



## WINDWARD COMMUNITY COLLEGE

**Windward Community College Goal:** To make the basic needs resources accessible for our Windward CC students minimizing barriers in order to support academic success.



## SUMMARY: STUDENT BASIC NEEDS SECURITY AT WINDWARD COMMUNITY COLLEGE<sup>14</sup>

**2021 The [The Hope Center Report](#):** The Windward Community College (Windward CC) student participation in The Hope survey was very low (1.5%).

### We learned that:

- 53% experienced at least one form of basic needs insecurity
  - 13% who experienced food insecurity in the prior 30 days
  - 44 who experienced housing insecurity in the previous year
  - 3% who experienced homelessness in the previous year

### We also learned that:

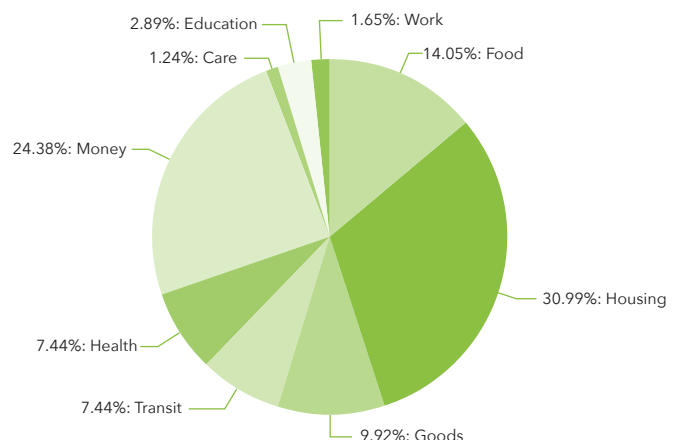
- 12% had a close friend or family member who was sick with COVID-19, while 4% were sick with COVID-19 themselves.
- 36% of students exhibited at least moderate anxiety.
- 0% of students who experienced basic needs insecurity used emergency aid, but 27% had not heard of emergency aid programs on campus.
- 38% of students experiencing basic needs insecurity did not apply for campus supports because they did not know how.
- 22% of students experiencing basic needs insecurity received some form of public assistance.

The responses also showed that many of the students have suffered from anxiety. Many students who responded that they have been experiencing basic needs insecurity have not received any form of assistance. Another finding was that several students were unaware of the campus resources or aid to support basic needs.

In response to this survey data, Windward CC's master plan will look to secure resources and support to continue offering emergency student aid, campus meal/vouchers, a campus pantry while spreading the word on the services to reach more students and educate and train our campus faculty/staff.

**[Find Help](#) User Data:** The participation on this site has given great insight to communities as to what members of our Windward CC communities are searching for. The total number of searches by Windward CC affiliated users were 409, while the top three needs searched were housing (30.99%), money (24.38%) and food (14.05%). The charts seen below represent searches from the fall 2021 semester.

### Searches by Category | 2021-08-15 to 2021-12-15



<sup>14</sup> To be updated approximately every 1-3 years with additional research support from The Hope Center.



## EXISTING BASIC NEEDS PROGRAMS AND PRACTICES AT WINDWARD COMMUNITY COLLEGE:

Windward CC offers several services and resources to help students meet a range of basic needs. Assistance and support initiatives were on-going prior to the COVID-19 pandemic. The pandemic has reinforced the need for Windward CC to continue and expand student support services. Most of the existing basic needs initiatives will continue, however maintaining the services once pandemic driven funding concludes is anticipated to be a challenge.

Windward Community College provides students with food security such as the food pantry, Meals with a Mission, and Hawaii Nutrition Employment and Training (HINET) program. Windward CC also provides financial assistance offering assistance with Pell Grant, Scholarships, Third Party Payments, Emergency Aid - Urgent Student Relief Fund (pandemic driven), and HINET reimbursements for mileage, bus passes, internet access and books.

## NEW BASIC NEEDS PRIORITIES AND BEST PRACTICES:

A committee was formed on the Windward CC campus consisting of faculty members who work directly with students and/or Windward CC resources and services that support student basic needs. Under the direction of the Vice Chancellor for Student Affairs (VCSA), the committee members include the Student Life coordinator, HI-Net coordinator, TRiO Student Support Services (TRiO SSS) coordinator, and counselors. This diverse group of actors analyzed the data from The Hope Survey, the Find Help user data (above), and drew on their professional experiences with students to rank Windward CC basic needs priorities. The VCSA of Windward CC has reviewed and endorsed the survey results and ranking. The Windward CC campus plans to continue and expand the four key support services outlined below:

PRIORITY LEVEL	DESCRIPTION
1	<b>Emergency Aid:</b> Continue to allocate emergency funds to students.
2	<b>Outreach to Students:</b> Communications and programming (e.g. webinars) directed toward UH students intended to raise awareness of basic needs insecurity and connect students to resources and services that will support basic needs security.
3	<b>Education for Faculty &amp; Staff:</b> Providing faculty and staff with educational opportunities (Professional Development) to better understand basic needs insecurity and how best to connect students to basic needs resources.
4	<b>Measuring Impact:</b> Measuring the efficacy of basic needs programming.

**1. Emergency Aid:**

- Student Aid and temporary CARES funding has helped students during the pandemic, however it is important to continue similar financial support services for the significant number of Windward CC students who struggle financially while attending college.
- Specific student supports will include but are not limited to the Windward CC Food Pantry distributions, Meals with a Mission hot meal distribution and scholarship workshops.

**2. Outreach to Students:** Windward CC will promote communications and programming in ways that destigmatize basic need insecurity and access to student basic needs. Windward CC will provide additional outreach to raise student awareness and connect those in need with resources and services that will support basic needs security.

- Once communications and programming infrastructure is in place, communications need to be robust and significant effort needs to be placed on normalizing and destigmatizing students asking for help.
- Windward CC will implement an annual social media campaign to normalize student aid, display videos at Welina Windward (student orientation) or New Student Orientation, and send student semester reminders. Windward CC will include basic needs security messaging in VCSA and Chancellor Newsletters.

**3. Educate Faculty and Staff:** Providing faculty and staff with educational opportunities (e.g. Professional Development) will encourage better understanding of basic needs insecurity and how best to connect students to basic needs resources.

- Windward CC will provide more opportunities for faculty to give, participate and serve in basic needs activities.
- Windward CC will provide annual updates and training, information and resources to faculty and staff.
- Windward CC will create a basic needs flyer that staff can hang in their office.

**4. Measuring Impact:** While we tried to maintain a level of discreteness, Windward CC will have to find a process to track students to see if there are correlations of success.

- The existing infrastructure used at Windward CC will need to be examined for its successfulness of supporting students' basic needs (i.e. retention and completion rates, student satisfaction, etc.).
- Conduct focus group(s) with student leaders about basic needs campaigns and their effectiveness.
- Send out anonymous surveys to gauge outreach effectiveness and evaluate other student needs.
- Annually assess the effectiveness of the Windward CC basic needs initiatives.

## Windward Community College: Basic Needs Best Practices and Priorities

The top three new priorities are detailed further below and placed within an estimated timeline for implementation.

PRIORITY 1: EMERGENCY AID			
SPRING 2022	FALL 2022	SPRING 2023	FALL 2023
1) Host Scholarship Workshops (Free Money Friday) 2) Meals on a Mission	1) Host Scholarship Workshops (Free Money Friday) 2) Meals on a Mission 3) Informal/Unofficial Car Pool Program 4) Open showers and laundry for students in need of this service.	1) Create - Informal/Unofficial Car Pool Program	1) Host Scholarship Workshops (Free Money Friday) 2) Meals on a Mission 3) Informal/Unofficial Car Pool Program 4) Open showers and laundry for students in need of this service.
PRIORITY 2: OUTREACH TO STUDENTS			
SPRING 2022	FALL 2022	SPRING 2023	FALL 2023
1) Create a video to promote food pantry and Meals on a Mission. 2) Post or send information via Windward CC social media, Student Life social media, TRiO SSS.	1) Send out semester reminders and maintain Basic Needs Website. 2) Display video at Welina Windward or NSO.		1) Send out semester reminders and maintain Basic Needs Website. 2) Display video at Welina Windward or NSO. 3) Include the basic needs video in VCSA and chancellor newsletters.
PRIORITY 3: EDUCATING FACULTY & STAFF			
SPRING 2022	FALL 2022	SPRING 2023	FALL 2023
1) Send an email out to staff listing basic needs services for students and contacts. 2) Create a basic needs flyer that staff can hang in their offices.	1) Convocation - present data, initiatives and wish list or call for help 2) Establish a Basic Needs Committee including faculty, staff and community.		1) Convocation - present data, initiatives and wish list or call for help.

PRIORITY 4: MEASURING IMPACT			
SPRING 2022	FALL 2022	SPRING 2023	FALL 2023
	<ol style="list-style-type: none"> <li>1) Create a focus group with student leaders to discuss student needs and how to better campaign.</li> <li>2) Send out anonymous surveys to gauge the effectiveness of the outreach and other students' needs.</li> <li>3) Assess if we need to finish, continue, modify, or cancel an initiative.</li> </ol>	<ol style="list-style-type: none"> <li>1) Gather student testimonials for letters for promotional use.</li> <li>2) Assess if we need to finish, continue, modify, or cancel an initiative.</li> </ol>	<ol style="list-style-type: none"> <li>1) Send out anonymous surveys to gauge the effectiveness of the outreach and other students' needs.</li> <li>2) Assess if we need to finish, continue, modify, or cancel an initiative.</li> </ol>

## WINDWARD COMMUNITY COLLEGE BLUE SKY BASIC NEED PROGRAMING AND SERVICES:

Though resources are currently limited, Windward CC hopes to find innovative ways to further meet the basic needs of the student population. Blue sky basic need programming are programs and services that Windward CC would provide to students if additional financial, staffing or material resources were made available to the campus. Blue sky basic need programming include a new car share program and hygiene program to provide direct aid to students.