



Multicultural Services

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2017 - 2018

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><i>Outcomes:</i> #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>	<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. 	<p>Our retention of SmartStart Mentees this year was 79% students retained from Fall Semester 2016 to Fall 2017. Of those students retained, the average GPA is 2.31</p>	<p>G1 – This year of transition was met with a difficult transition process. While we were able to retain approximately 80% of the Freshman identified as SmartStart Mentees, we did not do a good job of tracking and assessing their success. Students Mentees did not take advantage of the open office hours in the office of Multicultural Services and many of the Mentors had difficulty connecting to the Mentees under the new format. As a result, we will go back to the traditional way of one-on-one interviews and weekly updates. We did however connect to students through Social Media and OMS Blog which had a positive effect.</p>
<p>NSSE Engagement Indicators – 14b Multicultural Services will provide support to help students succeed academically</p>	<ol style="list-style-type: none"> At least 80% of Seniors will respond “Very much/Quite a bit” on this construct of the 2018 NSSE survey 	<p>2018 SY score on provision of support to help students succeed academically is 76% which is less than 80%</p>	<p>In addition to one-on-one interviews and weekly updates with mentees, we will expand upon the positive effects of our changes of connecting to students through Social Media Accounts, the Office of Student Success, and Blogs. All in an effort to support students academically and socially.</p>
<p>#G1-2 - 9 African American student Mentors will maintain academic success during the mentoring experience in 2016-2017 through participation in the</p>	<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 	<p>A seasoned group of students served as Mentors a collectively attained a 2.70 GPA All mentors were retained and 3 student mentors graduated</p>	<p>G1-2 – This year we reduced the number of student mentors and placed more responsibility on students to write blogs and update social media. This was part of the transition that we will enhance with</p>

<p>SmartStart Program as Mentors.</p> <p>NSSE Engagement Indicators – 14b Multicultural Services will provide support to help students succeed academically</p> <p>Expected Performance Outcomes</p>	<p>peers, campus activities, and OMS.</p> <p>2. We expect that 80% of students participating as Mentors will respond “Very much/Quite a bit” on this construct of the 2018 NSSE survey</p> <p>Means of Assessment & Criteria for Success</p>	<p>2018 SY score on provision of support to help students succeed academically is 76% which is less than 80%</p> <p>Summary of Data Collected</p>	<p>new student mentors in the fall. Together with one-on-one weekly interviews and contact we should be able to enhance the program.</p> <p>The success of our mentors has been the biggest benefit of this program. This select group of 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 of this impact on student success we will continue to expand the program to allow for more students who have the potential to serve, the opportunity to serve.</p> <p>Use of Results</p>
<p>#G2 – Multicultural Services will expose Campus to multi-racial and multi-ethnic food, music, and conversation</p>	<p>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</p> <p>2. Surveys will reveal that more than 85% of students attending will be satisfied that they were exposed to a difference in culture.</p>	<p>74% of the resident students living on campus attended events which exposed them to culture through food, music, and information.</p> <p>Of the students interviewed 52% indicated that they were satisfied, that the event helped to expose them to culture and information</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.</p>

<p>NSSE Engagement Indicators – 14h Attending campus activities and events</p>	<p>We expect that 65% of students attending our programs will respond “Very much/Quite a bit” on this construct of the 2018 NSSE survey</p>	<p>2018 SY score on the attendance of campus events is 64% which is less than 65%</p>	<p>Our topics for discussion have been both engaging and well planned with faculty and student participation. We will continue to get information out to students early in the semester (email schedule before classes begin to faculty and students) to help students prepare to attend and engage. While we did not meet or exceed the NSSE indicator, we did much better than projected.</p>
<p>Expected Performance Outcomes</p>	<p>Means of Assessment & Criteria for Success</p>	<p>Summary of Data Collected</p>	<p>Use of Results</p>
<p>#G3 – International Students will maintain academic success during 2016-2017 through OMS and other campus organizations designed to engage and connect them.</p> <p>G4 – Retain 80% of all International Students through services and programs.</p>	<ol style="list-style-type: none"> Record of grades will show that International Students will achieve success through assistance from OMS and other athletic and campus organizations and average a 3.0 GPA or better. Attitudinal measures – measuring the level of satisfaction through interviews and counting numbers of remaining students. We expect 85% of students participating will be satisfied. 	<p>100% of International Students were retained during their first academic year. Of those retained they maintained a 3.349 GPA.</p> <p>100% of Internationals who responded to the survey were 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>G3 – 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 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>NSSE Engagement Indicators – 14b Multicultural Services will provide support to help students succeed academically</p> <p>Expected Performance Outcomes</p>	<p>1. At least 80% of International Students will “Very much/Quite a bit” on this construct of the 2018 NSSE survey</p> <p>Means of Assessment & Criteria for Success</p>	<p>2018 SY score on provision of support to help students succeed academically is 76% which is less than 80%</p> <p>Summary of Data Collected</p>	<p>More international students are being tapped for leadership this year than in years past. As a result of the data, we recognize that engaging internationals as leaders allows them greater connections and ensures academic and social success for students as well. We expect that this percentage will continue to rise.</p> <p>Use of Results</p>
<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> <p>NSSE Engagement Indicators – 14b Multicultural Services will provide support to help students succeed academically</p>	<p>1. Direct measures through surveys will prove that students who are involved and connected as leaders will be more likely to will demonstrate student satisfaction and be more likely to graduate. Results will show that 75% participants will graduate.</p> <p>2. Attitudinal measures – measuring the level of student satisfaction through surveys. We expect 85% of students participating will be satisfied.</p> <p>1. We expect that 80% of seniors surveyed will respond very much or quite a bit on this construct.</p>	<p>100% of Multicultural students surveyed were extremely satisfied with their experience as leaders in OMS. Five (5) students have graduated and the remaining students who served as leaders are on-track for graduation with an average 2.995 GPA.</p> <p>2018 SY score on provision of support to help students succeed academically is 76% which is less than 80%</p>	<p>G4- The changes made to the 2017-2018 did not produce the results we expected. However one outcome noted was the expanded use of Social Media and Blogs to engage students and make them aware of our services and programs. Leaders were able to connect to other students without the intimidation of personal contact. While the leadership team benefited from this method we did not see the same results in mentor mentee interaction. The connections made by leaders has proved to be advantageous to the leaders and OMS</p> <p>We will continue to provide the leadership training and development that will equip our students for leadership among peers both in the classroom and socially.</p>

Expected Performance Outcomes	Means of Assessment & Criteria for Success	Summary of Data Collected	Use of Results
<p>G5-1 Diversity & Inclusion Institutional Committee, an outcome of the Diversity and Inclusion Strategic Plan.</p> <p>NSSE Engagement Indicators – 14b Multicultural Services will provide support to help students succeed academically</p>	<ol style="list-style-type: none"> 1. Administer campus-wide Campus Climate Cohort survey 2. Analyze and Discuss survey results <ol style="list-style-type: none"> 1. We expect that 57% of students of color surveyed will feel that their perspectives are valued at Malone. 	<p>Data collected should show that at least 60% students of color feel valued and supported.</p> <p>2016-2017 Campus Climate Cohort Survey</p> <p>2018 SY score on provision of support to help students succeed academically is 76% which is less than 80</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 this result to make decisions about programing 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</p>

			Committee and the increase of diverse conversations on campus such as the success with our Dinner Chats.
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