

De Anza College

Program Review – Annual Update Form – Fall 2025

1. Department/Area Name:

Basic Needs Center aka “The Hub”

2. Name of individual(s) completing the form:

- Raquel Perez, Student Success Specialist, Basic Needs Center
- Grisel Vasquez, Program Coordinator II, Basic Needs Center
- Casie Wheat, Interim Supervisor, Enrollment Services, Veterans & Basic Needs

3. Briefly describe how your area has used the [feedback](#) from the Comprehensive Program Review and Annual Program Review Update provided by RAPP members over the past two years (if unsure, request the feedback form from your dean/manager).

On September 22, 2025, the Basic Needs Hub opened a new department location, in the Baldwin Winery. The Hub now consists of Roary’s Cafe, Roary’s Market, Roary’s Closet, a coffee and snack bar, a dedicated space to serve hot meals and food demonstrations, and staff offices. Fall 2025 will be the first year of the Hub operation, and the first program review that the team will complete.

Previously, the Basic Needs Hub did not exist as its own department. Instead, De Anza operated a Food Pantry, located in the storage room of the Office of Outreach & High School Relations and a Resource Hub, located in the former office spaces of the old Assessment Center. Both the Food Pantry and Resource Hub operated services under the Office of Outreach & High School Relations. The last two years, the Outreach Department’s program review referenced the Food Pantry but did not have any specific goals or outcomes to report nor was there specific feedback from RAPP to be reviewed by the Hub.

4. Describe any changes or updates that have occurred since you last submitted program review (program review [submissions](#)).

As the Basic Needs Hub builds its foundation in our new location, the team will also focus on building the program’s foundations. This fall quarter, we created our mission statement as follows

Our mission is to meet all students' basic needs—food, transportation and housing supports—while honoring the dignity of our students and establishing strategic public and private community partnerships to ensure access to sustainable resources.

Our mission will drive our future goals and activities. After reviewing the Outreach's program review and OKRs, many of the broader OKRs were not relevant to the Basic Needs Hub. The Hub team feels that we should develop new goals for our newly established department. Again, the Basic Needs Hub is no longer a service within Outreach—we are our own department now with two full-time dedicated staff: (1) program coordinator II and (1) student success specialist.

Roary's Market & Satellite Food Pantries

In our new space, the Hub has 3 **commercial size freezers and 4 refrigerators** that ensure we can store **meat, produce, dairy products** and other **grocery items**. All food in Roary's Market is sourced from Second Harvest and stocked by Hub staff; or picked up by staff from our local Grocery Rescue Partners (Sprouts Sunnyvale, Safeway Los Gatos and Target Cupertino) and stocked in our market. **Each week** the Hub team rescues about **5,000 pounds of groceries** which directly goes to some **1,000 registered students**. Currently registered students are eligible for one weekly visit to Roary's Market.

The Basic Needs grant funds are used to purchase snacks, coffee and water items that are stocked in the 28-program embedded Satellite Food Pantries across campus. Registered students are eligible for one snack and beverage daily. In October 2025 alone, the **Satellite Pantry Program serves over 14,000 snacks** to our currently registered students. Our grant funds are used to provide snack support on-campus student events like program specific student orientations and recruitment, tabling events, and more.

The Hub also organizes **almost-daily food resources and hot meals on campus**. These resources are free to currently registered students through meal donation partnerships with Crumbl Cookies, Kaiser Permanent, Loaves and Fishes, and West Valley Community Services as well as funding from our Foothill-De Anza Foundation, private and community donors, and the World Food Movement. Weekly the Hub offers about **325 free meals** to students.

Basic Needs Student Education and Referrals

Lastly, the Hub provides students with monthly school supplies, baby supplies, period products, and toiletries which are funded by Basic Needs Grant funds. Staff also host and attend student and community events that promote basic needs as well as providing support and referrals to local basic needs resources such as CalFresh, transportation, housing and more.

Basic Needs Emergency Funds

In partnership with Director of Financial Aid Lisa Mandy and the FHDA Foundation, the Basic Needs Hub was allocated \$100,000 for the 2025-26 academic year. Emergency grants are the product of the FHDA Foundation’s HOPE initiative. The Hub coordinator and financial aid director review all [student requests](#), and allocate funds.

Student Ambassador Program

The Hub currently employs 13 work study students. The ambassador program is designed to provide our student employee team with vital work experience, safe food handling training, customer service training, and campus community engagement. In the future, the Hub staff would also like to build programming to support the professional development of our student employees.

- 5. Provide a summary of the progress you have made on the [goals](#) (i.e., OKRs for Student Services) identified in your last program review (as included in the comprehensive program review or annual program review update).

Again, because we are now independent of the Outreach department, the Basic Needs Hub has created new goals as listed below in question 6.

Goal title	Goal description	Responsible parties	Collaboration with....	What evidence have you used to monitor progress?	How have you assessed your goal?	What changes have been made based on the assessment?
n/a	n/a	n/a	n/a	n/a	n/a	n/a

- 6. If your goals (i.e., OKRs for Student Services) are changing or you are adding a new goal(s), please include them below. If new goals require resources, please list requested resources that were not included in your last program review.

All of our goals are new and are listed below. There were no resource requests previously. Resource requests attached to each new goal are listed in the last column.

Goal title	Goal description	Responsible parties	Collaboration with....	What evidence will you use to monitor progress?	How will you assess achievement of the goal?	Resource Request
Community Collaboration Strategy for Non-Food Assistance Programs	Research, identify, and enter partnerships with community organizations that will provide support for our non-food initiatives— 1) school supplies; 2) toiletries; 3) baby products; 4) feminine period products	Basic Needs Hub Team	FHDA Foundation; External Grants; Financial Aid; FHDA Grant Office; Larger community	This is a new goal.	We plan to assess this goal by the number of community partners that we can enter into agreements with to help supply the Hub with school supplies, toiletries, baby products, and feminine products.	n/a
Community & Private Partnership Strategy for Student Food Security	Continue to provide registered students free food by maintaining partnerships with community and private organizations	Basic Needs Hub Team	FHDA Foundation; External Grants; Financial Aid; FHDA Grant Office; External Partners: Second Harvest, CalFresh/County of Santa Clara; West Valley Community Services; Loaves and Fishes Family	The Hub collects all students (by CWID) who participate in free food programs provided by the Hub. The data collected is used to analyze the number of students who benefit from programs, and helps to determine student need, and helps to determine how to	The vast majority of our community partners are new. We have yet to assess our goal since the move to the new location. We plan to assess this goal by creating a feedback survey for our community partners to complete on an annual basis. The feedback	(1) Full-time Student success specialist to support the pick-up, restocking of, and reporting of food received by the Hub

			Kitchen; World Food Movement; San Jose Rotary; Cupertino Rotary; and one-time donors: Ford; Starbucks	meet student need with our community partners collaboration	collected will help the Hub team to cultivate healthy relationships with our partners, and plan for future services.	
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7. Describe the impact to date of previously requested resources (personnel and instructional equipment, facilities/upgrades) including both requests that were approved and were not approved. For example, what impact have these resources had on your program/department/office and measures of student success or client satisfaction and what have you been able to and unable to accomplish due to resource requests that were approved or not approved?

Moving into a dedicated location has allowed us to accommodate more students, store and stock more food and supplies, and overall operate more efficiently. With our student ambassador program and two full-time classified staff, we have been able to expand our hours and remain open Monday through Friday. In our previous location, the Food Pantry was only open a few days a week. Additionally, the purchase of two refrigerators and one freezer (funding provided for by the San Jose Rotary) has increased our capacity to store and distribute more groceries, which directly supports food insecurity on campus. Overall, these resources have strengthened our services and improved our students' experience. Last year, the Basic Needs Hub did not make any resource requests.

However, the Hub has identified the need for one full-time student success specialist position. An additional position would allow the department to expand the department's availability to pick up additional Grocery Rescue partner locations. Currently, three days a week, one staff person is tasked with driving to off-site grocery stores, loading up the Hub's van with 300+ pounds of groceries, and then driving back to the Hub to unload; and the other staff person is operating the Hub. With two specialists, more locations and more free groceries could be rescued and provided to our students; and the Hub could remain open to students. Lastly, with three staff, the team would have enough coverage to remain open to the students all day. In the fall, to operate the Hub, the team has to close in the middle of the day to restock and clean Roary's Market to prepare for the next wave of students and events.

8. How have these resources (or lack of resources) specifically affected disproportionately impacted students/clients? If you have not requested or received resources, still describe how your area has been able to serve disproportionately impacted students/clients.

Even without additional support, our area has continued to serve all registered students by maximizing what we have, prioritizing urgent student needs, and connecting students to on- and off-campus resources to ensure they still receive essential support.

9. Refer back to your Comprehensive Program Review and Annual Program Review Update from the past two years under the section titled Assessment Cycle or the SLO website (<https://www.deanza.edu/slo/>). In the table below, provide a brief summary of one learning outcome, the method of assessment used to assess the outcome, a summary of the assessment results, a reflection on the assessment results, and strategies your area has or plans to implement to improve student success and equity. If your area has not undergone an assessment cycle, please do so before completing the table below.

In the previous two years, the Hub did not exist. Instead, the Food Pantry service was offered through the Outreach Department. After looking at the [program reviews](#) from Outreach, the SSLOs do not align with the services, programs and goals of the Basic Needs Hub. The Hub will look to creating new department specific SLOs.

Table 1. Reflection on Learning Outcomes (SLO, AUO, SSLO)

Learning Outcome (SLO, AUO, SSLO)	n/a
Method of Assessment of Learning Outcome (please elaborate)	n/a
Summary of Assessment Results	n/a
Strategies Implemented or Plan to be Implemented (aka: enhancements)	n/a

Please email this form to your dean/manager.

10. Dean Manager Comments:

The Basic Needs Hub program review clearly demonstrates the significant progress and impact achieved in a very short period of time. The transition from a decentralized set of services into a fully established, student-centered department reflects thoughtful planning, strong partnerships, and an unwavering commitment to student dignity and equity. The data presented around food distribution, emergency aid, and student engagement highlights both the scale of student need and the effectiveness of the Hub's services. I strongly support the identified goals and the request for an additional full-time Student Success Specialist, as current staffing levels limit the Hub's ability to remain open consistently while expanding grocery rescue efforts. Continued investment in this area is critical to improving student persistence, completion, and overall sense of belonging at De Anza College.

11. Vice President/Associate Vice President Comments:

When the Outreach department went from being a single entity with multiple functions to separate and distinct departments/programs, this then required separate program reviews. This is the first program review document of any kind completed by the Basic Needs Hub. With the great progress made in expanding and enhancing basic needs services thus far, we can look forward to fully completed program reviews and Student Learning Outcome assessments in the future.

Email the form to RAPP tri-chairs.