



CALIFORNIA STATE UNIVERSITY  
**FULLERTON**<sup>™</sup>

# Tuffy's Basic Needs Services: Titan Bites Food Alert

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# OVERVIEW

- History
- Activity
- Current Initiatives
- Titan Bites
- The Future



# TUFFY'S BASIC NEEDS SERVICES



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# HISTORY

- **February 2015:** California State University Chancellor Timothy White commissioned a study to shed light on how CSU campuses were meeting the needs of displaced and food insecure students and to offer recommendations to ensure success and graduation for these students (Serving Displaced and Food Insecure Students in the CSU, 2016).
- **March 2016:** Vice President for Student Affairs Dr. Berenecea Johnson Eanes charged the CSUF Food and Housing Security Task Force with researching and developing innovative resources and services to combat food insecurity and housing displacement on the California State University, Fullerton campus.

# FOOD & HOUSING SECURITY TASK FORCE

## Recommendations

- Provide access to food and housing for students who are food insecure
- Develop single points of contact to connect students in need with services on campus and off campus
- Make financial aid administrators and housing staff and administrators critical partners in collaborative student affairs work
- Develop linkages with ASI and academic programs
- Peer support from students with similar experiences to provide resources and social solidarity

## Goals

- To research and determine the food insecurity and housing needs of our students and to identify the available resources on campus.
- To investigate creating and operating a food pantry on campus.
- To connect students with services to prevent food insecurity and homelessness.
- To develop resources to support services for students who face food insecurity and homelessness.

- **November 2016:** The Food and Housing Security Task Force generated a report on “Food and Housing Security Task Force Findings & Recommendations”
- **December 2016:** Task Force report with recommendations forwarded to VPSA; VPSA presented to President’s Cabinet; President’s Cabinet approved and accepted the task force recommendations; President’s Cabinet appointed a Food and Housing Security Implementation Team.
- **January 2017:** Implementation Team focused on how the recommendations can be carried out. Implementation Team developed a Food and Housing Security Program Proposal for comprehensive service delivery that includes an operational budget and timeline for implementation. The Food and Housing Security Program isn’t final yet as it still needs funding from the President.

# ACTIVITY

*If you do not have a food pantry on your campus, then how do you respond to student needs?*

*please partner with someone not from your campus*

# ACTIVITY

*Why is this important?  
Why is this question important  
to CSUF?*



# CURRENT INITIATIVES



- **Food Assistance** in the form of:
  - Gift cards to campus dining locations
  - Donated meals at the Gastronome
  - Titan Bites alert
  - CalFresh access(partnership with Second Harvest Food Bank)
  - Referrals to a full service pantry near campus



- **Temporary Housing**
  - On campus temporary emergency housing (since Fall 2016)
  - Up to two weeks

# CURRENT INITIATIVES



- **Hygiene Products**

- Community Service Programs within Student Life & Leadership collects specific hygiene products and distributes them to students at the Wellness Center.



- **Clothing**

- Tuffy's Closet offers professional clothing for students to interview; this is in partnership with Women's & Adult Reentry Center and Career Center

# CURRENT INITIATIVES (continued)



- **Grant**

- The Student Assistance Fund for Emergencies (SAFE) is provided as emergency financial support for students (ASI, ASC, and Athletics have each contributed towards the SAFE emergency fund)

*Tuffy's Basic Needs Services are coordinated by the  
Dean of Students*



# TITAN BITES

## Recommendation

- The Task Force recommends the creation of a mobile phone application for students to be alerted when excess food is available at the conclusion of campus catering events. This application will send out text messages and alerts to students who opt-into the program.

## Solution

- The Resources App Working Group has collaborated with Information Technology and Auxiliary Services to create a messaging system called “Titan Bites”. This program allows students to opt-in through their student account settings in the online portal that will allow them to receive a notification when catered food will be available on campus. This is a convenience and immediate way to communicate with students.

Titan Bites free food program invites students to be an after event guest, when a catered event is over and food is available. By opting-in, students receive push notifications informing them when and where food is available on campus. Food is available for a limited time and on a first come, first served basis.



## TITAN BITES

**WHAT IS IT?**  
Titan Bites was created in response to increasing meal insecurity among CSUF students. It is a way to provide convenient and immediate notifications of available food on campus after a catered event. This program will send push notifications to your mobile device and/or email, informing you when and where to get the available food on campus.

**HAVE QUESTIONS?**  
For questions about food resources contact the Dean of Students Office at [deanofstudents@fullerton.edu](mailto:deanofstudents@fullerton.edu) or (657) 278-3211

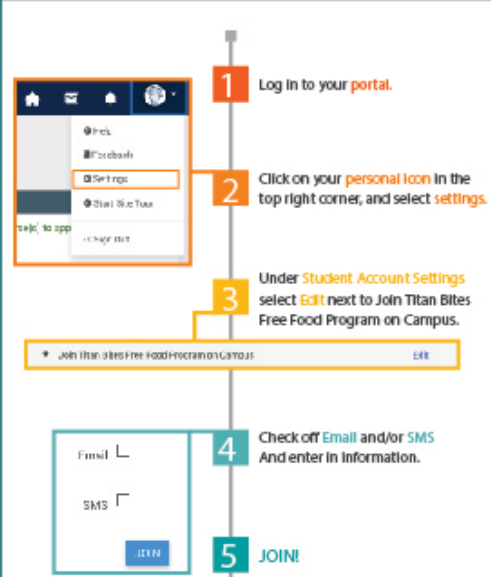
**#TitansHelpingTitans**

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## HOW TO OPT IN

- 1 Log in to your **portal**.
- 2 Click on your **personal icon** in the top right corner, and select **settings**.
- 3 Under **Student Account Settings** select **Edit** next to Join Titan Bites Free Food Program on Campus.
- 4 Check off **Email** and/or **SMS** And enter in information.
- 5 **JOIN!**



Fullerton

SMS

JOIN

@CSUFstudents

# LOGISTICS


## Students

- Log into CSUF portal
- Click on their “personal icon” in the top right corner and select “settings.”
- Under the “Student Account Settings” select edit next to “Join Titan Bites Free Food Program on Campus”
- Check off “email” and/or “SMS” and enter information
- Join!

## Administrators

- Mobile or website
- Only faculty/staff are administrators
- Visit the Service Desk webpage
- Log into the CSUF portal
- Choose “Other Services” from the menu
- Choose “Titan Bites”
- Enter information










# ADMINISTRATORS



## IT Request Forms

Browse the Service Catalog

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-  My Active Requests
-  Request History
-  Telephone, Cellular and Wiring
-  Computers and Handhelds
-  Account Management
-  Software and Access
-  Web Services
-  Other Services 

## Services

Request for IT services to be performed

### Items



### Titan Bites

Send notification to subscribers

### Send notification to subscribers

\* Date

10-31-2016



\* Time

Location

# ADMINISTRATORS PROCEDURES

- Message should be sent out as soon as the “ approved contact” realizes extra food will be available.
- Only the “ approved contact” can send the message and/or have access to push notifications.
- Message should only be sent once. Once sent, it can't be edited.
- The reservation timeframe must align with the venue and the schedule for any support staff waiting to give away the food. No food should ever be left unattended.
- If using a Caterer for an event and don't have staff to stay, make sure Caterer is informed.



# THE NUMBERS

- How many students are enrolled to get alerts?

1,584

- How many faculty/staff are administrators?

77

- How many alerts have gone out?

40

# THE NUMBERS - ALERTS

| Created        | Count     |
|----------------|-----------|
| October 2016   | 1         |
| December 2016  | 1         |
| August 2017    | 1         |
| September 2017 | 14        |
| October 2017   | 13        |
| November 2017  | 3         |
| December 2017  | 7         |
| <b>TOTAL</b>   | <b>40</b> |

# TIMELINE

2016

- Subcommittee created Titan Bites
- Researched similar programs (ie., Fresno State)
- Worked with campus stakeholders (ie., Associated Students Inc., Information Technology, etc.)

Fall 2017

- Created publicity materials for Titan Bites for students to opt into the service and promoted at Discoverfest – CSUF’s involvement fair
- Recruited Student Affairs departments to participate in Titan Bites as ‘administrators’
- Developed and implemented a training overview for faculty and staff members (via Zoom and in person)

Spring  
2017

- Promoted Titan Bites to students via Discoverfest, social media, etc.
- Recruited Student Affairs and academic departments to participate in Titan Bites as ‘administrators’
- Trained new ‘administrators’ (via Zoom)

# INFORMAL FINDINGS

- Food goes fast!
- Administrators must time the duration / amount of food available appropriately
- Administrators must follow the procedures to ensure food safety
- Alerts are only used for catered events – not pot lucks, etc.



# THE FUTURE



- Titan Bites - continue to grow participation in the program
- Bigger Picture - Offer a one-stop shop for students who need assistance in areas of food, housing, and emergency (one time) aid

# THANK YOU

