### 2022 Student Support Survey

<table>
<thead>
<tr>
<th>Service</th>
<th>Community</th>
<th>TCATs</th>
<th>Colleges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Grants</td>
<td>59%</td>
<td>100%</td>
<td></td>
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<tr>
<td>Counseling Services</td>
<td>8%</td>
<td>100%</td>
<td></td>
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<tr>
<td>Aid for Class Materials</td>
<td>75%</td>
<td>69%</td>
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<tr>
<td>SNAP Referrals</td>
<td>54%</td>
<td>69%</td>
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**Most common community partnerships:**
- food assistance
- SNAP assistance
- counseling services
- transportation
- health services
Michael Stokes
Vice President of Student Services
Cleveland State Community College
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Raising Awareness of Student Basic Needs through HOPE Center Resources

Dr. Michael Stokes
Vice President for Student Services
Cleveland State Community College
Our Journey in Student Basic Needs Awareness

Pretty traditional, rural setting
Students trending Younger over the past decade
55-60% of FTFTF receive Pell
Beyond Financial Aid Initiative
Anecdotal Evidence
(Drop-Offs, bringing lunch, late afternoons, no drivers license)
Engagement With The HOPE Center

- Fall 2020 Survey (Thanks, Heidi!)
  - Spring 2021 Results
  - 2021-22 changes to processes
- Application for partnership for next year
What We’ve Learned

- Our students are similar to others at other community colleges
- Try things and adapt
- Emergency Assistance Process
- Food Pantry
  - over 150 visits; more than double last year
  - Grab & Go vs. Grocery Store
  - Visible location
- Cougar Coach
- Free Breakfast Program
Did I Say Free Breakfast?

- Idea from Ozarks Technical Community College, MO
  - 263 different students
    - 38% only one time
    - 23% 2-3 times
    - 14% 6-10 times
  - 88% of students receiving breakfasts had a 2.0 or higher
    - 2116 breakfasts “purchased”
      - Total cost of $5732
Yes, That’s FREE Breakfast?

• 29% said important/very important to their **ability to stay in school**
  • 53% said important/very important to **success as a student**
  • 91% said free breakfast **made life much easier**

“It meant a lot to me that the school thought that much about me to provide free breakfast.”

“…breakfast provided one more attachment for me with the campus and its community. The breakfast was also a social attachment with other students.”
Tiffany Zwart
Coordinator of Student Support
Volunteer State Community College
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On-Campus Support Services

• Well Tables
  • Born out of our Hug Day
  • Monthly Lunch giveaway
  • Align it with our Prevention/ Awareness Month

• Emergency Fund
  • For any crisis that creates a financial emergency
  • Ex: cremation, internet, car repair, hospital bill

• The Feed: Vol State’s Food Pantry
  • One on each campus
  • Work pick-up style
Off-Campus Support Services

• WellPass Program
  • Counseling Referral Program
  • Diagnostic Testing

• Mid-Cumberland Community Action Agency
  • Case Work
  • LIHEAP (Low Income Home Energy Assistance Program)

• Unlimited Potential
  • Hotels, bills, etc.

• Sumner Center
  • Dental Days, food pantry, budgeting classes, phone bills, etc.

• PFLAG, Planned Parenthood, Cumberland Crisis Pregnancy Center, Nashville Rescue Mission, AJC, Uber & more.
The Good. The Bad. The Beautiful.

**Struggles**
- Funding
- Campus Support
- Liability
- Willingness to take risks
- Small office with multiple jobs
- Students on campus
- Self-reporting

**Wins**
- Collaborations
- Partnerships
- Reaching students where they are
- Meeting various needs
- Learning to get creative
- Camaraderie in our office & all over campus

*We get a front row seat to seeing students overcome, succeed, grow, and move on.*
Drema Bowers
Director of Student Care and Advocacy
Pellissippi State Community College
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STUDENT CARE & ADVOCACY

Student Care and Advocacy is Pellissippi State’s central contact to help students who have non-academic issues arise while they’re on their educational journeys.

We provide holistic student support by connecting students to internal and external resources that address non-academic barriers to success.

We believe in promoting students’ overall well-being and focus on issues around economic stability, housing, transportation, food access, health care and more.
SERVICES PROVIDED:

• **Basic Student Support**
  • **Link** students to college and community resources
  • **Provide** programming around topics such as: transportation, housing, food, childcare, medical, legal, and financial wellness
  • **Manage** our Pellissippi Pantry & Hardin Valley Campus Garden

• **Case Management**
  • Students Experiencing Housing Insecurity/Unhoused
  • Students Formally in Foster Care
  • Other At Risk Students
Available to current students, staff and faculty

On-line Application Process via myPellissippi

No income verification

Distributed twice per month

Offers Pre-packaged & fresh, organic produce (when available)
Mission

• To address food insecurity among our students, staff and faculty

• To model and encourage sustainable agricultural practices

• To provide an environmentally sustainable, outdoor educational & volunteer hub for the Pellissippi Community and Community at large.

Hardin Valley Campus Garden
STUDENT CARE AND ADVOCACY REVIEW

CHALLENGES

• Impact of the work on self
• Staffing
• Scholarship Criteria
  • Specific to Scholarships for students experiencing homelessness & Student Opportunity Fund

SUCCESSES

• Pantry Utilization
• Student Persistence & Retention
• Community Partnerships
PROVIDING STUDENT SUPPORT POST HEERF

- Set Realistic Expectations
- Familiarize yourself with internal resources
- Educate faculty and staff about services
- Share information with students
- Re-engage partners that you worked with prior to pandemic
- Reach out to current partners and be specific regarding how they can help your college support students
- Create new, strategic partnerships
- Practice Self-Care
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Nashville State Community College
Vision 2030: A Student Ready College

Poverty and Student Success

Mia Sneed, LMSW
Compliance and Diversity Officer
In Fall 2021, Nashville State Community College (NSCC) introduced the Vision 2030: A Student-Ready College strategic plan. This plan outlined the Strategic Focus Areas for the College as well as presenting the College’s Core Values.
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<tr>
<td>Equity Driven</td>
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<tr>
<td>Accountability</td>
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<tr>
<td>Data-Informed</td>
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<tr>
<td>Student-Centered</td>
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Nashville State Community College is committed to providing professional development opportunities for faculty, staff, and administrators to assist in gaining a greater understanding of and appreciation for the College’s diverse student population.

The goal is to create a campus-wide culture of caring where all students feel encouraged and supported in working toward their educational goals.
In FY 2021-2022, Nashville State Community College used Access and Diversity Block Grant Funds for Poverty Training with Communications Across Barriers with Dr. Donna Beegle.
Beegle Poverty Immersion and Coaching Institutes

Poverty Immersion Institute Training for FY 2021-2022 (Total Attendees = 72)
- Immersion Cohort #1 (December 2021) – 33 participants completed training
- Immersion Cohort #2 (March 2022) – 25 participants training
- Immersion Cohort #3 (June 14-15, 2022) – 14 participants training

Poverty Coaching Institute Training for FY 2021 – 2022 (Total Attendees = 23)
- Coaching Cohort #1 (April 2022) – 9 participants completed training
- Coaching Cohort #2 (June 16-17, 2022) – 14 participants registered training
How will you use the information from the Beegle Poverty Institutes in your work at Nashville State?

“I think the Beegle Poverty Immersion Institute is life changing and a mind opener…I am not the same after going through this training and don't think anyone will be either after they go through this training…I believe I treat others how I want to be treated. However, this training brought out opportunities for me to examine that I may need to take a closer look at applying this rule a bit more” - Staff

“Many ways! First, this has made me more aware that often the biggest barriers to success aren’t academic…” - Faculty

“The information I learned will help me meet students where they are and not where I think they should be…” – Administrator
How will you use the information from the Beegle Poverty Institutes in your work at Nashville State?

“We will be reviewing our processes and communications through the poverty-informed lens” – Student Affairs Staff

“The institute taught me a lot about the systems and barriers in place that could create challenges for students in poverty. It has helped me think about how I can assist students better and think about ways to address their needs holistically” – Staff
CONTACT INFORMATION

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Questions?