

# **Hawaiian Protocols: the Assessment Process at the USF Food Pantry**

...

Kahanu Salavea

Oli Aloha

# Agenda for today

- Introduction
- Strategies on Building Relationships
- Assessment Tools
- Approach to Assessment
- Closing

# Introduction

# Kahanu Salavea

Program Assistant

- *Kānaka Maoli*
  - *Connection with USF started in 2011*
  - *Worked for: College of Arts and Sciences, School of Education and the Office of the Dean of Students in Student Life*
-

# USF Food Pantry



# Hawaiian Protocols



# Perspective



# Perspective

- Relationship building is an essential component in our assessment

# Perspective

- Relationship building is an essential component in our assessment
- Relationship building has a direct impact on the quantity and quality of feedback

# Perspective

- Relationship building is an essential component in our assessment
- Relationship building has a direct impact on the quantity and quality of feedback
- Focusing on relationship building can reframe data collection into something more meaningful

# Perspective

- Relationship building is an essential component in our assessment
- Relationship building has a direct impact on the quantity and quality of feedback
- Focusing on relationship building can reframe data collection into something more meaningful

**This is a non-academic approach to building relationships.**

Purpose

# Strategies on Building Relationships

# 1) Face-to-face communication

## **2) Finding Common Ground**



## **3) Shared Responsibility**

**4) Give gifts**

## **5) Shared Decision-Making**

# How to Build Relationships

1. Face-to-face Communication (*pilina*)
2. Finding Common Ground
3. Shared Responsibility (*kuleana*)
4. Give Gifts
5. Shared Decision-Making

# Assessment Tools

# Informal in-person interactions

- Conversations
- Questions and comments
- Comment sheets

# Informal in-person interactions

- Conversations
- Questions and comments
- Comment sheets

Usually 30% - 50% of students complete the comment sheets when we asked to do so

# Email Exchanges

- Requests



# Email Exchanges

- Requests

When asked for testimonies 15 students responded within the first hour of the email going out.

# Formal Survey

- End-of-the-semester program evaluation

# Formal Survey

- End-of-the-semester program evaluation

The last time the survey went out we had a 86% completion rate.

# Assessment Tools

1. Informal in-person interactions
2. Email Exchanges
3. Formal Survey

# Approach to Assessment

1) Give folks a heads up  
*(hui)*

**2) Always show your hands**

**3) The sun will come up  
tomorrow**



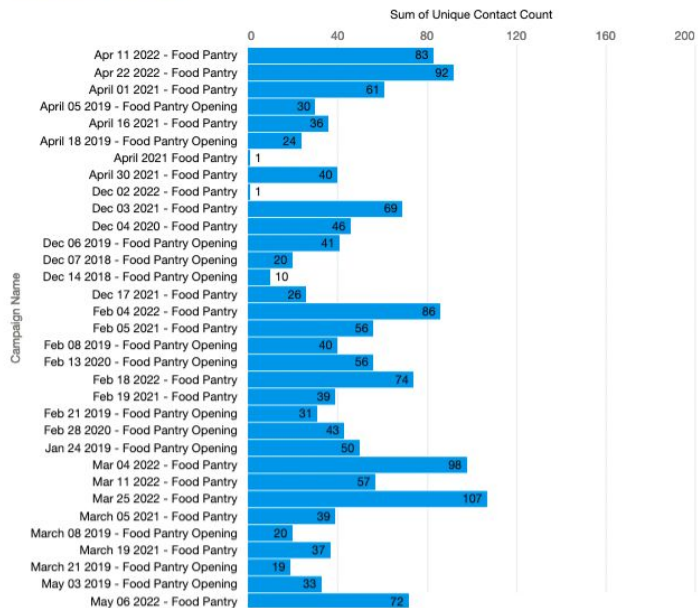
4) End with *mahalo*

# Approach to Assessment

1. Give folks a heads up (*hui*)
2. Always show your hands
3. The sun will come up tomorrow
4. End with *mahalo*

# Salesforce

## Total Visits Per Opening



[View Report \(Pantry since 2018 \(unique count\)\)](#)

## Total Visits

3,442

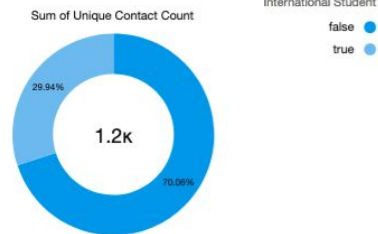
[View Report \(Pantry since 2018 \(unique count\)\)](#)

## Total Unique Contacts

1.2k

[View Report \(Pantry since 2018 \(unique count\)\)](#)

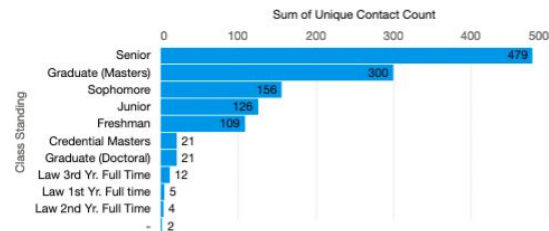
## Domestic vs International



[View Report \(Pantry since 2018 \(international\)\)](#)

## Class Standing

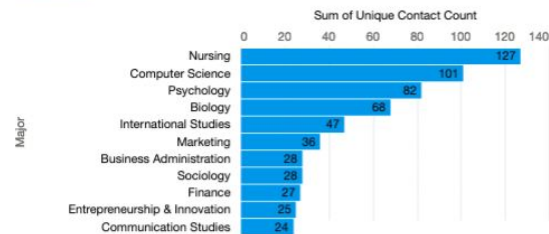
Unique Count



[View Report \(Pantry since 2018 \(class\)\)](#)

## Majors

Unique Count



[View Report \(Pantry since 2018 \(majors\)\)](#)

# Community Dialogue