College Campus Food Pantries: Learnings from a 2021 Survey

SWIPE OUT HUNGER

April 2022
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## ACKNOWLEDGMENTS

Most important thanks to the Swipe Out Hunger campus network

Written By  
Zoe Schweitzer, Director of Programs  
Christine Tonhu Nguyen, Research Fellow  
Rachel Sumekh, Founder & CEO  
May Wang, Professor, Department of Community Health Sciences, University of California, Los Angeles

Additional support provided by  
Tenille Metti Bowling  
Shelley Mann  
Clare Cady  
Rashida Crutchfield  
Swipe Out Hunger funders including M.B. and Edna Zale Foundation, ECMC Foundation, The Kresge Foundation, and The Robert and Lisa Margolis Family Foundation

This is a project of **SWIPE OUT HUNGER**

Swipe Out Hunger is a national nonprofit organization committed to ending college student hunger. It works with colleges and universities to design and implement a range of anti-hunger programs, including “The Swipe Drive” which enables students to donate meals to their peers facing food insecurity on campus. Swipe Out Hunger promotes on-campus solutions, policy and advocacy, and student empowerment practices to address college food insecurity. Recognized for its entrepreneurial nature, Swipe Out Hunger has been named an Obama White House Champion For Change and its founder, Rachel Sumekh, has landed a spot on the Forbes’ 30 Under 30 list. From its beginnings as a grassroots movement at UCLA in 2010, Swipe Out Hunger has since served 2.5 million nourishing meals across all 50 states and more than 400 campuses. For more information, visit swipehunger.org.
EXECUTIVE SUMMARY

In 2021, Swipe Out Hunger surveyed college campus pantries following the organization’s acquisition of the College and University Food Bank Alliance (CUFBA). This report assesses the current basic needs climate among college food pantries across the U.S., including their inventory, sourcing, services provided, refrigeration, and technological usage rates.

College food pantries play a meaningful role in supporting students’ food insecurity; however, previous studies and policy analyses mostly focus on the negative implications of food insecurity on students’ health and academic achievement. There is a limited assessment of campus food pantries’ experiences and how their unique challenges affect student hunger-relief. Understanding the common barriers pantries face in addressing food insecurity will assist us in identifying sustainable solutions.

From pantries to basic needs hubs: Addressing greater basic needs insecurity
Campus pantries are often going beyond just providing food. We anticipate and seek to support this trend of pantries positioning themselves as basic needs hubs, offering support beyond just immediate groceries including housing referrals, public benefits enrollment support, supplies for parenting, hygiene products, and beyond.

Current gaps include: space, funding, staffing
A look at the internal and systematic challenges unique to 352 college food pantries revealed that the top 3 common challenges included inventory, funding, and staffing.

1. **Inventory:** Issues with obtaining donations, maintaining and managing their inventory, and having a variety of items in stock (n=125, 34%). Donations do not meet the full need, and this issue requires advocacy at the campus and legislative levels for long-term, sustainable solutions and funding.

2. **Funding:** Issues with acquiring consistent funding, maintaining streams of funding, and obtaining grants including access to equipment and software (n=84, 24%). Campus pantries with fundraising infrastructure, which is still rare, have been successful with individual, corporate, and foundation fundraising.

3. **Staffing:** Issues with finding full-time staff, recruiting volunteers, and maintaining consistent volunteers over the course of the academic year (n=58, 16%). Campus pantries often rely on student staffing, regardless of whether the position is paid or unpaid. Differences in staffing between California and the national average may be due to external funding sources that permitted funds to be spent on personnel. Examples of this funding include the Hunger-Free Campus Bill and funding from the University of California Office of the President.

How Swipe Out Hunger programs help campuses address these challenges

- Direct funding: Swipe has facilitated $215,000 directly to campus pantries since Fall 2021.
- Referrals: Facilitate relationships between pantries and key partners that provide free or discounted pantry management software, cold storage solutions, hygiene products, and beyond.
- Food sourcing partnerships: Working with food banks and food service companies to remove barriers and leverage existing systems and infrastructure that can save pantries time and money.
Food insecurity rates have risen substantially in the United States in the last decade. Thirty-eight percent of students at two-year colleges and 29% of students at four-year colleges experienced food insecurity in the past 30 days, with the rate continuing to rise amid the COVID-19 pandemic.¹ This is a significant public health concern as college students are at an increased risk of experiencing adverse physical and mental health outcomes and lower academic achievement compared to their counterparts.²⁻³ Students experiencing food insecurity are 40% less likely to graduate from college and less likely to be among the top tenth percentile of GPA.⁴⁻⁵

Students may rely on their institutions’ on-campus pantries for food and social services support. Despite their prominent roles in addressing basic needs insecurity, college pantries’ capacities and their current approaches remain poorly understood. There exists a considerable body of literature on college students’ growing reliance on food pantries; however, little is known about the factors that facilitate or prevent the establishment of food pantries. More work is necessary to understand why federal resources are not adequate enough to support this demographic and why college pantries are forced to be at the forefront of addressing these basic needs burdens. If left unaddressed, these challenges may have lasting negative implications on college students’ health and degree completion.

This report discusses the experiences of 352 U.S. college and university pantries and the current landscape of their capacities and challenges. Despite concurrent pandemic-related obstacles, pantries across the nation continue to be among the most resilient resources in the fight to address student food insecurity. In this past year, pantries within our network have distributed over 1 million meals/pounds of food to over 150,000 people and referred almost 7,000 students to SNAP. Many pantries (45%) deliberately choose not to track student data to protect anonymity, ensuring that resources are open and accessible, so these numbers are a substantial underestimation. Regardless, these data highlight the efforts of college pantries spearheading on-campus solutions and student empowerment practices to address food insecurity.

METHODOLOGY

Sample: As part of Swipe Out Hunger’s acquisition of the College and University Food Bank Alliance (CUFBA), it invited former CUFBA members to join the Swipe Out Hunger network and conducted a Campus Pantry Survey in 2021 to assess the current status, needs and work of food pantries.

The survey questionnaire was developed with input from multiple stakeholders and assessed for wording clarity and face validity. The final version comprised 33 questions, taking approximately 15 minutes to complete and participation was incentivized with a raffle for a box of period products to stock their pantries. A total of 1,110 individuals representing institutional members of Swipe Out Hunger and CUFBA were invited to participate in the online survey administered via SurveyMonkey. We received a high final survey response rate of 32%.

Quantitative survey data: The survey dataset was cleaned by removing duplicates and incomplete responses. The dataset was then merged with institutional data obtained from the Integrated Postsecondary Education Data System (IPEDS) of the National Center for Education Statistics, such as school size, school type (sector), undergraduate enrollment rates, graduation rates, and percentage of students receiving federal/grant aid. Frequency distributions of these institutional descriptors were examined.

Qualitative survey data: The SurveyMonkey word cloud function was first used to identify salient key terms from the free-response questions. Broad themes were created based on the identified key terms, and categorized. Within each categorized theme, specific keywords were identified. Due to resource constraints, a 10% sample of responses for each free-response question was randomly selected and these responses were manually categorized by theme.

https://nces.ed.gov/ipeds/use-the-data
LESSONS LEARNED

PANTRY CHARACTERISTICS

A total of 352 U.S. college and university pantries participated in the survey, representing at least one school from each state (Figure 1). Participants included institutions in states where the Hunger-Free Campus Bill (which provides funding to public colleges to address student hunger on campus) has been introduced (11 states) or passed (4 states).

FIGURE 1. Map of the participating pantries across the United States

The responding pantries represent institutions of varying sizes (Table 1) and student body characteristics (Figure 2). The survey revealed that a significant portion of pantries, 151 (45%), recently opened in the last five years. Twenty-six pantries (8%) newly opened in 2021, and 2 pantries (1%) newly opened in 2022. Between ongoing needs and amid a pandemic, campus pantries and their resources/services continue to be in high demand.
This report highlights food pantries’ novel distribution strategies, such as hosting drive-thrus and creating meal kits, implemented in response to the pandemic. As further discussed in the Services Provided section, many pantries are going above and beyond traditional approaches and have implemented contemporary approaches to increase the availability and accessibility of their services to the broader campus community.

### Table 1: Characteristics of Institutions with Campus Pantries

<table>
<thead>
<tr>
<th></th>
<th>Four Year School</th>
<th>Two Year School</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
<td>260</td>
<td>90</td>
</tr>
<tr>
<td><strong>SCHOOL TYPE</strong></td>
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<td></td>
</tr>
<tr>
<td>Public</td>
<td>51%</td>
<td>25%</td>
</tr>
<tr>
<td>Private (not-for-profit)</td>
<td>23%</td>
<td>0%</td>
</tr>
<tr>
<td>Private (for-profit)</td>
<td>1%</td>
<td>0%</td>
</tr>
<tr>
<td><strong>UNDERGRADUATE POPULATION</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Less than 5,000</td>
<td>23%</td>
<td>14%</td>
</tr>
<tr>
<td>5,000 - 9,000</td>
<td>18%</td>
<td>6%</td>
</tr>
<tr>
<td>10,000 - 19,000</td>
<td>14%</td>
<td>4%</td>
</tr>
<tr>
<td>20,000 or more</td>
<td>18%</td>
<td>2%</td>
</tr>
<tr>
<td>Percent of students receiving federal/grant aid</td>
<td>33%</td>
<td>37%</td>
</tr>
<tr>
<td>Graduation rate within normative time frame</td>
<td>38%</td>
<td>15%</td>
</tr>
</tbody>
</table>

**Figure 2.** Percentage of Degrees Offered

![Pie chart showing percentage of degrees offered](chart.png)
“A Basic Needs Hub ideally acts as a virtual and physical hub to support students in their journey to access essential services that impact health, belonging, and overall well-being.”  

- UC Berkeley

According to the University of California Basic Needs Initiative, basic needs is defined as “the minimum resources necessary to holistically support all students in their daily lives.”

Of all respondents, 45% (N=161) reported having a basic needs hub and 55% (N=191) reported not having a basic needs hub (Figure 3). Among those with a basic needs hub, 65% were co-located with the pantry, indicating that pantries often operate as or with basic needs hubs (Figure 4).

These findings, coupled with questions received from a Swipe Out Hunger webinar that shared data with pantries, revealed variations in what it means to be a basic needs hub. As further discussed in the Pantry Capacity section, many pantries provide comprehensive services beyond traditional responsibilities. As such, the number of pantries that identify as a basic needs hub is likely an underestimation due to pantries’ different interpretations.
**PANTRY CAPACITY**

**Inventory**

Many pantries carry a variety of items beyond food (e.g. clothing, child items, school supplies, etc.) The majority of pantries supply non-perishable items (97%), grab & go snacks (86%), and basic hygiene products (87%). Only about half of the pantries offer fresh fruits and vegetables (52%). Previous studies suggest that pantry users prefer fresh produce over non-perishable items and grab & go snacks; however, inventory constraints often limit the availability of fresh produce.\(^7\) While it is notable that almost half of the pantries provide an inclusive variety of food items such as cooking staples (59%) and allergy-specific food (49%), the relatively low percentage of pantries that carry fresh produce (52%) speaks to the current challenges many pantries experience in terms of capacity (funding, space, refrigeration). Future assessments of pantries’ inventories should also consider the availability of culturally-sensitive food, and identify best practices for procuring and distributing an even more holistic inventory.

**FIGURE 5.** Items regularly stocked all or most of the time

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Sourcing Models

The majority of pantries (59%) receive supplies from food banks although a staggering 53% of pantries purchase their inventory from grocery stores/supermarkets at full retail price. There was also a heavy reliance on the campus community for donations (42% of ‘Other’). This significant finding underscores the need to reassess current donation models and their inadequacies to support campus food pantries and why so many pantries need to dip into their own funding to keep up with ongoing demand. Alongside cost, sourcing through retail also requires additional time and transportation from pantry leaders.

FIGURE 6. Sourcing - where do you get food & supplies from?

Of those who receive their inventory from food banks, 65% pay a fee and 45% submit consistent reports (12% annual; 71% monthly; 1% weekly). On the other hand, 15% of participating pantries reported that they do not partner with a food bank due to concurrent challenges, such as lack of staff and/or space, strict eligibility requirements, and financial barriers (Figure 7). The types of food distributed do not appear to be related to whether a campus pantry has a partnership with a food bank.

FIGURE 7. Relationship with food banks

- 59% of pantries receive food and supplies from food banks
  - 65% of pantries paid fees
  - 45% of pantries submit reports

- 15% of pantries do not partner with a food bank; of those:
  - Most mentioned reason: capacity (staff & space)
  - Eligibility / qualifications
  - Finances

Among Other: 42% receive donations from faculty, staff, students, and campus community
Distribution

Ninety percent of pantries distribute food in a dedicated space on campus (Figure 5). Other top distribution methods included order pick-up (34%) and pop-up locations (30%). The rise in novel distribution methods has likely increased pantries’ accessibility, especially amid the pandemic restrictions that have made it more difficult for users to acquire pantry items.

Despite providing a variety of distribution methods, such as having multiple satellite locations (23%) or drive-thru spots (13%), many pantries may have to account for logistical obstacles, such as lack of refrigeration or storage. As such, it is understandable why many pantries do not regularly stock fresh produce and perishable items (52%).

As pantries continue to move towards innovative solutions to promote convenience and accessibility to students, it is also important to address how these models can also include a wider variety of healthy, fresh items.

**FIGURE 8. Pantry Distribution Methods**

- **On campus; dedicated pantry space**: 90%
- **Order pick-up**: 34%
- **Pop-up locations**: 30%
- **Pre-packaged foods**: 21%
- **Other**: 20%
- **On campus; non-dedicated pantry space**: 17%
- **Delivery**: 11%

**Among Other:**

- **23%** have multiple, satellite locations
- **17%** have mobile pantries
Services Provided

As noted in the Pantry Characteristics section, 55% of responding pantries did not identify as a basic needs hub. However, a breakdown of the services provided revealed that most pantries provide comprehensive, safety net resources and services to students (Figure 9).

The majority of pantries provide referrals to on-campus (75%) and off-campus (74%) services, and under half provide SNAP/CalFresh assistance (41%). Among those that selected ‘Other,’ only 14% offer no services.

Eligible Users

Campus pantries often serve the broad campus community. The vast majority of pantries are opened to all enrolled students (88%), including undergraduate, graduate, and continuing students. Additionally, half of the pantries are open to staff (52%) and faculty (50%), which further highlights the growing need for these resources in the higher education system. The survey also found that 21% are open to families of students and 13% are open to community members, further underscoring the broad reach, demand, and usage of campus pantries.
Staff

Even though many pantries have paid staff, the majority of them rely on student volunteers (66%). The involvement of student leadership comes as no surprise, as many pantries were founded by students who chose to take action on addressing student hunger on their campuses. Despite the significant role of student volunteerism in pantries’ operations, dedicated full/part-time staff are necessary for ensuring longevity, consistency, and administrative oversight. Students are often limited by the number of hours they can volunteer due to the unpaid nature of the work and their many other obligations, and this can adversely affect the consistency of operations. As such, staffing was identified as the 3rd most common challenge (16%). This issue is further discussed in the Common Challenges section.

“The volunteers. We love our student volunteers but they often sign up and then fail to show up for their shifts, which is challenging.”

– Administrative Coordinator in NY

The natural turnover of student staff highlights the need for pantries to develop and maintain a sustainable and reliable workforce. Institutions with larger budgets have the ability to hire part or full-time staff, which allows their operations to be more reliable, accessible, and consistent. As such, it is imperative that pantries receive enough funding to hire part or full-time staff. Most schools’ pantries rely on their student volunteer workforce (66%), so
whether it is providing student staffers with volunteer hours, granting work-study credits, or satisfying internship requirements, pantries need to seek novel approaches to sustain their volunteers.

FIGURE 11. How pantries are staffed

Technology & Metrics: Usage

More than half of the pantries use technology, such as management software and social media platforms, in their day-to-day operations.

The top 3 software

- **Microsoft 365 (32%)**
  - Word, Excel, Office, Teams, etc.
- **Google (22%)**
  - Drive, Docs, Sheets, Forms, Meet, etc.
- **PantrySOFT (7%)**

Figure 12. Technology usage (N=334)
Microsoft came in at #1, despite the software being subscription-based. However, it is often available to students, educators, and staff at eligible institutions for free, which may explain why almost a third of pantries surveyed use it.

Google came in at #2, which is unsurprising given that its web-based software is free, has similar functions to Microsoft, and is widely accessible.

PantrySOFT, all-in-one software for food banks and pantries, came in at #3 despite it being designed specifically to evolve with pantries’ ever-changing needs.

Among those that use technology, 81% use it for client/student registration. Other top uses include inventory management (51%) and online ordering (46%).

Figure 13. How technology is used

Among those that selected ‘Other,’ only 36% use technology to track pantry visits. We speculate that this may be because 1) some may consider client/student registration to be synonymous with pantry visits; 2) some do not track any student data in an effort to destigmatize pantry usage and protect user privacy.

Eighty percent of those who do not use technology wanted to use technology for inventory management. Among those who selected ‘Other,’ 30% of pantries are unsure of how to use technology. As such, Swipe Out Hunger is investigating potential software partnerships (PantrySOFT) to help with every practice and make operations more efficient.
Technology: Information Tracked

A closer look at how technology is used in inventory management revealed that 83% track the overall number of pantry visits. However, 4% reported that they do not track any information. Among those who do not track any information, 60% of those respondents attributed this decision to the stigma associated with pantry visitations.

“We are a small campus and a private liberal arts college; however, we have found that there are a lot of our students who are hungry. I try to provide what I can and make sure there is no stigma attached to coming to the Pantry.”

— Professor in TX

Pantries often are acknowledged as sources of social and/or internalized stigma. But, there is a potential trade-off between maintaining student privacy, providing accessible services and building pantry capacity. Not tracking information and metrics, such as the number of pantry visits or demographic of users, can make it more difficult for pantries to understand and manage their inventory. At the same time, many pantries value creating open services and protecting the privacy and integrity of their users over usage metrics. This survey highlighted the gray area between de-stigmatization and pantry capacity management.

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8 Edwards, F. Overcoming the social stigma of consuming food waste by dining at the Open Table. Agric Hum Values 38, 397–409 (2021). https://doi.org/10.1007/s10460-020-10176-9
Technology: Social Media

Of those who use social media:

- 3% post daily
- 24% post weekly
- 5% post monthly

During the Swipe Out Hunger webinar presenting survey findings, many partners expressed interest in adding a social media coordinator or student volunteer position to help bolster their engagement with students.

According to the survey, 8% (N=29) of those who throw away food reported struggling to reach students and spread awareness about the pantry and its resources. Increasing pantries' digital presence may help increase students' awareness around and engagement with available resources.
Reach & Marketing

Social media (80%) was the most popular method for pantry marketing methods, followed by referrals from other campus offices (77%) and in-person tabling/events (68%). Other methods reported included pantry promotions on the school website, during on-campus visits/tours, and presentations in classrooms.

![Figure 16. How people know about the pantry](image)

**COMMON CHALLENGES**

A look at the internal and systematic challenges unique to college food pantries reveal that the top 3 common challenges included **inventory**, **funding**, and **staffing**. Common trends within those challenges included:

1. **Inventory** \( (n=125, 34\%) \):
   - Issues with **obtaining donations, maintaining and managing** their inventory, and having a **variety** of items in stock.

2. **Funding** \( (n=84, 24\%) \):
   - Issues with **acquiring funding, maintaining streams of funding**, and **obtaining grants**.

3. **Staffing** \( (n=58, 16\%) \):
   - Issues with **finding full-time staff, recruiting volunteers**, and **maintaining consistent volunteers** over the course of the academic year.

It is notable that these challenges have remained the same in the past five years. A 2018 Report from the Hope Center\(^9\) was the first-ever national survey of campus food pantries and identified the three most common challenges among college pantries as insufficient funding, food (inventory), and volunteers (staff).

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Addressing these challenges requires a robust, systematic approach involving the higher education system and state funding. These issues are synergistic and occur concurrently. For example, issues with obtaining consistent funding will likely affect pantries’ ability to hire full-time staff.

Specifically, California campus pantries had a significant rate of student volunteers (61%), which is similar to the national average (66%). However, California campus pantries also had a higher rate of paid student staff (88%) and paid non-student staff (61%), as compared to the national average (61% and 47%, respectively).

It is evident that there is a reliance on student staffing, regardless of whether the position is paid or unpaid. The discrepancies in staffing between California and the national average may be due to external funding sources, such as Hunger-Free Campus Funding, which allows for California campus pantries to budget for paid staff.

Lack of funding also affects the type of inventory and equipment (refrigerators, technological software/devices, etc.) available. This provides the necessary context for stakeholders and practitioners to find sustainable solutions to these widespread, multiplicative issues.

Another prevalent issue across most pantries was food waste. Fifty-nine percent (191) of pantries throw away food (Figure 15). The top reason why pantries (82% of ‘Other’) throw away food is due to receiving spoiled and/or damaged food. This is a pervasive challenge across many pantries, which are then forced to throw away food due to receiving expired/damaged goods. This may be correlated with the high rates of pantries purchasing their inventory at retail at full price. Issues with receiving expired donations were echoed during the Swipe Out Hunger webinar; many members agreed that there needs to be more food safety education for donors.

“Currently, we can offer what has been donated to us, but additional funding can help us dedicate more to the dietary needs of our students. I’d also love to be able to dedicate more research and time to effective solutions to reduce food insecurity on our campus and within our community, instead of the needs-based approach, taking a rights-based approach.”

— Counselor and Care Manager in IN

The second most common reason for food waste was not having enough refrigeration (36%). Currently, 71% of pantries have refrigerators and 29% do not. It is important to note that while the majority of pantries have refrigeration, it is still not enough to maintain their inventory. Additionally, common barriers to lack of refrigeration
included lack of space (55%) and lack of funding (55%) (Figure 16), which are recurring obstacles as noted in the prior section (Top 3 Challenges). However, among those that selected ‘Other,’ 23% reported that they are in the process of adding refrigeration to their pantries.

**Figure 15. Reasons why pantries throw away food**

- **Other**: 79%
- **Not enough refrigeration**: 36%
- **Food was not properly stored before it arrived to the pantry**: 29%
- **Undesirable food items**: 14%
- **Inaccessible due to hours/location**: 8%
- **Not enough traffic/awareness**: 2%

**Figure 16. Why there is no refrigeration (N=98)**

- **Lack of funding**: 32.7%
- **Lack of space**: 32.7%
- **Other facility challenges (power, etc.)**: 7.9%
- **Other**: 26.7%
Higher education institutions are at the forefront of fighting student hunger. However, in-depth evaluations and assessments of campus pantry capacities is minimal and often eclipsed by general research focusing on larger anti-hunger work, such as federal assistance programs and regional food banks. Swipe Out Hunger aims to close this research gap with translational science, linking campus pantries with relevant data and corresponding implementable resources to address these common challenges.

With almost half of campus pantries opening in only the past five years and as campus pantry offerings extend far beyond food and basic supplies, there is a growing need to support these essential resources in their support of students and their broader community. Campus pantries have shown they are progressive in their creative and innovative methods of serving students, especially when not held back by restrictive funding.

This survey's timely and relevant findings provide critical avenues for policy efforts, resource allocation, and tailored research methods. In the fight against student hunger, Swipe Out Hunger has, and continues to, strongly advocate for policies and legislation that provides funding to colleges, such as the Hunger-Free Campus Bill.

Initiatives at Swipe Out Hunger to help address the most common campus food pantry challenges:

- **Funding:** Launched in Fall 2021, the campus pantry grant fund will have facilitated $215,000 directly to campus pantries in its first year.
- **Referrals:** Swipe Out Hunger secured partnerships with companies that can provide free or discounted pantry management software, cold storage solutions, hygiene products, and beyond to campus pantries in its free-to-join network.
- **Sourcing:** The organization works with food banks and food service companies to remove barriers and leverage existing systems and infrastructure that can save pantries time and money.

Any individual interested in taking action to start or expand a pantry or basic needs up can visit swipehunger.org. Swipe Out Hunger offers live and digital resources and training at no cost to over 400 colleges and we’re eager to support your efforts!
NOTABLE QUOTES

“The need is **huge**. The resources are **limited**. There can be the belief that College kids use a food shelf to be able to have more “beer money.” We need to **educate the greater community.**”

— Pantry Coordinator in MN

“Our pantry is **an incredible resource for students**, but **is underutilized due to the stigma associated with using a pantry**. We are capable of serving a very large population of the school, but **many students don't use our pantry because they don't want to admit they need it.**”

— Pantry Staffer in GA

“Our students benefit greatly from our food pantry. Any help would be greatly appreciated.”

— Director of Residential Life and Housing in SC