The MSS staff with close support from many other student services units on campus designed and provided 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.

The MSS programs and services are only possible thanks to the funds provided by the University through the Office of Student Affairs and Enrollment and the generous contributions of the following supporters:

- The Boeing Company – The Boeing Cyber Grant for the Team Mentoring Program
- Washington Campus Compact
- Donald and Helen Jewett Fund
- Robert and Kelly Thompson
- Alumni and other MSS friends

Thank You!

Visit us at www.mss.wsu.edu

2012-2013 ACADEMIC YEAR SUMMARY REPORT

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.

Highlights

STUDENT TRANSITION & ADJUSTMENT

- Around 700 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.
- 54 Student Mentors in the Multicultural Student Mentor Program (MSMP) made near 37,000 mentoring contacts (personal and electronic) reaching out to their assigned 1,460 freshman and transfer Mentees (747 or 51% were active in the Program). Of the freshman cohort, the high need (55% Pell eligible) and 1st Generation (55%) Mentees were more inclined to be active in the program vs. those not active (35% and 45% respectively). 91% of the freshmen completed the academic year.
- 12,325 students, university, and community members participated in 147 social and cultural events designed to create and maintain a vibrant community of support for the students.
- 5,946 prospective students and community members participated in formal tours of the Multicultural Center – A MUST SEE location for those visiting Washington State University.

The MSS 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.”

2012-2013 ACADEMIC YEAR SUMMARY REPORT

<table>
<thead>
<tr>
<th>Undergraduate Multicultural Students - Pullman Campus</th>
<th>Fall 2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td>Female</td>
</tr>
<tr>
<td>African American</td>
<td>228</td>
</tr>
<tr>
<td>Asian American &amp; Pacific Islander</td>
<td>398</td>
</tr>
<tr>
<td>Chicana/o Latina/o</td>
<td>769</td>
</tr>
<tr>
<td>Native American</td>
<td>57</td>
</tr>
<tr>
<td>Bi/Multi Racial</td>
<td>562</td>
</tr>
<tr>
<td>Total Multicultural</td>
<td>2,014</td>
</tr>
<tr>
<td>All Undergraduates</td>
<td>7,646</td>
</tr>
</tbody>
</table>

(1) Undergraduate students - Pullman campus only. Not official WSU Data

Visit us at www.mss.wsu.edu
Impact of the Programs available throughout MSS:

Impact of the Multicultural Student Mentor Program (MSMP): During this academic year, 1,810 students were frequent users of the MSS facilities, programs, and services available to them at the Multicultural Center. Of these, 58% were both high need (Pell-eligible) and 1st Generation students.

Impact of the Multicultural Student Mentor Program (MSMP): The multicultural freshman fall-to-fall retention for this academic year was the lowest in the last 10 years at 78% compared to 80% for the overall freshman cohort. When looking at students with lower QValue (below 2,300), Pell Eligibility and 1st Generation, the program seems to have greater impact. The fall to fall retention for the freshmen in the first group who were actively engaged in the mentor program was 72% compared to 66% for those who were not active. Similarly, the fall to fall retention for Pell eligible and 1st Generation active mentees was 83% and 80% respectively.

Impact of the Team Mentoring Program (TMP): 145 URMs (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 (82% vs. 65%). At TMP, we are particularly proud of the growing number of mentees who are becoming mentors, doing research with our faculty, presenting their research at national conferences, securing relevant internships, working for companies such as Boeing, and attending graduate and professional schools.

Impact of the Academic Enrichment Center Tutoring Services: 540 students accessed this service on a regular basis. Of them, 51% were multicultural students. 52% of them had a 3.0 or better GPA at the end of the year vs. 38% for all students served by MSS.

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/ACT scores, and fewer opportunities to prepare well to navigate institutions of higher education. It is well documented that these and other factors impact and compromise their likelihood of staying and graduating at the same rates that their more privileged counterparts. “High impact” programs and units that provide culturally relevant services such as MSS reflect WSU’s understanding of the unique needs of these students and the institutional commitment to their educational success.

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Student Learning

- 27 (fall) and 28 (spring) Tutors provided around 3,150 hours of tutoring in over 100 different subjects. 540 students accessed this service on regular basis. Of them, 51% were multicultural students. 52% of them had a 3.0 or better GPA at the end of the year vs. 38% for all students served by MSS.

- 2,043 students participated in 148 workshops designed to enrich their educational experience.

- Intensive training for Mentors, Tutors, Office Assistants, and Student Interns through Annual Retreats and the UCOLL 497 class (4 Sections each semester).

- 120 students served as Graduate Assistants, Mentors, Tutors, Office Assistants and Student Interns. The MSMP staff interacted with them as "professionals in training" and every semester completed self and supervisor assessment rubric. The instrument is used to 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.

- The establishment and start of the implementation of the intercultural competency and Leadership development modules. Mentors, office assistants, and tutors are now provided this training and allows the office to be more intentional in the preparation of students in intercultural and global competencies.

- The structural changes to the Mentor Program to make it cross-center as another way to intentionally provide meaningful cross-cultural experiences to the students and model cross-cultural work and collaboration.

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

The overall WSU’s graduation rates have experienced a decline during the last five years from almost 70% for the 2003 cohort to 65.5 for the 2007 cohort. The multicultural student six-year graduation rates have also experience a decline from almost 65% for the 2003 cohort to 61% for the 2007 cohort.

- To honor graduating students and families and to inspire younger cohorts of students, MSS organizes the fall and spring graduation celebrations. Around 165 students participated in the celebrations joined by over 800 family members, students, faculty and staff, and community.

![Student Graduation and Preparation for Graduate or Professional School for the Workforce](image)

**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.