2017-18 HIGHLIGHTS, Cont.

- Remembering **Dianne Schlott**
- **Staff changes:** Rafael Pruneda, Erick Skipper, Courtney Benjamin, Christine Nishimoto and Amy (left and back)
- **Campus Climate:** Hostile environment, student rallies, student demands, institutional response: working groups
- **External Review**
  - Need to institutionalize the support for students of color beyond MSS
  - Evaluation and Assessment: Learning Outcomes
  - Stronger collaboration with Student Involvement, GIESORC, OED, campus-wide
  - Better address intersectionality in students’ identity
  - Professional development
- **Recognition of the work with Undocumented students and Intersectionality:** NASPA Award for UndocuQueer
- **TMP:** Presidential Award for Excellence in Science, Mathematics & Engineering Mentoring
- A resilient and determine **team** that does great work for the university on behalf of the students

“...if diversity and equality work is less valued by organizations, then to become responsible for this work can mean to inhabit institutional spaces that are also less valued.”

Sara Ahmed – On Being Included
Vision - To be a national model for addressing and meeting the academic, cultural, intercultural, and social needs of multicultural, first generation, and other underrepresented students.

Mission
“...facilitate the best undergraduate experience for multicultural, first generation, and other underrepresented students through the provision of culturally relevant services to enhance their learning and development and foster their successful transition, adjustment, persistence, achievement, and graduation.”

Values
- Academic Excellence
- Cultural & Intercultural Competencies
- Advocacy, Social Justice, and Inclusion
- Empowerment and Leadership
- Community
MSS: Theoretical Framework

A Framework for Institutional Action
(Completing College – Rethinking Institutional Action by Vincent Tinto, 2012)

A follow up to the Student Integration Model
- Conditions for Student Success
- Expectations
- Support
- Assessment and Feedback
- Involvement
- Administrative Action

Cultural Navigation Model
(Tierney 1999; Gonzales, 2000; Kuh et al., 2006; Gusa, 2010)
- Focus on experiences of URMs in higher education
- Cultural identity
- Cultural integrity
- Cultural nourishment
- Campus climate

Self-Determination Theory
(Self-Determination Theory and the facilitation of intrinsic motivation, social development, and well-being by Ryan and Deci, 2000)
- Competence
- Connectedness
- Autonomy
Demographic Overview - Students Served by MSS

Background and Challenges:

The college experience of 1st Gen, Multicultural, Multiracial and Other Underrepresented Students

- Impact of Demographic Changes
  - Enrollment Growth
  - Retention and graduation Gaps
  - First Generation: 52%
  - Financial Need: Pell Eligible 46%

- Identity and Intersectionality

- Student Preparation: Academic, social, psychological

- Institutional Preparation: Campus Climate

- National Climate
### Demographic Overview - Students Served by MSS

#### Undergraduate Multicultural Students - Pullman Campus - Fall 2017

<table>
<thead>
<tr>
<th>Ethnicity</th>
<th>Female</th>
<th>Male</th>
<th>Total (1)</th>
<th>Pell Eligible</th>
<th>1st Gen</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>African American</strong></td>
<td>475</td>
<td>489</td>
<td>964</td>
<td>531</td>
<td>491</td>
</tr>
<tr>
<td><strong>Asian American and Pacific Islander</strong></td>
<td>898</td>
<td>922</td>
<td>1,820</td>
<td>602</td>
<td>730</td>
</tr>
<tr>
<td><strong>Chicana/o Latina/o</strong></td>
<td>1,308</td>
<td>1,134</td>
<td>2,442</td>
<td>1,303</td>
<td>1,512</td>
</tr>
<tr>
<td><strong>Native American</strong></td>
<td>244</td>
<td>183</td>
<td>427</td>
<td>163</td>
<td>189</td>
</tr>
<tr>
<td><strong>Total Multicultural</strong></td>
<td>2,925</td>
<td>2,728</td>
<td>5,653</td>
<td>2,599</td>
<td>2,922</td>
</tr>
<tr>
<td><strong>All Undergraduates</strong></td>
<td>8,590</td>
<td>8,912</td>
<td>17,502</td>
<td>4,558</td>
<td>6,543</td>
</tr>
</tbody>
</table>

(1) Undergraduate students in the Pullman campus only.

MSS data analysis - Not official WSU Data.
Demographic Overview - Students Served by MSS

AY 17-18 - STUDENT ENGAGEMENT IN MSS PROGRAMS

<table>
<thead>
<tr>
<th>PROGRAMS</th>
<th>PARTICIPANTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Multicultural Student Mentor Program</td>
<td>1,281</td>
</tr>
<tr>
<td>Transfer Student Ambassador Program</td>
<td>241</td>
</tr>
<tr>
<td>Smart Start Program</td>
<td>117</td>
</tr>
<tr>
<td>Team Mentoring Program</td>
<td>364</td>
</tr>
<tr>
<td>Tutoring</td>
<td>490</td>
</tr>
<tr>
<td>Student Centers</td>
<td>773</td>
</tr>
<tr>
<td>Professionals in Training</td>
<td>132</td>
</tr>
<tr>
<td>Workshops/Trainings</td>
<td>3,147</td>
</tr>
<tr>
<td>Cultural Programs and Events</td>
<td>11,734</td>
</tr>
<tr>
<td>Outreach and Visitations</td>
<td>9,060</td>
</tr>
<tr>
<td><strong>INDIVIDUAL STUDENTS</strong></td>
<td><strong>2,223</strong></td>
</tr>
</tbody>
</table>

FREQUENT USERS OF MSS PROGRAMS AND SERVICES ~ AY 17-18

- **CHL, 41%**
- **AAPI, 25%**
- **WHITE & OTHER, 10%**
- **NA, 3%**
- **INTERNATIONAL, 2%**
MSS: Hallmark Programs

Student Centers: Holistic Guidance and Advising for Students

- A home away from home
- Academic, social, cultural support
- Headquarters for over 40 student organizations
- Networking and cross-cultural collaboration
Welcome and facilitate New students’ transition
Familiarize them with Campus Resources
Increase Retention and ultimate graduation: Higher retention for active mentees
In AY 2017-2018: 62 Student Mentors and 1,264 Mentees (FRS)

Multicultural Student Mentor Program (MSMP)

**MENTEES FALL 2017 COHORT 1ST YEAR COMPLETION RATE**

- **FEMALE**
  - Active: 79%
  - Not Active: 86%
  - All: 90%
- **MALE**
  - Active: 83%
  - Not Active: 87%

**MENTEES FALL 2007 COHORT FALL TO FALL RETENTION**

- **FEMALE**
  - Active: 72%
  - Not Active: 76%
  - All: 77%
- **MALE**
  - Active: 80%
  - Not Active: 83%
  - All: 79%
- **ALL**
  - Active: 74%
  - Not Active: 77%
  - All: 77%
**Smart Start Program**

- First Generation and high academic need students
- Facilitate transition and successful Freshman year
- Prepare to successfully navigate sophomore year and beyond
- Orientation and ongoing interventions
- UNIV 104 and 101 Class
- Summer Outreach: Academic and Financial Planning
- Engagement Scholarship

**Smart Start Program - Fall 2017 Cohort**

- **Met Academic Requirement**
  - All Active: 87%
  - True Group: 88%
  - Comparison Group: 81%
- **Return Fall 2018**
  - All Active: 69%
  - True Group: 72%
  - Comparison Group: 63%
Team Mentoring Program:

- URM’s Sophomores & new Transfer students pursuing STEM/Pre-Health Majors
- Connect to College, Dept., Faculty, major related opportunities
- Increase Retention and ultimate graduation – WSU/STEM
- 24 Student Mentors, 19 Faculty Mentors, 364 Mentees
- **151** Active Mentees (goal: **150**)  
- 31 Research Scholarships  
- 62 Textbook Scholarships  
- 17 Travel Grants – Conferences  
- 12 Study Abroad Scholarships

A partnership of MSS/DSA, CAS, CAHNRS, VCEA, CVM  
Sponsored by the Boeing Company, AT&T, and the Washington Research Foundation
MSS: Hallmark Programs, Cont.

Academic Enrichment Center

**Tutoring** –
- 490 students received tutoring
- 51% were multicultural students
- 58% had 3.0 or higher GPA (vs. 45% for all students served by MSS)

**Study Tables**
- 323 students participated in 59 study tables sessions

**Workshops – Trainings**
- 209 and 3,154 Student Participants
Community Relations and Outreach

Outreach and Visitations
- Around 9,060 Visitors
- 41 Tours and Presentations by MSS Staff

Cultural and Social Events
- Over 200 Events
- 11,734 Participants

La Bienvenida
- For Spanish speaking parents: 120

Undocumented Student Training & Support
- Legal Services for Undocumented Students
- Multiple trainings and HRS Webinar
- Research project- Making DREAMs come true: A resilience intervention to increase academic persistence among undocumented students in higher education.
Cross-Cultural Leadership and Professional Development

Para-professionals In Training
- 132 Graduate & Undergraduates selected for the role of GAs, Mentors, Tutors, Office Assistants, Interns, Ambassadors

Self and Supervisor Assessment Rubric

1. Job duties, challenges, & opportunity recognition
2. Information and evidence
3. Organization and University learning mission
4. Teamwork & Leadership
5. Cultural Competency-Multiple Perspectives & Diverse Viewpoints
6. Communication

SDT - Autonomy, Connectedness, Competency
MSS: Campus and off-Campus Collaborations

- **Team Mentoring Program**: A Partnership with STEM/Pre-Health degree granting colleges
- **Office of Undergraduate Education**:
  - UNIV 497: 4 classes each semester to train student mentors in MSMP and TMP
  - UNIV 101 and 104: 7 UNIV104 (Fall) and UNIV101 (Spring) classes each semester for students in the Smart Start Program
- **Research project**: Making DREAMs come true: A resilience intervention to increase academic persistence among undocumented students in higher education. Psych Dept. and Provost Office
- **First Generation Students Abroad**: AEA and ASCC
- **Liaisons from CTS, RL**
- **Multiple projects**: GIESORC, Student Involvement, AEA, HPSC, ASCC, CUB, DSA Marketing, etc.
- **Grants**: Boeing, AT&T, NSF, Washington Research Foundation (TMP); Banner Bank (MSMP)
MSS KEY PROJECTS FOR AY 18-19

- Realignment and Integration into Community, Equity, and Inclusive Excellence
  - External Review Recommendations
  - MSS Role within CEIE
  - New Directions
  - DSA Operational Principles: Learning Centered, Academic and Collaboration, Student Centered

- Learning Outcomes and Assessment

- Serving the largest Freshman Class

- MSS Student Advisory Council

“We may have all come on different ships, but we’re in the same boat now.”
– Martin Luther King, Jr.
11 Metrics

AAU metrics
- Federal research and development expenditures
- Faculty awards
- National Academy membership
- Citations: Thomson Reuters InCites

Peer-comparison metrics
- Total research and development expenditures
- Doctorates awarded
- Annual giving
- 6-year graduation rate

WSU-specific metrics
- Percentage of undergraduates involved in research, scholarship, and creative discovery
- Placement rate of graduates
- Percentage of underrepresented minority faculty, staff, and students
MSS Learning Outcomes

Participants of MSS programs and services

Learning Outcomes
As a result of their participation in MSS programs and services, students will:

1. Establish a social and cultural network with peers, faculty, and staff
2. Learn about the multiple academic, cultural, social, and other resources available to them at the institution
3. Recognize and experience MSS as an office that is welcoming, supportive, validating, and culturally responsive
4. Develop awareness of own and other cultures and beliefs, interact respectfully and constructively with others of similar and diverse backgrounds, values, and perspectives

Operational Outcomes
1. Higher percentage of 1st Gen, high financial and academic need comprise the frequent users of MSS services
2. Engaged students in MSS programs and services persist and graduate at same or higher rates than overall student population
3. Engaged students in MSS programs and services report higher satisfaction with their educational experience
MSS Learning Outcomes

MSS student Interns and Employees (Graduate Students, Mentors, Office Assistants, Student Ambassadors, Tutors, and Interns)

Learning Outcomes
As professionals in training, MSS student employees, upon completion of their role within the office will be able to:

1. Know and perform with entry level expertise professional skills such as timelines, reliability, work duties, problem solving, and opportunity recognition
2. Information and evidence: use critical and creative thinking to understand, formulate, or apply ethical responses in the performance of professional duties
3. Learn the organization’s mission and goals and establish the connections of their role in their accomplishment
4. Recognize the value of teamwork and leadership and confidently perform work duties as a member of a team with a level of leadership required by the task
5. Demonstrate cultural competency, multiple perspectives, and diverse viewpoints: Gain awareness of self as a member of a global society and recognize how own values shape one’s inquiry and actions while increasing appreciation of other cultures, value systems, and social identities
6. Communicate effectively through active listening, speaking and writing using diverse media to advance understanding and organizational goals

Operational Outcomes
1. Graduation rates are equal to or higher than the overall WSU graduation rates
2. Graduating students will be ready for the next steps and with placement at a Graduate or professional School program or at the workforce
MSS Learning Outcomes

Students in the Smart Start Program

Learning Outcomes
Students active in the program will:

- Navigate resources on campus and approach resources professionally
- Establish life skills and personal well-being: financial, technology, health, etc.
- Identify and seek academic support: accessing and promoting the use of support
- Identify education and career goal setting and how to achieve them: Coaching

Operational Outcomes
1. 100% of selected students will enroll in UNIV 101 and 104 classes
2. At least 90% of selected students will be active in the Program
3. Fall to Fall Retention (82%) of SSP students will be equal to or higher than the overall FRS Cohort
4. 82% Meet academic requirements at end of FRS year
MSS Learning Outcomes

Mentees in the Multicultural Student Mentor Program

Learning Outcomes
MSMP mentees active in the program will:

- Have a sense of belonging at the university and understanding about the importance of networking - “find a home away from home”
- Be knowledgeable about the university resources and able to access them
- Be knowledgeable and confident in own ability to undertake new responsibilities and challenges (attend classes, study smart, network with staff, faculty, advisors, and peers)
- Gain academic confidence and normalize challenges faced by underrepresented students pursuing higher education

Operational Outcomes
1. 100% of Mentees are contacted by their Mentor
2. 70% of Mentees are active in the Program
3. 85% Fall to Fall Retention
4. 92% Meet academic requirements at end of FRS year
MSS Learning Outcomes

Mentees in the Team Mentoring Program

Learning Outcomes
TMP mentees active in the program will:

1. Learn about and access the multiple resources available to students pursuing STEM and pre-health majors
2. Establish a support network comprised of fellow students, faculty, and staff
3. Gain academic confidence and normalize challenges faced by underrepresented students pursuing STEM and pre-health majors

Operational Outcomes
1. 150 Mentees will be active in the program
2. 100% of Mentees will be contacted by their Mentor
3. Higher retention and graduation at WSU (80%) and in the STEM pre-health majors (70%) compared to non-participants
4. Placement on research, internship, study abroad opportunities