

Non-Instructional Program Review Template

What is a Non-Instructional Program?

Non-instructional programs represent all Administrative and Business Services, Student Services, and non-instructional Academic Affairs areas at BCC.

Non-Instructional Program Name

Please indicate the program name: BASIC NEEDS CENTER

Academic Year: 2024-2025

Name(s) of Submitter(s): MAGALY ROJAS-GONZALEZ, MSHCA

I. Area Description

The purpose of this section is to provide the reader and/or reviewer with a brief snapshot of the area. This section should be kept short, a few paragraphs at the most, and address the following:

A. What is the area mission and how does it support the institutional mission?

Basic Needs includes the essential requirements for all the student's well-being such as support with housing, food, transportation, hygiene, technology and mental health in order for them to succeed in college. When a student cannot meet their basic needs, there is a high correlation to stop attending college or prolong their program of study. The Basic Needs Center supports the Barstow Community College (BCC) Mission by aligning the commitment of inclusion, equity and access for student's to afford their education.

B. What is the area vision and how does it support the institutional vision?

Reduce the risk of housing insecurities, hunger and strength resources to support students' ability to learn, remain in college and attain their educational goals. The Basic Needs Center supports the BCC vision by aligning the implementation of a hub of innovation by closing the equitable gaps and educational excellence fostering a culture of growth, partnership and inclusion.

C. Please provide a short area description:

The Basic Needs Center is a hub for students to find resources such as food in form of a variety of dry food for the pantry, can food, juices, milk and options of frozen food such as breakfast and lunch as well as instant meals, hydrants, protein shakes and a monthly fresh produce for both the Main Campus and Fort Irwin.

Currently, the Homeless and Housing Services grant provides ongoing support for the most vulnerable students that are at risk of homelessness, by funding the utility bills, past due rent or emergency housing in a motel. All student receive case management services from local providers such as New Hope Village, Inc. or Desert Sanctuary to manage the student needs and support students to find sustainability.

Transportation is provided in form of monthly bus passes for any current student that request it. Gas cards are also available and provided as a reward for attending workshops such as Financial awareness.

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Mental Health is available through the Mindful Space, which since September 2020 is addressing the needs of all students that request the confidential services to address stress, grief, anger, anxiety, depression, addition, eating disorders, among others at the Main Campus and Fort Irwin.

Students receive technology support in form of hot spots, and educational workshops to address computer literacy.

Students also receive referrals to public services such as CalFresh, unemployment, CalWorks and other programs that they may qualify in campus such as Special Programs and Services, ACCESS, Financial Aid, Student Life, among others.

- D. How does your area align to and/or support one or more of the following BCC Strategic Priorities? The Basic Needs Center aligns with all the BCC Strategic Priorities by offering a robust support to all students and particularly the most vulnerable student body that is in a high risk of homelessness or facing insecurities. This actions promote student's equity and higher chances of achivieng educational goals by ensuring they continue attending classes. By providing food, transportation, mental health and housing resources, the students can avoid the financial burden that interferes with the ability to learn and remain in college to uplift the community and achieve sustainability.
- Innovate to Achievable Equitable Student Success
 - Ignite a Culture of Learning and Innovation
 - Build Community
 - Achieve Sustainable Excellence in all Operations

II. Area Effectiveness

The purpose of this section is to evaluate the area holistically by reviewing and analyzing data within the context of serving the area's internal and external customers, helping students reach their goals, and furthering the mission of BCC.

For each item below, review the data provided. As you examine the data, be on the lookout for trends and outliers.

Provide a short analysis (2-3 sentences) for each item. If data are not available (i.e., student satisfaction surveys), please indicate that on the form.

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Customers

Demographics of internal and external customers – who do you serve?

Current and potential new students at Barstow Community College, Community partnerships, San Bernardino County Offices, Community members that range in variety of socio-economic status.

Policies and Process Response

What recent changes in policies, procedures and processes have impacted or will impact your Service Area or Administrative Unit (BCC BP/AP; Federal, State & local regulations; guidelines). Describe the effect the changes or updates in policies and processes have had on the unit.

Per Education Code 66023.5, by July 2022 a Basic Needs Center must be established at the Barstow Community College and it is intended to be one-stop single location and point of contact for students to be able to access both internal and external basic needs services and resources.

Changes to the FAFSA in regards of Emergency Aid

Effective with the 2024-2025 award year, estimated financial assistance (EFA) will be renamed other financial assistance (OFA). “Notwithstanding paragraph (1), emergency financial assistance provided to the student for unexpected expenses that are a component of the student’s cost of attendance (COA), and not otherwise considered when the determination of the student’s need is made, shall not be treated as other financial assistance for purposes of section 1087kk(a)(3) of this title”

Under the FAFSA Simplification Act, emergency financial assistance is excluded from consideration of OFA when awarding Title IV funds.

What in-house policies, procedures, and processes need to be updated, created, or deleted?

Financial aid procedures will be impacted as emergency financial assistance includes any payment of grant or loan aid to a student for unexpected expenses that are included in one of the components of COA, as defined under Higher Education Opportunity Act (HEA) Sec. 472. For example, payment can support any unexpected expense for food; housing; course materials or equipment; or transportation.

Barstow Community College’s Basic Needs Center will determine whether an unexpected expense is associated with a COA component through the Basic Needs Center Assessment tool to determine the need for student’s necessity.

Basic Needs has not completed a full review (as is herein) previously was a part of the Special Programs & Services review/update.

Collaboration with Other Areas Response

What areas and/or administrative units are integral to the work of your area and why? Please provide examples of collaborating with other areas on projects, process improvement, etc.

The areas that are integral to the the Basic Needs Center are:

1. Financial Aid Office because it relates directly to any financial assistance and should be recorded in the student’s records.
2. Business Office because it process any emergency aid check payable to the students.
3. Accounts payable because it process all payments to vendors, contracts and partners
4. Special Services Programs because they refer students that are facing insecurities
5. The Minful Space because they served students with mental health concerns
6. Veterans Office because it is the direct office to bridge the needs to our students attending at the Fort Irwin.

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What other areas have you worked with? Please provide examples of collaborating with other areas on projects, process improvement, etc.

7. Student Services administrators to collaborate implement and promote initiatives that uplift the student body at the Main Campus and Fort Irwin to implement changes in policy and/or procedures that directly impact our students.
8. Academic Affairs administrators to promote the Basic Needs Center services and collaborate in college wide projects such as for mental health initiatives on both the Main campus and Fort Irwin campus.
9. Administrative Services area is vital to receive feedback in regards procurement as well as the effective use of College facilities such as storage and transportation use to move food from vendors to the Main Campus and Fort Irwin.

What other areas do you want or need to work with more and why?

CTE and Adult Education has been identified as one of the areas that needs more collaboration to introduce free trainings for computer literacy and earn life skills components such as financial literacy and cooking on a budget that can potentially create FTE's while providing free training engaging adults and non-traditional students in the community.

Staffing

Area Organization – state any changes in past few years

A position for Director for Basic Needs Center has been established along with the Basic Needs Specialist. Both full time positions.

Please list any professional development that staff has participated in (Standard 3.2)

LATCH Training (BCC) – Basic Needs Specialist

Please list any professional development staff would benefit from (Standard 3.2)

Real College California Basic Needs Summit
California Higher Education Basic Needs Alliance (CHEBNA)
NASPA Student Affairs Administrators in Higher Education
Basic Needs, Regional Meetings
Barstow Chamber of Commerce
Cultural Competencies Advisory Committee (Mental Health)

Do staff receive an annual employee evaluation on a regular basis (Standard 3.3)? If no, please explain.

Yes

Is the staffing within the department sufficient to meet all responsibilities in a timely manner and support internal and external customers adequately (Standard 2.7)?

Additional staff is needed to improve the program implementation. Over 200+ students are served on weekly basis mainly with food, transportation and housing needs.

Staff is needed to provide customer service to students, stock food pantry, keep an inventory to avoid food waste, planning events, execute the Center activities, pick up food purchases and donations, deliver food items and other resources to the satellite location, promote the center activities in both the Main Campus and Fort Irwin and Community events. Position(s) Needed: Basic Needs Coordinator (new position) and Basic Needs Stock Assistant (new position)

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Area Effectiveness Data and Analysis

Satisfaction Surveys

No surveys are currently in place. New surveys will be created in the 2024-25 year.

Audits, project tracking, etc.

Data trackings are in place mainly for reporting purposes to the State Chancellor's Office. Data tracking is done through ARGOS.

Student Equity Data

Specifically discuss any equity gaps that have surfaced in the data. What innovative plans or projects will help to close these gaps?

There is a gap in the data for Student food pantry, specifically, the student usage.

New report needed to collect data: such as student's age, units completed, gender, GPA, unmet need, first generation, single parent, using more special programs (ACCESS, EOP, Next UP, etc), out of state, military/veteran affiliation. The goal is to close the college's equity gaps and maintain our institutional set standards.

Institution-set Standards

If applicable, reflect on how the department/unit assists the college in reaching the institution-set standards and stretch goals. What innovative plans or projects will help to address any deficiencies.

Students who are able to meet their basic needs often cope better with challenges and are less likely to drop classes or skip semesters allowing them to increase the chances to complete their educational goals faster.

Some innovation that can be implementd are non-credit classes gear to improve the student's life skills such as financial literacy and computer literacy. Thus increasing FTE's that can further fund basic needs and scholarships.

Other Supporting Data (Qualitative or Quantitative)

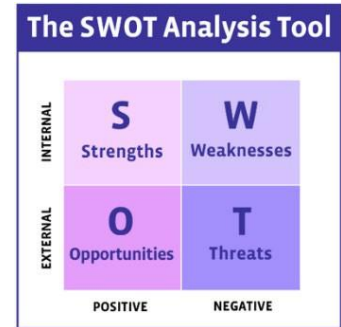
Compare the use of food pantry use among previous semesters.

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SWOT Analysis

Conducting a SWOT Analysis (Strengths, Weaknesses, Opportunities, Threats) is another tool that can help areas evaluate themselves. The SWOT Analysis not only looks internally, but externally as well.

The SWOT Analysis provides a way for areas to highlight their accomplishments and also identify possible gaps or issues that need to be addressed.



	Positive/ Helpful	Negative/ Harmful
Internal	<p>STRENGTHS</p> <ul style="list-style-type: none"> • Legislation allows for ongoing state funding. • Permanent staff has been hired as follows: Director of Basic Needs and Basic Needs Specialist • Two student workers will be available (Fall 2024) • Dedicated space is available to run daily operations at Building K • A van is available to use for food purchases, pick ups, and food delivery at the Main Campus and Fort Irwin • A system is in place to track student support with food, hygiene, produce, clothing, diapers and transportation • A separate tracking system is in place to follow up with housing assistance, case management and funding. • Collaboration has been implemented 	<p>WEAKNESSES</p> <ul style="list-style-type: none"> • Storage is shared in the K Building and at the Grill. Takes additional time and effort to move food items to the pantry shelves • Limited staff dedicated to the program that creates gaps in services when receiving or purchasing food items • Produce Markets at the Fort Irwin does not meet the schedule requirements from students and sometimes their diet. • Food produce at the Fort Irwin needs the full support from the Fort Irwin staff. • Pest Control needs to be schedule as often as possible to secure food items.

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	<p>with the Mindful space to promote mental health services</p> <ul style="list-style-type: none"> • Continue good relationships with the Housing provider contracts: New Hope Village and Desert Sanctuary. • Food pantry is very accessible to students in need and ADA compliant • There is a variety of support services such as resources like CalFresh applications, emergency food boxes, hygiene items, clothing and diapers. • Collaboration with local organizations and San Bernardino county offices to offer a comprehensive support beyond college. • Non-judgmental environment for students to seek help without stigma • Nutritional support is available to contribute to the overall well-being and academic success of students. 	
<p>External</p>	<p>OPPORTUNITIES</p> <ul style="list-style-type: none"> • Shelves purchases to manage space more efficient to store food items • Purchase of hot spots and chromebooks to provide more robust 	<p>THREATS</p> <ul style="list-style-type: none"> • HHIP Grant has time limit to 2026(est.) and BCC is expected to re-apply for the grant. • The unmet need by student is over \$10,000 and college

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	<p>technology support to students</p> <ul style="list-style-type: none"> • Offer gas cards • Offer food cards at the Fort Irwin to meet their needs and schedule commitments to military students • Offer food cards to students at Main Campus that do not have a kitchen to eat warm food • Purchase of an adequate desk and chairs to staff members at Main Campus. • Continue good relationships with the Housing provider contracts: New Hope Village and Desert Sanctuary. • Attend trainings in-person or virtual to implement best practices • Additional applications were submitted to receive can food from Community Action Partnership of San Bernardino (CAPSSB) • Reduce stigma among students to use the pantry and other resources available by increasing outreach efforts. • Offer a different modality of food support for online students, Veteran students, students with special diet, or 	<p>resources are limited</p> <ul style="list-style-type: none"> • Students under 2.0 GPA get disqualified for Financial Aid making themselves ineligible for other support such as HHIP
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	dual enrollment • Collaboration with other departments student workers to support the food pantry service to students.	
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III. Goals and Service Area Outcomes (SAOs)/Administrative Unit Outcomes (AUOs)

The purpose of this section is to use data to develop goals, expected SAOs/AUOs for the next three years, and to reflect upon goals and outcomes from the previous cycle

You should reflect on and incorporate the responses from all the previous questions and the SWOT analysis into this section.

As you develop goals and outcomes:

- a. formulate **two to three goals with an expected outcome for each** that will help maintain or enhance program strengths or will act as an intervention to an identified weakness (cite evidence from assessment data and/or other area effectiveness data).*
- b. indicate the **status** of the SAO/AUO (ex: is the goal or outcome new, a carry-over from the previous program review cycle, etc.)*
- c. indicate how each goal and outcome are **aligned** with the College's [Strategic Priorities](#).*
- d. indicate how each goal and outcome are **aligned** with the [Pillars of Guided Pathways](#).*
- e. List at least one **action/strategy** for each goal/outcome.*
- f. Explain how you will **measure** the goal/outcome.*
- g. List any **resources** that will be needed to achieve the goal/outcome*

GOAL #1

Increase the Basic Needs Center services awareness to the student population

Expected Service Area Outcome/Administrative Unit Outcome

Student has the knowledge where to go when is facing basic needs insecurities.

A. This Goal/Outcome is

- New
- Continued
- Modified

If modified please list how and why.

Click or tap here to enter text.

B. Alignment to BCC Strategic Priority (*Select at least one but choose all that apply*)

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Strategic Priority 1: Innovate to Achieve Equitable Student Success

Strategic Priority 2: Ignite a Culture of Learning and Innovation

Strategic Priority 3: Build Community

Choose an item.

C. Relationship to Guided Pathways

- Clarify the Path
- Entering the Path
- Staying on the Path
- Support Learning

D. Please list actions/strategies for achieving this goal/outcome.

Include the Basic Needs Center information in the syllabus of the classes,
Implement information tables during the first week of class sessions,
Post information on social media twice a month,
Continue advertising all Basic Needs events on the website, social media and flyers,
Implement remote workshops to include online only students.

E. Briefly explain how you will measure the goal/outcome.

Increase of services at the Basic Needs Center will be tracked through the internal system ARGOS.

F. Please list resources (if any) that will be needed to achieve the goal/outcome.

Approach the Academic Senate and Academic Affairs for approval to amend or include the Basic Needs Center information in all the college syllabus.
All staffing for the Basic Needs Center to have access to ARGOS.

GOAL #2

Break the stigma to seek mental health

Expected Service Area Outcome/Administrative Unit Outcome

Student will be able to identify where to find mental health services

G. This Goal/Outcome is

- New
- Continued
- Modified

If modified please list how and why.

Click or tap here to enter text.

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H. Alignment to BCC Strategic Priority (*Select at least one but choose all that apply*)

Strategic Priority 1: Innovate to Achieve Equitable Student Success

Strategic Priority 2: Ignite a Culture of Learning and Innovation

Strategic Priority 3: Build Community

Strategic Priority 4: Achieve Sustainable Excellence in all Operations

I. Relationship to Guided Pathways

- Clarify the Path
- Entering the Path
- Staying on the Path
- Support Learning

J. Please list actions/strategies for achieving this goal/outcome.

Include the mental health resources on campus in the all the class syllabus,

Increase mental health events in person and remote,

Involve the Psychology department to create a Student Club that supports with increasing awareness and normalize seeking help.

Develop scholarships.

K. Briefly explain how you will measure the goal/outcome.

Increase the demand for mental health services by creating awenessness and marketing campaign (above) and to reduce the stigma when requesting mental health services.

L. Please list resources (if any) that will be needed to achieve the goal/outcome.

Approach the Academic Senate and Academic Affairs for approval to amend or include the Basic Needs Center information in all the college syllabus

Involve Student Lif to support campus wide events

Implement remote events to include online students

GOAL #3

Strengthen community partners to support basic needs to BCC students off campus

Expected Service Area Outcome/Administrative Unit Outcome

Students know community resources to reach sustainability.

M. This Goal/Outcome is

- New
- Continued
- Modified

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If modified please list how and why.

Click or tap here to enter text.

N. Alignment to BCC Strategic Priority (*Select at least one but choose all that apply*)

Strategic Priority 1: Innovate to Achieve Equitable Student Success

Strategic Priority 2: Ignite a Culture of Learning and Innovation

Strategic Priority 3: Build Community

Strategic Priority 4: Achieve Sustainable Excellence in all Operations

O. Relationship to Guided Pathways

- Clarify the Path
- Entering the Path
- Staying on the Path
- Support Learning

P. Please list actions/strategies for achieving this goal/outcome.

Participate in community events at Barstow

Invite partners to participate on campus events

Implement/Continue the Advisory Committee meetings

Implement resource fairs on campus

Q. Briefly explain how you will measure the goal/outcome.

Students will recognize community organizations and how they can further support their needs when the college is closed (weekends). Collaborate with community partners for tracking of student(s) who receive services from outside agencies.

R. Please list resources (if any) that will be needed to achieve the goal/outcome.

Reach out to community organizations, county offices and faith based organizations and create new partnerships and/or strengthen the partnerships currently in place.

Previous Goals/Outcomes

Were any outcomes discontinued or completed? Please speak to outcomes you are not carrying forward from the previous program review cycle and discuss why.

Click or tap here to enter text.

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IV. Resource Requests

What does the area need to meet its goals and outcomes? Resource requests should be evidence-based and tied to goals and objectives stated above.

Resources may be requested from the following categories:

- a. Personnel/Staffing*
- b. Technology Resource*
- c. Facilities Resource*
- d. Professional Development*
- e. Other*

For all resource requests departments/areas should utilize the Budget Allocation Proposal form and submit with their program review. If needed, the Out-of-Cycle BAP form may be submitted for resource requests when completing an Annual Update in Years 2 and 3.

Goal/ Outcome #	Resource Required	Estimated Cost	BAP Required? Yes or No	If no, indicate funding source
Adequate Furniture	Adequate desk and chairs for staff. Currently, we are using improvised tables and old chairs	5,000	No	Student Food and Housing (0554)
Dedicated storage space inside K Building	Being able to organized and fit the food items inside K Building to avoid several trips to the Grill storage	0	No	N/A
Shelves	Install shelves at the storage inside K Building to have an efficient use of space to store food items	5,000	No	Student Food and Housing (0554)
Upright freezer and refrigerator	Build capacity inside the K building to store frozen food and other food items to decrease store trips to replenish breakfast and lunch frozen options and keep food cold such as juice or other food items	4,000	No	Student Food and Housing (0554)

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Basic Needs Coordinator	Additional permanent staff that can provide support with Basic Needs Center events, office hours coverage and customer service for students.	TBD	YES	New Position to Create
Student Workers	Unclassified staff to provide support with customer service and pantry duties	22,000 Federal Work Study & CalWORKS Work Study		HHIP (0516)