours/times

Establish a Structure

Drop-in, appointments, phone
calls, community outreach?

Create your Training

Length, content, philosophy,
best practices, expectations,
feed your students!

Recruit Students

Outreach, flyers, other programs, majors, emails, social media, word of mouth, internship partnerships

Train your Students

Instill knowledge, skills, connection to
work and understanding on importance
and collective impact!

4
6



Go Time!



Support students in first weeks of service, process evaluation, check-ins, communication methods, revise program as needed



Celebrate!

Certificates, numbers,
appreciation, recognition,
feedback

Evaluate

Report and revise

Best Practices

- Have a pro-staff lead
- Establish a permanent Space
- Cover Cultural Humility in training
- Offer opportunities for feedback
- Provide Community outreach/assistance
- Have a lead for weekly events



Moving Forward

- Foster community among Navi-Gators
- Establish regular evaluation and feedback opportunities
- Partnership building

Engagement Online



@SFStateCares

Contact Information

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Questions?



CO Updates

- **Last SB 85 Report**
 - **June 28, 2019**
- **Best Practices Directory***
 - **August 1, 2019**
 - ***Innovation Awardees Req.***
- **Ongoing Funding Opportunity**
 - **Due YESTERDAY (5/22/19)**
- **Basic Needs Ambassador Seminar**
 - **June 19 & June 20 @ The CO**
- **I CAN HELP Training**
 - **June 26 & June 27 @ The CO**
- **Student Well-being Conference**
 - **Spring 2020 (Feb/March)**



CO Updates

The next webinar is scheduled:

Fall 2019

“I hope each of you have a wonderful, restful summer break! Well-earned and well- deserved...”

-Denise





Thank You!

www.calstate.edu/basicneeds