Co-curricular Assessment Report

Program/Department Name: Multicultural Student Affairs

Year of CAR Completion: 2018

CAR Cycle: 2015-18

Co-curricular Assessment Report

Organization of Program Review Materials:

- Component I: Response to Previous Co-curricular Assessment Report
- Component II: Review of Assessment Data
- Component III: Criteria for Co-curricular Assessment Report
- Component IV: Recommendations and Executive Summary
- Appendix A: Co-curricular Program/Department Summary Work Plan

NOTE: Please spell out any acronym the first time it is used.

NOTE: Whenever possible, link answers to supplemental documentation that you are providing.

Component I

Response to Previous Co-curricular Assessment Report

Based on your previous CAR review, identify strengths, areas of improvement, opportunities, threats, and progress to date and complete a separate form for each program/major/certificate. *(Please enter NA in these areas if this is your first CAR.)**If you are referring to supplemental documentation that you are including in this CAR, please identify that documentation clearly in your answers below.*

Program/Department: The Office of Student Diversity

Strengths:
Our staff has made the office as a warm and welcoming environment for all students to come for any assistance while they are at Stark State College. The office recognizes that the best way to have a good relationship with students and learn about their needs is to establish a place where they can enjoy and be comfortable with each other. When students feel welcoming, that would make their learning much easier and most likely to become successful in higher education. The Office of Student Diversity has provided all kinds of services to different groups of students. In order to help students and understand their needs, our staff has to be multi-functional and performs different tasks in the department. The office has to be able to provide the resources to students when they need those resources. The staff of the Office of Student Diversity is knowledgeable and understands about the layout of Stark State College resources in order to assist all students. These services include academic assistance, accommodations, academic advising, admissions, financial aid assistance, career guidance, and computer assistance. The office also assists students who are in disadvantaged situations, especially students whose language is other than English. In addition, the Office of Student Diversity offers guidance / advises to students who may not have the ability to understand the higher education system. The staff makes use of all resources on campus-wide to provide all students to utilize while they're here for their education. After they graduate, some of these students may transfer out to the four-year colleges or universities. The office also guides them with resources that they can continue on to the colleges or universities.

Areas of improvement:
There is always room for improvement in the department for more success to assist our students. One of the major areas is getting more private office to service students in an office with close door when counseling session is being carried out. This is due to FERPA law. The office has the responsibility to protect Stark State College and the students. If there is fund available, the office can use it for more cultural programs campus wide such as displaying cultural artifacts for the department, inviting cultural diversity famous speakers on our campus, and so on. In order to provide upscale programming to all faculty, staff, and students, the Office of Student Diversity may need fund. These upscale programs can enrich cultural diversity on campus. Another area for improvement is office staffing. Currently, the department is being run by limited staff and getting by okay. However, it may be more efficient if Federal Work Study student can be hired to help at the front desk. This assistance would help alleviate the tasks in the department. It is understandable that the college is going to do its best to accommodate all the needs to improve the department.

Opportunities:
There are many opportunities for the students to accomplish their study at Stark State College. The Office of Student Diversity provides all kinds of resources for students to obtain their goals. In addition, cultural diversity programs have also been created to accommodate students for their acceptance of new environment. These programs are designed to welcome students of diversity to the campus of Stark State College. The Office of Student Diversity believes that this is a good chance for students to explore both academic and social world. A lot of these students have not had exposure to the higher education system before they arrived at Stark State College. It is important that students have opportunities to interact with staff and faculty. During these events, staff, faculty, and students can learn about each other and that can lead to the understanding of how classes are taught or resources can be obtained for academic purposes. The monthly events have also been increased to make students feel at home. The significant points of these programs are to promote students diversity and provide opportunities for students to be successful in whatever field of study they choose at Stark State College.

Threats:
There is limited fund for cultural diversity programs and it is very challenging to run the events. New students arrive on campus every semester and new resources may be needed to accommodate these new students. With limited staff in the department, assistance for students may not be provided efficiently. In the meantime, Stark State College has a department called Student Success Department to help with new students. The Office of Student Diversity is going to utilize this department for assistance temporally for our students if it is available. The office will continue to use every resource that Stark State College has and always direct student to where assistance are available. Stark State College is a team player and has good resources for higher education.

Progress to Date:
Monthly events have been carried out and completed as scheduled. In addition, the office has been working to increase more programs for different date and time for students. ELL program has been established with English department to help students who take English as a second language. Stark State College has many resources for all students to utilize so that they can be successful for their goals and careers. The office will continue to strive for the best ways to promote and encourage all students to do well in academic achievements and follow through with good direction to their goals. It takes an understanding place for students to move forward with their education and hope in their future. The Office of Student Diversity will maintain all resources to provide our students, faculty, and staff.   The office also continues to provide welcoming environment for all students in their learning experiences.

Component II

Review of Previous Assessment Data

If you are referring to supplemental documentation that you are including in this CAR, please identify that documentation clearly in your answers below.

1. What changes have been recommended that have had a positive effect on your program's outcomes? (Please be specific.)

ELL lab was a recommended change that has had a positive effect on our program's outcome. This lab has been a good resource for students whose language is other than English. It enhances their ability to understand English better. Speakers were invited on campus to speak about diversity. These speakers have drawn a lot of attention from the community and campus audience which are the results of the office of diversity advertising. The office has given presentations on diversity and immigration in classes.

2. What changes to your program/department were made based on findings from the previous CAR?

The changes to our department were the elimination of the center for testing and tutoring of students due to the creation of EEL lab. In addition, the office increases the monthly events from once a month to two to three events a month. Funds are available for speakers to be invited on campus throughout the year. The office has reached out to LGBTS to support their events throughout the year.

<p align="center">**Component III**</p>

<p align="center">**Criteria for Co-Curricular Assessment Report**</p>

Criterion 1.0 Mission, Values and Goals

Mission: Provision of assistance for students needs across campus and advises for their career goals.

The mission of the Office of Student Diversity is to enhance the academic success of under-represented students through academic and social support programs and services.

Values: The office has offered many guidelines for students to achieve their fields of study.

Stark State College will embrace the diverse cultural and learning perspectives that come with individuals from a variety of backgrounds.

Goals: The objectives of the office are to assist students to pursue their interests of study and to guide them to be successful in the academic field.

1. To empower under-represented students through advocacy with College faculty and staff and community organizations.
2. To provide high quality multi-cultural programming to the college community.
3. To provide additional support services to under-represented students

*Note if any changes have been made to the mission, values, and/or goals since the last CAR.

Criterion 2.0 Baseline Data

1.) **What baseline data has your Program/Department collected during this CAR term?**
Our department has collected the survey from each event carried out monthly. This survey serves as a baseline data for the department.

2.) **How is that data used to evaluate the Program/Department?**
These surveys collected are used to compare the number of people attending the events so that decisions can be made for improvement of the office.

Criterion 2.0 Program/ Departmental Assessment Procedure and Action Plan

Program/Department Name: Multicultural Affairs
Individual Completing Report: Kim Chhay
Individual(s) Reviewing Report:
Date:

Program/ Departmental Assessment Procedure and Action Plan

Purpose:

To self-identify the status of Program/Department in the outcomes assessment process as well as the action-steps and timetable for the development of assessment processes.

Assessment Criteria

Goals:
Does the Department have specific student learning or academic/ student service goals which reflect the discipline or service area professional standards?

Yes __x___   No _____

Outcome Measures:
Are direct and indirect outcome measures identified for each goal?

Yes __x___   No _____

Research:
Is research systematically conducted to evaluate success or failure in achieving outcomes?

Yes __x___   No _____

Findings:
Are research results analyzed and interpreted and findings determined?

Yes _x____   No _____

Review Process:
Are findings discussed and reviewed by appropriate groups and individuals and recommendations made for action?

Yes ___x__   No ____

Proposed Actions:
Are recommendations acted upon?

Yes ___x__   No _____

Improvements:
Have actions resulted in documented improvements in student learning or academic/ student services?

Yes __x___   No _____

Assessment Measures Inventory

*The matrix should contain all goals as they pertain to the CAR.

Assessment Measures for Goals (Outcome measures from assessment report)	**Is trend data available for the measure?** (*Yes, No, NA*)	**Has a performance benchmark(s) been identified for the measure?** (*Yes, No, NA*)	**Type of performance benchmark - SSC** (internal), **State-level** (OACC, OBR, Etc.), **National** (Professional Org., accrediting group, etc.)*List all that apply*
Goal 1: Organizations Feedback	Yes	No	SSC
Goal 2: Programming evaluation	Yes	No	SSC
Goal 2: Community Feedback	No	No	SSC
Goal 3: Noel-Levitz SSI	Yes	No	SSC, National

Goal 1:

The Office of Student Diversity has reached out to Coming Together Stark County, Ohio Latino Affairs Commission, Akron Art of Institutes, areas of school teachers and administrators, and surrounding community leaders. This has opened up the network and opportunity for Stark State College and surrounding communities working together to achieve common goals. The establishment of this network is a win-win situations for both Stark State College and the organizations. We can learn and share resources for each other to build a better community.

Goal 2:

Due to the connections of all these organizations, Stark State College has enriched diversity programs on campus. As results of the interactions between the Office of Student Diversity and these organizations, we have gained a lot of support, which can make Stark State College an attractive place for those who pursue their career goals. In the meantime, the programs of the Office of Student Diversity has increased more than before.

Goal 3:

The Office of Student Diversity has achieved the high mark for national requirements for diversity programs. The Office of Student Diversity has worked diligently with the surrounding communities and organizations leaders to establish diversity events and programs. The speaker recruitment processes were carried out by the Office of Student Diversity, then they were invited on campus to speak to the audiences. The feedbacks from the audiences for each event or program were recorded by the Research and Planning Office. According to Noel-Levitz SSI (National Survey for Diversity Program), the Office of Student Diversity has exceeded the National Survey for Diversity Program by 0.21.

Criterion 3.0: Assessment Results Report

Purpose:

The report is a summary compilation of key assessment methods, findings, review processes, actions, and improvements related to the academic/student service or learning goals of the Program/Department on an annual basis. As an historical record of assessment activities, the report provides for and supports the *systematic* assessment of academic support outcomes.

Instructions:

Enter the outcome measure in the space provided. Please note that for each goal it is expected that a mix of quantitative and qualitative as well as direct and indirect measures are employed.

Provide a brief summary of baseline data collected by the Program/Department and how that data has been used during the current CAR cycle.

Provide a brief summary of *key findings*, either as bulleted points or in short paragraph form.

Provide a brief summary on the review committee/review process (for example, Findings are reviewed by the Director and staff on a per term basis and recommendations are forward to the VP for further review).

Provide a brief summary of any proposed actions for the next term/CAR cycle. Please note that not all findings result in actions.

Provide a brief summary of any improvements from the previous CAR cycle (this does not apply to new measures the first year).

Goal 2: Programming Feedback

Outcome Measure 1: Programming evaluation form

Terms of Assessment: Fall ___x___   Spring__x___   Annual _____

Findings:

The Office of Student Diversity has been using the programming event evaluation form. The evaluation based on individual experiences with event, how they rate the event on a scale of: A=Excellent, B=Good, C=Average, D=Below Average, and F=Well Below Average. The Office of Student Diversity also provides space for suggestions for the future event themes or speakers.

EVENT NAME	TERM	LOCATION	VALUE GRADE	OVER ALL QUALITY
Hispanic Heritage	2015	3.83	3.92	3.83
	2016	0	0	0
	2017	3.68	3.74	3.58
	2018			
LGBT Heritage	2015			

	2016			
	2017	3.63	3.6	3.53
	2018			
Native American	2015	3.88	3.88	4
	2016	0	0	0
	2017	3.85	3.92	3.92
	2018			
MLK Day	2015	3.6	3.9	3.9
	2016	0	0	0
	2017	3.84	3.89	3.44
	2018			
Black History	2015	3.8	3.8	3.8
	2016	0	0	0
	2017	3.79	3.89	3.95
	2018			
Women's History	2015	4	3.9	3.7
	2016	0	0	0
	2017	4	4	3.8
	2018			
Asian-Pacific Heritage	2015	4	4	4
	2016	0	0	0
	2017	4	4	3.8
	2018			

Review Committee/Review Process:

Improvements:
Based on the goals, the office has improved the connection with different organizations in the community better than before such as LGBTS, Student Life, and so on. In order for the office to be more visible on campus, improvements are needed such as marketing the department on campus, press release and so on.

Goal 3:

Outcome Measure 1: Noel-Levitz SSI

Terms of Assessment: Fall _____   Spring_____   Annual _____

Findings:

In the Noel-Levitz 2017 Student Satisfaction Inventory, students' identified Stark State's commitment to under-represented populations at 5.88. When compared to the National

Community College benchmark of 5.67, this shows that the Office of Student Diversity exceeded the national norm by **.21**. Noel-Levitz identifies a difference of .001 as being statistically significant.

Also, when compared with the 2014 Noel-Levitz results, the Office of Student Diversity showed an increase of .1 in student satisfaction in the 2017 report.

Review Committee/Review Process:

The Office of Student Diversity has achieved the high mark for national requirements for diversity programs. The Office of Student Diversity has worked diligently with the surrounding communities and organizations leaders to establish diversity events and programs. The speaker recruitment processes were carried out by the Office of Student Diversity, then they were invited on campus to speak to the audiences. The feedbacks from the audiences for each event or program were recorded by the Research and Planning Office.

Improvements:

The Office of Student Diversity has worked diligently with the surrounding communities and organizations leaders to establish recruitment processes on diversity programs and events. Based on the goals, the office has improved the connection with different organizations in the community better than before such as Black History Month, Women's History Month, LGBTS, Student Life, and so on. In order for the office to be more visible on campus, improvements are needed such as marketing the department on campus, press release and direct calls and emails to all the heads of the departments.

Criterion 4.0 Program/Department members are qualified by professional background, experience, and continuing professional development and meet the needs of the Program/Department.

Yes	No	DNA		
x			**4.1**	Employee (full-time and part-time) credentials meet the program, college, state, and national accreditation requirements.
x			**4.2**	Annual Employee Performance Evaluations are on record in Human Resources.
x			**4.3**	Employees (full-time and part-time) are involved in professional organizations, presentations, and/or other scholarly works.
x			**4.4**	Employees are involved in the development of program/department initiatives that support the College Mission.

3. Additional Comments: (Please explain any "No" selections.)

Reflective Narrative Questions:

1. Describe how Performance Evaluations are being used to enhance the Program/Department.
Based on the performance evaluations, the department needs to check and verify speakers to make sure their credentials meet the topics they present.

2. Describe how professional development benefits the program.
The office of diversity has participated in workshops to improve programs such LGBTS workshop, Minority Health Services and so on.

3. Describe how employees are involved in the development of program/department initiatives that support the College Mission.
There are numbers of faculty and staff attending programs provided by the Office of Student Diversity which go along with the college mission.

Criterion 5.0 Program/Department is responsive to changes in current technology and adequate resources.

Yes	No	DNA		
x			**5.1**	Program/Department changes are consistent with technological and scientific advances, and Program/Department content incorporates new developments in the field.
x			**5.2**	Employees work with supervisors to ensure adequate and current resources available for the Program/Department.
x			**5.3**	Employees work with information technology staff to ensure availability of appropriate software and hardware components.

Additional Comments: (Please explain any "No" selections.)

Reflective Narrative Questions:

1. Explain the changing conditions within the field.

Phone, email, instant messages, Stark State College Facebook, Tweets, Stark State College Calendar, and college monitor, are kept up-to-date for the office to operate.

2. How are these changing conditions addressed within the Program/Department?

The changing conditions have make communication more efficient in the office to keep up-to-date with the operations of the office. The technology has been making the network across campus easy to connect with different departments or divisions.

3. Explain how employees work with information technology staff to ensure availability of appropriate software and hardware components.

All software and hardware components are always updated for the office.

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Component IV

Recommendations and Executive Summary

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Based on the results of this current CAR, list your strengths, areas of improvement, opportunities, threats, and recommendations.

Program/Department: The Office of Student Diversity:

The overall satisfaction with the Office of Student Diversity services was relatively high among the factions of college and community partners who were asked for feedback. It did become apparent, however, that there are some areas of improvement needed to enhance the quality of services from this Office. One area that will be targeted for improvement over the course of the next year will be making individuals more aware of the availability of services and programs as the Satisfaction Survey showed that individuals are not as aware of the services available in this area as we would like them to be. Over the next year the department will develop methods of getting information out to students and faculty in regard to the services and programs that are provided in this department.

Strengths:
- Increase the number of events and programs on campus that support diversity
- Support services for divers' students into the classrooms
- Increase the networking with all the departments or divisions
- Knowing how to work with all different kind of Generations, especially the iGeneration

Areas for improvement:
- Insufficient staffing
- Limited visibility of the location of the office e.g. signage, website, etc.
- Lack of standing at the College for the office
- No presence at Perkins

Opportunities:
- Office of Student Diversity looks for more connections with International Institute of Akron regarding new coming refugees.
- Invite more well-known speakers on campus
- Increase students, faculty, and staff involvement
- Broaden scope of diversity to appeal to a wider base of potential supporters

Threats:
- The office has only one staff member, which makes it difficult to keep up to date for some of the areas of diversity and provide sufficient programming and services.

Priority Recommendations:*(For each area listed below, please number all recommendations as they will be prioritized on the Summary Work Plan - Appendix A. Sufficient support for the recommendations must be included, either by reference to responses in the components or specific Criterion or by additional information included with this program review.)*

Additional Information. On occasion, some programs may have additional documents that they feel should be included to complete the self-study. Supporting documents may include such things as program self-study reports, case study reports, survey statistics, focus group data, etc. All supporting documentation must be dated within this CAR period. Please list below the additional documents that you will be adding to this CAR in support of your recommendations.