

**Multicultural and International Student Services**  
**CAS Executive Summary and Action Plan 2009-10**

**Critical Note:** The CAS Standards for both Multicultural Affairs and International Student Services are combined for the purpose of this review. However, in reality they are two separate and distinct sets of standards by which CAS is organized and administered. The size of Longwood University’s Multicultural and International Student community is small by comparison to other institutions where the functions of Multicultural Affairs and International Student Services may be stand-alone entities.

**Summary of the Self-Assessment Process:**

The work of the committee has been invaluable in identifying both the opportunities and the challenges of the Office of Multicultural Affairs. Whereas the members of the committee performed their work primarily as individuals, their efforts have produced patterns of evidence that will guide the work of the office in the future. Those actions requiring additional capital, both human and financial, will not be easy to accomplish in the current financial climate; thereby making some of the proposed actions unattainable within the next academic year.

100 percent (N14 Multicultural and N2 International Student Services) of the CAS standards were rated 3.00 or better, suggesting that the components are all functioning in the “well met category” and do not need action plans. However there were 9 criteria measures that were rated 2.88 or lower, suggesting that the measures are functioning in the “minimally met category” and are in need of action plans targeting improvement.

**Summary of the Self-Assessment Process:**

In 2009- 2010 a self-study of the Multicultural Affairs and International Student Services was conducted according to the CAS (Council for the Advancement of Standards in Higher Education) Standards and Guidelines. The goal of the self-study was to review the strengths and deficiencies of the Office and to create an action plan to overcome any deficiencies and to enhance office services.

**Members of the Review Committee:**

Wayne O’ Brien	Counseling Center
Martha Cooke	Professor
Scott Cole	Professor
Cameroon Patterson	Student
Jameka Jones	Student
Leon Chang	Student
Jessamy Austin	Student

### **Part 1: Mission Overview Questions**

What is the program mission?

The Office of Multicultural Affairs (OMA) is committed to enhancing and maintaining a culturally diverse and pluralistic academic community. An equal concern is to ensure that women and individuals from underrepresented groups have opportunities to develop their potential both academically and socially.

How does the mission embrace student learning and development?

The mission relates directly to student learning and the making of citizens leaders. The office works with the university stakeholders to create learning opportunities that prepare individuals who are able to function in a democratic society and global community.

In what ways does the program mission complement the mission of the institution?

The office's mission is embodied in the University mission of preparing citizen leaders.

### **Part 2: Program Overview Questions**

What are the primary elements of the program?

Advocacy, program planning, and building collaborating partnerships

What evidence exists to confirm that the program contributes to student learning and development?

The CAS findings, various surveys, and program evaluations

What evidence is available to confirm program goals' achievement?

Various program evaluations

### **Part 3: Leadership Overview Questions**

What leadership practices are used most often by the program director?

Collaborative and reflective decision making are central

### **Part 4: Human Resources Overview Questions**

What are the pressing concerns related to staffing the program?

The office needs a graduate assistant to help with fulfilling its mission.

In what ways are training and professional development, supervision, and evaluation of each staff member provided?

The administrative assistant attends university sponsored training. In addition, the student assistants are introduced to various elements of cross-cultural and intercultural communication in periodic staff meetings.

### **Part 5: Ethics Overview Questions**

What ethical principles, standards, statements, or codes guide the program and its staff members?

ACPA Ethical Principles and Standards and NAFSA Ethical Principles and Standards

What is the program's strategy for managing student and staff member confidentiality issues?

Director meets with either student or staff individually. After the meeting, if the issue(s) are unresolved then the student or staff member is encouraged to seek further assist with the Office of Human Resources

### **Part 6: Legal Responsibilities Overview Questions**

What are the crucial legal issues faced by the program?

There are no legal issues facing the office.

### **Part 7: Equity and Access Overview Questions**

How does the program insure non-discriminatory, fair, and equitable treatment to all constituents?

The Office follows University non-discrimination policy.

What policies and/or practices are in place to address imbalances in participation among selected categories of students and imbalances in staffing patterns among selected categories of staff members?

The Office follows University non-discrimination policy.

### **Part 8: Diversity Overview Questions**

In what ways does the program contribute to the nurturing of diversity on campus?

The office works to increase diversity awareness through programs and the University Diversity Council.

How does the program serve the needs of diverse populations?

The office works through the University Diversity Council to promote inclusion and involvement of all underrepresented students and organizations.

### **Part 9: Organization and Management Overview Questions**

What are the institutional organizational structures that define, enable, or restrain the program?

The greatest inhibitors to the achievement of goals are financial, human, and the lack of shared commitment to diversity and pluralism by the whole institution. Although, the President and the Cabinet have spoken of the University's commitment, there remains a disconnection between the actions of the campus at-large. This office lacks authority, financial and human resources to broaden outreach and promote diversity across the campus.

What protocols or processes are in place to insure effective management of the program?

The office is supervised by the Associate Dean of Students who reviews the effectiveness of the office annually.

### **Part 10: Campus and External Relations Overview Questions**

With which relevant individuals, groups, campus offices, and external agencies must the program maintain effective relationships?

The office seeks to collaborate with any University and or community entity willing to promote diversity and pluralism on both the campus and in the community. The majority of sponsored programs have been collaborative in nature. By working with students, faculty, and staff, the office promotes diversity and pluralism.

Finally, the office seeks to collaborate with the community-at-large, the Moton Museum; Four Schools Committee, the YMCA, Fuqua, Prince Edward County Public Schools, Virginia College Access Network, and the Fairfax County Schools College Partnerships Program.

What evidence confirms effective relationships with program constituents?

### **Part 11: Financial Resources Overview Questions**

What are the immediate concerns related to funding?

The office could use more financial assistance for programming.

What evidence exists to confirm fiscal responsibility and cost-effectiveness?

The office is supervised by the Associate Dean of Students who reviews the effectiveness of the office annually. Additionally, the University procurement and fiscal responsibility procedures are followed.

### **Part 12: Technology Overview Questions**

What are the pressing concerns related to technology?

There are no pressing technology needs.

**Part 13: Facilities and Equipment Overview Questions**

What are the immediate concerns related to facilities and equipment?

The office needs more space to accomplish its mission. Specifically, the office needs meeting and storage space.

What evidence exists to confirm facilities and equipment access, as well as health, safety, and security for all who are served by the program?

Office follows the University protocols for health and Safety. In addition, University follows all ADA and other regulations regarding physical facilities.

**Part 14: Assessment and Evaluation Overview Questions**

What are the assessment expectations for the program?

The office is part of a regular assessment and evaluation cycle that is established by the University and the Division for Student affairs.

What evidence exists to insure that the stated mission, program goals and objectives, and student learning and development outcomes are achieved?

The office is part of a regular assessment and evaluation cycle that is established by the University and the Division for Student affairs.

In what ways have assessment and evaluation results been used to revise and improve the quality of programs and services?

The office uses the results and findings for its assessment to improve programs and services for the next cycle and academic year.

**CAS Criteria Measures with scores of 4:00**

- Professional staff must demonstrate respect for cultural values
- Hiring and promotion practices are fair, inclusive, proactive, and non-discriminatory
- Provides support and assistance to ensure institutional compliance with governmental immigration regulations
- Obtaining health care insurance
- Navigating the health care system
- Personal and cultural concerns
- Assures institutional compliance with government regulations and procedures, including record-keeping and reporting responsibilities
- Facilitates the enrollment and retention of international students.

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## **Areas with Rating Discrepancy:**

### **Specific Criteria Measures with scores below 2:88**

Programs: The office has limited staffing consequently is impossible to address all programming areas.

1. Humanitarianism and Civic Engagement: 2.50
2. Assisting them to determine and assess their educational goals and academic skills: 2:50
3. Providing support services that assist in achieving educational goals and attaining or refining academic skills: 2.63
4. Promoting and enhancing identity development: 2.88

### Actions:

- Encourage and advocate that underrepresented groups utilize the services of existing campus units, Academic Advising and Career Services and the Counseling Center,
- Work with various university departments to address programming needs for specific constituents
- Meet with various constituent groups (University Diversity Council, Black Student Association, International Students) to develop and prioritize programming on an annual basis

Resources: none needed.

Persons responsible: the Director of Multicultural Affairs and the University Diversity Council

Timeline: Fall 2010

Financial: The University is experiencing financial hardships which will affect any increase in financial capital

1. Has adequate technical and support staff to accomplish the mission 2.50
2. Has adequate technical and support staff who are qualified to perform the job functions 2.63
3. Has adequate funding to accomplish its mission and goals. 2.25
4. Has adequate technology to support its mission and goals. 2.88
5. Has work space that is well-equipped, adequate in size, and designed to support their work and responsibilities 2.88

### Actions:

- Advocate for program funding for the University Diversity Council
- Continue advocacy for more collaborative programming
- Continue to advocate for more funding for programming
- Develop a Diversity Volunteer Corps
- Develop design plans for the student Union Multicultural space
- Encourage students to utilize technology that is available for all students

Resources: Financial resources and physical space

Persons responsible: the Director of Multicultural Affairs and the Associate dean for Student Affairs

Timeline: The next fiscal year 2010-11.

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### LIST OF CAS RATINGS

				<b>Multicultural</b>	<b>International</b>
Part 1. Mission				3.54	3.74
Part 2. Program				3.25	3.64
Part 3. Leadership				3.36	
Part 4. Human Resources				3.52	
Part 5. Ethics				3.72	
Part 6. Legal Responsibilities				3.50	
Part 7. Equity and Access				3.70	
Part 8. Diversity				3.50	
Part 9. Organization & Management				3.49	
Part 10. Campus & External Relations				3.52	

Part 11. Financial Resources				3.27	
Part 12. Technology				3.25	
Part 13. Facilities & Equipment				3.31	
Part 14. Assessment & Eval				3.69	