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
Hawaiian Protocols
Perspective

- Relationship building is an essential component in our assessment
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- Focusing on relationship building can reframe data collection into something more meaningful
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- 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*
Community Dialogue