

## Summary of Program Review:

## A. Major Findings

## 1. Strengths:

The Basic Needs Center has expanded its reach across campus by creating more services, utilizing campus outreach, and promoting holistic care for students through a variety of resources. More specifically, in the final year of this program review (2023-2024), Basic Needs has expanded its services by creating new programs and enhancing preexisting programs that were in place. More specifically, Basic Needs has established progress on following new initiatives:

- Expanded hygiene support to include more hygiene, school supplies, and home products.
- Included student parent resources such as diapers and wipes, to help target resources available for all parenting students (specifically those who are living in family units at River Trail Village)
- Created “Stormy’s Closet,” to provide free donated clothes on-site for students.
- Create and provide hot meal program to students by collaborating with Culinary Program (ex: Thanksgiving meals and other monthly meal options)
- Host monthly “Market Pop-Up” events, often cohosting events with other department programs, to provide free produce and resources to students
- Supply and stock free vending snacks (such as breakfast and lunch grab-and-go items) at River Trail Village for students
- Collaborate with Napa Farmer’s Market to establish relationship with vendors to purchase local produce
- Share recipes and various ideas to cook nutritious food offered at the Basic Needs Center, through a virtual cookbook
- Collaborate with NVC Culinary Department to provide monthly hot meal program
- Collaborate with Napa County Self Sufficiency department to host Eligibility Specialist on-site to provide direct support for CalFresh applicants
- Increased number of CalFresh applicants to previous years
- Created free hair cut event, “NVC Cutz” to promote free access to hygiene resources on campus
- Provide snacks to various campus partners and offices (including learning communities, academic areas, and clubs)
- Communicated various community resources by enhancing preexisting partnerships and creating new partnership with local agencies and nonprofits
- Partnership with Student Affairs programs such as Office of Student Life and Student Health Center when providing student referrals

2. Areas for Improvement:

The Basic Need Center can continue to improve in the site location and area it is situated on campus. The current location in Room 1202 is not sustainable due to the low accessibility for students who are wheelchair users or have limited mobility, and it is located in the back of campus which provides low visibility amongst other student services areas. A new space would provide more visibility, accessibility, and create a safer environment amongst students and staff. In addition, the current space does not meet food safety standards, and a new location would help provide safety in the food storage necessary at the Basic Needs Center. The Basic Needs center can continue to improve in its collaboration with other offices and programs at Napa Valley College. While the center has expanded its collaboration by cohosting various events on campus with different organizations and groups, the center can take a more intentional approach to cohost programs and ongoing events, so that the Basic Needs Center is more rooted into all campus areas and support a wider number of students.

3. Projected Program Growth, Stability, or Viability:

It is projected that the Basic Needs Center will continue to grow, as evidenced by data from 2024-2025 academic year statistics thus far. Due to increased student traffic from marketing efforts, classroom presentations, and student sharing services by word-of-mouth. The impact of the student housing program, River Trail Village, has also increased the need for student support on campus with higher amounts of students seeking resources. The Basic Needs Center has become more stable, due to increased staffing and more concrete processes. The Basic Needs Center is a viable part of campus due to the number of students it supports, consistent programming with campus partners, and communication with community and regional stakeholders.

B. Program's Support of Institutional Mission and Goals

1. Description of Alignment between Program and Institutional Mission:

The Basic Needs Center is aligned with the Institutional Mission because it is "student-centered." The Basic Needs Center provides services that directly aid students' basic needs as both students and individuals. Further, the center provides wrap-around services by providing students with referrals to community and campus agencies to provide holistic support. The staffing at the Basic Needs Center has grown, including a Student Affairs Specialist (and now Coordinator) with a graduate degree in education (hired in 2023). Projecting into the 2025 academic year, the center plans to bring on board another Student Affairs Specialist with a graduate degree in social work, which will add to the case management approach and support provided for all students. The Basic Needs Center is "equity-focused," because their services are accessible to all students (there is no eligibility requirement aside from being enrolled as a student) and services are marketed in various campus spaces. Last, the Basic Needs Center is "community-oriented," because it collaborates with various community entities that supplement the resources that are available to students.

2. Assessment of Program’s Recent Contributions to Institutional Mission:

Recently, the Basic Needs Center contributes to the “student-centered” mission by continuously administering surveys and requesting feedback from students so that its services are centered on the student experience. The center is aware that students are consistently evolving and changing, and it adapts its services to best support NVC’s dynamic student population. For example, the center started providing childcare products (such as diapers and wipes) to support the student-parent population that frequents the Basic Needs Center. To align with the “equity-focused” mission at NVC, the Basic Needs Center provides snacks and resources within a diverse amount of campus offices, centers, and areas, so that services are accessible outside of the physical Basic Needs Center space. The Basic Needs Center has expanded more strategic communication with students who also utilize other programs (such as EOPS) to better support students who may be underserved or under-resourced. The Basic Need Center has expanded its “community-oriented” approach by collaborating with new community agencies (such as COPE Family Center, Community Resources for Children, and VOICES) to increase marketing of services and provide students with a “warm hand-off” when referring to community agencies.

3. Recent Program Activities Promoting the Goals of the Institutional Strategic Plan and Other Institutional Plans/Initiatives:

The Basic Needs Center hosts monthly pop-up markets that provide free produce, clothing, and materials to students. This “student-centered” event provides accessible resources to all students and provides a way for students to build community amongst one another. The Basic Needs Center has expanded its hygiene resources for students, including free hair cut events (called “NVC Cutz”), and hygiene resources available at the center for students to take on a weekly basis. This “equity-focused” initiative has helped close the gap of students needing support with accessing basic hygiene materials and services. During monthly pop-ups and campus tabling events, the Basic Needs Center strives to collaborate with other departments and community agencies to cross-promote services. This “community-oriented” approach creates more avenues for students to seek services both on and off campus.

C. New Objectives/Goals:

To aid in future program reviews, there is a goal of creating a Basic Needs survey to administer to students annually. This will help provide specific feedback and support in the creation of goals that are student-centered and incorporate student voice. Basic Needs is working on a site location move, which will make services more accessible and open to students. Another goal the center is working on is to establish a case management approach to serving students. The center has implemented a tracking log which staff use when any referrals or resources are provided to students (in the 7 categories of: food, housing, transportation, mental health, parenting/childcare, technology, and hygiene resources). Within this goal, it is the hope of the Basic Needs Center, that we will be able to provide more follow-up, and strategic support for students as they navigate systems and resources on campus and in the broader community. An additional goal that will further our support for students is to expand programming to collaborate with Student Affairs areas more intentionally. This may include planning various on-campus events, providing more marketing materials and presentations in areas, and staff communication to support students through a case management approach. Areas that are identified to begin more intentional collaboration with are: the Counseling Division, the Pride Center, and the Student Health Center.

D. Description of Process Used to Ensure “Inclusive Program Review”

Inclusive Program Review was utilized by the participation of various stakeholders. Basic Needs Coordinator and Basic Needs Specialist worked to identify initial findings and description of program. Senior Dean over the Basic Needs Center supported efforts by providing direct feedback to aid in the review process, and final review was provided by Vice President of Student Affairs and additional part-time staff members at the Basic Needs Center.

## I. DESCRIPTION OF PROGRAM

### A. Program Purpose

Describe the purpose of the program – as a general statement.

Following the general statement, a bulleted list may be used to describe the services offered.

The Basic Needs Center at Napa Valley College strives to increase equitable access to food, housing, and financial, physical, and mental wellness resources for all students by breaking down barriers and transforming the Napa Valley College community.

- Monthly groceries & weekly snacks
- Assistance applying for CalFresh: The Cal Fresh Outreach Program is funded through the California Department of Social Services (CDSS) and is implemented in partnership with county social services offices. It assists people through the entire Cal Fresh application process, including assistance with the application itself, obtaining verification documents, navigating the 30-day application period, as well as the renewal process.
- Hygiene products: soap, shampoo, deodorant, hair care, lotion, menstrual products, chapstick, nail files
- Dental hygiene products: floss, toothbrushes, toothpaste
- Childcare products: diapers, baby wipes, formula
- First aid kits and Band-Aids
- Cleaning supplies
- School supplies and materials
- Hot meals provided by NVC Culinary Program (pilot program)
- Free haircuts from a local barber (1-2 times per semester)
- Clothing for adults and children, accessories, and shoes (as available via donations)
- Students can visit the Basic Needs Center to find more information about the Napa Valley Transportation Authority's bus system, Vine Transit. Students may also obtain free bus passes at the Basic Needs Center.
- Mental health and wellness referrals
- Referrals to Community Resources

### B. Alignment with the Student Experience/Pipeline

After the enrollment process is completed, the Basic Needs Center's primary responsibility is to support students with resource referral and management. This is an integral part of maintaining retention and matriculation, as it assists students with financial support and resource access to overcome barriers that may impact academic success. The Basic Needs Center provides assistance to students at each point of their academic experience (upon enrollment and beyond).

"Now, as of January 2024, every California community college provides basic needs services to students, including food security, transportation, technology, health and mental health, housing security and childcare." [...] "For Spring 2023, the systemwide average course success rate for students receiving basic needs services was 68%, which is 2% points higher than the systemwide average course rate for all students (66% in spring 2023). Given that students receiving services from a basic needs center are, by definition, disproportionately facing far greater challenges than students in general, the improvement of these success rates provide some initial suggestion of the meaningfulness and effectiveness of these services (e.g., they are helping students be able to stay enrolled and successfully complete their courses in the midst of the food or housing insecurity or other challenges they are facing). "[\(Basic Needs Services Centers"](#)

### C. Student Population(s) Served

For students experiencing basic needs insecurity related to basic needs services and resources. Per education code 66023.5, "Basic needs services and resources' includes, but is not limited to, housing, food, clothing, feminine hygiene, diapers, technology, childcare, and mental health services and resources."

In addition to the above population, the Basic Needs Center does not currently utilize an eligibility requirement for services. All services are available for currently enrolled students (regardless of unit amount).

### D. Delivery of Services (Modalities)

All resources are available onsite at the Basic Needs Center (Room 1202); students visit the center in-person to pick up resources and sign-in/register for services. To promote access for all students, the Basic Needs Center provides handouts with QR codes to market information. The Basic Needs Center has an active and dynamic social media account to interface with students regarding up-to-date information. In addition, the Basic Needs Center utilizes PantrySoft, which is an appointment platform and gathers usage data to inform services delivery.

The Basic Needs Center hosts a variety of events on campus including the market pop ups that provide access to donated clothing, snacks and giveaways to students in addition to tabling events and interdepartmental collaboration. The Basic Needs Center also hosts events such as free haircut events with a barber and a pilot hot meal program. The Basic Needs Center partners with River Trail Village, NVC's student housing, to increase student residents' access to food resources through ordering and delivering weekly snacks to RTV housing.

To ensure that the program increases access to students, the Basic Needs Center provides department snacks on a monthly basis to the following Napa Valley College areas: MESA/STEM Center, DSPS, Financial Aid and EOPS/NextUp/CalWorks, Umoja, Writing Center, Math Center, Dream Center, Counseling, Transfer Center/Career Center, Student Health Center, Student Life/ASNVC, Pride Center, Biology/Science department, Library, and the Art Building/department. The Basic Needs Center communicates with the larger campus community, including faculty and staff, to share information about services and resources available to students.

## E. Effective Program

### Program Reflection:

As stated in [CA Ed Code #66023.5](#), Basic Needs Centers provide effective support by:

- Have staff member(s) to support in identifying, supporting, and linking students to on- and off-campus housing, food, mental health, and other basic needs services and resources.
- Establish a Basic Needs Center, which means a central location on campus where basic needs services, resources, and staff are made available to students. The Basic Needs Center is intended to be a one-stop, single location and point of contact for students to more easily access and gain awareness of basic needs services and resources. The campus shall make a reasonable effort to locate all on-campus basic needs services and resources at the Basic Needs Center. If the campus cannot reasonably locate all basic needs services or resources at the Basic Needs Center, the campus shall provide students with the location and contact information, including name, telephone number, and email address, for all basic needs services and resources not located in the Basic Needs Center. The coordinator shall be housed in the Basic Needs Center.
- Each Basic Needs Center shall help ensure that students have the information they need to enroll in CalFresh, the California Earned Income Tax Credit (CalEITC), the Young Child Tax Credit (YCTC), the California Special Supplemental Food Program for Women, Infants, and Children (WIC), and other relevant government benefits programs. Each Basic Needs Center shall coordinate with their campus financial aid department or financial aid office.
- To the extent feasible, to use a portion of any funds made available for basic needs support for providing funds directly to students to address urgent needs.
- Develop a document that shall be provided to students at the Basic Needs Center, once established pursuant to paragraph (2), in either electronic format or paper form, and that shall be made available to students online, that clearly lists on- and off-campus basic needs services and resources.
- Streamline the application and intake process for on-campus basic needs services and resources to minimize duplication and eliminate barriers to access.
- Develop and implement a plan to identify and provide outreach to students, including nontraditional students, who have basic needs insecurity related to housing, food, and mental health.
- Provide a student basic needs tab that is clearly visible and easily accessible from a drop-down menu on the home page of the campus' internet website.

The NVC Basic Needs Center has accomplished each of these tasks at various points throughout the program development.

## II. PROGRAM DATA

### A. Demand: Students Served and Needs among Students Served

**Number of Students & Number of Visits**

	2021-2022	2022-2023	2023-2024	Change over 3-Year Period
<b>Number of Students (Based on ID)</b>	393	565	1,047	166%
<b>Number of Visits</b>	456	647	1,161	155%
<b>Number of Visits per Student within Academic Year</b>	1.16	1.15	1.11	-4.4%
<i>Source: File provided by NVC's Basic Needs Center</i>				

*RPIE Analysis: Over the past three years, the number of students accessing the Basic Needs Center has increased by 166%. The number of visits increased by 155% over the same period. The number of visits per student over the academic year has ranged from 1.11 to 1.16.*

#### Program Reflection:

The Basic Needs program has continued to see an increase of student usage, most predominantly in 2023-2024. Many factors contributed to this increase, including the hiring of a full time Student Affairs Specialist in 2023 (after recent staffing changes). In addition, more students began returning to campus after taking classes online and drop in enrollment due to the COVID-19 pandemic. With additional staff, there was an increase in classroom presentations, marketing materials, social media presence, and expansion of services, which each contributed to an increase in center usage.

**Reasons for Visiting Basic Needs Center**

	2021-2022	2022-2023	2023-2024	Change over 3-Year Period
<b>Monthly Grocery Pick-Up</b>	72.9%	84.4%	83.2%	10.3%
<b>Monthly Grocery Pick-Up, Basic Need Items</b>	26.3%	10.6%	14.4%	-11.9%
<b>Basic Need Items</b>	0.7%	5.0%	2.4%	1.7%
<i>Source: File provided by NVC's Basic Needs Center</i>				

*RPIE Analysis: Based on students' responses to the point-of-service survey conducted by the Basic Needs Center, the majority of students visit the center for monthly grocery pick-up. The proportion of students visiting the center for groceries ranged from approximately 73% to 84% over the past three years and increased by 10.3% over the three-year period. The proportion of students visiting the center for both groceries and basic need items ranged from 11% to 26%, decreasing by almost 12% over the period. The proportion of students visiting the center for basic needs items alone ranged from 1% to 5%, increasing by 1.7% between 2021-2022 and 2023-2024.*

**Program Reflection:**

Students’ reasons for visiting the Basic Needs Center in this timeframe might be impacted by a few items. First, the center was primarily providing food-based services and resources, especially in 2021-2022. It appears that both Monthly Grocery and Basic Needs Items were measured together, which may account for a decrease over the three year span (possible data entry change). Additionally, when Basic Needs Items are being measured independently, it appears that growth occurred. In current program reflection, it appears that Basic Needs Items (hygiene products, school supplies, childcare resources) will show an increase in the next program review, because of the implementation of appointment software (PantrySoft).

**Basic Needs Identified by Students Enrolled Spring 2024**

	Number of Students	Proportion of NVC Students
<b>Number of Students (Unduplicated)</b>	365	(N = 7,271)
<b>Types of Needs Identified</b>	(Duplicated across Categories)	--
<b>Food Security</b>	365	5.0%
<b>Physical Health &amp; Hygiene</b>	73	1.0%

*Source: NVC’s MIS SG (Special Populations) File, Spring 2024; California Community Colleges Chancellor’s Office Data Mart for Student Headcount*

*RPIE Analysis: The data reported in the table above are drawn from the Special Populations files submitted by NVC to the California Community Colleges Chancellor’s Office (CCCCO). The data element pertaining to Students’ Basic Needs was implemented in summer 2022 (<https://webdata.cccco.edu/ded/sq/sq23.pdf>). For the three-year period covered by this program review, NVC began submitting data on basic needs in spring 2024.*

*Based on the spring 2024 submission, 5% of NVC students received services and/or support from the Basic Needs Center. All students who accessed the center that term received services/support to help address food security needs. Twenty percent of students who accessed the center that term also received services/support pertaining to physical health and hygiene.*

**Program Reflection:**

The Basic Need Center has shown growth over the last three years, but it will continue to extend efforts to meet the needs of more students. To accomplish this, the center will continue to engage with students in class presentations, marketing and advertisement materials, and engage with various campus groups during tabling and event opportunities. Additionally, the center is interested in expanding its reach into community engagement by creating and distributing a newsletter, so students and community members are aware of Basic Needs Center services and happenings.



**Demographics among Students Who Accessed Basic Needs Center,  
2021-2022 through 2023-2024**

	Students Who Accessed Basic Needs Center (with a Valid NVC ID Recorded)	NVC Credit Students
<b>Number of Students</b>	651	12,638
<b>Gender</b>		
Female	63.1%	<b>56.2%</b>
Male	<b>34.4%</b>	40.9%
Unreported	2.5%	3.0%
<b>Race/Ethnicity</b>		
African American/Black	8.3%	5.0%
Asian	3.1%	4.2%
Filipinx	14.1%	<b>8.9%</b>
Latinx/Hispanic	47.8%	<b>43.8%</b>
Multiple Race	6.3%	5.7%
Native American	0.3%	0.3%
Pacific Islander	0.9%	0.6%
White	<b>14.6%</b>	27.0%
Unknown	4.6%	4.5%
<b>Age Group</b>		
19 or less	<b>43.3%</b>	47.4%
20 to 24	22.0%	22.5%
25 to 29	12.3%	<b>9.7%</b>
30 to 34	8.3%	<b>6.5%</b>
35 to 39	6.3%	<b>4.0%</b>
40 to 54	6.1%	6.2%
55 and older	<b>1.5%</b>	3.7%
Unknown	0.2%	0.1%
<b>First Generation</b>		
Yes	26.3%	24.2%
No	73.7%	75.8%
<b>Disability Status</b>		
Reported Disability	19.7%	<b>6.7%</b>
Disability Not Reported	<b>80.3%</b>	93.3%
<b>Veteran Status</b>		
Yes	1.8%	<b>1.0%</b>
No	<b>98.2%</b>	99.0%
<i>Sources: File provided by NVC's Basic Needs Center; SQL queries conducted by Research, Planning &amp; Institutional Effectiveness</i>		
<b><i>Bold italics</i></b> denote a statistically significant difference between the population shares among Basic Needs Center students and among all NVC credit students, with the lower of the two population shares highlighted in <b><i>bold italics</i></b> .		
<u>Note:</u> Age groups for both populations are based on age as of August 15 of first academic year of enrollment or visit to Basic Needs Center within the three-year period.		

Notes Regarding Data File Provided by Basic Needs Center:

- The data file contained 2,317 rows of data, 2,108 (91%) of which included information in the Student ID field. At least 125 (6%) of the rows populated with IDs did not match the format of NVC IDs (e.g., number of characters, field contained other information such as date of birth or email address).
- Demographic information reported above are based on NVC student records rather than the responses to the demographic questions included on the point-of-service survey. Survey information was not used because the majority of responses to the demographic questions on the survey (59.1% to 90.6%) were left blank.

RPIE Analysis: The table above described the demographics among students who accessed the Basic Needs Center, based on student identification numbers recorded by the center. The figures describe the population of 651 students who visited the Basic Needs Center over the past three years with valid NVC IDs included in the data set.

The following demographic groups accounted for a majority or plurality of the student population that accessed the Basic Needs Center over the past three years:

- Females (63.1%)
- Latinx/Hispanics (47.8%)
- Students 19 or younger (43.3%)
- Students that were not first-generation (73.7%)
- Students without a disability reported (80.3%)
- Non-veterans (98.2%)

The following demographic groups claimed a significantly lower proportion of the population share among Basic Needs Center students than they did among the population of NVC credit students over the past three years:

- Males (-6.5%)
- Whites (-12.4%)
- Students 19 or younger (-4.1%)
- Students 55 or older (-2.2%)
- Students without a disability reported (-13.0%)
- Non-veterans (-0.8%)

Females, Filipinx, Latinx/Hispanics, students aged 25 to 29, 30 to 34, 35 to 39, students with a disability reported, and veterans claimed a significantly higher proportion of the population of Basic Needs Center users compared to the population of NVC credit students over the past three years.

In order to position the Basic Needs Center for future program reviews – and to ensure that more complete demographic information about students who access the survey is available, the center should consider implementing strategies to collect valid NVC student IDs from those who receive their services. Note that this process might have improved as of spring 2024, when NVC began submitting Basic Needs data to the CCCCCO.

**Program Reflection:**

The Basic Needs Center is in talks with campus Institutional Technology offices to extend the use of PantrySoft (appointment and reporting platform) to integrate into the campus SSO system. This would help the Basic Needs Center gather accurate student IDs and inform the demographics of students served. More accurate information will support the center with identifying where there may be gaps in groups of students who are not accessing services, and to ensure that equitable services are being provided to students of various demographic groups. From the current information, it appears that the Basic Needs Center can better market its services to students who are age 55 and older. Since the center utilizes social media to engage with students, perhaps it could increase class presentations and/or marketing materials that are placed around campus. Further, the Basic Needs Center will reflect on how marketing materials use inclusive language to decrease stigma around accessing basic needs resources (ex: materials that state that resources are available to all students, etc.).

**Demand: Experiences among Students Served**

First Time Visiting Basic Needs Center					
		2021-2022	2022-2023	2023-2024	Change over 3-Year Period
<b>Number of Student Records Collected</b>		456	647	1,161	155%
<b>First Time Using NVC's Food Programs</b>	Yes	27.6%	37.9%	36.7%	9.1%
	No	66.4%	56.1%	59.2%	-7.2%
	No Response	5.9%	6.0%	4.1%	-1.8%
<i>Source: File provided by NVC's Basic Needs Center</i>					

*Notes Regarding Student Experiences Summarized within this Section: Unless otherwise noted, the data reported within this section of the report are based on students' responses to the point-of-service survey conducted by the Basic Needs Center.*

*RPIE Analysis: Between 2021-2022 and 2023-2024, the number of survey responses collected from students who visited the Basic Needs Center increased by 155%. The majority of students who accessed the Basic Needs Center (ranging from 56% to 66%) in each of the past three years were repeat visitors. The proportion of visits claimed among students who were returning to the center decreased by 7.2% over the past three years, while the proportion of visits by first-time users increased by 9.1%. [The majority of students responded to this survey question, as the proportion of non-responses ranged from 4% to 6%.]*

**Program Reflection:**

The increase in first-time users may be reflective of program changes and staffing shifts in 2023, in which the goal of the center was to increase outreach and engage with students who had not visited the Basic Needs Center prior. While these efforts have been fruitful, it appears that the center can enhance how they are supporting students in accessing the center for ongoing resources. Efforts can be made to improve case management systems, so students are accessing staff support during the intake process and receive ongoing staff outreach and/or check-ins to follow-up on resource utilization.

**Full-Time Enrollment among Basic Needs Center Users**

	2021-2022	2022-2023	2023-2024	Change over 3-Year Period
<b>Enrolled Full-Time at Some Point during Academic Year</b>	55.9%	57.3%	61.9%	6.0%
<i>Sources: File provided by NVC's Basic Needs Center; SQL queries conducted by Research, Planning &amp; Institutional Effectiveness</i>				

*RPIE Analysis: Based on NVC enrollment records for students with valid NVC IDs included on the survey form, the majority of Basic Needs Center visitors were enrolled full-time at some point during the academic year that they accessed the center. Full-time enrollment is defined as enrolling in at least 12 units within the fall or spring terms and at least 6 units during summer terms. The proportion of Basic Needs Center students who enrolled full-time ranged from 55.9% to 61.9% over the past three years, increasing by 6% over the period.*

**Program Reflection:**

The Basic Needs Center does not require that students are full-time students. The increase in full-time students accessing basic needs services may be reflective of an increase in student use overall. The center will continue to evaluate how it is supporting full-time enrolled students, as this data may assist in the development of more intentional programming that collaborates with offices like Counseling, learning communities, and student-led organizations/clubs.

**Student Experiences in the 30 Days prior to Visiting the Basic Needs Center**

	2021-2022	2022-2023	2023-2024	Change over 3-Year Period
<b>In the last 30 days, . . .</b>				
<b>The food that I bought just didn't last, and I didn't have money to get more.</b>				
<b>Often true</b>	6.6%	8.9%	11.2%	4.6%
<b>Sometimes true</b>	13.7%	17.5%	18.4%	4.7%
<b>Never true/Don't know</b>	5.4%	8.2%	7.0%	1.6%
<b>No response</b>	74.4%	65.4%	63.4%	-11.0%
<b>I couldn't afford to eat balanced meals.</b>				
<b>Sometimes true</b>	18.5%	26.1%	28.4%	9.9%
<b>Don't know</b>	7.1%	8.6%	8.3%	1.2%
<b>No response</b>	74.4%	65.4%	63.4%	-11.0%
<b>Did you ever cut the size of your meals or skip meals because there wasn't enough money for food?</b>				
<b>Yes</b>	13.4%	17.5%	18.0%	4.6%
<b>Don't know</b>	12.2%	17.2%	18.5%	6.3%
<b>No response</b>	74.4%	65.4%	63.5%	-10.9%
<b>How often has this happened over the past year?</b>				
<b>Almost every month</b>	4.4%	5.0%	5.8%	1.4%
<b>Some months but not every month</b>	7.3%	9.1%	9.5%	2.2%
<b>Only 1 or 2 months</b>	0.5%	1.9%	1.7%	1.2%
<b>Don't know</b>	1.2%	1.5%	1.0%	-0.2%
<b>No response</b>	86.6%	82.5%	82.0%	-4.6%
<b>Did you ever eat less than you felt you should because there wasn't enough money for food?</b>				
<b>Yes</b>	12.7%	16.8%	19.0%	6.3%
<b>No</b>	8.8%	12.7%	12.9%	4.1%
<b>Don't know</b>	4.1%	5.0%	4.6%	0.5%
<b>No response</b>	74.4%	65.5%	63.6%	-10.8%
<b>Were you hungry but didn't eat because there wasn't enough money for food?</b>				
<b>Yes</b>	11.5%	13.6%	14.6%	3.1%
<b>No</b>	10.0%	15.1%	16.7%	6.7%
<b>Don't know</b>	3.9%	5.8%	5.3%	1.4%
<b>No response</b>	74.6%	65.5%	63.5%	-11.1%
<i>Source: File provided by NVC's Basic Needs Center</i>				

*RPIE Analysis: Responses to the six survey questions pertaining to students' experiences "in the last 30 days" prior to visiting the Basic Needs Center are summarized in the table above. Note: In all three years, the majority of students did not respond to the questions in this section of the survey. The proportion of non-respondents across the six questions ranged from 63.4% to 86.6%.*

*Among the respondents to three of the six questions, the largest proportion of students indicated that:*

- The food they had didn't last and they didn't have money to get more sometimes.*
- They can't afford to eat balanced meals sometimes.*
- Yes, they have eaten less than they felt they should because there wasn't enough month for food.*

*The responses to two questions were more balanced, with roughly the same proportion of "yes" and "no" responses to the questions about:*

- cutting the size of meals or skipping meals because there wasn't enough money for food; and*
- being hungry but not eating because there wasn't enough money for food.*

*The proportion of "yes" responses to these questions increased over the three-year period, by 4.6% and 3.1%, respectively.*

*Among respondents who indicated how often they had cut or skipped meals over the past year, 7% to 10% reported that they experienced that in some months but not all months. An additional 5% to 6% reported that they experienced that every month.*

*Given the large proportion of non-respondents to these survey questions, the Basic Needs Center might consider streamlining the survey by reducing the number of questions.*

#### **Program Reflection:**

The Basic Needs Center has removed these questions from the registration process and intake forms, because it was not utilizing this data historically. The center may evaluate the need for adding these questions into future intake processes, if there is an established need or goal from using this feedback to inform processes. In reflecting on this information, the rising cost of food and inflation may have contributed to students identifying a greater need for food resources.

**Change in Living Situation Since Last Visit to Basic Needs Center & Family Size**

		2021-2022	2022-2023	2023-2024	Change over 3-Year Period
<b>Number of Student Records Collected</b>		410	583	1,065	160%
<b>Has your living situation changed since the last time you used the NVC Food Program?</b>	Yes	11.7%	22.5%	21.8%	10.1%
	No	82.9%	72.7%	77.3%	-5.6%
	No Response	5.4%	4.8%	0.9%	-4.5%
<b>Family Size</b>	1	7.1%	7.2%	13.7%	6.6%
	2	17.1%	11.7%	10.5%	-6.6%
	3	9.5%	9.6%	13.5%	4.0%
	4	15.6%	19.2%	18.5%	2.9%
	5	14.1%	13.2%	19.5%	5.4%
	6	8.3%	8.2%	6.8%	-1.5%
	7	5.9%	4.8%	3.8%	-2.1%
	8 or more	1.7%	1.0%	3.0%	1.3%
No Response	20.7%	25.0%	10.6%	-10.1%	
<i>Source: File provided by NVC's Basic Needs Center</i>					

*RPIE Analysis: The survey responses indicate some stability in students' living situations, as the majority (73% to 83%) of respondents indicated that their living situation did not change between visits to the Basic Needs Center. Over the three-year period, there had been a 10% increase in the proportion of respondents indicating that their living situation changed between visits to the center.*

*The majority of students who reported their family size indicated that they had 1 to 4 family members.*

**Program Reflection:**

Information related to living situation may inform Basic Needs Center practices, as the center continues to evaluate and reflect on how there can be more family-based support and housing resources for students. The Basic Needs Center can continue to market housing resources and financial support available for students who may have a recent change in housing situation. In addition, the center has implemented more family and childcare resources in the center (hygiene and cleaning products) and connection to community partners, to support students who live in families with younger children.

## B. Momentum

### Persistence from One Academic Year to the Next Among Students Who Accessed Basic Needs Center

	2021-2022	2022-2023	2023-2024	Change over 3-Year Period
<b>Cohort Prior Year</b>	338	447	493	45.9%
<b>Enrollment the Following Academic Year</b>	264	343	313 (329)	18.6% (24.6%)
<b>Persistence Rate</b>	78.1%	76.7%	63.5% (66.7%)	-14.6% (-11.4%)

*Sources: File provided by NVC's Basic Needs Center; SQL queries conducted by Research, Planning & Institutional Effectiveness*

*RPIE Analysis: The table above reports the persistence rate (from one academic year to the next) among the past three cohorts of students who accessed the Basic Needs Center. The majority (ranging from 63.5% to 78.1%) of students who access the Basic Needs Center continue to pursue their educational goals from one academic year to the next. Two persistence rates are reported among the 2023-2024 cohort, as data for 2024-2025 are not finalized. The first rate (63.5%) reflects enrollments for summer and fall 2024 only (for the 2024-2025 academic year). The second rate, noted in parentheses (66.7%), includes enrollments for summer and fall as well as preliminary enrollment information for spring 2025. The actual persistence rate (once data for spring 2025 are finalized) likely falls somewhere within the range of those two figures.*

### Program Reflection:

Since there was a slight decline in students' persistence rates and accessing the Basic Needs Center, the center can work to improve how it is reaching students at each stage of their academic journey. This can be completed by more intentional programming and events, which can encourage students to participate in basic needs services around campus and with peers.

## C. Student Achievement

*Student achievement metrics were not identified for this program review of the Basic Needs Center.*

## D. Student Learning Outcomes/Student Services Outcomes Assessment Findings

*Student Services Outcomes have not been assessed by the Basic Needs Center. Use of the survey to assess outcomes should be incorporated into the three-year plan for the program.*



### III. EVALUATION OF EFFECTIVENESS

#### Program Reflection:

At the time of this Program Review, the Basic Needs Center team is proud of how far the center has come. The increase in student usage, campus presence, and overall knowledge of the center and the resources available have greatly expanded. The center was able to stabilize after staff changes and the COVID-19 pandemic, which led to a decrease in student usage. Since then, the center has found stability in more full-time staff, part-time (TEA) staff, and student workers. The center has created more long lasting and impactful connection to the campus (with collaboration on projects, events, and providing snacks and resources in high-traffic areas on campus) and community partners (with more ongoing efforts to communicate with local agencies and resources). While the Basic Needs Center has grown, found stability, and has become more viable on campus, there are areas that the team is still seeking improvement in. The center continues to work on the surveys and feedback that students are providing, to create a space that more accurately reflects the needs of all NVC students. The center can continue to expand its marketing and outreach efforts, to ensure that students from various demographic groups are being provided with access to Basic Needs materials. In addition, the Basic Needs Center staff are working to connect their appointment platform, PantrySoft, to the campus SSO system for more accurate data retrieval. Last, the center has a goal to collaborate with additional Student Affairs areas, such as the Pride Center, Counseling Division, and combine services with the Student Health Center and Office of Student Life.

#### IV. PROGRAM HIGHLIGHTS

The program-level plan that emerged from the fall 2020 review of the Office of Student Life included the following initiatives associated with the Basic Needs Center:

- Creation of a Basic Needs Center
- Creating a position to oversee Basic Needs program
- Expansion of Food Basket Program to include a Hot Meal Program

##### A. Accomplishments/Achievements Associated with Most Recent Three-Year Program-Level Plan

The Basic Needs Center was established after the last program-level plan and has been thriving for the last few years within Room 1202. The program has increased in student usage, amount of services provided to students, and awareness on campus and in the community. In March of 2023, there was a Student Affairs Specialist role established in the center. In December of 2024, there was a Coordinator position established in the center. Both roles have continued to foster growth in the longevity of the center and ability to grow and maintain services. The Basic Needs Center has hosted various meal programs with the Culinary Department and Napa Valley Cooking School. The center is identifying a more long-term plan to continue providing hot meals to students on a regular basis.

##### B. Recent Improvements

Recent improvements to the center include the expansion of various services including the hot meal program, expansion of food pantry offerings, increased number of CalFresh applications, increased number of events and campus involvement, expansion of hygiene program and basic needs items, free hair cut events, and monthly pop-up events. The center has also created more signage, flyers, handouts, and presence on campus through a multitude of partnering events and class presentations. The Basic Needs Staff have expanded their CalFresh Outreach efforts by hosting a variety of campus events and outreach programs, causing an increase to CalFresh applications and knowledge around campus.

##### C. Effective Practices

The Basic Needs Center utilizes the following effective practices:

- Increased staffing support and coverage
- Creative offerings of various events on campus and in collaboration with other departments
- Communication with other campus departments to strategize support for student populations
- Creating new systems such as spreadsheets, communication tools, and system platforms that better serve students and assist the center in utilizing and reflecting upon data

**V. PROGRAM PLAN**

A. Based on the information included in this document, the program is described as being in a state of:

Viability

Stability

Growth

\*Please select ONE of the above.

**Explain why you selected that description of the state of the program.**

The Basic Needs Center is in a state of stability after years of growth. The center now has two full time staff members and between 2-3 part-time staff and 1-2 student workers at any given time. This increased staffing has provided more opportunities for staff engagement around campus, collaboration with various departments, present in classrooms and offices, and has supported more students who walk into the Basic Needs Center on a daily basis. The increase in student traffic is largely due to marketing efforts and collaboration in on campus spaces. Since the center has had a more substantial presence on campus, and with the increase in staffing support, and more students than ever before seeking support, the Basic Needs Center is in a state of stability.

B. Outline the three-year plan for the program by completing Columns A – D of the Three-Year Program Planning Template (the Excel file that will accompany the Program Review Report). For the fall 2024 program review cycle, the 3-year program plan will span 2025-2026 through 2027-2028.

**VI. RESOURCES NEEDED TO IMPLEMENT PROGRAM PLAN**

A. Describe the current state of program resources relative to the plan outlined above. (Resources include: personnel, technology, equipment, facilities, operating budget, training, and library/learning materials.) Identify any anticipated resource needs (beyond the current levels) necessary to implement the plan outlined above.

**Description of Current Program Resources Relative to Plan:**

Resources include: access to Basic Needs Center CCCCO allotment funds (Ongoing and One-Time Funding) to support a site location move. This move will entail large costs as there will be renovations required.

B. Identify the resources needed in order to implement each component of the three-year plan for the program by completing Columns E – F of the Three-Year Program Planning Template (the Excel file that will accompany the Program Review Report). If more than one type of resource (e.g., operating expenses, technology, supplies, facilities, equipment, etc.) is needed to implement the initiative, list each need on consecutive rows following the unit-level initiative.

Note: Resources to support program plans are allocated through the annual planning and resource allocation process (not the program review process).

The completed Three-Year Program Planning Template will serve as a draft/starting point for upcoming annual planning and resource allocation cycles.

A	B	C	D	E	F
PROGRAM:	Basic Needs Center				
PLANNING YEARS:	2025-2026 through 2027-2028				
Program/Service	Unit-Level Initiative	Anticipated Year of Implementation	Anticipated Outcome of Initiative	Description of Resource Need	Type of Resource Need
Basic Needs Center	(1) Move into new center location/site and complete appropriate upgrades to site as needed. (2) Collaborate with campus partners to instill more intentional student support initiatives. (3) Utilize platform and survey-based data sources to improve accuracy of data for future program reviews.	2025-2026	(1) Success will be measured by a successful location move to a new site. The site should reflect an appropriate level of food safety, student accessibility, and student-friendly environment that can be utilized by both students and staff. More students will be able to attend the site and utilize services on a greater scale. (2) Collaboration with campus partners will be successful as measured by more substantial events and partnerships formed to better support student groups. This will create more students services by the Basic Needs Center. (3) The center will be successful by administering ongoing surveys, SSO integration in student appointment systems will be necessary to obtain accurate data retrieval.	The main resource is needed for initiative #1, which will include a site move. Resources will be identified in collaboration with Facilities department and will utilize Basic Needs Center funding from the CCCC.	Facilities

BASIC NEEDS CENTER

SPRING 2025

Completed by Supervising Administrator:

rcangelo

Date:

4/22/2025

Strengths and successes of the program, as evidenced by analysis of data, outcomes assessment, and curriculum:

See Page 1 for full description of Program Strengths.

Areas of concern, if any:

Areas of concern are: inadequate site location which is not conducive to providing an accessible and high-traffic space for students on campus. The Basic Needs Center can improve by moving its location to a more central and accessible location, which will invite students to seek and access various resources. A concern is the site food safety, which limits the capacity for staff to provide a secure and safe space to store food.

Recommendations for improvement:

Recommendations include: moving the Basic Needs Center to a more central and accessible location which will no longer impact how students are able to visit the site and seek resources. A stable area that is food safe would allow the center to store a wider variety of food choices, and more nutritious options that include produce.

Additional information regarding resources:

More information is required to complete Excel sheet and create deliverables for location move project.