

**Plan 2008 Phase II Programs & Initiatives
Outcomes Reporting Form
January 2007**

Your Institution: University of Wisconsin-Milwaukee	
Program/Initiative: Multicultural Student Center	Year Established: Fall 2005
Target Audience (check all that apply): Administration: <input type="checkbox"/> Faculty: <input type="checkbox"/> Academic Staff: <input type="checkbox"/> Classified Staff: <input type="checkbox"/> Students: <input checked="" type="checkbox"/> Campus Community: <input type="checkbox"/> Other: <input type="checkbox"/> If other, please specify:	
Race/Ethnic Groups Affected by this Program/Initiative (check all that apply): African American/Black: <input checked="" type="checkbox"/> American Indian: <input checked="" type="checkbox"/> Latino/Hispanic: <input checked="" type="checkbox"/> Southeast Asian: <input checked="" type="checkbox"/> Other Asian: <input checked="" type="checkbox"/> European American: <input checked="" type="checkbox"/> Other: <input checked="" type="checkbox"/> If other, please specify: Some international students	
Cost of Program/Initiative: \$200,000	Funding Sources: 101, 402 funds
Description: The purpose of Multicultural Student Center (MSC) is to facilitate student success by offering a myriad of programs and services. They include a welcoming space (Multicultural Student Lounge) for students to hangout, meet, and/or study; a series of educational workshops and social events; advising and referral services; a Making the Connection Program for new freshmen; an annual Diversity Career Day event; an annual AMSLC student leadership conference; and the publication of an annual newsmagazine, <i>Myriad</i> . The development of a MSC website at www.msc.uwm.edu was completed in spring 2006. A copy of the MSC brochure; information and listings of MSC programs, events and activities; membership and meeting dates/summaries of MSC advisory committee; and links to other multicultural offices at UWM can be found on this website. The MSC was created as part of the UWM Access to Success initiative. In addition to the creation of MSC, a number of campus-wide multicultural offices were physically moved to a centralized location to better coordinate program services and collaborate on activities and events. The move of Multicultural Student Center, African American Student Academic Services, Roberto Hernandez Center, American Indian Student Services, and Southeast Asian-American Student Services to the first floor of Bolton Hall was completed at the beginning of fall 2006 after a year of planning and renovation. Each office is now identified with a marquee that includes a unique set of color panels. The development of a combined Multicultural Open House is currently underway for implementation in fall 2007.	
Point Person(s): Interim Director Linda Huang	Department/Unit(s): Multicultural Student Center
Departments/Units/Groups Involved: MSC works with all departments on campus, particularly with the African American Student Academic Services, Roberto Hernandez Center, American Indian Student Services, Southeast Asian-American Student Services, Academic Opportunity Center, LINKS Peer Outreach & Mentoring Center, and Union Sociocultural Programming. Representatives from these seven departments, along with representatives from multicultural student organizations, are members of the MSC Committee, which meets on a monthly basis to coordinate programs and activities, discuss issues, and share information.	
Goals & Expected Outcomes: The mission of the MSC is to serve as a viable and active structure that embodies the university's commitment to inclusion and student success. Its goals (in an abbreviated version) are to: <ul style="list-style-type: none"> • Serve as a clearinghouse of information and services to foster student retention and success. <u>Expected outcome:</u> MSC serves as a provider of information and data, and functions as a referral service to other programs on campus (e.g., tutoring, mentoring, financial aid, career development, faculty/instructors). • Promote, develop, and implement educational workshops and socio-cultural activities to enhance the cultural, personal, intellectual, and leadership development of students. <u>Expected outcomes:</u> implementation of a series of workshops and activities, a Multicultural Student Lounge, an annual Diversity Career Day event and AMSLC conference participation. • Provide assistance to prospective multicultural students. <u>Expected outcome:</u> creation and 	

implementation of the Making the Connection Program, and involvement in new freshman orientation sessions during the summer.

- Produce publications that will enhance communication with multicultural students, as well as highlighting program, student, faculty and staff achievements. Expected outcome: publication of *Myriad*, brochure, and flyers.

Actual Measurable Outcomes for Plan 2008 Goals, Including Impact on Enrollment, Retention, and/or Graduation, and/or long term potential thereof.

The actual measurable outcomes for each of the MSC programs and activities are as follows:

Making the Connection Program (MTCP)

The MTCP was created as a pilot program in August 2006 to facilitate the transition of new freshmen of color to first semester at UWM. New freshmen were invited to attend a MTCP session, which was offered twice per day for two weeks prior to the beginning of fall 2006. For each session, MSC staff met and talked to students (and parents) in the Multicultural Student Lounge (MSL); helped them purchase textbooks; took them to all their classrooms (based on their class schedules) and tour the multicultural and other support services. As a result, MTCP participants bonded with MSC staff and hanged out in the MSL; and developed camaraderie with each other, which continued throughout the 06-07 year.

A total of 51 students participated in the 2006 MTCP; 36 were African Americans, 9 Latino/as, 5 Southeast Asians, and 1 White European American. The average semester GPA for fall 2006 was 2.36 (n=51) for all participants; with an average GPA of 2.25 (n=36) for African Americans, an average GPA of 2.34 (n=9) for Latino/as, an average GPA of 2.97 (n=5) for Southeast Asians, and a GPA of 3.60 (n=1) for the White European American. Additional information for these 51 participants include:

- 18 or 35% of them were discretionary admits and enrolled in the Academic Opportunity Center (AOC);
- 12 or 24% of them received probation at the end of fall semester, and 2 or 4% withdrew from UWM during the fall semester; and
- 7 or 14% of them, including the 2 students who withdrew during fall 2006, did not enroll in spring 2007; all of them were African Americans and 5 of them were in AOC.

The academic progress of these students will continue to be tracked through their second-semester performance, as well as their attendance in fall 2007 (for first-year retention rate).

Multicultural Student Lounge (MSL)

The MSL was created in October 2005 as a place for students to relax, study, or hangout with friends; and student organizations to hold meetings and activities. It is located in the Union and open every day from 10 a.m. to 4 p.m. during the academic year. The Lounge usage was recorded on an hourly basis, as observed by student monitors. Since fall 2005, the Lounge usage (including duplications and workshop attendees) has increased tremendously:

- for Fall 2005, 527 students utilized the Lounge in 6 weeks for an average usage of 88 students per week;
- for Spring 2006, 1,484 students utilized the Lounge in 15 weeks for an average usage of 99 students per week; and
- for Fall 2006, 2,529 students utilized the Lounge in 15 weeks for an average usage of 169 students per week.

The African American students continue to be the majority (72%) of the Lounge users, followed by Latino/a and White European American students (at 12% each). In fall 2006, three of the four student monitors in MSL were African Americans. An effort was made in spring 2007 to diversify the MSL staff by hiring a Hmong student, with the hope of attracting more Southeast Asian students to the Lounge.

At the end of fall 2006, a brief survey was administered to the MSL users. Many of the 102 respondents felt that the Lounge provided a comfortable environment and welcoming atmosphere for students. They visited the Lounge multiple times in 2006 for mostly hanging out and socio-cultural activities. Suggested possible improvements in the future include: implement more awareness/diversity events and more issue-oriented discussions, and expand Lounge hours. Some of the specific data are listed below:

- 52% had been to the Lounge at least 4 times in 2006, including 37% who had been there 8 or more times;
- 42% utilized the Lounge for socio-cultural purposes, and an additional 15% indicated that they utilized the Lounge for academic, educational and socio-cultural purposes;

- 93% felt that the activities in the Lounge were very good or good;
- 47% liked the Lounge most for its comfortable and welcoming environment/atmosphere;
- 73% did not respond to the question on what they liked least about the Lounge, i.e., they thought everything was OK; and
- when asked what type of activities they would like in the MSL, 31% said to leave everything as is, everything was OK, or did not respond, while 31% wanted more awareness/diversity workshops/discussion, debate/discussion on issues, and leadership workshops/activities.

Workshops and Events

A series of workshops and activities are planned each semester (beginning in spring 2006) that are held in the MSL. The topics of these workshops will change as a result of participant feedback, attendance, and/or survey results.

In spring 2006, two social events (Welcome Back Fest and End-of-Semester Stress Buster) attracted a total of 250 attendees; and five workshops (How to Communicate Effectively With Your Professor, Test Anxiety & Time Management, Library Research Strategies for a Successful Paper, and two Preparing for 'Just in time Job Fair' sessions) yielded a total of 62 participants.

In fall 2006, the same social events attracted a total of 350 attendees; and the five workshops (How to Communicate..., Test Anxiety..., Library Research..., Preparing for 'All Majors Career Fair,' and Call It Like It Is: A Community Response to Anti-Hate) yielded a total of 60 participants.

The social events were extremely successful and well-liked by students. The workshop series were modified for spring 2007 implementation that included I AM FIRST, The Best Things in Life are FREE, The Stereotyping of American Indians and Lessons for America, and two Preparing for 'Diversity Career Fair' and 'Just in Time Job Fair' sessions. The workshops will continue to evolve, based on feedback and attendance, in the future.

Diversity Career Day

The annual Diversity Career Day is implemented in collaboration with the UWM Career Development Center. The 2006 program was held on February 2nd from 10 a.m. to 2 p.m., with representatives from 86 employers and institutions available to meet and talk to participants. A total of 456 people attended the event; 416 were from UWM and 40 from other institutions; 23% were seniors, 17% were juniors, 15% were sophomores, 12% each for freshmen and graduate students, 13% no response, and 8% other. In addition, 26% were business majors, 23% were in Letters & Science, 11% were engineering majors, 15% were from other UWM schools/colleges, 16% indicated no responses, and 9% were from other institutions.

The 2007 Diversity Career Day is on March 8th with 89 registered employers and institutions. The goal is to have 500 participants at this event.

Myriad Publication

Myriad is MSC's annual fall publication that highlights m/d programs and student/faculty/staff achievements. The fall 2006 issue included articles on multicultural offices' move to Bolton Hall, AMSLC conference, as well as a heartwarming story of an 84-year-old African American veteran who returned to UWM to complete his undergraduate education. The issue can be accessed on the web at www.msc.uwm.edu/pdf/Myriad2006.pdf. The next issue of *Myriad* will be published in fall 2007.

Intersections Across Plan 2008 Goals:

Goal 1: recruitment and enrollment. MSC's involvement in assisting prospective students, either to help them complete applications, answer questions regarding acceptance to UWM and/or registering for classes (at freshman orientation sessions), or transition to UWM (via the Making the Connection Program); is geared toward facilitating their enrollment at UWM.

Goal 3: closing the achievement gap. MSC programs, services, and activities are all designed to improve student retention and graduation. They range from advising and referral of students to appropriate support services to providing educational/cultural workshops and social events.

Goal 6: campus climate. All MSC events (including the availability of a space (Multicultural Student Lounge in the Union) that is hospitable and welcoming for students to hangout, meet friends, study or have meetings/activities) promote campus climate.

Goal 7: accountability. Most of MSC programs and events are assessed for future improvement and modifications.

Assessment Practices and Program Changes in Response to Challenges:

The challenge for MSC is to provide services and activities that will impact student success at UWM. However, MSC is only one of numerous support services on campus and will continue to contribute its efforts toward improving the retention and graduation of students of color, as well as enhancing the campus climate. Several programmatic improvements are currently underway, such as:

- The continuation and expansion of the Making the Connection Program to serve more new freshmen of color. Although it is too early to determine the impact of the MTCP, early indications seem to suggest that students who participated in the program are more “connected” to the university.
- The implementation of more diversity events, as well as those that are more issue-oriented, per suggestions from the MSL survey. The expansion of MSL hours has also been discussed and will be implemented in the future.
- Since majority of Lounge users are African Americans, there is a need to attract other ethnic groups into the MSL. Consequently, a more diverse group of student monitors will be hired in the future, as well as encouraging other ethnic student organizations to meet and schedule activities in the Lounge.
- The creation of a multicultural student resource room is under discussion. If completed (for fall 2007), it will be a place for students to utilize the computers and do homework on their laptops.
- The planning for a multicultural open house is underway (for fall 2007) to inform campus community of the multicultural services and showcase their new highly visible, centralized locations.

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