

# MULTICULTURAL STUDENT CENTER: Program Review Recommendations

## ACTION PLAN- 5/4/11

### UNIT MISSION & GOALS

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
Update & revise current mission statement, core of the program & define what the MSC's purpose is	<ul style="list-style-type: none"> <li>Conduct staff retreat</li> </ul>	5/18/11	6/2/11
Create a list of values that articulate how they carry out the mission for departmental programming and standards.	<ul style="list-style-type: none"> <li>Conduct staff retreat (used SA Core Values)</li> </ul>	5/18/11	8/11
Revise goals and create a plan of action for each that describes how the goal is significant	<ul style="list-style-type: none"> <li>Conduct staff retreat (May-August 2011)</li> </ul>	5/18/11	May – Sept 2011

### PROGRAMS & SERVICES

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
Staff need clear expectations in regard to reporting student meetings, including intake and reoccurring student meetings	<ul style="list-style-type: none"> <li>2 staff meetings and 1 training -covered expectations.</li> <li>2 staff audits of Intake files (case management files).</li> <li>1-1 &amp; staff meetings conducted to clarify expectations.</li> <li>PREP (annual review)</li> </ul>	5/3/11 Ongoing Weekly/Monthly Mid-Year/Annual	4/2/11 5/3/11 May-Dec 2011 Jan-May 2011
Continue to develop the Peer Mentoring (PM) program to include a clear reporting line, programmatic outcomes and clear expectations for the mentors	<ul style="list-style-type: none"> <li>Upper Division Peer Mentors/guidance from Professional staff (PM Coordinator) established reporting lines and positions of leadership within the program.</li> <li>Hired 3 PT (20 hr/week) student employees (w/high salary wage) to serve as Team Leads for Peer Mentors.</li> <li>Streamlined the reporting and coordination of PM program.</li> <li>Connect with Assessment Coordinator and serve on Student Employment Committee</li> <li>Student learning outcomes leadership/critical thinking skills (6 Column Model)</li> </ul>	12/21/11 4/26/11 5/3/11 8/10/11 6/2/12	12/21/11 4/7/11 5/3/11 8/11-10/11 3/30/12

## LEADERSHIP & STAFFING

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
Evaluate the need for additional professional staff versus additional graduate & undergraduate student staff. There may be an opportunity to have a part-time (30 hour/week) professional position to help meet the additional needs.	<ul style="list-style-type: none"> <li>Restructure &amp; redefine positions/titles of personnel.</li> <li>Hired a temporary (until August 2011) FT non-student employee (Bachelor degree) to serve as a Student Specialist Coordinator. Would like for this position be evaluated to serve as a PT (30 hrs/wk) professional position (FTE .75).</li> </ul>	6/30/11	4/14/11 Ongoing
Para-professional serve in receptionist/greeter position.	<ul style="list-style-type: none"> <li>Met with EAO Director to discuss Suite receptionist area. EAO department has minimal traffic (5 months=20 visitors).</li> <li>The Center can hire a dynamic and personable para-professional to cover the front receptionist area for the entire Suite.</li> </ul>	8/15/11 Ongoing	Fall 2011  Hired student workers

## HUMAN RESOURCES

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
Renaming "counselor" title	<ul style="list-style-type: none"> <li>Director will consult with Human Resources for a job evaluation or job audit per PPM 3-3.</li> <li>Director w/guidance from supervisor will restructure and redefine positions/titles of personnel (re-write job descriptions and justify new budget lines).</li> <li>All legal guidelines at federal and state levels will be followed. Meetings have been held with HR/Legal Counsel, EEO/AA, and SA Administration.</li> </ul>	6/24/11	Fall 2011  Jan. 2012  Feb. 2012

<p>Audit employee time to determine how all staff members use their time. Staff members should account for the percentage of time spent meeting one-on-one w/students, community relations, in meetings, planning programs, advising student groups, doing correspondence, etc.</p>	<ul style="list-style-type: none"> <li>• All professional and classified personnel staff will apply for the newly defined positions.</li> <li>• Create Monthly Report Outcomes spreadsheet</li> <li>• Request monthly Data Entry/Student Assessment data.</li> <li>• Implement strict utilization of GroupWise calendaring system</li> <li>• Investigate and secure funding for the purchase of software (Assessment RFP-ongoing)</li> </ul>	<p>7/22/11</p>	<p>Ongoing</p> <p>2/21/11 Via Headcounts May 2012 11/6/12 Accudemia</p>
<p>Reformat organizational chart that includes clear reporting lines and clear programmatic responsibilities.</p>	<ul style="list-style-type: none"> <li>• Director and supervisor (Dean of Students) redefined 2 positions/titles of personnel. Re-wrote job descriptions to justify new budget lines. (see above)</li> </ul>	<p>6/24/11 1/12, 2/12</p>	<p>Jan –Feb. 2012</p>
<p>Expand the role of the Department Secretary to assist staff members with administrative task and departmental data reporting</p>	<ul style="list-style-type: none"> <li>• Provide a confidential space for Secretary in 150J office to better serve the needs of the Center.</li> <li>• Hire an Assistant Director (AD) to take on the role of departmental data reporting/assessment and division of duties within the newly enhanced organizational structure or incorporate the role of the DIC to take on the AD role.</li> <li>• Hire a Student Specialist to assist w/assessment- hired hourly/non student STEPS Manager (Programs Specialist) to supervise Student Data Analyst and other student workers</li> </ul>	<p>6/17/11</p> <p>1/2/2012</p>	<p>Completed</p> <p>June 2011- 2014 Completed 8/29/14</p>

## FACILITIES, EQUIPMENT & TECHNOLOGY

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
<p>The following was recommended in two other areas (i.e. Financial Resources &amp; Budget and Ethical &amp; Legal Responsibilities: Purchase software to collect data. Justifies the need for additional resources for facilities, staffing and services.</p>	<ul style="list-style-type: none"> <li>• Hire an Assistant Director to take on the role of departmental data reporting/assessment and division of duties within the newly enhanced organizational structure</li> <li>• Hired a STEPS Manager/Programs Specialist who supervised student Data Analyst.</li> <li>• The Data Analyst used Excel to create Intake /Outcomes- to collect data and Google forms for Intake process.</li> </ul>	<p>1/2/12</p>	<p>8/29/14 Hired Program Specialist</p>

<p>MSC offices for staff: 1 for Departmental Secretary (or Assistant. Director); 1 for Professional Staff member; and 1 for Peer Mentors to allow staff to work with students in a confidential and student-centered environment w/out having to vacate their current space for one another.</p>	<ul style="list-style-type: none"> <li>• Submit written request to obtain 3 offices within Suite 150 to University Space Planning Committee and SA Administration. Request will contain information on proposed use, personnel to be housed, impact if the space is not received, and other data.</li> </ul>	<p>7/22/11</p>	<p>SAMC- Denied Office Request</p>
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<h2 style="text-align: center;">ASSESSMENT &amp; EVALUATION</h2>			
RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
<p>Begin tracking student retention as another measure of effectiveness and to be accountable to the division. Accurate recording of student data and the student's usage of services.</p>	<ul style="list-style-type: none"> <li>• Ensure personnel maintain accurate data and student usage (meetings, services, etc.)</li> <li>• OPTION A: Hire Assistant Director to assist w/Assessment and Data Tracking</li> <li>• OPTION B: Hire para-professional (front desk reception) with data skills to assist with Assessment/Data Tracking</li> <li>• Purchase software – Created internal tracking</li> <li>• Connect with Assessment Coordinator</li> </ul>	<p>1/2/12</p>	<p>Ongoing</p> <p>Option B: Fall 2011-Spring 2012 Hired Student Workers-front desk Fall 2012</p>
<p>Determine alternate ways of conducting its satisfaction survey; increase the frequency that the survey is administered.</p>	<ul style="list-style-type: none"> <li>• Discussions with Assessment Coordinator will be conducted.</li> <li>• Survey will be distributed to all self-identified ethnic minority students.</li> </ul>	<p>5/23/11</p>	<p>March-April 2012</p>
<p>Identify target audience and begin to track and collect outreach efforts and contact meetings.</p>	<ul style="list-style-type: none"> <li>• Implementation will begin once summer 2011 session begins.</li> </ul>	<p>12/23/11</p>	<p>May 2012</p>

# UNIVERSITY & EXTERNAL RELATIONSHIPS

RECOMMENDATIONS	PLAN OF ACTION	TARGET DATE	COMPLETED
Work with Advisory Council to create a mission and set expectations for the members while creating more opportunities for students to connect with members of the council.	<ul style="list-style-type: none"> <li>• A: Interaction during Winter Solstice Awards Luncheon.</li> <li>• B: Invited Peer Mentors/students to meet with Council.</li> <li>• C: Ceremony of Excellence Planning Committee- Council members served on planning committee w/students &amp; student employees.</li> <li>• D: Council members and students have been provided various opportunities to interact with one another.</li> </ul>	12/18/11 2/14/11 - 4/20/11	Completed Fall 2011
Work with connecting the council to EAO to assist w/pre-college/recruitment programs.	<ul style="list-style-type: none"> <li>• Collaborations meeting was recommended to EAO and Advisory Board Council</li> </ul>	8/5/11	Completed
<u>MSC RECOMMENDATION:</u> Collaborate with EAO for retention of pre-college students.	<ul style="list-style-type: none"> <li>• EAO staff member was invited to serve on MSC Scholarship committee (referral &amp; nomination) incoming freshmen.</li> <li>• Collaborations meeting for EAO (ETS, StS, GU)</li> <li>• MSC &amp; EAO will coordinate referrals &amp; intake for intentional interventions of outreach program participants</li> <li>• Recommendations for future meetings to define parameters and "referral" - TOP 10 system</li> </ul>	2/22/11 Summer 2011	2/22/11  4/26/2011 4/2011  Ongoing
Merge the MSC & Diversity/Inclusion Center	<ul style="list-style-type: none"> <li>• Planning and strategic meetings to be held with SA Admin.</li> </ul>	5/1/12	TABLED