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
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.
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 independent 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

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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
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

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

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.
Engagement Online

@SDSUwellbeing
@SDSUwellbeingHealthPromotion
@SDSUwellbeinghealthpromotion
Contact Information

Stephanie Galia, MPH
Director, Well-being & Health Promotion
San Diego State University
Email: sgalia@sdsu.edu
Website: http://healthpromotion.sdsu.edu

Questions?
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
ANNEX I
AS FOOD PANTRY
12:30-3PM

Apply for calfresh
@SFSUASP

Ask me about
Free Food money
from Calfresh!

Free Food money
from Calfresh!
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

<table>
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<tr>
<th>CalFresh Assistance</th>
<th>Weeks of service</th>
<th># of assistants</th>
<th>Hours per week</th>
<th>Students served</th>
<th>Community outreach events</th>
<th>Outreach contacts</th>
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<tbody>
<tr>
<td>w/o Navi-Gators</td>
<td>9</td>
<td>5</td>
<td>16</td>
<td>40</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>w/ Navi-Gators</td>
<td>12</td>
<td>16</td>
<td>16</td>
<td>176</td>
<td>24</td>
<td>Calls: 331</td>
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<td></td>
<td>2 backup</td>
<td></td>
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<td>Emails: 12,000</td>
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</tbody>
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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!
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

Jewlee Gardner
Asst. Director, Basic Needs Initiatives
San Francisco State University
Email: jewlee@sfsu.edu
Website: https://wellness.sfsu.edu/

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