



Office of Multicultural Services-OMS

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2019-2020

Mission Statement: The primary mission of the Office of Multicultural Services is to increase the number of students of color who achieve success at Malone University.

Unit Goals:

1. Provide services to ethnic minorities that will help them achieve graduation,
2. Provide Malone University Campus with multicultural resources and educational programming which will advance learning outcomes which can be measured for all students.
3. Coordinate programs that center on multicultural and international students which allow them opportunities to express their culture on campus.
4. Allow Multicultural Students opportunities to gain leadership experience.
5. Develop and Implement a Strategic Plan for Diversity and Inclusion at Malone University which supports the Malone University Strategic Planning Objectives.

Expected Performance Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
<p>Outcomes: #G1 - 25 Freshman African American students enrolled in the SmartStart Program will be retained from Fall semester 2016 to Fall semester 2017 Through Participation as Mentees in the SmartStart Program.</p> <p>#G1-2 - 9 African American student Mentors will maintain academic success during the mentoring experience in 2019-2020 through participation in the SmartStart Program as Mentors.</p>	<ol style="list-style-type: none"> Record of grades will show that SmartStart Mentees will achieve success and average a 2.3 GPA or better. Attitudinal measures – measuring the level of satisfaction through Focus Group sessions with Mentees. <ol style="list-style-type: none"> Record of grades will show that SmartStart Mentors will average a 2.7 GPA or better. Attitudinal measures will show the level of satisfaction will be high through consistent interaction among peers, campus activities, and OMS. 	<p>Our retention of SmartStart Mentees this year was 55% students retained from Fall Semester 2019 to Fall 2020. Of those students retained, the average GPA is 2.45</p> <p>A seasoned group of students served as Mentors and collectively attained a 2.83 GPA Of the 9 mentors, 6 mentors were retained, 1 mentor transferred and 2 student mentors graduated</p>	<p>G1 – This year was a devastating year for many of our mentor and mentee students due to the loss of Football. Our attempts to revamp the program to allow for more student interaction was successful in some ways however, last Spring Semester the announcement that the Malone Football Program would be cut affected most of our male mentors and mentees. As a result, we are revamping the SmartStart Program once again to begin looking at a SmartStart or OMS Leadership Team Structure with emphasis on leaders connecting with freshman.</p> <p>The OMS Leadership Team meets weekly to address issues that freshman may be facing.</p> <p>G1-2 – Reducing the number of student mentors helped the OMS office work intently on preparing the mentors as leaders and mentors. Our weekly meetings were centered on helping all students of color towards success and particularly connecting to freshman students to help them feel a sense of belonging.</p> <p>This year, as with other years in this program, the success of our mentors has been the biggest benefit of this program. This select group of</p>

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<p>#G3 – Multicultural Services will expose Campus to multi-racial and multi-ethnic food, music, and conversations</p>	<ol style="list-style-type: none"> 1. Through direct measures of counting we expect that 40% of the resident students will be exposed to culture through music, food, dancing, and information 2. Surveys will reveal that more than 85% of students attending will be satisfied that they were exposed to a difference in culture. 	<p>62% of the resident students living on campus attended events which exposed them to culture through food, music, and information.</p> <p>Students were assessed through interviews and student Leadership feedback. We are uncertain of the percentage, but many students indicated that they were satisfied, that the events helped to expose them to culture and information. 87% of Dinner Chat participants were satisfied.</p>	<p>students is more likely to achieve academic success and thus graduation due to their training and connections to the campus and OMS. As a result, their success is recognized by other students. This is the first year that we were unable to hold our Multicultural Student Graduation Banquet due to COVID-19. This program highlights the achievements of these and other students which presents a mirror image of success for all students of color on campus.</p> <p>G2- Our Signature Events (Panel Discussions, Film Discussions, and Dinner Chats) continue to draw students and has allowed for engaged discussions on current topics of interest such as the Criminal Justice System, Patriotism, and Immigration. We will poll students and continue to provide up-to-date information and programing to help student process in a Christian context and learning environment. The addition of Dinner Chats proved to be highly successful in engaging students in conversations on race and culture.</p>

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<p>G4 – 20 Multicultural Students will be selected to serve on the Leadership team. They will be connected and engaged through conferences and trainings to gain leadership experience This will increase their self-esteem and sense of belonging.</p>	<ol style="list-style-type: none"> 1. Direct measures through surveys will prove that students who are involved and connected as leaders will be more likely to be satisfied and be more likely to graduate. Results will show that 75% participants will graduate. 2. Attitudinal measures – measuring the level of student satisfaction through interviews. We expect 85% of students participating will be satisfied. 	<p>100% of Multicultural students interviewed were extremely satisfied with their experience as leaders in OMS. This year student leaders had an average GPA of 2.72. Two (2) students have graduated with an average GPA of 3.0. and the remaining students who served as leaders are on-track for graduation</p>	<p>G4- The changes made to the 2019-2020 program did not produce the results we expected. The elimination of the Football Program was a major disruption to the overall morale of ALL students of color particularly African American males and females. However, the disruption seemed to bring students together to lament the issues help those affected to deal with the crisis, Leaders were able to connect to offer guidance and solutions.</p> <p>We are a very different community with the exit of so many African Americans (male and female) transferring out.</p>

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<p>G5-1 Diversity & Inclusion Institutional Committee, an outcome of the Diversity and Inclusion Strategic Plan.</p>	<ol style="list-style-type: none"> 1. Administer campus-wide Campus Climate Cohort survey 2. Analyze and Discuss survey results 	<p>D&I Committee met throughout the year to discuss future direction. It was determined that without a full commitment from the BOT and the University Collegium implantation of programs was futile. The committee worked to update the D&I Strategic Plan to assess programs that were put in place.</p>	<p>Survey Analysis from 2017 Campus Climate Cohort Survey and Students of color survey administered in 2013 revealed that students felt that their race/ethnic perspective was valued less than in previous years. In 2013 67% of students felt their race/ethnic perspective was valued at Malone while in 2017 only 56% of students felt that their race/ethnic perspective was valued. The committee will use these results to make decisions about programming for students, faculty, and staff.</p> <p>Data collected will allow this committee to begin programming based on results of surveys. We will focus this year's efforts on Student Satisfaction by engaging faculty, staff, and students in healthy discussions and interactions which help them understand diverse cultures and gain better understanding of cultural issues within our society. In addition, our value added improved where students felt that from freshman year to senior year they had more discussions with diverse others. This is all in connection to the work of the Diversity and Inclusion Committee and the increase of diverse conversations on campus such as the success with our Dinner Chats.</p>

