

**Office of Multicultural Services'**  
**Administrative Review Action Updates**  
**March 2012**

**2012 General Update**—The Office of Multicultural Services has been working toward securing an Intercultural Program Coordinator position for the past year. Part of the delay has been due to the University having a larger conversation about how best to situate and support diversity institutionally by the hiring of a Chief Diversity and Inclusivity Officer and whether or not there would be interplay between these two sought after positions. After much dialogue, the University was convinced that both positions were necessary to meet the growing needs of serving and growing our diversity and inclusivity efforts on campus.

**Overall Impact**—The delay in hiring the program coordinator position for the Office of Multicultural Services has had the general impact of slowing down the implementation of Action Recommendations from the 2011 Administrative Program Review.

**Action Recommendations for Departmental Improvement set in 2011**

1. Cultural Club Participation Assessments: there is the need to improve the ongoing work being done with the cultural clubs and organizations. Assessing them periodically is a means by which we can identify areas for improvement.

**Action Update: This action recommendation has been slowed down by the lack of staff to compile the data. There is a conversation with the Assistant Dean of Student Affairs as to how to utilize technology (i.e. SurveyMonkey) to more easily collect and compile data. In addition to collecting and reviewing data, OMS will share findings with cultural club student leaders. The hope is to work with student leaders to use this data to help improve their respective organizations.**

2. The OMS in close collaboration with the Multicultural Club Council (MCC) will create opportunities to bring the leadership of the cultural clubs together for the dual purpose of getting to know each other and to create collaborative programming initiatives.

**Action: Convening club leadership through MCC is working well, but still need to engage several clubs that have recently been created on campus. Adding new clubs to the MCC roundtable will be an ongoing challenge, but one that is doable. In addition, the Interfaith Council, out of the Chaplain's Office, has also been added as a collaborative partner. Some possible progress indicators for this recommendation have been identified and include: a) attendance of representatives from cultural clubs at MCC and b) number of collaborative events/initiatives undertaken by different organizations that make up the MCC.**

3. Diversity retreats/human relations trainings: there is a need to raise the level of consciousness surrounding the role that issues of diversity have on individuals and the community. This includes individual and systemic issues of bias, bigotry, and oppression. These trainings need to have clear learning outcomes in order to better assess whether or not the goals are being met.

**Action: The diversity retreat has been the major vehicle by which participants have engaged with this learning process and the evaluative tools have been changed to better assess whether participants are meeting the learning outcomes of the program. That said, there is a need to develop/institutionalized additional programs initiatives related to consciousness raising. One of the main challenges to institutionalizing this process continues to be time and resources.**

4. First Generation Student Success Program: given the gap of information that first generation students and their families have about the college experience, there is a need to support first generation students in terms of mentoring, offering workshops and parental involvement.

**Action: The goal was to expand services rendered to students, this has happened by expanding the number of students participating in the mentoring program as well as the number of mentors engaged with the program. There are now approximately 300+ students and 100+ faculty and staff mentors. The increase in participation has also given rise to some logistical. Specifically managing a program that large; following up with students to assure that they have met with mentors (and visa versa); as well as making sure that students who expressed interest are still interested and currently enrolled.**

5. Cultural Graduation Celebration Assessments: currently there are a relatively low number of students participating in the cultural celebrations, this may be due to the lack of information on the existence of these celebrations and for the reason they exist. Data shows the need for improving the cultural celebrations.

**Action: No new updates. This action step is tied to increasing the level of publicity around OMS – it's programs and services (new action recommendation listed at end of document). Specific strategies related to this action recommendation are a) utilization of electronic media/computer system with images and distribution ease of relevant information to all prospective graduating students and b) dissemination of cultural graduation celebration information to the regional campus directors.**

6. Given that there is only one full time staff person to oversee the myriad of initiatives coming from the OMS, there is the need for additional staff. Simply indicating that services rendered must be increased incrementally to meet the needs of students.

**Action: Funds have been allocated to hire an Intercultural Program Coordinator. Currently job posting is being finalized.**

7. There is a great need to mentor and support the advisors in their role with the clubs. For the last couple of years, clubs have had difficulty in identifying an advisor because there are not sufficient role models and advisors the clubs feel comfortable having as advisors—this is a problem that needs to be addressed.

**Action: Time and resources continue to inhibit the necessary work in this area. Even with the limitations, additional support was provided to Black Student Union in identifying their current advisor. This was a win-win situation. Additional effort is underway in pursuing additional advisor support for the Latino Student Forum and First Generation Club. A next step will be to convene a fall and spring breakfast meeting of advisors and potential advisors to further engage/support them in their roles as advisors.**

8. There is a need for additional Multicultural Student Leadership training.

**Action: no new update. Time and resources continue to inhibit progress in this area. All the while, foundational elements including the work with the MCC and the diversity retreat offer students the necessary human relations understanding to be better leaders. From the recent diversity retreat, there is a cadre of students that are willing to pursue additional training around facilitation, group dynamics, communication, and other human relations issues. This could very well be the best foundation for something to be further developed once the program coordinator is hired.**

9. There is a need for a Cultural Resource Library that will allow students ready access to learning tools about various cultures.

**Action: Due to lack of physical space and changes in technology, this action recommendation has shifted to the creation of a virtual resource library. The current strategy is to hire two student workers who will be trained in WordPress and will then continue to build the virtual library on the Office of Multicultural Services' website.**

10. There is a need for a readily accessible child care center on main campus for parents returning to school.

**Action: This is no longer being pursued by OMS. Although this is still an area of concern, it falls under the domain of the Child Development arena and they currently have expertise in meeting this need.**

11. The Office of Multicultural Services needs to visit the Regional Campus Administration (satellite campuses) to acquaint them with support services provided by the OMS.

**Action: No new update. It is still unclear if this action recommendation should continue to be pursued given the new direction of the University Strategic Plan and the La Verne Experience focus. In either case, given the limitation of time and resources, it makes sense to first meet with the regional directors to better inform them of services being provided—they become liaisons to their respective campuses.**

**New Action Recommendations being introduced Spring 2012**

2012 - 1. In order to streamline the assessment strategies for OMS, the Director of OMS will meet with the Assistant Dean of Student Affairs on a monthly basis. The purpose of this meeting will be to review learning outcomes, assessment strategies, and assessment techniques.

2012 - 2. Explore the greater role that graduate interns can play in supporting the initiatives from OMS. While the pending addition of a coordinator position is highly needed and welcomed, the work demand and need can easily exceed the capabilities of a two person OMS office. In a pilot program, graduate interns have proven to be instrumental. This office will explore how to best institutionalize a graduate internship program for the OMS office.

2012 - 3. Focus on marketing to inform and advertise services offered on behalf of the OMS. One of the areas of growth for this is greater visibility at a campus level. Consequently, this office is working on promotional materials and strategies to better inform its' stake holders about its programs and services.

2012 - 4. While OMS can serve as a "hub" for diversity related programs and initiatives targeting students, to be effective this office needs to be collaborative in nature. By stressing greater collaboration, the responsibility of inclusive programs and/or initiatives become campus wide programs/initiatives versus programs/initiatives being put on by a single office. The office has experienced some initial success through work with other offices (e.g., graduate interns from Housing worked with OMS and naturally created collaborative opportunities between offices).