



## Multicultural Services

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2016 - 2017

**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 and international students that will help them achieve graduation,
2. Provide 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 for 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><b>Outcomes:</b> #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 <b>SmartStart Program</b>.</p> <p>#G1-2 - 9 African American student <b>Mentors</b> will maintain academic success during the mentoring experience in 2016-2017 through participation in the <b>SmartStart Program</b> as Mentors.</p>	<ol style="list-style-type: none"> <li>Record of grades will show that SmartStart Mentees will achieve success and average a <b>2.3 GPA</b> or better.</li> <li>Attitudinal measures – measuring the level of satisfaction through Focus Group sessions with Mentees. We expect <b>85%</b> of students participating as Mentees will be satisfied.</li> </ol> <ol style="list-style-type: none"> <li>Record of grades will show that SmartStart Mentors will average a <b>2.7 GPA or better</b>.</li> <li>Attitudinal measures will show the level of satisfaction will be high through consistent interaction among peers, campus activities, and the office of Multicultural Services.</li> </ol>	<p>Our retention of SmartStart Mentees this year was <b>49%</b> students retained from Fall Semester 2016 to Fall 2017. Of those students retained, the average GPA is <b>2.52</b></p> <p>A record number of 14 African Americans students served as SmartStart Mentors and maintained an averaged a <b>2.72 GPA</b>. Interviews indicated Not all mentors were retained this year This year we retained <b>71%</b> of the mentors. However, (3) of the mentor students Graduated in 2016 with an average <b>3.13 GPA</b></p>	<p><b>G1</b> - Last year was a record year for retaining African American male athletes. During Focus Group sessions last year, Student Athletes indicated that many of the Football players intended to return because they were committed to the new coaching staff and wanted to give it a chance. This year however, many of their hopes were not realized and thus our attrition rate was much lower. Again proving that the athletic experience is a serious indicator for persistence in student athletes. One indicator that we noticed is an increase in African American female students who did persist. Of the students that we retained they showed an <b>2.77 GPA</b> An affinity group (Black Girls Rock) was formed to support the challenges many of them faced</p> <p><b>G1-2</b> – This was the first year in the history of the program that we were not able to retain all of the mentors. However, we did have a record number of 14 Mentors. Three (3) Students Graduated, (3) Students Transferred, and (1) student dropped out due to poor grades and financial difficulties. The students that transferred all did exit interviews which revealed that (2) were dissatisfied with academic</p>

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<p><b>#G2</b> – Multicultural Services will expose Campus to multi-racial and multi-ethnic food, music, and conversation</p>	<ol style="list-style-type: none"> <li>1. Through direct measures of counting we expect that <b>40%</b> of the resident students will be exposed to culture through music, food, dancing, and information</li> <li>2. Surveys will reveal that more than <b>85%</b> of students attending will be satisfied that they were exposed to a difference in culture.</li> </ol>	<p><b>62%</b> of the resident students living on campus attended events which exposed them to culture through food, music, and information.</p> <p>Of the students attending these events, <b>75%</b> of the students interviewed indicated that they were satisfied, that the event helped to expose them to culture other than their own. <b>80%</b> indicated that they enjoyed the event.</p>	<p>curriculum, while one was unhappy with her overall athletic experience.</p> <p><b>G2-</b> The Privilege Walk was overwhelming the most powerful event which engaged students and not only demonstrated what White Privilege means but how others have benefited from it. Once again the Latino Fest engaged and entertained students. While the Panel Discussion on Immigration helped students understand the political, cultural overtones of immigration. The documentary, 13<sup>th</sup> was extremely powerful for students to help put current issues with race and the justice system into context. All events were very well attended and students were satisfied that they were given a different perspective even if it was one they disagreed with. Plans are underway for small group discussions next year.</p>
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<p><b>#G3</b> – International Students will maintain academic success during 2016-2017 through OMS and other campus organizations designed to</p>	<ol style="list-style-type: none"> <li>1. Record of grades will show that International Students will achieve success through assistance from OMS and other athletic and campus</li> </ol>	<p><b>100%</b> of International Students were retained during their first academic year. Of those retained they maintained a <b>3.44 GPA</b>.</p>	<p><b>G3</b> – OMS (Office of Multicultural Services) recognizes the issues and is working to connect students outside of their athletic sport which is often very difficult. OMS will begin to work with International Students one</p>

<p>engage and connect them.</p> <p><b>G4</b> – Retain 80% of all International Students through services and programs.</p> <p><b>Expected Performance Outcomes</b></p>	<p>organizations and average a <b>3.0 GPA</b> or better.</p> <p>2. Attitudinal measures – measuring the level of satisfaction through interviews and counting numbers of remaining students. We expect <b>85%</b> of students participating will be satisfied.</p> <p><b>Means of Assessment &amp; Criteria for Success</b></p>	<p><b>100%</b> of Internationals who responded to the survey were extremely satisfied with their Malone Experience and indicated that they wanted to continue. Of those who responded they all indicated that OMS has provided much needed services and has done a great job serving and responding to the needs of international students.</p> <p><b>Summary of Data Collected</b></p>	<p>on one and in small groups to engage them and offer assistance. A trip to Washington DC is planned for Spring Break March-2018</p> <p><b>Use of Results</b></p>
<p><b>G4</b> – 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>	<p>1. Direct measures through counting and surveys will prove that students who are involved and connected as leaders will be more likely to graduate. Results will show that <b>75%</b> participants will graduate.</p> <p>2. Attitudinal measures – measuring the level of satisfaction through exit interviews. We expect <b>85%</b> of students participating will be satisfied.</p>	<p><b>100%</b> of Multicultural students surveyed were extremely satisfied with their experience as leaders in OMS. Three students have graduated and the remaining students are on-track for graduation with an average <b>3.13 GPA</b>. Two students transferred to other institutions. Exit interviews indicated they were unhappy with the academic program and one dropped out due to poor performance.</p>	<p><b>G4-</b> Due to the difficulties we have experienced in the last two year with engaging mentee students, we made a few adjustments to the SmartStart Program based on data received through focus groups and polling mentor students. Mentors struggle to engage freshman students thus making it difficult to access mentee performance and the impact of our program on the mentee student. Many do not want to commit to Mentoring for fear of not being able to engage students. Most mentor students are finding it difficult to engage new students who are opting out of the program. Therefore, changes to the SmartStart program will begin for the 2017-2018 year. Research shows that social media</p>

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<p><b>G5-1 Diversity &amp; Inclusion Institutional Committee, an outcome of the Diversity and Inclusion Strategic Plan.</b></p>	<ol style="list-style-type: none"> <li><b>1. Administer campus-wide Campus Climate Cohort survey</b></li> <li><b>2. Analyze and Discuss survey results</b></li> </ol>	<p>A Campus Climate survey was administered during spring semester of 2016, after collecting data the committee is analyzing and discussing survey results to determine the needs of the campus. The survey focus and data collected from students, staff, and administration will allow the committee to concentrate on data driven decisions and programing.</p>	<p>connections work best for initial engagement and interaction thus forming a relationship that may evolve into personal contact and engagement with the student. We are continuing to work one on one with student leaders who are struggling to maintain the balance of leadership and academics.</p> <p>We will use the results of the new survey to re-tool and adjust metrics and outcomes for the Diversity and Inclusion Strategic Plan. Fall semester 2017 will be used to review data and determine how to develop programs and events which cater to the needs of our community. This is a perfect time to re-visit our Diversity and Inclusion Strategic Plan to assess the metrics put into place and determine if we are utilizing the plan to its fullest potential and meeting the anticipated goals of the plan.</p>