



**Administrative Program Review
2024-2025 Annual Update**

Program / Department:	Basic Needs Center
Date submitted:	06-01-2025
Submitted by:	Jannet Rios

Outcomes Assessment Report ☐

Revised Plan of Action ☐

The Annual Update is conducted by all programs at the college and consists of an analysis of changes affecting the program as well as significant new funding needs for staff, resources, facilities, and equipment. It should be submitted or renewed every year by June 30 in anticipation of budget planning for the following year, which begins at the planning retreat in November. *Note that if there is no change from the previous year, you may simply resubmit the information in that report (or any portion that remains unchanged) from the prior year as long as it is on the current form and completely responds to each question.

Programs and units should support their planning efforts with quantifiable data, conduct appropriate analyses, and make supportable conclusions.

I. Program Purpose (must align with college mission)

Describe the need that is met by the program or the purpose of the program.

The Basic Needs Center and its mission has not drifted from addressing student basic needs but has expanded to emphasize on the importance of retention and degree completion. The Basic Needs Center sought to move away from emergency only but reinforce the goal of retention and degree completion. The Basic Needs Program seeks to brand itself as a retention program. We will encourage all students on a plan guided by a goal set through their Comprehensive Student Education Plan. We seek to support students with degree and certificate completion in the credit and noncredit departments.

New mission (2024-2025):

The Basic Needs Center at Allan Hancock College focuses on retention and academic success by connecting students with on-campus and community resources related to clothing, childcare, food, hygiene, health, technology support, school supplies, shelter resources, and much more. Our goal is to create sustainable support systems for students, empowering them to access the resources they need, to be successful academically and personally.

II. Progress on Comprehensive Program Review Final Plan of Action

Summarize the progress the program has made on recommendations, including the status of any incomplete items.

The Basic Needs Center at Allan Hancock College continues to experience major growth and change. The Basic Needs Center hired two (2) Student Resource and Support Technicians in



July of 2024 after the VP of Student Services, HR and Union were able to negotiate a position description. By hiring two individuals, the center was able to create a bigger team. As a team of four, the growth was a positive impact to help support students more effectively and quickly. In addition to hiring two new permanent classified professionals, the Basic Needs Center grew physically. The Basic Needs Center acquired the Bulldog Food Pantry and the Clothing Closet, when construction was finished in August of 2024. Between September and December of 2024, the Basic Needs Team, finished the development and furnishing of the two spaces located in the new Student Health Services (Building J). During the four month wait period, the team developed policies, guidelines and procedures to ensure a succinct process for students, the team and future employees to come.

The two new spaces, signified food distribution (Food Share, Because We Care) would no longer happen every Thursday. Students are now able to obtain fresh and dried goods twice a week instead of once a week during a two- hour window. The Food Pantry is fully staffed and is open four days a week for students seeking food. In Spring of 2025, the Food Pantry utilized SuccessNet to track visits and CalFresh appointments. The expansion in Building J allowed for the clothing closet to expand into a popular resource amongst students. The clothing closet offers every-day wear, case management and full-size hygiene for students experiencing clothing insecurities. The clothing closet tracks all clothing donations and visits from students through SuccessNet in order to demonstrate a need. This summer of 2025 will be the first year the Basic Needs Center and the college offer food for students. Historically, Student Activities and Basic Needs did not offer food distribution for students. This summer will provide data and recommendations for future outreach.

Additionally, the main office moved from Building G into Building A (Student Services), during March 2025. The physical move created additional adjustment for students and the team due to it occurring in the middle of the Spring semester.

III. Program Assessment

☐ Check here if any SAOs have changed since the last comprehensive program review and/or annual update.

What are your program service area outcomes? Which of these have been assessed since the last comprehensive program review and/or annual update? How are they measured? What did the assessment data indicated about the strengths and weaknesses of your program? What changes have you made/do you plan based on these data? *(See Administrative Service Area Outcomes SAOs Assessment Report form on last page)*

With the hiring of two new staff, the Basic Needs Center Supervisor was able to dedicate time to create Program Learning Outcomes for years 2025-2031, in support from Mayra Morales and Erik Arevalo. The Basic Needs Center Supervisor created the programming learning outcomes then reviewed them with Mayra and Erik to ensure they made sense and able to assess in the upcoming years.



The Basic Needs Center will begin assessment this 2025-2026 school year for the first time since the center was established in 2021.

PLO 1: “After visiting the Basic Needs Center, students will understand what resources are available to use and how to access them in support of their academic success.”

M1.BNC in 2025-2026: After meeting with a staff member, students will understand how to find and access Basic Needs resources.

Assessment: A survey assessing students’ knowledge about the Basic Needs Intake Form.

After the core meetings, the Basic Needs Supervisor spoke to Erika Biely, to begin the creation of a survey during summer of 2025. All surveys will be developed ahead of time to ensure they are ready to utilize.

IV. Internal/External Conditions

What external conditions have influenced the program in the past year? Have there been regulatory changes, changes in technology, accreditation recommendations, demographics, labor market, or other changes? Summarize the major trends, challenges, and opportunities that have emerged in the program since the last comprehensive program review and /or annual update.

The Basic Needs Center experienced major growth through the opening of the Bulldog Essentials Food Pantry and the Bulldog Essentials Clothing Closet in the new Student Health Center Services (Building J). Additionally, the main center (Lobby) moved to A209.

During the onboarding of new staff, delays of student appointments occurred due to the training of the professional staff. With growth in staffing, we were able to provide more appointments and conduct more follow-up to each student. As a team, we were able to create time to hire student workers that now focus on peer-to-peer outreach and support. Our funding from the Chancellor’s Office was not impacted, but there were delays in the awarding of our federal grant renewal from Chico State’s CalFresh program due complications with the federal government. Despite starting the grant cycle 5 months late, we are on track to spend this year over 80% of the grants awarded funds. We are required to spend at least 70% but will exceed spending this year 1 due to the programming and staffing capacity the center now has.

The center saw an increase in unhoused students between the year 2023-2024 and 2024-2025. Support for students in search of housing is limited in Santa Maria and the surrounding cities. The impact of the increase of cost of living and minimum wage paying jobs have led to limited options for individuals seeking housing. The Basic Needs Center refers students to agencies that focus on housing navigation, but the housing crisis in Santa Barbara County continues to negatively impact students at Allan Hancock College.



Despite collaborating with the foodbank of Santa Barbara County to purchase food for the food pantry, the food pantry has had to close a few times due to the foodbank not having enough food available for organizations. Additionally, due to the foodbank only being available once a week for delivery of food, the Basic Needs Center can only receive food once a week. This has led to shortage of food by end of Tuesday, despite schedule to serve through Thursdays.

Solutions explored have included partnership development with local grocery stores to receive donations or low priced food, and the pick-up of food from the Foodbank by a Basic Needs Center staff member to ensure there is enough food in the pantry for up to four days.

What internal conditions have influenced the program in the past year? Have there been trends in SAOs/assessment data; changes in technology, budget, staffing or resources; facilities issues; etc.?

Thanks to the COVID Block Grant, the Basic Needs Center now has a team of four. The OST and the two Student Resource and Support Technicians are all funded through the COVID Block Grant. With staffing growth, all students requesting services and support were able to be seen or contacted by a staff member prior to the end of the semester. Follow-ups were also conducted when time permitted due to there now being more than one person available to meet with or reach out to students.

The center has purchased PantrySoft to simplify the sign-in process for students visiting the pantry. FoodPantry will also allow for tracking of student visits and provide data for reporting to the Foodbank and USDA.

With the center being at three different physical locations, wording and marketing is very thoughtful to prevent student confusion when scheduled and visiting the center. Student have experienced confusion on where to go for their appointment, especially since the Basic Needs Center has moved to A as much March 2025. The move created a lot of changes for students, leading to questions and clarification. This next year will focus on reducing confusion and creating a smoother process for students to avoid confusion about whether to go to Building A or J for their appointment. Student will be texted through Maxient and/or called to remind them of the location of their upcoming appointment.

The center continues to be challenged by the high demand in book and gas requests since it is often a single request that is on-going. The staff utilizes an excel sheet to track those requests after the Maxient report has been processed and enrollment has been verified. Once the request has been fulfilled, the student is entered into SuccessNet as a drop-in to ensure the contact is reported. These requests are separate from appointments scheduled, so all staff on the team currently support the effort of awarding from the excel sheet because it is too much for one person. In the past, it has been discussed that it would be helpful to have just one person focus on the awarding of these funds, gift cards, processing and recording because it is a big responsibility that requires time, organization and detail orientation. This process is separate from students that are supported through one-on- one appointments and follow-ups. The team tries to leave clear notes on the excel and on Maxient to avoid confusion and double awarding.



V. Update to Final Action Plan

If you change or modify a previous recommendation, provide an explanation for the change and a new target date. For new recommendations, provide target dates and data for support. For all items, show how they are related to assessment results where possible and provide approximate costs for resources requested. Resources may include budget, facilities, staffing, research support, professional development, marketing, etc. Not all recommendations will require resources. (Plan may cover period up to the next scheduled comprehensive program review.)

A previous recommendation was to hire more staff. Two new resource and support technicians have been hired through the COVID Block Grant that is up to 5 years in funding. At the moment, funding is secure for four more years. Prior to the funds running out, the center will need to demonstrate the need for two Student Resource and Support technicians and the OST. The Basic Needs On-Going Allocation has the potential to sustain the supervisor and one technician. At the moment, the OST and a second Student Resource and Support Technician would require additional funding after the fifth year.

The two Resource and Support Technicians were hired when the two additional spaces had not opened yet. A survey of the position is desired to assess if the positions are expected to do more beyond the current job description. A reclass will be explored to help with retention of future employees in the role.

VI. Revised - Plan of Action (Annual Update)

The last comprehensive program review was completed __May 31, 2024 (2023-2024 School Year)_. The self-study and validation teams developed a final plan of action – post validation based on information in the self-study and the recommendations of the validation team.

(If any plan was made and action not taken, please state the rationale for not pursuing that particular item. If action was delayed or postponed, provide an explanation and a new target date.)

CHANGES AND MODIFICATIONS

RECOMMENDATIONS FROM PLAN OF ACTION	ACTION TAKEN, RESULT AND STATUS
Assess the job description of the two Student Resource and Support Technicians to determine if they are eligible for a reclass, based on their current roles and responsibilities if beyond the job description.	

ADDITIONS



PLAN OF ACTION	TARGET DATE
Survey of Job Description and compare with similar roles being paid more. Create a plan and meet with HR.	December 2025

RESOURCES NEEDED (Be sure there is sufficient justification and data contained in the narrative to support each of the items on your list.)

TYPE OF RESOURCE	SPECIFIC RESOURCE	APPROXIMATE COST
Facility Needs		
Technology Needs		
Staffing Needs		
Equipment (non-technology)		
Other Resources		



Program Review Annual Update
Administrative Service Area Outcomes (SAOs) Assessment Report

Program / Department: _____

Use one row for each SAO

Program Intended Outcomes	Assessment Method(s)	Findings	Action Plan