

STUDENT
GOVERNMENT
RESOURCE
CENTER

Serving the Nation's Students
College & University
FOOD BANK
Alliance

RUNNING A CAMPUS FOOD PANTRY

STUDENT GOVERNMENT TOOLKIT



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STUDENT GOVERNMENT RESOURCE CENTER

The Student Government Resource Center provides student government and state student association leaders with the training and resources to succeed, from how to run productive meetings to how to win changes in campus policies. For thirty years, we've been giving student governments the skills and know-how to accomplish their goals and be effective advocates for students.

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The College and University Food Bank Alliance (CUFBA), co-founded by the Michigan State University Student Food Bank and the Oregon State University Food Pantry, is a professional organization consisting of campus-based programs focused on alleviating food insecurity, hunger, and poverty among college and university students in the United States. CUFBA seeks to provide support, training, and resources for campus food banks and food pantries that primarily serve students.

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INTRODUCTION



Hunger and food insecurity are realities everywhere – even on college campuses. As a college education becomes less and less affordable, more students are forced to live on a shoestring budget.

In recent years, this problem has prompted many campuses to establish food pantries to help students in need. New pantries are opening every semester.

Running a campus food pantry is a significant undertaking that requires careful planning and a dedicated team of leaders and volunteers. This toolkit provides the resources that your student government needs in order to create and operate a successful food pantry on your campus.



UT Dallas Comet Cupboard staff

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For additional resources or help with specific questions, please contact the Student Government Resource Center at info@studentgovresources.org or online at www.StudentGovResources.org.



THE PROBLEM: HUNGER AND FOOD INSECURITY ON CAMPUS

Today's college students face serious financial challenges. Contrary to the stereotype, today's typical student is not a recent high school graduate who lives in a dormitory and is supported by his or her parents. The reality is much more complicated.

- Roughly 73% of college students are nontraditional students, meaning that they fit one of six criteria: they attend college part-time, are employed full-time, are financially independent, must provide for dependents, are a single parent, or do not have a high school diploma.¹
- Nearly 28% of students are considered highly nontraditional (they fit four or more of the criteria) and 28% are moderately nontraditional (they fit two or three of the criteria).

Given these challenges, many students find it difficult to support themselves while also paying for college.

- Four out of five students work part-time jobs, averaging 19 hours per week, while attending college.²
- However, only 18% of students in one study reported being able to cover their college expenses by working a job. Instead, 41% depend on financial aid to cover their college expenses and 16% utilize scholarships.
- Fewer than one in five students fit the stereotype of having parents who are able to pay all of their college expenses.³
- The result is that a surprising number of students live at or near the poverty level. The national poverty rate in 2013 was 14.5%, but for students who were not living with relatives or on campus the poverty rate was nearly 52%.⁴

One common side effect of poverty is food insecurity – not having reliable access to sufficient, nutritious food. At this time, no comprehensive national study

1. National Center for Education Statistics, U.S. Department of Education, "Nontraditional Undergraduates," 2002, <http://nces.ed.gov/pubs2002/2002012.pdf>.

2. Tyler Kingkade, "Most college students working part-time jobs, but few pay their way through school: Poll," Huffington Post, August 7, 2013, http://www.huffingtonpost.com/2013/08/07/college-students-jobs_n_3720688.html.

3. Ibid.

4. U.S. Census Bureau, "Poverty: 2013 Highlights," <http://www.census.gov/hhes/www/poverty/about/overview/>.

has been conducted on food insecurity among college students. However, several colleges and universities have commissioned their own studies.

- The University of Arkansas' unpublished study found that nearly 35% of students were food insecure.⁵
- Unpublished studies at Bowling Green State University and the University of California, Merced, found 19% and 32% of their students to be food insecure, respectively.⁶
- Feeding America, a national network of food banks, reported in its "Hunger in America 2014" study that 10% of its clients are college students.⁷
- Other available literature suggests that the rate of food insecurity among college students is 1.5-4 times greater than the national average.⁸



ISU SHOP staff

Clearly, hunger is a real problem for far too many of today's students. However, thanks to misconceptions about the real economic challenges faced by students, there is little recognition of the problem and far too few support systems in place to help students in need.

“ For students who were not living with relatives or on campus, the poverty rate in 2013 was nearly 52 percent. ”

5. Britni Ayers, Nathan Kemper, and Lindsay Turner, "Food Insecurity on Campus: A Framework for Analysis," University of Arkansas Public Policy PhD Program.

6. Clare Cady, "Food Insecurity as a Student Issue," *Journal of College and Character*, no. 4 (2014), 265-271, doi:10.1515/jcc-2014-0031.

7. Feeding America, "Hunger in America 2014," <http://help.feedingamerica.org/HungerInAmerica/hunger-in-america-2014-full-report.pdf>.

8. Cady.



THE SOLUTION: STUDENTS HELPING STUDENTS

In response to this problem, students at many campuses have stepped up to meet the immediate needs of their peers. In recent years, many have done so by setting up campus food pantries on their campuses to provide food and other essentials to students in need. Depending on the campus, these programs are run by the student government, another student organization, or an administrative department such as the Office of Student Affairs.

More than 200 colleges and universities have established on-campus food pantries to serve students. Many of these pantries also serve campus staff members, some of whom also live at or near the poverty level and face food insecurity.

In addition, the College and University Food Bank Alliance (CUFBA) supports and connects campus food pantries across the country.

Setting up a campus food pantry is a big undertaking, so there's a lot of work to be done.



LAYING THE GROUNDWORK

Before you can establish a pantry, you're going to need a lot of help and support. You will need to establish a steering committee to lead the program; research the level of food insecurity on your campus; create partnerships with your regional food bank and with a fiscal sponsor; and win the support of the campus administration.

SETTING UP YOUR PANTRY

Once you've laid the groundwork, you will need to figure out how the pantry will operate. This includes finding a location for your pantry; setting up your pantry space; figuring out how the pantry will function; and creating policies and procedures for operation.

OPERATING YOUR PANTRY

As your pantry gets going, you will need to set a budget for the program; run fundraisers and food drives; educate students about the pantry; recruit and manage volunteers; and evaluate the success of your program.

LAYING THE GROUNDWORK

Running a campus food pantry is a big, long-term endeavor that requires careful planning before you open your doors. Here are the key steps to get you started.

CREATING A STEERING COMMITTEE

You can't run a food pantry on your own. You should assemble a steering committee made up of 5-10 people who will serve as the sponsors of your food pantry. This team of people will help you build support for establishing the pantry, then help sustain it once it opens.

You should seek out individuals for the steering committee who are interested in hunger relief and are excited about the mission of the food pantry. You should include leaders from different segments of the campus community. Each segment brings important different perspectives and different areas of expertise to your project. In addition, each member is there to build and maintain support for the food pantry among their peers.

Brainstorm a list of the groups and people you want to involve in the committee. Make sure to include leaders from:

- Student government
- Service-oriented student organizations
- Faculty members, especially from departments like Sociology or Social Work
- Campus administrators from offices like Student Affairs, Student Activities, or Community Engagement

For each person on your list, reach out to schedule a meeting so that you can ask for their participation. Start by sending them an email asking for a meeting, but be prepared to call them or visit them in person if they don't respond. Once you sit down with a potential steering committee member, your meeting with them should go something like this:

- **Introduce** yourself and the student government.
- **Describe** your vision for the food pantry.
- **Ask** them to join the steering committee.
- **Explain** what that position would entail and why it's important.
- **Listen** to their response.

Hopefully, they will be eager to get involved and you can welcome them to the project.

If not, get a sense of their concerns. Do they seem interested? Why or why not? Ask about their own interests and priorities and see if they connect at all with the food pantry.

If they need time to consider, then arrange a specific plan and timeline to follow up and get their decision.

Once you've lined up all of your steering committee members, it's time to hold your

first committee meeting. Use this meeting as a chance to:

- Let all the members meet each other.
- Agree on the mission of the food pantry.
- Set goals for the pantry's launch.
- Make a list of launch tasks that need to be done and assign out responsibilities.

Once the steering committee is up and running, you need to make sure the group communicates effectively. The committee should meet weekly during the planning process in order to move the project forward, but should be able to switch to monthly meetings once the pantry is up and running. In addition, you should send out frequent email updates to the committee members to keep everyone apprised of the latest developments.



Clare Cady

Staff from Oregon State University's Human Services Resource Center run OSU's Emergency Food Pantry.

DEMONSTRATING THE NEED FOR A PANTRY

To make the case for creating a food pantry, you need to determine the level of need on your campus.

The best way to do this is to organize a campus-wide survey of students, faculty, and staff. Your survey should include questions about individuals' access to food, their food budget, their willingness to use a campus pantry, and their potential to volunteer. Input from these surveys will give you a much clearer portrait of food insecurity and hunger on your campus.

In order for the findings of this research project to carry weight, your survey will need a large sample size. At a minimum, you should set a goal to collect several hundred surveys. The bigger your campus, the more surveys you will need to collect in order for people to take your

results seriously.

Make sure you utilize the faculty members on your steering committee to help design the survey and analyze the data. They can also help collect surveys from other professors.

With faculty and staff, send surveys through the campus mail and ask people to mail the surveys back to you. If you distribute the surveys widely, you should get enough surveys back to meet your needs. Alternately, you can place the survey online and ask faculty and staff to complete it there.

With students, you can also try an online survey. However, the easiest way to collect large numbers of surveys is usually by tabling.

Tabling is one of the most tried and true forms of campus outreach. It simply involves setting up a table and talking to students about your campaign as they walk past.

In addition to gathering surveys, tabling gives you a way to talk to lots of students about the food pantry. These conversations are a great way to gauge student interest, hear students' personal stories about food insecurity, and identify potential volunteers.

Here are some tips on how to make your survey gathering successful.

UT Dallas Comet Cupboard staff



The Comet Cupboard at the University of Texas at Dallas tables on campus to raise awareness about the pantry.

- › Don't always table in the same spot. You should set up your table at different locations around campus and at varying times of day, to make sure you reach a wide mix of students.
- › Set up in high-traffic areas like dining halls, dorms, the student union, the library, on the quad, or on the way to and from major parking lots.
- › Go where and when the people are. Classroom buildings and the student union tend to be better during the day, while dorms and dining halls tend to be better in the evening.
- › Make sure to follow the rules. Find out how to get proper permission to table so that you don't get shut down.
- › Make your table fun and designed to draw people over. Put a nice sign on the front of the table. Play music at the table. Cover the table with leaflets or other handouts.
- › Use the table as a base, not a wall to hide behind. Don't sit down behind the table. Instead, stand in front of it and talk to people as they go by. More confident tablers should float out into the foot traffic in order to reach more people.

Once you've collected all of the surveys that you need and you have tabulated the results, you can then use the survey's findings to help convince people that there's a real need on your campus for a food pantry. The findings will also help you gauge the size of the potential audience you will need to service.

SAMPLE TABLING SCRIPT

“ Hi, can you help end hunger on campus?

My name is _____ and I'm with _____ . Nice to meet you!

Food insecurity on campus has become a serious problem. There are far too many students who find themselves wondering how to get their next meal. Can you help us understand the scale of this problem by filling out a quick survey?

[Hand over the clipboard.]

Great! Please just take a minute to fill this out. We'll use the results to help plan programs to address hunger here on campus.

Thanks! ”

TIPS FOR TABLERS:

- › Smile, make eye contact, and wave – it makes a huge difference.
- › Speak loudly, slowly, and clearly.
- › Hand over the clipboard as quickly as possible.



FOOD PANTRY NEEDS SURVEY FOR STUDENTS

The [Student Government] is conducting this survey to determine if there is a need for a student food pantry at [School]. The purpose of the food pantry would be to address any hunger and food insecurity that may exist among the campus population. Your participation is very important – the results of this survey will help determine our plan going forward.

This survey is completely voluntary and anonymous. The survey should only take a couple minutes to complete.

Please answer the following questions:

- While a student at [School], has there ever been a time when you did not have enough food for yourself or your household?
 Yes No

- How often has your food supply been inadequate?
 Zero times per term 1-2 times per term
 3-4 times per term 5 or more times per term

- While a student at [School], has there ever been a time when you were aware of another student (not yourself) who did not have enough food for themselves or their household?
 Yes No

- How often would you estimate that the food supply for other students (not yourself) has been inadequate?
 Zero times per term 1-2 times per term
 3-4 times per term 5 or more times per term

- In your opinion, if there was an occasion when you or other students didn't have enough food, would you or other students use a food pantry if one were available on campus?
 Never Use Almost Never Use
 Occasionally/Sometimes Use Frequently Use

NEEDS SURVEY (CONTINUED)

- › If you were in need and considered using a food pantry, which option would you prefer?
- A pre-packaged box of food that can be picked up
 - A shopping-style pantry where each student can select their own food items
- › For a food pantry to operate efficiently, it would need a group of committed volunteers. Would you be willing to volunteer on occasion in the pantry?
- Yes No Maybe
- › Do you believe that a student food pantry is needed at [School]?
- Strongly Disagree Disagree Undecided Agree Strongly Agree
- › What is your class year?
- Freshman Sophomore Junior Senior Graduate Student
- › Where do you live?
- On campus Off campus
- › Counting yourself, dependent children, and spouse or significant other, how many people are currently in your household?
- 1 2 3 4 5 or more
- › Finally, what questions, comments, concerns, or suggestions do you have about establishing a student food pantry at [School]?

Thanks!



NEEDS SURVEY FOR FACULTY, STAFF, AND ADMINISTRATORS

The [Student Government] is conducting this survey to determine if there is a need for a student food pantry at [School]. The purpose of the food pantry would be to address any hunger and food insecurity that may exist among the campus population. Your participation is very important – the results of this survey will help determine our plan going forward.

This survey is completely voluntary and anonymous. The survey should only take a couple minutes to complete.

Please answer the following questions:

- › Which of the following best describes you?
 - Faculty
 - Staff
 - Administrator

- › Are you aware of a situation or have personal knowledge of any students at [School] who have an inadequate supply of food?
 - Yes
 - No

- › In your opinion, to what degree is food insecurity a problem among the [School] student population?
 - Not a problem
 - Minor problem
 - Moderate problem
 - Serious problem
 - Don't know

- › For a food pantry to operate efficiently, it would need a group of committed volunteers. Do you advise a club or organization whose members would be willing to volunteer on occasion at a food pantry?
 - Yes
 - No

- › The food pantry would need to raise start-up funds and would conduct food drives on occasion to stock the pantry. Would you and/or the members of a club/organization you advise be willing to donate to the pantry?
 - Yes
 - No
 - Maybe

NEEDS SURVEY (CONTINUED)

- Would you be interested in volunteering in one or more of the following roles?
(Check all that apply)

Donor Committee Member Other _____

- Do you believe that a student food pantry is needed at [School]?

Strongly Disagree Disagree Undecided Agree
 Strongly Agree

- If [School] was to establish a food pantry, where would you suggest that pantry be located?

- Finally, what questions, comments, concerns, or suggestions do you have about establishing a student food pantry at [School]?

Thanks!

PARTNERING WITH YOUR REGIONAL FOOD BANK

Assuming that your survey results support the need for a campus food pantry, you should meet with your regional food bank to inform them of your plans, find out what resources they have available, and learn about the process for working with them.

A food bank is a local charitable organization that collects food through donations and discounted purchasing and then distributes that food to local food pantries, soup kitchens, and other food programs. Food banks are typically large warehouse-style facilities that can distribute millions of pounds of food each year.

Your regional food bank can be a huge resource for your campus pantry. They can potentially assist with fundraising, provide training on health and safety practices, recruit volunteers, and offer free or reduced-cost food.

To get support from your local food bank, your pantry may need to join the food bank as a member. This may require your pantry to pay an annual membership fee, follow certain criteria for food handling and storage, and file reports on your activities. However, the benefits of working with your food bank will greatly outweigh the responsibilities.



FIND LOCAL FOOD BANKS
IN YOUR AREA HERE:

Feeding America's "Find Your Local Food Bank" tool:

feedingamerica.org/find-your-local-foodbank/

The interactive map of food banks from FoodPantries.org:

foodpantries.org



PANTRY PROFILE STUDENT FOOD BANK

The Student Food Bank at Michigan State University is a member of the Greater Lansing Food Bank, which is the regional affiliate of Feeding America and a USDA supplier. Through the GLFB, the Student Food Bank is able to buy food at 72% below the normal wholesale cost. The Student Food Bank serves 4,000 students and their families each year, giving out roughly 70,000 pounds of food.



MSU SFB Archives

OBTAINING A FISCAL SPONSOR

In order to function effectively, your campus food pantry needs to obtain nonprofit status. This is important so that your pantry can collect donations and be tax-exempt.

You could set up your food pantry as an independent organization and apply to the IRS as a charitable nonprofit with 501(c)(3) status. However, this approach has serious drawbacks – as your own nonprofit, your pantry would need to meet certain legal requirements, including paying filing fees and submitting annual financial reports to the IRS.

The better approach is to find a local charitable organization or church that already has nonprofit status to serve as your fiscal sponsor. A fiscal sponsor is an organization that is willing to let you operate under their umbrella. Your fiscal sponsor will be the official member of record at the regional food bank, but your campus food pantry will be the recipient of the food bank's services. Having a fiscal sponsor eliminates your need to report to the IRS or pay fees – the fiscal sponsor will be responsible for these tasks – but the operation of your pantry will fall upon you and your steering committee.

An additional benefit to having a nonprofit sponsor is that all monetary donations to your pantry will be tax-exempt, increasing your ability to raise donations. Donations will need to go to your fiscal sponsor,



MSU SFB Archives

The Student Food Bank at Michigan State University receives a delivery from their regional food bank.

who will hold all donations given to your project, so you will need to work out a system with your fiscal sponsor for tracking and managing that money.

It is important to select a fiscal partner that will allow you the autonomy to operate your pantry as you see fit and in the manner most conducive to serving your community's needs.

ON-CAMPUS SPONSORS

You should start by looking for a fiscal sponsor that is affiliated with the campus. The best option is a university foundation. Most universities have at least one nonprofit foundation that is associated with the campus and that helps raise money for university programs. Contact the Office of Advancement to find out what foundations exist at your school. University foundations are ideal fiscal sponsors because they already possess the appropriate channels of communication for legal, financial, and operating purposes.

OFF-CAMPUS SPONSORS

If a university foundation is unable to be your fiscal sponsor, you will need to seek out an off-campus partner. Any organization with 501(c)(3) nonprofit status has the potential to function as your fiscal sponsor. You can find potential sponsors in several ways:

- Identify local groups in your community that are interested in hunger or food insecurity.
- Ask your regional food bank to recommend potential sponsors.
- Ask faculty and staff on campus if they are involved in any local nonprofits that work on these issues.
- Make sure to look into local churches, community food pantries, and organizations like the United Way, 4-H, or Boys and Girls Club.

ESTABLISHING A RELATIONSHIP WITH YOUR SPONSOR

Once you identify a group that seems like a good match, have someone on your steering committee reach out on your pantry's behalf to see if they are interested in being your fiscal sponsor. If the group expresses interest, schedule a meeting with their leadership to discuss your plans for the pantry and their potential responsibilities as your sponsor. Be prepared to discuss how your mission, objectives, and logistics relate to their organization.

Once you find a group that is excited to be your fiscal sponsor, you will need to draft a Memorandum of Understanding (MOU) between your campus food pantry and the sponsor. The MOU is a legal agreement that sets the terms and conditions of your working relationship and defines the roles, responsibilities, and expectations agreed upon by both groups. Like with any legal document, you will want a lawyer who works for the student government or for the university to help write and review the MOU.



PANTRY PROFILE PINE BLUFF STUDENT FOOD PANTRY

The Student Food Pantry at the University of Arkansas at Pine Bluff has benefited greatly from collaborating with community partners. The Jefferson County 4-H Foundation serves as the pantry's fiscal sponsor and the pantry is a member of the Arkansas Foodbank network. In addition, the pantry was established as an outreach project of the Arkansas-Pine Bluff Collegiate 4-H Club and the campus Minorities in Agriculture, Natural Resources and Related Sciences (MANRRS) chapter.



Pine Bluff Student Food Pantry

OTHER COMMUNITY PARTNERSHIPS

While searching for a fiscal sponsor, also look for groups or companies that could be community partners in other ways. Nonprofit groups can be a source of local volunteers and other resources, while local businesses can assist with fundraising, donations, or discounted products.

For example, George Mason University's Patriot Pantry has formed partnerships with a local farm co-op to receive fresh organic produce and with a local restaurant to receive fresh bread.



MSU SFB Archives

PASSING A STUDENT GOVERNMENT RESOLUTION

At this point, it can be helpful to have the student government pass a resolution in support of the food pantry. A resolution shows the campus administration, the community, and the pantry's partners that the student body is putting its support behind the project.

To pass your resolution, you should meet with key student government officers in advance to line up their support.

- Identify the student government leaders who you need to meet with. Focus on those who are likely to have the most influence on this issue. These likely include the members of your student government's executive board and the chairs of any committees that deal with community service or student life.
- Put together a packet of information about the pantry to give them. Make sure to include your local research on food insecurity, a description of how the pantry will operate, examples of other schools that have pantries, and a copy of your proposed resolution.
- Set up individual meetings with these student government leaders.
- Practice the meetings in advance, so that you're prepared to explain the issue clearly and answer questions that are likely to come up. Roleplay your presentation with another student.

- Hold the meetings. After each one, make sure to develop a follow-up plan with the student leader. If they agree to support the resolution, then ask for their advice on how to proceed and ask them how they can help. If they're not willing to commit, then make a specific plan to get them more information and to get their decision.
- Implement your follow-up plans with each member.

Once you've lined up support from key members of the student government, figure out the best way to move forward. For example, determine if you need co-sponsors for your resolution or if you should present before any committees before you go to the full student government. Once you know how to proceed, submit your resolution for a vote.



COD Newsroom

STUDENT GOVERNMENT RESOLUTION

A RESOLUTION IN SUPPORT OF A CAMPUS FOOD PANTRY

WHEREAS, hunger and food insecurity are serious problems in our community; and

WHEREAS, food insecurity is defined as a situation where consistent access to adequate food is limited by a lack of money and other resources; and

WHEREAS, as a college education becomes increasingly expensive, more students are being forced to live near or below the poverty level; and

WHEREAS, a recent survey found that [XX]% of students here at [University] have experienced food insecurity; and

WHEREAS, as a campus community, we have a responsibility to help students who are in need of assistance; and

WHEREAS, this problem has recently prompted many other campuses to establish food pantries to help students in need;

THEREFORE, BE IT RESOLVED, that [Student Government] supports the establishment of a campus food pantry at [University]; and

BE IT FURTHER RESOLVED, that [Student Government] commits to providing support to the campus food pantry, including holding a food drive this fall; and

BE IT FINALLY RESOLVED, that [Student Government] encourages [University] to offer financial and logistical support to the campus food pantry.

GETTING ADMINISTRATIVE SUPPORT

To operate a food pantry on campus, you will need the blessing of the campus administration. These conversations should start as early as possible, so that you can give the administration time to consider the issue and so that you have time to deal with any problems that come up.

Having a university office or department as a sponsor of the pantry is the best way to help ensure that your project will succeed. Ideally, you should have campus administrators on your steering committee who can help you with this process, including staff from offices like Student Life, Student Activities, or Community Engagement. You should sit down with them early in the process and ask them to

help you figure out which administrative offices will need to approve the pantry's operation.

To win the support of administrators, you will need to:

- Educate them about food insecurity and its prevalence on campus.
- Explain the concept of a campus food pantry and provide examples from other schools.
- Introduce them to your on-campus and off-campus partners.
- Provide specifics on how the pantry will operate.



Liz Skretkowitz, UM Tiger Pantry

You will probably have to sit down and meet with several administrators and get support from each of them.

- Make a list of the key administrators you will need to meet with. These might include high-level staff from offices like Student Affairs, Dining Services, Risk Management, and Facilities.
- Set up individual meetings with each of these administrators and present the case for establishing the food pantry.
- Listen as much as you talk. These are smart people who probably care about this issue, too. Make sure you ask what they think and listen carefully to their

feedback. By finding ways to address their concerns, you'll make your proposal stronger for the next meeting.

- Always close your meeting with a clear "ask" for the administrator to support the creation of the pantry. Also think in advance about other asks you might have for that person – for example, asking Dining Services to donate used kitchen equipment.
- Have a follow-up plan. If the person you're meeting with doesn't commit right away to supporting the pantry, make sure to get them more information in an attempt to address their concerns, then ask them again for their support.



Evan Cartwell, George Mason University



FAQS FOR TALKING WITH ADMINISTRATORS

Q: What exactly does a food pantry do?

A: A food pantry is a service that provides food directly to community members, usually to those who have a place to live but not enough to eat.

Q: What is the difference between a food pantry and a food bank?

A: Food pantries provide food directly to community members in need, whereas food banks serve the pantries themselves. A food bank is typically a large warehouse-style facility that collects food from wholesalers, grocery stores, and government programs and serves as a distribution center to supply local food pantries, soup kitchens, and other service agencies.

Q: What other schools have set up campus food pantries?

A: More than 200 colleges and universities have established food pantries, with many of them being set up in the past five years. Some of the biggest schools with pantries include Michigan State University, North Carolina State University, Oregon State University, the University of Alabama, the University of California – Berkeley, and the University of Missouri.

Q: Is hunger really an issue for college students?

A: Yes. Nationwide, 73% of college students are nontraditional, meaning that they don't fit the stereotype of a recent high school graduate who is supported by his or her parents. Many students find it difficult to support themselves while also paying for college. According to the census, for students who do not live with relatives or on campus, 52% live below the poverty level. For many of these students, food insecurity is a real problem.

Q: How do we know that students here really need a pantry?

A: We surveyed the campus and determined that there's a significant segment of the student body that is food insecure and would consider making use of a campus food pantry if we had one.

Q: What is food insecurity?

A: The USDA defines food insecurity as a situation where "consistent access

FAQS CONTINUED

to adequate food is limited by a lack of money and other resources at times during the year.”

Q: If students are suffering from hunger, why can't they go to food pantries in the community?

A: There are numerous barriers that make it hard for students to use community food pantries: pantries are often located far from campus and many students lack easy access to transportation; community pantries are usually only open from 9 a.m. – 5 p.m., when students are in class; some pantries only serve people who fit certain criteria based on neighborhood, income level, or household size, making it hard for students to qualify; and some community pantries refuse to serve students because they don't believe that students need their assistance or don't feel they can use their limited resources on students. It's also important to recognize that some students are afraid or ashamed to access a community food pantry. Providing a pantry on campus can mitigate some of those fears and ultimately get food into the hands of those students who need it.

Q: What happens if someone gets sick from using the pantry?

A: The pantry would follow food safety procedures provided by our regional food bank to ensure that this doesn't happen. From a legal standpoint, we'd also have all pantry users sign a waiver recognizing that we can't guarantee the quality of the food they receive and protecting us from any liability. In addition, there's a federal law, the Bill Emerson Good Samaritan Food Donation Act, which protects both the donors and distributors of donated food from liability.

Q: How are food pantries funded?

A: Every pantry is different. Most pantries receive food donations to meet some of their needs and must fundraise to cover the rest. Many pantries organize fundraising drives to collect donations from supporters, community members, businesses, or local groups. In addition, many campus food pantries get funding or other support from the student government or from campus departments.

Q: How do you determine need or eligibility?

A: Typically, campus food pantries serve students and staff at their university based on good faith. We will assume that individuals who utilize the campus pantry are there because they need it.

SETTING UP YOUR PANTRY

Once you have your campus food pantry's foundation in place, it's time to start figuring out the physical set-up and procedures for your pantry.

FINDING A LOCATION

The first thing you need is a location for your food pantry. The size and type of location you need for your pantry will vary depending on the available space, the level of need on your campus, and your volunteer resources.

Start by contacting the office that manages campus buildings and facilities. Explain the type of space that you're looking for and ask what possibilities might exist around campus. If necessary, ask administrators from your steering committee to help convince them to take your inquiry seriously.

Campus food pantries can take on different shapes and sizes. Creativity and willingness to repurpose space can help you find an ideal location. The space does not have to be large or aesthetically pleasing, but it does need to be clean, secure, and have the capacity to safely store food.

Your pantry should also be located in an easily accessible location. Ideal locations might include student unions, campus police stations, dormitories, or administrative office spaces.

It's also good to find a location which already receives a lot of visitors, so that it's not obvious that students or staff who visit the building are there for food assistance. This helps to reduce the stigma behind seeking assistance and protect the anonymity of your users, so that students feel more comfortable visiting the pantry.

If you intend to do any food preparation at your pantry or offer fresh foods, you may want to locate your pantry in or near an existing kitchen on campus, so that you can take advantage of their existing refrigerators, freezers, and food prep areas. Existing kitchens also have the benefit of dishwashing stations, laundry service for cleaning rags, and pest-control programs.

The trick is finding a kitchen that is not too busy to also house your pantry. Dining hall kitchens are usually too busy to accommodate a pantry, so you should search out other kitchens on campus. Keep in mind that you will need to schedule your pantry's hours of operations at the kitchen's down times, both so that you stay out of the way of the kitchen's staff and so that you can protect the confidentiality of your pantry's users.

Also keep in mind that a working kitchen is usually not a comfortable space for serving your users. If you do base your pantry in a kitchen, you should find a nearby space that can serve as the greeting and waiting area for your users.

CHOOSING YOUR OPERATING STYLE

There are two primary operating styles for your food pantry, depending on how you want to distribute food:

- The conventional style of pantry, which gives out pre-packed boxes of food; or
- A shopping-style pantry, where users can choose from a variety of food options.

MODEL #1: PRE-PACKED BOXES

Many food pantries operate by giving out pre-assembled food boxes to users. This model streamlines the distribution process, allowing the pantry to operate with fewer volunteers and to serve users more quickly.

This model is particularly conducive to pantries with limited volunteers and space. A small group of volunteers can pack boxes or bags of food while the pantry is closed, allowing volunteers to focus on other tasks when the pantry is open. If the pantry runs low on boxes during operating hours, it's easy for volunteers to assemble more boxes as needed.

Users have different numbers of people in their households and require different amounts of food assistance. As a result, your pantry should prep boxes of varying sizes to accommodate different household sizes.

MODEL #2: SHOPPING-STYLE PANTRY

A shopping-style food pantry model can work well if you have the volunteers and space to support it. While this model is more work-intensive, allowing users to



PANTRY PROFILE PTC FOOD PANTRY

The Pulaski Technical College Food Pantry occupies a nontraditional space. Housed in a large storage closet connected to a lecture hall in the Campus Center, the pantry is centrally located and easily accessible to those who need it. The pantry is able to provide shelf-stable foods, fresh produce, and perishable items thanks to their commercial refrigerator.



Pulaski Technical College Food Pantry

choose their own food items helps ensure that they are happy with what they receive.

There are two common variants on this model. In the first variant, the pantry functions much like a grocery store. Food is stacked on shelves and users walk

through the pantry and select the items they want. Volunteers are there to help provide direction and advice to users. In addition, users can be provided with a portioning guide to encourage them to collect a variety of items.

In the second variant, users are given a food request form that lists all of the food options and allows them to indicate the items they would like. Volunteers then assemble food bags for the users. This model reduces the number of individuals handling the food while still allowing users choice over what they receive.

The food request form needs to be updated frequently to accurately list the available food options. In addition, the form should prompt users to consider if they have access to cooking tools such as hot water, a microwave, a stove, a can opener, etc., and to only take foods they will be able to prepare.

CHOOSING A MANAGEMENT MODEL

You will need a team of people to run your campus food pantry. The steering committee will serve in an advisory capacity and maintain support for the pantry with key partners like the campus administration, but you need a separate group of dedicated people who will manage the pantry on a daily basis.

This team will be in charge of scheduling volunteers, tracking the budget, overseeing marketing and fundraising drives, working with your fiscal sponsor and regional food bank, and troubleshooting when problems emerge.

Most campuses follow one of two models for managing their pantries.

1 STAFF/FACULTY MODEL

In this model, staff or faculty members



ISU SHOP staff

will oversee the pantry. Students will take on leadership roles with the pantry, but oversight of the project will be in the hands of a campus staff person. Depending on your campus, this person could come from many different offices, including Student Activities, Dining Services, or Community Engagement.

While one staff person should be in charge, there should be at least two other staff or faculty members who know the specific goals and operations of the campus pantry in case the lead staff person is unavailable.

2 STUDENT BOARD MODEL

An alternative to having staff or faculty in charge is to have a board of students run the pantry. This board can either be housed as a committee within the student government or can be established as a separate student organization.

There are several advantages to the student board model. This model gives students direct ownership of the food pantry and deeper investment in its success, which supports the sustainability and longevity of the pantry. Serving on the board provides students with experience in skills such as strategic planning, volunteer management, marketing, and fundraising. The knowledge and abilities they gain on the board can further their academic and professional careers.

You should still enlist a few staff members to serve as advisors to the pantry and to provide technical assistance and guidance for the long-term direction of the project.



PANTRY PROFILE THE CAMPUS CUPBOARD

The Campus Cupboard at Kansas University is housed in the university's Center for Community Outreach (CCO). The Cupboard's partnership with the CCO provides the Cupboard with critical resources and access. Among the many benefits: the CCO has access to a huge student base which they use to recruit volunteers for the pantry, and CCO staff recently helped with the pantry's relocation and expansion.



Teale Muir

EXAMPLES OF STUDENT BOARD LEADERSHIP ROLES

FOOD PANTRY CHAIR

- Oversee opening and closing of the pantry
- Act as liaison between pantry board, staff, and steering committee
- Conduct weekly meetings with student board and staff
- Maintain responsibility over pantry operations
- Ensure that student coordinators complete their responsibilities
- Delegate tasks to student coordinators
- Troubleshoot problems as needed

VOLUNTEER COORDINATOR

- Maintain and update all volunteer materials
- Oversee recruitment of volunteers
- Run orientation trainings for volunteers
- Schedule volunteers for shifts and track attendance
- Maintain the volunteer contact list
- Plan volunteer appreciation events

ADMINISTRATIVE COORDINATOR

- Track the pantry's work, including food distributed and students served
- Maintain the pantry's budget
- File surveys, application forms, and waivers

- Maintain meeting minutes and other records
- Record responses to user surveys and analyze data
- Write and submit monthly reports to the fiscal sponsor and regional food bank
- Publish an annual report on the food pantry's activities

FOOD DRIVE AND FUNDRAISING COORDINATOR

- Coordinate food drives
- Coordinate on- and off-campus fundraising drives
- Collect and track in-kind and monetary donations
- Deposit funds with fiscal sponsor
- Send thank you cards to donors

MARKETING COORDINATOR

- Create and update marketing materials for the pantry
- Update pantry website and social media accounts
- Coordinate publicity drives at beginning of each term and as needed
- Publicize special events
- Reach out to on- and off-campus media outlets
- Respond to inquiries about the pantry

HOURS OF OPERATION

You should determine the hours of operation that work best for your pantry. It might take a little time and trial and error to settle on your ideal schedule.

We recommend that you start by opening the pantry once per month until you feel confident that you have enough users to justify increasing your frequency of operation. Your regional food bank will likely require that members operate at least once per month, so make sure you meet this minimum.

As your number of users increases, you should consider different factors in deciding how often to stay open, as well as which days and times work best, including the level of need on your campus, convenience for your users, your access to volunteers and other resources, and size of your pantry space.

“ Start by opening the pantry once per month until you feel confident that you have enough users.”



PANTRY PROFILE PATRIOT PANTRY

George Mason University's Patriot Pantry chooses to operate by appointment only, rather than having open hours. Only one student is allowed into the pantry at a time, in order to protect users' privacy.



Evan Cantwell, George Mason University

SETTING UP YOUR SPACE

EQUIPMENT AND STORAGE

The equipment and storage space you need will depend on the types of food you want to distribute. Equipment you may need includes:

- Shelves for storing dry goods
- Bins for collecting donations
- A dolly for moving heavy items
- Refrigerators and/or freezers (if you intend to distribute fresh or frozen goods)

If you will be preparing or portioning food, you will also need portioning tables and designated hand-washing stations.

Check with campus facilities, dining halls, dormitories, and administration offices to see if they have any used shelves, tables, or appliances to donate to your food pantry. The more things you can get donated, the lower your startup costs will be.

SUPPLIES

Think through all of the basic supplies that you'll need for your pantry, as well as where you will store them. You'll need office supplies like paper, pens, and folders for the welcome area of the pantry. You will also need cleaning products including disinfectant, brooms, mops, buckets, and gloves, and a safe place to store them.

When distributing items, we encourage you to use reusable grocery bags, so you will need a place to store these as well. These bags cut down on waste, since

users can return them to the pantry or reuse them during future visits. Check with local retailers to see if they can donate bags for your use.

WAITING AREA

You should provide an area for individuals to sit while they fill out request forms or wait to receive their items. This space may also serve as a place for volunteers to study if there are no people to serve or work to be performed.

COLLECTION FOR UNWANTED ITEMS

Individuals might decide that they don't want some of the items they receive, either because they're unfamiliar with the items, lack the proper tools to prepare them, find them culturally inappropriate, or can't use them due to food allergies or dietary restrictions. To discourage food waste, designate a bin where users can leave behind products they do not want.

SECURE STORAGE

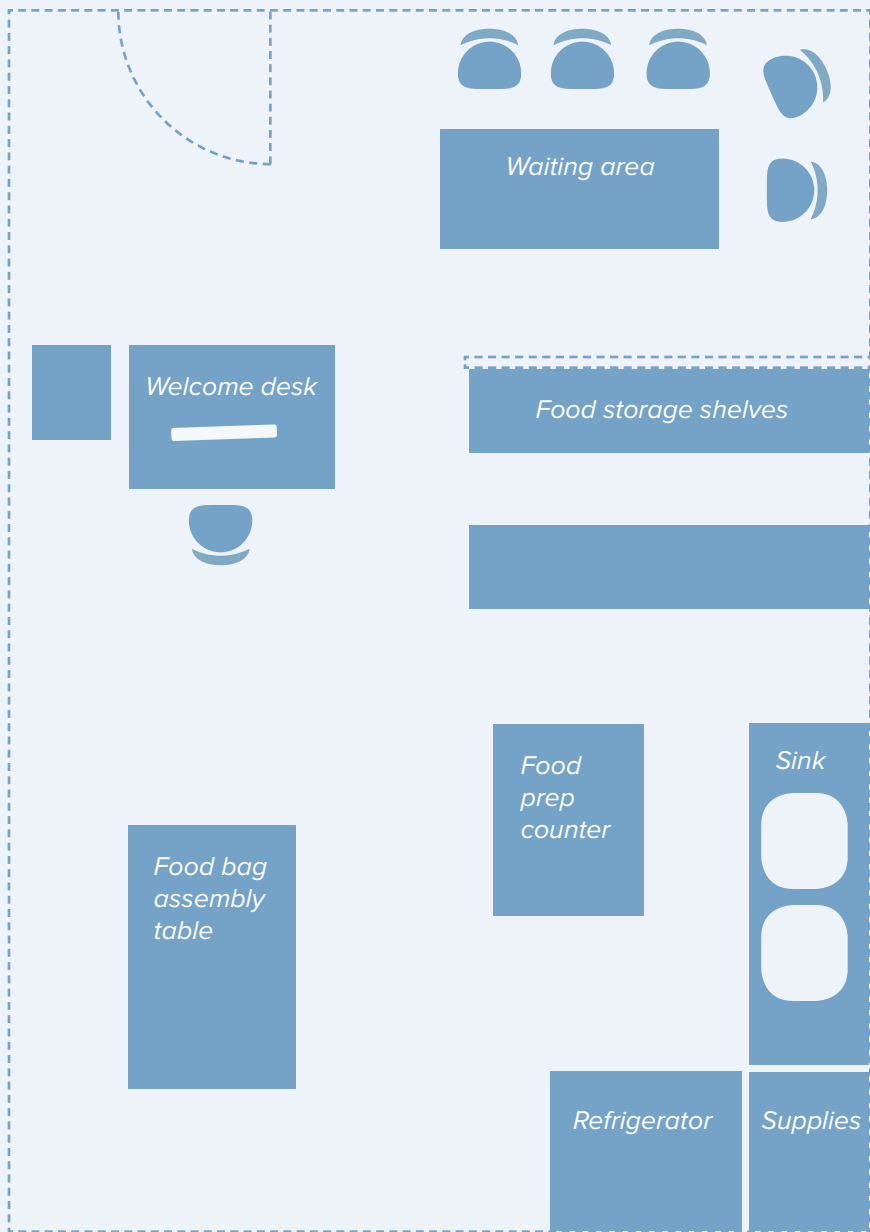
You need a secure place – ideally, a locked file cabinet in a locked office – where you can keep the pantry's sensitive or confidential files, budget information, and legal paperwork. You might choose to keep this storage space in an administrative office or the student government office, rather than in the pantry itself.

PERSONAL STORAGE

Volunteers and staff will need a secure space to store their personal belongings while they work.



SAMPLE FLOOR PLAN



FOOD SAFETY PROCEDURES

You will need to provide volunteers with training and procedures on how to handle food safely, particularly if your pantry intends to prepare or portion fresh food. Your regional food bank may also require members to adopt specific food handling procedures – ask them to find out.

The National Restaurant Association and Feeding America have teamed up to develop a food pantry-specific guide called “ServSafe Food Handler Guide for Food Banking.”⁹ Their guide covers an array of topics such as personal hygiene, proper sanitation and sterilization, cross-contamination, and time-temperature abuse. If your food pantry will be distributing fresh food then you should make use of this resource.

You should create instructions and checklists that cover the procedures for every area of the pantry. For example:

BASIC HYGIENE:

- Hands should be washed upon arrival and again after eating, drinking, smoking, sneezing, coughing, using the restroom, touching one’s face, or handling any food items whose packaging has been breached.

FOOD STORAGE:

- Items should be rotated so that those that are distributed first are those that were the first to be stocked.

- Non-food items (such as personal care items or household cleaning products) should be stored separately from food, typically on the lowest shelf.
- Dry stock goods should ideally be stored at 50 degrees Fahrenheit, but realistically not above 70 degrees Fahrenheit.
- Dry stock goods should also be stored up off of the floor and in such a way that they are not in direct contact with walls.
- Refrigerated items should be kept between 34 and 40 degrees Fahrenheit.



TTU Food Pantry

Students assemble food bags for the Tennessee Tech University Food Pantry.

9. National Restaurant Association, “National Restaurant Association Teams up with Feeding America to Release ServSafe Food Handler Guide for Food Banking,” August 26, 2014, <http://www.restaurant.org/Press-room/Press-Releases/National-Restaurant-Association-Teams-up-with-Feed>.

- Frozen items should be kept at 0 degrees Fahrenheit or lower.

FOOD PACKING:

- Much like at the grocery store, non-food items should be bagged or boxed separately.
- Products like meat or dairy that could leak or contaminate other products should be packed at the bottom.
- Products without packaging, like fresh produce, should be packed on the top.

CLEANING:

- The pantry should have a cleaning process and checklist that volunteers go through at the end of every shift.

- Freezers and refrigerators require periodic cleaning and defrosting.
- The pantry will need to undergo periodic deep cleaning.
- The pantry needs to be periodically inspected for any signs of pests.

SAFELY ACCEPTING FOOD DONATIONS

Since becoming law in 1996, the federal Bill Emerson Food Donation Act protects individuals and organizations that donate food in “good will” to organizations. Feeding America provides background information on the law and its protections.¹⁰ Find out from your regional food bank if any local restrictions or guidelines for food donations exist in your state.



MSU SFB Archives

10. Feeding America, “Protecting Our Food Partners,” <http://www.feedingamerica.org/ways-to-give/give-food/become-a-product-partner/protecting-our-food-partners.html>.

SETTING ADMINISTRATIVE POLICIES

RISK MANAGEMENT

Since your pantry will be operating on campus, you will need to consult with your school's Office of Risk Management and address their concerns about safety, liability, and risk. Have this conversation sooner rather than later, so that you don't run into any surprising roadblocks. Include your fiscal sponsor, regional food bank, and steering committee in at least one meeting with the Office of Risk Management to ensure that everyone is on the same page.

You should also ask Risk Management to help you create liability waivers that will be signed by all of your volunteers and by all of your pantry's users.

PRIVACY AND DATA COLLECTION

Many campus pantries collect confidential data from users. If you do so, you have an obligation to do so carefully in order to protect users' personal data.

You may wish to collect data from your users because the information can help you better understand and serve your users. Some fiscal sponsors or grantmakers may also want general information about your user base. You can collect information from users by having them fill out a first-time application form during their initial visit to the pantry. You

should never distribute this information without user consent.

To protect users' identities, we recommend that campus pantries assign pantry ID numbers to users, rather than tracking them using their campus ID numbers. Campus ID numbers can be traced back to students and staff, putting their privacy at risk.

Each user should receive their pantry ID number on their first visit. On subsequent visits, they should provide their pantry ID number on their food request form, and also show their campus ID to prove they are a current student or campus employee. An alternative method is to issue campus pantry ID cards with pantry ID numbers.

PROTECTING DIGNITY AND CONFIDENTIALITY

The dignity and confidentiality of users should be a priority for your pantry. You need to have your volunteers read and sign confidentiality and liability forms that explain their expectations and responsibilities in protecting users.

For example, it is inevitable that volunteers will encounter pantry users on other parts of campus. It is completely acceptable for volunteers and staff to interact with pantry users outside of the pantry, but they should never discuss an individual's

use of the pantry in public unless given permission by that person.

STUDENTS WITH DISABILITIES

At times, the pantry will interact with users and volunteers who have various types of disabilities. Always look for ways to make the pantry available to people of all types. It's particularly important that your location is accessible to students and staff with physical disabilities, but you should also have a plan for how to work with students who have vision or hearing issues or other challenges. For advice, contact your campus's disability services coordinator.

BUDGETING

You need to set a budget for your food pantry, based on your best estimate for the amount of food and other resources you will need. When you are starting out, you will need to set a budget for all of the start-up costs for your pantry, as well as an estimate of your term operating budget.

Make sure to include all of the expenses you anticipate for your pantry, including:

- Food
- Grocery bags and other supplies
- Photocopying
- Upkeep of storage and kitchen equipment
- Marketing materials

You should set an aggressive plan to get food donated, since this will help your funds go much further. However, you won't be

able to meet all of your food needs through donations, so you will need to budget carefully and look for the best deals.

The most expensive option is to buy food from stores. Buying retail allows you to acquire almost any item you might need, but will burn through your budget quickly.

The most affordable and reliable option is usually to buy food through your regional food bank. Food banks purchase items in bulk, receive large donations, and have various funding streams supporting them, so they can provide pantries with food at deep discounts. The U.S. Department of Agriculture also donates certain items to food banks, which in turn make these available to local food pantries free of charge.

Depending on how often your campus food pantry distributes food and how many people it serves, you might set a regular ordering schedule with your food bank. Since your food bank has to deliver food to many pantries, they might only be able to deliver to your pantry a couple of times per month. Be prepared to order as much as will be needed to serve your pantry's users during that time, assuming you have the space to store it.

“The most affordable and reliable option is usually to buy food through your regional food bank.”



SAMPLE PANTRY BUDGET

PANTRY START-UP EXPENSES

Regional Food Bank Membership Fee (Annual)	\$75
Grocery Bags (200 @ 50 cents each)	\$100
Mobile Heavy-Duty Shelving (8 @ \$150 each)	\$1200
Fire Extinguisher (with bracket and installation)	\$130
Wall-Mounted Paper Towel Holder and Soap Dispenser (with installation)	\$100
Industrial mop, bucket, and cleaner	\$110
Supplies (gloves, paper towels, disinfectant, broom, dustpan, etc.)	\$80
Utility Cart and Dolly	\$150
Computer and Software	\$200

Start-Up Total	\$2145
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SEMESTER OPERATING EXPENSES

Regional Food Bank Food Orders	\$500
Food Restocking Reserve Funds	\$2000
Printing (marketing posters, flyers, brochures, etc.)	\$200
Transportation to Food Bank (8 trips x 20 miles @ 50 cents/mile)	\$80

Semester Total	\$2780
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TWENTY QUESTIONS YOU SHOULD BE ABLE TO ANSWER BEFORE OPENING A CAMPUS FOOD PANTRY

- What is the level of need for a pantry on your campus?
- Who will organize and run the pantry?
- How will you fundraise and collect food?
- Who will you serve? (Students? Staff? Local community? Etc.)
- What kind of space is available on your campus?
- Who will be your fiscal sponsor?
- What are the risk management concerns on your campus?
- How will you conduct outreach to let people know you exist?
- What kind of foods will you offer? (Nonperishable? Frozen? Fresh?)
- How often will you distribute food?
- How will you distribute food? (Shopping-style? Pre-packaged boxes?)
- Where will you store excess food?
- How will you recruit and train volunteers?
- What are your campus food safety policies?
- How will you maintain users' confidentiality?
- What other resources will you offer besides food?
- How will you determine who qualifies to use the pantry?
- Who will handle press inquiries?
- Who are your campus and community partners?
- What is your sustainability plan?

Source: CUFBA

OPERATING YOUR PANTRY

FUNDRAISING

Even if you can get some supplies donated, it takes money to start and run a food pantry. Start by exploring as many different funding sources as possible:

- Student government
- Administrative offices
- Alumni associations
- University foundations
- Student organizations
- Greek organizations
- Your fiscal sponsor
- Your regional food bank

You should check with your fiscal sponsor and regional food bank to see if they can recommend any other sources of funding. They may know of local businesses or donors who are interested in funding programs to address hunger. In addition, being a member of a regional food bank sometimes gives you access to special grant and funding opportunities.

You can also talk directly with businesses and organizations in the community. There may be some that are willing to support your pantry with donations or by hosting a food drive or collection.

Meg Vatterott, UM Tiger Pantry



Students from the University of Missouri's Tiger Pantry get dressed up to collect donations for a local food drive.

FUNDRAISING EVENTS

Many pantries hold fundraising events such as dinners, movie screenings, or musical performances. Attendees buy tickets, with all proceeds going to the pantry. These events also provide an opportunity to educate attendees about hunger issues and the pantry and recruit new volunteers. For fundraising dinners, make sure to ask local restaurants or campus dining services to sponsor the meal.

FOOD DRIVE COMPETITIONS

When your food pantry is low on inventory, holding a food drive is one of the easiest ways to quickly obtain items to stock your shelves. Start by making a list of the food items you need to acquire.

The best food drives often rely on competition to motivate donations, so turn your food drive into a contest between different groups on campus. In order to make sure you only collect food items that you can use, only offer points in the contest for the food items that you need. Offer higher point levels for the items that are more expensive or that you run out of frequently. You can involve lots of different types of groups, including:

- Campus dorms
- Greek houses
- Campus departments
- Student organizations
- Local businesses
- Churches or neighborhood groups

Get local businesses to donate gift certificates or other prizes that you can award to the winners.

An alternative approach is to organize an intercollegiate food drive with a rival school, to see which school can collect more food for its campus food pantry. For example, the University of Missouri Tiger Pantry and University of Arkansas Full Circle Campus Food Pantry compete in an annual competition called “Food Fight” to collect the most donations during basketball season. Donations are collected up to the week when the schools play each other and the winner is announced at the game.

Your campus’ athletic department can be a great partner for food drives, as well. By running food drives at sporting events, you can reach a huge audience and collect tons of food. Get the athletic department to ask attendees to bring canned goods in exchange for discounted or free admission to games.



Liz Skretkiewicz, MU Tiger Pantry

GROCERY STORE DRIVES

A great way to run a small food drive is to set up a table outside of a local grocery store and ask shoppers to buy and donate items for the pantry. As shoppers enter the store, hand them leaflets that describe the pantry and list the food items you need. Shoppers can buy items for the pantry while they shop, then drop off their donations at your table as they leave.

Make sure to get permission from the grocery store in advance. Table as long as you need to in order to collect the amount of food you need.

ONLINE FOOD DRIVES

If you want to collect food from supporters who are far away – parents, alumni, etc. – you can run an online food drive using [YouGiveGoods.com](https://www.yougivegoods.com). This website lets you run a food drive where supporters can go online and buy food items for your pantry. When the drive is over, [YouGiveGoods.com](https://www.yougivegoods.com) will purchase the food items that donors selected and deliver them to your location.

VALUE OF FOOD DONATIONS

Federal food assistance programs currently set the value of one pound of donated food at \$1.72 (check with your regional food bank to see if this value has risen). You should use this figure to determine for your pantry's donors and supporters the value of the donated food that your pantry has collected.



PANTRY PROFILE FULL CIRCLE CAMPUS FOOD PANTRY

The Full Circle Pantry at the University of Arkansas runs a fundraiser through the school's annual Homecoming 5K run. Fraternities, sororities and other student organizations compete to raise the most money for the pantry. Last year, the run raised enough money to buy 12,000 pounds of food.



Full Circle Campus Food Pantry



HELP FIGHT HUNGER ON CAMPUS!

You can help support the [Food Pantry] and feed people in need with your donations.

Please note that we can't accept damaged, opened, or expired items.

MOST NEEDED ITEMS

FOOD ITEMS:

- Cereal
- Crackers
- Peanut Butter
- Jelly
- Rice
- Pasta
- Canned Soup
- Canned Vegetables
- Tomato Sauce
- Ramen Noodles

- Canned Fruit
- Dry Beans
- Coffee

OTHER ITEMS:

- Soap
- Deodorant
- Toothbrushes
- Toothpaste
- Shampoo
- Feminine Products

Please drop off your donations in one of the labeled bins in front of the Student Union or at the [Food Pantry] office at [Location].

ABOUT US:

[Food Pantry] at [University] provides food and other essentials to students and staff in need. [Food Pantry] provides support to more than one thousand households each semester.



MARKETING

When your food pantry first opens, no one will know who you are. You will need to launch a big marketing effort to make the campus community aware of the pantry's existence. You will then need to hold additional marketing campaigns once or twice each term in order to maintain awareness of the pantry.

Your marketing will help serve three purposes:

- › To let potential users know that the pantry is available to them.
- › To recruit volunteers.
- › To generate food and money donations.

You should use a variety of tactics to publicize the pantry. For example:

- › Contact your on-campus media outlets (newspaper, radio, e-newsletters, social media, etc.) and schedule meetings with them to promote the pantry. Ask if they will provide coverage about the pantry in their news sections and/or offer free ads for the pantry.
- › Create graphics or short video PSAs that can play on TVs and kiosks around campus.
- › Hang posters in high-traffic areas on campus, such as the student union, multicultural center, health center, library, dormitories, dining halls, and computer centers.

- › Chalk messages on sidewalks.
- › Hand out leaflets to students outside the student union, bookstore, or other busy spots.
- › Get the campus bookstore to insert a pantry leaflet in every bag.
- › Post ads on campus buses and at bus stops.

Remember to include the campus pantry's location, phone number, email address, and hours of operation on all materials you distribute.

In addition to general publicity about the pantry, you can also do special rounds of marketing to advertise volunteer opportunities, food drives, or other events happening at the pantry.



The SHOP at Iowa State University designed an eye-catching logo for their pantry, which they use on a wide range of marketing materials.

UT Dallas Comet Cupboard staff



PANTRY PROFILES
THE COMET CUPBOARD

The Comet Cupboard at the University of Texas at Dallas works hard to publicize their program. In addition to posters, leaflets, and other common promotional items, they go a step further to spread awareness on campus. In addition to setting up information tables with great decorations, they also have a big green wagon that they fill with canned goods and wheel around campus.

ISU SHOP staff



THE SHOP (STUDENTS
HELPING OUR PEERS)

The SHOP at Iowa State University holds an event each semester called Mobile SHOP, where they set up outside campus apartment buildings and hand out pre-packaged meals to anyone who will accept them. Mobile SHOP helps to educate students about the SHOP and is a great way to market the pantry.

RECRUITING VOLUNTEERS

As part of your marketing campaign at the beginning of each term, you will need to recruit volunteers for the food pantry.

The number of volunteers you need and the number of hours they will need to work depends on your pantry's size and operating style. Look at all of the tasks you will need to cover – food collection, food prep, distribution, marketing, fundraising, etc. – and set a goal for how many volunteers you will need. Make sure to factor in the fact that some volunteers will inevitably fall through and increase your goal accordingly. Keep recruiting until you hit your goal.

You can find volunteers from several different sources:

- The community service office – Your campus's offices of service, civic engagement, and service learning have access to a huge pool of potential volunteers.
- Your student government – You should recruit students from within the student government to take a leadership role in managing the pantry.
- Other student groups – You should reach out to student groups that focus on community service or social change and ask them to be partners in the pantry by providing volunteers.
- The student body – There are lots of students on campus who would be excited to help with the pantry if

asked. Put out a campus-wide call for volunteers.

When reaching out to the student body, here are some keys to effective recruitment:

- Have a compelling story for why students should get involved. Be ready to tell a short, persuasive message about why the food pantry is important and why students should volunteer.
- Be ready to give a quick explanation of what a volunteer's likely tasks would be.
- Cast a wide net. You can never have too many volunteers.
- Use a wide variety of tactics to recruit students: tabling, class announcements, email announcements, posters, social media, and whatever else makes sense on your campus.
- Actively ask people to get involved! Every interaction with someone new is an opportunity to recruit them.
- Follow up with potential volunteers immediately, while their interest is fresh.

Have interested students fill out a volunteer application form with their contact information, volunteer experience, availability to volunteer, and other pertinent data. Use the application to screen out any applicants who lack the necessary availability or present other problems, then invite the remaining applicants to attend a volunteer orientation session.



PANTRY PROFILE THE RAMPANTRY

The RamPantry at Virginia Commonwealth University involved more than 140 student volunteers during their first year of operation. In addition to the weekly tasks of running the pantry, these student volunteers have been able to address food insecurity in new and exciting ways. RamPantry volunteers hold cooking classes on how to prepare healthy meals on a budget, published a cookbook based on those same lessons, provide education about nutritional assistance programs like the Supplemental Nutrition Assistance Program (SNAP), and are planning a campus-community garden that will yield fresh fruits and vegetables year-round.



Terrence Walker, VCU RamPantry

VOLUNTEER APPLICATION

Name: _____ Phone: _____

Year: _____ Email: _____

Have you volunteered in the pantry before? Yes No

If yes, in what capacity (i.e. weekly volunteer, food drive donor, etc.)?

Why do you want to volunteer? _____

How often are you interested in volunteering?

As often as needed Once a week Once a month Other _____

All volunteers are required to attend a volunteer orientation, even if you have volunteered in the pantry before. Orientations will be held at the following times. Please indicate which orientations you would be able to attend.

September 15th, 6 p.m. September 17th, 4 p.m. September 18th, 12 p.m.

Please mark the days and times you would be available to volunteer:

	Monday	Tuesday	Wednes- day	Thursday	Friday	Saturday	Sunday
9 – 11 a.m.							
4 – 6 p.m.							

➤ Please email your application to volunteers@xyz.org by September 10th at 5 p.m.

➤ Questions? Contact the pantry supervisor at info@xyz.org.

VOLUNTEER TRAINING

Volunteers will need to go through an orientation session to learn how the campus pantry operates and what their roles will be. You should hold these sessions at a few different dates and times at the beginning of the term. Make sure it's clear during the application process that volunteers must attend this orientation to work in the pantry.

You'll also need to add additional volunteers from time to time, so plan to hold an orientation for new volunteers at least once a month.

Good trainings should be fun, informative, and engaging. You have a lot of information to impart, so keep your presentation concise and focused. Make sure to also give out a volunteer manual that includes copies of all the important policies and instructions.

The most important element of any training is practice – give volunteers a chance to practice the most important pieces of the job, and make sure there are enough experienced volunteers there to help answer their questions.

SAMPLE ORIENTATION AGENDA

This training session needs to cover a lot of topics. Here's a sample of what your agenda might look like.

- Introductions
- Overview of the training agenda
- Hand out volunteer manuals
- The story of the food pantry
 - How it started
 - Why it exists and who it serves
 - Structure – student board, steering committee, fiscal sponsor, regional food bank
 - The pantry's accomplishments
- How the food pantry operates
 - Location
 - Hours of operation
 - Types of food and items distributed
- Expectations for volunteers
 - Volunteers' key responsibilities
 - Assembling food boxes
 - Working the counter
 - Cleaning the pantry
- Important policies
 - Food safety policies
 - Protecting privacy and confidentiality
 - Proper treatment of pantry users
- Roleplays
 - Demonstrate how to greet and serve a pantry user
 - Have volunteers pair up and rehearse that interaction with each other
 - Regroup so that volunteers can ask questions
 - Discuss how volunteers would respond to common scenarios
- Wrap up
 - Sign volunteer waiver forms
 - Sign up for volunteer shifts

VOLUNTEER RESPONSIBILITIES

GENERAL RESPONSIBILITIES:

- Support the mission of the pantry.
- Attend a volunteer training.
- Be familiar with the volunteer manual and all pantry policies and procedures.
- Be aware of other resources and organizations available for pantry users.
- Be punctual, dependable, and reliable.
- Sign up for at least two volunteer shifts per month.
- Follow basic food safety guidelines.
- Protect the confidentiality of pantry users.
- Be reasonably accessible through phone calls and emails.
- Give the pantry supervisor at least 24 hours notice if you can't make your shift.

INTERACTING WITH PANTRY USERS:

- Greet users with a friendly and welcoming attitude.
- Ask users to fill out an intake form.
- Relate with users in a positive manner.
- Show genuine concern for all users of the pantry.
- Listen, be polite, and serve in a professional manner, no matter the circumstance.
- Report all concerns or problems to a supervisor immediately.

DISTRIBUTING FOOD:

- Help direct users to specific foods upon request.
- Pack users' food in double-bagged grocery bags.
- Weigh and log the amount of food taken by each user.

INVENTORY AND MAINTENANCE:

- Track, weigh, and shelve all donated food items.
- Shelve food items, toiletries, and supplies where they belong in the pantry.
- Sort through food items, evaluate their fitness, and discard expired food.

CLEANING:

- Disinfect and wipe down surfaces that are exposed to food.
- Sweep and mop floors.
- Restock soap and paper towel dispensers.
- Empty trash bins as needed.

VOLUNTEER DAILY CHECKLIST

The following tasks are to be completed each day the pantry is open. Volunteers, please initial on the line by the tasks you complete.

ASSISTING CLIENTS

- Ensure all users in the waiting area have been helped.
- Fulfill users' food request forms.
- Log all distributed food in the pantry tracking form.
- Make sure there are enough forms at the front desk. Make copies if needed.
- Report all concerns or problems to the pantry supervisor.

RESTOCKING

- Check to see if the pantry is running low on anything and restock shelves as necessary.
- If any donations have come in, stock these items on the shelves.
- Check expiration dates on food and move items with closest expiration dates to the front.
- Transfer expired or outdated goods to the designated area for disposal.

CLEANING

- Wipe down shelves.
- Make sure food on shelves is organized and safely stored.
- Sweep and mop the floor.
- Disinfect all food preparation areas.
- Clean restroom facilities (mop, scrub toilet, restock soap and paper towels, etc.).
- Tidy up reception area (sweep, vacuum, straighten furniture, etc.).
- Take out the trash.

Thank you!

SAMPLE INTAKE SCRIPT

Hi! Have you been to the pantry before?

If “Yes”:

Great! Since you’ve been here before, please just fill out this food request form. Let me know if you have any questions.

[Hand over clipboard with food request form, then take it back when they’re done.]

If “No”:

Welcome! Since this is your first time here I need you to fill out this first-time application form. Then just fill out the food request form underneath and we’ll fill your order.

[Hand over clipboard with first-time application and food request form, then take it back when they’re done.]

Thanks! Please have a seat in the waiting area while we fill your order.

[Bring food to user.]

Thank you! Have a nice day!



FOOD PANTRY REQUEST FORM

Pantry ID: _____

Date: _____

Household size: _____ Adults _____ Children (0-18) _____ Total

I have access to: Stove Top Oven Microwave Can Opener Running Water

Dietary Restrictions: _____

Allergies: _____

Please check which of the following items you will use. Some items may not be available.

SOUP

- Chili
- Chicken
- Tomato
- Cream
- Vegetable
- Other: _____

RAMEN

- Vegetable
- Chicken
- Shrimp
- Beef
- Pork
- Other: _____

CANNED MEAT

- Tuna
- Chicken
- Other: _____

CANNED VEGETABLES

- Mixed vegetables
- Peas
- Green beans
- Corn
- Tomatoes
- Carrots
- Other: _____

BEANS

- Canned
- Dry

BOXED MEALS

- Beef
- Chicken
- Vegetarian
- Other: _____

SNACKS

- Granola / snack bars
- Crackers
- Chips
- Other: _____

CEREAL

- Kids' cereal
- Oatmeal / Quick oats
- Breakfast bar

OTHER

- Canned fruit
- Peanut butter
- Jelly
- Macaroni and cheese
- Mashed potato mix
- Rice
- Pasta and sauce

PLEASE NOTE: We want to be able to serve as many students and staff members as possible. Therefore, we ask that you **refrain from requesting items that you have left over from your prior visits.** Thank you!

FOR OFFICE USE ONLY: Date Received: _____ Date Filled _____ Date Picked Up _____

APPLICATION (FIRST TIME PANTRY USER)

Welcome! To help us serve our community better, please provide the following info.

E-Mail Address _____

ID Number (assigned by pantry) _____

Ethnicity (Choose all that apply):

- African American/Black Asian Caucasian Latino Middle Eastern
 Native American Pacific Islander Other

Age: _____

Gender: Female Male Transgender

Student Status (choose all that apply):

- Full-Time Part-Time
 Traditional Student Non-Traditional Student

Position (choose all that apply): Staff Faculty

How many individuals are in your household? _____

How many of those are under the age of 18? _____

Do you have personal transportation? Yes No

Are you employed? Yes No

If Yes: Full-Time Part-Time

How many people in your household are employed? _____

What type of housing do you have? On-campus Off-campus Other _____

Which benefit(s) do you or someone in your household receive?

- SNAP TANF WIC

If your household does not receive any of these programs, are you interested in learning more about them? Yes No

If Yes: which program(s)? SNAP TANF WIC

WELCOME TO THE FOOD PANTRY

Welcome! Please take a few minutes to review this information so that you have a better idea about how to make use of [Campus Food Pantry].

The purpose of the food pantry is to provide supplemental food and other necessities to students who need this kind of assistance.

The [Campus Food Pantry] is generally open every Wednesday from 5:30 p.m. to 7 p.m. during the academic year. Please obtain the current schedule online or call us to verify our hours of operation.

To be eligible for our services, you must be enrolled for courses and present proof of enrollment.

Please bring your Student ID every time you visit the pantry. Without your ID, we will be unable to serve you.

Every time you come to the food pantry, you will be asked to check in at the front table and then have a short interview with one of our volunteers. The purpose of this interview is to determine what kinds of foods you would like, and to provide other information as appropriate.

We receive most of our food from donations and from the [Regional Food Bank]. Products offered are dependent on their availability, as well as our financial situation. We try to provide as much variety as possible, while sticking to our budget and providing for the basic food needs of our users.

Please only take the kinds of food you will actually use, so that we have plenty for everyone.

If you are interested in volunteering, please email us and our volunteer coordinator will contact you.

If you have any questions, please email us or visit the pantry and speak to one of our volunteers in person.

STUDENT FOOD BANK QUANTITIES CHART					
# People:	1	2	3	4	5+
Vegetables	4	5	6	7	8
Canned fruit	2	2	3	4	5
Soups	2	2	3	3	4
Pasta	1	1	1	2	2
Rice	Small	Small	Small	Large	Large
Peanut butter	1	1	1	1	1
Canned salmon	1	1	2	3	3
Mac & cheese	2	3	3	4	5
Cheeseburger helper or beef rice	1	2	2	3	4
Instant potatoes	1	1	1	1	1
Spaghetti sauce	1	2	2	3	3
Crackers	1	1	2	3	3
Grape jelly	1	1	1	1	1
Pop tarts	1	2	2	3	3
Frozen turkey	1	1	1	1	1
Items at the Free-Will Selection Counter					
Bread, assorted items					

Source: MSU Student Food Bank

DEVELOPING NEW PANTRY LEADERS

It is critical for you to constantly train and develop your next generation of pantry leaders. As with any other student program, your leaders will eventually leave or graduate, causing frequent turnover in your leadership positions. For your pantry to survive and thrive for the long-term, each generation of leaders needs to have a plan to replace itself.

Here are some tips on how to develop new leaders:

- Ask every volunteer to do more. Not everyone will want to take on a bigger role, but the ones who do will become your potential future leaders. You may be pleasantly surprised by which ones choose to take on more responsibility.
- Create different levels of leadership so that volunteers can learn skills and move up the ladder in small steps. Once a student learns how to be a good volunteer, ask them to help train a new volunteer. Then ask them to run a volunteer shift. Then ask them to help plan a big event. And so on.
- Leadership roles are only real if you give the student real responsibility. The only way that someone learns and grows is if you put them in charge of something and let them make their own decisions.
- When asking a student to do something new, set them up to succeed by providing them with the necessary training on their new responsibility.
- Identify your best potential leaders and work with them to figure out a plan for their development. What should be their next leadership role? What skills should they work on to prepare for that role?
- Take the time to give volunteers meaningful feedback on their performance. This builds their confidence, helps them improve, and motivates them to stay involved.
- Make things fun! Encourage an environment where students get to know each other and have fun together. If students aren't having fun, they're less likely to stay.

TRACKING SYSTEMS

It's critical that you have good administrative systems for your food pantry so that you can keep track of your work. These tracking systems are the only way that you'll know basic information like how many users your pantry has served or how much food you've distributed.

Create tracking forms for all of the pantry's basic functions – and then make sure that everyone uses them!



Clare Cady

SAMPLE DONATION LOG				
Date	Donor Name	Donated Items	Weight	Logged by
7/1/15	Campus 4-H Club	Canned goods	45 lbs	Joe Smith

SAMPLE VOLUNTEER LOG				
Name	Email	Phone	Date	Time
Joe Smith	joe@abc.edu	555-555-1234	7/12/15	9-11 a.m.

SAMPLE PANTRY DISTRIBUTION LOG				
Date	Time	Pantry User ID	Weight Distributed	Logged by
8/1/15	6:22 p.m.	1079	12.2 lbs	Jane Doe

EVALUATING YOUR WORK

You should always be evaluating your work and looking for ways to improve.

To accomplish that, you should ask every user at your food pantry to complete a short survey about their experience. Their feedback can help you assess the impact of your services and make sure that you are operating in ways that best serve your users.

You should also assess the overall work of your pantry by completing an evaluation at the end of each term. This is an opportunity to identify both the successes and challenges of your pantry and make adjustments for the new term.



Clare Cady

“The best way to find yourself is to lose yourself in the service of others.”

- Mahatma Gandhi

USER SURVEY

Please answer the following questions about your experience today. Your answers will help the food pantry understand how it can provide you with better resources and services.

Your responses are anonymous. All information will be kept confidential.

Which of the following best describes your campus status?

- Student Staff Faculty Other _____

How often do you use the campus food pantry and its services?

- As often as allowed Only in an emergency (medical, job loss, death, etc.)
 During holiday breaks, including summer

Have you used other food pantries in the community?

- Yes No

Have you been turned away from another food pantry in the community? Mark all that apply.

- Yes, because I am a student. Yes, because I make too much money.
 Yes, other: _____ No

Did the campus food pantry provide you with meals that you would have otherwise had to skip?

- Yes No Unsure

Did the campus food pantry provide your family with meals that you would have otherwise had to skip?

- Yes No Unsure Not applicable

Which of the following did you receive from the campus food pantry?

(Select all that apply)

- Protein Vegetables Fruits Dairy Grains
 Personal care products and toiletries Other _____

Did the campus food pantry provide you with information about other services such as SNAP, WIC, or TANF?

- Yes No Unsure

By using the campus food pantry, were you able to allocate funds toward other necessities such as rent, utilities, car maintenance, medicine, etc.?

- Yes No Unsure

SURVEY (CONTINUED)

By getting food from the campus food pantry, were you able to focus more of your time and energy on class-related activities?

Yes No Unsure Not applicable

My class attendance improved because I used the campus food pantry or its services.

True False Unsure Not applicable

My grades improved while I used the campus food pantry or its services.

True False Unsure Not applicable

I was able to stay enrolled because of the assistance I received from the campus food pantry.

True False Unsure Not applicable

The campus food pantry helped me to perform my job more effectively because I had access to more food.

True False Unsure Not applicable

I was able to stay employed because of the assistance I received from the campus food pantry.

True False Unsure Not applicable

I was treated with dignity and respect at the campus food pantry by staff and volunteers.

True False Unsure

The campus food pantry hours of operation are convenient for my schedule.

True False Unsure

What other types of food or products would you like to see at the campus food pantry?

What other types of services would you like to see at the campus food pantry?

How can the campus food pantry improve to serve you better?

Other questions, concerns, or comments?



END-OF-SEMESTER EVALUATION

This evaluation will help you assess who is using your campus food pantry, predict any trends among users, and develop a better understanding of food insecurity in your campus community. This data is meant to help you understand how the food pantry is operating and how it can be improved to better meet user needs. Please answer the questions to the best of your ability.

1 USER DEMOGRAPHICS

You should be able to assemble this information from the application forms filled out by first-time pantry users.

ETHNICITY: African-American/Black _____% Asian _____% Caucasian/White _____%
Latino _____% Middle Eastern _____% Native American _____%
Pacific Islander _____% Other _____%

AGE: 18-22 _____% 23-29 _____% 30-45 _____% 46+ _____%

GENDER: Female _____% Male _____% Transgender _____%

STUDENT STATUS: Full-time _____% Part-time _____%
Traditional student _____% Non-traditional student _____%

Staff _____% Faculty _____%

HOUSEHOLD: Average number of individuals per household _____
Average number of individuals under the age of 18 _____

ACCESS TO PERSONAL TRANSPORTATION _____%

EMPLOYMENT: Full-Time _____% Part-Time _____% Unemployed _____%
Average number of employed individuals per household _____

HOUSING: On-campus _____% Off-campus _____% Other _____%

BENEFITS: Households receiving the following benefit(s):
SNAP _____% TANF _____% WIC _____%

2 FINANCIAL ANALYSIS

This section measures how funding is pursued, collected, and utilized in order to operate your campus food pantry.

What percentage of contributions to the campus food pantry is monetary, excluding grant funding? _____%

What percentage of funding for the campus food pantry is in the form of grants? _____%

What percentage of funds is spent on overhead, including staff, volunteers, supplies, training, materials, and other non-food acquisition opportunities? _____%

What percentage of campus food pantry food acquisition funds is spent on acquiring donated goods from a food bank? _____%

What percentage of your campus food pantry's food acquisition funds are spent on acquiring purchased products, either from a food bank or vendor? _____%

3 USER INTERACTIONS AND OTHER RESOURCES

This section of the evaluation is designed to address what foods, products, and resources are provided to users.

Please describe the screening process for users. (Do users need a campus ID? Can they be enrolled in SNAP, WIC, or TANF? Etc.)

Please describe the normal practice of food distribution to users. (Are users given a pre-determined amount of food? Can they choose their items? Etc.)

Please describe users' access to pantry goods. (Is there a limit on a user's number of visits? Do they need to make an appointment? Do they need to have an emergency? Etc.)

Which types of food and products are available to users? (Select all that apply.)

- Protein Vegetables Fruits Dairy Grain
 Personal-care products and toiletries Other: _____

Does your pantry provide access to SNAP, WIC, and TANF applications?

- Yes No

If yes, do you have trained volunteers to help them fill out the applications?

- Yes No

Do you intend to expand services or programs of your campus food pantry? Please explain.

Please identify any other questions, concerns, or comments you have about operating your campus food pantry.



STUDENT GOVERNMENT RESOURCE CENTER

OUR PARTNERS

Student PIRGs

THE STUDENT PIRGS

Student PIRGs (Public Interest Research Groups) are independent statewide student organizations that work on issues like environmental protection, consumer protection, and hunger and homelessness. For more than 40 years, students working with their campus PIRG chapters have been making a real difference in people's lives and winning concrete changes to build a better world.

www.StudentPIRGs.org



COLLEGE AND UNIVERSITY FOOD BANK ALLIANCE

CUFBA, co-founded by the Michigan State University Student Food Bank and the Oregon State University Food Pantry, is a professional organization consisting of campus-based programs focused on alleviating food insecurity, hunger, and poverty among college and university students in the United States. CUFBA seeks to provide support, training, and resources for campus food banks and food pantries that primarily serve students.

www.CUFBA.org



NATIONAL STUDENT CAMPAIGN AGAINST HUNGER AND HOMELESSNESS

The National Student Campaign Against Hunger and Homelessness organizes college students to end hunger and homelessness. They educate, train, and engage students to use a variety of strategies to address this problem, ranging from direct service that meets people's immediate needs to advocacy for long-term systemic change.

www.StudentsAgainstHunger.org

WWW.STUDENTGOVRESOURCES.ORG