THE STUDENT CENTERS

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.

MSS Hallmark Programs

- Multicultural Student Mentor Program
- Team Mentoring Program
- Smart Start Program
- Academic Enrichment Center - Tutoring
- Intercultural and Leadership Development
- Crimson Achievement Pathways

"When I came to WSU I was a transfer student and I did not know anyone. My mentor at that time helped me meet new people by introducing me to some of her friends and giving information about multicultural clubs. I joined FASA which I consider my family in Pullman."

Katrina Granados, Student Mentor

MSS Asian American Pacific Islander Center

"As a first generation college student, I found myself feeling very overwhelmed with the idea of coming to WSU. Through my mentor, I learned about the different resources MSS offered like tutoring to workshops. To this day, I spend most of my time on the 4th floor and have made some of my strongest friendships with the people I have met there. MSS made a huge impact on my time here at WSU and shaped my college experience into one I am very proud of."

Kimberly Robles, MSS Office Assistant

"Tia Chen was assigned as my mentor and she has helped me so much this school year. Because of her, I have learned how to make a proper resume, apply for internships, and get into undergraduate research. She has also been very supportive and encouraging as I’ve been going through my hardest year of college so far. I’m not one to branch out, but Tia encouraged me to take advantage of various scholastic opportunities and I feel my first year at WSU has been very successful because of that. She has done an excellent job helping me and making time to meet with me even though she has so much to do herself."

Marisa Gliege, Chemical Engineering, TMP Mentee

WASHINGTON STATE UNIVERSITY
Multicultural Student Services
Division of Student Affairs

2014-2015 ACADEMIC YEAR SUMMARY REPORT

Washington State University through the Office of Multicultural Student Services (MSS) 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.

A historic demographic transformation has been taking place at WSU with the steady growth in the enrollment of First Generation, Multicultural, and other Underrepresented Students. MSS continues to welcome and serve them with solid retention initiatives such as academic coaching, mentoring, tutoring, educational workshops in the Academic Enrichment Center, and a community of support at the ethnic cultural centers.

Highlights

STUDENT TRANSITION & ADJUSTMENT

- Over 200 students and their parents participated in La Bienvenida. A best practice initiative designed to prepare and engage Spanish speaking parents in support of their students as they enter WSU.
- Around 720 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.
- 55 Student Mentors in the Multicultural Student Mentor Program (MSMP) made near 43,442 mentoring contacts (personal and social media) reaching out to their as-signed 1,533 freshman and transfer Mentees (49% were active in the Program). Of the freshman cohort, high need (57% Pell eligible) and 1st Generation (59%) Mentees were more inclined to be active in the program vs. those not active (43% and 46% respectively). Active freshman mentees had a higher fall to fall retention (76%) vs. those not active in the Program (72%).
- Tours of the Multicultural Center. 7,419 prospective students and community members participated in formal tours of the Multicultural Center-A MUST SEE location for those visiting Washington State University.
- Community building: 8,822 students, university, and community members participated in 121 social and cultural events designed to create and maintain a vibrant community of support for the students.

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."

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

- The Boeing Company - The Boeing Cyber Grant for the Team Mentoring Program
- Donald and Helen Jewett Fund
- Robert and Kelly Thompson
- Alumni and other MSS Friends

Thank You!

MSS.WSU.EDU | 509-335-7852 | CUB 4TH FLOOR
Student Persistence and Achievement

- The national trend: 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 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.

- Impact of the Programs available throughout MSS: During this academic year, 2,182 students were frequent users of the MSS facilities, program, and services available to them at the Multicultural Center. Of these, 61% were high need (Pell Eligible) and 62% were 1st Generation students.

- Impact of the Multicultural Student Mentor Program (MSMP): The multicultural freshman fall-to-fall retention for this academic year was, for a third year, lower than historically at a 75% compared to 78% for the overall 2014 freshman cohort. Students who were active in MSMP had a much higher fall-to-fall retention, 76% vs 72% those not active in program.

- Students who were actively engaged with the program (underrepresented minorities) in STEM disciplines compared to those who were not active (75% vs. 64%).

- Impact of the Team Mentoring Program (TMP): 167 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 (75% vs. 64%).

- Impact of the Smart Start Program: 179 1st Generation and high academic need first year students were selected to be part of the program. The 169 who were actively engaged with the program enrolled at WSU for the second year at significantly higher rate (78%) vs 30% for those not active and 63% for the comparison group.

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Student Learning

- Tutoring: 30 Tutors provided near 3,120 hours of tutoring in over 100 different subjects. Tutoring was provided to individuals and to groups in the form of study tables (over 100 during the year). 540 students accessed this service on a regular basis. Of these students, 51% were multicultural students. 52% of the students who received tutoring had a 3.0 or better cumulative GPA at the end of the year vs. 38% for all students served by MSS.

- Workshops: 1,766 students participated in 83 workshops designed to enrich their educational experience.

- Training: MSS provided intensive preparation for Mentors, Tutors, Office Assistants, and Student Interns through Annual Retreats and instruction via the UColl 497 class (4 Sections each semester).

- Teaching: The Smart Start Program provided selected 1st Generation and high academic need students with “high touch” advising and instruction designed to help students master the following standards at the completion of their first-year: Time Management, Academic Expectations, Healthy choices, Financial Literacy, and Academic Resource Literacy. To accomplish this, students were required to enroll in UNIV 104 (9 sections) in the fall semester and UNIV 304 (9 sections) in the spring semester.

- Professionals in training: 123 students served as Graduate Assistants, Mentors, Tutors, Office Assistants and Student Interns. At MSS these students are “professionals in training” who engaged in structured experiences designed to refine or develop skills in the following areas: job duties, challenges, and opportunity recognition; information and evidence; organization & university learning mission; teamwork & leadership; cultural competency; and communication Self-supervisor assessment rubric.

- Cultural competency and Leadership development training: MSS provides training to Mentors, office assistants, and tutors with clear intentionality to prepare students in intercultural and global competencies.

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

The overall WSU’s graduation rate for the 2008 cohort is 67.2% and the overall graduation rate for the multicultural students in this cohort is 64.5%. Now, an analysis to account for the impact of thus those students in the cohort who were active in the Multicultural Student Mentor Program (MSMP) shows that they graduated at a rate equal to the entire cohort, 67.1% compared to 59% for those who were not active in the program.

- To honor graduating students and families and to inspire younger cohorts of students, MSS organizes the fall and spring graduation celebrations. Around 175 students participated in the celebrations joined by over 1,000 family members, students, faculty and staff, and community.

- We appreciate your partnership!