**MULTICULTURAL STUDENT SERVICES ASSESSMENT GOALS/ACTION STATEMENTS (2012-2013)**

**Multicultural Student Services Goal 1:** Create an environment that strengthens holistic personal development and wellbeing of students where everyone feels welcome, respected, and safe.

**Multicultural Student Services Goal 2:** Develop a learning environment that cultivates a positive, inclusive and engaging community where multiple perspectives are openly shared and can thrive toward guiding students, faculty and staff to think critically about social justice issues in the classroom and workplace, providing everyone with tools to think inclusively.

**Multicultural Student Services Goal 3:** Increase success, representation and visibility of students of color who are prepared and empowered to make meaningful contributions that are socially relevant.

**Multicultural Student Services Goal 4:** Increase the representation of talented underrepresented/domestic people of color at UND.

**Multicultural Student Services Goal 5:** Enhance leadership development opportunities for domestic students of color.

<table>
<thead>
<tr>
<th>Actions</th>
<th>Suggested Administrative Oversight</th>
<th>Resources/ Source for Resources</th>
<th>Outcome/ Accountability Measurements</th>
<th>Actions relation to Exceptional UND/Student Affairs Division Goals/MSS Objectives</th>
<th>Action status</th>
<th>Time Frame</th>
</tr>
</thead>
<tbody>
<tr>
<td>Develop and implement Engagement Program (EP)</td>
<td>MSS Director GSAs - EBTMC</td>
<td>MSS Retention Plan</td>
<td>a) Structure the tutoring &amp; mentoring program as a subprogram under the EP</td>
<td>Enriching the Student Experience - Rigorous and engaging undergraduate experiences, such as seminars, linked courses, and learning communities - Adaptive, convenient, and personalized attention to student success - Environment and programs that embrace diversity, understanding, and fellowship Facilitate Collaboration: Promotes innovative and productive collaboration among academic programs and disciplines, faculty, staff, and student, and in teaching, research, and extracurricular activities Encouraging Gathering - Values personal interaction - Gathering and sharing - Challenging and exploring - Supporting and understanding - Building enthusiasm and a sense of belonging Recruitment - MSS promotes UND through opportunities for faculty mentoring, in-house tutoring, and other student support services Retention – MSS facilitates</td>
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<td>Collected: Year 2012-13</td>
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<td>to engage students early on with academic and support services as well as leadership opportunities through MSS mentoring/tutoring programs; and a designated series of engagement presentations and activities to apprise students of available support services, representatives and strategies for success</td>
<td>MSS Retention Plan Creation of an Advisory Committee for MSS Relationship with: Writing &amp; Math Tutoring Centers Student Success Other Campus Tutoring</td>
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- MSS Director GSAs - EBTMC
- MSS Retention Plan Creation of an Advisory Committee for MSS Relationship with: Writing & Math Tutoring Centers Student Success Other Campus Tutoring
- a) Structure the tutoring & mentoring program as a subprogram under the EP
- b) Work with relevant departments to ensure adequate skill level for tutoring and possibly get recommendations for tutors. Could reward the tutor w/ a Director’s recommendation after 40 hours of tutoring completed at the Center.
- c) Ask for student input regarding their interest in study groups for freshmen (e.g., chemistry study group, algebra study group) where a qualified tutor is guaranteed to be at the EBTMC for that hour or two
- d) Improve advertising for MSS tutoring program
- e) Better outreach to adult learners of color, and all adults
(e.g. visit the adult re-entry center)

f) Structure support services-type presentations as a subprogram under the EP for the purpose of introducing students to the offices and representatives that are available to help and assist them with their needs and questions that arise throughout their time at UND.

g) MSS does not need to host every presentation advertised in this series. In support of other department and various organizations, we can and should encourage students to participate in non-MSS initiatives and programs.

h) After each 1-1 session, present ½ sheet to each student receiving EP programming and services via MSS that collects demographic information and information regarding the need and level of satisfaction, i.e. “have you been here before for this service”, “did we address your reason for coming in?”, (staff only section: “reason for student visit”)

i) On a semester’s basis, utilize collection of information to determine the effect of EP programming and services on the Multicultural Student population

j) On a semester’s basis, compare EP results data to IPEDS data reported for Multicultural Students towards inferring conclusions from both data sets and informing practice.

Student Engagement – MSS affords students multidimensional opportunities for involvement and success across all of its programs, especially focusing on new students with its Engagement Program.

Diversity – MSS attracts and celebrates diversity at UND by supporting the presence, academic success, and involvement of minority students.

Staff Development – MSS collaborates with numerous campus entities in its outreaches to current and new students of color, raising awareness and expanding intercultural, intergenerational, and interpersonal skills.

Devis a plan to enrich faculty and staff recruitment among underrepresented groups

Promote an institutional climate where cultural awareness is ongoing

Create and safe and welcoming cultural center that encourages all students, faculty, and staff to become active and involved citizens within the college community

Provide quality support services to enhance MSS student success

Note: End-of-year results of the EP program and related services as per the aforementioned actions should be viewed in tandem with other initiatives that will have a holistic effect on Multicultural student retention and engagement. One year activation of the EP program will not result in conclusive data of its service and program effectiveness.