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 consistent, formal and informal interventions, as well as one-on-one and group support to students. This high-touch level of service is particularly helpful for those students who are high need and 1st generation college students. Many were supported as they faced academic, financial, personal, and other difficulties and challenges. At the Centers, students continued to receive culturally relevant services. These services engaged parents of current students, faculty and staff who shared their expertise. Students were closely tracked on their academic progress and supported in the development and implementation of individualized educational plans through the STAR and CLASP Programs. They also had a venue to share concerns, aspirations, and accomplishments; and became engaged members of a community characterized by a healthy and supportive environment.

A Community of Support

Robert Gunnier
Senior, Psychology

“For me, MSS was a way to engage myself in great opportunities Washington State has to offer. Through the mentor program, I was able to explore available clubs, resources, and immerse myself in cultures other than my own. The MSS staff has always been supportive in helping me reach my graduation goals and realizing the importance of academics beyond the classroom. I am so thankful for MSS because of how much it has helped me connect with other offices and opportunities on campus and the community.”

“A MSS enriched my student experience by providing me with a safe place for continual growth as a WSU student of color.”

A Place for Personal Growth

Janita Harris
Junior, Digital Technology and Culture

“Being able to come to the Native American Student Center freely and associate with members who relate to me. No other place like it.”

Developing Leadership and Intercultural Competencies

Amanda Hatfield
Junior, Pre-Physical/Occupational Therapy

“MSS was an everlasting positive impact on my life. The attention placed on the academic goals, personal needs, and cultural values of multicultural students is unsurpassed. I personally feel like I am a much stronger person in all aspects of my life and I know that MSS played an integral part in that. I will never forget my experiences on the fourth floor! Thank you Offices of Multicultural Student Services for everything that you do!”

Academic Support and Achievement

Alejandro G. Gonzalez
Senior, Political Science

“Multicultural Student Services has had an everlastong positive impact on my life. The attention placed on the academic goals, personal needs, and cultural values of multicultural students is unsurpassed. I personally feel like I am a much stronger person in all aspects of my life and I know that MSS played an integral part in that. I will never forget my experiences on the fourth floor! Thank you Offices of Multicultural Student Services for everything that you do!”

Student Mentor Programs

Multicultural Student Mentor Program (MSMP)
Facilitating your transition and adjustment to the campus environment!

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. MSS welcomes to campus and serves the increasing diverse student population with solid retention initiatives such as the mentoring programs, tutoring services and educational workshops in the Academic Enrichment Center, and a community of support at the ethnic cultural centers.

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.”

Highlights

STUDENT TRANSITION & ADJUSTMENT

• 53 Student Mentors in the Multicultural Student Mentor Program (MSMP) made near 46,000 mentoring contacts (personal and electronic) reaching out to their assigned 1,420 incoming Freshman and Transfer Mentees (739 or 64% were active in the Program). 92% of the freshmen completed the academic year and 78% of them enrolled for the fall 2012. Active Mentees in the program had higher fall to fall retention rates compared to those not active in program (80% vs. 74%). High need (52% Pell eligible) and 1st Generation (58%) Mentees were more inclined to be active in the program vs. those not active (47% and 54% respectively).

• Over 600 students attended CONEXION at the start of the year. In this welcoming event, new students made personal connection with their Mentors, Tutors, Student Leaders, Faculty and MSS Staff.

• 10,078 students, university, and community members participated in 163 social and cultural events designed to create and maintain a vibrant community of support for the students.

• 6,517 prospective students and community members participated in formal tours of the Multicultural Center – A MUST SEE location for those visiting Washington State University.
Impact of the Programs available throughout MSS: During this academic year, 1,735 students (21% higher than the previous year) were frequent users of the facilities, programs, and services available to them in the Multicultural Center. Of these, 57% were high need students (Pell Eligible) and 58% were 1st Generation.

Impact of the Multicultural Student Mentor Program (MSMP): Although reaching fall to fall retention goals of 87% remains elusive, the average WSU freshman fall-to-fall retention for the last ten years (2002-2011 cohorts) is 83.3% for the total student body and 81.3% for multicultural students. The fall to fall retention of freshman cohorts actively engaged in the Mentoring Program for the last five years is 83% vs. 79% for those served but not active in the program.

Impact of the Team Mentoring Program (TMP) - A Program sponsored by the Boeing Company: 141 URM students (underrepresented minorities) in STEM disciplines were active participants in the Team Mentoring Program. These students had a significant higher retention in the STEM disciplines compared to those who were not active (88% vs. 71%). During the AY11-12, the number of students pursuing health-related majors reached 266 (60% were multicultural students. 52% of them had a 3.0 or better GPA at the end of the year vs. 42% for all students.

Impact of the Academic Enrichment Center Tutoring Services: 499 students accessed this service on a regular basis. Of them, 60% were multicultural students. 52% of them had a 3.0 or better GPA at the end of the year vs. 42% for all students.

Frequent Users of Multicultural Center - AY 2011-12 (1)

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Female</th>
<th>Male</th>
<th>Total (2)</th>
<th>Pell Eligible</th>
<th>1st Gen</th>
</tr>
</thead>
<tbody>
<tr>
<td>African American</td>
<td>129</td>
<td>40%</td>
<td>259</td>
<td>188</td>
<td>140</td>
</tr>
<tr>
<td>Native American</td>
<td>25</td>
<td>63%</td>
<td>38</td>
<td>40</td>
<td>32</td>
</tr>
<tr>
<td>Asian American and Pacific Islander</td>
<td>181</td>
<td>47%</td>
<td>382</td>
<td>181</td>
<td>187</td>
</tr>
<tr>
<td>Chicana/o/Latina/o</td>
<td>298</td>
<td>53%</td>
<td>562</td>
<td>443</td>
<td>378</td>
</tr>
<tr>
<td>White, International Other (3)</td>
<td>122</td>
<td>55%</td>
<td>222</td>
<td>13%</td>
<td>-</td>
</tr>
<tr>
<td>Total</td>
<td>914</td>
<td>53%</td>
<td>1,735</td>
<td>867</td>
<td>874</td>
</tr>
</tbody>
</table>

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

We appreciate your partnership

To help accomplish the MSS mission we continue to receive the support and partnership of many campus and off-campus friends who share their expertise and commitment for the success of the students. We thank the faculty and staff who generously contributed their time and expertise to present, help train, mentor, and guide the students. Our special thanks to faculty mentors, departmental liaisons, those who facilitated workshops and presentations at the Multicultural Center, and those who invested their time to assist our office in securing funding to maintain a vibrant MSS operation.

Student Learning

- 28 (fall) and 34 (spring) Tutors provided around 3,800 hours of tutoring in over 100 different subjects. 499 students accessed this service on regular basis. Of them, 60% were multicultural students. 52% of them had a 3.0 or better GPA at the end of the year vs. 42% for all students served by MSS.
- Mentors hosted over 75 study-table sessions at the Centers, organized many social/cultural gatherings, hosted the cross-cultural leadership conference “Students Working to Achieve Greatness,” and participated in service learning activities with 9 different community organizations.
- 2,480 students participated in 148 workshops designed to enrich their educational experience.
- Implementation during the spring 2012 of the UCOLL 497 class for students interested in serving in the role of Mentors prior to their selection to the program. 56 new students enrolled in the class.
- Intensive training for Mentors, Tutors, Office Assistants, and Student Intern through Annual Retreats and the UCOLL 497 class (3 sections each semester).
- 124 students served as Graduate Assistants, Mentors, Tutors, Office Assistants and Student Interns. The MSS staff interacted with them as “professionals in training” and worked with them every semester to complete the self and supervisor assessment rubric. This instrument helps the office guide the students towards the development and/ or refinement of their skills in the following areas: job duties, challenges, and opportunity recognition; information and evidence; organization & university learning mission; teamwork & leadership; cultural competency; and communication.
- Many 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 add greatly to the development (understanding and praxis) of students’ cultural and global competencies.

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

It has been encouraging to see that the WSU’s graduation rate has climbed and remained near 70%. Although lagging behind the graduation rates for the entire student body, this positive trend is also true for multicultural students. The 2005 freshman cohort six-year graduation rate was 67% for the total student body and 62% for multicultural students.

- To honor graduating students and families and to inspire younger cohorts of students, MSS organizes the fall and spring graduation celebrations. Around 152 students participated in the celebrations joined by over 700 family members, students, faculty and staff, and community.
- MSS staff informed, nominated, and guided many students as they pursued scholarship and leadership awards, internships, and post baccalaureate opportunities.