



# Multicultural Student Services

Office of Student Affairs and Enrollment  
Washington State University

2010-11 Academic Year Summary Report

## Mission

*"...facilitate the best undergraduate experience for multicultural students through the provision of culturally relevant services that foster their successful transition, adjustment, persistence, achievement, and graduation."*

## Introduction

Through the Office of Multicultural Student Services, WSU clearly sets itself apart from other institutions by its commitment to making sure the academic and non-academic needs of the students are met and no one is overlooked. The increasing diverse student population is welcomed to campus and served by solid retention programs such as our mentoring programs, tutoring services and educational workshops in the Academic Enrichment Center, and a community of support at the ethnic cultural centers.

## Highlights

### Student Transition and Adjustment

- 51 Student Mentors in the Multicultural Student Mentor Program made over 36,000 mentoring contacts (personal and electronic) reaching out to their assigned 921 Incoming Freshman and Transfer Mentees. Ninety three percent of the freshmen completed the Academic Year and eighty two percent enrolled for the fall 2011.
- Over 500 students attended CONEXION at the start of the year. In this welcoming event, new students made personal connections with their mentors, tutors, student leaders, faculty and the MSS staff.
- 8,040 students, university, and community members participated in approximately 110 social and cultural events designed to create a Community of Support for the students.
- Nearly 5,000 prospective students and community members participated in formal tours of the Multicultural Center – A MUST SEE location for those visiting Washington State University.



### Student Persistence and Achievement

Across the nation, multicultural students tend to have higher representation in the high need (Pell grant eligible) and first generation categories, lower SAT scores, and perhaps less preparation to navigate institutions of higher education. These and other factors seem to impact and compromise their likelihood of staying and graduating at the same rate as the total student body. This is one of the reasons why the impact of MSS programs in retaining multicultural freshman cohorts at WSU cannot be overstated.

The average WSU freshman fall-to-fall retention for the last 10 years (2000-2009) is 83.7% for the total student body and 81.3% for multicultural students. Over the years, the retention for freshmen served and actively engaged in the Mentoring Program is equal or higher. For example, 88% of the fall 2009 freshman cohort active in the program enrolled in the fall 2010, and 83% of the 2010 freshman cohort active in the Mentor Program enrolled in the fall 2011.



## Holistic Guidance and Advising for Students

### The Student Centers

The MSS staff with close support from many other student services units on campus continue to provide multiple, formal and informal interventions as well as one-on-one and group guidance and support to students. This high-touch level of service is particularly helpful for those who are high need and 1st generation college students. They are supported as they face academic, financial, personal, and other difficulties and challenges. MSS staff inform, nominate, and guide many students as they pursue scholarship and leadership awards, internships, and post baccalaureate opportunities.



#### Transition

Erik Solorio  
Junior, Accounting

*"MSS has given me a place on this huge WSU campus that I can call home. With the access to a wide network, MSS is providing the necessary tools to help me become the leader I am today. I am involved because of MSS."*



#### Adjustment

Matt Hanley  
Senior, Marketing

*"The people I came to know through MSS and my student mentor are the people who first welcomed me to campus and they now feel like family to me"*



#### Persistence

Autumn Jones  
Senior,  
Human Development

*"As I now look towards my graduation, I realize that much of the credit for my success lies in my community of support within the Native American Student Center. When things got overwhelming I knew they were there and understood what I was going through."*



#### Achievement

Nikki Brueggeman  
Senior, History

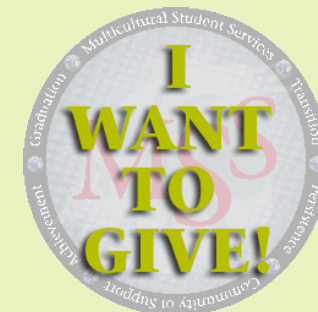
*"MSS has provided me with networking opportunities that have helped me accomplish both academic and personal goals. The staff of MSS has introduced me to internship opportunities, scholarships and most importantly the education of my people and culture. The education I have received about myself as an African-American has shaped me into a more confident and empowered individual."*



#### Graduation

Megan Crenshaw  
Class of 2011  
Political Science and  
Communication

*"If it hadn't been for my MSS mentor who welcomed me to campus and introduced me to numerous student organizations, I never would have gotten involved and would have missed out on the amazing experiences that come with student involvement. MSS helped me to stay on top of my academics with weekly study sessions and unlimited computer access. MSS became my home away from home and allowed me to gain the family of friends I've carried with me even after graduation."*



### Renew Your Partnership!

Let's keep and enhance the legacy by maintaining a vibrant Office of Multicultural Student Services working for current and future generations of Cougars of Color.

Visit us at [www.mss.wsu.edu](http://www.mss.wsu.edu)

#### Thanks to our supporters

Many of our programs and services would have not been possible without the generous contributions of the following funding sources:

- The Boeing Company
- Bank of America
- Donald and Helen Jewett Fund
- Patricia McGinnis Raikes Tutoring Support Fund
- State Farm

- 1,369 students were frequent users of the facilities, programs, and services available to them in the Multicultural Center. Of these, 50% were high need students (Pell Eligible) and 54% were 1st Generation.

Frequent Users of the Multicultural Center - Pullman Campus - AY 2010-11 (1)								
Ethnicity	Female		Male		Total (2)		Pell Eligible	1st Gen
African American	83	43%	110	57%	193	52%	63%	56%
Asian American and Pacific Islander	171	48%	184	52%	355	37%	38%	45%
Chicana/o Latina/o	215	53%	190	47%	405	38%	65%	70%
Native American	27	51%	26	49%	53	37%	47%	42%
Bi/Multi Racial	98	60%	65	40%	163	33%	28%	31%
White, International, Other (3)	133	67%	67	34%	200	15%	-	-
<b>Total</b>	<b>727</b>	<b>23%</b>	<b>642</b>	<b>25%</b>	<b>1,369</b>	<b>45%</b>	<b>50%</b>	<b>54%</b>

(1) Data reflects who participated throughout the year in programs/services provided by MSS  
 (2) Percent of that specific group who was a frequent user of MSS programs  
 (3) Percent based on the total of frequent users of MSS programs  
 Not official WSU Data

- 36 Tutors provided 4,420 hours of tutoring in over 100 different subjects. Over 350 students accessed this service on regular basis. Of them, 64% were multicultural students.

- 119 URMs (underrepresented minorities) in STEM disciplines were active participants in the Team Mentoring Program with a significant higher retention in the STEM disciplines compared to those who were not active (79% vs. 69%). A higher percentage of these students also achieved a 3.0 or better CUM GPA by the end of the AY 10-11 (43% vs. 36%). On recent data shared by the Associate Dean of the College of Engineering and Architecture, the certification of URMs in engineering majors has increased by 138% since 2004. In discussing this highlight, he commented that this change may have been helped, among other factors, by efforts such as that of the Team Mentoring Program.

## Student Learning

- 1,524 participants in 129 workshops designed to enrich the educational experience of the students.
- Intensive training for mentors, tutors, office assistants, and student interns through Annual Retreats and the UCOLL 497 class.
- Ongoing, guided and informal conversations on the “issues of the day” and topics impacting the experience of minority populations at the nation, regional, and local levels. These difficult, courageous, and necessary conversations are key to the development (conceptual and praxis) of students cultural and global competencies.
- 127 students served as graduate assistants, mentors, tutors, office assistants and student interns worked for MSS. As “professionals in training” they participated in the self and supervisor assessment rubric guided by the expectation to develop/refine their skills in the following six rubrics: Job duties, challenges, & opportunity recognition; information & evidence; organization & university learning mission; teamwork & leadership; cultural competency -multiple perspectives & diverse viewpoints; and communication.



## Student Graduation and Preparation for Graduate or Professional School or the Workforce

It has been encouraging to see that WSU’s graduation rate (based on the most recent figure available for the 2004 freshman cohort) has climbed in the last 5 years from 60.9 percent to 69 percent. This trend is also true for multicultural students. The 1999 freshman class graduation rate was 55 percent; the rate for the 2004 freshman class was 62.4 percent.

- 28 students participated in the Fall Multicultural Graduation Celebration and around 150 family members, students, faculty and staff joined in the Celebration.
- 130 students participated in the Spring Multicultural Graduation Celebration and around 700 family members, students, faculty and staff joined in the Celebration.



### A Note from the Director:

Addressing the needs and maximizing the potential of multicultural students is a task only possible as a result of a university-wide effort including the support of students, their families, alumni, and dedicated sponsors. This annual summary report highlights a noteworthy set of accomplishments and we recognize, give thanks, and credit our partners within and beyond the university community.

On behalf of the MSS staff, I thank the faculty and staff who have generously contributed their time and expertise to do presentations, help train, mentor, and guide the students. We particularly thank faculty mentors, departmental liaisons, those who facilitated workshops and presentations at the Multicultural Center, and those who have invested their time to assist our office in securing funding to maintain a vibrant MSS operation.

Because of the engagement of so many, during this past year our students were provided solid academic, cultural, and social support in the form of mentoring, tutoring, personal guidance, educational workshops, and multiple opportunities for cross-cultural interactions, collaborations, and celebrations. Thank you for your contributions to the accomplishment of MSS mission and goals.

- J. Manuel Acevedo

## Mark Your Calendars

**Fall 2012 MSS 25th Anniversary Celebration and Fundraising Event**

**Fall 2013 Multicultural Student Mentor Program 25th Anniversary Celebration**

### Thanks to our WSU partners

- Multicultural Student Organizations and ASWSU
- Alumni Association and Multicultural Alumni Alliances
- The Graduate School
- College of Engineering and Architecture
- Pre-Health Advising Office and College of Sciences
- Counseling Services –ADCAPS
- Financial Aid/Scholarship Office
- TRiO: Student Support Services Program, CAMP, and McNair Scholars
- Provost’s Tribal Liaison Office
- Student Involvement and Leadership Development, Center for Civic Engagement, GIESORC, Women’s Resource Center, Cultural Heritage Houses
- CUB Administration/Marketing
- Residence Life –RED Collateral Assignment
- Faculty and Staff of Color Associations
- STAR Program partners: Athletic Department, CAMP, CACD/PASS Program and CSF, SSSP, and the English Department
- Dean of Students’ Office
- Institutional Research and Office of Admissions