

# Comprehensive Program Review Report



## Program Review - Basic Needs Support Services

### Program Summary

**2023-2024**

**Prepared by:** Miriam Sallam

**What are the strengths of your area?:** The Giant Marketplace has its own dedicated space with its own parking, food pantry, and staff who can focus upon the many basic needs that our students are in need of. The Giant Marketplace is staff by a director, two case managers, and one county social worker. The county social worker has been a tremendous addition as it creates more of a one-stop opportunity for our students by eliminating barriers.

**What improvements are needed?:** The Giant Marketplace opened this fall and we are still learning to manage the student demand as well as the ins and out of stocking the food pantry. We are in the process of activating Pantry-Soft for the food pantry, streamlining referrals from Maxient, and ensuring that our students are being provided with both short-term and sustainable resources to enhance their college retention and success.

**Describe any external opportunities or challenges.:** The Basic Needs funding from the state is insufficient and challenging to budget. In marketing the services we have found that the demand may surpass both the inventory and staffing supply.

**Overall SAO Achievement:** Students will receive short and long term case management (as determined by intake) to keep the students enrolled at the college. X amount of students have been referred to the program in the Spring semester, and X completed the semester.

**Changes Based on SAO Achievement:** Based on the Overall SAO Achievement, the Giant Marketplace team will continue to improve X.

**Outcome cycle evaluation:** 2023-2024

### Action: PantrySoft

PantrySoft software integration with Banner.

**Leave Blank:**

**Implementation Timeline:** 2023 - 2024

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** District Objective 3.1: Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.

**Person(s) Responsible (Name and Position):** Miriam Sallam

**Rationale (With supporting data):** Software is needed to track inventory, as well as assist with case management support provided to students with basic needs.

**Priority:** High

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:** N/A

### Link Actions to District Objectives

District Objectives: 2018-2021

**District Objective 3.1** - By 2021, increase the placement rates into transfer-level English and transfer-level math for targeted

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groups that fall below the District Average.

## Action: Giant Marketplace Basic Needs Support

Hire specialist/technician to support the Giant Marketplace and Giant Threads Professional Clothing Closet. The demand for essential and professional clothing to support our COS students district-wide has outgrown current personnel.

Duties would include, but not limited to: meet daily with students, supervising student workers, training student workers, maintain and purchase new stock, set-up and clean-up of trailer, inventory control, stocking new product, traveling to Tulare and Hanford campuses with trailer, fundraising, promoting Giant Threads services to students and staff, styling students, working with Career and Transfer Center staff coordinating events and workshops, working with Giant Marketplace students and staff providing essential clothing needs, assisting Giant Marketplace with events or workshops, customer service to all students using our services on campus.

### Giant Threads Data:

Fall 2022 through Spring 2023 Giant Threads serviced 329 students. 32% (104 certificates) of those resulted in a certificate of completion. 19% (63 degrees) resulted in an associates degree. 9% (30 degrees) resulted in a transfer to a 4 year. 2% (7 students) resulted in obtaining all 3 (certificate, associates, and transfer).

Giant Threads has provided professional outfits for COS students in 57 majors in our district. 214 of these students used the professional outfit for an interview or a job fair last year.

### Giant Market Place Data

Fall 2022 through Spring 2023, Basic Support serviced 86 students for hygiene and clothing related needs. Students were referred directly to Giant Threads, or received in-direct support from Giant Threads staff. In-direct support included, but not limited to: Purchasing hygiene and basic-needs related clothing items for unhoused students as needed, referrals to community partners for clothing and hygiene support, coordinating hygiene and basic-needs related drives to support students.

Professional Expert \$64, 222.15

### Leave Blank:

**Implementation Timeline:** 2023 - 2024

### Leave Blank:

### Leave Blank:

**Identify related course/program outcomes:** District Objective 2:1 Increase the percentage of students who earn an associate degree or certificate (CTE and Non-CTE) by 5 percentage points over three years.

District Objective 2.2 Increase the number of students who transfer to a four-year institution by 10 percent over three years

District Objective 2.4 By 2021 Increase the percentage of CTE students who achieve their employment objectives by 5 percentage points

District Objective 3.1: Reduce equity gaps in course success rates across all departments by 40% from 2021-2025.

District Objective 4.1 Increase the use of data for decision-making at the District and department/unit level

District Objective 4.2 Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

Giant Threads supports Fashion Students with work experience placements (WKEXP. 193, 194, 196).

Giant Threads supports Fashion Students with industry specific skills working on visual merchandising and retail skills in the trailer (FASH 139, 142, 146).

**Person(s) Responsible (Name and Position):** Tiffany Wainwright- Fashion Faculty/Giant Threads Coordinator & Miriam Sallam- Dir. Foster Ed. & Basic Support Services.

**Rationale (With supporting data):** Currently the Giant Marketplace and Giant Threads leverage funds and part-time personnel resources to provide both professional and essential clothing, supporting students District-wide. The demand for such services, has outgrown current personnel.

**Priority:** High

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

## Resources Description

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**Personnel - Classified/Confidential** - Specialist/Technician, 10 month full-time. (Active)

**Why is this resource required for this action?:** In order to sustain the demand placed upon the professional clothing closet and essential clothing, personnel are required to attend professional clothing closet events, meet daily with students, and maintain and purchase inventory and stock.

**Notes (optional):**

**Cost of Request (Nothing will be funded over the amount listed.):** 64222.15

## Link Actions to District Objectives

District Objectives: 2018-2021

**District Objective 2.1** - Increase the percentage of students who earn an associate degree or certificate (CTE and Non-CTE) by 5 percentage points over three years

**District Objective 2.2** - Increase the number of students who transfer to a four-year institution by 10 percent over three years

**District Objective 2.3** - By 2021, increase the percentage of students who complete transfer-level English by 15 percentage points and transfer-level math by 10 percentage point with their first year.

**District Objective 3.1** - By 2021, increase the placement rates into transfer-level English and transfer-level math for targeted groups that fall below the District Average.

**District Objective 4.1** - Increase the use of data for decision-making at the District and department/unit level

**District Objective 4.2** - Improve organizational effectiveness by strengthening operations of and communication between District departments, divisions, and constituents

## Action: Secretarial Support

Hire Senior Secretary to support the Giant Marketplace.

**Leave Blank:**

**Implementation Timeline:** 2023 - 2024

**Leave Blank:**

**Leave Blank:**

**Identify related course/program outcomes:** District Objective 4.2: Improve communication practices needed to support organizational effectiveness and continuous improvement across all District units and constituents from 2021-2025

**Person(s) Responsible (Name and Position):** Miriam Sallam

**Rationale (With supporting data):** In an effort to sustain the continued growth of the Giant Marketplace, clerical support is necessary. In addition to providing support to the Director, this position will also facilitate student referrals and appointments to the appropriate staff.

**Priority:** High

**Safety Issue:** No

**External Mandate:** No

**Safety/Mandate Explanation:**

## Resources Description

**Personnel - Classified/Confidential** - Clerical support Director and Giant Marketplace. (Active)

**Why is this resource required for this action?:** The Director has assumed the Giant Marketplace and the previous clerical support was funded through foster care grant funding. Due to the growth of basic needs, which transitioned into the Giant Marketplace, the position is no longer needed to support foster care programs, but is needed to support the Director and the Giant Marketplace.

In 2022-23, the Basic Support program served 889 unduplicated students, of these 504 students were enrolled at census for Fall 2023. In addition, 157 of the unduplicated students received a total of 233 awards (degrees and/or certificates during the period July 1, 2022-June 30, 2023. We anticipate an increase of students served in 2023-24. This position will serve as the point of contact for all incoming student referrals, including scheduling appointments for on-going case

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management support.

**Notes (optional):**

**Cost of Request (Nothing will be funded over the amount listed.):** 71606.65

## *Link Actions to District Objectives*

District Objectives: 2018-2021

**District Objective 4.3** - College of the Sequoias Board of Trustees, administration, faculty, and staff will engage in best practices and staff development to sustain effective operational systems for institutional assessment and continuous improvement.